

Matt Ehling  
Public Record Media  
2375 University Ave. W.  
Suite 200  
St. Paul, MN 55114

November 4, 2015

Dear Mr. Ehling,

Please find enclosed a report from the state's accounting software detailing the expenses of the Mnurance contact center, including our operations team and Assistor Resource Center, from July 1, 2013 to December 31, 2014. Mnurance has waived the cost of this report. Please note that prior to July 1, 2013 Mnurance operated under the Department of Commerce. Financial data from that time is with the Department of Commerce.

I would also like to address two items in your data request. You requested data that document the cost of staff dedicated to enrolling participants in health plans via telephone and paper forms, to the extent these costs are discreet from Item 2. These costs are not discreet from the data provided in the enclosed report because the contact center handles both tasks. Mnurance contact center representatives can manually enroll applicants via telephone. The operations team, housed within the contact center, then processes these enrollments. The resources for these roles are reflected in the attached report.

You also requested data that document the number of persons enrolled in health plans via paper application. Paper applications are entered into the Mnurance system by the Department of Human Services. Once paper applications are in the electronic Mnurance eligibility system the applicants can enroll in their online account or by calling the Mnurance contact center. As a result, Mnurance does not track the number of qualified health plan enrollments that result from a paper application because the two items are not related.

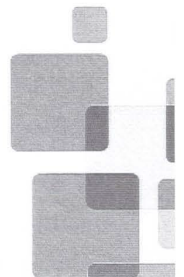


I will work to provide cost reports for the MNSure eligibility system and the number of applicants manually enrolled during the initial MNSure open enrollment period.

Thank you,

A handwritten signature in blue ink, appearing to read "Lindsey Millard".

Lindsey Millard  
Data Practices Coordinator



Contact Center expenditures - dept ID 260, 261, and 265

<b>Category</b>	<b>Amount</b>
Personnel	5,605,053.97
Supplies	34,783.49
Travel	10,178.56
Contractual	1,344,488.14
Other	2,467,075.67
<b>Total</b>	<b>9,461,579.83</b>

<b>ACCOUNT CLASS</b>	<b>DESCRIPTION</b>	<b>Federal Rpt Categories</b>	<b>TOTAL BY ACCOUNT CLASS</b>
41000	Full time - Salary	Personnel	2,937,399.43
41030	Part-Time-Seasonal-Labor Serv	Personnel	2,120,318.38
41050	Overtime and Premium Pay	Personnel	545,100.01
41070	Other Employee Cost	Personnel	2,236.15
41100	Space Rental And Utilities	Other	5,044.25
41110	Printing And Advertising	Other	2,853.30
41130	Prof-Tech Serv-Outside Vend	Contractual	476,708.77
41145	IT/Prof/Tech O/S Vendor	Contractual	280,848.47
41150	Computer and System Services	Other	176,300.51
41155	Communications	Other	38,983.64
41160	Trav-Sub-InState-Border Comm	Travel	574.47
41170	Trav/Sub-OutOfState-BorderComm	Travel	9,604.09
41180	Employee Development	Other	375.63
41195	IT St Agcy Prof/Tech Svc	Contractual	586,930.90
41300	Supplies	Supplies	34,783.49
41500	Repairs to Equip & Furn	Other	30,544.51
43000	Other Operating Costs	Other	2,014,970.32
47160	Equipment - Non Capital	Other	195,603.51
44100	Pmt To Indiv-Med-Rehab Clie	Other	2,400.00
			<b>9,461,579.83</b>