Board of Directors Meeting

July 29, 2026

Public Comment

Administrative Items

- Discuss & vote June 24, 2026, meeting minutes
- Closed Session Update: Summary of CEO Performance Evaluation

CEO Report

CEO Report Overview

- General updates
  - Navigator program
  - Open enrollment readiness
- Plan year 2026 sign-up activity to date
- Strategic Plan update

MNsure Dashboard — Plan Year 2026

METS Activity, Plan Year 2025 November 1, 2025 – June 30, 2026	
Total (Medical Assistance, MinnesotaCare, QHP)	285,640
Medical Assistance Applicants	97,355
MinnesotaCare Applicants	14,352
Qualified Health Plan (QHP) Sign-ups	173,933
QHP New Consumers	37,518
Qualified Dental Plan Sign-ups	55,247

Financial Assistance – Plan Year 2026, as of June 30, 2026		
Financial Assistance Type	**Individuals**	**Households**
Percentage with Advanced Premium Tax Credit (APTC)	49.9%	51.1%
Percentage with Cost-Sharing Reductions	8.3%	9.8%
January Average Monthly APTC	$420.87	$599.84
Estimated January APTC for Households Receiving APTC	N/A	$183,766,917

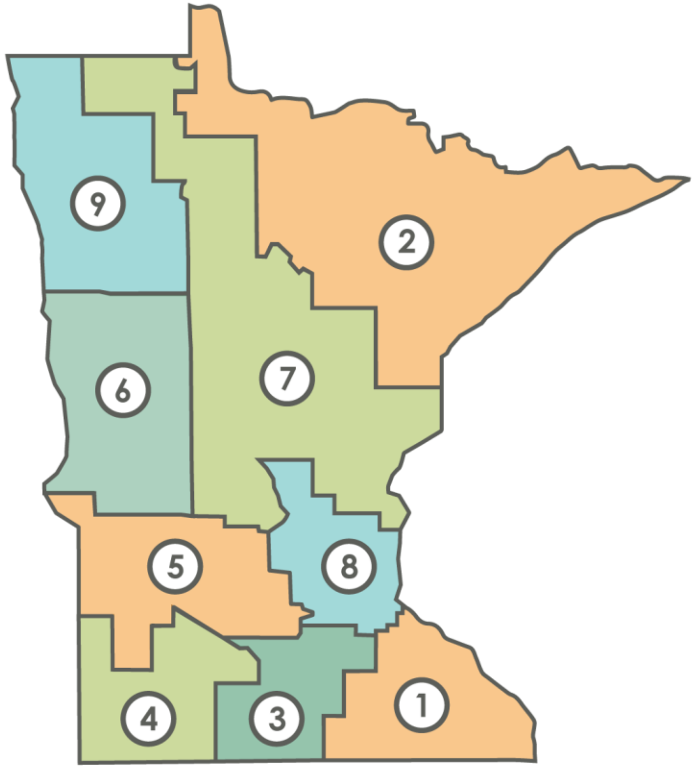
Prepared for July 29, 2026 board meeting

Plan Year 2026 QHP Enrollment by Rating Region

as of May 31, 2026

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region*	Average Monthly Tax Credit per Household Receiving APTC
1	7.8%	6.0%	$909.94
2	5.4%	5.3%	$727.87
3	4.6%	4.2%	$868.23
4	2.0%	2.4%	$723.77
5	3.5%	3.6%	$723.67
6	4.1%	4.2%	$704.37
7	7.7%	8.9%	$711.02
8	63.5%	64.1%	$454.15
9	1.4%	1.2%	$672.16

*Total not = 100% due to rounding



Note: Data is based on MNsure's current enrollment population

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MNsure

QHP Dashboard – Plan Year 2026

as of June 30, 2026

Carriers	2026 Enrollment to Date	2025 Enrollment*
Blue Plus	34.9%	27.9%
HealthPartners	26.1%	18.9%
Medica	18.7%	20.1%
Quartz	0.7%	0.9%
UCare	19.5%	32.3%

Metal Level	2026 Enrollment to Date	2025 Enrollment
Gold	15.4%	17.0%
Silver	29.4%	33.9%
Bronze	55.2%	47.3%
Catastrophic	0.0%	1.8%

Sex	2026 Enrollment to Date	2025 Enrollment
Male	47.5%	47.2%
Female	52.5%	52.8%

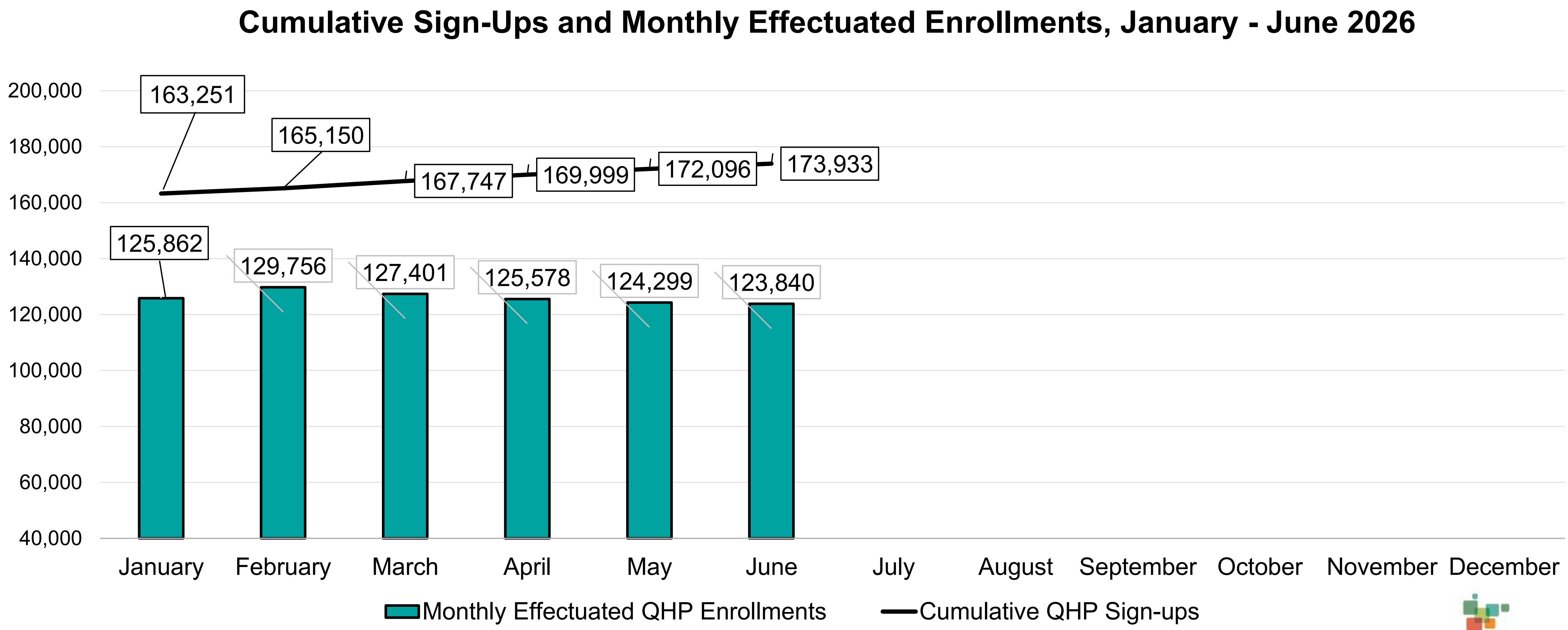
*Total not = 100% due to rounding

Age	2026 Enrollment to Date	2025 Enrollment*
<18	12.0%	12.6%
18-25	7.5%	7.7%
26-34	13.2%	13.3%
35-44	15.2%	15.2%
45-54	16.0%	16.0%
55+	36.1%	35.2%

Language Preference	2026	2025
English	94.9%	94.7%
Hmong	0.6%	0.6%
Somali	0.9%	1.0%
Spanish	1.9%	1.9%
Other	1.7%	1.8%

Note: Language preference is based on QHP-eligible population; all other data is based on MNsure's current enrollment population as of June 30, 2026.

Sign-Ups and Effectuated Enrollments



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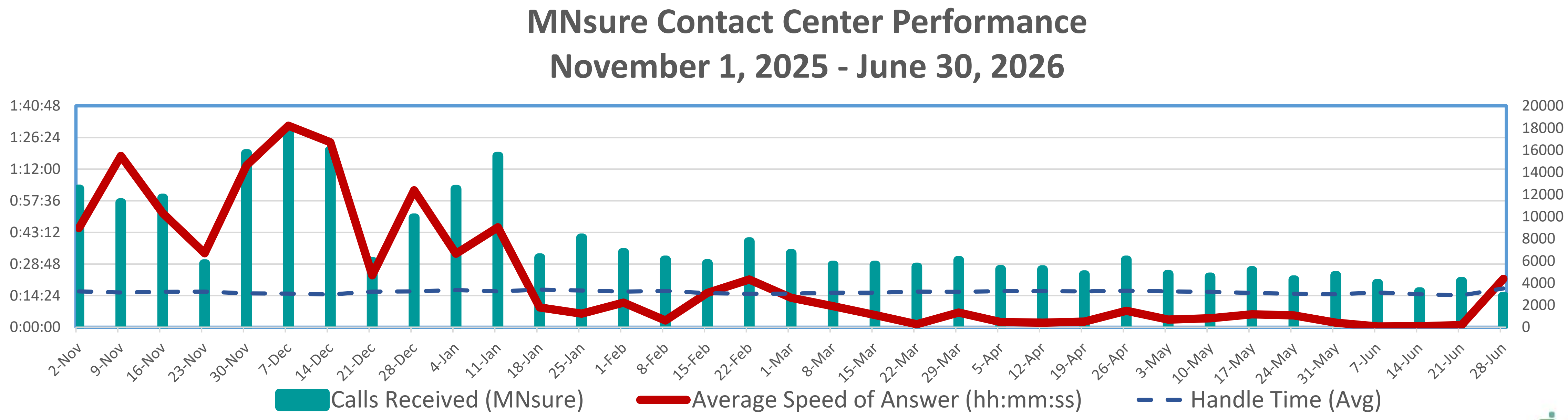
Contact Center Dashboard

Contact Center Main Line – 2026	April	May	June
Average Daily Call Volume	1,058	993	767
Service Level (% of calls answered within 5 min.)	78.0%	75.0%	94.7%
Calls Abandoned While in Queue	5.0%	5.3%	1.36%



Call volumes represent weekly totals for week beginning with date.

Prepared for July 29, 2026 board meeting

Call Inquiries Dashboard

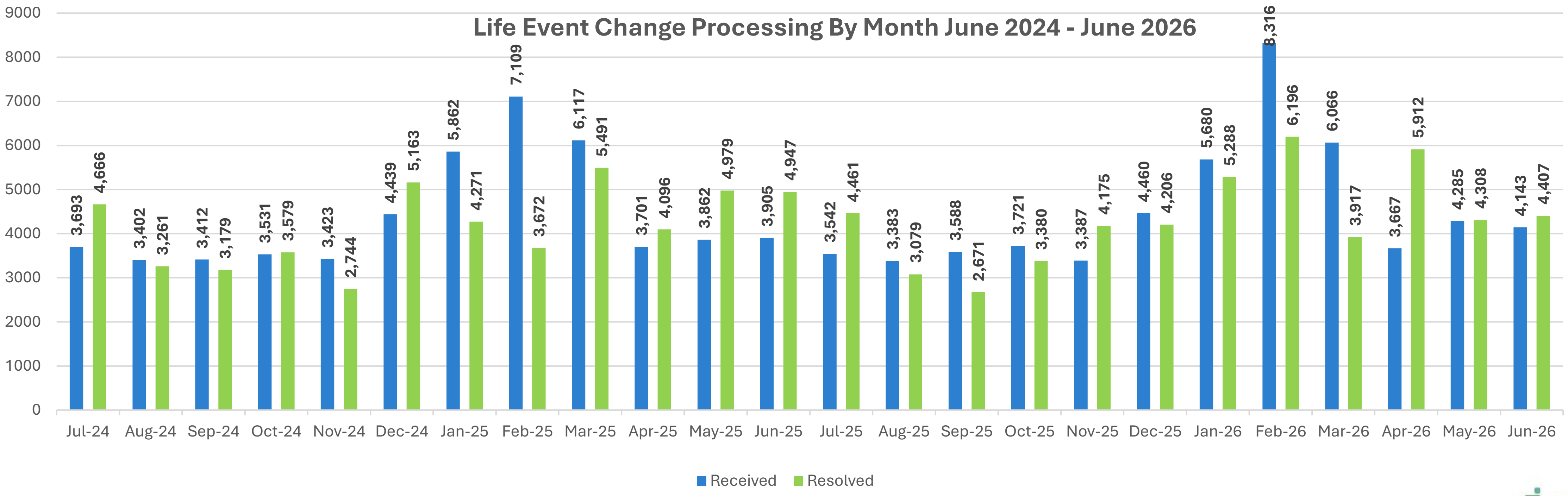
Contact Center Main Line Top Inquiries, June 2026	
1. MCRE/Counties	20.9%
2. How To Enroll in a Plan	8.3%
3. How Do I Apply	7.4%
4. How Do I Update My Application	5.9%
5.Directed to Submit Verifications	4.9%

Assister Resource Center (ARC) Top Inquiries, June 2026	
1. Public Program Status	37.6%
2. Determination Result	24.5%
3. QHP Status	10.5%
4. Password Reset	5.9%
5. Newborn Status	5.2%

Broker Service Line Top Inquiries, June 2026	
1. Status Before Appointment	19.1%
2. Status of SEP	12.4%
3. Lost or Will Lose Employer Health Care Coverage	8.0%
4. Lost or Will Lose Other Health Care Coverage	7.0%
5. Status of Enrollment	5.5%

Qualified Life Events Processing

Workable life event cases: 0 days
Average time to process: 0 days



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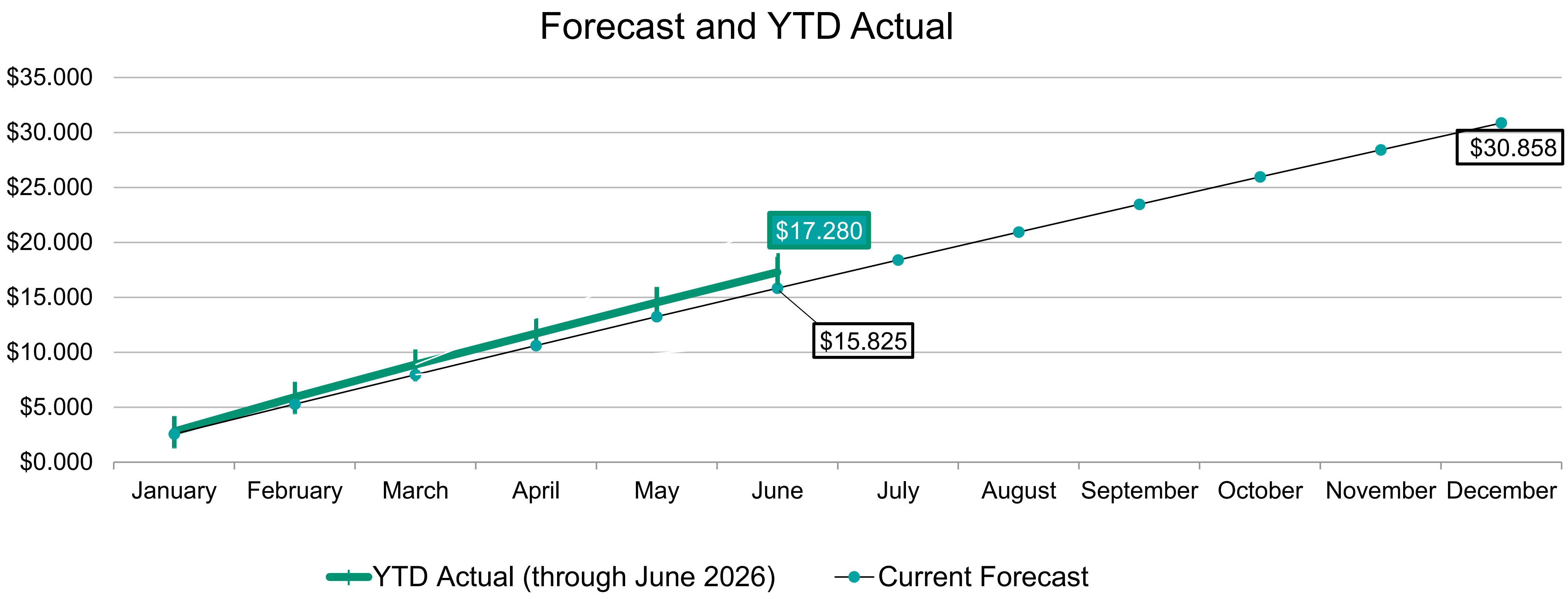
MNsure Premium Withhold Revenue Calendar Year 2026



Revenue numbers in millions

Note: CY2026 forecast for February through December is based on updated numbers from January 2026, using assumptions from the FY26 budget (approved in July 2025).

Prepared for July 29, 2026 board meeting

MNsure Strategic Plan

FY26 Overview & Wrap-Up

- Fiscal year 2026 focus
  - **12 priority activities** supporting our six strategic outcomes
  - As conditions and circumstances evolve, some activities need to be reevaluated for feasibility or timeliness
  - Some work will continue into FY27

Activity Status	Count
Not yet started	0
Work continues in FY27	2
Complete	8
Priority shift	2

MNsure

1: MNsure is at the center of health insurance access and affordability in Minnesota

Priority Activity	Anticipated Completion	Q3 Progress Update
Determine needs for collaboration and connection with external entities, including a recommended meeting cadence	6/30/2026	*Completed in Q3*
Define an internal structure for sharing information and decision-making among business leaders.	6/30/2026	*Ongoing into FY27*

2: MNsure effectively communicates and tells its story to all audiences

Priority Activity	Anticipated Completion	Q3 Progress Update
Develop and maintain a set of key messages and core story	6/30/2026	*Completed Q4*
Develop a coordinated editorial calendar with agency-wide visibility	9/30/2025	*Completed in Q1*

3: MNsure engages all audiences with bi-directional communications

Priority Activity	Anticipated Completion	Q3 Progress Update
Identify target audiences from whom to receive feedback and inventory existing touchpoints or channels	6/30/2026	*Ongoing into FY27*

4: MNsure has a dynamic and collaborative culture that supports employee engagement and development

Priority Activity	Anticipated Completion	Q3 Progress Update
Create and fill a position focused on employee engagement and belonging, incorporating perspectives from across the business	TBD	*Priority shift – work will continue in FY27*

5: MNsure transparently and strategically manages its financial resources and budget

Priority Activity	Anticipated Completion	Q3 Progress Update
Seek feedback on, formalize, and refine the pilot budgeting process MNsure established in calendar year 2025	9/30/2025	*Completed in Q1*

MNsure

6: MNsure delivers innovative operational excellence and technology that elevates our users' experience.

Priority Activity	Anticipated Completion	Q3 Progress Update
QEST implementation	6/30/2026	*Completed in Q4*
Amazon Connect implementation (Phase 1)	9/30/2025	*Completed in Q1*
Establish leadership cadence checkpoints for MNsure and MNIT	6/30/2026	*Completed in Q3*
Collaborative partnering between MNsure and MNIT for project implementations	6/30/2026	*Completed in Q4*
Execute on "MNIT Modernization Maturity Approach Plan"	6/30/2026	*Priority shift – MNIT dependent*

MNsure

FY27 Strategic Plan Overview

- Six strategic outcomes remain the same
- Workplan approach for staff:
  - 32 activities supporting the outcomes
  - Promoting internal accountability and transparency of focus
- Staying flexible and agile as FY27 progresses
- Highlighting one key activity for each outcome

1: MNsure is at the center of health insurance access and affordability in Minnesota

Strategy	Activity	Anticipated timeline
Strengthen MNsure’s policy development functions, including internal policies and legislative proposals.	Establish an internal legislative policy proposal review committee with cross-functional representation including subject matter experts, finance, and leadership.	Finish by end of Q2

2: MNsure effectively communicates and tells its story to all audiences

Strategy	Activity	Anticipated timeline
Use data-informed insights to improve messaging, audience targeting, and overall communication effectiveness	Review available enrollment, customer service, and consumer data to refine and improve board updates.	Finish by end of Q2

3: MNsure engages all audiences with bi-directional communications

Strategy	Activity	Anticipated timeline
Create appropriate touchpoints for “upstream” (early) communication for each internal and external audience.	Identify upcoming FY27 decision points, projects, policy changes, and initiatives that require early stakeholder engagement.	Finish by end of Q1

4: MNsure has a dynamic and collaborative culture that supports employee engagement and development

Strategy	Activity	Anticipated timeline
Build internal capacity for employee engagement, retention, and development.	Hire a Human Resources Director	Finish by end of Q1

5: MNsure transparently and strategically manages its financial resources and budget

Strategy	Activity	Anticipated timeline
Develop a budget communication plan (internal and external)	Establish routine financial reporting at Board meetings with more details for Finance Work Group discussions to enhance Board's ability for fiscal oversight.	Finish by end of Q1

6: MNsure delivers innovative operational excellence and technology that elevates our users' experience.

Strategy	Activity	Anticipated timeline
Modernize our omnichannel consumer experiences.	Review modern telephony capabilities and options available through Amazon Connect and develop roadmap and timeframe to implement updates.	Finish by end of Q4

FY27 Navigator Grant Awards

MNsure
Where you choose health coverage

FY27 Revised Budget Proposal

Board Meeting, July 29, 2026

Libby Caulum, CEO & Marian Potter, CFO

FY27 Budget Proposal Overview

- Review themes for FY27 budget development
- Summary of revisions to the budget
- Updated Three Year Plan
- Long term financial planning considerations
- Discussion

Themes for FY27 Budget Development

- MN-EES go-live in June 2026
- Ongoing operations costs of the new system
- Evaluating operational changes needed due to MN-EES & HR1 changes
- Continued investment in supporting technologies
- Update processes and agreements around shared systems and services with DHS
- Long term financial planning

MNsure

Summary of Revisions

- No substantive changes to revenue assumptions
- Overall increase in expenses
  - Reallocate contingency funds and formerly reserved funds in reserves to support increased staffing needs in contact center due to HR1
  - Updated information on technology costs
  - Decisions about MNIT level of support of MN-EES

Updated Three Year Plan

Funding Category	FY26 Revised Budget	FY26 Estimated Actuals	FY27 Budget (Proposed)	FY28 Plan (Proposed)
Operating Revenue				
Premium Withhold Revenue	$29,255,219	$32,300,916	$32,399,226	$29,568,187
State Revenue	$21,267,991	$16,234,408	$13,125,532	$11,979,794
Other Revenue	$900,000	$2,110,051	$1,637,416	$2,116,335
Total Operating Revenue	**$51,423,210**	**$50,645,374**	**$47,162,175**	**$43,664,317**
Transfers In	$70,000	$3,532,800	$3,243,000	$6,255,000
Total Resources	**$51,493,210**	**$54,178,174**	**$50,405,175**	**$49,919,317**
Operating Expenses				
Administration	$ 7,925,353	$6,993,834	$8,805,929	$9,384,660
Communications	$ 3,086,484	$3,084,934	$3,281,124	$3,320,911
Customer Service	$ 31,629,956	$26,917,129	$34,433,276	$34,322,697
IT Systems	$ 19,536,781	$21,446,652	$9,415,198	$7,957,770
Total Operating Expenses	**$ 62,178,575**	**$ 58,442,548**	**$ 55,935,528**	**$ 54,986,039**
Surplus/(Deficit)		**($4,264,374)**	**($5,530,353)**	**($5,066,722)**
Year End Reserves Balance		**$43,915,195**	**$38,475,842**	**$35,817,680**
Months of working capital		**9.0**	**8.3**	**7.8**

FY27 Range of reserves needed (6-9 months): $28.1M to $42.1M

Long Term Financial Planning Considerations

- Budget and long term planning is based on current law
- Decisions we make now regarding ongoing operations have a ripple effect on future years
- CMS requires state based exchanges to keep 6-9 months of operating expenses in reserves
- HR1 impacts to operations still forthcoming

Discussion

MN-EES Launch Updates

MN-EES Post-Deployment Update

- **Successful Go-Live:** Deployment completed without significant issues; teams focused on stabilization of upcoming releases.
- **Strong Performance:** 99.91% data migration success, full staff access, and critical reports delivered on schedule.
- **Steady Progress:** Fewer than 10 critical issues identified with more than half already resolved. Hotfixes deployed and governance transition underway.
- **Looking Ahead:** Remaining disciplined and vigilant as we strengthen system stability and prepare for renewals and upcoming Open Enrollment Period.

New Business

Adjourn