



April 26, 2022

The Honorable Rena Moran, Chair
449 State Office Building
St. Paul, MN 55155

Dear Chair Moran and Members of the Ways and Means Committee,

I write today to express gratitude and support for the inclusion of funding to modernize MNSure's core technology infrastructure in the House Health, Human Services and Early Childhood omnibus budget legislation, HF4706.

This transformative investment will improve the experience for Minnesotans who use the technology to apply, shop for, enroll and maintain their enrollment in a qualified health plan through MNSure. We will be able to implement industry-standard self-service capabilities, saving valuable time for consumers and MNSure staff, and a new assister portal to improve service capabilities for navigators and brokers who help Minnesotans apply, enroll in and maintain their health coverage. Further, an updated and improved platform means lower ongoing costs and increased flexibility to support future federal and state health care regulatory changes and policy innovation.

Our state has made great strides in recent years to expand access to comprehensive health insurance coverage and lower the number of uninsured and underinsured Minnesotans. MNSure is proud to play an important role in this effort, living out our mission to ensure Minnesotans can get the care they need when they need it, and connecting them to the financial help that makes coverage easier to afford and maintain throughout the year.

And while these successes are important to celebrate, we know there is still more work to do. The most recent Minnesota Health Access Survey found that in 2021 Minnesota had a record low rate of uninsurance at 4.0%, but that rate is significantly and unacceptably higher for Minnesotans of color at 10.2%. The enhancements to our core technology will enable MNSure to provide an application and enrollment experience in multiple languages, including account maintenance tools, notices and other consumer notifications. Improvements for our assister partners mean they can spend less time navigating manual system processes and more time leveraging their expertise through outreach and enrollment work in the communities they serve.

MNSure truly appreciates the hard work that went into crafting this budget and the inclusion of this critically important provision that will change how Minnesotans experience and interact with MNSure. Modern, easy-to-use systems will help remove some of the persistent barriers that make it difficult to access and maintain health insurance coverage and will enable MNSure to reach more of the Minnesotans who need us most.

Sincerely,

A handwritten signature in blue ink that reads "Nate Clark".

Nate Clark
MNSure CEO

CC: Representative Pat Garofalo, Ranking Minority Member

