

Administrative Costs at Minnesota Health Plans in 2015

MINNESOTA DEPARTMENT OF HEALTH

April, 2017

Administrative Costs at Minnesota Health Plans in 2015

Minnesota Department of Health
Health Economics Program
PO Box 64882
St. Paul, MN 55164-0882
651-201-3550
health.HEP@state.mn.us



As requested by Minnesota Statutes, section 3.197: This report cost approximately \$43,000 to prepare, including staff time, printing, mailing and contractual expenses.

Upon request, this material will be made available in an alternative format such as large print, Braille or audio recording. Printed on recycled paper.

Introduction

The Minnesota Department of Health (MDH) is required to collect and publish information annually on administrative spending of health plans (group purchasers) that are licensed to offer health insurance coverage in Minnesota.¹ This report presents data on 2015 administrative spending for all health plans that each reported more than \$3 million in total health premiums collected from Minnesota residents.

The detailed tables on the following pages present information on administrative spending as reported by group purchasers for each of 14 categories of administrative spending in accordance with Minnesota Statutes, section 62J.38. Appendix A provides the definitions of the 14 administrative spending categories included in this report.

Spending on administrative activities consumes a substantial amount of resources. In 2015, health plans collectively spent \$1.69 billion to administer the offer, sale, and use of health insurance benefits for Minnesota residents. As shown in Table 1, this amounted to \$328 per covered life.

Following declines in 2008 to 2010, administrative health plan spending in Minnesota as a percentage of total spending has remained steady at about 7.3 percent. In 2015, the latest year for which complete and verified information is available, health plan administrative expenses increased substantially for the first year since 2010 to 7.6 percent.

Table 1. Administrative Health Plan Spending, 2006 - 2015

Year	Administrative Spending (\$ billions)	As a Percent of Total Costs	Per Covered Life
2006	\$ 1.20	8.4 %	\$ 287
2007	\$ 1.28	8.3 %	\$ 286
2008	\$ 1.34	8.0 %	\$ 298
2009	\$ 1.40	7.9 %	\$ 313
2010	\$ 1.27	7.1 %	\$ 282
2011	\$ 1.31	7.2 %	\$ 287
2012	\$ 1.38	7.1 %	\$ 295
2013	\$ 1.47	7.3 %	\$ 303
2014	\$ 1.52	7.3 %	\$ 295
2015	\$ 1.69	7.6 %	\$ 328

Note: Covered Lives are end-of-year estimates for medical policies; which may be below average monthly enrollment. Administrative spending includes costs for medical and dental services.

Source: MDH/Health Economics Program analysis of annual health plan filings.

¹ Minnesota Statutes, section 62J.38, paragraph (b).

The remainder of the report shows that there is great variation across Minnesota health plan companies in their administrative load, ranging from a low of less than 2 percent to approximately 36 percent as shown in Table 2. However, among a smaller grouping of just the nonprofit health plan companies and affiliated insurance carriers representing the majority of the Minnesota market, administrative spending is between just under 5 percent and approximately 15 percent of total spending.

Chart 1 shows the majority of administrative expenses are for General Administration, Claims Processing, and Product Management and Marketing. The distribution of administrative spending by category for nonprofit health plan companies closely resembles the distribution for the overall market, which is not unexpected given that these nonprofit health plan companies represent 89.5 percent of the Minnesota health insurance business as measured by the share of medical premium, as shown in Chart 2.

Indirect expenses included in this report may include certain expenditures for activities that did not strictly qualify as administrative spending, including reserves and third-party reinsurance recoveries.²

As required by Minnesota Statutes, section 62J.321, subdivision 5, health plans were provided an opportunity to review and comment on the data included in this report. MDH received no comments from health plans.

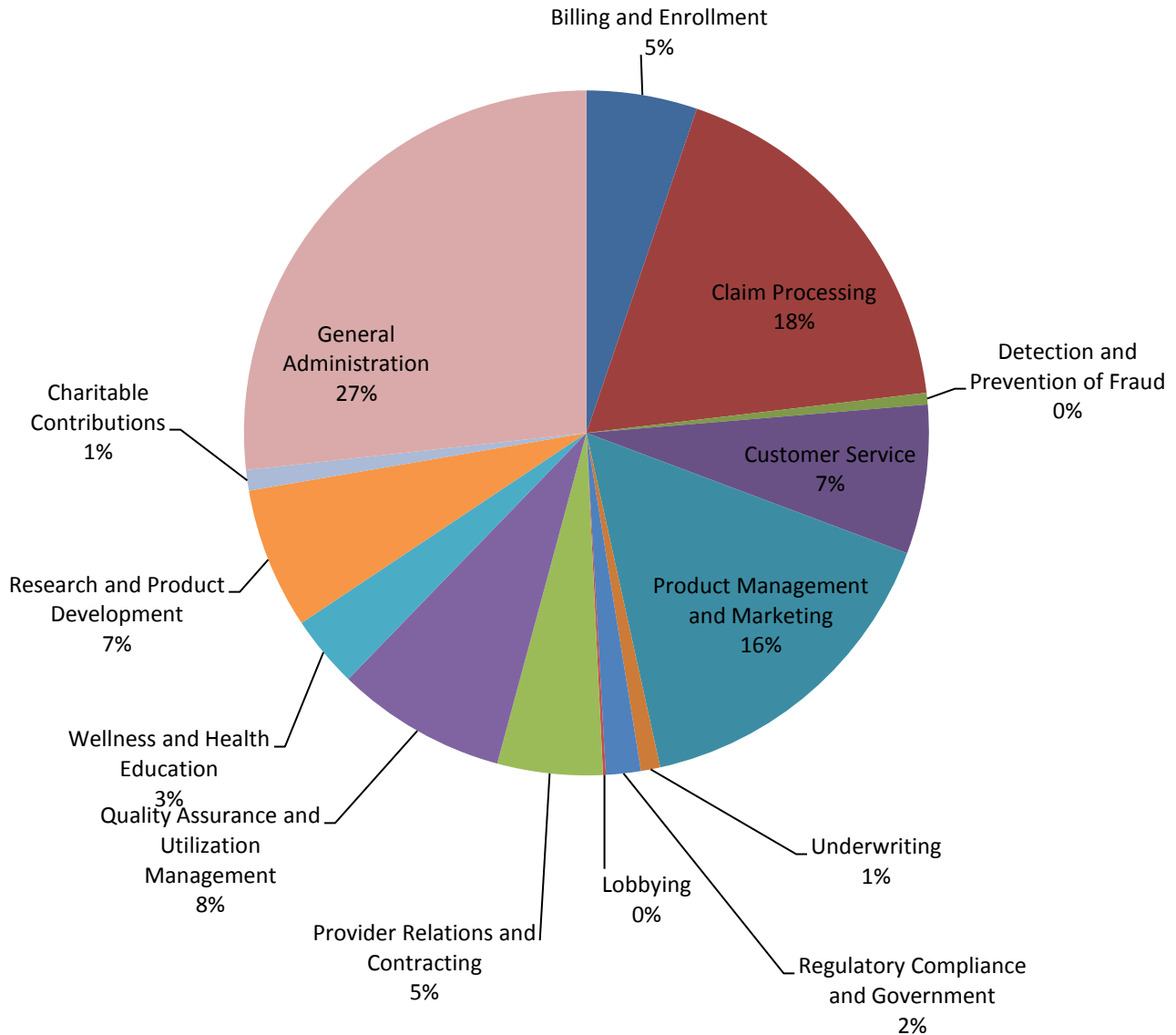
Comments or questions related to this report may be directed to health.hep@state.mn.us.

² In 2015, for consistency in reporting across health plans, MDH provided additional instructions to health plans on whether to include and/or exclude most reserves, third-party reinsurance recoveries, and fees and taxes related to the Patient Protection and Affordable Care Act (ACA) within their administrative, revenue, and expenses annual reporting. Typically, these reserves and recoveries when present are less than one percent of administrative spending.

Table 2. Administrative Costs as Percent of Total Costs, 2015

2015 Health Plan Companies	Total 2015 Administrative Costs	Total 2015 Spending	2015 Administrative Costs (as a percent of total spending)
Aetna Life Insurance Company	12,771,939	350,772,872	3.6%
American Heritage Life Insurance Company	818,404	2,257,720	36.3%
Bankers Life and Casualty Company	543,702	3,759,446	14.5%
Blue Cross Blue Shield of Minnesota	440,873,000	5,527,992,000	8.0%
Blue Plus	84,960,000	839,295,000	10.1%
Cigna Health & Life Insurance Company	8,078,931	501,765,279	1.6%
Companion Life Insurance Company	457,588	5,903,448	7.8%
Continental Life Insurance Company of Brentwood TN	520,432	7,498,647	6.9%
Delta Dental Plan of Minnesota	71,029,101	734,421,092	9.7%
Federated Mutual Insurance Company	5,183,696	37,619,437	13.8%
First Health Life & Health Insurance Company	1,872,761	7,054,507	26.6%
Gerber Life Insurance Company	660,857	2,402,942	27.5%
Guardian Life Insurance Company of America	1,615,065	9,392,030	17.2%
Gundersen Health Plan Minnesota	434,087	6,036,576	7.2%
HCC Life Insurance Company	395,822	5,276,052	7.5%
Health Care Service Corporation	4,207,234	53,946,978	7.8%
HealthPartners Insurance Company	61,318,000	845,831,383	7.3%
HealthPartners, Inc.	266,080,560	3,683,983,795	7.2%
Humana Insurance Company	39,210,342	327,051,429	12.0%
HumanaDental Insurance Company	610,994	4,614,768	13.2%
Itasca Medical Care	5,525,314	62,827,445	8.8%
Lincoln National Life Insurance Company	602,536	4,359,151	13.8%
Medica Health Plans	76,400,922	1,604,608,556	4.8%
Medica Health Plans of Wisconsin	5,438,536	46,842,592	11.6%
Medica Insurance Company	162,848,245	1,427,372,392	11.4%
Medica Self Insured	81,475,801	1,555,376,180	5.2%
Metropolitan HealthPlan (MHP)	22,474,318	147,884,208	15.2%
Metropolitan Life Insurance Company	6,620,358	66,484,856	10.0%
Mutual of Omaha	383,026	2,839,863	13.5%
Pan-American Life	435,032	8,377,699	5.2%
PreferredOne Community Health Plan	2,437,672	28,011,264	8.7%
PreferredOne Insurance Company	21,361,422	205,387,644	10.4%
PrimeWest Health	20,473,318	242,428,529	8.5%
Principal Life Insurance Company	5,831,135	15,199,579	38.4%
ReliaStar Life Insurance Company	1,020,932	18,146,279	5.6%
Security Life Insurance Company of America	1,147,313	4,979,264	23.0%
Sierra Health and Life Insurance Company, Inc.	3,583,985	36,747,674	9.8%
SilverScript Insurance Company	3,861,400	34,361,213	11.2%
South Country Health Alliance	24,495,195	242,116,365	10.1%
Standard Security Life Insurance Company of New York	236,126	2,283,037	10.3%
State Farm Mutual Automobile Insurance Company	2,038,781	16,281,682	12.5%
Sun Life Assurance Company of Canada	1,248,516	10,268,661	12.2%
Symetra Life Insurance Company	594,866	3,500,441	17.0%
Symphonix Health Insurance, Inc.	834,738	3,735,508	22.4%
Time Insurance Company	3,694,756	37,107,768	10.0%
UCare Minnesota	216,942,296	3,403,196,202	6.4%
Union Security Insurance Company	1,661,539	14,074,451	11.8%
United World	358,555	3,301,992	10.9%
UnitedHealthcare Insurance Company	12,816,887	147,167,588	8.7%
WellCare Health Insurance Company of Kentucky, Inc.	762,686	4,862,708	15.7%
Totals:	1,689,248,721	22,357,006,192	7.6%

Chart 1. Administrative Costs at Health Plan Companies in Minnesota, 2015

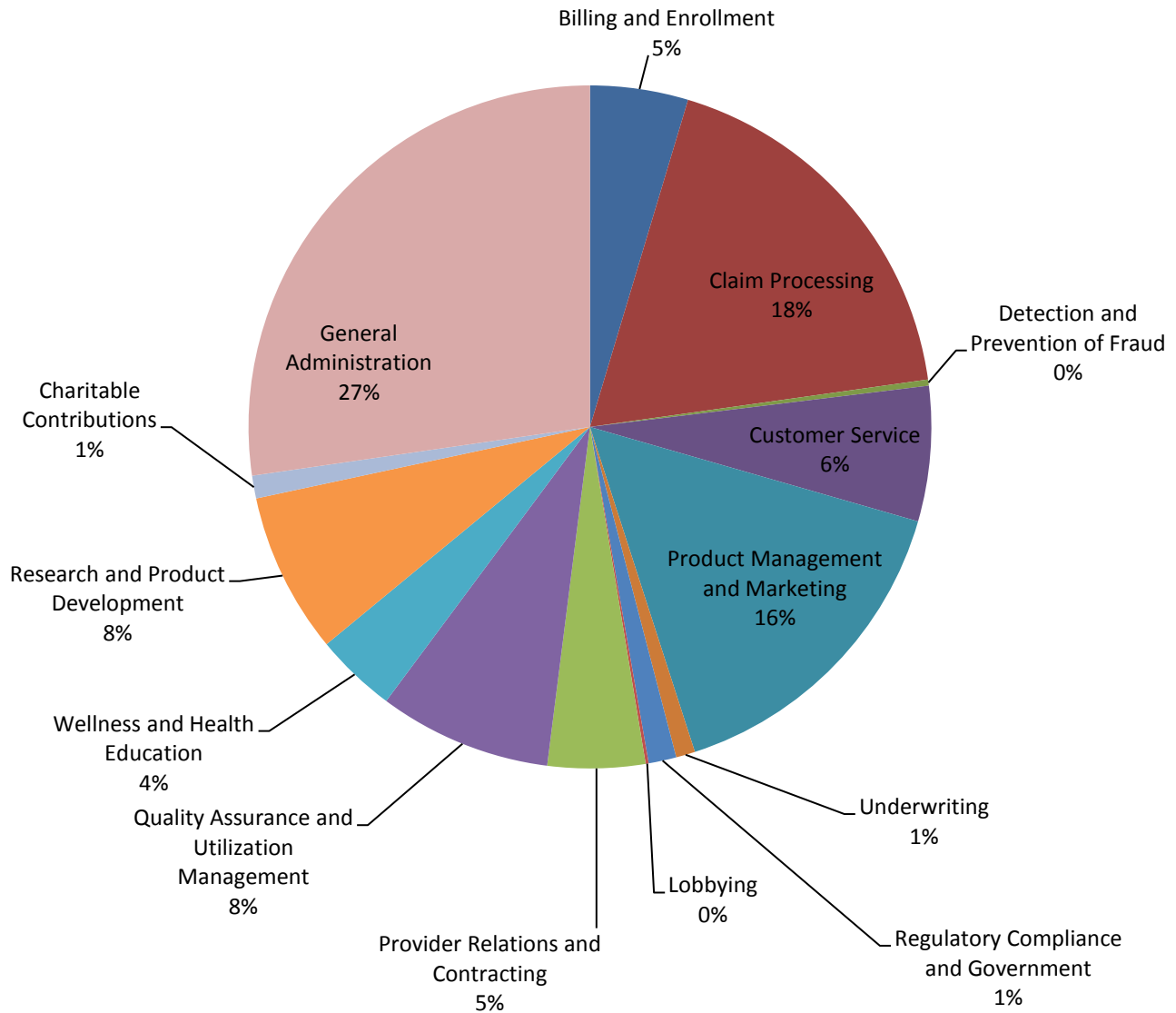


Note: Includes health plan companies, insurance carriers, and non-profit health service corporations licensed in Minnesota; includes administrative expenses across all product lines.

Source: MDH, Health Economics Program analysis of health plan annual reports.

Chart 2. Administrative Costs at Minnesota's Nonprofit Health Plan Companies and Affiliated Insurance Carriers, 2015

**Reflects 89.5 percent of Health Insurance Business
as Measured by Share of Medical Premium**



Note: Includes Blue Cross Blue Shield of Minnesota; includes administrative expenses across all product lines.

Source: MDH, Health Economics Program analysis of health plan annual reports.

2015 Administrative Spending: Aetna Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	3.6%
Commercial Administrative Spending as percent of Commercial Spending:	5.8%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	16.1%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	448,256	486,196	934,452
Claim Processing	718,238	779,029	1,497,267
Detection and Prevention of Fraud	1,043,058	1,131,342	2,174,400
Customer Service	14,229	15,434	29,663
Product Management and Marketing	1,037,353	1,125,154	2,162,507
Underwriting	167,491	181,667	349,158
Regulatory Compliance and Government	186,621	202,416	389,037
Lobbying			
Provider Relations and Contracting	271,268	294,228	565,496
Quality Assurance and Utilization Management	120,555	130,759	251,314
Wellness and Health Education	271,039	293,980	565,019
Research and Product Development	50,816	55,118	105,934
Charitable Contributions			
General Administration	1,797,765	1,949,927	3,747,692
Total Indirect Health Care Expenses	6,126,689	6,645,250	12,771,939

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	2,750	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: American Heritage Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	36.3%
Commercial Administrative Spending as percent of Commercial Spending:	36.3%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	29,617	10,642	40,259
Claim Processing	29,337	12,599	41,936
Detection and Prevention of Fraud	1,487	148	1,635
Customer Service	26,373	16,785	43,158
Product Management and Marketing	22,556	9,864	32,420
Underwriting	25,356	11,176	36,532
Regulatory Compliance and Government	0	0	
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	16,343	5,518	21,861
Charitable Contributions	0	0	
General Administration	327,238	273,365	600,603
Total Indirect Health Care Expenses	478,307	340,097	818,404

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Bankers Life and Casualty Company

Total Administrative Spending as percent of Total Carrier Spending¹:	14.5%
Commercial Administrative Spending as percent of Commercial Spending:	3.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	15.7%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,249	2,141	3,390
Claim Processing	26,741	45,834	72,575
Detection and Prevention of Fraud	5,594	9,589	15,183
Customer Service	14,639	25,091	39,730
Product Management and Marketing	96,240	164,955	261,195
Underwriting	18,648	31,962	50,610
Regulatory Compliance and Government	2,033	3,484	5,517
Lobbying	559	959	1,518
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education	149	256	405
Research and Product Development	4,121	7,064	11,185
Charitable Contributions			
General Administration	30,359	52,035	82,394
Total Indirect Health Care Expenses	200,332	343,370	543,702

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Blue Cross Blue Shield of Minnesota

Total Administrative Spending as percent of Total Carrier Spending ¹ :	8.0%
Commercial Administrative Spending as percent of Commercial Spending:	10.3%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	15.7%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	10,748,000	3,201,000	13,949,000
Claim Processing	37,353,000	74,314,000	111,667,000
Detection and Prevention of Fraud	384,000	291,000	675,000
Customer Service	15,558,000	8,069,000	23,627,000
Product Management and Marketing	14,266,000	65,772,000	80,038,000
Underwriting	1,796,000	744,000	2,540,000
Regulatory Compliance and Government	864,000	313,000	1,177,000
Lobbying	149,000	389,000	538,000
Provider Relations and Contracting	7,309,000	6,095,000	13,404,000
Quality Assurance and Utilization Management	6,178,000	7,185,000	13,363,000
Wellness and Health Education	7,805,000	10,062,000	17,867,000
Research and Product Development	19,983,000	54,555,000	74,538,000
Charitable Contributions	0	4,062,000	4,062,000
General Administration	32,002,000	51,426,000	83,428,000
Total Indirect Health Care Expenses	154,395,000	286,478,000	440,873,000

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	89,702,000	
Other Taxes and Assessments	10,696,000	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	67,077,686	67,077,686	
Other Capital Costs			
Total Capital Expenditures	67,077,686	67,077,686	

2015 Administrative Spending: Blue Plus

Total Administrative Spending as percent of Total Carrier Spending¹:	10.1%
Commercial Administrative Spending as percent of Commercial Spending:	14.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	9.8%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	24.3%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,280,000	568,000	1,848,000
Claim Processing	8,052,000	9,960,000	18,012,000
Detection and Prevention of Fraud	49,000	37,000	86,000
Customer Service	2,950,000	1,159,000	4,109,000
Product Management and Marketing	181,000	1,954,000	2,135,000
Underwriting	15,000	7,000	22,000
Regulatory Compliance and Government	602,000	242,000	844,000
Lobbying	36,000	59,000	95,000
Provider Relations and Contracting	1,391,000	1,024,000	2,415,000
Quality Assurance and Utilization Management	4,494,000	2,056,000	6,550,000
Wellness and Health Education	2,395,000	910,000	3,305,000
Research and Product Development	5,614,000	15,326,000	20,940,000
Charitable Contributions	0	692,000	692,000
General Administration	8,066,000	15,841,000	23,907,000
Total Indirect Health Care Expenses	35,125,000	49,835,000	84,960,000

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	14,894,000	
Other Taxes and Assessments	12,213,000	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Cigna Health & Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	1.6%
Commercial Administrative Spending as percent of Commercial Spending:	10.7%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	25.0%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	644,399	1,060,360	1,704,759
Claim Processing	1,116,061	1,836,481	2,952,542
Detection and Prevention of Fraud	0	0	
Customer Service	241,574	397,510	639,084
Product Management and Marketing	360,680	593,499	954,179
Underwriting	0	0	
Regulatory Compliance and Government	3,053	5,025	8,078
Lobbying	0	0	
Provider Relations and Contracting	119,106	195,989	315,095
Quality Assurance and Utilization Management	6,108	10,050	16,158
Wellness and Health Education	0	0	
Research and Product Development	15,269	25,126	40,395
Charitable Contributions	0	0	
General Administration	547,586	901,055	1,448,641
Total Indirect Health Care Expenses	3,053,836	5,025,095	8,078,931

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	878,460	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Companion Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	7.8%
Commercial Administrative Spending as percent of Commercial Spending:	13.5%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	5,323	2,516	7,839
Claim Processing	1,049	278	1,327
Detection and Prevention of Fraud	5,323	2,516	7,839
Customer Service	249,187	164,982	414,169
Product Management and Marketing	8,768	1,708	10,476
Underwriting	11,565	3,105	14,670
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	407	861	1,268
Total Indirect Health Care Expenses	281,622	175,966	457,588

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	0	
Other Taxes and Assessments	176,034	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2015 Administrative Spending: Continental Life Insurance Company of Brentwood TN

Total Administrative Spending as percent of Total Carrier Spending ¹ :	6.9%
Commercial Administrative Spending as percent of Commercial Spending:	7.3%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	6.9%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	31,105	50,367	81,472
Claim Processing	20,067	72,062	92,129
Detection and Prevention of Fraud	0	0	
Customer Service	18,538	13,190	31,728
Product Management and Marketing	2,659	22,986	25,645
Underwriting	31,105	50,367	81,472
Regulatory Compliance and Government	0	1,002	1,002
Lobbying	0	0	
Provider Relations and Contracting	3,541	12,717	16,258
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	665	5,747	6,412
Charitable Contributions	0	0	
General Administration	83,978	100,336	184,314
Total Indirect Health Care Expenses	191,658	328,774	520,432

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	0	
Other Taxes and Assessments	0	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2015 Administrative Spending: Delta Dental Plan of Minnesota

Total Administrative Spending as percent of Total Carrier Spending ¹ :	9.7%
Commercial Administrative Spending as percent of Commercial Spending:	25.8%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	4.6%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	0	6,365,801	6,365,801
Claim Processing	0	10,866,076	10,866,076
Detection and Prevention of Fraud	0	1,697,547	1,697,547
Customer Service	0	14,853,535	14,853,535
Product Management and Marketing	2,641,313	10,558,001	13,199,314
Underwriting	304,119	33,983	338,102
Regulatory Compliance and Government	480,658	256,431	737,089
Lobbying	0	90,856	90,856
Provider Relations and Contracting	354,355	2,961,147	3,315,502
Quality Assurance and Utilization Management	0	2,642,068	2,642,068
Wellness and Health Education	0	603,834	603,834
Research and Product Development	0	25,864	25,864
Charitable Contributions	240,436	532,804	773,240
General Administration	5,204,942	10,315,331	15,520,273
Total Indirect Health Care Expenses	9,225,823	61,803,278	71,029,101

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	11,185,418	
Other Taxes and Assessments	1,682,669	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2015 Administrative Spending: Federated Mutual Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	13.8%
Commercial Administrative Spending as percent of Commercial Spending:	13.8%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	75,814	77,175	152,989
Claim Processing	620,433	1,194,520	1,814,953
Detection and Prevention of Fraud	0	0	
Customer Service	31,775	7,487	39,262
Product Management and Marketing	700,102	550,229	1,250,331
Underwriting	225,941	90,283	316,224
Regulatory Compliance and Government	69,422	52,674	122,096
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	27,964	7,031	34,995
Wellness and Health Education	5,740	1,795	7,535
Research and Product Development	31,123	30,697	61,820
Charitable Contributions	0	0	
General Administration	772,311	611,180	1,383,491
Total Indirect Health Care Expenses	2,560,625	2,623,071	5,183,696

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	0	
Other Taxes and Assessments	713,467	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: First Health Life & Health Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	26.6%
Commercial Administrative Spending as percent of Commercial Spending:	7.3%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	26.7%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	741,665	1,131,096	1,872,761
Total Indirect Health Care Expenses	741,665	1,131,096	1,872,761

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	2,229	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Gerber Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	27.5%
Commercial Administrative Spending as percent of Commercial Spending:	7.4%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	27.2%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing		262,783	262,783
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration		398,074	398,074
Total Indirect Health Care Expenses		660,857	660,857

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Guardian Life Insurance Company of America

Total Administrative Spending as percent of Total Carrier Spending¹:	17.2%
Commercial Administrative Spending as percent of Commercial Spending:	19.8%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	62,051	72,934	134,985
Claim Processing	25,663	102,652	128,315
Detection and Prevention of Fraud	1,624	514	2,138
Customer Service	29,394	27,133	56,527
Product Management and Marketing	192,515	1,010,707	1,203,222
Underwriting			
Regulatory Compliance and Government	6,383	5,891	12,274
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management		8,359	8,359
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	37,800	31,445	69,245
Total Indirect Health Care Expenses	355,430	1,259,635	1,615,065

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	0	
Other Taxes and Assessments	465,188	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2015 Administrative Spending: Gundersen Health Plan Minnesota

Total Administrative Spending as percent of Total Carrier Spending ¹ :	7.2%
Commercial Administrative Spending as percent of Commercial Spending:	10.0%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	6.0%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing		75,220	75,220
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing		53,925	53,925
Underwriting			
Regulatory Compliance and Government		74,043	74,043
Lobbying		649	649
Provider Relations and Contracting		65,456	65,456
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	103,386	61,408	164,794
Total Indirect Health Care Expenses	103,386	330,701	434,087

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	2,930	
Other Taxes and Assessments	5,284	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: HCC Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	7.5%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	77,239	19,478	96,717
Claim Processing	13,996	3,530	17,526
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing	24,855	6,268	31,123
Underwriting	68,021	17,153	85,174
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	131,995	33,287	165,282
Total Indirect Health Care Expenses	316,106	79,716	395,822

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	193,754	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Health Care Service Corporation

Total Administrative Spending as percent of Total Carrier Spending ¹ :	7.8%
Commercial Administrative Spending as percent of Commercial Spending:	6.4%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	13.5%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	4,207,234		4,207,234
Total Indirect Health Care Expenses	4,207,234		4,207,234

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: HealthPartners, Inc.

Total Administrative Spending as percent of Total Carrier Spending ¹ :	7.2%
Commercial Administrative Spending as percent of Commercial Spending:	10.0%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	6.6%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	7.3%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	8,729,593	2,201,218	10,930,811
Claim Processing	19,920,348	10,675,181	30,595,529
Detection and Prevention of Fraud	413,359	57,045	470,404
Customer Service	13,740,608	361,001	14,101,609
Product Management and Marketing	20,087,371	8,378,259	28,465,630
Underwriting	4,282,317	325,470	4,607,787
Regulatory Compliance and Government	1,398,745	1,992,766	3,391,511
Lobbying	464,505	0	464,505
Provider Relations and Contracting	6,225,431	309,409	6,534,840
Quality Assurance and Utilization Management	24,642,840	2,958,626	27,601,466
Wellness and Health Education	5,978,418	11,352,667	17,331,085
Research and Product Development	1,425,753	358,246	1,783,999
Charitable Contributions	0	442,422	442,422
General Administration	85,730,933	33,628,029	119,358,962
Total Indirect Health Care Expenses	193,040,221	73,040,339	266,080,560

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	23,772,436	
Other Taxes and Assessments	35,183,000	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic	20,686,887	20,606,686	
Capital Acquisitions	28,781,916	28,364,499	
Other Capital Costs			
Total Capital Expenditures	49,468,803	48,971,185	

2015 Administrative Spending: HealthPartners Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	7.3%
Commercial Administrative Spending as percent of Commercial Spending:	7.3%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	2,011,726	507,268	2,518,994
Claim Processing	4,590,624	2,460,085	7,050,709
Detection and Prevention of Fraud	95,258	13,146	108,404
Customer Service	3,166,509	83,192	3,249,701
Product Management and Marketing	4,629,115	1,930,761	6,559,876
Underwriting	986,856	75,004	1,061,860
Regulatory Compliance and Government	322,339	459,231	781,570
Lobbying	107,045	0	107,045
Provider Relations and Contracting	1,434,644	71,303	1,505,947
Quality Assurance and Utilization Management	5,678,918	681,812	6,360,730
Wellness and Health Education	1,377,720	2,616,211	3,993,931
Research and Product Development	328,563	82,557	411,120
Charitable Contributions	0	101,956	101,956
General Administration	19,756,608	7,749,549	27,506,157
Total Indirect Health Care Expenses	44,485,925	16,832,075	61,318,000

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	17,655,847	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Humana Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	12.0%
Commercial Administrative Spending as percent of Commercial Spending:	26.0%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	12.0%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	530,274	6,720,694	7,250,968
Claim Processing	71,728	896,461	968,189
Detection and Prevention of Fraud			
Customer Service	302,243	3,777,436	4,079,679
Product Management and Marketing	1,029,430	12,865,806	13,895,236
Underwriting			
Regulatory Compliance and Government	240,356	3,003,965	3,244,321
Lobbying			
Provider Relations and Contracting	321,161	4,013,873	4,335,034
Quality Assurance and Utilization Management	222,255	2,777,745	3,000,000
Wellness and Health Education			
Research and Product Development	166,308	2,078,518	2,244,826
Charitable Contributions			
General Administration	14,231	177,858	192,089
Total Indirect Health Care Expenses	2,897,986	36,312,356	39,210,342

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: HumanaDental Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	13.2%
Commercial Administrative Spending as percent of Commercial Spending:	13.2%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	12,011	108,086	120,097
Claim Processing	1,625	14,620	16,245
Detection and Prevention of Fraud			
Customer Service	6,846	61,605	68,451
Product Management and Marketing	23,317	209,825	233,142
Underwriting			
Regulatory Compliance and Government	5,444	48,991	54,435
Lobbying			
Provider Relations and Contracting	7,275	65,461	72,736
Quality Assurance and Utilization Management	500	4,500	5,000
Wellness and Health Education			
Research and Product Development	3,767	33,898	37,665
Charitable Contributions			
General Administration	322	2,901	3,223
Total Indirect Health Care Expenses	61,107	549,887	610,994

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Itasca Medical Care

Total Administrative Spending as percent of Total Carrier Spending¹:	8.8%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	8.8%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	110,768	156,303	267,071
Claim Processing	301,554	1,105,035	1,406,589
Detection and Prevention of Fraud	63,577	0	63,577
Customer Service	137,695	98,433	236,128
Product Management and Marketing	0	0	
Underwriting	0	0	
Regulatory Compliance and Government	142,314	888,716	1,031,030
Lobbying	0	10,000	10,000
Provider Relations and Contracting	33,634	195,259	228,893
Quality Assurance and Utilization Management	569,785	843,810	1,413,595
Wellness and Health Education	83,347	2,400	85,747
Research and Product Development	0	0	
Charitable Contributions	0	15,750	15,750
General Administration	313,778	453,156	766,934
Total Indirect Health Care Expenses	1,756,452	3,768,862	5,525,314

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	432,433	
Other Taxes and Assessments		

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Lincoln National Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	13.8%
Commercial Administrative Spending as percent of Commercial Spending:	13.8%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	420,257	182,279	602,536
Total Indirect Health Care Expenses	420,257	182,279	602,536

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Medica Health Plans

Total Administrative Spending as percent of Total Carrier Spending¹:	4.8%
Commercial Administrative Spending as percent of Commercial Spending:	52.9%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	4.7%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	13.9%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	389,421	5,364,605	5,754,026
Claim Processing	1,051,754	9,554,495	10,606,249
Detection and Prevention of Fraud	584,179	14,390	598,569
Customer Service	5,620,220	1,403,318	7,023,538
Product Management and Marketing	1,392,381	1,332,281	2,724,662
Underwriting	774	188	962
Regulatory Compliance and Government	932,871	527,202	1,460,073
Lobbying	31,010	34,487	65,497
Provider Relations and Contracting	2,180,918	824,337	3,005,255
Quality Assurance and Utilization Management	2,481,212	1,844,436	4,325,648
Wellness and Health Education	1,410,676	406,028	1,816,704
Research and Product Development	497,426	2,126,149	2,623,575
Charitable Contributions	0	7,000,000	7,000,000
General Administration	12,536,041	16,860,123	29,396,164
Total Indirect Health Care Expenses	29,108,883	47,292,039	76,400,922

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	0	
Other Taxes and Assessments	22,886,147	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Medica Health Plans of Wisconsin

Total Administrative Spending as percent of Total Carrier Spending¹:	11.6%
Commercial Administrative Spending as percent of Commercial Spending:	11.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	197,180	68,809	265,989
Claim Processing	113,560	25,804	139,364
Detection and Prevention of Fraud	6,527	164	6,691
Customer Service	217,504	40,272	257,776
Product Management and Marketing	177,244	744,469	921,713
Underwriting	230,772	64,295	295,067
Regulatory Compliance and Government	48,157	9,445	57,602
Lobbying	2,710	2,021	4,731
Provider Relations and Contracting	141,689	12,289	153,978
Quality Assurance and Utilization Management	70,554	19,480	90,034
Wellness and Health Education	125,593	24,515	150,108
Research and Product Development	147,758	52,942	200,700
Charitable Contributions	0	0	
General Administration	1,108,498	1,786,285	2,894,783
Total Indirect Health Care Expenses	2,587,746	2,850,790	5,438,536

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	0	
Other Taxes and Assessments	252,954	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Medica Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	11.4%
Commercial Administrative Spending as percent of Commercial Spending:	8.2%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	15.4%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,308,498	10,566,852	11,875,350
Claim Processing	1,186,906	17,869,105	19,056,011
Detection and Prevention of Fraud	159,340	3,887	163,227
Customer Service	8,429,655	1,633,512	10,063,167
Product Management and Marketing	5,292,819	52,815,778	58,108,597
Underwriting	1,344,096	164,852	1,508,948
Regulatory Compliance and Government	1,321,390	985,414	2,306,804
Lobbying	43,205	284,932	328,137
Provider Relations and Contracting	2,959,124	1,144,899	4,104,023
Quality Assurance and Utilization Management	2,871,826	1,156,729	4,028,555
Wellness and Health Education	895,760	191,768	1,087,528
Research and Product Development	2,069,399	2,352,314	4,421,713
Charitable Contributions	0	3,000,000	3,000,000
General Administration	19,362,720	23,433,465	42,796,185
Total Indirect Health Care Expenses	47,244,738	115,603,507	162,848,245

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	0	
Other Taxes and Assessments	13,354,440	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Medica Self Insured

Total Administrative Spending as percent of Total Carrier Spending¹:	5.2%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	200,568	7,861,139	8,061,707
Claim Processing	1,745,995	14,307,692	16,053,687
Detection and Prevention of Fraud	141,812	3,477	145,289
Customer Service	5,607,891	976,954	6,584,845
Product Management and Marketing	5,070,691	5,686,385	10,757,076
Underwriting	995,874	81,200	1,077,074
Regulatory Compliance and Government	231,826	510,760	742,586
Lobbying	46,997	47,157	94,154
Provider Relations and Contracting	2,965,711	883,440	3,849,151
Quality Assurance and Utilization Management	2,389,961	954,762	3,344,723
Wellness and Health Education	960,974	144,065	1,105,039
Research and Product Development	591,184	1,640,759	2,231,943
Charitable Contributions	0	0	
General Administration	12,958,635	14,469,892	27,428,527
Total Indirect Health Care Expenses	33,908,119	47,567,682	81,475,801

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	9,650	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Metropolitan HealthPlan (MHP)

Total Administrative Spending as percent of Total Carrier Spending¹:	15.2%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	15.2%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	37,143	846,672	883,815
Claim Processing	1,146,259	4,532,985	5,679,244
Detection and Prevention of Fraud	88,404	16,683	105,087
Customer Service	728,852	619,292	1,348,144
Product Management and Marketing	170,559	345,685	516,244
Underwriting			
Regulatory Compliance and Government	421,500	994,273	1,415,773
Lobbying		30,000	30,000
Provider Relations and Contracting	752,055	827,945	1,580,000
Quality Assurance and Utilization Management	928,010	1,381,598	2,309,608
Wellness and Health Education	305,554	140,523	446,077
Research and Product Development	93,764	514,239	608,003
Charitable Contributions	0	41,199	41,199
General Administration	1,121,293	6,389,831	7,511,124
Total Indirect Health Care Expenses	5,793,393	16,680,925	22,474,318

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	1,276,146	
Other Taxes and Assessments	1,357,270	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	41,070		
Other Capital Costs			
Total Capital Expenditures	41,070		

2015 Administrative Spending: Metropolitan Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	10.0%
Commercial Administrative Spending as percent of Commercial Spending:	11.7%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	85,909	90,469	176,378
Claim Processing	117,050	658,515	775,565
Detection and Prevention of Fraud	3,446	0	3,446
Customer Service	144,698	237,086	381,784
Product Management and Marketing	1,272,803	2,328,305	3,601,108
Underwriting	116,484	13,043	129,527
Regulatory Compliance and Government	3,018	21,688	24,706
Lobbying	0	0	
Provider Relations and Contracting	30,393	54,101	84,494
Quality Assurance and Utilization Management	14,640	10,639	25,279
Wellness and Health Education	0	0	
Research and Product Development	0	0	
Charitable Contributions	0	0	
General Administration	25,313	1,392,758	1,418,071
Total Indirect Health Care Expenses	1,813,754	4,806,604	6,620,358

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	1,314,460	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Mutual of Omaha

Total Administrative Spending as percent of Total Carrier Spending¹:	13.5%
Commercial Administrative Spending as percent of Commercial Spending:	54.2%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	12.0%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,014	2,048	3,062
Claim Processing	18,602	46,463	65,065
Detection and Prevention of Fraud			
Customer Service	18,034	8,019	26,053
Product Management and Marketing	2,508	153,843	156,351
Underwriting	745	502	1,247
Regulatory Compliance and Government	2,703	5,631	8,334
Lobbying	113	226	339
Provider Relations and Contracting			
Quality Assurance and Utilization Management	240	183	423
Wellness and Health Education			
Research and Product Development	371	93	464
Charitable Contributions			
General Administration	69,422	52,266	121,688
Total Indirect Health Care Expenses	113,752	269,274	383,026

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	0	
Other Taxes and Assessments	101,569	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Pan-American Life

Total Administrative Spending as percent of Total Carrier Spending¹:	5.2%
Commercial Administrative Spending as percent of Commercial Spending:	6.8%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	129,320	131,699	261,019
Claim Processing	86,213	87,800	174,013
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration			
Total Indirect Health Care Expenses	215,533	219,499	435,032

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	338,493	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: PreferredOne Community Health Plan

Total Administrative Spending as percent of Total Carrier Spending ¹ :	8.7%
Commercial Administrative Spending as percent of Commercial Spending:	8.7%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	54,388	37,021	91,409
Claim Processing	88,079	59,953	148,032
Detection and Prevention of Fraud	12,736	8,669	21,405
Customer Service	80,278	54,643	134,921
Product Management and Marketing	186,928	862,177	1,049,105
Underwriting	68,160	46,394	114,554
Regulatory Compliance and Government	43,426	29,558	72,984
Lobbying	1,437	978	2,415
Provider Relations and Contracting	62,478	42,527	105,005
Quality Assurance and Utilization Management	49,469	33,672	83,141
Wellness and Health Education	15,770	111,425	127,195
Research and Product Development	30,489	20,753	51,242
Charitable Contributions	0	0	
General Administration	108,905	327,359	436,264
Total Indirect Health Care Expenses	802,543	1,635,129	2,437,672

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	534,296	
Other Taxes and Assessments	275,452	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: PreferredOne Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	10.4%
Commercial Administrative Spending as percent of Commercial Spending:	9.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	525,864	357,940	883,804
Claim Processing	851,609	579,666	1,431,275
Detection and Prevention of Fraud	123,144	83,821	206,965
Customer Service	776,186	528,328	1,304,514
Product Management and Marketing	1,807,351	7,270,846	9,078,197
Underwriting	659,017	448,575	1,107,592
Regulatory Compliance and Government	419,868	285,793	705,661
Lobbying	13,890	9,454	23,344
Provider Relations and Contracting	604,080	411,180	1,015,260
Quality Assurance and Utilization Management	478,298	325,564	803,862
Wellness and Health Education	152,475	751,138	903,613
Research and Product Development	294,785	200,652	495,437
Charitable Contributions	0	0	
General Administration	1,052,969	2,348,929	3,401,898
Total Indirect Health Care Expenses	7,759,536	13,601,886	21,361,422

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	4,094,401	
Other Taxes and Assessments	1,148,687	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: PrimeWest Health

Total Administrative Spending as percent of Total Carrier Spending¹:	8.5%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	8.5%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	437,679	93,616	531,295
Claim Processing	1,314,542	1,482,407	2,796,949
Detection and Prevention of Fraud	365,996	77,051	443,047
Customer Service	557,445	687,586	1,245,031
Product Management and Marketing	308,591	25,317	333,908
Underwriting	0	0	
Regulatory Compliance and Government	362,480	1,060,002	1,422,482
Lobbying	0	43,969	43,969
Provider Relations and Contracting	3,039,088	1,795,735	4,834,823
Quality Assurance and Utilization Management	2,987,427	1,813,572	4,800,999
Wellness and Health Education	102,060	96,257	198,317
Research and Product Development	0		
Charitable Contributions	0	0	
General Administration	1,439,072	2,383,426	3,822,498
Total Indirect Health Care Expenses	10,914,380	9,558,938	20,473,318

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	1,837,624	
Other Taxes and Assessments		

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	760,806		
Other Capital Costs	235,206		
Total Capital Expenditures	996,012		

2015 Administrative Spending: Principal Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	38.4%
Commercial Administrative Spending as percent of Commercial Spending:	41.5%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	0.0%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	210,430	291,048	501,478
Claim Processing	1,186,726	1,641,374	2,828,100
Detection and Prevention of Fraud	0	0	
Customer Service	26,915	37,227	64,142
Product Management and Marketing	207,983	287,664	495,647
Underwriting	0	0	
Regulatory Compliance and Government	24,469	33,842	58,311
Lobbying	0	0	
Provider Relations and Contracting	78,300	108,297	186,597
Quality Assurance and Utilization Management	90,534	125,219	215,753
Wellness and Health Education	0	0	
Research and Product Development	31,809	43,995	75,804
Charitable Contributions	0	0	
General Administration	589,692	815,611	1,405,303
Total Indirect Health Care Expenses	2,446,858	3,384,277	5,831,135

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	0	
Other Taxes and Assessments	517,701	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2015 Administrative Spending: ReliaStar Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	5.6%
Commercial Administrative Spending as percent of Commercial Spending:	27.4%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	0.0%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	22,442	8,128	30,570
Claim Processing	25,939	7,597	33,536
Detection and Prevention of Fraud	2,882	844	3,726
Customer Service	2,398	1,234	3,632
Product Management and Marketing	134,466	53,020	187,486
Underwriting	65,979	7,745	73,724
Regulatory Compliance and Government	14,790	2,945	17,735
Lobbying	495	1,396	1,891
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	14,838	2,435	17,273
Charitable Contributions	612	3,373	3,985
General Administration	275,431	371,943	647,374
Total Indirect Health Care Expenses	560,272	460,660	1,020,932

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Security Life Insurance Company of America

Total Administrative Spending as percent of Total Carrier Spending¹:	23.0%
Commercial Administrative Spending as percent of Commercial Spending:	23.0%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	31,723	83,020	114,743
Claim Processing	22,516	178,974	201,490
Detection and Prevention of Fraud			
Customer Service	29,641	53,900	83,541
Product Management and Marketing	43,387	9,709	53,096
Underwriting	48,359	3,132	51,491
Regulatory Compliance and Government	30,407	23,722	54,129
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management	7,667	417	8,084
Wellness and Health Education			
Research and Product Development			
Charitable Contributions	7,623	3,705	11,328
General Administration	273,042	296,369	569,411
Total Indirect Health Care Expenses	494,365	652,948	1,147,313

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	137,422	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Sierra Health and Life Insurance Company, Inc.

Total Administrative Spending as percent of Total Carrier Spending¹:	9.8%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	9.8%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	158,741	160,826	319,567
Claim Processing	405,893	411,223	817,116
Detection and Prevention of Fraud	14,066	14,250	28,316
Customer Service	327,528	331,828	659,356
Product Management and Marketing	104,487	105,860	210,347
Underwriting	22,103	22,393	44,496
Regulatory Compliance and Government	8,038	8,143	16,181
Lobbying			
Provider Relations and Contracting	261,218	264,648	525,866
Quality Assurance and Utilization Management	361,687	366,436	728,123
Wellness and Health Education	2,009	2,036	4,045
Research and Product Development	18,084	18,322	36,406
Charitable Contributions			
General Administration	96,450	97,716	194,166
Total Indirect Health Care Expenses	1,780,304	1,803,681	3,583,985

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: SilverScript Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	11.2%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	11.2%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	90,537	3,770,863	3,861,400
Total Indirect Health Care Expenses	90,537	3,770,863	3,861,400

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	180,489	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: South Country Health Alliance

Total Administrative Spending as percent of Total Carrier Spending¹:	10.1%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	10.1%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	244,765	565,870	810,635
Claim Processing		9,246,104	9,246,104
Detection and Prevention of Fraud	309,773	136,698	446,471
Customer Service	429,347	381,803	811,150
Product Management and Marketing	489,529	165,219	654,748
Underwriting			
Regulatory Compliance and Government	677,664	580,617	1,258,281
Lobbying		20,000	20,000
Provider Relations and Contracting	346,684	669,108	1,015,792
Quality Assurance and Utilization Management	1,973,276	116,105	2,089,381
Wellness and Health Education	78,866	459,352	538,218
Research and Product Development			
Charitable Contributions			
General Administration	2,468,243	5,136,172	7,604,415
Total Indirect Health Care Expenses	7,018,147	17,477,048	24,495,195

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	21,500	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	607,756	607,756	
Other Capital Costs			
Total Capital Expenditures	607,756	607,756	

2015 Administrative Spending: Standard Security Life Insurance Company of New York

Total Administrative Spending as percent of Total Carrier Spending ¹ :	10.3%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing		16,293	16,293
Detection and Prevention of Fraud			
Customer Service		5,667	5,667
Product Management and Marketing		76,505	76,505
Underwriting		72,963	72,963
Regulatory Compliance and Government		1,889	1,889
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management		2,125	2,125
Wellness and Health Education			
Research and Product Development		13,695	13,695
Charitable Contributions			
General Administration		46,989	46,989
Total Indirect Health Care Expenses		236,126	236,126

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: State Farm Mutual Automobile Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	12.5%
Commercial Administrative Spending as percent of Commercial Spending:	7.4%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	21.1%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	71,140	7,716	78,856
Claim Processing	284,408	505,613	790,021
Detection and Prevention of Fraud	14,969	26,611	41,580
Customer Service	20,749	6	20,755
Product Management and Marketing	37,348	771,217	808,565
Underwriting	4,150	2,038	6,188
Regulatory Compliance and Government	41,498	14,795	56,293
Lobbying	0	0	
Provider Relations and Contracting	8,893	3	8,896
Quality Assurance and Utilization Management	20,749	6,634	27,383
Wellness and Health Education	2,964	1	2,965
Research and Product Development	29,641	6,637	36,278
Charitable Contributions	0	0	
General Administration	59,283	101,718	161,001
Total Indirect Health Care Expenses	595,792	1,442,989	2,038,781

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	138,702	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Sun Life Assurance Company of Canada

Total Administrative Spending as percent of Total Carrier Spending¹:	12.2%
Commercial Administrative Spending as percent of Commercial Spending:	18.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	45,700	2,405	48,105
Claim Processing	70,887	10,393	81,280
Detection and Prevention of Fraud	0	0	
Customer Service	71,266	3,751	75,017
Product Management and Marketing	36,467	23,928	60,395
Underwriting	102,072	8,321	110,393
Regulatory Compliance and Government	16,155	850	17,005
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	9,329	491	9,820
Charitable Contributions	0	0	
General Administration	771,789	74,712	846,501
Total Indirect Health Care Expenses	1,123,665	124,851	1,248,516

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	0	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Symetra Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	17.0%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	13,830	2,173	16,003
Claim Processing	6,610	1,038	7,648
Detection and Prevention of Fraud	3,484	547	4,031
Customer Service	2,283	359	2,642
Product Management and Marketing	63,173	243,566	306,739
Underwriting	11,656	1,831	13,487
Regulatory Compliance and Government	2,784	437	3,221
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	0	0	
Charitable Contributions	0	0	
General Administration	195,412	45,683	241,095
Total Indirect Health Care Expenses	299,232	295,634	594,866

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	0	
Other Taxes and Assessments	55,348	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2015 Administrative Spending: Symphonix Health Insurance, Inc.

Total Administrative Spending as percent of Total Carrier Spending ¹ :	22.4%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	22.4%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment		50,595	50,595
Claim Processing		331,853	331,853
Detection and Prevention of Fraud	423	5,101	5,524
Customer Service	6,893	27,504	34,397
Product Management and Marketing	1,209	27,086	28,295
Underwriting			
Regulatory Compliance and Government	2,116	2,542	4,658
Lobbying			
Provider Relations and Contracting		10,168	10,168
Quality Assurance and Utilization Management		140,325	140,325
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	40,253	188,670	228,923
Total Indirect Health Care Expenses	50,894	783,844	834,738

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	15,857	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: Time Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	10.0%
Commercial Administrative Spending as percent of Commercial Spending:	10.0%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	14,595	32,336	46,931
Claim Processing	84,128	168,150	252,278
Detection and Prevention of Fraud	0	0	
Customer Service	245,723	95,574	341,297
Product Management and Marketing	291,675	332,408	624,083
Underwriting	75,783	62,339	138,122
Regulatory Compliance and Government	67,273	34,879	102,152
Lobbying	0	0	
Provider Relations and Contracting	0	74	74
Quality Assurance and Utilization Management	126,567	81,828	208,395
Wellness and Health Education	0	0	
Research and Product Development	0	9	9
Charitable Contributions	0	5,846	5,846
General Administration	935,367	1,040,202	1,975,569
Total Indirect Health Care Expenses	1,841,111	1,853,645	3,694,756

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	27,388	
Other Taxes and Assessments	966,596	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: UCare Minnesota

Total Administrative Spending as percent of Total Carrier Spending ¹ :	6.4%
Commercial Administrative Spending as percent of Commercial Spending:	14.8%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	6.2%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	6.5%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	3,924,077	5,960,520	9,884,597
Claim Processing	17,392,303	23,015,613	40,407,916
Detection and Prevention of Fraud	1,034,618	567,150	1,601,768
Customer Service	12,051,807	8,250,492	20,302,299
Product Management and Marketing	7,072,139	17,193,188	24,265,327
Underwriting	525,120	441,022	966,142
Regulatory Compliance and Government	3,941,844	2,033,695	5,975,539
Lobbying	67,460	268,605	336,065
Provider Relations and Contracting	8,513,443	20,260,946	28,774,389
Quality Assurance and Utilization Management	22,588,786	26,116,303	48,705,089
Wellness and Health Education	2,406,461	4,912,934	7,319,395
Research and Product Development	405,029	916,091	1,321,120
Charitable Contributions		151,265	151,265
General Administration	12,099,047	14,832,338	26,931,385
Total Indirect Health Care Expenses	92,022,134	124,920,162	216,942,296

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	25,350,278	
Other Taxes and Assessments	15,715,712	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	16,953,307	16,953,307	
Other Capital Costs			
Total Capital Expenditures	16,953,307	16,953,307	

2015 Administrative Spending: Union Security Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	11.8%
Commercial Administrative Spending as percent of Commercial Spending:	11.9%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	9	16	25
Claim Processing	126,273	129,064	255,337
Detection and Prevention of Fraud	0	0	
Customer Service	129,560	21,642	151,202
Product Management and Marketing	484,360	100,992	585,352
Underwriting	36,291	4,444	40,735
Regulatory Compliance and Government	12,365	1,167	13,532
Lobbying	0	0	
Provider Relations and Contracting	29,745	7,776	37,521
Quality Assurance and Utilization Management	51	57	108
Wellness and Health Education	0	0	
Research and Product Development	19,788	12,924	32,712
Charitable Contributions	0	0	
General Administration	162,768	382,247	545,015
Total Indirect Health Care Expenses	1,001,210	660,329	1,661,539

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	249,274	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: United World

Total Administrative Spending as percent of Total Carrier Spending¹:	10.9%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	10.9%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	299	641	940
Claim Processing	11,237	35,333	46,570
Detection and Prevention of Fraud			
Customer Service	6,577	3,127	9,704
Product Management and Marketing	2,037	249,932	251,969
Underwriting	107	86	193
Regulatory Compliance and Government	598	156	754
Lobbying	60	120	180
Provider Relations and Contracting			
Quality Assurance and Utilization Management	64	51	115
Wellness and Health Education			
Research and Product Development	754	201	955
Charitable Contributions			
General Administration	28,670	18,505	47,175
Total Indirect Health Care Expenses	50,403	308,152	358,555

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax	0	
Other Taxes and Assessments	91,173	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: UnitedHealthcare Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	8.7%
Commercial Administrative Spending as percent of Commercial Spending:	8.9%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	8.4%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	550,751	592,063	1,142,814
Claim Processing	1,408,252	1,513,883	2,922,135
Detection and Prevention of Fraud	48,801	52,461	101,262
Customer Service	1,136,361	1,221,599	2,357,960
Product Management and Marketing	362,520	389,713	752,233
Underwriting	76,687	82,439	159,126
Regulatory Compliance and Government	27,886	29,978	57,864
Lobbying	0	0	
Provider Relations and Contracting	906,301	974,281	1,880,582
Quality Assurance and Utilization Management	1,254,877	1,349,005	2,603,882
Wellness and Health Education	6,972	7,494	14,466
Research and Product Development	62,744	67,450	130,194
Charitable Contributions	0	0	
General Administration	334,634	359,735	694,369
Total Indirect Health Care Expenses	6,176,786	6,640,101	12,816,887

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments	987,102	

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2015 Administrative Spending: WellCare Health Insurance Company of Kentucky, Inc.

Total Administrative Spending as percent of Total Carrier Spending ¹ :	15.7%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	15.7%

¹Self-insured expenses are not required to be reported, but are encouraged. When reported, these amounts are included in Total Administrative and Total Carrier Spending; thus, the Total Administrative percentage may not fall within the range reported for the Commercial, MN Public Program, and Medicare categories.

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2015
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration		762,686	762,686
Total Indirect Health Care Expenses		762,686	762,686

Taxes and Assessments		Calendar Year 2015
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2015
	2015 Incurred	2015 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

Appendix A: Definitions



Definitions for the 2015 MDH Health Plan Financial & Statistical Report (HPFSR)

Billing and Enrollment Expenses	Spending associated with group and individual billing, member enrollment and premium collection and reconciliation functions. This may include spending for the collection and reconciliation of cash, group and membership set-up and maintenance, contract, identification card, and directory preparation and issuance, electronic data interchange expenses pertaining to billing and enrollment, and enrollment materials. Traditional expense categories that your company might allocate <i>in whole or in part</i> to billing and enrollment expenses include finance and information systems.
Claim Processing Expenses	Spending associated with the adjudication and adjustment of claims, coordination of benefits processing, maintenance of the claim system, printing of claim forms, claim audit function, electronic data interchange expenses pertaining to claim processing, and fraud investigation. Traditional expense categories that your company might allocate <i>in whole or in part</i> to claims processing expenses include information systems and legal.
Customer Service Expenses	Spending associated with individual, group, or provider support relating to membership, open enrollment, grievance resolution, claim problems, and specialized phone services and equipment. Traditional expense categories which your company might allocate <i>in whole or in part</i> to customer service expenses include information systems, finance, legal, and sales and marketing.

Detection and Prevention Of Fraud	Carrier spending relating to detection and prevention of fraud.
Product Management and Marketing Expenses	Spending associated with the management and marketing of current products. This may include spending relating to product promotion and advertising, sales, pricing, broker fees and commissions, internal commissions and commissions processing, marketing materials, account reporting, changes or additions to current products, and enrollee education regarding coverage. Traditional expense categories that your company might allocate <i>in whole or in part</i> to product management and marketing expenses include information systems, underwriting, legal, finance, actuarial, public relations, and network management.
Underwriting	Carrier spending relating to underwriting.
Regulatory Compliance and Government Relations Expenses	Spending associated with federal and state reporting, rate filing, state and federal audits, tax accounting, lobbying, licensing and filing fees, and spending associated with the preparation and filing of all financial, utilization, statistical, and quality reports, and administration of government programs. Traditional expense categories that your company might allocate <i>in whole or in part</i> to regulatory compliance and government relations expenses include information systems, finance, actuarial, sales and marketing, underwriting, contract, legal, utilization management, quality assurance, and compliance.
Lobbying	Carrier spending relating to lobbying.
Provider Relations and Contracting Expenses	Spending associated with contract negotiation and preparation, monitoring of provider compliance, field training with providers, provider communication materials and bulletins, and administration of provider capitations and settlements. Traditional expense categories that your company might allocate <i>in whole or in part</i> to provider relations and contracting expenses include finance, legal, accounting, actuarial, and information systems.

<p>Quality Assurance and Utilization Management Expenses</p>	<p>Spending associated with quality assurance, practice protocol development, utilization review, peer review, credentialing, outcomes analysis related to existing products, nurse triage and other medical care evaluation activities. Traditional expense categories that your company might allocate <i>in whole or in part</i> to quality assurance and utilization management expenses include information systems and legal.</p>
<p>Wellness and Health Education Expenses</p>	<p>Spending associated with wellness and health promotion, disease prevention, member education and materials, provider education, and outreach services. Traditional expense categories that your company might allocate <i>in whole or in part</i> to wellness and health education expenses include marketing, medical services, and printing.</p>
<p>Research and Product Development Expenses</p>	<p>Spending associated with outcomes research, medical research programs, product design and development for products and programs not currently offered, major systems development, and integrated service network development. Traditional expense categories that your company might allocate <i>in whole or in part</i> to research and product development expenses include actuarial, information systems, marketing, finance, underwriting, and wellness programs.</p>
<p>Charitable Contributions Expenses</p>	<p>Spending related to contributions made for charitable purposes.</p>
<p>General Administration Expenses</p>	<p>Spending not outlined or allocated to the other categories. Traditional expense categories that your company might allocate <i>in whole or in part</i> to general administration expenses include human resources, facility maintenance, payroll, general accounting, finance, executive, internal audit, treasury, actuarial, finance, information systems, office management and occupancy spending, general office supplies and equipment, legal, board, outside consulting services, membership fees in trade organizations, public relations, and mail room. Taxes and assessments are not included in this spending.</p>

Total Indirect Health Care Expenses	The sum of all indirect health care expenses for all product categories.
Minnesotacare Tax Expenses	Payments paid to providers under Minnesota Statutes, section 295.582 and payments made as a provider under Minnesota Statutes, section 295.52, for the MinnesotaCare tax.
Other Taxes and Assessments Expenses	Payments or amounts payable to government agencies except for the MinnesotaCare tax under Minnesota Statutes, section 295.52 and Minnesota Statutes, section 295.582. This category does not include fees or fines paid to government agencies.
Capital Spending on Behalf of a Hospital or Clinic	Expenditures for capital that are incurred and/or paid on behalf of a hospital or clinic (or part of a partnership, joint venture, integration, or affiliation agreement). Report payments made during the calendar year (including lease payments) along with any spending incurred during the year.
Capital Acquisitions	Expenditures for the acquisition of capital assets. Report payments made during the calendar year (including lease payments) along with any spending incurred during the year.
Other Capital Spending	Expenditures for other spending, such as legal or administrative Spending, that are directly associated with the incurring of capital spending. Report payments made during the calendar year (including lease payments) along with any spending incurred during the year.
Total Capital Expenditures	The sum of all incurred capital expenditures.