

Administrative Costs at Minnesota Health Plans in 2009

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Introduction

The Minnesota Department of Health is required to collect and publish information on administrative costs of health plans (group purchasers) that do business in Minnesota.¹ This report presents data on 2009 administrative costs for all health plans that reported more than \$3 million in total health premiums for Minnesota residents.

The detailed tables on the following pages present information on administrative costs as reported by group purchasers for each of 14 categories of administrative spending. Appendix A provides the definitions of the 14 administrative cost categories included in this report.

Averaged across all health plan companies, the following table shows administrative costs as a share of total costs over time:

Year	Administrative Cost as % of Total Cost
2001	10.6%
2002	8.9%
2003	8.3%
2004	8.6%
2005	8.3%
2006	8.3%
2007	8.4%
2008	8.0% ²
2009	7.9%

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 Tom Major at (651) 201-3574 or by email to tom.major@state.mn.us.

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

² Revised from 8.1% to 8.0% since initial publication in June 2010 due to changes in data reported by health plans.

Table 1. Administrative Costs as Percent of Total Costs, 2009

2009 Health Plan Companies	Total 2009 Administrative Costs	Total 2009 Spending	2009 Administrative Costs (as a percent of total spending)
Accendo Insurance Company	109,658	3,196,540	3.4%
Aetna Life Insurance Company	18,525,006	358,119,551	5.2%
American Family Mutual Insurance Company	3,086,211	10,626,714	29.0%
Ameritas Life Insurance Corp	918,042	7,358,079	12.5%
Bankers Life and Casualty Company	1,604,386	9,387,929	17.1%
Blue Cross Blue Shield of Minnesota	396,434,000	4,343,712,442	9.1%
Blue Plus	62,762,000	927,638,000	6.8%
Combined Insurance Company of America	839,803	4,611,134	18.2%
Companion Life Insurance Company	26,796	26,796	100.0%
Connecticut General Life Insurance Company	32,135,096	347,344,931	9.3%
Continental Life Insurance Company of Brentwood TN	318,870	3,385,705	9.4%
Delta Dental Plan of Minnesota	57,814,220	923,084,710	6.3%
Federated Mutual Insurance Company	7,867,889	52,625,309	15.0%
First Health Life & Health Insurance Company	2,373,370	41,456,558	5.7%
FirstSolutions	6,654,053	125,824,451	5.3%
Great-West Life & Annuity Insurance Company	1,112,941	15,382,986	7.2%
Guarantee Trust Life Insurance Company	2,573,580	17,289,575	14.9%
Guardian Life Insurance Company of America	163,743	12,423,907	1.3%
HCC Life Insurance Company	887,524	9,603,239	9.2%
HealthPartners, Inc.	235,221,334	3,536,456,195	6.7%
Humana Insurance Company	29,624,639	256,661,283	11.5%
HumanaDental Insurance Company	1,134,410	2,849,276	39.8%
Itasca Medical Care	3,935,378	40,511,405	9.7%
John Alden Life Insurance Company	1,424,405	6,428,542	22.2%
Lincoln National Life Insurance Company	397,697	5,890,306	6.8%
Medica Health Plans	66,127,003	1,144,901,580	5.8%
Medica Insurance Company	142,603,258	1,272,939,632	11.2%
Medica Self Insured	57,437,947	1,249,743,789	4.6%
Metropolitan HealthPlan (MHP)	23,074,395	138,546,508	16.7%
Metropolitan Life Insurance Company	5,021,079	59,602,777	8.4%
Mutual of Omaha Insurance Company	1,169,705	8,311,697	14.1%
Noridian Mutual Insurance Company	1,437,828	5,933,410	24.2%
Pan-American Life	57,069	4,285,711	1.3%
Pennsylvania Life Insurance Company	3,093,908	24,313,089	12.7%
Physicians Mutual Ins. Co. & Physicians Life Ins. Co.	1,425,414	6,434,116	22.2%
PreferredOne Community Health Plan	14,718,644	134,786,099	10.9%
PreferredOne Insurance Company	8,052,745	74,542,991	10.8%
PrimeWest Health System	15,710,835	154,757,515	10.2%
Principal Life Insurance Company	2,506,158	43,685,152	5.7%
Pyramid Life Insurance Company	1,492,515	12,947,955	11.5%
ReliaStar Life Insurance Company	1,674,668	16,753,065	10.0%
Reliance Standard Life Insurance Company	877,257	2,280,158	38.5%
Sanford HealthPlan of Minnesota	473,128	3,204,307	14.8%
Security Life Insurance Company of America	566,838	3,195,874	17.7%
SilverScript Insurance Company	575,533	12,577,763	4.6%
South Country Health Alliance	18,568,486	206,846,092	9.0%
State Farm Mutual Automobile Insurance Company	2,583,848	22,254,720	11.6%
Sterling Life Insurance Company	722,090	5,086,868	14.2%
Sun Life Assurance Company of Canada	683,041	3,691,670	18.5%
Time Insurance Company	16,861,882	48,275,398	34.9%
UCare Minnesota	89,504,851	1,421,482,028	6.3%
UniCare Life & Health Insurance Company	17,324,682	114,851,985	15.1%
Union Security Insurance Company	4,007,170	21,010,920	19.1%
United World Life Insurance Company	2,085,317	8,941,963	23.3%
UnitedHealthCare Insurance Company	26,087,746	381,425,735	6.8%
WellCare Health Insurance of Illinois, Inc.	990,000	6,897,881	14.4%
World Insurance Company	944,119	7,604,492	12.4%
Totals:	1,396,404,210	17,684,008,503	7.9%

Minnesota Health Plan Spending on Administrative Services, 2009

Total Administrative Spending as percent of Total Carrier Spending: ¹	7.9%
Commercial Administrative Spending as percent of Commercial Spending:	10.2%
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):	11.4%

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), 2009

Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)	Percent of Total Admin Expenses	Percent of Total Expenses
Billing and Enrollment	35,158,022	54,130,844	89,288,866	6.4%	0.5%
Claim Processing	103,516,684	145,241,163	248,757,847	17.8%	1.4%
Detection and Prevention of Fraud	3,559,573	2,621,655	6,181,228	0.4%	0.0%
Customer Service	58,103,053	42,112,107	100,215,160	7.2%	0.6%
Product Management and Marketing	75,956,727	220,024,154	295,980,881	21.2%	1.7%
Underwriting	14,009,184	5,221,959	19,231,143	1.4%	0.1%
Regulatory Compliance and Government	10,865,513	15,764,716	26,630,229	1.9%	0.2%
Lobbying	637,531	447,909	1,085,440	0.1%	0.0%
Provider Relations and Contracting	37,578,144	36,592,060	74,170,204	5.3%	0.4%
Quality Assurance and Utilization Management	59,716,647	47,562,359	107,279,006	7.7%	0.6%
Wellness and Health Education	21,799,569	29,775,414	51,574,983	3.7%	0.3%
Research and Product Development	12,781,230	11,121,334	23,902,564	1.7%	0.1%
Charitable Contributions	7,156	15,093,812	15,100,968	1.1%	0.1%
General Administration	169,071,126	167,934,565	337,005,691	24.1%	1.9%
Total	602,760,159	793,644,051	1,396,404,210	100.0%	7.9%

Taxes and Assessments, 2009

MinnesotaCare Tax	147,756,971
Other Taxes and Assessments	258,336,162

Capital Costs

	2009 Incurred	2009 Payments
Capital Costs on Behalf of a Hospital or Clinic	12,109,224	11,851,687
Capital Acquisitions	53,431,893	52,953,337
Other Capital Costs	91,205	91,205
Total Capital Expenditures	65,632,322	64,896,229

2009 Administrative Spending: Accendo Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	3.4%
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):	3.4%

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 2009
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	109,658		109,658
Total Indirect Health Care Expenses	109,658		109,658

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Aetna Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	5.2%
Commercial Administrative Spending as percent of Commercial Spending:	19.1%
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):	5.9%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	503,385	745,737	1,249,122
Claim Processing	1,027,179	627,841	1,655,020
Detection and Prevention of Fraud	1,281,290	657,188	1,938,478
Customer Service	142,045	268,427	410,472
Product Management and Marketing	1,411,073	4,010,245	5,421,318
Underwriting	370,015	174,745	544,760
Regulatory Compliance and Government	149,372	115,215	264,587
Lobbying	0	54,765	54,765
Provider Relations and Contracting	477,706	329,587	807,293
Quality Assurance and Utilization Management	677,110	703,136	1,380,246
Wellness and Health Education	499,413	298,256	797,669
Research and Product Development	114,504	42,867	157,371
Charitable Contributions	3,367	34,140	37,507
General Administration	2,458,693	1,347,705	3,806,398
Total Indirect Health Care Expenses	9,115,152	9,409,854	18,525,006

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments	1,585,898	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs	63,639	63,639	
Total Capital Expenditures	63,639	63,639	

2009 Administrative Spending: American Family Mutual Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	29.0%
Commercial Administrative Spending as percent of Commercial Spending:	29.1%
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):	28.5%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	90,447	273,078	363,525
Claim Processing	3,118	359,563	362,681
Detection and Prevention of Fraud	0	0	
Customer Service	497	337	834
Product Management and Marketing	34,476	1,149,308	1,183,784
Underwriting	0	0	
Regulatory Compliance and Government	7,967	114,007	121,974
Lobbying	0	0	
Provider Relations and Contracting	2,656	1,798	4,454
Quality Assurance and Utilization Management	38,252	25,896	64,148
Wellness and Health Education	164	111	275
Research and Product Development	437	296	733
Charitable Contributions	3,748	2,537	6,285
General Administration	498,766	478,752	977,518
Total Indirect Health Care Expenses	680,528	2,405,683	3,086,211

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments	659,398	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Ameritas Life Insurance Corp

Total Administrative Spending as percent of Total Carrier Spending¹:	12.5%
Commercial Administrative Spending as percent of Commercial Spending:	12.5%
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 2009
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		918,042	918,042
Total Indirect Health Care Expenses		918,042	918,042

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments	161,993	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Bankers Life and Casualty Company

Total Administrative Spending as percent of Total Carrier Spending¹:	17.1%
Commercial Administrative Spending as percent of Commercial Spending:	2.3%
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):	19.9%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	3,507	5,521	9,028
Claim Processing	75,054	118,167	193,221
Detection and Prevention of Fraud	15,702	24,721	40,423
Customer Service	41,087	64,687	105,774
Product Management and Marketing	331,046	521,205	852,251
Underwriting	52,339	82,404	134,743
Regulatory Compliance and Government	5,705	8,982	14,687
Lobbying	1,570	2,472	4,042
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	419	659	1,078
Research and Product Development	11,567	18,211	29,778
Charitable Contributions	0	0	
General Administration	85,208	134,153	219,361
Total Indirect Health Care Expenses	623,204	981,182	1,604,386

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	879,529	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Blue Cross Blue Shield of Minnesota

Total Administrative Spending as percent of Total Carrier Spending¹:	9.1%
Commercial Administrative Spending as percent of Commercial Spending:	9.2%
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):	17.1%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	12,050,000	5,517,000	17,567,000
Claim Processing	45,460,000	40,296,000	85,756,000
Detection and Prevention of Fraud	279,000	54,000	333,000
Customer Service	20,668,000	7,742,000	28,410,000
Product Management and Marketing	14,627,000	86,468,000	101,095,000
Underwriting	4,485,000	1,109,000	5,594,000
Regulatory Compliance and Government	464,000	298,000	762,000
Lobbying	28,000	39,000	67,000
Provider Relations and Contracting	19,729,000	12,491,000	32,220,000
Quality Assurance and Utilization Management	4,077,000	8,009,000	12,086,000
Wellness and Health Education	8,582,000	15,299,000	23,881,000
Research and Product Development	7,313,000	2,873,000	10,186,000
Charitable Contributions	0	369,000	369,000
General Administration	39,103,000	39,005,000	78,108,000
Total Indirect Health Care Expenses	176,865,000	219,569,000	396,434,000

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	70,487,000	
Other Taxes and Assessments	63,467,675	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	35,793,000	35,793,000	
Other Capital Costs	0	0	
Total Capital Expenditures	35,793,000	35,793,000	

2009 Administrative Spending: Blue Plus

Total Administrative Spending as percent of Total Carrier Spending¹:	6.8%
Commercial Administrative Spending as percent of Commercial Spending:	10.5%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	6.5%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	12.3%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,414,000	662,000	2,076,000
Claim Processing	9,046,000	9,519,000	18,565,000
Detection and Prevention of Fraud	29,000	6,000	35,000
Customer Service	2,102,000	734,000	2,836,000
Product Management and Marketing	2,358,000	4,915,000	7,273,000
Underwriting	246,000	57,000	303,000
Regulatory Compliance and Government	49,000	188,000	237,000
Lobbying	8,000	11,000	19,000
Provider Relations and Contracting	1,822,000	750,000	2,572,000
Quality Assurance and Utilization Management	3,158,000	2,051,000	5,209,000
Wellness and Health Education	6,018,000	3,171,000	9,189,000
Research and Product Development	844,000	339,000	1,183,000
Charitable Contributions	0	38,000	38,000
General Administration	6,068,000	7,159,000	13,227,000
Total Indirect Health Care Expenses	33,162,000	29,600,000	62,762,000

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	17,298,000	
Other Taxes and Assessments	13,502,000	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2009 Administrative Spending: Combined Insurance Company of America

Total Administrative Spending as percent of Total Carrier Spending¹:	18.2%
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):	18.2%

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 2009
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		839,803	839,803
Total Indirect Health Care Expenses		839,803	839,803

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Companion Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	100.0%
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 2009
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	11,138		11,138
Underwriting		9	9
Regulatory Compliance and Government	1,888		1,888
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration		13,761	13,761
Total Indirect Health Care Expenses	13,026	13,770	26,796

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Connecticut General Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	9.3%
Commercial Administrative Spending as percent of Commercial Spending:	50.0%
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):	49.6%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	2,999,435	3,781,497	6,780,932
Claim Processing	5,194,809	6,549,284	11,744,093
Detection and Prevention of Fraud			
Customer Service	1,124,433	1,417,613	2,542,046
Product Management and Marketing	1,678,831	2,116,563	3,795,394
Underwriting			
Regulatory Compliance and Government	14,215	17,922	32,137
Lobbying			
Provider Relations and Contracting	554,398	698,950	1,253,348
Quality Assurance and Utilization Management	28,431	35,844	64,275
Wellness and Health Education			
Research and Product Development	71,077	89,609	160,686
Charitable Contributions			
General Administration	2,548,809	3,213,376	5,762,185
Total Indirect Health Care Expenses	14,214,438	17,920,658	32,135,096

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments	548,587	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Continental Life Insurance Company of Brentwood TN

Total Administrative Spending as percent of Total Carrier Spending¹:	9.4%
Commercial Administrative Spending as percent of Commercial Spending:	16.4%
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):	9.2%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	3,113	7,623	10,736
Claim Processing	27,314	73,397	100,711
Detection and Prevention of Fraud	0	0	
Customer Service	9,756	13,232	22,988
Product Management and Marketing	14,400	21,831	36,231
Underwriting	3,113	7,623	10,736
Regulatory Compliance and Government	6,354	8,074	14,428
Lobbying	0	0	
Provider Relations and Contracting	4,820	12,953	17,773
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	3,600	5,458	9,058
Charitable Contributions	0	0	
General Administration	46,526	49,683	96,209
Total Indirect Health Care Expenses	118,996	199,874	318,870

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	0	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	27,566	27,566	
Total Capital Expenditures	27,566	27,566	

2009 Administrative Spending: Delta Dental Plan of Minnesota

Total Administrative Spending as percent of Total Carrier Spending¹:	6.3%
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):	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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	0	4,550,673	4,550,673
Claim Processing	0	8,411,148	8,411,148
Detection and Prevention of Fraud	0	754,112	754,112
Customer Service	605,949	10,156,391	10,762,340
Product Management and Marketing	4,845,625	8,635,767	13,481,392
Underwriting	0	1,168,857	1,168,857
Regulatory Compliance and Government	0	2,583,627	2,583,627
Lobbying	0	107,406	107,406
Provider Relations and Contracting	0	2,757,181	2,757,181
Quality Assurance and Utilization Management	0	1,667,622	1,667,622
Wellness and Health Education	0	818,524	818,524
Research and Product Development	607,914	881,427	1,489,341
Charitable Contributions	0	621,507	621,507
General Administration	0	8,640,490	8,640,490
Total Indirect Health Care Expenses	6,059,488	51,754,732	57,814,220

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	18,754,438	
Other Taxes and Assessments	4,534	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	184,786	184,786	
Other Capital Costs	0	0	
Total Capital Expenditures	184,786	184,786	

2009 Administrative Spending: Federated Mutual Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	15.0%
Commercial Administrative Spending as percent of Commercial Spending:	15.0%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	103,371	30,359	133,730
Claim Processing	1,277,315	1,609,645	2,886,960
Detection and Prevention of Fraud	0	638	638
Customer Service	55,623	7,762	63,385
Product Management and Marketing	1,571,022	370,730	1,941,752
Underwriting	451,771	78,172	529,943
Regulatory Compliance and Government	34,662	4,774	39,436
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	16,201	2,196	18,397
Wellness and Health Education	5,147	2,094	7,241
Research and Product Development	110,733	12,171	122,904
Charitable Contributions	0	0	
General Administration	1,417,630	705,873	2,123,503
Total Indirect Health Care Expenses	5,043,475	2,824,414	7,867,889

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	1,388,431	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2009 Administrative Spending: First Health Life & Health Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	5.7%
Commercial Administrative Spending as percent of Commercial Spending:	18.8%
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):	5.7%

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 2009
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	114,149	2,259,221	2,373,370
Total Indirect Health Care Expenses	114,149	2,259,221	2,373,370

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments	6,134	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: FirstSolutions

Total Administrative Spending as percent of Total Carrier Spending¹:	5.3%
Commercial Administrative Spending as percent of Commercial Spending:	3.1%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	5.6%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,601	3,547	5,148
Claim Processing	709,993	181,190	891,183
Detection and Prevention of Fraud	0	54,648	54,648
Customer Service	401,497	28,474	429,971
Product Management and Marketing	148,079	688,633	836,712
Underwriting	0	0	
Regulatory Compliance and Government	6,887	192,137	199,024
Lobbying	0	1,906	1,906
Provider Relations and Contracting	184,261	49,468	233,729
Quality Assurance and Utilization Management	6,864	64,386	71,250
Wellness and Health Education	716	20,093	20,809
Research and Product Development	0	0	
Charitable Contributions	0	11,652	11,652
General Administration	1,991,072	1,906,949	3,898,021
Total Indirect Health Care Expenses	3,450,970	3,203,083	6,654,053

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	732,460	
Other Taxes and Assessments	492,163	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	1,169,846	1,169,846	
Capital Acquisitions	474,702	474,702	
Other Capital Costs	0	0	
Total Capital Expenditures	1,644,548	1,644,548	

2009 Administrative Spending: Great-West Life & Annuity Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	7.2%
Commercial Administrative Spending as percent of Commercial Spending:	7.2%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	4,132	80,366	84,498
Claim Processing		404,134	404,134
Detection and Prevention of Fraud		0	
Customer Service	7,209	154,031	161,240
Product Management and Marketing	3,864	263,619	267,483
Underwriting	70,267	0	70,267
Regulatory Compliance and Government	1,787	3,234	5,021
Lobbying	0	0	
Provider Relations and Contracting	969	19,767	20,736
Quality Assurance and Utilization Management	7,595	84,695	92,290
Wellness and Health Education	484	6,788	7,272
Research and Product Development			
Charitable Contributions			
General Administration			
Total Indirect Health Care Expenses	96,307	1,016,634	1,112,941

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments	22,259	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Guarantee Trust Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	14.9%
Commercial Administrative Spending as percent of Commercial Spending:	14.8%
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):	15.8%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	9,906	5,856	15,762
Claim Processing	109,296	947,237	1,056,533
Detection and Prevention of Fraud			
Customer Service	594,865	253,784	848,649
Product Management and Marketing	43,642	62,154	105,796
Underwriting	51,575	16,398	67,973
Regulatory Compliance and Government	51,206	11,965	63,171
Lobbying		1,203	1,203
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions		1,326	1,326
General Administration	236,450	176,717	413,167
Total Indirect Health Care Expenses	1,096,940	1,476,640	2,573,580

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Guardian Life Insurance Company of America

Total Administrative Spending as percent of Total Carrier Spending¹:	1.3%
Commercial Administrative Spending as percent of Commercial Spending:	2.3%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	8,779	9,437	18,216
Claim Processing	5,513	6,469	11,982
Detection and Prevention of Fraud	314	96	410
Customer Service	5,240	2,229	7,469
Product Management and Marketing	13,490	85,820	99,310
Underwriting	0	0	
Regulatory Compliance and Government	1,223	1,151	2,374
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	0	2,172	2,172
Wellness and Health Education	0	0	
Research and Product Development	0	0	
Charitable Contributions	0	0	
General Administration	8,721	13,089	21,810
Total Indirect Health Care Expenses	43,280	120,463	163,743

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	287	
Other Taxes and Assessments	18,546	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: HCC Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	9.2%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	127,512	38,682	166,194
Claim Processing	37,358	11,333	48,691
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing	95,436	28,951	124,387
Underwriting	189,331	57,436	246,767
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	231,313	70,172	301,485
Total Indirect Health Care Expenses	680,950	206,574	887,524

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	460,608	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: HealthPartners, Inc.

Total Administrative Spending as percent of Total Carrier Spending¹:	6.7%
Commercial Administrative Spending as percent of Commercial Spending:	7.4%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	5.5%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	7.1%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	6,884,869	1,830,070	8,714,939
Claim Processing	17,912,146	3,811,649	21,723,795
Detection and Prevention of Fraud	536,296	183,442	719,738
Customer Service	10,441,773	184,561	10,626,334
Product Management and Marketing	18,972,375	10,661,686	29,634,061
Underwriting	4,554,640	406,936	4,961,576
Regulatory Compliance and Government	1,500,803	1,619,968	3,120,771
Lobbying	408,000	0	408,000
Provider Relations and Contracting	3,539,347	177,113	3,716,460
Quality Assurance and Utilization Management	27,452,726	11,229,825	38,682,551
Wellness and Health Education	3,124,755	6,106,167	9,230,922
Research and Product Development	1,428,155	30,660	1,458,815
Charitable Contributions	0	3,324,548	3,324,548
General Administration	53,457,888	45,440,936	98,898,824
Total Indirect Health Care Expenses	150,213,773	85,007,561	235,221,334

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	25,791,005	
Other Taxes and Assessments	82,311,000	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	10,939,378	10,681,841	
Capital Acquisitions	15,850,849	15,403,268	
Other Capital Costs			
Total Capital Expenditures	26,790,227	26,085,109	

2009 Administrative Spending: Humana Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	11.5%
Commercial Administrative Spending as percent of Commercial Spending:	18.2%
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):	11.5%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	457,215	5,413,772	5,870,987
Claim Processing	61,846	732,302	794,148
Detection and Prevention of Fraud			
Customer Service	260,601	3,085,717	3,346,318
Product Management and Marketing	887,599	10,509,836	11,397,435
Underwriting	0	0	
Regulatory Compliance and Government	207,241	2,453,883	2,661,124
Lobbying			
Provider Relations and Contracting	276,913	3,278,858	3,555,771
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development	143,395	1,697,902	1,841,297
Charitable Contributions			
General Administration	12,270	145,289	157,559
Total Indirect Health Care Expenses	2,307,080	27,317,559	29,624,639

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	2,990,060	
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: HumanaDental Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	39.8%
Commercial Administrative Spending as percent of Commercial Spending:	39.8%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	21,788	200,098	221,886
Claim Processing	37,925	348,292	386,217
Detection and Prevention of Fraud			
Customer Service	1,226	11,263	12,489
Product Management and Marketing	40,013	367,466	407,479
Underwriting	170	1,565	1,735
Regulatory Compliance and Government	5,959	54,725	60,684
Lobbying			
Provider Relations and Contracting	4,097	37,624	41,721
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	216	1,983	2,199
Total Indirect Health Care Expenses	111,394	1,023,016	1,134,410

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Itasca Medical Care

Total Administrative Spending as percent of Total Carrier Spending¹:	9.7%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	9.7%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	66,031	112,083	178,114
Claim Processing	237,713	403,499	641,212
Detection and Prevention of Fraud			
Customer Service	66,031	112,083	178,114
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government	66,031	112,083	178,114
Lobbying			
Provider Relations and Contracting		373,091	373,091
Quality Assurance and Utilization Management	713,139	1,210,496	1,923,635
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	171,682	291,416	463,098
Total Indirect Health Care Expenses	1,320,627	2,614,751	3,935,378

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	94,503	
Other Taxes and Assessments	0	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: John Alden Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	22.2%
Commercial Administrative Spending as percent of Commercial Spending:	22.2%
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):	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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	10,839	9,559	20,398
Claim Processing	25,487	42,471	67,958
Detection and Prevention of Fraud	0	0	
Customer Service	23,279	11,807	35,086
Product Management and Marketing	157,489	624,335	781,824
Underwriting	58,033	21,360	79,393
Regulatory Compliance and Government	18,117	23,683	41,800
Lobbying	0	0	
Provider Relations and Contracting	0	-1	-1
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	6,463	1,071	7,534
Charitable Contributions	0	471	471
General Administration	61,857	328,085	389,942
Total Indirect Health Care Expenses	361,564	1,062,841	1,424,405

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	86	
Other Taxes and Assessments	138,173	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Lincoln National Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	6.8%
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 2009
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		397,697	397,697
Total Indirect Health Care Expenses		397,697	397,697

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Medica Health Plans

Total Administrative Spending as percent of Total Carrier Spending¹:	5.8%
Commercial Administrative Spending as percent of Commercial Spending:	7.9%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	5.5%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	10.6%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,360,807	5,972,518	7,333,325
Claim Processing	1,458,957	10,451,901	11,910,858
Detection and Prevention of Fraud	93,706	42,682	136,388
Customer Service	3,927,604	2,348,674	6,276,278
Product Management and Marketing	3,483,716	3,517,722	7,001,438
Underwriting	285,711	130,138	415,849
Regulatory Compliance and Government	854,860	779,668	1,634,528
Lobbying	24,908	11,345	36,253
Provider Relations and Contracting	1,081,437	795,112	1,876,549
Quality Assurance and Utilization Management	1,288,423	2,109,325	3,397,748
Wellness and Health Education	447,849	203,990	651,839
Research and Product Development	333,318	1,043,026	1,376,344
Charitable Contributions	0	0	
General Administration	12,310,174	11,769,432	24,079,606
Total Indirect Health Care Expenses	26,951,470	39,175,533	66,127,003

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	18,508,951	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2009 Administrative Spending: Medica Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	11.2%
Commercial Administrative Spending as percent of Commercial Spending:	11.3%
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):	11.1%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	2,648,170	10,423,072	13,071,242
Claim Processing	2,839,171	18,146,199	20,985,370
Detection and Prevention of Fraud	182,355	83,061	265,416
Customer Service	7,643,230	4,445,150	12,088,380
Product Management and Marketing	6,779,409	38,454,366	45,233,775
Underwriting	556,001	253,252	809,253
Regulatory Compliance and Government	1,663,583	1,481,431	3,145,014
Lobbying	48,472	22,078	70,550
Provider Relations and Contracting	2,104,508	1,479,509	3,584,017
Quality Assurance and Utilization Management	2,507,309	1,706,946	4,214,255
Wellness and Health Education	871,528	396,971	1,268,499
Research and Product Development	648,647	1,830,025	2,478,672
Charitable Contributions	0	0	
General Administration	23,955,949	11,432,866	35,388,815
Total Indirect Health Care Expenses	52,448,332	90,154,926	142,603,258

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	55,591,097	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2009 Administrative Spending: Medica Self Insured

Total Administrative Spending as percent of Total Carrier Spending¹:	4.6%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,380,286	6,518,885	7,899,171
Claim Processing	1,479,840	11,444,219	12,924,059
Detection and Prevention of Fraud	95,048	43,293	138,341
Customer Service	1,356,534	1,233,783	2,590,317
Product Management and Marketing	3,533,582	3,414,717	6,948,299
Underwriting	289,800	132,001	421,801
Regulatory Compliance and Government	867,097	824,433	1,691,530
Lobbying	25,265	11,508	36,773
Provider Relations and Contracting	1,096,917	832,542	1,929,459
Quality Assurance and Utilization Management	1,306,866	956,269	2,263,135
Wellness and Health Education	454,260	206,910	661,170
Research and Product Development	338,090	1,134,690	1,472,780
Charitable Contributions	0	0	
General Administration	12,456,661	6,004,451	18,461,112
Total Indirect Health Care Expenses	24,680,246	32,757,701	57,437,947

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	0	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2009 Administrative Spending: Metropolitan HealthPlan (MHP)

Total Administrative Spending as percent of Total Carrier Spending¹:	16.7%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	16.7%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	15.6%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	399,623	404,885	804,508
Claim Processing	3,040,156	1,756,569	4,796,725
Detection and Prevention of Fraud	277,732	48,390	326,122
Customer Service	1,374,741	662,458	2,037,199
Product Management and Marketing	528,212	513,273	1,041,485
Underwriting			
Regulatory Compliance and Government	1,383,892	617,606	2,001,498
Lobbying			
Provider Relations and Contracting	1,024,536	379,273	1,403,809
Quality Assurance and Utilization Management	4,143,381	1,150,589	5,293,970
Wellness and Health Education	190,626	48,390	239,016
Research and Product Development		89,357	89,357
Charitable Contributions		150,750	150,750
General Administration	613,914	4,276,042	4,889,956
Total Indirect Health Care Expenses	12,976,813	10,097,582	23,074,395

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	1,157,094	
Other Taxes and Assessments	1,801,865	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	30,975		
Other Capital Costs			
Total Capital Expenditures	30,975		

2009 Administrative Spending: Metropolitan Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	8.4%
Commercial Administrative Spending as percent of Commercial Spending:	10.4%
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):	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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	107,434	76,528	183,962
Claim Processing	86,838	388,149	474,987
Detection and Prevention of Fraud	2,316	0	2,316
Customer Service	123,748	201,904	325,652
Product Management and Marketing	953,034	1,534,291	2,487,325
Underwriting	37,162	4,161	41,323
Regulatory Compliance and Government	1,951	15,334	17,285
Lobbying	0	0	
Provider Relations and Contracting	22,980	32,218	55,198
Quality Assurance and Utilization Management	5,307	8,528	13,835
Wellness and Health Education	0	0	
Research and Product Development	0	0	
Charitable Contributions	0	0	
General Administration	7,180	1,412,016	1,419,196
Total Indirect Health Care Expenses	1,347,950	3,673,129	5,021,079

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments	321,689	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Mutual of Omaha Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	14.1%
Commercial Administrative Spending as percent of Commercial Spending:	78.6%
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):	12.3%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	4,871	4,868	9,739
Claim Processing	93,446	155,656	249,102
Detection and Prevention of Fraud	2,350	974	3,324
Customer Service	30,777	16,642	47,419
Product Management and Marketing	27,024	681,426	708,450
Underwriting	3,001	1,796	4,797
Regulatory Compliance and Government	158	8,252	8,410
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development	3,254	1,118	4,372
Charitable Contributions			
General Administration	94,799	39,293	134,092
Total Indirect Health Care Expenses	259,680	910,025	1,169,705

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	363,815	
Other Taxes and Assessments	253,221	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Noridian Mutual Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	24.2%
Commercial Administrative Spending as percent of Commercial Spending:	30.8%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	51,338	1,231	52,569
Claim Processing	439	10,299	10,738
Detection and Prevention of Fraud	2,926	1,932	4,858
Customer Service	2,604	833	3,437
Product Management and Marketing	46,664	287,282	333,946
Underwriting	20,522	5,073	25,595
Regulatory Compliance and Government	55,944	5,113	61,057
Lobbying			
Provider Relations and Contracting	5,863	36,481	42,344
Quality Assurance and Utilization Management		32	32
Wellness and Health Education	979	5,478	6,457
Research and Product Development			
Charitable Contributions			
General Administration	480,937	415,858	896,795
Total Indirect Health Care Expenses	668,216	769,612	1,437,828

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Pan-American Life

Total Administrative Spending as percent of Total Carrier Spending¹:	1.3%
Commercial Administrative Spending as percent of Commercial Spending:	2.1%
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 2009
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	28,420	28,649	57,069
Total Indirect Health Care Expenses	28,420	28,649	57,069

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments	90,589	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Pennsylvania Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	12.7%
Commercial Administrative Spending as percent of Commercial Spending:	100.0%
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):	12.1%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	167,675	256,461	424,136
Claim Processing	361,753	553,306	915,059
Detection and Prevention of Fraud	67	103	170
Customer Service	129,563	198,168	327,731
Product Management and Marketing	87,065	133,167	220,232
Underwriting	0	0	
Regulatory Compliance and Government	4,453	6,811	11,264
Lobbying	0	0	
Provider Relations and Contracting	665	1,018	1,683
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	116,593	178,331	294,924
Research and Product Development	10,927	16,714	27,641
Charitable Contributions	0	0	
General Administration	344,362	526,706	871,068
Total Indirect Health Care Expenses	1,223,123	1,870,785	3,093,908

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Physicians Mutual Ins. Co. & Physicians Life Ins. Co.

Total Administrative Spending as percent of Total Carrier Spending¹:	22.2%
Commercial Administrative Spending as percent of Commercial Spending:	28.9%
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):	20.0%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	20,142	29,373	49,515
Claim Processing	54,650	96,456	151,106
Detection and Prevention of Fraud	3,120	4,792	7,912
Customer Service	22,679	21,931	44,610
Product Management and Marketing	193,389	279,543	472,932
Underwriting	10,819	9,565	20,384
Regulatory Compliance and Government	5,850	8,280	14,130
Lobbying			
Provider Relations and Contracting	12,863	17,509	30,372
Quality Assurance and Utilization Management	51,323	102,607	153,930
Wellness and Health Education			
Research and Product Development	12,899	21,187	34,086
Charitable Contributions			
General Administration	162,755	283,682	446,437
Total Indirect Health Care Expenses	550,489	874,925	1,425,414

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: PreferredOne Community Health Plan

Total Administrative Spending as percent of Total Carrier Spending¹:	10.9%
Commercial Administrative Spending as percent of Commercial Spending:	10.9%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	378,883	257,895	636,778
Claim Processing	613,582	417,648	1,031,230
Detection and Prevention of Fraud	88,725	60,392	149,117
Customer Service	559,240	380,659	939,899
Product Management and Marketing	1,302,191	5,262,060	6,564,251
Underwriting	474,820	323,197	798,017
Regulatory Compliance and Government	302,514	205,913	508,427
Lobbying	10,007	6,812	16,819
Provider Relations and Contracting	435,238	296,254	731,492
Quality Assurance and Utilization Management	344,612	234,568	579,180
Wellness and Health Education	109,858	575,706	685,564
Research and Product Development	212,392	144,569	356,961
Charitable Contributions	0	0	
General Administration	758,661	962,248	1,720,909
Total Indirect Health Care Expenses	5,590,723	9,127,921	14,718,644

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	1,368,491	
Other Taxes and Assessments	3,735,742	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: PreferredOne Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	10.8%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	179,847	122,417	302,264
Claim Processing	291,252	198,247	489,499
Detection and Prevention of Fraud	42,115	28,667	70,782
Customer Service	265,457	180,690	446,147
Product Management and Marketing	618,118	3,663,110	4,281,228
Underwriting	225,385	153,414	378,799
Regulatory Compliance and Government	143,596	97,742	241,338
Lobbying	4,750	3,233	7,983
Provider Relations and Contracting	206,597	140,625	347,222
Quality Assurance and Utilization Management	163,579	111,344	274,923
Wellness and Health Education	52,147	301,880	354,027
Research and Product Development	100,817	68,623	169,440
Charitable Contributions	0	0	
General Administration	360,118	328,975	689,093
Total Indirect Health Care Expenses	2,653,778	5,398,967	8,052,745

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	3,357,321	

Capital Costs		Calendar Year 2009
	2009 Incurred	2009 Payments
Capital Costs on Behalf of a Hospital or Clinic		
Capital Acquisitions		
Other Capital Costs		
Total Capital Expenditures		

2009 Administrative Spending: PrimeWest Health System

Total Administrative Spending as percent of Total Carrier Spending¹:	10.2%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	10.2%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	292,156	71,324	363,480
Claim Processing	2,214,734	2,415,587	4,630,321
Detection and Prevention of Fraud	235,610	111,228	346,838
Customer Service	848,196	30,321	878,517
Product Management and Marketing	531,222	291,894	823,116
Underwriting	0	0	
Regulatory Compliance and Government	538,762	1,496,703	2,035,465
Lobbying	0	27,807	27,807
Provider Relations and Contracting	673,531	128,509	802,040
Quality Assurance and Utilization Management	3,298,540	1,016,288	4,314,828
Wellness and Health Education	68,013	53,257	121,270
Research and Product Development	55,761	119,711	175,472
Charitable Contributions	0	0	
General Administration	57,253	1,134,428	1,191,681
Total Indirect Health Care Expenses	8,813,778	6,897,057	15,710,835

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	822,963	
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Principal Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	5.7%
Commercial Administrative Spending as percent of Commercial Spending:	19.7%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	150,985	64,708	215,693
Claim Processing	851,086	364,751	1,215,837
Detection and Prevention of Fraud	0	0	
Customer Service	19,654	8,423	28,077
Product Management and Marketing	149,278	63,976	213,254
Underwriting	0	0	
Regulatory Compliance and Government	17,993	7,711	25,704
Lobbying	0	0	
Provider Relations and Contracting	55,971	23,988	79,959
Quality Assurance and Utilization Management	65,123	27,910	93,033
Wellness and Health Education	0	0	
Research and Product Development	23,229	9,955	33,184
Charitable Contributions	0	0	
General Administration	420,992	180,425	601,417
Total Indirect Health Care Expenses	1,754,311	751,847	2,506,158

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Pyramid Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	11.5%
Commercial Administrative Spending as percent of Commercial Spending:	100.0%
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):	11.5%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	41,521	60,042	101,563
Claim Processing	67,171	97,132	164,303
Detection and Prevention of Fraud	35,754	51,702	87,456
Customer Service	32,425	46,888	79,313
Product Management and Marketing	138,476	200,244	338,720
Underwriting	0	0	
Regulatory Compliance and Government	4,701	6,798	11,499
Lobbying	0	0	
Provider Relations and Contracting	50,230	72,635	122,865
Quality Assurance and Utilization Management	7,327	10,595	17,922
Wellness and Health Education	21,600	31,235	52,835
Research and Product Development	10,237	14,803	25,040
Charitable Contributions	0	0	
General Administration	200,731	290,268	490,999
Total Indirect Health Care Expenses	610,173	882,342	1,492,515

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: ReliaStar Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	10.0%
Commercial Administrative Spending as percent of Commercial Spending:	61.0%
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):	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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	29,957	17,206	47,163
Claim Processing	70,723	17,887	88,610
Detection and Prevention of Fraud			
Customer Service	24,199	9,574	33,773
Product Management and Marketing	293,355	105,047	398,402
Underwriting	60,690	11,894	72,584
Regulatory Compliance and Government	9,274	1,684	10,958
Lobbying			
Provider Relations and Contracting	42,775	21,421	64,196
Quality Assurance and Utilization Management	60,729	69,038	129,767
Wellness and Health Education			
Research and Product Development	9,102	1,274	10,376
Charitable Contributions			
General Administration	315,552	503,287	818,839
Total Indirect Health Care Expenses	916,356	758,312	1,674,668

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments	581,193	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Reliance Standard Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	38.5%
Commercial Administrative Spending as percent of Commercial Spending:	38.5%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	935	506	1,441
Claim Processing	28,931	15,647	44,578
Detection and Prevention of Fraud	40	22	62
Customer Service	2,137	1,156	3,293
Product Management and Marketing	238,031	58,479	296,510
Underwriting	21,690	11,731	33,421
Regulatory Compliance and Government	1,498	810	2,308
Lobbying	0	0	
Provider Relations and Contracting	893	483	1,376
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	3,864	2,090	5,954
Charitable Contributions	0		
General Administration	316,916	171,398	488,314
Total Indirect Health Care Expenses	614,935	262,322	877,257

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Sanford HealthPlan of Minnesota

Total Administrative Spending as percent of Total Carrier Spending¹:	14.8%
Commercial Administrative Spending as percent of Commercial Spending:	14.5%
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):	17.8%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,725	0	1,725
Claim Processing	10,708	293	11,001
Detection and Prevention of Fraud	126	0	126
Customer Service	13,459	639	14,098
Product Management and Marketing	1,334	172,025	173,359
Underwriting	5,032	0	5,032
Regulatory Compliance and Government	2,516	97,576	100,092
Lobbying	0	0	
Provider Relations and Contracting	5,344	5,424	10,768
Quality Assurance and Utilization Management	13,180	2,561	15,741
Wellness and Health Education	19,625	2,225	21,850
Research and Product Development	503	0	503
Charitable Contributions	0	0	
General Administration	32,853	85,980	118,833
Total Indirect Health Care Expenses	106,405	366,723	473,128

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	117,736	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2009 Administrative Spending: Security Life Insurance Company of America

Total Administrative Spending as percent of Total Carrier Spending¹:	17.7%
Commercial Administrative Spending as percent of Commercial Spending:	17.7%
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 2009
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	48,954	66,137	115,091
Underwriting	19,820	26,777	46,597
Regulatory Compliance and Government	4,280	5,782	10,062
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management	6,218	8,401	14,619
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	161,832	218,637	380,469
Total Indirect Health Care Expenses	241,104	325,734	566,838

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	111,703	
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: SilverScript Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	4.6%
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):	4.6%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment		731	731
Claim Processing			
Detection and Prevention of Fraud			
Customer Service	39,997	6,400	46,397
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		528,405	528,405
Total Indirect Health Care Expenses	39,997	535,536	575,533

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments	1,339	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: South Country Health Alliance

Total Administrative Spending as percent of Total Carrier Spending¹:	9.0%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	9.0%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	353,993	993,614	1,347,607
Claim Processing		8,218,415	8,218,415
Detection and Prevention of Fraud	115,305	46,855	162,160
Customer Service	438,115	91,637	529,752
Product Management and Marketing	453,264	562,461	1,015,725
Underwriting			
Regulatory Compliance and Government	328,556	728,663	1,057,219
Lobbying		15,000	15,000
Provider Relations and Contracting	422,306	1,113,454	1,535,760
Quality Assurance and Utilization Management	945,222	284,521	1,229,743
Wellness and Health Education	227,771	281,771	509,542
Research and Product Development			
Charitable Contributions			
General Administration	1,112,183	1,835,380	2,947,563
Total Indirect Health Care Expenses	4,396,715	14,171,771	18,568,486

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments	25,497	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	166,359	166,359	
Other Capital Costs			
Total Capital Expenditures	166,359	166,359	

2009 Administrative Spending: State Farm Mutual Automobile Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	11.6%
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):	19.3%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	72,302	8,747	81,049
Claim Processing	363,133	645,570	1,008,703
Detection and Prevention of Fraud	19,112	33,977	53,089
Customer Service	21,088	28	21,116
Product Management and Marketing	37,959	1,131,450	1,169,409
Underwriting	4,217	2,246	6,463
Regulatory Compliance and Government	42,176	16,022	58,198
Lobbying	0	13,308	13,308
Provider Relations and Contracting	9,039	12	9,051
Quality Assurance and Utilization Management	21,088	7,432	28,520
Wellness and Health Education	3,013	4	3,017
Research and Product Development	30,126	7,444	37,570
Charitable Contributions	0	22	22
General Administration	60,252	34,081	94,333
Total Indirect Health Care Expenses	683,505	1,900,343	2,583,848

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	505,510	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2009 Administrative Spending: Sterling Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	14.2%
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):	14.2%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	15,144	9,397	24,541
Claim Processing	24,761	7,355	32,116
Detection and Prevention of Fraud	0	0	
Customer Service	19,678	483	20,161
Product Management and Marketing	91,326	153,347	244,673
Underwriting	0	0	
Regulatory Compliance and Government	6,711	4,923	11,634
Lobbying	0	1,234	1,234
Provider Relations and Contracting	19,931	25,425	45,356
Quality Assurance and Utilization Management	9,084	3,757	12,841
Wellness and Health Education	1,366	1,010	2,376
Research and Product Development	7,029	59,653	66,682
Charitable Contributions	0	113	113
General Administration	70,643	189,720	260,363
Total Indirect Health Care Expenses	265,673	456,417	722,090

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	7,206	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2009 Administrative Spending: Sun Life Assurance Company of Canada

Total Administrative Spending as percent of Total Carrier Spending¹:	18.5%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	17,643	929	18,572
Claim Processing	36,662	5,442	42,104
Detection and Prevention of Fraud			
Customer Service	23,524	1,238	24,762
Product Management and Marketing	19,450	6,117	25,567
Underwriting	69,734	5,249	74,983
Regulatory Compliance and Government	1,176	62	1,238
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development	4,863	256	5,119
Charitable Contributions			
General Administration	441,685	49,011	490,696
Total Indirect Health Care Expenses	614,737	68,304	683,041

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: Time Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	34.9%
Commercial Administrative Spending as percent of Commercial Spending:	34.9%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	98,582	141,084	239,666
Claim Processing	360,058	360,414	720,472
Detection and Prevention of Fraud	0	0	
Customer Service	310,362	150,444	460,806
Product Management and Marketing	1,487,054	7,643,711	9,130,765
Underwriting	927,102	431,545	1,358,647
Regulatory Compliance and Government	196,392	412,335	608,727
Lobbying	0	0	
Provider Relations and Contracting	0	-17	-17
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	63,436	24,156	87,592
Charitable Contributions	0	4,108	4,108
General Administration	549,226	3,701,890	4,251,116
Total Indirect Health Care Expenses	3,992,212	12,869,670	16,861,882

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	1,368	
Other Taxes and Assessments	1,452,460	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: UCare Minnesota

Total Administrative Spending as percent of Total Carrier Spending¹:	6.3%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	5.9%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	6.8%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,730,026	2,313,278	4,043,304
Claim Processing	5,912,817	7,329,516	13,242,333
Detection and Prevention of Fraud	203,056	98,762	301,818
Customer Service	3,052,542	1,883,886	4,936,428
Product Management and Marketing	4,505,073	11,845,315	16,350,388
Underwriting			
Regulatory Compliance and Government	1,543,657	721,549	2,265,206
Lobbying	55,778	47,140	102,918
Provider Relations and Contracting	3,276,152	6,095,088	9,371,240
Quality Assurance and Utilization Management	8,313,708	8,676,582	16,990,290
Wellness and Health Education	982,079	1,516,526	2,498,605
Research and Product Development	161,530	161,356	322,886
Charitable Contributions	0	10,504,991	10,504,991
General Administration	4,088,715	4,485,729	8,574,444
Total Indirect Health Care Expenses	33,825,133	55,679,718	89,504,851

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	7,583,053	
Other Taxes and Assessments	5,324,207	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	931,222	931,222	
Other Capital Costs			
Total Capital Expenditures	931,222	931,222	

2009 Administrative Spending: UniCare Life & Health Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	15.1%
Commercial Administrative Spending as percent of Commercial Spending:	19.9%
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):	15.1%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	771,353	679,114	1,450,467
Claim Processing	1,502,897	1,239,357	2,742,254
Detection and Prevention of Fraud	15,463	19,001	34,464
Customer Service	984,857	1,077,357	2,062,214
Product Management and Marketing	2,144,136	3,672,179	5,816,315
Underwriting	228,803	102,889	331,692
Regulatory Compliance and Government	175,011	220,572	395,583
Lobbying	22,781	70,692	93,473
Provider Relations and Contracting	434,201	289,935	724,136
Quality Assurance and Utilization Management	990,310	688,805	1,679,115
Wellness and Health Education	1,164	249,038	250,202
Research and Product Development	51,975	89,016	140,991
Charitable Contributions	0	1,134	1,134
General Administration	719,562	883,080	1,602,642
Total Indirect Health Care Expenses	8,042,513	9,282,169	17,324,682

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	178,769	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2009 Administrative Spending: Union Security Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	19.1%
Commercial Administrative Spending as percent of Commercial Spending:	18.5%
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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,153	1,332	2,485
Claim Processing	285,387	223,098	508,485
Detection and Prevention of Fraud	0	4,108	4,108
Customer Service	212,736	47,715	260,451
Product Management and Marketing	734,847	1,889,689	2,624,536
Underwriting	184,037	48,745	232,782
Regulatory Compliance and Government	43,585	4,595	48,180
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	34,944	22,581	57,525
Charitable Contributions	0	36	36
General Administration	161,305	107,277	268,582
Total Indirect Health Care Expenses	1,657,994	2,349,176	4,007,170

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	471,957	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: United World Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	23.3%
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):	23.3%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	4,271	3,633	7,904
Claim Processing	69,501	161,452	230,953
Detection and Prevention of Fraud	3,045	758	3,803
Customer Service	33,254	9,839	43,093
Product Management and Marketing	240,486	1,384,514	1,625,000
Underwriting	28,270	11,302	39,572
Regulatory Compliance and Government	18,452	15,489	33,941
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development	9,442	3,058	12,500
Charitable Contributions			
General Administration	72,602	15,949	88,551
Total Indirect Health Care Expenses	479,323	1,605,994	2,085,317

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	200,645	
Other Taxes and Assessments	210,308	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: UnitedHealthCare Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	6.8%
Commercial Administrative Spending as percent of Commercial Spending:	23.4%
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):	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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment		2,326,108	2,326,108
Claim Processing		5,947,771	5,947,771
Detection and Prevention of Fraud		206,111	206,111
Customer Service		4,799,439	4,799,439
Product Management and Marketing		1,531,109	1,531,109
Underwriting		323,889	323,889
Regulatory Compliance and Government		117,778	117,778
Lobbying		0	
Provider Relations and Contracting		3,827,773	3,827,773
Quality Assurance and Utilization Management		5,299,993	5,299,993
Wellness and Health Education		0	
Research and Product Development		265,000	265,000
Charitable Contributions		29,444	29,444
General Administration		1,413,331	1,413,331
Total Indirect Health Care Expenses		26,087,746	26,087,746

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: WellCare Health Insurance of Illinois, Inc.

Total Administrative Spending as percent of Total Carrier Spending¹:	14.4%
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):	14.4%

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 2009
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		990,000	990,000
Total Indirect Health Care Expenses		990,000	990,000

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2009 Administrative Spending: World Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	12.4%
Commercial Administrative Spending as percent of Commercial Spending:	12.1%
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):	14.5%

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 2009
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	117,270	94,000	211,270
Claim Processing	149,965	120,206	270,171
Detection and Prevention of Fraud	0	0	
Customer Service	39,542	7,350	46,892
Product Management and Marketing	45,480	4,354	49,834
Underwriting	24,314	51,590	75,904
Regulatory Compliance and Government	54,458	43,651	98,109
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	41	33	74
General Administration	92,986	98,879	191,865
Total Indirect Health Care Expenses	524,056	420,063	944,119

Taxes and Assessments		Calendar Year 2009
MinnesotaCare Tax	0	
Other Taxes and Assessments	152,577	

Capital Costs			Calendar Year 2009
	2009 Incurred	2009 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

Appendix A: Definitions



Definitions for the 2009 MDH Health Plan Financial & Statistical Report (HPFSR)

Billing and Enrollment Expenses	These are all costs associated with group and individual billing, member enrollment and premium collection and reconciliation functions. This may include costs 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	These are all costs 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	These are all costs 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	These are all carrier costs relating to detection and prevention of fraud.

<p>Product Management and Marketing Expenses</p>	<p>These are all costs associated with the management and marketing of current products. This may include costs 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.</p>
<p>Underwriting</p>	<p>These are all carrier costs relating to underwriting.</p>
<p>Regulatory Compliance and Government Relations Expenses</p>	<p>These are all costs associated with federal and state reporting, rate filing, state and federal audits, tax accounting, lobbying, licensing and filing fees, and costs 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.</p>
<p>Lobbying</p>	<p>These are all carrier costs relating to lobbying.</p>
<p>Provider Relations and Contracting Expenses</p>	<p>These are all costs 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>

<p>Quality Assurance and Utilization Management Expenses</p>	<p>These are all costs 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>These are all costs 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>These are all costs 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>These are all costs related to contributions made for charitable purposes.</p>
<p>General Administration Expenses</p>	<p>These are all costs 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 costs, 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 these costs.</p>

Total Indirect Health Care Expenses	This grand total should be equal to the sum across columns (product categories) for the indirect expenses line in section 7.
Minnesotacare Tax Expenses	These are all 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	These are all 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 Costs on Behalf of a Hospital or Clinic	These are all 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 costs incurred during the year.
Capital Acquisitions	These are all expenditures for the acquisition of capital assets. Report payments made during the calendar year (including lease payments) along with any costs incurred during the year.
Other Capital Costs	These are expenditures for other costs, such as legal or administrative costs, that are directly associated with the incurring of capital costs. Report payments made during the calendar year (including lease payments) along with any costs incurred during the year.
Total Capital Expenditures	This is the total of all the payments or incurred capital expenditures listed.