

# Administrative Costs at Minnesota Health Plans in 2010

---

Minnesota Department of  
Health

January, 2012



Health Economics Program  
PO Box 64882  
St. Paul, MN 55164-0882  
651-201-3550  
[www.health.state.mn.us/healthconomics](http://www.health.state.mn.us/healthconomics)



# **Administrative Costs at Minnesota Health Plans in 2010**

---

**Minnesota Department of Health**

**January, 2012**



Health Economics Program  
PO Box 64882  
St. Paul, MN 55164-0882  
651201-3550  
[www.health.state.mn.us/healthconomics](http://www.health.state.mn.us/healthconomics)



# 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.<sup>1</sup> This report presents data on 2010 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:

<b>Year</b>	<b>Administrative Cost as % of Total Cost</b>
2001	10.6%
2002	8.9%
2003	8.3%
2004	8.6%
2005	8.3%
2006	8.3%
2007	8.4%
2008	8.0% <sup>2</sup>
2009	7.9%
2010	7.2%

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

Comments or questions related to this report may be directed to [health.drmreport@state.mn.us](mailto:health.drmreport@state.mn.us).

---

<sup>1</sup> Minnesota Statutes, Section 62J.38, paragraph (b).

<sup>2</sup> 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, 2010**

<b>2010 Health Plan Companies</b>	<b>Total 2010 Administrative Costs</b>	<b>Total 2010 Spending</b>	<b>2010 Administrative Costs (as a percent of total spending)</b>
Aetna Life Insurance Company	20,143,758	327,189,195	6.2%
American Family Mutual Insurance Company	2,321,853	5,155,817	45.0%
American Fidelity Assurance Company	685,547	3,089,357	22.2%
Ameritas Life Insurance Corp	990,935	7,083,765	14.0%
Bankers Life and Casualty Company	1,383,033	8,675,359	15.9%
Blue Cross Blue Shield of Minnesota	301,989,000	4,323,689,000	7.0%
Blue Plus	61,572,000	944,796,000	6.5%
Combined Insurance Company of America	303,788	3,504,820	8.7%
Companion Life Insurance Company	33,779	33,779	100.0%
Connecticut General Life Insurance Company	35,027,151	366,010,342	9.6%
Continental Life Insurance Company of Brentwood TN	413,180	4,173,028	9.9%
Delta Dental Plan of Minnesota	59,219,191	1,040,770,352	5.7%
Federated Mutual Insurance Company	7,834,871	53,683,841	14.6%
First Health Life & Health Insurance Company	360,572	20,819,756	1.7%
Guarantee Trust Life Insurance Company	2,012,960	12,563,912	16.0%
Guardian Life Insurance Company of America	33,637	20,244,857	0.2%
HCC Life Insurance Company	708,365	7,293,342	9.7%
HealthPartners, Inc.	245,174,023	3,635,508,795	6.7%
Healthspring Life & Health Insurance Company	747,218	7,791,945	9.6%
Humana Insurance Company	30,137,113	221,553,429	13.6%
Itasca Medical Care	3,545,743	44,337,694	8.0%
John Alden Life Insurance Company	779,806	5,337,815	14.6%
Lincoln National Life Insurance Company	502,840	6,395,130	7.9%
Medica Health Plans	74,008,097	1,320,441,718	5.6%
Medica Insurance Company	135,088,753	1,281,329,954	10.5%
Medica Self Insured	59,837,363	1,365,358,274	4.4%
Metropolitan HealthPlan (MHP)	19,785,914	140,810,863	14.1%
Metropolitan Life Insurance Company	4,923,908	58,135,880	8.5%
Mutual of Omaha Insurance Company	813,747	6,378,184	12.8%
Pan-American Life	49,803	5,106,857	1.0%
Pennsylvania Life Insurance Company	2,569,840	24,743,715	10.4%
Physicians Mutual Ins. Co. & Physicians Life Ins. Co.	1,328,475	5,087,710	26.1%
PreferredOne Community Health Plan	14,026,383	134,009,227	10.5%
PreferredOne Insurance Company	10,722,171	98,074,021	10.9%
PrimeWest Health System	16,370,001	152,507,963	10.7%
Principal Life Insurance Company	2,024,344	36,806,326	5.5%
Pyramid Life Insurance Company	1,155,728	10,697,730	10.8%
ReliaStar Life Insurance Company	1,979,326	16,173,170	12.2%
Security Life Insurance Company of America	578,591	3,324,618	17.4%
SilverScript Insurance Company	2,040,434	17,011,149	12.0%
South Country Health Alliance	18,531,923	202,791,416	9.1%
State Farm Mutual Automobile Insurance Company	2,198,706	20,463,853	10.7%
Sterling Life Insurance Company	575,064	3,425,812	16.8%
Sun Life Assurance Company of Canada	740,125	5,029,984	14.7%
Time Insurance Company	10,594,220	44,062,997	24.0%
UCare Minnesota	106,681,226	1,545,256,185	6.9%
UniCare Life & Health Insurance Company	6,451,158	39,828,968	16.2%
Union Security Insurance Company	3,049,418	16,867,254	18.1%
United World Life Insurance Company	1,856,045	8,171,341	22.7%
UnitedHealthcare Insurance Company	26,629,212	383,074,283	7.0%
WellCare Health Insurance of Illinois, Inc.	558,233	3,306,089	16.9%
World Insurance Company	746,546	7,142,583	10.5%
<b>Totals:</b>	<b>1,301,835,117</b>	<b>18,025,119,454</b>	<b>7.2%</b>

## Minnesota Health Plan Spending on Administrative Services, 2010

<b>Total Administrative Spending as percent of Total Carrier Spending:<sup>1</sup></b>	<b>7.2%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>10.3%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>6.8%</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>10.9%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental), 2010</b>					
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>	<b>Percent of Total Admin Expenses</b>	<b>Percent of Total Expenses</b>
Billing and Enrollment	28,705,680	50,052,134	<b>78,757,814</b>	6.0%	0.4%
Claim Processing	86,149,315	169,600,525	<b>255,749,840</b>	19.6%	1.4%
Detection and Prevention of Fraud	2,421,846	2,164,865	<b>4,586,711</b>	0.4%	0.0%
Customer Service	48,782,510	37,153,138	<b>85,935,648</b>	6.6%	0.5%
Product Management and Marketing	68,188,324	173,645,807	<b>241,834,131</b>	18.6%	1.3%
Underwriting	12,828,039	4,594,191	<b>17,422,230</b>	1.3%	0.1%
Regulatory Compliance and Government	9,439,944	15,407,360	<b>24,847,304</b>	1.9%	0.1%
Lobbying	799,972	626,146	<b>1,426,118</b>	0.1%	0.0%
Provider Relations and Contracting	25,565,514	31,891,737	<b>57,457,251</b>	4.4%	0.3%
Quality Assurance and Utilization Management	51,363,773	45,734,408	<b>97,098,181</b>	7.5%	0.5%
Wellness and Health Education	19,086,841	25,450,256	<b>44,537,097</b>	3.4%	0.2%
Research and Product Development	14,757,702	22,526,631	<b>37,284,333</b>	2.9%	0.2%
Charitable Contributions	5,030	21,672,026	<b>21,677,056</b>	1.7%	0.1%
General Administration	163,703,637	169,517,766	<b>333,221,403</b>	25.6%	1.8%
<b>Total</b>	<b>531,798,127</b>	<b>770,036,990</b>	<b>1,301,835,117</b>	<b>100.0%</b>	<b>7.2%</b>

<b>Taxes and Assessments, 2009</b>	
MinnesotaCare Tax	143,319,630
Other Taxes and Assessments	266,018,585

<b>Capital Costs</b>		
	<b>2010 Incurred</b>	<b>2010 Payments</b>
Capital Costs on Behalf of a Hospital or Clinic	8,021,026	8,451,690
Capital Acquisitions	63,216,825	63,744,636
Other Capital Costs	37,829	37,829
<b>Total Capital Expenditures</b>	<b>71,275,680</b>	<b>72,234,155</b>

**2010 Administrative Spending: Aetna Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>6.2%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>20.8%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>4.5%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	547,372	810,901	1,358,273
Claim Processing	1,116,937	682,703	1,799,640
Detection and Prevention of Fraud	181,050	294,174	475,224
Customer Service	1,366,659	712,323	2,078,982
Product Management and Marketing	1,534,376	4,360,668	5,895,044
Underwriting	402,348	190,015	592,363
Regulatory Compliance and Government	162,424	125,283	287,707
Lobbying	0	59,550	59,550
Provider Relations and Contracting	519,449	358,387	877,836
Quality Assurance and Utilization Management	736,277	764,578	1,500,855
Wellness and Health Education	543,052	324,318	867,370
Research and Product Development	124,509	46,613	171,122
Charitable Contributions	3,661	37,121	40,782
General Administration	2,673,539	1,465,471	4,139,010
<b>Total Indirect Health Care Expenses</b>	<b>9,911,653</b>	<b>10,232,105</b>	<b>20,143,758</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	2,068,020	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			



**2010 Administrative Spending: American Family Mutual Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>45.0%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>43.1%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>59.2%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	32,389	19,795	<b>52,184</b>
Claim Processing	137	219,731	<b>219,868</b>
Detection and Prevention of Fraud	0	0	
Customer Service	52	24	<b>76</b>
Product Management and Marketing	12,341	877,801	<b>890,142</b>
Underwriting	0	0	
Regulatory Compliance and Government	2,911	813,888	<b>816,799</b>
Lobbying	0	0	
Provider Relations and Contracting	970	448	<b>1,418</b>
Quality Assurance and Utilization Management	13,710	6,326	<b>20,036</b>
Wellness and Health Education	7	3	<b>10</b>
Research and Product Development	0	0	
Charitable Contributions	1,340	618	<b>1,958</b>
General Administration	175,794	143,568	<b>319,362</b>
<b>Total Indirect Health Care Expenses</b>	<b>239,651</b>	<b>2,082,202</b>	<b>2,321,853</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	641,504	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: American Fidelity Assurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>22.2%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>31.0%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	2,072	710	2,782
Claim Processing	15,215	5,078	20,293
Detection and Prevention of Fraud	0	0	
Customer Service	26,695	14,963	41,658
Product Management and Marketing	1,786	954	2,740
Underwriting	4,054	2,541	6,595
Regulatory Compliance and Government	9,018	1,959	10,977
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	1,329	1,572	2,901
Wellness and Health Education	0	0	
Research and Product Development	9,190	1,487	10,677
Charitable Contributions	0	2,933	2,933
General Administration	552,638	31,353	583,991
<b>Total Indirect Health Care Expenses</b>	<b>621,997</b>	<b>63,550</b>	<b>685,547</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	163,464	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Ameritas Life Insurance Corp**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>14.0%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>13.6%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
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	645,315	345,620	990,935
<b>Total Indirect Health Care Expenses</b>	<b>645,315</b>	<b>345,620</b>	<b>990,935</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	156,113	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Bankers Life and Casualty Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>15.9%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>2.3%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>18.2%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	3,176	4,595	7,771
Claim Processing	67,985	98,343	166,328
Detection and Prevention of Fraud	14,223	20,574	34,797
Customer Service	37,217	53,835	91,052
Product Management and Marketing	300,661	434,922	735,583
Underwriting	47,409	68,580	115,989
Regulatory Compliance and Government	5,168	7,475	12,643
Lobbying	1,422	2,057	3,479
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	379	549	928
Research and Product Development	10,477	15,156	25,633
Charitable Contributions	0	0	
General Administration	77,182	111,648	188,830
<b>Total Indirect Health Care Expenses</b>	<b>565,299</b>	<b>817,734</b>	<b>1,383,033</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	972,185	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Blue Cross Blue Shield of Minnesota**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>7.0%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>10.8%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>15.8%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	7,377,000	2,588,000	<b>9,965,000</b>
Claim Processing	29,281,000	62,955,000	<b>92,236,000</b>
Detection and Prevention of Fraud	154,000	43,000	<b>197,000</b>
Customer Service	12,549,000	4,294,000	<b>16,843,000</b>
Product Management and Marketing	11,581,000	45,864,000	<b>57,445,000</b>
Underwriting	3,198,000	647,000	<b>3,845,000</b>
Regulatory Compliance and Government	323,000	308,000	<b>631,000</b>
Lobbying	32,000	54,000	<b>86,000</b>
Provider Relations and Contracting	9,245,000	2,903,000	<b>12,148,000</b>
Quality Assurance and Utilization Management	1,628,000	1,780,000	<b>3,408,000</b>
Wellness and Health Education	6,693,000	10,928,000	<b>17,621,000</b>
Research and Product Development	8,353,000	11,953,000	<b>20,306,000</b>
Charitable Contributions	0	187,000	<b>187,000</b>
General Administration	26,677,000	40,394,000	<b>67,071,000</b>
<b>Total Indirect Health Care Expenses</b>	<b>117,091,000</b>	<b>184,898,000</b>	<b>301,989,000</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	70,391,000	
Other Taxes and Assessments	55,597,000	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	34,561,000	34,561,000	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>	<b>34,561,000</b>	<b>34,561,000</b>	

**2010 Administrative Spending: Blue Plus**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>6.5%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>7.8%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>6.4%</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>12.5%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	962,000	385,000	<b>1,347,000</b>
Claim Processing	9,403,000	9,466,000	<b>18,869,000</b>
Detection and Prevention of Fraud	24,000	6,000	<b>30,000</b>
Customer Service	1,713,000	444,000	<b>2,157,000</b>
Product Management and Marketing	2,296,000	3,364,000	<b>5,660,000</b>
Underwriting	161,000	27,000	<b>188,000</b>
Regulatory Compliance and Government	76,000	209,000	<b>285,000</b>
Lobbying	12,000	21,000	<b>33,000</b>
Provider Relations and Contracting	1,567,000	613,000	<b>2,180,000</b>
Quality Assurance and Utilization Management	1,609,000	1,001,000	<b>2,610,000</b>
Wellness and Health Education	5,983,000	3,447,000	<b>9,430,000</b>
Research and Product Development	1,210,000	1,720,000	<b>2,930,000</b>
Charitable Contributions	0	45,000	<b>45,000</b>
General Administration	5,697,000	10,111,000	<b>15,808,000</b>
<b>Total Indirect Health Care Expenses</b>	<b>30,713,000</b>	<b>30,859,000</b>	<b>61,572,000</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	17,598,000	
Other Taxes and Assessments	13,168,000	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Combined Insurance Company of America**

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

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing		87,384	<b>87,384</b>
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		216,404	<b>216,404</b>
<b>Total Indirect Health Care Expenses</b>		<b>303,788</b>	<b>303,788</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Companion Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>100.0%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing	17,991		17,991
Underwriting		149	149
Regulatory Compliance and Government	2,866		2,866
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration		12,773	12,773
<b>Total Indirect Health Care Expenses</b>	<b>20,857</b>	<b>12,922</b>	<b>33,779</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	0	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			



**2010 Administrative Spending: Connecticut General Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>9.6%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>50.5%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>48.1%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	3,191,125	4,200,070	<b>7,391,195</b>
Claim Processing	5,526,801	7,274,222	<b>12,801,023</b>
Detection and Prevention of Fraud	0	0	
Customer Service	1,196,294	1,574,529	<b>2,770,823</b>
Product Management and Marketing	1,786,122	2,350,845	<b>4,136,967</b>
Underwriting	0	0	
Regulatory Compliance and Government	15,124	19,906	<b>35,030</b>
Lobbying	0	0	
Provider Relations and Contracting	589,829	776,316	<b>1,366,145</b>
Quality Assurance and Utilization Management	30,248	39,811	<b>70,059</b>
Wellness and Health Education	0	0	
Research and Product Development	75,618	99,528	<b>175,146</b>
Charitable Contributions	0	0	
General Administration	2,711,700	3,569,063	<b>6,280,763</b>
<b>Total Indirect Health Care Expenses</b>	<b>15,122,861</b>	<b>19,904,290</b>	<b>35,027,151</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	820,597	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Continental Life Insurance Company of Brentwood TN**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>9.9%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>17.6%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>9.7%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	11,695	15,336	<b>27,031</b>
Claim Processing	21,753	39,255	<b>61,008</b>
Detection and Prevention of Fraud	0	0	
Customer Service	10,088	4,141	<b>14,229</b>
Product Management and Marketing	16,875	11,051	<b>27,926</b>
Underwriting	11,695	15,336	<b>27,031</b>
Regulatory Compliance and Government	6,587	5,487	<b>12,074</b>
Lobbying	0	0	
Provider Relations and Contracting	3,839	6,927	<b>10,766</b>
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	4,219	2,763	<b>6,982</b>
Charitable Contributions	0	0	
General Administration	87,738	138,395	<b>226,133</b>
<b>Total Indirect Health Care Expenses</b>	<b>174,489</b>	<b>238,691</b>	<b>413,180</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs	23,341	23,341	
<b>Total Capital Expenditures</b>	<b>23,341</b>	<b>23,341</b>	

**2010 Administrative Spending: Delta Dental Plan of Minnesota**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>5.7%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>9.0%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment		4,804,142	<b>4,804,142</b>
Claim Processing		8,944,848	<b>8,944,848</b>
Detection and Prevention of Fraud		762,685	<b>762,685</b>
Customer Service	583,992	10,651,575	<b>11,235,567</b>
Product Management and Marketing	4,671,934	8,881,863	<b>13,553,797</b>
Underwriting		1,205,940	<b>1,205,940</b>
Regulatory Compliance and Government		2,633,195	<b>2,633,195</b>
Lobbying		129,281	<b>129,281</b>
Provider Relations and Contracting		2,875,919	<b>2,875,919</b>
Quality Assurance and Utilization Management		1,741,549	<b>1,741,549</b>
Wellness and Health Education		844,072	<b>844,072</b>
Research and Product Development	583,992	969,570	<b>1,553,562</b>
Charitable Contributions		531,131	<b>531,131</b>
General Administration		8,403,503	<b>8,403,503</b>
<b>Total Indirect Health Care Expenses</b>	<b>5,839,918</b>	<b>53,379,273</b>	<b>59,219,191</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	20,775,519	
Other Taxes and Assessments	4,171	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Federated Mutual Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>14.6%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>14.6%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	101,051	31,786	<b>132,837</b>
Claim Processing	1,255,303	1,539,014	<b>2,794,317</b>
Detection and Prevention of Fraud			
Customer Service	53,898	9,508	<b>63,406</b>
Product Management and Marketing	1,617,311	422,901	<b>2,040,212</b>
Underwriting	439,810	84,473	<b>524,283</b>
Regulatory Compliance and Government	35,043	7,643	<b>42,686</b>
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management	14,316	3,418	<b>17,734</b>
Wellness and Health Education	3,147	887	<b>4,034</b>
Research and Product Development	109,351	13,953	<b>123,304</b>
Charitable Contributions			
General Administration	1,248,995	843,063	<b>2,092,058</b>
<b>Total Indirect Health Care Expenses</b>	<b>4,878,225</b>	<b>2,956,646</b>	<b>7,834,871</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	1,311,139	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: First Health Life & Health Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>1.7%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>20.1%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>1.7%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
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	81,602	278,970	<b>360,572</b>
<b>Total Indirect Health Care Expenses</b>	<b>81,602</b>	<b>278,970</b>	<b>360,572</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Guarantee Trust Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>16.0%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>15.7%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>23.0%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	8,272	7,333	<b>15,605</b>
Claim Processing	114,864	595,981	<b>710,845</b>
Detection and Prevention of Fraud	0	0	
Customer Service	485,155	160,306	<b>645,461</b>
Product Management and Marketing	35,459	44,474	<b>79,933</b>
Underwriting	46,977	21,991	<b>68,968</b>
Regulatory Compliance and Government	50,424	13,299	<b>63,723</b>
Lobbying	0	2,165	<b>2,165</b>
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	0	0	
Charitable Contributions	0	777	<b>777</b>
General Administration	262,484	162,999	<b>425,483</b>
<b>Total Indirect Health Care Expenses</b>	<b>1,003,635</b>	<b>1,009,325</b>	<b>2,012,960</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	0	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Guardian Life Insurance Company of America**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>0.2%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>0.2%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	1,872	1,920	3,792
Claim Processing	1,055	1,214	2,269
Detection and Prevention of Fraud	59	16	75
Customer Service	1,120	415	1,535
Product Management and Marketing	2,859	17,720	20,579
Underwriting	0	0	
Regulatory Compliance and Government	223	255	478
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	0	395	395
Wellness and Health Education	0	0	
Research and Product Development	0	0	
Charitable Contributions	0	0	
General Administration	1,877	2,637	4,514
<b>Total Indirect Health Care Expenses</b>	<b>9,065</b>	<b>24,572</b>	<b>33,637</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	70	
Other Taxes and Assessments	10,895	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: HCC Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>9.7%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	118,657	35,275	<b>153,932</b>
Claim Processing	31,657	9,411	<b>41,068</b>
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing	52,644	15,650	<b>68,294</b>
Underwriting	140,522	41,775	<b>182,297</b>
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	202,557	60,217	<b>262,774</b>
<b>Total Indirect Health Care Expenses</b>	<b>546,037</b>	<b>162,328</b>	<b>708,365</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	314,019	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			



**2010 Administrative Spending: HealthPartners, Inc.**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>6.7%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>7.4%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>6.2%</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>7.4%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	7,292,257	1,786,866	<b>9,079,123</b>
Claim Processing	18,359,140	3,958,659	<b>22,317,799</b>
Detection and Prevention of Fraud	574,508	158,195	<b>732,703</b>
Customer Service	10,819,172	71,534	<b>10,890,706</b>
Product Management and Marketing	19,972,407	10,755,145	<b>30,727,552</b>
Underwriting	5,070,361	292,737	<b>5,363,098</b>
Regulatory Compliance and Government	1,545,670	2,531,374	<b>4,077,044</b>
Lobbying	442,000	0	<b>442,000</b>
Provider Relations and Contracting	3,874,834	162,151	<b>4,036,985</b>
Quality Assurance and Utilization Management	28,984,410	15,622,054	<b>44,606,464</b>
Wellness and Health Education	3,580,411	6,752,313	<b>10,332,724</b>
Research and Product Development	1,591,007	44,021	<b>1,635,028</b>
Charitable Contributions	0	3,769,519	<b>3,769,519</b>
General Administration	54,765,416	42,397,862	<b>97,163,278</b>
<b>Total Indirect Health Care Expenses</b>	<b>156,871,593</b>	<b>88,302,430</b>	<b>245,174,023</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	24,766,515	
Other Taxes and Assessments	95,117,000	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	8,021,026	8,451,690	
Capital Acquisitions	23,926,736	24,440,439	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>	<b>31,947,762</b>	<b>32,892,129</b>	

**2010 Administrative Spending: Healthspring Life & Health Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>9.6%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>9.6%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
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		747,218	<b>747,218</b>
<b>Total Indirect Health Care Expenses</b>		<b>747,218</b>	<b>747,218</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Humana Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>13.6%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>25.2%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>13.6%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	390,064	4,897,754	<b>5,287,818</b>
Claim Processing	52,763	662,502	<b>715,265</b>
Detection and Prevention of Fraud			
Customer Service	222,327	2,791,599	<b>3,013,926</b>
Product Management and Marketing	757,237	9,508,083	<b>10,265,320</b>
Underwriting	0	0	
Regulatory Compliance and Government	176,803	2,219,989	<b>2,396,792</b>
Lobbying			
Provider Relations and Contracting	236,243	2,966,331	<b>3,202,574</b>
Quality Assurance and Utilization Management	254,871	3,200,239	<b>3,455,110</b>
Wellness and Health Education			
Research and Product Development	122,334	1,536,065	<b>1,658,399</b>
Charitable Contributions			
General Administration	10,468	131,441	<b>141,909</b>
<b>Total Indirect Health Care Expenses</b>	<b>2,223,110</b>	<b>27,914,003</b>	<b>30,137,113</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Itasca Medical Care**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>8.0%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>8.0%</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	77,817	87,178	164,995
Claim Processing	207,871	370,504	578,375
Detection and Prevention of Fraud			
Customer Service	59,467	87,178	146,645
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government	101,068	87,178	188,246
Lobbying			
Provider Relations and Contracting		377,041	377,041
Quality Assurance and Utilization Management	250,413	1,176,897	1,427,310
Wellness and Health Education		87,178	87,178
Research and Product Development			
Charitable Contributions		8,500	8,500
General Administration	284,128	283,325	567,453
<b>Total Indirect Health Care Expenses</b>	<b>980,764</b>	<b>2,564,979</b>	<b>3,545,743</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	105,383	
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: John Alden Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>14.6%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>14.6%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	8,119	7,593	15,712
Claim Processing	15,051	27,364	42,415
Detection and Prevention of Fraud	0	0	
Customer Service	28,498	11,587	40,085
Product Management and Marketing	115,895	104,227	220,122
Underwriting	40,653	13,642	54,295
Regulatory Compliance and Government	14,423	15,883	30,306
Lobbying	0	0	
Provider Relations and Contracting	0	11	11
Quality Assurance and Utilization Management	9,442	2,561	12,003
Wellness and Health Education	0	0	
Research and Product Development	3,258	694	3,952
Charitable Contributions	0	273	273
General Administration	89,726	270,906	360,632
<b>Total Indirect Health Care Expenses</b>	<b>325,065</b>	<b>454,741</b>	<b>779,806</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	360	
Other Taxes and Assessments	106,503	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Lincoln National Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>7.9%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>7.9%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
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	351,988	150,852	<b>502,840</b>
<b>Total Indirect Health Care Expenses</b>	<b>351,988</b>	<b>150,852</b>	<b>502,840</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Medica Health Plans**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>5.6%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>7.3%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>5.0%</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>9.5%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	1,248,781	6,587,815	<b>7,836,596</b>
Claim Processing	1,320,401	11,922,964	<b>13,243,365</b>
Detection and Prevention of Fraud	106,242	43,893	<b>150,135</b>
Customer Service	3,573,677	1,961,738	<b>5,535,415</b>
Product Management and Marketing	2,776,427	6,617,566	<b>9,393,993</b>
Underwriting	356,322	147,213	<b>503,535</b>
Regulatory Compliance and Government	535,639	681,232	<b>1,216,871</b>
Lobbying	51,636	21,333	<b>72,969</b>
Provider Relations and Contracting	722,841	859,518	<b>1,582,359</b>
Quality Assurance and Utilization Management	214,861	1,966,279	<b>2,181,140</b>
Wellness and Health Education	177,084	73,161	<b>250,245</b>
Research and Product Development	382,839	1,295,481	<b>1,678,320</b>
Charitable Contributions	0	0	
General Administration	13,762,542	16,600,612	<b>30,363,154</b>
<b>Total Indirect Health Care Expenses</b>	<b>25,229,292</b>	<b>48,778,805</b>	<b>74,008,097</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	17,408,468	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Medica Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>10.5%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>10.1%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>11.4%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	2,285,806	9,705,524	<b>11,991,330</b>
Claim Processing	2,416,903	17,415,103	<b>19,832,006</b>
Detection and Prevention of Fraud	194,468	80,344	<b>274,812</b>
Customer Service	6,541,368	3,402,764	<b>9,944,132</b>
Product Management and Marketing	5,082,058	41,820,672	<b>46,902,730</b>
Underwriting	652,222	269,463	<b>921,685</b>
Regulatory Compliance and Government	980,450	1,123,298	<b>2,103,748</b>
Lobbying	94,517	39,049	<b>133,566</b>
Provider Relations and Contracting	1,323,110	1,355,932	<b>2,679,042</b>
Quality Assurance and Utilization Management	393,288	669,333	<b>1,062,621</b>
Wellness and Health Education	324,140	133,917	<b>458,057</b>
Research and Product Development	700,761	1,930,549	<b>2,631,310</b>
Charitable Contributions	0	0	
General Administration	25,191,392	10,962,322	<b>36,153,714</b>
<b>Total Indirect Health Care Expenses</b>	<b>46,180,483</b>	<b>88,908,270</b>	<b>135,088,753</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	54,400,938	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			



**2010 Administrative Spending: Medica Self Insured**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>4.4%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	1,385,288	6,980,047	<b>8,365,335</b>
Claim Processing	1,464,738	12,611,881	<b>14,076,619</b>
Detection and Prevention of Fraud	117,855	48,691	<b>166,546</b>
Customer Service	1,421,798	1,099,539	<b>2,521,337</b>
Product Management and Marketing	3,079,926	3,215,689	<b>6,295,615</b>
Underwriting	395,272	163,305	<b>558,577</b>
Regulatory Compliance and Government	594,191	730,861	<b>1,325,052</b>
Lobbying	57,281	23,665	<b>80,946</b>
Provider Relations and Contracting	801,856	923,185	<b>1,725,041</b>
Quality Assurance and Utilization Management	238,348	469,171	<b>707,519</b>
Wellness and Health Education	196,441	81,159	<b>277,600</b>
Research and Product Development	424,688	1,375,675	<b>1,800,363</b>
Charitable Contributions	0	0	
General Administration	15,236,348	6,700,465	<b>21,936,813</b>
<b>Total Indirect Health Care Expenses</b>	<b>25,414,030</b>	<b>34,423,333</b>	<b>59,837,363</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	0	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Metropolitan HealthPlan (MHP)**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>14.1%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>14.1%</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>10.4%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	387,946	353,020	<b>740,966</b>
Claim Processing	2,771,539	1,616,780	<b>4,388,319</b>
Detection and Prevention of Fraud	233,050	38,792	<b>271,842</b>
Customer Service	1,524,491	581,964	<b>2,106,455</b>
Product Management and Marketing	481,000	441,726	<b>922,726</b>
Underwriting			
Regulatory Compliance and Government	1,316,189	685,263	<b>2,001,452</b>
Lobbying			
Provider Relations and Contracting	1,066,357	266,161	<b>1,332,518</b>
Quality Assurance and Utilization Management	2,732,356	831,655	<b>3,564,011</b>
Wellness and Health Education	152,947	38,792	<b>191,739</b>
Research and Product Development	0	34,988	<b>34,988</b>
Charitable Contributions	0	117,778	<b>117,778</b>
General Administration	568,103	3,545,017	<b>4,113,120</b>
<b>Total Indirect Health Care Expenses</b>	<b>11,233,978</b>	<b>8,551,936</b>	<b>19,785,914</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	649,598	
Other Taxes and Assessments	1,873,584	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	0		
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Metropolitan Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>8.5%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>10.2%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	57,346	59,055	116,401
Claim Processing	78,133	437,389	515,522
Detection and Prevention of Fraud	2,300	0	2,300
Customer Service	96,589	157,592	254,181
Product Management and Marketing	849,620	1,554,189	2,403,809
Underwriting	77,755	8,707	86,462
Regulatory Compliance and Government	2,014	13,810	15,824
Lobbying	0	0	
Provider Relations and Contracting	20,288	36,114	56,402
Quality Assurance and Utilization Management	9,773	7,102	16,875
Wellness and Health Education	0	0	
Research and Product Development	0	0	
Charitable Contributions	0	0	
General Administration	16,897	1,439,235	1,456,132
<b>Total Indirect Health Care Expenses</b>	<b>1,210,715</b>	<b>3,713,193</b>	<b>4,923,908</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	367,886	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Mutual of Omaha Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>12.8%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>67.9%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>10.5%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	3,555	3,371	<b>6,926</b>
Claim Processing	66,947	117,940	<b>184,887</b>
Detection and Prevention of Fraud	1,817	452	<b>2,269</b>
Customer Service	29,663	10,469	<b>40,132</b>
Product Management and Marketing	23,997	452,601	<b>476,598</b>
Underwriting	3,525	2,269	<b>5,794</b>
Regulatory Compliance and Government	145	13,985	<b>14,130</b>
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management		1	<b>1</b>
Wellness and Health Education			
Research and Product Development	4,197	1,092	<b>5,289</b>
Charitable Contributions			
General Administration	52,416	25,305	<b>77,721</b>
<b>Total Indirect Health Care Expenses</b>	<b>186,262</b>	<b>627,485</b>	<b>813,747</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	16,958	
Other Taxes and Assessments	194,679	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Pan-American Life**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>1.0%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>0.9%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	8,707	11,214	19,921
Claim Processing	13,060	16,822	29,882
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			
<b>Total Indirect Health Care Expenses</b>	<b>21,767</b>	<b>28,036</b>	<b>49,803</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	113,124	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Pennsylvania Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>10.4%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>100.0%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>9.8%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	106,748	204,402	311,150
Claim Processing	383,407	734,154	1,117,561
Detection and Prevention of Fraud	116	223	339
Customer Service	79,777	152,757	232,534
Product Management and Marketing	38,906	74,498	113,404
Underwriting	0	0	
Regulatory Compliance and Government	8,112	15,533	23,645
Lobbying	0	0	
Provider Relations and Contracting	136	259	395
Quality Assurance and Utilization Management	6,970	13,346	20,316
Wellness and Health Education	3,719	7,120	10,839
Research and Product Development	8,205	15,711	23,916
Charitable Contributions	0	0	
General Administration	245,553	470,188	715,741
<b>Total Indirect Health Care Expenses</b>	<b>881,649</b>	<b>1,688,191</b>	<b>2,569,840</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Physicians Mutual Ins. Co. & Physicians Life Ins. Co.**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>26.1%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>46.0%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>21.8%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	22,029	43,935	65,964
Claim Processing	48,064	84,551	132,615
Detection and Prevention of Fraud	2,501	4,182	6,683
Customer Service	19,463	24,801	44,264
Product Management and Marketing	164,404	282,417	446,821
Underwriting	6,853	10,533	17,386
Regulatory Compliance and Government	5,049	6,924	11,973
Lobbying			
Provider Relations and Contracting	9,841	17,278	27,119
Quality Assurance and Utilization Management	42,539	86,026	128,565
Wellness and Health Education			
Research and Product Development	19,996	38,663	58,659
Charitable Contributions			
General Administration	136,074	252,352	388,426
<b>Total Indirect Health Care Expenses</b>	<b>476,813</b>	<b>851,662</b>	<b>1,328,475</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	247,052	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: PreferredOne Community Health Plan**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>10.5%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>10.5%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	360,179	245,164	<b>605,343</b>
Claim Processing	583,291	397,030	<b>980,321</b>
Detection and Prevention of Fraud	84,345	57,411	<b>141,756</b>
Customer Service	531,632	361,867	<b>893,499</b>
Product Management and Marketing	1,237,905	5,260,368	<b>6,498,273</b>
Underwriting	451,379	307,241	<b>758,620</b>
Regulatory Compliance and Government	287,580	195,747	<b>483,327</b>
Lobbying	9,513	6,475	<b>15,988</b>
Provider Relations and Contracting	413,751	281,629	<b>695,380</b>
Quality Assurance and Utilization Management	327,600	222,988	<b>550,588</b>
Wellness and Health Education	104,434	444,947	<b>549,381</b>
Research and Product Development	201,906	137,432	<b>339,338</b>
Charitable Contributions	0	0	
General Administration	721,208	793,361	<b>1,514,569</b>
<b>Total Indirect Health Care Expenses</b>	<b>5,314,723</b>	<b>8,711,660</b>	<b>14,026,383</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	5,237,732	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			



**2010 Administrative Spending: PreferredOne Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>10.9%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>11.6%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	232,053	157,952	<b>390,005</b>
Claim Processing	375,798	255,796	<b>631,594</b>
Detection and Prevention of Fraud	54,341	36,988	<b>91,329</b>
Customer Service	342,516	233,141	<b>575,657</b>
Product Management and Marketing	797,549	5,116,803	<b>5,914,352</b>
Underwriting	290,811	197,947	<b>488,758</b>
Regulatory Compliance and Government	185,280	126,115	<b>311,395</b>
Lobbying	6,129	4,172	<b>10,301</b>
Provider Relations and Contracting	266,569	181,446	<b>448,015</b>
Quality Assurance and Utilization Management	211,063	143,665	<b>354,728</b>
Wellness and Health Education	67,284	308,580	<b>375,864</b>
Research and Product Development	130,083	88,544	<b>218,627</b>
Charitable Contributions			
General Administration	464,655	446,891	<b>911,546</b>
<b>Total Indirect Health Care Expenses</b>	<b>3,424,131</b>	<b>7,298,040</b>	<b>10,722,171</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	4,542,266	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: PrimeWest Health System**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>10.7%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>10.7%</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	282,828	132,178	<b>415,006</b>
Claim Processing	2,249,225	2,646,129	<b>4,895,354</b>
Detection and Prevention of Fraud	174,275	83,415	<b>257,690</b>
Customer Service	173,882	29,969	<b>203,851</b>
Product Management and Marketing	395,357	476,012	<b>871,369</b>
Underwriting	0	0	
Regulatory Compliance and Government	550,871	677,921	<b>1,228,792</b>
Lobbying	0	27,542	<b>27,542</b>
Provider Relations and Contracting	552,032	179,861	<b>731,893</b>
Quality Assurance and Utilization Management	2,386,208	1,150,161	<b>3,536,369</b>
Wellness and Health Education	64,638	6,374	<b>71,012</b>
Research and Product Development	365,466	701,374	<b>1,066,840</b>
Charitable Contributions	0	0	
General Administration	1,319,470	1,744,813	<b>3,064,283</b>
<b>Total Indirect Health Care Expenses</b>	<b>8,514,252</b>	<b>7,855,749</b>	<b>16,370,001</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	825,991	
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	388,240	388,240	
Other Capital Costs	14,488	14,488	
<b>Total Capital Expenditures</b>	<b>402,728</b>	<b>402,728</b>	

**2010 Administrative Spending: Principal Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>5.5%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>7.8%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	121,958	52,268	<b>174,226</b>
Claim Processing	687,463	294,627	<b>982,090</b>
Detection and Prevention of Fraud	0	0	
Customer Service	15,875	6,804	<b>22,679</b>
Product Management and Marketing	120,579	51,677	<b>172,256</b>
Underwriting	0	0	
Regulatory Compliance and Government	14,534	6,229	<b>20,763</b>
Lobbying	0	0	
Provider Relations and Contracting	45,210	19,376	<b>64,586</b>
Quality Assurance and Utilization Management	52,603	22,544	<b>75,147</b>
Wellness and Health Education	0	0	
Research and Product Development	18,763	8,041	<b>26,804</b>
Charitable Contributions	0	0	
General Administration	340,055	145,738	<b>485,793</b>
<b>Total Indirect Health Care Expenses</b>	<b>1,417,040</b>	<b>607,304</b>	<b>2,024,344</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	101,622	
Other Taxes and Assessments	1,727,151	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Pyramid Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>10.8%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>100.0%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>10.8%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	30,460	46,744	77,204
Claim Processing	33,423	51,290	84,713
Detection and Prevention of Fraud	18,477	28,355	46,832
Customer Service	32,095	49,252	81,347
Product Management and Marketing	110,463	169,514	279,977
Underwriting	0	0	
Regulatory Compliance and Government	6,224	9,551	15,775
Lobbying	0	0	
Provider Relations and Contracting	19,691	30,218	49,909
Quality Assurance and Utilization Management	13,888	21,312	35,200
Wellness and Health Education	7,996	12,271	20,267
Research and Product Development	7,101	10,897	17,998
Charitable Contributions	0	0	
General Administration	176,166	270,340	446,506
<b>Total Indirect Health Care Expenses</b>	<b>455,984</b>	<b>699,744</b>	<b>1,155,728</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: ReliaStar Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>12.2%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>57.3%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>0.0%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	23,769	9,244	<b>33,013</b>
Claim Processing	52,300	16,024	<b>68,324</b>
Detection and Prevention of Fraud			
Customer Service	5,526	1,943	<b>7,469</b>
Product Management and Marketing	285,127	107,203	<b>392,330</b>
Underwriting	57,174	13,135	<b>70,309</b>
Regulatory Compliance and Government	8,815	1,674	<b>10,489</b>
Lobbying			
Provider Relations and Contracting	23,166	11,102	<b>34,268</b>
Quality Assurance and Utilization Management	79,186	88,519	<b>167,705</b>
Wellness and Health Education			
Research and Product Development	8,416	1,176	<b>9,592</b>
Charitable Contributions			
General Administration	528,324	657,503	<b>1,185,827</b>
<b>Total Indirect Health Care Expenses</b>	<b>1,071,803</b>	<b>907,523</b>	<b>1,979,326</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	565,082	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Security Life Insurance Company of America**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>17.4%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>17.4%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing	58,632	76,364	<b>134,996</b>
Underwriting	38,373	49,977	<b>88,350</b>
Regulatory Compliance and Government	3,497	4,554	<b>8,051</b>
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management	4,827	6,287	<b>11,114</b>
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	145,968	190,112	<b>336,080</b>
<b>Total Indirect Health Care Expenses</b>	<b>251,297</b>	<b>327,294</b>	<b>578,591</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	118,958	
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: SilverScript Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>12.0%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>12.0%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment		3,603	<b>3,603</b>
Claim Processing			
Detection and Prevention of Fraud			
Customer Service	35,638	3,275	<b>38,913</b>
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		1,997,918	<b>1,997,918</b>
<b>Total Indirect Health Care Expenses</b>	<b>35,638</b>	<b>2,004,796</b>	<b>2,040,434</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	373	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: South Country Health Alliance**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>9.1%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>9.1%</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	145,524	558,857	<b>704,381</b>
Claim Processing		8,651,380	<b>8,651,380</b>
Detection and Prevention of Fraud	189,382	18,774	<b>208,156</b>
Customer Service	300,891	350,794	<b>651,685</b>
Product Management and Marketing	641,471	45,014	<b>686,485</b>
Underwriting			
Regulatory Compliance and Government	285,805	584,417	<b>870,222</b>
Lobbying		23,520	<b>23,520</b>
Provider Relations and Contracting	394,405	500,255	<b>894,660</b>
Quality Assurance and Utilization Management	1,124,099	387,621	<b>1,511,720</b>
Wellness and Health Education	59,721	232,683	<b>292,404</b>
Research and Product Development			
Charitable Contributions			
General Administration	1,454,433	2,582,877	<b>4,037,310</b>
<b>Total Indirect Health Care Expenses</b>	<b>4,595,731</b>	<b>13,936,192</b>	<b>18,531,923</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	21,500	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	24,706	24,706	
Other Capital Costs			
<b>Total Capital Expenditures</b>	<b>24,706</b>	<b>24,706</b>	



**2010 Administrative Spending: State Farm Mutual Automobile Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>10.7%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>8.0%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>16.7%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	12,597	1,298	13,895
Claim Processing	367,965	654,159	1,022,124
Detection and Prevention of Fraud	19,367	34,429	53,796
Customer Service	3,674	3	3,677
Product Management and Marketing	6,613	1,054,930	1,061,543
Underwriting	735	331	1,066
Regulatory Compliance and Government	7,348	2,458	9,806
Lobbying	0	2,669	2,669
Provider Relations and Contracting	1,575	1	1,576
Quality Assurance and Utilization Management	3,674	1,129	4,803
Wellness and Health Education	525	0	525
Research and Product Development	5,249	1,130	6,379
Charitable Contributions	0	5	5
General Administration	10,497	6,345	16,842
<b>Total Indirect Health Care Expenses</b>	<b>439,819</b>	<b>1,758,887</b>	<b>2,198,706</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	836,649	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Sterling Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>16.8%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>16.8%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	10,708	8,669	19,377
Claim Processing	14,290	20,618	34,908
Detection and Prevention of Fraud	0	53	53
Customer Service	13,061	585	13,646
Product Management and Marketing	66,697	115,855	182,552
Underwriting	0	0	
Regulatory Compliance and Government	5,486	3,934	9,420
Lobbying	0	1,067	1,067
Provider Relations and Contracting	12,667	19,438	32,105
Quality Assurance and Utilization Management	4,659	2,804	7,463
Wellness and Health Education	0	8,266	8,266
Research and Product Development	3,714	467	4,181
Charitable Contributions	0	118	118
General Administration	85,815	176,093	261,908
<b>Total Indirect Health Care Expenses</b>	<b>217,097</b>	<b>357,967</b>	<b>575,064</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	6,441	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Sun Life Assurance Company of Canada**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>14.7%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	12,894	679	<b>13,573</b>
Claim Processing	41,025	3,377	<b>44,402</b>
Detection and Prevention of Fraud			
Customer Service	13,904	732	<b>14,636</b>
Product Management and Marketing	23,858	11,316	<b>35,174</b>
Underwriting	56,871	4,224	<b>61,095</b>
Regulatory Compliance and Government	7,604	400	<b>8,004</b>
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development	5,965	314	<b>6,279</b>
Charitable Contributions			
General Administration	503,992	52,970	<b>556,962</b>
<b>Total Indirect Health Care Expenses</b>	<b>666,113</b>	<b>74,012</b>	<b>740,125</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Time Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>24.0%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>24.0%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	83,223	138,120	<b>221,343</b>
Claim Processing	157,353	363,855	<b>521,208</b>
Detection and Prevention of Fraud	0	0	
Customer Service	519,323	200,322	<b>719,645</b>
Product Management and Marketing	1,183,530	1,319,044	<b>2,502,574</b>
Underwriting	734,433	366,795	<b>1,101,228</b>
Regulatory Compliance and Government	189,804	366,088	<b>555,892</b>
Lobbying	0	0	
Provider Relations and Contracting	0	277	<b>277</b>
Quality Assurance and Utilization Management	183,398	44,686	<b>228,084</b>
Wellness and Health Education	0	0	
Research and Product Development	36,584	11,909	<b>48,493</b>
Charitable Contributions	0	2,727	<b>2,727</b>
General Administration	934,701	3,758,048	<b>4,692,749</b>
<b>Total Indirect Health Care Expenses</b>	<b>4,022,349</b>	<b>6,571,871</b>	<b>10,594,220</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	493	
Other Taxes and Assessments	1,474,328	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: UCare Minnesota**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>6.9%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>7.3%</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>6.4%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	1,420,767	2,405,681	<b>3,826,448</b>
Claim Processing	6,344,934	7,151,792	<b>13,496,726</b>
Detection and Prevention of Fraud	262,311	180,632	<b>442,943</b>
Customer Service	3,718,278	2,381,125	<b>6,099,403</b>
Product Management and Marketing	4,543,465	12,792,936	<b>17,336,401</b>
Underwriting	0	0	
Regulatory Compliance and Government	1,695,781	798,630	<b>2,494,411</b>
Lobbying	87,456	185,975	<b>273,431</b>
Provider Relations and Contracting	3,692,293	12,165,414	<b>15,857,707</b>
Quality Assurance and Utilization Management	9,498,695	8,607,807	<b>18,106,502</b>
Wellness and Health Education	1,090,659	1,629,189	<b>2,719,848</b>
Research and Product Development	182,065	152,532	<b>334,597</b>
Charitable Contributions	0	16,937,568	<b>16,937,568</b>
General Administration	4,755,434	3,999,807	<b>8,755,241</b>
<b>Total Indirect Health Care Expenses</b>	<b>37,292,138</b>	<b>69,389,088</b>	<b>106,681,226</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	7,723,798	
Other Taxes and Assessments	5,693,612	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	4,316,143	4,330,251	
Other Capital Costs			
<b>Total Capital Expenditures</b>	<b>4,316,143</b>	<b>4,330,251</b>	

**2010 Administrative Spending: UniCare Life & Health Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>16.2%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>33.1%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>15.6%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	249,929	197,242	447,171
Claim Processing	842,000	760,856	1,602,856
Detection and Prevention of Fraud	10,762	11,339	22,101
Customer Service	295,726	294,740	590,466
Product Management and Marketing	790,167	1,229,971	2,020,138
Underwriting	25,669	14,989	40,658
Regulatory Compliance and Government	131,473	182,041	313,514
Lobbying	6,018	22,626	28,644
Provider Relations and Contracting	162,562	97,519	260,081
Quality Assurance and Utilization Management	303,117	241,392	544,509
Wellness and Health Education	34,257	89,477	123,734
Research and Product Development	17,944	27,932	45,876
Charitable Contributions	0	854	854
General Administration	200,334	210,222	410,556
<b>Total Indirect Health Care Expenses</b>	<b>3,069,958</b>	<b>3,381,200</b>	<b>6,451,158</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	108,472	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: Union Security Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>18.1%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>18.1%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	808	1,867	2,675
Claim Processing	186,733	202,811	389,544
Detection and Prevention of Fraud	0	1,540	1,540
Customer Service	273,921	51,279	325,200
Product Management and Marketing	426,179	1,482,466	1,908,645
Underwriting	81,455	38,220	119,675
Regulatory Compliance and Government	28,585	0	28,585
Lobbying	0	0	
Provider Relations and Contracting	0	2	2
Quality Assurance and Utilization Management	605	182	787
Wellness and Health Education	0	0	
Research and Product Development	22,173	14,453	36,626
Charitable Contributions	0	19	19
General Administration	131,536	104,584	236,120
<b>Total Indirect Health Care Expenses</b>	<b>1,151,995</b>	<b>1,897,423</b>	<b>3,049,418</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	416,273	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: United World Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>22.7%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>22.7%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	3,022	2,302	5,324
Claim Processing	72,606	145,699	218,305
Detection and Prevention of Fraud	2,397	319	2,716
Customer Service	38,846	8,603	47,449
Product Management and Marketing	198,990	1,208,544	1,407,534
Underwriting	18,983	12,367	31,350
Regulatory Compliance and Government	23,793	18,004	41,797
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development	14,632	4,921	19,553
Charitable Contributions			
General Administration	58,117	23,900	82,017
<b>Total Indirect Health Care Expenses</b>	<b>431,386</b>	<b>1,424,659</b>	<b>1,856,045</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	245,365	
Other Taxes and Assessments	197,446	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			



**2010 Administrative Spending: UnitedHealthcare Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>7.0%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>22.6%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>18.6%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	0	2,374,388	<b>2,374,388</b>
Claim Processing	0	6,071,220	<b>6,071,220</b>
Detection and Prevention of Fraud	0	210,389	<b>210,389</b>
Customer Service	0	4,899,054	<b>4,899,054</b>
Product Management and Marketing	0	1,562,888	<b>1,562,888</b>
Underwriting	0	330,611	<b>330,611</b>
Regulatory Compliance and Government	0	120,222	<b>120,222</b>
Lobbying	0	0	
Provider Relations and Contracting	0	3,907,221	<b>3,907,221</b>
Quality Assurance and Utilization Management	0	5,409,998	<b>5,409,998</b>
Wellness and Health Education	0	0	
Research and Product Development	0	270,500	<b>270,500</b>
Charitable Contributions	0	30,056	<b>30,056</b>
General Administration	0	1,442,665	<b>1,442,665</b>
<b>Total Indirect Health Care Expenses</b>		<b>26,629,212</b>	<b>26,629,212</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: WellCare Health Insurance of Illinois, Inc.**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>16.9%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>16.9%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
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		558,233	<b>558,233</b>
<b>Total Indirect Health Care Expenses</b>		<b>558,233</b>	<b>558,233</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2010 Administrative Spending: World Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>10.5%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>10.2%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>12.7%</b>

<sup>1</sup>Self-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.

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2010</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	83,817	83,241	<b>167,058</b>
Claim Processing	107,185	106,449	<b>213,634</b>
Detection and Prevention of Fraud			
Customer Service	28,262	6,509	<b>34,771</b>
Product Management and Marketing	32,506	3,856	<b>36,362</b>
Underwriting	17,378	45,685	<b>63,063</b>
Regulatory Compliance and Government	38,923	38,655	<b>77,578</b>
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions	29	29	<b>58</b>
General Administration	66,460	87,562	<b>154,022</b>
<b>Total Indirect Health Care Expenses</b>	<b>374,560</b>	<b>371,986</b>	<b>746,546</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2010</b>
MinnesotaCare Tax		
Other Taxes and Assessments	134,919	

<b>Capital Costs</b>			<b>Calendar Year 2010</b>
	<b>2010 Incurred</b>	<b>2010 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

## Appendix A: Definitions



### Definitions for the 2010 MDH Health Plan Financial & Statistical Report (HPFSR)

<b>Billing and Enrollment Expenses</b>	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.
<b>Claim Processing Expenses</b>	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.
<b>Customer Service Expenses</b>	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.
<b>Detection and Prevention Of Fraud</b>	These are all carrier costs relating to detection and prevention of fraud.

<p><b>Product Management and Marketing Expenses</b></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><b>Underwriting</b></p>	<p>These are all carrier costs relating to underwriting.</p>
<p><b>Regulatory Compliance and Government Relations Expenses</b></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><b>Lobbying</b></p>	<p>These are all carrier costs relating to lobbying.</p>
<p><b>Provider Relations and Contracting Expenses</b></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><b>Quality Assurance and Utilization Management Expenses</b></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><b>Wellness and Health Education Expenses</b></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><b>Research and Product Development Expenses</b></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><b>Charitable Contributions Expenses</b></p>	<p>These are all costs related to contributions made for charitable purposes.</p>
<p><b>General Administration Expenses</b></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>

<b>Total Indirect Health Care Expenses</b>	This grand total should be <b>equal</b> to the sum across columns (product categories) for the indirect expenses line in section 7.
<b>Minnesotacare Tax Expenses</b>	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.
<b>Other Taxes and Assessments Expenses</b>	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.
<b>Capital Costs on Behalf of a Hospital or Clinic</b>	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.
<b>Capital Acquisitions</b>	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.
<b>Other Capital Costs</b>	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.
<b>Total Capital Expenditures</b>	This is the total of all the payments or incurred capital expenditures listed.