

Administrative Costs at Minnesota Health Plans in 2011

Minnesota Department of Health

September, 2013



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

Administrative Costs at Minnesota Health Plans in 2011

Minnesota Department of Health

September, 2013



Health Economics Program
PO Box 64882
St. Paul, MN 55164-0882
651201-3550
www.health.state.mn.us/healthconomics

Introduction

The Minnesota Department of Health is required to annually collect and publish information on administrative costs of health plans (group purchasers) that do business in Minnesota.¹ This report presents data on 2011 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.

In the interest of minimizing health plan reporting burden, MDH is currently evaluating to what extent required reporting under Minnesota Statutes 62J.38, paragraph (b) overlaps with reporting provisions under Medical Loss Ratio legislation of the federal Affordable Care Act. It is important to note, however, that this report relies entirely on data submitted by health plan companies subject to Minnesota reporting requirements and that differences in reporting are possible, given the differences in population denominators and in definition of administrative expense categories.

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

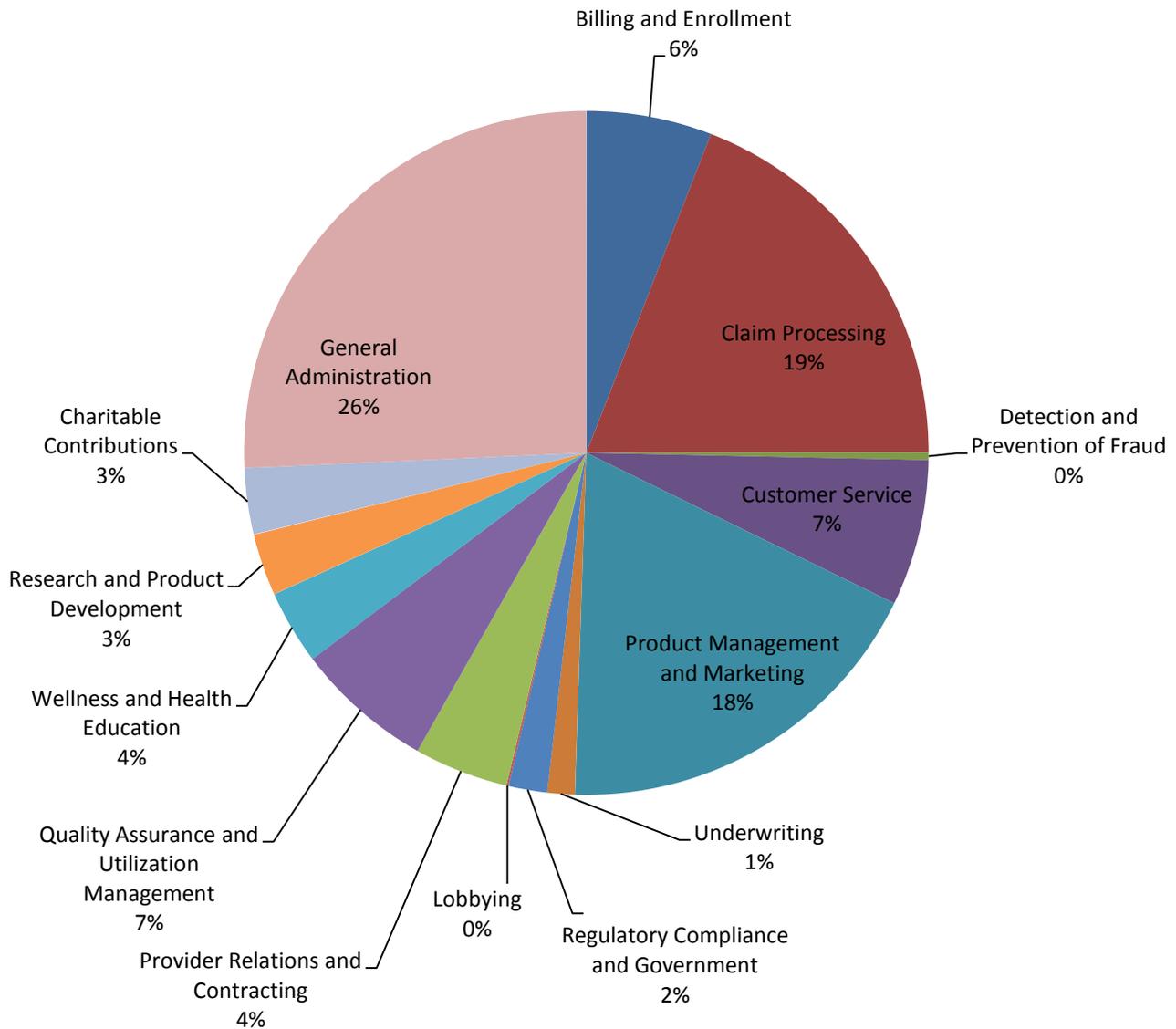
Year	Administrative Cost as Percent of Total Cost
2001	10.6 Percent
2002	8.9 Percent
2003	8.3 Percent
2004	8.6 Percent
2005	8.3 Percent
2006	8.3 Percent
2007	8.4 Percent
2008	8.0 Percent
2009	7.9 Percent
2010	7.2 Percent
2011	7.3 Percent

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

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

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

Administrative Costs at all Health Plan Companies in Minnesota, 2011

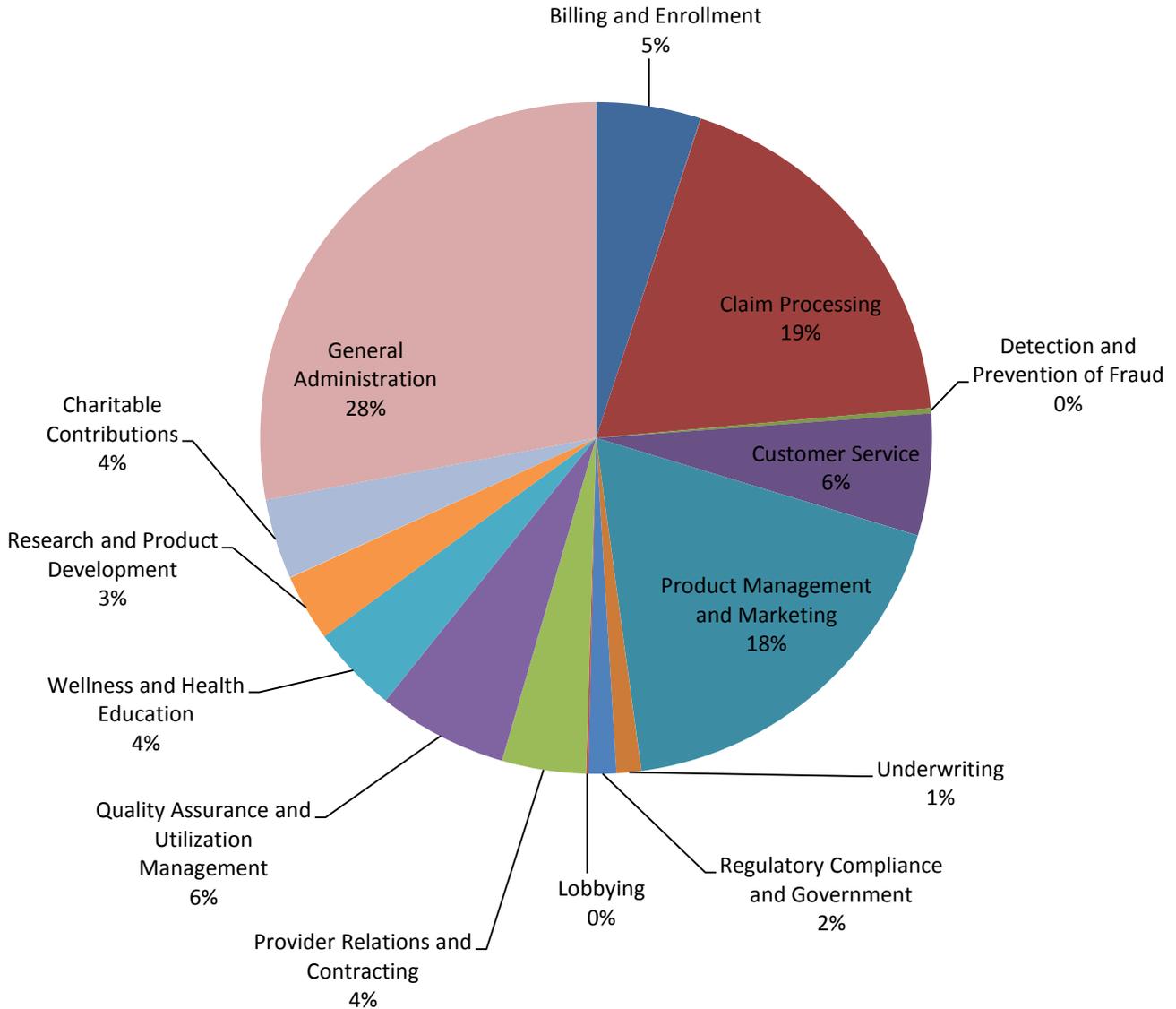


Includes administrative expenses across all product lines

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

Administrative Costs at Minnesota's Non-Profit Health Plan Companies and Affiliated Insurance Carriers, 2011

Reflects 88.5 percent of Health Insurance Business as Measured by Share of Medical Premium



Includes administrative expenses across all product lines

Blue Cross Blue Shield of Minnesota is included.

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

Table 1. Administrative Costs as Percent of Total Costs, 2011

2011 Health Plan Companies	Total 2011 Administrative Costs	Total 2011 Spending	2011 Administrative Costs (as a percent of total spending)
Aetna Life Insurance Company	19,925,571	325,405,886	6.12%
American Family Mutual Insurance Company	1,850,249	8,645,946	21.40%
American Fidelity Assurance Company	882,021	4,377,146	20.15%
Ameritas Life Insurance Corp	336,527	2,626,777	12.81%
BCS Insurance Company	559,745	2,108,864	26.54%
Bankers Life and Casualty Company	799,301	6,437,442	12.42%
Blue Cross Blue Shield of Minnesota	281,705,000	4,259,643,000	6.61%
Blue Plus	63,482,000	999,846,000	6.35%
Combined Insurance Company of America	268,674	2,838,722	9.46%
Companion Life Insurance Company	35,852	35,852	100% ¹
Connecticut General Life Insurance Company	35,092,826	399,304,284	8.79%
Continental Life Insurance Company of Brentwood TN	572,815	5,189,622	11.04%
Delta Dental Plan of Minnesota	59,468,913	1,068,858,020	5.56%
Federated Mutual Insurance Company	10,053,339	57,294,083	17.55%
First Health Life & Health Insurance Company	773,304	19,436,487	3.98%
Guarantee Trust Life Insurance Company	916,049	11,250,108	8.14%
Guardian Life Insurance Company of America	73,810	10,862,956	0.68%
HCC Life Insurance Company	619,757	7,634,544	8.12%
HealthPartners Insurance Company	52,688,000	652,950,936	8.07%
HealthPartners, Inc.	210,231,935	2,964,725,657	7.09%
Healthspring Life & Health Insurance Company	885,375	8,335,191	10.62%
Humana Insurance Company	33,081,598	253,349,441	13.06%
HumanaDental Insurance Company	1,104,747	2,709,412	40.77%
Itasca Medical Care	3,561,035	47,025,192	7.57%
John Alden Life Insurance Company	615,327	3,917,346	15.71%
Lincoln National Life Insurance Company	564,680	5,824,308	9.70%
Medica Health Plans	63,366,314	1,244,797,536	5.09%
Medica Insurance Company	153,014,641	1,312,877,447	11.65%
Medica Self Insured	63,563,052	1,551,882,688	4.10%
Metropolitan HealthPlan (MHP)	20,538,273	156,719,916	13.11%
Metropolitan Life Insurance Company	5,209,511	57,985,259	8.98%
Mutual of Omaha Insurance Company	478,644	5,068,759	9.44%
Pan-American Life	281,062	6,652,708	4.22%
Pennsylvania Life Insurance Company	2,768,984	23,880,191	11.60%
Physicians Mutual Ins. Co. & Physicians Life Ins. Co.	1,199,328	4,615,276	25.99%
PreferredOne Community Health Plan	8,938,887	99,392,059	8.99%
PreferredOne Insurance Company	12,148,837	112,118,597	10.84%
PrimeWest Health	17,016,842	163,449,870	10.41%
Principal Life Insurance Company	5,634,484	39,094,810	14.41%
ReliaStar Life Insurance Company	1,757,375	17,487,426	10.05%
Sanford HealthPlan of Minnesota	416,269	3,061,386	13.60%
Security Life Insurance Company of America	828,953	4,111,946	20.16%
SilverScript Insurance Company	1,683,945	18,507,997	9.10%
South Country Health Alliance	14,470,585	170,125,925	8.51%
State Farm Mutual Automobile Insurance Company	2,262,422	19,274,200	11.74%
Sun Life Assurance Company of Canada	573,400	5,177,142	11.08%
Time Insurance Company	8,857,819	42,090,343	21.04%
UCare Minnesota	135,878,465	1,712,688,091	7.93%
UniCare Life & Health Insurance Company	209,201	4,143,380	5.05%
Union Security Insurance Company	2,064,623	13,963,722	14.79%
United World Life Insurance Company	1,380,404	7,333,517	18.82%
UnitedHealthcare Insurance Company ²	34,482,993	447,944,997	7.70%
WellCare Health Insurance of Illinois, Inc.	803,178	5,513,758	14.57%
World Insurance Company	675,732	5,775,980	11.70%
Totals:	1,340,652,673	18,386,368,148	7.3%

¹Stop Loss only.

²At the time of publication of this report there were outstanding questions about reported data that the carrier needed to resolve.

2011 Administrative Spending: American Family Mutual Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	21.4%
Commercial Administrative Spending as percent of Commercial Spending:	21.3%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	21.7%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	5,541	3,036	8,577
Claim Processing	0	6,867	6,867
Detection and Prevention of Fraud	0	0	
Customer Service	0	0	
Product Management and Marketing	2,156	622,113	624,269
Underwriting	0	0	
Regulatory Compliance and Government	510	1,103,583	1,104,093
Lobbying	0	0	
Provider Relations and Contracting	170	93	263
Quality Assurance and Utilization Management	2,270	1,244	3,514
Wellness and Health Education	0	0	
Research and Product Development	0	0	
Charitable Contributions	240	132	372
General Administration	34,680	67,614	102,294
Total Indirect Health Care Expenses	45,567	1,804,682	1,850,249

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	786,489	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: American Fidelity Assurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	20.2%
Commercial Administrative Spending as percent of Commercial Spending:	20.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	3,705	258	3,963
Claim Processing	27,841	1,935	29,776
Detection and Prevention of Fraud	0	0	
Customer Service	45,071	3,133	48,204
Product Management and Marketing	3,431	238	3,669
Underwriting	9,786	680	10,466
Regulatory Compliance and Government	3,925	273	4,198
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	2,028	2,573	4,601
Wellness and Health Education	0	0	
Research and Product Development	3,266	227	3,493
Charitable Contributions	0	6,153	6,153
General Administration	725,636	41,862	767,498
Total Indirect Health Care Expenses	824,689	57,332	882,021

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	0	
Other Taxes and Assessments	202,867	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2011 Administrative Spending: Ameritas Life Insurance Corp

Total Administrative Spending as percent of Total Carrier Spending ¹ :	12.8%
Commercial Administrative Spending as percent of Commercial Spending:	11.1%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	218,743	117,784	336,527
Total Indirect Health Care Expenses	218,743	117,784	336,527

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	59,047	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Bankers Life and Casualty Company

Total Administrative Spending as percent of Total Carrier Spending¹:	12.4%
Commercial Administrative Spending as percent of Commercial Spending:	2.3%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	13.7%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,757	2,521	4,278
Claim Processing	37,597	53,947	91,544
Detection and Prevention of Fraud	7,865	11,286	19,151
Customer Service	20,582	29,532	50,114
Product Management and Marketing	181,923	261,031	442,954
Underwriting	26,218	37,620	63,838
Regulatory Compliance and Government	2,858	4,101	6,959
Lobbying	787	1,129	1,916
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	210	301	511
Research and Product Development	5,794	8,314	14,108
Charitable Contributions	0	0	
General Administration	42,683	61,245	103,928
Total Indirect Health Care Expenses	328,274	471,027	799,301

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	0	
Other Taxes and Assessments	1,015,855	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2011 Administrative Spending: BCS Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	26.5%
Commercial Administrative Spending as percent of Commercial Spending:	26.5%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration		559,745	559,745
Total Indirect Health Care Expenses		559,745	559,745

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	72,399	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Blue Cross Blue Shield of Minnesota

Total Administrative Spending as percent of Total Carrier Spending ¹ :	6.6%
Commercial Administrative Spending as percent of Commercial Spending:	9.4%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	15.0%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	7,362,000	2,131,000	9,493,000
Claim Processing	24,985,000	55,522,000	80,507,000
Detection and Prevention of Fraud	133,000	31,000	164,000
Customer Service	11,419,000	3,491,000	14,910,000
Product Management and Marketing	10,769,000	42,961,000	53,730,000
Underwriting	2,742,000	632,000	3,374,000
Regulatory Compliance and Government	474,000	214,000	688,000
Lobbying	110,000	81,000	191,000
Provider Relations and Contracting	7,459,000	2,600,000	10,059,000
Quality Assurance and Utilization Management	1,748,000	1,096,000	2,844,000
Wellness and Health Education	7,522,000	9,762,000	17,284,000
Research and Product Development	7,244,000	14,451,000	21,695,000
Charitable Contributions	0	2,282,000	2,282,000
General Administration	23,152,000	41,332,000	64,484,000
Total Indirect Health Care Expenses	105,119,000	176,586,000	281,705,000

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	70,111,000	
Other Taxes and Assessments	63,421,000	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	62,740,000	62,740,000	
Other Capital Costs	0	0	
Total Capital Expenditures	62,740,000	62,740,000	

2011 Administrative Spending: Blue Plus

Total Administrative Spending as percent of Total Carrier Spending¹:	6.4%
Commercial Administrative Spending as percent of Commercial Spending:	8.3%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	6.2%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	24.6%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,085,000	371,000	1,456,000
Claim Processing	8,879,000	10,607,000	19,486,000
Detection and Prevention of Fraud	25,000	6,000	31,000
Customer Service	2,149,000	478,000	2,627,000
Product Management and Marketing	2,141,000	3,309,000	5,450,000
Underwriting	112,000	21,000	133,000
Regulatory Compliance and Government	144,000	209,000	353,000
Lobbying	54,000	40,000	94,000
Provider Relations and Contracting	1,603,000	600,000	2,203,000
Quality Assurance and Utilization Management	1,581,000	956,000	2,537,000
Wellness and Health Education	7,218,000	2,304,000	9,522,000
Research and Product Development	1,340,000	2,618,000	3,958,000
Charitable Contributions	0	62,000	62,000
General Administration	5,166,000	10,404,000	15,570,000
Total Indirect Health Care Expenses	31,497,000	31,985,000	63,482,000

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	18,669,000	
Other Taxes and Assessments	14,403,000	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2011 Administrative Spending: Combined Insurance Company of America

Total Administrative Spending as percent of Total Carrier Spending¹:	9.5%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	9.5%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing		65,442	65,442
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		203,232	203,232
Total Indirect Health Care Expenses		268,674	268,674

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Companion Life Insurance Company

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

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing	19,035		19,035
Underwriting		159	159
Regulatory Compliance and Government	3,102		3,102
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration		13,556	13,556
Total Indirect Health Care Expenses	22,137	13,715	35,852

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Connecticut General Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	8.8%
Commercial Administrative Spending as percent of Commercial Spending:	7.4%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	7.8%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	3,266,328	4,138,725	7,405,053
Claim Processing	5,657,048	7,167,977	12,825,025
Detection and Prevention of Fraud	0	0	
Customer Service	1,224,486	1,551,531	2,776,017
Product Management and Marketing	1,828,215	2,316,509	4,144,724
Underwriting	0	0	
Regulatory Compliance and Government	15,480	19,615	35,095
Lobbying	0	0	
Provider Relations and Contracting	603,729	764,978	1,368,707
Quality Assurance and Utilization Management	30,960	39,230	70,190
Wellness and Health Education	0	0	
Research and Product Development	77,401	98,074	175,475
Charitable Contributions	0	0	
General Administration	2,775,605	3,516,935	6,292,540
Total Indirect Health Care Expenses	15,479,252	19,613,574	35,092,826

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	0	
Other Taxes and Assessments	870,551	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	772,398	718,019	
Other Capital Costs	0	0	
Total Capital Expenditures	772,398	718,019	

2011 Administrative Spending: Continental Life Insurance Company of Brentwood TN

Total Administrative Spending as percent of Total Carrier Spending ¹ :	11.0%
Commercial Administrative Spending as percent of Commercial Spending:	17.0%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	10.9%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	15,187	18,768	33,955
Claim Processing	31,311	57,234	88,545
Detection and Prevention of Fraud			
Customer Service	14,581	6,463	21,044
Product Management and Marketing	13,571	11,608	25,179
Underwriting	15,187	18,768	33,955
Regulatory Compliance and Government	8,868	2,205	11,073
Lobbying	0	0	
Provider Relations and Contracting	5,525	10,100	15,625
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	3,393	2,902	6,295
Charitable Contributions	0	0	
General Administration	170,545	166,599	337,144
Total Indirect Health Care Expenses	278,168	294,647	572,815

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Delta Dental Plan of Minnesota

Total Administrative Spending as percent of Total Carrier Spending ¹ :	5.6%
Commercial Administrative Spending as percent of Commercial Spending:	8.8%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	0	4,748,600	4,748,600
Claim Processing	0	9,056,374	9,056,374
Detection and Prevention of Fraud	0	726,037	726,037
Customer Service	607,431	10,720,188	11,327,619
Product Management and Marketing	4,859,447	8,911,224	13,770,671
Underwriting	0	1,218,175	1,218,175
Regulatory Compliance and Government	0	2,614,459	2,614,459
Lobbying	0	73,091	73,091
Provider Relations and Contracting	0	2,866,360	2,866,360
Quality Assurance and Utilization Management	0	1,763,987	1,763,987
Wellness and Health Education	0	852,736	852,736
Research and Product Development	607,431	944,534	1,551,965
Charitable Contributions	0	535,997	535,997
General Administration	0	8,362,842	8,362,842
Total Indirect Health Care Expenses	6,074,309	53,394,604	59,468,913

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	21,346,121	
Other Taxes and Assessments	11,340	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	42,399	42,399	
Other Capital Costs	0	0	
Total Capital Expenditures	42,399	42,399	

2011 Administrative Spending: Federated Mutual Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	17.6%
Commercial Administrative Spending as percent of Commercial Spending:	17.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	111,627	71,138	182,765
Claim Processing	1,415,619	2,381,667	3,797,286
Detection and Prevention of Fraud			
Customer Service	58,506	10,647	69,153
Product Management and Marketing	1,678,766	472,227	2,150,993
Underwriting	441,518	105,552	547,070
Regulatory Compliance and Government	109,886	20,828	130,714
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management	14,101	4,532	18,633
Wellness and Health Education	8,168	1,547	9,715
Research and Product Development	106,416	13,109	119,525
Charitable Contributions			
General Administration	1,913,371	1,114,114	3,027,485
Total Indirect Health Care Expenses	5,857,978	4,195,361	10,053,339

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	1,377,039	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: First Health Life & Health Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	4.0%
Commercial Administrative Spending as percent of Commercial Spending:	17.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	3.9%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	102,281	671,023	773,304
Total Indirect Health Care Expenses	102,281	671,023	773,304

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	5,515	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Guarantee Trust Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	8.1%
Commercial Administrative Spending as percent of Commercial Spending:	8.1%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	8.6%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	5,480	4,081	9,561
Claim Processing	59,876	261,057	320,933
Detection and Prevention of Fraud			
Customer Service	139,086	43,253	182,339
Product Management and Marketing	24,013	28,448	52,461
Underwriting	33,213	17,021	50,234
Regulatory Compliance and Government	28,172	7,550	35,722
Lobbying		939	939
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions		273	273
General Administration	152,380	111,207	263,587
Total Indirect Health Care Expenses	442,220	473,829	916,049

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	0	
Other Taxes and Assessments	0	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2011 Administrative Spending: Guardian Life Insurance Company of America

Total Administrative Spending as percent of Total Carrier Spending ¹ :	0.7%
Commercial Administrative Spending as percent of Commercial Spending:	0.9%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	4,278	4,137	8,415
Claim Processing	2,157	2,918	5,075
Detection and Prevention of Fraud	114	27	141
Customer Service	2,064	1,466	3,530
Product Management and Marketing	6,793	38,784	45,577
Underwriting			
Regulatory Compliance and Government	498	517	1,015
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management		540	540
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	5,658	3,859	9,517
Total Indirect Health Care Expenses	21,562	52,248	73,810

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	5,111	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: HCC Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	8.1%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	82,348	40,185	122,533
Claim Processing	22,903	11,177	34,080
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing	37,527	18,313	55,840
Underwriting	100,171	48,883	149,054
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	173,556	84,694	258,250
Total Indirect Health Care Expenses	416,505	203,252	619,757

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	347,705	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: HealthPartners, Inc.

Total Administrative Spending as percent of Total Carrier Spending ¹ :	7.1%
Commercial Administrative Spending as percent of Commercial Spending:	8.9%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	6.4%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	7.1%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	5,751,798	1,489,110	7,240,908
Claim Processing	15,755,035	9,906,314	25,661,349
Detection and Prevention of Fraud	534,330	160,883	695,213
Customer Service	9,281,749	410,323	9,692,072
Product Management and Marketing	15,877,547	8,975,319	24,852,866
Underwriting	4,200,901	171,777	4,372,678
Regulatory Compliance and Government	1,332,730	1,651,785	2,984,515
Lobbying	385,502	0	385,502
Provider Relations and Contracting	4,717,992	274,015	4,992,007
Quality Assurance and Utilization Management	20,252,668	4,801,742	25,054,410
Wellness and Health Education	3,763,988	7,225,181	10,989,169
Research and Product Development	1,447,436	27,809	1,475,245
Charitable Contributions	0	809,624	809,624
General Administration	49,574,435	41,451,942	91,026,377
Total Indirect Health Care Expenses	132,876,111	77,355,824	210,231,935

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	22,809,325	
Other Taxes and Assessments	53,760,000	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	8,510,480	7,765,629	
Capital Acquisitions	16,965,224	15,539,902	
Other Capital Costs	0	0	
Total Capital Expenditures	25,475,704	23,305,531	

2011 Administrative Spending: HealthPartners Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	8.1%
Commercial Administrative Spending as percent of Commercial Spending:	8.1%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,441,507	373,199	1,814,706
Claim Processing	3,948,502	2,482,705	6,431,207
Detection and Prevention of Fraud	133,913	40,320	174,233
Customer Service	2,326,177	102,835	2,429,012
Product Management and Marketing	3,979,206	2,249,380	6,228,586
Underwriting	1,052,823	43,050	1,095,873
Regulatory Compliance and Government	334,007	413,968	747,975
Lobbying	96,614	0	96,614
Provider Relations and Contracting	1,182,416	68,673	1,251,089
Quality Assurance and Utilization Management	5,075,692	1,203,405	6,279,097
Wellness and Health Education	943,325	1,810,764	2,754,089
Research and Product Development	362,754	6,969	369,723
Charitable Contributions	0	202,907	202,907
General Administration	12,424,268	10,388,621	22,812,889
Total Indirect Health Care Expenses	33,301,204	19,386,796	52,688,000

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	0	
Other Taxes and Assessments	48,009,000	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2011 Administrative Spending: Healthspring Life & Health Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	10.6%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	10.6%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration		885,375	885,375
Total Indirect Health Care Expenses		885,375	885,375

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Humana Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	13.1%
Commercial Administrative Spending as percent of Commercial Spending:	18.7%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	13.1%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	319,206	5,552,147	5,871,353
Claim Processing	43,178	751,019	794,197
Detection and Prevention of Fraud			
Customer Service	181,940	3,164,587	3,346,527
Product Management and Marketing	619,680	10,778,467	11,398,147
Underwriting			
Regulatory Compliance and Government	144,686	2,516,604	2,661,290
Lobbying			
Provider Relations and Contracting	193,328	3,362,665	3,555,993
Quality Assurance and Utilization Management	187,843	3,267,267	3,455,110
Wellness and Health Education			
Research and Product Development	100,112	1,741,300	1,841,412
Charitable Contributions			
General Administration	8,567	149,002	157,569
Total Indirect Health Care Expenses	1,798,540	31,283,058	33,081,598

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: HumanaDental Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	40.8%
Commercial Administrative Spending as percent of Commercial Spending:	40.8%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	21,052	195,031	216,083
Claim Processing	36,644	339,474	376,118
Detection and Prevention of Fraud			
Customer Service	1,185	10,978	12,163
Product Management and Marketing	38,661	358,163	396,824
Underwriting	165	1,525	1,690
Regulatory Compliance and Government	5,758	53,340	59,098
Lobbying			
Provider Relations and Contracting	3,958	36,671	40,629
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	209	1,933	2,142
Total Indirect Health Care Expenses	107,632	997,115	1,104,747

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Itasca Medical Care

Total Administrative Spending as percent of Total Carrier Spending¹:	7.6%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	7.6%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	65,091	79,377	144,468
Claim Processing	198,144	337,354	535,498
Detection and Prevention of Fraud			
Customer Service	59,353	79,377	138,730
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government	108,987	79,377	188,364
Lobbying			
Provider Relations and Contracting		541,163	541,163
Quality Assurance and Utilization Management	281,716	1,071,596	1,353,312
Wellness and Health Education		79,377	79,377
Research and Product Development			
Charitable Contributions		9,550	9,550
General Administration	312,596	257,977	570,573
Total Indirect Health Care Expenses	1,025,887	2,535,148	3,561,035

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	115,738	
Other Taxes and Assessments		

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: John Alden Life Insurance Company

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

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	2,957	4,187	7,144
Claim Processing	12,065	19,817	31,882
Detection and Prevention of Fraud	0	0	
Customer Service	26,176	12,639	38,815
Product Management and Marketing	83,340	69,048	152,388
Underwriting	33,260	4,975	38,235
Regulatory Compliance and Government	12,251	7,388	19,639
Lobbying	0	0	
Provider Relations and Contracting	0	3,601	3,601
Quality Assurance and Utilization Management	10,075	2,321	12,396
Wellness and Health Education	0	0	
Research and Product Development	-1	69	68
Charitable Contributions	0	127	127
General Administration	55,958	255,074	311,032
Total Indirect Health Care Expenses	236,081	379,246	615,327

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	2,784	
Other Taxes and Assessments	128,938	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Lincoln National Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	9.7%
Commercial Administrative Spending as percent of Commercial Spending:	9.7%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	400,923	163,757	564,680
Total Indirect Health Care Expenses	400,923	163,757	564,680

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Medica Health Plans

Total Administrative Spending as percent of Total Carrier Spending¹:	5.1%
Commercial Administrative Spending as percent of Commercial Spending:	8.4%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	4.9%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	11.0%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	502,767	5,889,269	6,392,036
Claim Processing	389,558	10,378,616	10,768,174
Detection and Prevention of Fraud	223,908	1,249	225,157
Customer Service	4,086,946	1,505,506	5,592,452
Product Management and Marketing	1,503,820	3,270,441	4,774,261
Underwriting	53,899	1,998	55,897
Regulatory Compliance and Government	323,698	733,649	1,057,347
Lobbying	29,870	20,528	50,398
Provider Relations and Contracting	965,480	1,140,600	2,106,080
Quality Assurance and Utilization Management	451,251	1,516,890	1,968,141
Wellness and Health Education	9,842	4,780	14,622
Research and Product Development	191,443	910,714	1,102,157
Charitable Contributions	0	0	
General Administration	8,450,798	20,808,794	29,259,592
Total Indirect Health Care Expenses	17,183,280	46,183,034	63,366,314

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	16,993,306	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Medica Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	11.7%
Commercial Administrative Spending as percent of Commercial Spending:	10.4%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	13.6%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,018,999	11,796,340	12,815,339
Claim Processing	717,939	18,045,889	18,763,828
Detection and Prevention of Fraud	297,612	1,660	299,272
Customer Service	9,267,976	1,434,727	10,702,703
Product Management and Marketing	6,739,422	54,039,897	60,779,319
Underwriting	1,579,032	258,740	1,837,772
Regulatory Compliance and Government	844,693	1,160,729	2,005,422
Lobbying	71,649	52,621	124,270
Provider Relations and Contracting	1,786,822	1,541,979	3,328,801
Quality Assurance and Utilization Management	56,752	570,273	627,025
Wellness and Health Education	74,860	31,917	106,777
Research and Product Development	1,368,696	2,049,495	3,418,191
Charitable Contributions	0	0	
General Administration	17,213,888	20,992,034	38,205,922
Total Indirect Health Care Expenses	41,038,340	111,976,301	153,014,641

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	57,748,998	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Medica Self Insured

Total Administrative Spending as percent of Total Carrier Spending¹:	4.1%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	97,635	7,539,717	7,637,352
Claim Processing	1,680,011	12,962,940	14,642,951
Detection and Prevention of Fraud	191,737	1,069	192,806
Customer Service	5,716,551	691,096	6,407,647
Product Management and Marketing	3,555,830	4,747,559	8,303,389
Underwriting	671,356	24,839	696,195
Regulatory Compliance and Government	231,791	619,449	851,240
Lobbying	36,516	17,061	53,577
Provider Relations and Contracting	1,698,240	1,148,332	2,846,572
Quality Assurance and Utilization Management	58,898	409,050	467,948
Wellness and Health Education	89,836	31,906	121,742
Research and Product Development	325,725	1,264,665	1,590,390
Charitable Contributions	0	0	
General Administration	9,440,501	10,310,742	19,751,243
Total Indirect Health Care Expenses	23,794,627	39,768,425	63,563,052

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	2,000	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Metropolitan HealthPlan (MHP)

Total Administrative Spending as percent of Total Carrier Spending¹:	13.1%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	13.1%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	366,869	676,634	1,043,503
Claim Processing	2,594,690	1,937,472	4,532,162
Detection and Prevention of Fraud	249,684	38,822	288,506
Customer Service	1,470,184	515,248	1,985,432
Product Management and Marketing	363,621	290,941	654,562
Underwriting			
Regulatory Compliance and Government	1,232,676	748,616	1,981,292
Lobbying			
Provider Relations and Contracting	1,079,351	271,366	1,350,717
Quality Assurance and Utilization Management	2,573,419	784,593	3,358,012
Wellness and Health Education	172,015	38,822	210,837
Research and Product Development	0	19,996	19,996
Charitable Contributions	0	115,239	115,239
General Administration	693,150	4,304,865	4,998,015
Total Indirect Health Care Expenses	10,795,659	9,742,614	20,538,273

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	608,533	
Other Taxes and Assessments	1,497,013	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	0		
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Metropolitan Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	9.0%
Commercial Administrative Spending as percent of Commercial Spending:	10.9%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	60,491	62,294	122,785
Claim Processing	82,419	461,380	543,799
Detection and Prevention of Fraud	2,427	0	2,427
Customer Service	101,887	166,236	268,123
Product Management and Marketing	896,222	1,639,437	2,535,659
Underwriting	82,020	9,184	91,204
Regulatory Compliance and Government	2,125	14,567	16,692
Lobbying	0	0	
Provider Relations and Contracting	21,400	38,094	59,494
Quality Assurance and Utilization Management	10,309	7,492	17,801
Wellness and Health Education	0	0	
Research and Product Development	0	0	
Charitable Contributions	0	0	
General Administration	17,824	1,533,703	1,551,527
Total Indirect Health Care Expenses	1,277,124	3,932,387	5,209,511

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	0	
Other Taxes and Assessments	372,539	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2011 Administrative Spending: Mutual of Omaha Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	9.4%
Commercial Administrative Spending as percent of Commercial Spending:	48.7%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	8.1%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	2,564	2,047	4,611
Claim Processing	42,804	76,818	119,622
Detection and Prevention of Fraud	841	732	1,573
Customer Service	25,640	4,560	30,200
Product Management and Marketing	20,722	247,369	268,091
Underwriting	3,126	1,738	4,864
Regulatory Compliance and Government	101	8,763	8,864
Lobbying			
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	1,334	247	1,581
Charitable Contributions			
General Administration	22,810	16,428	39,238
Total Indirect Health Care Expenses	119,942	358,702	478,644

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	177,595	
Other Taxes and Assessments	153,997	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Pan-American Life

Total Administrative Spending as percent of Total Carrier Spending ¹ :	4.2%
Commercial Administrative Spending as percent of Commercial Spending:	4.9%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	69,305	99,331	168,636
Claim Processing	46,205	66,221	112,426
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration			
Total Indirect Health Care Expenses	115,510	165,552	281,062

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	196,715	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Pennsylvania Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	11.6%
Commercial Administrative Spending as percent of Commercial Spending:	100.0%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	11.0%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	118,036	234,463	352,499
Claim Processing	447,776	889,446	1,337,222
Detection and Prevention of Fraud	36	71	107
Customer Service	47,212	93,779	140,991
Product Management and Marketing	48,634	96,605	145,239
Underwriting			
Regulatory Compliance and Government	7,884	15,661	23,545
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management	15,330	30,451	45,781
Wellness and Health Education	504	1,000	1,504
Research and Product Development	8,200	16,289	24,489
Charitable Contributions			
General Administration	233,597	464,010	697,607
Total Indirect Health Care Expenses	927,209	1,841,775	2,768,984

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Physicians Mutual Ins. Co. & Physicians Life Ins. Co.

Total Administrative Spending as percent of Total Carrier Spending ¹ :	26.0%
Commercial Administrative Spending as percent of Commercial Spending:	40.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	21.8%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	11,804	13,309	25,113
Claim Processing	42,955	71,180	114,135
Detection and Prevention of Fraud	2,382	3,781	6,163
Customer Service	20,236	26,226	46,462
Product Management and Marketing	150,027	247,661	397,688
Underwriting	6,738	10,847	17,585
Regulatory Compliance and Government	3,353	5,102	8,455
Lobbying			
Provider Relations and Contracting	8,172	13,811	21,983
Quality Assurance and Utilization Management	40,101	75,660	115,761
Wellness and Health Education			
Research and Product Development	11,716	21,706	33,422
Charitable Contributions			
General Administration	151,500	261,061	412,561
Total Indirect Health Care Expenses	448,984	750,344	1,199,328

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	212,729	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: PreferredOne Community Health Plan

Total Administrative Spending as percent of Total Carrier Spending¹:	9.0%
Commercial Administrative Spending as percent of Commercial Spending:	9.0%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	207,251	141,070	348,321
Claim Processing	335,632	228,455	564,087
Detection and Prevention of Fraud	48,533	33,035	81,568
Customer Service	305,906	208,222	514,128
Product Management and Marketing	712,304	3,648,767	4,361,071
Underwriting	259,728	176,790	436,518
Regulatory Compliance and Government	165,476	112,635	278,111
Lobbying	5,474	3,726	9,200
Provider Relations and Contracting	238,077	162,052	400,129
Quality Assurance and Utilization Management	188,504	128,310	316,814
Wellness and Health Education	60,093	313,176	373,269
Research and Product Development	116,179	79,080	195,259
Charitable Contributions	0	0	
General Administration	414,990	645,422	1,060,412
Total Indirect Health Care Expenses	3,058,147	5,880,740	8,938,887

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	0	
Other Taxes and Assessments	4,430,272	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2011 Administrative Spending: PreferredOne Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	10.8%
Commercial Administrative Spending as percent of Commercial Spending:	11.4%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	284,581	193,706	478,287
Claim Processing	460,864	313,697	774,561
Detection and Prevention of Fraud	66,642	45,361	112,003
Customer Service	420,047	285,915	705,962
Product Management and Marketing	978,081	5,361,544	6,339,625
Underwriting	356,639	242,754	599,393
Regulatory Compliance and Government	227,219	154,662	381,881
Lobbying	7,517	5,116	12,633
Provider Relations and Contracting	326,909	222,518	549,427
Quality Assurance and Utilization Management	258,839	176,185	435,024
Wellness and Health Education	82,515	386,126	468,641
Research and Product Development	159,528	108,586	268,114
Charitable Contributions	0	0	
General Administration	569,833	453,453	1,023,286
Total Indirect Health Care Expenses	4,199,214	7,949,623	12,148,837

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	0	
Other Taxes and Assessments	5,611,379	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2011 Administrative Spending: PrimeWest Health

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

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	432,844	76,790	509,634
Claim Processing	2,691,318	2,846,711	5,538,029
Detection and Prevention of Fraud	202,713	67,490	270,203
Customer Service	517,653	271,158	788,811
Product Management and Marketing	251,647	29,748	281,395
Underwriting	0	0	
Regulatory Compliance and Government	626,547	793,063	1,419,610
Lobbying	0	0	
Provider Relations and Contracting	542,931	151,333	694,264
Quality Assurance and Utilization Management	2,640,919	1,052,442	3,693,361
Wellness and Health Education	76,235	72,258	148,493
Research and Product Development	26,478	351,293	377,771
Charitable Contributions	0	0	
General Administration	1,544,246	1,751,025	3,295,271
Total Indirect Health Care Expenses	9,553,531	7,463,311	17,016,842

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	945,019	
Other Taxes and Assessments		

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	223,630	223,630	
Other Capital Costs			
Total Capital Expenditures	223,630	223,630	

2011 Administrative Spending: Principal Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	14.4%
Commercial Administrative Spending as percent of Commercial Spending:	25.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	0.0%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	230,542	254,024	484,566
Claim Processing	1,300,150	1,432,574	2,732,724
Detection and Prevention of Fraud			
Customer Service	29,488	32,491	61,979
Product Management and Marketing	227,861	251,070	478,931
Underwriting			
Regulatory Compliance and Government	26,807	29,538	56,345
Lobbying			
Provider Relations and Contracting	85,783	94,521	180,304
Quality Assurance and Utilization Management	99,187	109,289	208,476
Wellness and Health Education			
Research and Product Development	34,849	38,399	73,248
Charitable Contributions			
General Administration	646,054	711,857	1,357,911
Total Indirect Health Care Expenses	2,680,721	2,953,763	5,634,484

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	101,622	
Other Taxes and Assessments	1,555,572	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: ReliaStar Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	10.1%
Commercial Administrative Spending as percent of Commercial Spending:	34.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	13,902	2,644	16,546
Claim Processing	61,871	13,470	75,341
Detection and Prevention of Fraud			
Customer Service	2,604	515	3,119
Product Management and Marketing	287,754	87,309	375,063
Underwriting	97,553	12,199	109,752
Regulatory Compliance and Government	8,446	997	9,443
Lobbying			
Provider Relations and Contracting	9,454	2,301	11,755
Quality Assurance and Utilization Management	40,367	40,426	80,793
Wellness and Health Education			
Research and Product Development	10,130	1,920	12,050
Charitable Contributions			
General Administration	318,722	744,791	1,063,513
Total Indirect Health Care Expenses	850,803	906,572	1,757,375

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	719,723	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Sanford HealthPlan of Minnesota

Total Administrative Spending as percent of Total Carrier Spending ¹ :	13.6%
Commercial Administrative Spending as percent of Commercial Spending:	12.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	17.9%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,312	0	1,312
Claim Processing	8,768	219	8,987
Detection and Prevention of Fraud	79	0	79
Customer Service	13,521	338	13,859
Product Management and Marketing	852	162,756	163,608
Underwriting	3,159	0	3,159
Regulatory Compliance and Government	1,580	42,415	43,995
Lobbying	0	0	
Provider Relations and Contracting	5,095	917	6,012
Quality Assurance and Utilization Management	13,069	232	13,301
Wellness and Health Education	9,171	1,223	10,394
Research and Product Development	316	0	316
Charitable Contributions	0	0	
General Administration	23,509	127,738	151,247
Total Indirect Health Care Expenses	80,431	335,838	416,269

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	0	
Other Taxes and Assessments	159,288	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2011 Administrative Spending: Security Life Insurance Company of America

Total Administrative Spending as percent of Total Carrier Spending¹:	20.2%
Commercial Administrative Spending as percent of Commercial Spending:	20.2%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing	102,543	107,369	209,912
Underwriting	51,176	53,585	104,761
Regulatory Compliance and Government	8,561	8,964	17,525
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management	5,003	5,238	10,241
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	237,663	248,851	486,514
Total Indirect Health Care Expenses	404,946	424,007	828,953

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	161,080	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: SilverScript Insurance Company

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

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment		7,118	7,118
Claim Processing			
Detection and Prevention of Fraud			
Customer Service	70,234	47,956	118,190
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		1,558,637	1,558,637
Total Indirect Health Care Expenses	70,234	1,613,711	1,683,945

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	343	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: South Country Health Alliance

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

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	72,573	414,159	486,732
Claim Processing		7,082,611	7,082,611
Detection and Prevention of Fraud	161,925	71,108	233,033
Customer Service	309,574	201,721	511,295
Product Management and Marketing	526,540	50,627	577,167
Underwriting			
Regulatory Compliance and Government	295,155	587,908	883,063
Lobbying			
Provider Relations and Contracting	355,874	480,019	835,893
Quality Assurance and Utilization Management	1,045,236	352,331	1,397,567
Wellness and Health Education	65,987	203,532	269,519
Research and Product Development			
Charitable Contributions			
General Administration	1,524,089	669,616	2,193,705
Total Indirect Health Care Expenses	4,356,953	10,113,632	14,470,585

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	21,500	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	90,245	90,245	
Other Capital Costs			
Total Capital Expenditures	90,245	90,245	

2011 Administrative Spending: State Farm Mutual Automobile Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	11.7%
Commercial Administrative Spending as percent of Commercial Spending:	8.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	18.0%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	10,127	1,073	11,200
Claim Processing	407,745	724,879	1,132,624
Detection and Prevention of Fraud	21,460	38,152	59,612
Customer Service	2,954	1	2,955
Product Management and Marketing	5,316	1,016,309	1,021,625
Underwriting	590	286	876
Regulatory Compliance and Government	5,907	1,993	7,900
Lobbying	0	1,568	1,568
Provider Relations and Contracting	1,266	0	1,266
Quality Assurance and Utilization Management	2,954	906	3,860
Wellness and Health Education	422	0	422
Research and Product Development	4,220	906	5,126
Charitable Contributions	0	17	17
General Administration	8,439	4,932	13,371
Total Indirect Health Care Expenses	471,400	1,791,022	2,262,422

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	806,973	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Sun Life Assurance Company of Canada

Total Administrative Spending as percent of Total Carrier Spending ¹ :	11.1%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	8,704	458	9,162
Claim Processing	34,020	7,722	41,742
Detection and Prevention of Fraud	0	0	
Customer Service	12,723	670	13,393
Product Management and Marketing	8,553	6,432	14,985
Underwriting	46,385	3,551	49,936
Regulatory Compliance and Government	5,335	281	5,616
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development	2,138	113	2,251
Charitable Contributions			
General Administration	398,201	38,114	436,315
Total Indirect Health Care Expenses	516,059	57,341	573,400

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: Time Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	21.0%
Commercial Administrative Spending as percent of Commercial Spending:	21.0%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	62,729	116,111	178,840
Claim Processing	121,528	301,814	423,342
Detection and Prevention of Fraud	0	0	
Customer Service	596,156	222,251	818,407
Product Management and Marketing	949,042	712,604	1,661,646
Underwriting	643,639	321,739	965,378
Regulatory Compliance and Government	190,413	137,583	327,996
Lobbying	0	0	
Provider Relations and Contracting	0	-10,405	-10,405
Quality Assurance and Utilization Management	217,694	36,703	254,397
Wellness and Health Education	0	0	
Research and Product Development	-11	913	902
Charitable Contributions	0	1,607	1,607
General Administration	682,387	3,553,322	4,235,709
Total Indirect Health Care Expenses	3,463,577	5,394,242	8,857,819

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	9,910	
Other Taxes and Assessments	1,600,244	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: UCare Minnesota

Total Administrative Spending as percent of Total Carrier Spending ¹ :	7.9%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	9.2%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	6.3%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,502,997	3,424,331	4,927,328
Claim Processing	6,420,005	9,053,793	15,473,798
Detection and Prevention of Fraud	304,358	254,695	559,053
Customer Service	4,261,232	2,646,751	6,907,983
Product Management and Marketing	4,667,674	13,111,437	17,779,111
Underwriting			
Regulatory Compliance and Government	1,919,369	1,011,955	2,931,324
Lobbying	50,982	82,379	133,361
Provider Relations and Contracting	4,044,584	9,971,132	14,015,716
Quality Assurance and Utilization Management	10,892,834	11,641,670	22,534,504
Wellness and Health Education	1,120,475	1,788,882	2,909,357
Research and Product Development	170,230	161,092	331,322
Charitable Contributions	0	37,828,400	37,828,400
General Administration	5,086,109	4,461,099	9,547,208
Total Indirect Health Care Expenses	40,440,849	95,437,616	135,878,465

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	7,770,282	
Other Taxes and Assessments	6,098,830	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	4,749,240	4,749,240	
Other Capital Costs			
Total Capital Expenditures	4,749,240	4,749,240	

2011 Administrative Spending: UniCare Life & Health Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	5.1%
Commercial Administrative Spending as percent of Commercial Spending:	4.9%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	5.2%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	4,122	3,678	7,800
Claim Processing	36,911	20,390	57,301
Detection and Prevention of Fraud	109	95	204
Customer Service	7,872	6,843	14,715
Product Management and Marketing	25,431	49,703	75,134
Underwriting	775	149	924
Regulatory Compliance and Government	6,352	10,907	17,259
Lobbying	241	444	685
Provider Relations and Contracting	3,201	2,339	5,540
Quality Assurance and Utilization Management	9,141	5,138	14,279
Wellness and Health Education	2,169	3,787	5,956
Research and Product Development	439	857	1,296
Charitable Contributions	0	48	48
General Administration	4,345	3,715	8,060
Total Indirect Health Care Expenses	101,108	108,093	209,201

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	0	
Other Taxes and Assessments	46,518	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2011 Administrative Spending: Union Security Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	14.8%
Commercial Administrative Spending as percent of Commercial Spending:	14.9%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,950	1,296	3,246
Claim Processing	160,150	177,505	337,655
Detection and Prevention of Fraud	0	570	570
Customer Service	196,407	36,752	233,159
Product Management and Marketing	243,541	942,215	1,185,756
Underwriting	53,312	11,503	64,815
Regulatory Compliance and Government	25,218	2,749	27,967
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	599	293	892
Wellness and Health Education	0	0	
Research and Product Development	15,547	9,364	24,911
Charitable Contributions	0	6	6
General Administration	106,336	79,310	185,646
Total Indirect Health Care Expenses	803,060	1,261,563	2,064,623

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments	320,654	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: United World Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	18.8%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	18.8%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	2,226	1,677	3,903
Claim Processing	53,906	106,050	159,956
Detection and Prevention of Fraud	1,116	259	1,375
Customer Service	28,728	5,904	34,632
Product Management and Marketing	105,650	998,001	1,103,651
Underwriting	9,379	5,719	15,098
Regulatory Compliance and Government	6,124	7,494	13,618
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development	11,620	3,715	15,335
Charitable Contributions			
General Administration	16,639	16,197	32,836
Total Indirect Health Care Expenses	235,388	1,145,016	1,380,404

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	275,318	
Other Taxes and Assessments	175,656	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: UnitedHealthcare Insurance Company

Total Administrative Spending as percent of Total Carrier Spending ¹ :	7.7%
Commercial Administrative Spending as percent of Commercial Spending:	22.6%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	17.7%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment		3,074,669	3,074,669
Claim Processing		7,861,812	7,861,812
Detection and Prevention of Fraud		272,439	272,439
Customer Service		6,343,937	6,343,937
Product Management and Marketing		2,023,832	2,023,832
Underwriting		428,118	428,118
Regulatory Compliance and Government		155,679	155,679
Lobbying		0	
Provider Relations and Contracting		5,059,582	5,059,582
Quality Assurance and Utilization Management		7,005,574	7,005,574
Wellness and Health Education		0	
Research and Product Development		350,279	350,279
Charitable Contributions		38,920	38,920
General Administration		1,868,152	1,868,152
Total Indirect Health Care Expenses		34,482,993	34,482,993

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	0	
Other Taxes and Assessments	1,208,087	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

2011 Administrative Spending: WellCare Health Insurance of Illinois, Inc.

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

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration		803,178	803,178
Total Indirect Health Care Expenses		803,178	803,178

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
Total Capital Expenditures			

2011 Administrative Spending: World Insurance Company

Total Administrative Spending as percent of Total Carrier Spending¹:	11.7%
Commercial Administrative Spending as percent of Commercial Spending:	11.5%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	13.5%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2011
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	90,446	60,766	151,212
Claim Processing	115,662	77,707	193,369
Detection and Prevention of Fraud			
Customer Service	30,497	4,752	35,249
Product Management and Marketing	35,077	2,815	37,892
Underwriting	18,752	33,350	52,102
Regulatory Compliance and Government	42,001	28,218	70,219
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions	32	21	53
General Administration	71,716	63,920	135,636
Total Indirect Health Care Expenses	404,183	271,549	675,732

Taxes and Assessments		Calendar Year 2011
MinnesotaCare Tax	0	
Other Taxes and Assessments	123,094	

Capital Costs			Calendar Year 2011
	2011 Incurred	2011 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
Total Capital Expenditures			

Appendix A: Definitions



Definitions for the 2011 MDH Health Plan Financial & Statistical Report (HPFSR)

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

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

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

Total Indirect Health Care Expenses	This grand total should be equal to the sum across columns (product categories) for the indirect expenses line in section 7.
Minnesotacare Tax Expenses	These are all payments paid to providers under Minnesota Statutes, section 295.582 and payments made as a provider under Minnesota Statutes, section 295.52, for the MinnesotaCare tax.
Other Taxes and Assessments Expenses	These are all payments or amounts payable to government agencies except for the MinnesotaCare tax under Minnesota Statutes, section 295.52 and Minnesota Statutes, section 295.582. This category does not include fees or fines paid to government agencies.
Capital Costs on Behalf of a Hospital or Clinic	These are all expenditures for capital that are incurred and/or paid on behalf of a hospital or clinic (or part of a partnership, joint venture, integration, or affiliation agreement). Report payments made during the calendar year (including lease payments) along with any costs incurred during the year.
Capital Acquisitions	These are all expenditures for the acquisition of capital assets. Report payments made during the calendar year (including lease payments) along with any costs incurred during the year.
Other Capital Costs	These are expenditures for other costs, such as legal or administrative costs, that are directly associated with the incurring of capital costs. Report payments made during the calendar year (including lease payments) along with any costs incurred during the year.
Total Capital Expenditures	This is the total of all the payments or incurred capital expenditures listed.