

# Administrative Costs at Minnesota Health Plans in 2012

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Minnesota Department of Health

March, 2014



Health Economics Program  
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# 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.<sup>1</sup> This report presents data on 2012 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.

Total administrative cost as a percentage of total spending has steadily declined since 2001, down from 10.6% in 2001 to 7.2% of total spending in 2012. Administrative cost as a percentage of total spending, however, has been unchanged for the past three years. The following table shows administrative cost as a share of total health plan spending from 2001 to 2012

<b>Table 1. Administrative Cost as Percent of Total Spending, 2001-2012</b>	
<b>Year</b>	<b>Administrative Cost as Percent of Total Cost</b>
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
2012	7.2 Percent

As shown in Table 2, there is great variation in administrative cost as a percentage of total spending at Minnesota health plan companies, ranging from a low of less than one percent to approximately 30%, excluding two extreme outliers with data well out of this range. The major Minnesota health plan companies representing the majority of the Minnesota market as measured by enrollment narrow that range to 5% to 11% of total spending.

Administrative cost by category, as shown in the following charts, illustrates the majority of administrative expenses are for General Administration, Claims Processing, and Product Management and Marketing. The distribution of administrative costs by category for nonprofit health plan companies closely resembles the distribution for the overall market, which is not unexpected given the nonprofit health plan companies represent 88% of the Minnesota health insurance business as measured by the share of medical premium.

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

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](mailto:health.hep@state.mn.us).

**Table 2. Administrative Costs as Percent of Total Costs, 2012**

<b>2012 Health Plan Companies</b>	<b>Total 2012 Administrative Costs</b>	<b>Total 2012 Spending</b>	<b>2012 Administrative Costs (as a percent of total spending)</b>
Aetna Life Insurance Company	3,647,599	320,865,501	1.1%
American Family Mutual Insurance Company	1,573,776	8,533,038	18.4%
American Fidelity Assurance Company	910,008	2,542,068	35.8%
BCS Insurance Company	446,631	2,098,733	21.3%
Bankers Life and Casualty Company	725,572	6,640,113	10.9%
Blue Cross Blue Shield of Minnesota	317,814,000	4,595,341,000	6.9%
Blue Plus	61,692,000	952,178,000	6.5%
Cigna Health Life Insurance Company	22,783,108	156,034,601	14.6%
Combined Insurance Company of America	99,530	2,459,829	4.1%
Companion Life Insurance Company	56,310	56,310	100% <sup>1</sup>
Connecticut General Life Insurance Company	26,474,773	338,928,475	7.8%
Continental Life Insurance Company of Brentwood T	697,684	6,249,386	11.2%
Delta Dental Plan of Minnesota	62,703,883	1,068,592,971	5.9%
Envision Insurance Company	77,242	5,170,809	1.5%
Federated Mutual Insurance Company	7,005,742	46,366,517	15.1%
First Health Life & Health Insurance Company	1,098,898	29,189,992	3.8%
Guarantee Trust Life Insurance Company	1,031,737	10,011,502	10.3%
Guardian Life Insurance Company of America	2,477,000	11,632,011	21.3%
HCC Life Insurance Company	582,100	10,152,820	5.7%
HealthPartners Insurance Company	55,200,000	676,826,326	8.2%
HealthPartners, Inc.	210,499,577	3,063,440,759	6.9%
Humana Insurance Company	38,686,682	328,173,959	11.8%
HumanaDental Insurance Company	1,432,014	3,318,636	43.2%
Itasca Medical Care	3,971,881	47,456,805	8.4%
John Alden Life Insurance Company	564,449	3,796,608	14.9%
Lincoln National Life Insurance Company	626,026	5,873,540	10.7%
Medco Containment Life Insurance Company	180,975	3,540,107	5.1%
Medica Health Plans	55,929,590	1,112,938,845	5.0%
Medica Insurance Company	168,749,797	1,579,352,099	10.7%
Medica Self Insured	66,778,537	1,694,435,167	3.9%
Metropolitan HealthPlan (MHP)	18,160,444	129,079,386	14.1%
Metropolitan Life Insurance Company	6,003,940	63,133,486	9.5%
Mutual of Omaha Insurance Company	390,149	4,261,013	9.2%
Pan-American Life	220,502	4,387,937	5.0%
Pennsylvania Life Insurance Company	5,146,240	27,955,487	18.4%
Physicians Mutual Ins. Co. & Physicians Life Ins. Co.	1,127,376	4,806,210	23.5%
PreferredOne Community Health Plan	5,698,915	61,987,161	9.2%
PreferredOne Insurance Company	14,661,951	135,117,139	10.9%
PrimeWest Health	17,640,645	178,676,140	9.9%
Principal Life Insurance Company	5,425,328	17,829,422	30.4%
ReliaStar Life Insurance Company	1,325,908	14,069,183	9.4%
Sanford HealthPlan of Minnesota	363,602	3,752,636	9.7%
Security Life Insurance Company of America	856,736	4,185,613	20.5%
SilverScript Insurance Company	1,357,507	18,931,139	7.2%
South Country Health Alliance	15,367,201	172,230,056	8.9%
State Farm Mutual Automobile Insurance Company	2,399,428	21,176,257	11.3%
Sterling Life Insurance Company	835,100	1,385,799	60.3%
Sun Life Assurance Company of Canada	477,751	4,407,041	10.8%
Time Insurance Company	7,784,080	37,236,096	20.9%
UCare Minnesota	135,448,123	2,146,458,171	6.3%
UniCare Life & Health Insurance Company	153,617	1,876,888	8.2%
Union Security Insurance Company	1,709,519	12,141,436	14.1%
United World Life Insurance Company	915,530	5,604,038	16.3%
UnitedHealthcare Insurance Company <sup>2</sup>	30,696,675	192,921,426	15.9%
WellCare Health Insurance of Illinois, Inc.	498,570	3,639,733	13.7%
World Insurance Company	388,267	3,369,851	11.5%
<b>Totals:</b>	<b>1,389,570,225</b>	<b>19,362,815,271</b>	<b>7.2%</b>

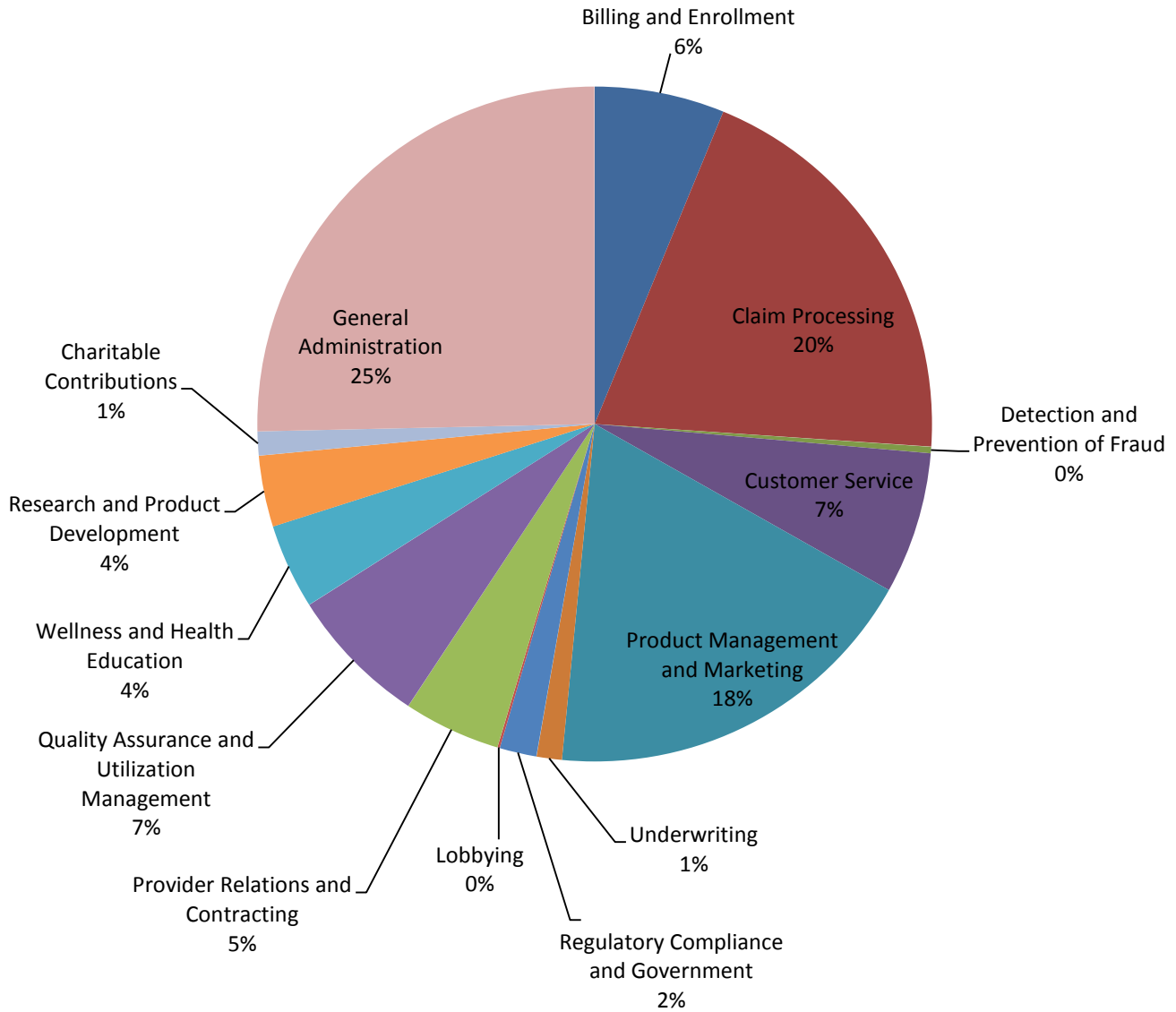
<sup>1</sup>Stop Loss only.

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

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# Administrative Costs at all Health Plan Companies in Minnesota, 2012

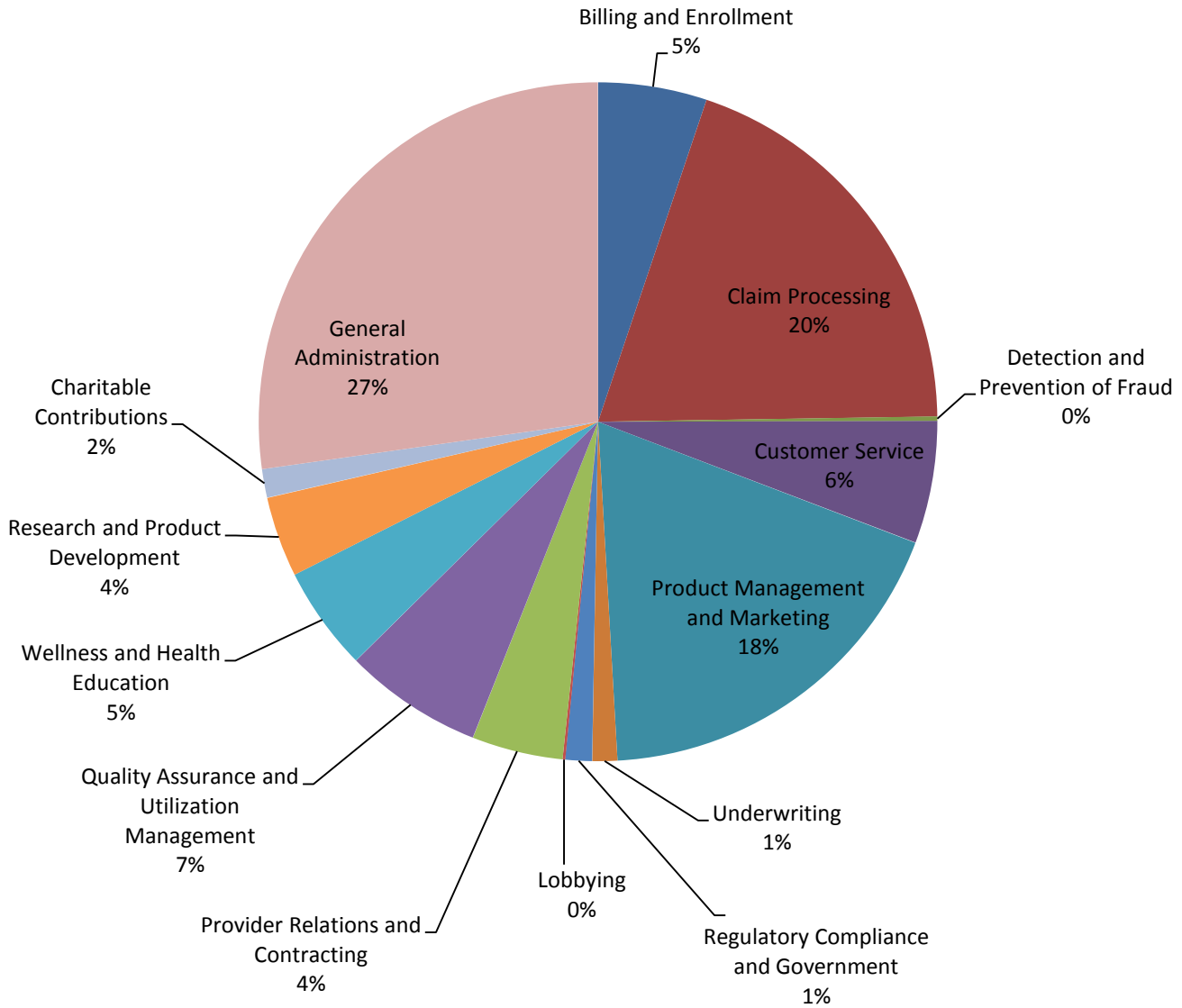


Includes administrative expenses across all product lines

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, 2012

Reflects 88.6 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

**2012 Administrative Spending: Aetna Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>1.1%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>1.8%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>7.8%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	92,579	185,632	278,211
Claim Processing	204,046	169,880	373,926
Detection and Prevention of Fraud	26,452	58,377	84,829
Customer Service	289,862	172,569	462,431
Product Management and Marketing	216,123	842,162	1,058,285
Underwriting	74,471	46,917	121,388
Regulatory Compliance and Government	22,323	29,544	51,867
Lobbying	0	0	
Provider Relations and Contracting	81,925	93,551	175,476
Quality Assurance and Utilization Management	138,917	161,374	300,291
Wellness and Health Education	114,643	91,710	206,353
Research and Product Development	21,713	22,509	44,222
Charitable Contributions	895	3,015	3,910
General Administration	317,225	169,185	486,410
<b>Total Indirect Health Care Expenses</b>	<b>1,601,174</b>	<b>2,046,425</b>	<b>3,647,599</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments	2,556,802	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: American Family Mutual Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>18.4%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>18.0%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>20.8%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	3,575	7,088	10,663
Claim Processing	0	7,841	7,841
Detection and Prevention of Fraud	0	0	
Customer Service	0	0	
Product Management and Marketing	1,375	512,352	513,727
Underwriting	0	0	
Regulatory Compliance and Government	335	929,389	929,724
Lobbying	0	0	
Provider Relations and Contracting	112	142	254
Quality Assurance and Utilization Management	1,447	1,844	3,291
Wellness and Health Education	0	0	
Research and Product Development	0	0	
Charitable Contributions	155	198	353
General Administration	23,991	83,932	107,923
<b>Total Indirect Health Care Expenses</b>	<b>30,990</b>	<b>1,542,786</b>	<b>1,573,776</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments	534,259	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

2012 Administrative Spending: American Fidelity Assurance Company

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	35.8%
Commercial Administrative Spending as percent of Commercial Spending:	25.7%
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

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	3,955	652	4,607
Claim Processing	28,533	4,700	33,233
Detection and Prevention of Fraud	0	0	
Customer Service	39,966	6,654	46,620
Product Management and Marketing	3,699	609	4,308
Underwriting	9,298	1,533	10,831
Regulatory Compliance and Government	3,842	634	4,476
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	2,204	999	3,203
Wellness and Health Education	0	0	
Research and Product Development	3,638	599	4,237
Charitable Contributions	0	7,238	7,238
General Administration	686,153	105,102	791,255
<b>Total Indirect Health Care Expenses</b>	<b>781,288</b>	<b>128,720</b>	<b>910,008</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax	0	
Other Taxes and Assessments	193,012	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Bankers Life and Casualty Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>10.9%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>3.4%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>11.5%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	1,519	2,636	4,155
Claim Processing	32,520	56,411	88,931
Detection and Prevention of Fraud	6,803	11,801	18,604
Customer Service	17,802	30,881	48,683
Product Management and Marketing	138,736	240,663	379,399
Underwriting	22,678	39,338	62,016
Regulatory Compliance and Government	2,472	4,288	6,760
Lobbying	680	1,180	1,860
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	181	315	496
Research and Product Development	5,012	8,694	13,706
Charitable Contributions	0	0	
General Administration	36,919	64,043	100,962
<b>Total Indirect Health Care Expenses</b>	<b>265,322</b>	<b>460,250</b>	<b>725,572</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	1,091,222	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

2012 Administrative Spending: BCS Insurance Company

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	21.3%
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):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
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		446,631	446,631
<b>Total Indirect Health Care Expenses</b>		<b>446,631</b>	<b>446,631</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax		
Other Taxes and Assessments	76,187	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

2012 Administrative Spending: Blue Cross Blue Shield of Minnesota

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	6.9%
Commercial Administrative Spending as percent of Commercial Spending:	9.8%
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):	14.5%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	8,654,000	2,205,000	10,859,000
Claim Processing	29,490,000	65,996,000	95,486,000
Detection and Prevention of Fraud	176,000	36,000	212,000
Customer Service	11,690,000	2,829,000	14,519,000
Product Management and Marketing	11,605,000	46,262,000	57,867,000
Underwriting	2,858,000	625,000	3,483,000
Regulatory Compliance and Government	572,000	236,000	808,000
Lobbying	110,000	101,000	211,000
Provider Relations and Contracting	7,847,000	4,853,000	12,700,000
Quality Assurance and Utilization Management	1,581,000	1,667,000	3,248,000
Wellness and Health Education	8,548,000	11,030,000	19,578,000
Research and Product Development	7,722,000	20,842,000	28,564,000
Charitable Contributions	0	2,301,000	2,301,000
General Administration	24,477,000	43,501,000	67,978,000
<b>Total Indirect Health Care Expenses</b>	<b>115,330,000</b>	<b>202,484,000</b>	<b>317,814,000</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax	75,105,000	
Other Taxes and Assessments	62,456,000	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	114,544,000	114,544,000	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>	<b>114,544,000</b>	<b>114,544,000</b>	



**2012 Administrative Spending: Blue Plus**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>6.5%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>9.5%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>6.3%</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>68.2%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	1,210,000	364,000	1,574,000
Claim Processing	6,955,000	9,749,000	16,704,000
Detection and Prevention of Fraud	30,000	6,000	36,000
Customer Service	1,985,000	372,000	2,357,000
Product Management and Marketing	2,071,000	3,058,000	5,129,000
Underwriting	80,000	17,000	97,000
Regulatory Compliance and Government	153,000	205,000	358,000
Lobbying	49,000	45,000	94,000
Provider Relations and Contracting	1,467,000	1,675,000	3,142,000
Quality Assurance and Utilization Management	1,988,000	726,000	2,714,000
Wellness and Health Education	7,831,000	2,456,000	10,287,000
Research and Product Development	962,000	2,606,000	3,568,000
Charitable Contributions	0	55,000	55,000
General Administration	5,246,000	10,331,000	15,577,000
<b>Total Indirect Health Care Expenses</b>	<b>30,027,000</b>	<b>31,665,000</b>	<b>61,692,000</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	17,761,000	
Other Taxes and Assessments	13,191,000	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

2012 Administrative Spending: Cigna Health Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	14.6%
Commercial Administrative Spending as percent of Commercial Spending:	57.3%
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):	0.0%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,812,947	2,994,592	4,807,539
Claim Processing	3,139,895	5,186,420	8,326,315
Detection and Prevention of Fraud			
Customer Service	679,640	1,122,617	1,802,257
Product Management and Marketing	1,014,735	1,676,120	2,690,855
Underwriting			
Regulatory Compliance and Government	8,592	14,192	22,784
Lobbying			
Provider Relations and Contracting	335,094	553,503	888,597
Quality Assurance and Utilization Management	17,184	28,385	45,569
Wellness and Health Education			
Research and Product Development	42,961	70,962	113,923
Charitable Contributions			
General Administration	1,540,575	2,544,694	4,085,269
<b>Total Indirect Health Care Expenses</b>	<b>8,591,623</b>	<b>14,191,485</b>	<b>22,783,108</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax		
Other Taxes and Assessments	158,227	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Combined Insurance Company of America**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>4.1%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>4.1%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing		44,507	44,507
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		55,023	55,023
<b>Total Indirect Health Care Expenses</b>		<b>99,530</b>	<b>99,530</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Companion Life Insurance Company**

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

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing	37,460		37,460
Underwriting		219	219
Regulatory Compliance and Government	3,928		3,928
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration		14,703	14,703
<b>Total Indirect Health Care Expenses</b>	<b>41,388</b>	<b>14,922</b>	<b>56,310</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Connecticut General Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>7.8%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>6.7%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>8.3%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	2,557,922	3,028,606	5,586,528
Claim Processing	4,430,139	5,245,332	9,675,471
Detection and Prevention of Fraud	0	0	
Customer Service	958,918	1,135,369	2,094,287
Product Management and Marketing	1,431,709	1,695,159	3,126,868
Underwriting	0	0	
Regulatory Compliance and Government	12,124	14,354	26,478
Lobbying	0	0	
Provider Relations and Contracting	472,791	559,790	1,032,581
Quality Assurance and Utilization Management	24,246	28,707	52,953
Wellness and Health Education	0	0	
Research and Product Development	60,614	71,768	132,382
Charitable Contributions	0	0	
General Administration	2,173,627	2,573,598	4,747,225
<b>Total Indirect Health Care Expenses</b>	<b>12,122,090</b>	<b>14,352,683</b>	<b>26,474,773</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments	827,532	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	471,148	437,978	
Other Capital Costs			
<b>Total Capital Expenditures</b>	<b>471,148</b>	<b>437,978</b>	

2012 Administrative Spending: Continental Life Insurance Company of Brentwood TN

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	11.2%
Commercial Administrative Spending as percent of Commercial Spending:	14.3%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	11.1%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	29,083	45,864	74,947
Claim Processing	33,191	75,649	108,840
Detection and Prevention of Fraud	0	0	
Customer Service	19,896	10,984	30,880
Product Management and Marketing	8,986	39,399	48,385
Underwriting	29,083	45,864	74,947
Regulatory Compliance and Government	0	207	207
Lobbying	0	0	
Provider Relations and Contracting	5,857	13,350	19,207
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	2,246	9,850	12,096
Charitable Contributions	0	0	
General Administration	132,846	195,329	328,175
<b>Total Indirect Health Care Expenses</b>	<b>261,188</b>	<b>436,496</b>	<b>697,684</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax	0	
Other Taxes and Assessments	0	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	5,906	5,906	
<b>Total Capital Expenditures</b>	<b>5,906</b>	<b>5,906</b>	

2012 Administrative Spending: Delta Dental Plan of Minnesota

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	5.9%
Commercial Administrative Spending as percent of Commercial Spending:	8.9%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	0	4,987,600	4,987,600
Claim Processing	0	9,574,786	9,574,786
Detection and Prevention of Fraud	0	802,424	802,424
Customer Service	618,312	11,398,174	12,016,486
Product Management and Marketing	4,946,498	9,322,458	14,268,956
Underwriting	0	1,289,997	1,289,997
Regulatory Compliance and Government	0	2,773,490	2,773,490
Lobbying	0	77,400	77,400
Provider Relations and Contracting	0	3,073,061	3,073,061
Quality Assurance and Utilization Management	0	1,867,069	1,867,069
Wellness and Health Education	0	903,020	903,020
Research and Product Development	618,312	1,038,790	1,657,102
Charitable Contributions	0	567,598	567,598
General Administration	0	8,844,894	8,844,894
<b>Total Indirect Health Care Expenses</b>	<b>6,183,122</b>	<b>56,520,761</b>	<b>62,703,883</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax	21,471,630	
Other Taxes and Assessments	6,652	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	45,075	45,075	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>	<b>45,075</b>	<b>45,075</b>	

**2012 Administrative Spending: Envision Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>1.5%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>1.5%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	11,399	65,843	77,242
<b>Total Indirect Health Care Expenses</b>	<b>11,399</b>	<b>65,843</b>	<b>77,242</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments	400	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			



**2012 Administrative Spending: Federated Mutual Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>15.1%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>15.1%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	77,384	72,642	150,026
Claim Processing	988,036	1,207,499	2,195,535
Detection and Prevention of Fraud			
Customer Service	42,456	7,468	49,924
Product Management and Marketing	1,055,342	592,476	1,647,818
Underwriting	294,111	63,318	357,429
Regulatory Compliance and Government	79,741	50,509	130,250
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management	36,518	8,181	44,699
Wellness and Health Education	5,927	1,153	7,080
Research and Product Development	14,720	4,590	19,310
Charitable Contributions			
General Administration	1,480,653	923,018	2,403,671
<b>Total Indirect Health Care Expenses</b>	<b>4,074,888</b>	<b>2,930,854</b>	<b>7,005,742</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments	2,758,055	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: First Health Life & Health Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>3.8%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>17.2%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>3.7%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	131,330	967,568	1,098,898
<b>Total Indirect Health Care Expenses</b>	<b>131,330</b>	<b>967,568</b>	<b>1,098,898</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments	5,082	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Guarantee Trust Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>10.3%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>10.3%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>11.4%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	18,331	13,547	31,878
Claim Processing	183,223	263,028	446,251
Detection and Prevention of Fraud			
Customer Service	121,874	6,416	128,290
Product Management and Marketing	69,337	137,661	206,998
Underwriting	83,672	45,269	128,941
Regulatory Compliance and Government	67,675	18,156	85,831
Lobbying		2,345	2,345
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions		1,203	1,203
General Administration			
<b>Total Indirect Health Care Expenses</b>	<b>544,112</b>	<b>487,625</b>	<b>1,031,737</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Guardian Life Insurance Company of America**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>21.3%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>8.8%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	131,000	153,000	<b>284,000</b>
Claim Processing	48,000	114,000	<b>162,000</b>
Detection and Prevention of Fraud	3,000	1,000	<b>4,000</b>
Customer Service	64,000	59,000	<b>123,000</b>
Product Management and Marketing	226,000	1,260,000	<b>1,486,000</b>
Underwriting			
Regulatory Compliance and Government	14,000	13,000	<b>27,000</b>
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management		9,000	<b>9,000</b>
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	204,000	178,000	<b>382,000</b>
<b>Total Indirect Health Care Expenses</b>	<b>690,000</b>	<b>1,787,000</b>	<b>2,477,000</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	4,142	
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

2012 Administrative Spending: HCC Life Insurance Company

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

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	95,566	26,449	122,015
Claim Processing	15,916	4,405	20,321
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing	30,644	8,481	39,125
Underwriting	102,383	28,335	130,718
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	211,411	58,510	269,921
<b>Total Indirect Health Care Expenses</b>	<b>455,920</b>	<b>126,180</b>	<b>582,100</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

2012 Administrative Spending: HealthPartners, Inc.

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	6.9%
Commercial Administrative Spending as percent of Commercial Spending:	8.5%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	5.9%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	6.6%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	5,890,734	1,386,513	7,277,247
Claim Processing	15,507,169	7,713,924	23,221,093
Detection and Prevention of Fraud	340,860	82,829	423,689
Customer Service	9,906,486	294,221	10,200,707
Product Management and Marketing	15,931,186	9,001,564	24,932,750
Underwriting	4,335,368	238,469	4,573,837
Regulatory Compliance and Government	1,595,468	1,533,120	3,128,588
Lobbying	401,828	0	401,828
Provider Relations and Contracting	4,910,633	196,578	5,107,211
Quality Assurance and Utilization Management	21,991,932	3,947,503	25,939,435
Wellness and Health Education	6,343,691	9,261,274	15,604,965
Research and Product Development	1,482,436	91,468	1,573,904
Charitable Contributions	0	677,124	677,124
General Administration	51,420,352	36,016,847	87,437,199
<b>Total Indirect Health Care Expenses</b>	<b>140,058,143</b>	<b>70,441,434</b>	<b>210,499,577</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax	21,030,976	
Other Taxes and Assessments	50,729,000	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic	11,275,271	11,597,882	
Capital Acquisitions	18,980,435	19,773,126	
Other Capital Costs			
<b>Total Capital Expenditures</b>	<b>30,255,706</b>	<b>31,371,008</b>	

**2012 Administrative Spending: HealthPartners Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>8.2%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>8.2%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	1,544,747	363,590	1,908,337
Claim Processing	4,066,496	2,022,848	6,089,344
Detection and Prevention of Fraud	89,385	21,721	111,106
Customer Service	2,597,811	77,155	2,674,966
Product Management and Marketing	4,177,688	2,360,510	6,538,198
Underwriting	1,136,878	62,535	1,199,413
Regulatory Compliance and Government	418,385	402,035	820,420
Lobbying	105,373	0	105,373
Provider Relations and Contracting	1,287,731	51,549	1,339,280
Quality Assurance and Utilization Management	5,767,017	1,035,167	6,802,184
Wellness and Health Education	1,663,527	2,428,615	4,092,142
Research and Product Development	388,744	23,986	412,730
Charitable Contributions	0	177,564	177,564
General Administration	13,484,128	9,444,815	22,928,943
<b>Total Indirect Health Care Expenses</b>	<b>36,727,910</b>	<b>18,472,090</b>	<b>55,200,000</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments	35,602,000	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Humana Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>11.8%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>20.6%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>11.8%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	331,263	6,650,902	6,982,165
Claim Processing	44,809	899,644	944,453
Detection and Prevention of Fraud			
Customer Service	188,812	3,790,850	3,979,662
Product Management and Marketing	643,086	12,911,495	13,554,581
Underwriting			
Regulatory Compliance and Government	150,150	3,014,633	3,164,783
Lobbying			
Provider Relations and Contracting	200,630	4,028,127	4,228,757
Quality Assurance and Utilization Management	163,925	3,291,185	3,455,110
Wellness and Health Education			
Research and Product Development	103,893	2,085,899	2,189,792
Charitable Contributions			
General Administration	8,890	178,489	187,379
<b>Total Indirect Health Care Expenses</b>	<b>1,835,458</b>	<b>36,851,224</b>	<b>38,686,682</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			



**2012 Administrative Spending: HumanaDental Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>43.2%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>43.2%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	26,995	253,100	<b>280,095</b>
Claim Processing	46,989	440,549	<b>487,538</b>
Detection and Prevention of Fraud			
Customer Service	1,519	14,246	<b>15,765</b>
Product Management and Marketing	49,575	464,802	<b>514,377</b>
Underwriting	211	1,979	<b>2,190</b>
Regulatory Compliance and Government	7,383	69,221	<b>76,604</b>
Lobbying			
Provider Relations and Contracting	5,076	47,590	<b>52,666</b>
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	269	2,510	<b>2,779</b>
<b>Total Indirect Health Care Expenses</b>	<b>138,017</b>	<b>1,293,997</b>	<b>1,432,014</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Itasca Medical Care**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>8.4%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>8.4%</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	80,037	90,401	170,438
Claim Processing	187,181	384,205	571,386
Detection and Prevention of Fraud			
Customer Service	66,844	90,401	157,245
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government	113,125	90,401	203,526
Lobbying			
Provider Relations and Contracting		616,319	616,319
Quality Assurance and Utilization Management	299,683	1,220,418	1,520,101
Wellness and Health Education		90,401	90,401
Research and Product Development			
Charitable Contributions		10,750	10,750
General Administration	337,910	293,805	631,715
<b>Total Indirect Health Care Expenses</b>	<b>1,084,780</b>	<b>2,887,101</b>	<b>3,971,881</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	132,744	
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

2012 Administrative Spending: John Alden Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	14.9%
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

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	2,425	1,326	3,751
Claim Processing	16,059	20,152	36,211
Detection and Prevention of Fraud	0	0	
Customer Service	34,103	12,130	46,233
Product Management and Marketing	84,076	69,023	153,099
Underwriting	24,002	7,505	31,507
Regulatory Compliance and Government	14,651	6,686	21,337
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	12,919	1,573	14,492
Wellness and Health Education	0	0	
Research and Product Development	0	4	4
Charitable Contributions	0	44	44
General Administration	38,685	219,086	257,771
<b>Total Indirect Health Care Expenses</b>	<b>226,920</b>	<b>337,529</b>	<b>564,449</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax	2,253	
Other Taxes and Assessments	121,815	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

2012 Administrative Spending: Lincoln National Life Insurance Company

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

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
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	443,449	182,577	626,026
<b>Total Indirect Health Care Expenses</b>	<b>443,449</b>	<b>182,577</b>	<b>626,026</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Medco Containment Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>5.1%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>5.1%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	37,269	14,581	51,850
Claim Processing			
Detection and Prevention of Fraud	25,558	14,581	40,139
Customer Service	2,932	0	2,932
Product Management and Marketing	2,513	14,581	17,094
Underwriting	980	14,581	15,561
Regulatory Compliance and Government	2,094	14,581	16,675
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	12,423	24,301	36,724
<b>Total Indirect Health Care Expenses</b>	<b>83,769</b>	<b>97,206</b>	<b>180,975</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Medica Health Plans**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>5.0%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>5.3%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>4.8%</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>33.7%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	412,160	5,041,338	5,453,498
Claim Processing	404,231	9,274,019	9,678,250
Detection and Prevention of Fraud	209,563	1,999	211,562
Customer Service	4,033,515	1,101,593	5,135,108
Product Management and Marketing	1,568,299	2,025,588	3,593,887
Underwriting	6,056	707	6,763
Regulatory Compliance and Government	573,067	439,519	1,012,586
Lobbying	26,172	52,567	78,739
Provider Relations and Contracting	907,939	750,521	1,658,460
Quality Assurance and Utilization Management	535,861	1,724,356	2,260,217
Wellness and Health Education	4,641	3,979	8,620
Research and Product Development	157,137	589,485	746,622
Charitable Contributions	0	0	
General Administration	7,937,577	18,147,701	26,085,278
<b>Total Indirect Health Care Expenses</b>	<b>16,776,218</b>	<b>39,153,372</b>	<b>55,929,590</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments	16,442,459	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Medica Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>10.7%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>9.5%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>12.9%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	1,045,377	13,068,021	14,113,398
Claim Processing	950,034	22,446,336	23,396,370
Detection and Prevention of Fraud	323,736	3,088	326,824
Customer Service	9,920,097	1,473,069	11,393,166
Product Management and Marketing	6,484,150	60,502,637	66,986,787
Underwriting	1,654,333	248,684	1,903,017
Regulatory Compliance and Government	988,683	654,938	1,643,621
Lobbying	75,847	158,110	233,957
Provider Relations and Contracting	2,329,539	1,470,186	3,799,725
Quality Assurance and Utilization Management	61,646	656,256	717,902
Wellness and Health Education	99,612	70,032	169,644
Research and Product Development	1,784,910	2,419,461	4,204,371
Charitable Contributions	0	0	
General Administration	21,097,972	18,763,043	39,861,015
<b>Total Indirect Health Care Expenses</b>	<b>46,815,936</b>	<b>121,933,861</b>	<b>168,749,797</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Medica Self Insured**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>3.9%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	97,327	8,056,573	<b>8,153,900</b>
Claim Processing	1,935,809	15,121,262	<b>17,057,071</b>
Detection and Prevention of Fraud	196,232	1,872	<b>198,104</b>
Customer Service	5,507,126	716,608	<b>6,223,734</b>
Product Management and Marketing	3,532,327	5,102,465	<b>8,634,792</b>
Underwriting	815,521	61,050	<b>876,571</b>
Regulatory Compliance and Government	255,370	379,377	<b>634,747</b>
Lobbying	35,413	49,636	<b>85,049</b>
Provider Relations and Contracting	1,970,590	1,034,038	<b>3,004,628</b>
Quality Assurance and Utilization Management	60,500	432,800	<b>493,300</b>
Wellness and Health Education	96,614	59,828	<b>156,442</b>
Research and Product Development	341,638	1,364,511	<b>1,706,149</b>
Charitable Contributions	0	0	
General Administration	10,798,469	8,755,581	<b>19,554,050</b>
<b>Total Indirect Health Care Expenses</b>	<b>25,642,936</b>	<b>41,135,601</b>	<b>66,778,537</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			



**2012 Administrative Spending: Metropolitan HealthPlan (MHP)**

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

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	189,527	524,867	714,394
Claim Processing	1,280,860	1,123,206	2,404,066
Detection and Prevention of Fraud	81,478	18,642	100,120
Customer Service	850,994	709,300	1,560,294
Product Management and Marketing	132,125	296,770	428,895
Underwriting			
Regulatory Compliance and Government	618,417	1,038,793	1,657,210
Lobbying			
Provider Relations and Contracting	549,210	357,951	907,161
Quality Assurance and Utilization Management	1,295,261	1,157,489	2,452,750
Wellness and Health Education	71,174	18,642	89,816
Research and Product Development	0	17,912	17,912
Charitable Contributions	0	50,002	50,002
General Administration	430,384	7,347,440	7,777,824
<b>Total Indirect Health Care Expenses</b>	<b>5,499,430</b>	<b>12,661,014</b>	<b>18,160,444</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	651,156	
Other Taxes and Assessments	1,911,187	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Metropolitan Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>9.5%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>12.1%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	69,040	71,098	140,138
Claim Processing	94,067	526,587	620,654
Detection and Prevention of Fraud	2,770	0	2,770
Customer Service	116,286	189,730	306,016
Product Management and Marketing	1,022,885	1,871,138	2,894,023
Underwriting	93,612	10,482	104,094
Regulatory Compliance and Government	2,425	16,626	19,051
Lobbying	0	0	
Provider Relations and Contracting	24,425	43,478	67,903
Quality Assurance and Utilization Management	11,766	8,550	20,316
Wellness and Health Education	0	0	
Research and Product Development	0	0	
Charitable Contributions	0	0	
General Administration	20,343	1,808,632	1,828,975
<b>Total Indirect Health Care Expenses</b>	<b>1,457,619</b>	<b>4,546,321</b>	<b>6,003,940</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments	367,018	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Mutual of Omaha Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>9.2%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>27.4%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>7.8%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	1,531	1,654	3,185
Claim Processing	46,423	64,634	111,057
Detection and Prevention of Fraud	1,510	2,048	3,558
Customer Service	22,692	4,754	27,446
Product Management and Marketing	15,003	154,753	169,756
Underwriting	1,943	1,033	2,976
Regulatory Compliance and Government	79	3,907	3,986
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development	202	36	238
Charitable Contributions			
General Administration	38,881	29,066	67,947
<b>Total Indirect Health Care Expenses</b>	<b>128,264</b>	<b>261,885</b>	<b>390,149</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	184,638	
Other Taxes and Assessments	137,060	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Pan-American Life**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>5.0%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>5.3%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	64,569	67,732	132,301
Claim Processing	43,046	45,155	88,201
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration			
<b>Total Indirect Health Care Expenses</b>	<b>107,615</b>	<b>112,887</b>	<b>220,502</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments	144,694	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Pennsylvania Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>18.4%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>100.0%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>18.0%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	64,513	85,420	149,933
Claim Processing	50,657	265,932	316,589
Detection and Prevention of Fraud			
Customer Service	62,652	186,267	248,919
Product Management and Marketing	35,478	490,596	526,074
Underwriting			
Regulatory Compliance and Government	18,624	3,540	22,164
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management	38,786	5,385	44,171
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	287,364	3,551,026	3,838,390
<b>Total Indirect Health Care Expenses</b>	<b>558,074</b>	<b>4,588,166</b>	<b>5,146,240</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

2012 Administrative Spending: Physicians Mutual Ins. Co. & Physicians Life Ins. Co.

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	23.5%
Commercial Administrative Spending as percent of Commercial Spending:	32.9%
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):	19.9%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	10,871	14,362	25,233
Claim Processing	39,560	67,881	107,441
Detection and Prevention of Fraud	2,194	3,650	5,844
Customer Service	18,637	26,963	45,600
Product Management and Marketing	138,170	236,436	374,606
Underwriting	6,205	10,430	16,635
Regulatory Compliance and Government	3,088	4,987	8,075
Lobbying			
Provider Relations and Contracting	7,526	13,099	20,625
Quality Assurance and Utilization Management	36,932	69,694	106,626
Wellness and Health Education			
Research and Product Development	10,790	20,088	30,878
Charitable Contributions			
General Administration	139,526	246,287	385,813
<b>Total Indirect Health Care Expenses</b>	<b>413,499</b>	<b>713,877</b>	<b>1,127,376</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax		
Other Taxes and Assessments	209,475	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: PreferredOne Community Health Plan**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>9.2%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>9.2%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	128,893	87,734	216,627
Claim Processing	208,736	142,081	350,817
Detection and Prevention of Fraud	30,183	20,545	50,728
Customer Service	190,249	129,497	319,746
Product Management and Marketing	442,996	2,309,615	2,752,611
Underwriting	161,530	109,949	271,479
Regulatory Compliance and Government	102,913	70,050	172,963
Lobbying	3,404	2,317	5,721
Provider Relations and Contracting	148,065	100,783	248,848
Quality Assurance and Utilization Management	117,234	79,798	197,032
Wellness and Health Education	37,373	263,771	301,144
Research and Product Development	72,254	49,181	121,435
Charitable Contributions	0	0	
General Administration	258,091	431,673	689,764
<b>Total Indirect Health Care Expenses</b>	<b>1,901,921</b>	<b>3,796,994</b>	<b>5,698,915</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	2,435,262	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: PreferredOne Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>10.9%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>10.2%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	336,724	229,198	565,922
Claim Processing	545,306	371,175	916,481
Detection and Prevention of Fraud	78,852	53,672	132,524
Customer Service	497,011	338,302	835,313
Product Management and Marketing	1,157,294	6,408,926	7,566,220
Underwriting	421,985	287,234	709,219
Regulatory Compliance and Government	268,852	183,000	451,852
Lobbying	8,894	6,054	14,948
Provider Relations and Contracting	386,807	263,289	650,096
Quality Assurance and Utilization Management	306,266	208,467	514,733
Wellness and Health Education	97,633	561,760	659,393
Research and Product Development	188,758	128,482	317,240
Charitable Contributions	0	0	
General Administration	674,242	653,768	1,328,010
<b>Total Indirect Health Care Expenses</b>	<b>4,968,624</b>	<b>9,693,327</b>	<b>14,661,951</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	6,434,221	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			



2012 Administrative Spending: PrimeWest Health

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

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	396,244	85,183	481,427
Claim Processing	2,993,378	2,647,608	5,640,986
Detection and Prevention of Fraud	191,394	69,415	260,809
Customer Service	488,112	344,557	832,669
Product Management and Marketing	258,897	25,176	284,073
Underwriting	0	0	
Regulatory Compliance and Government	644,105	838,804	1,482,909
Lobbying	0	26,241	26,241
Provider Relations and Contracting	657,106	193,461	850,567
Quality Assurance and Utilization Management	2,718,228	1,395,930	4,114,158
Wellness and Health Education	87,670	69,386	157,056
Research and Product Development	5,069	9,359	14,428
Charitable Contributions	0	0	
General Administration	1,577,057	1,918,265	3,495,322
<b>Total Indirect Health Care Expenses</b>	<b>10,017,260</b>	<b>7,623,385</b>	<b>17,640,645</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax	1,063,082	
Other Taxes and Assessments		

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	156,451	156,451	
Other Capital Costs			
<b>Total Capital Expenditures</b>	<b>156,451</b>	<b>156,451</b>	

**2012 Administrative Spending: Principal Life Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>30.4%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>31.2%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>0.0%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	219,928	246,650	466,578
Claim Processing	1,240,288	1,390,995	2,631,283
Detection and Prevention of Fraud	0	0	
Customer Service	28,130	31,548	59,678
Product Management and Marketing	217,370	243,783	461,153
Underwriting	0	0	
Regulatory Compliance and Government	25,573	28,681	54,254
Lobbying	0	0	
Provider Relations and Contracting	81,834	91,777	173,611
Quality Assurance and Utilization Management	94,620	106,118	200,738
Wellness and Health Education	0	0	
Research and Product Development	33,245	37,284	70,529
Charitable Contributions	0	0	
General Administration	616,308	691,196	1,307,504
<b>Total Indirect Health Care Expenses</b>	<b>2,557,296</b>	<b>2,868,032</b>	<b>5,425,328</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	70,566	
Other Taxes and Assessments	1,809,430	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

2012 Administrative Spending: ReliaStar Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	9.4%
Commercial Administrative Spending as percent of Commercial Spending:	67.9%
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

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	13,301	3,876	17,177
Claim Processing	50,816	8,190	59,006
Detection and Prevention of Fraud			
Customer Service	3,835	745	4,580
Product Management and Marketing	162,032	55,189	217,221
Underwriting	98,359	10,416	108,775
Regulatory Compliance and Government	5,874	1,189	7,063
Lobbying			
Provider Relations and Contracting	11,590	1,650	13,240
Quality Assurance and Utilization Management	41,911	43,935	85,846
Wellness and Health Education			
Research and Product Development	32,962	4,226	37,188
Charitable Contributions			
General Administration	250,298	525,514	775,812
<b>Total Indirect Health Care Expenses</b>	<b>670,978</b>	<b>654,930</b>	<b>1,325,908</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax		
Other Taxes and Assessments	562,468	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Sanford HealthPlan of Minnesota**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>9.7%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>9.0%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>13.5%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	980	0	980
Claim Processing	6,927	281	7,208
Detection and Prevention of Fraud	60	0	60
Customer Service	10,638	279	10,917
Product Management and Marketing	636	188,240	188,876
Underwriting	2,359	0	2,359
Regulatory Compliance and Government	1,180	33,149	34,329
Lobbying	0	0	
Provider Relations and Contracting	3,669	2,652	6,321
Quality Assurance and Utilization Management	11,840	346	12,186
Wellness and Health Education	0	0	
Research and Product Development	236	0	236
Charitable Contributions	0	0	
General Administration	18,318	81,812	100,130
<b>Total Indirect Health Care Expenses</b>	<b>56,843</b>	<b>306,759</b>	<b>363,602</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	150,163	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Security Life Insurance Company of America**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>20.5%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>20.5%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	16,885	41,420	58,305
Claim Processing	12,325	14,983	27,308
Detection and Prevention of Fraud			
Customer Service	17,885	5,411	23,296
Product Management and Marketing	14,457	12,489	26,946
Underwriting	27,397	5,979	33,376
Regulatory Compliance and Government	16,721	12,795	29,516
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management	1,652	1,481	3,133
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	186,740	468,116	654,856
<b>Total Indirect Health Care Expenses</b>	<b>294,062</b>	<b>562,674</b>	<b>856,736</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments	148,460	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: SilverScript Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>7.2%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>7.2%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment			
Claim Processing			
Detection and Prevention of Fraud			
Customer Service			
Product Management and Marketing			
Underwriting			
Regulatory Compliance and Government			
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development			
Charitable Contributions			
General Administration	62,964	1,294,543	1,357,507
<b>Total Indirect Health Care Expenses</b>	<b>62,964</b>	<b>1,294,543</b>	<b>1,357,507</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments		

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: South Country Health Alliance**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>8.9%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>Not Applicable</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>8.9%</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	116,748	390,105	506,853
Claim Processing		6,654,400	6,654,400
Detection and Prevention of Fraud	181,228	67,866	249,094
Customer Service	289,547	183,506	473,053
Product Management and Marketing	490,677	63,667	554,344
Underwriting			
Regulatory Compliance and Government	299,226	560,545	859,771
Lobbying			
Provider Relations and Contracting	313,232	384,159	697,391
Quality Assurance and Utilization Management	1,121,480	376,040	1,497,520
Wellness and Health Education	67,283	152,595	219,878
Research and Product Development			
Charitable Contributions			
General Administration	1,679,784	1,975,113	3,654,897
<b>Total Indirect Health Care Expenses</b>	<b>4,559,205</b>	<b>10,807,996</b>	<b>15,367,201</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments	21,500	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	283,620	283,620	
Other Capital Costs			
<b>Total Capital Expenditures</b>	<b>283,620</b>	<b>283,620</b>	

**2012 Administrative Spending: State Farm Mutual Automobile Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>11.3%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>8.9%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>16.8%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	29,667	2,679	32,346
Claim Processing	417,645	742,480	1,160,125
Detection and Prevention of Fraud	21,981	39,078	61,059
Customer Service	8,653	2	8,655
Product Management and Marketing	15,575	1,019,701	1,035,276
Underwriting	1,731	697	2,428
Regulatory Compliance and Government	17,306	5,084	22,390
Lobbying	0	7,814	7,814
Provider Relations and Contracting	3,708	1	3,709
Quality Assurance and Utilization Management	8,653	2,313	10,966
Wellness and Health Education	1,236	0	1,236
Research and Product Development	12,362	2,314	14,676
Charitable Contributions	0	4	4
General Administration	24,722	14,022	38,744
<b>Total Indirect Health Care Expenses</b>	<b>563,239</b>	<b>1,836,189</b>	<b>2,399,428</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	7	
Other Taxes and Assessments	730,490	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			



2012 Administrative Spending: Sterling Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	60.3%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	60.3%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	8,611	4,678	13,289
Claim Processing	6,824	81,541	88,365
Detection and Prevention of Fraud	1,045	34	1,079
Customer Service	24,036	5,393	29,429
Product Management and Marketing	166,738	108,783	275,521
Underwriting	0	0	
Regulatory Compliance and Government	14,129	5,251	19,380
Lobbying	0	447	447
Provider Relations and Contracting	24,779	5,822	30,601
Quality Assurance and Utilization Management	24,278	16,566	40,844
Wellness and Health Education	0	3,541	3,541
Research and Product Development	5,974	3,338	9,312
Charitable Contributions	0	0	
General Administration	94,849	228,443	323,292
<b>Total Indirect Health Care Expenses</b>	<b>371,263</b>	<b>463,837</b>	<b>835,100</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax		
Other Taxes and Assessments	13,116	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

2012 Administrative Spending: Sun Life Assurance Company of Canada

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	10.8%
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):	Not Applicable

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	5,901	311	6,212
Claim Processing	18,306	3,341	21,647
Detection and Prevention of Fraud		0	
Customer Service	10,656	561	11,217
Product Management and Marketing	5,596	1,960	7,556
Underwriting	33,221	2,035	35,256
Regulatory Compliance and Government	4,461	235	4,696
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development	1,399	74	1,473
Charitable Contributions			
General Administration	350,435	39,259	389,694
<b>Total Indirect Health Care Expenses</b>	<b>429,975</b>	<b>47,776</b>	<b>477,751</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Time Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>20.9%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>20.9%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>Not Applicable</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	59,240	101,138	160,378
Claim Processing	168,464	282,235	450,699
Detection and Prevention of Fraud	0	0	
Customer Service	612,165	212,590	824,755
Product Management and Marketing	976,876	647,508	1,624,384
Underwriting	571,354	234,051	805,405
Regulatory Compliance and Government	191,882	120,608	312,490
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	242,750	31,536	274,286
Wellness and Health Education	0	0	
Research and Product Development	0	89	89
Charitable Contributions	0	264	264
General Administration	510,994	2,820,336	3,331,330
<b>Total Indirect Health Care Expenses</b>	<b>3,333,725</b>	<b>4,450,355</b>	<b>7,784,080</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	12,994	
Other Taxes and Assessments	1,545,521	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

2012 Administrative Spending: UCare Minnesota

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	6.3%
Commercial Administrative Spending as percent of Commercial Spending:	100.0%
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	6.2%
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	6.2%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	2,060,552	4,597,203	6,657,755
Claim Processing	8,360,672	13,772,093	22,132,765
Detection and Prevention of Fraud	451,838	206,311	658,149
Customer Service	6,020,962	3,415,820	9,436,782
Product Management and Marketing	5,533,553	13,253,457	18,787,010
Underwriting			
Regulatory Compliance and Government	2,285,986	1,002,992	3,288,978
Lobbying	64,979	160,881	225,860
Provider Relations and Contracting	4,507,113	11,121,295	15,628,408
Quality Assurance and Utilization Management	14,113,010	13,932,552	28,045,562
Wellness and Health Education	1,193,999	2,838,251	4,032,250
Research and Product Development	182,343	1,249,946	1,432,289
Charitable Contributions		12,019,396	12,019,396
General Administration	5,823,192	7,279,727	13,102,919
<b>Total Indirect Health Care Expenses</b>	<b>50,598,199</b>	<b>84,849,924</b>	<b>135,448,123</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax	12,462,824	
Other Taxes and Assessments	8,706,971	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions	3,888,734	3,888,734	
Other Capital Costs			
<b>Total Capital Expenditures</b>	<b>3,888,734</b>	<b>3,888,734</b>	

2012 Administrative Spending: UniCare Life & Health Insurance Company

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	8.2%
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):	8.1%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	2,674	1,779	4,453
Claim Processing	32,385	20,784	53,169
Detection and Prevention of Fraud	24	19	43
Customer Service	5,636	4,048	9,684
Product Management and Marketing	18,322	27,618	45,940
Underwriting	504	81	585
Regulatory Compliance and Government	4,459	8,797	13,256
Lobbying	251	399	650
Provider Relations and Contracting	1,023	780	1,803
Quality Assurance and Utilization Management	8,260	5,029	13,289
Wellness and Health Education	1,799	2,790	4,589
Research and Product Development	379	571	950
Charitable Contributions	0	18	18
General Administration	2,879	2,309	5,188
<b>Total Indirect Health Care Expenses</b>	<b>78,595</b>	<b>75,022</b>	<b>153,617</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax		
Other Taxes and Assessments	6,483	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: Union Security Insurance Company**

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

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	215	121	336
Claim Processing	142,226	151,061	293,287
Detection and Prevention of Fraud	0	2,113	2,113
Customer Service	144,992	27,033	172,025
Product Management and Marketing	189,000	846,557	1,035,557
Underwriting	35,733	5,144	40,877
Regulatory Compliance and Government	19,667	2,095	21,762
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	53	7	60
Wellness and Health Education	0	0	
Research and Product Development	12,380	7,355	19,735
Charitable Contributions	0	0	
General Administration	83,865	39,902	123,767
<b>Total Indirect Health Care Expenses</b>	<b>628,131</b>	<b>1,081,388</b>	<b>1,709,519</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	270,325	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

2012 Administrative Spending: United World Life Insurance Company

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	16.3%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	16.3%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
Indirect Expense Category	Salaries and Benefits	Other Expense	Total Indirect Health Care Expense (by category)
Billing and Enrollment	1,185	1,152	2,337
Claim Processing	33,378	72,324	105,702
Detection and Prevention of Fraud	1,687	558	2,245
Customer Service	23,795	5,589	29,384
Product Management and Marketing	51,721	641,952	693,673
Underwriting	2,714	1,456	4,170
Regulatory Compliance and Government	2,153	3,912	6,065
Lobbying			
Provider Relations and Contracting			
Quality Assurance and Utilization Management			
Wellness and Health Education			
Research and Product Development	7,669	1,890	9,559
Charitable Contributions			
General Administration	37,563	24,832	62,395
<b>Total Indirect Health Care Expenses</b>	<b>161,865</b>	<b>753,665</b>	<b>915,530</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax	245,406	
Other Taxes and Assessments	149,578	

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: UnitedHealthcare Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>15.9%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>15.9%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>15.8%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	1,307,847	1,429,215	2,737,062
Claim Processing	3,344,115	3,654,450	6,998,565
Detection and Prevention of Fraud	115,885	126,640	242,525
Customer Service	2,698,469	2,948,888	5,647,357
Product Management and Marketing	860,861	940,750	1,801,611
Underwriting	182,105	199,005	381,110
Regulatory Compliance and Government	66,220	72,365	138,585
Lobbying	0	0	
Provider Relations and Contracting	2,152,153	2,351,874	4,504,027
Quality Assurance and Utilization Management	2,979,905	3,256,440	6,236,345
Wellness and Health Education	16,555	18,091	34,646
Research and Product Development	148,995	162,822	311,817
Charitable Contributions	0	0	
General Administration	794,641	868,384	1,663,025
<b>Total Indirect Health Care Expenses</b>	<b>14,667,751</b>	<b>16,028,924</b>	<b>30,696,675</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax	0	
Other Taxes and Assessments	2,125,453	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic	0	0	
Capital Acquisitions	0	0	
Other Capital Costs	0	0	
<b>Total Capital Expenditures</b>			



2012 Administrative Spending: WellCare Health Insurance of Illinois, Inc.

Total Administrative Spending as percent of Total Carrier Spending <sup>1</sup> :	13.7%
Commercial Administrative Spending as percent of Commercial Spending:	Not Applicable
MN Public Programs Administrative Spending as percent of MN Public Programs Spending:	Not Applicable
Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):	13.7%

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

Indirect Health Care Expenses (Medical and Dental)			Calendar Year 2012
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		498,570	498,570
<b>Total Indirect Health Care Expenses</b>		<b>498,570</b>	<b>498,570</b>

Taxes and Assessments		Calendar Year 2012
MinnesotaCare Tax		
Other Taxes and Assessments		

Capital Costs			Calendar Year 2012
	2012 Incurred	2012 Payments	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

**2012 Administrative Spending: World Insurance Company**

<b>Total Administrative Spending as percent of Total Carrier Spending<sup>1</sup>:</b>	<b>11.5%</b>
<b>Commercial Administrative Spending as percent of Commercial Spending:</b>	<b>10.8%</b>
<b>MN Public Programs Administrative Spending as percent of MN Public Programs Spending:</b>	<b>Not Applicable</b>
<b>Medicare Administrative Spending as percent of Medicare Spending (includes Medicare Advantage, Part D, and Medicare Supplement):</b>	<b>14.8%</b>

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

<b>Indirect Health Care Expenses (Medical and Dental)</b>			<b>Calendar Year 2012</b>
<b>Indirect Expense Category</b>	<b>Salaries and Benefits</b>	<b>Other Expense</b>	<b>Total Indirect Health Care Expense (by category)</b>
Billing and Enrollment	47,850	39,035	86,885
Claim Processing	61,190	49,917	111,107
Detection and Prevention of Fraud	0	0	
Customer Service	16,134	3,052	19,186
Product Management and Marketing	18,557	1,808	20,365
Underwriting	9,921	21,423	31,344
Regulatory Compliance and Government	22,220	18,127	40,347
Lobbying	0	0	
Provider Relations and Contracting	0	0	
Quality Assurance and Utilization Management	0	0	
Wellness and Health Education	0	0	
Research and Product Development	0	0	
Charitable Contributions	17	14	31
General Administration	37,941	41,061	79,002
<b>Total Indirect Health Care Expenses</b>	<b>213,830</b>	<b>174,437</b>	<b>388,267</b>

<b>Taxes and Assessments</b>		<b>Calendar Year 2012</b>
MinnesotaCare Tax		
Other Taxes and Assessments	109,665	

<b>Capital Costs</b>			<b>Calendar Year 2012</b>
	<b>2012 Incurred</b>	<b>2012 Payments</b>	
Capital Costs on Behalf of a Hospital or Clinic			
Capital Acquisitions			
Other Capital Costs			
<b>Total Capital Expenditures</b>			

## Appendix A: Definitions



### Definitions for the 2012 MDH Health Plan Financial & Statistical Report (HPFSR)

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

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

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

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