



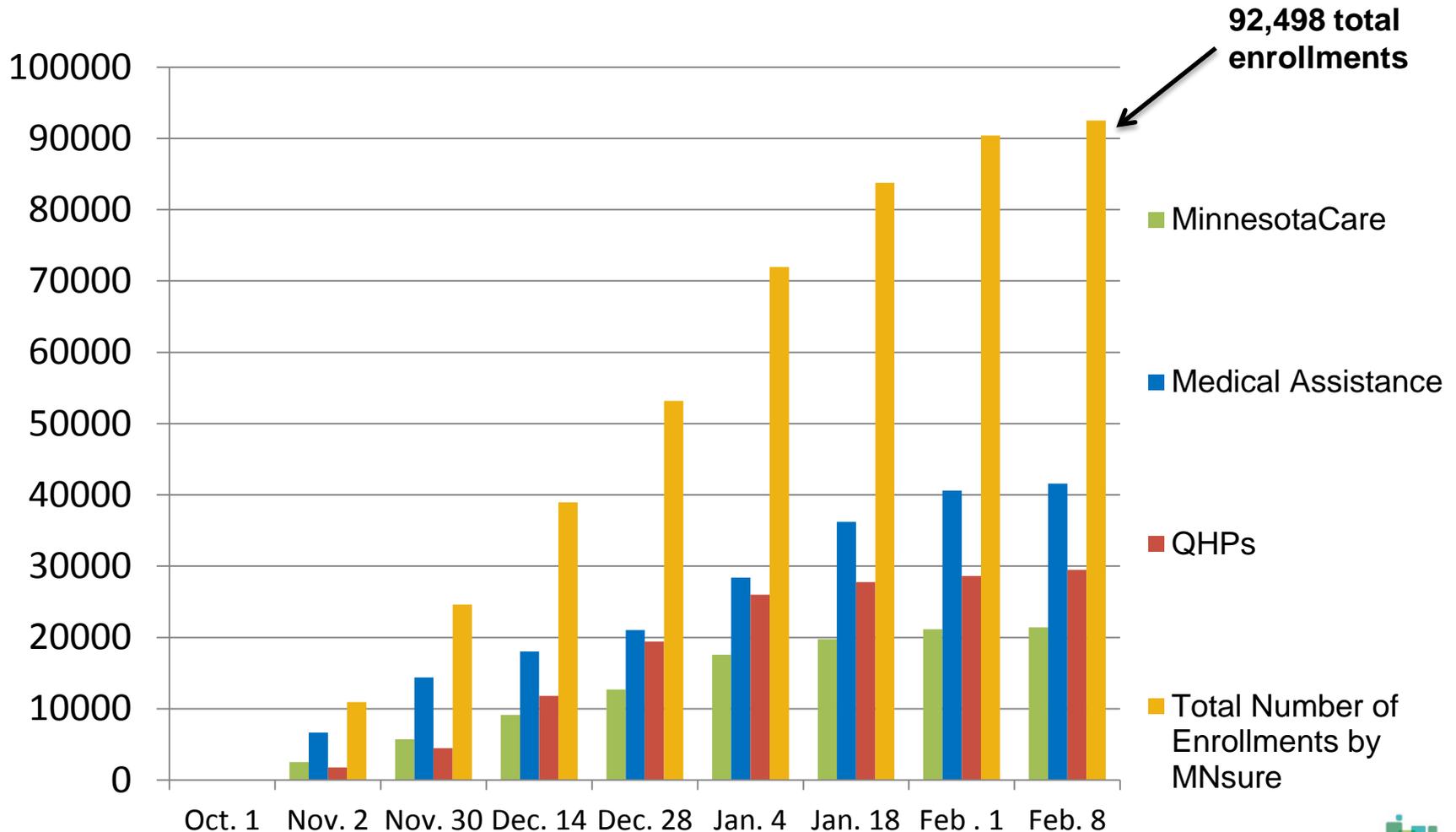
MNsure Dashboard

Prepared for Board of Directors Meeting

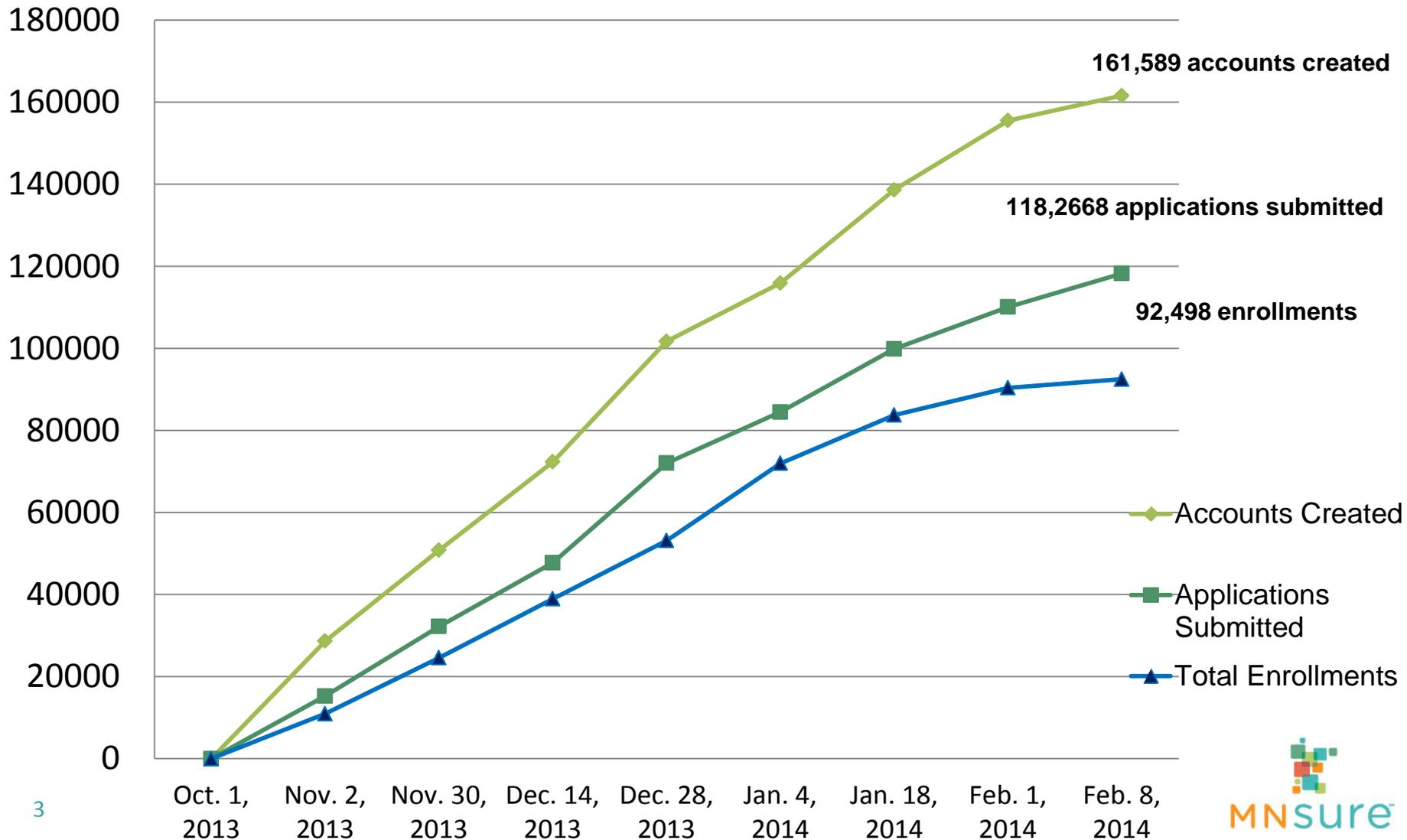
February 12, 2014



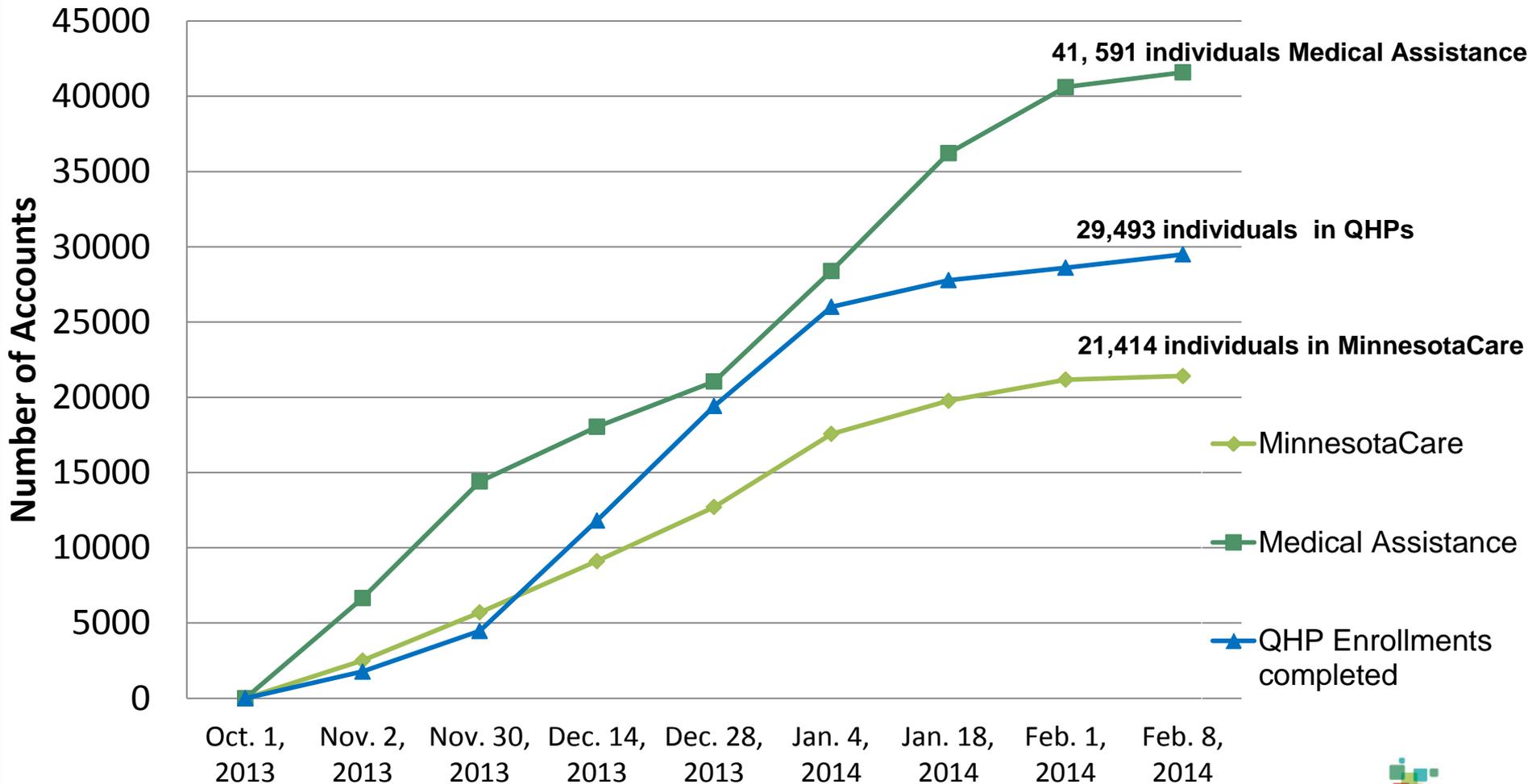
Enrollment in Process



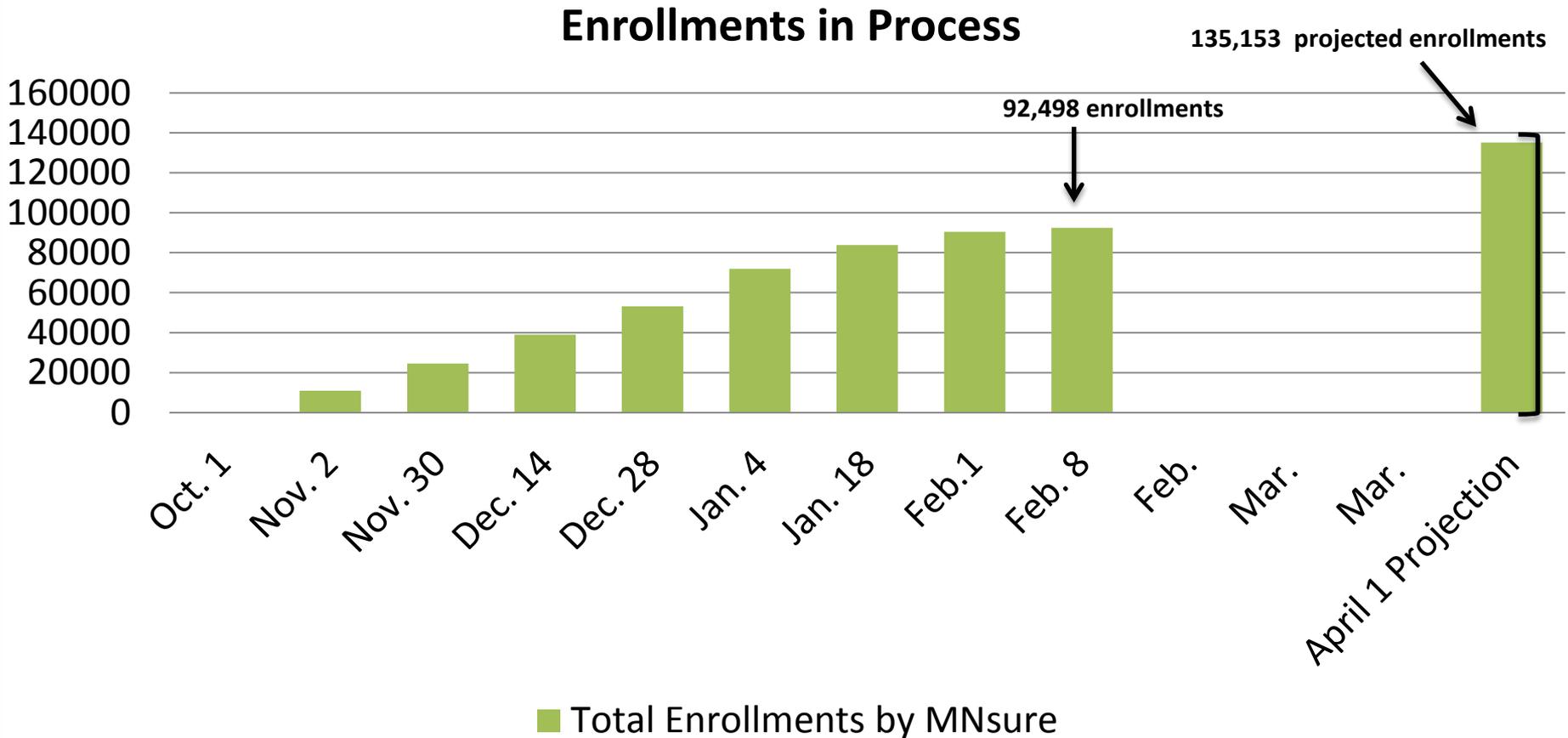
Applications and Enrollment through MNsure



Enrollments



Total Enrollments in Process



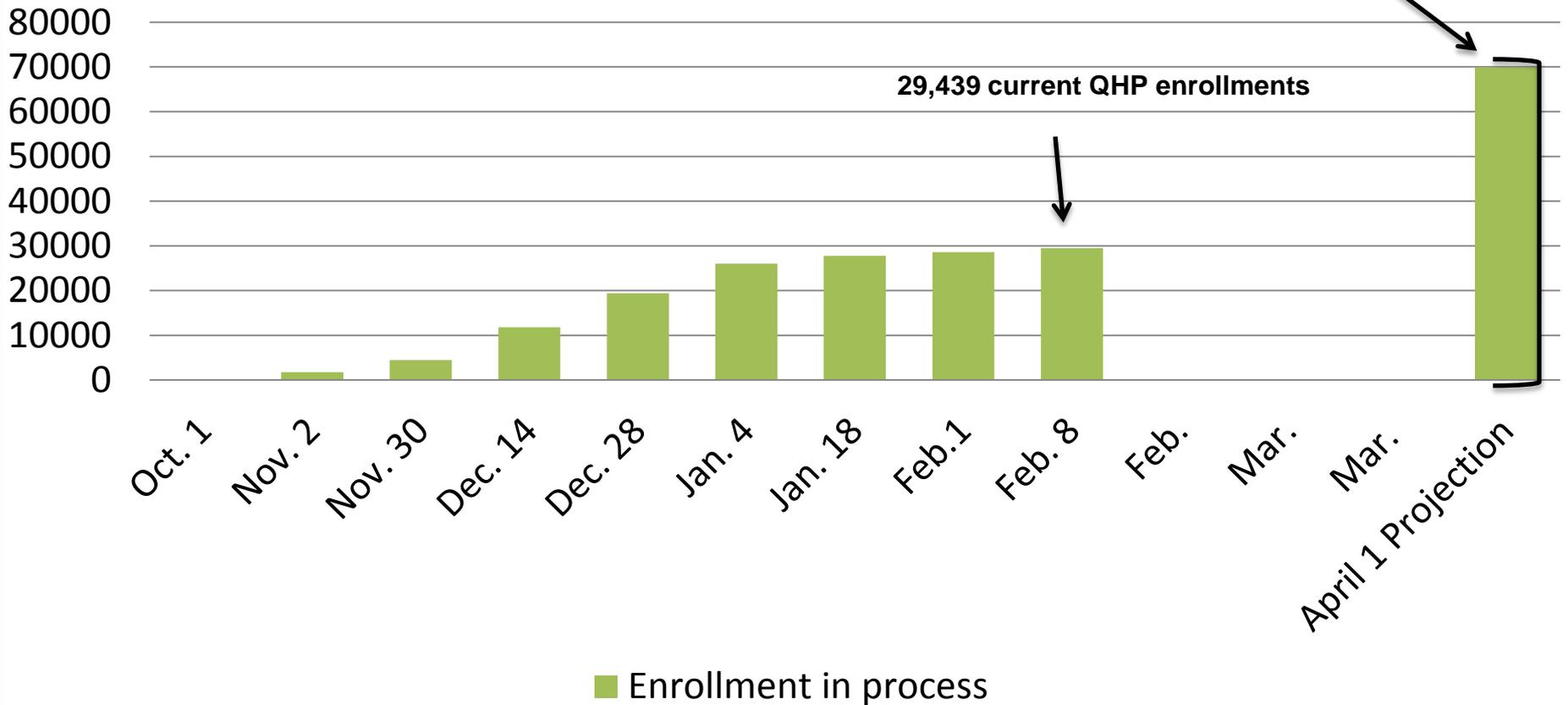
Note: Enrollments in process means the consumer has chosen a plan and a payment method.

QHP Enrollments in Process



QHP Enrollments in Process

69,904 projected QHP enrollments

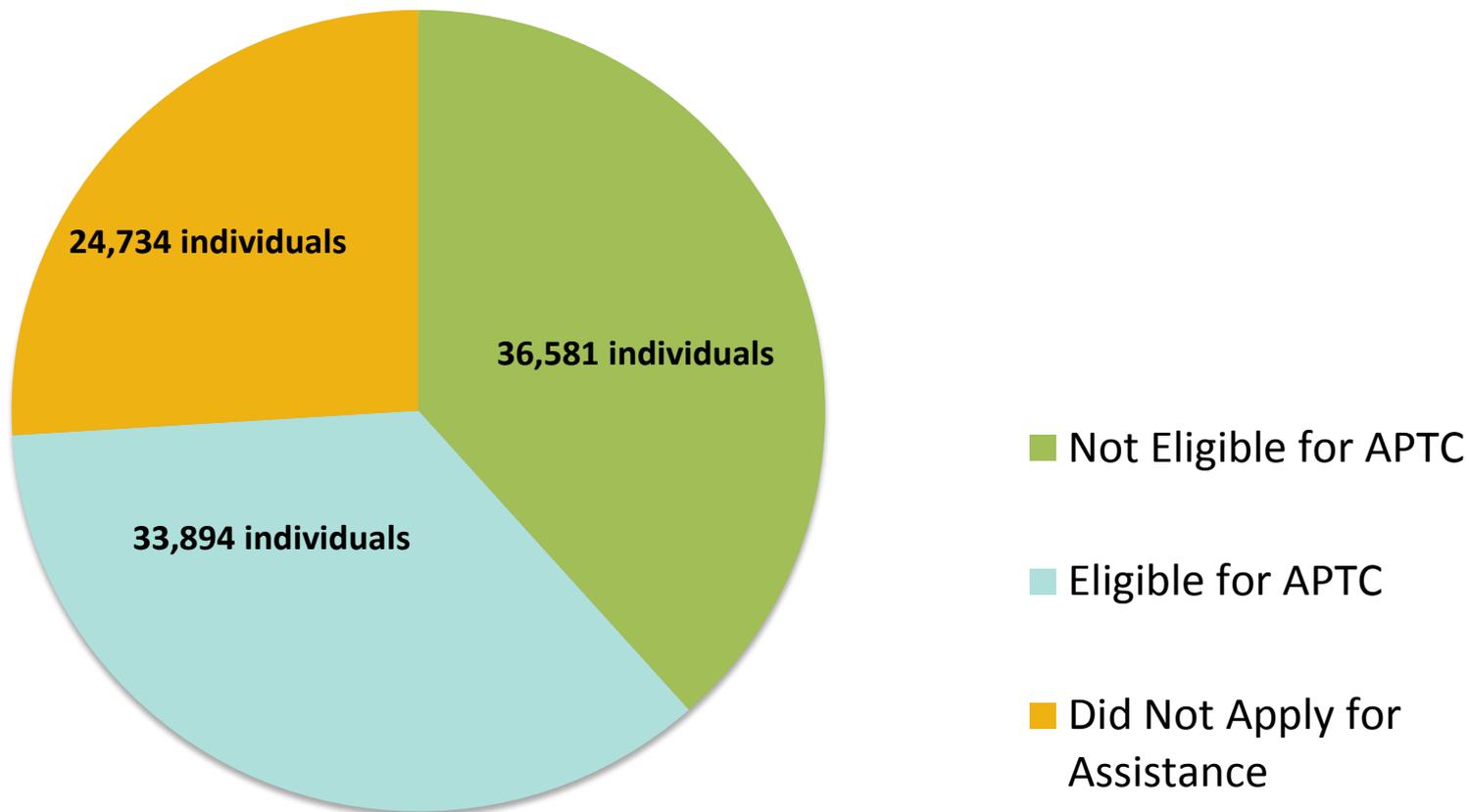


Note: Enrollments in process means the consumer has chosen a plan and a payment method.

Eligibility of QHP Applicants

February 8, 2014

Number of Applicants Applying for Coverage



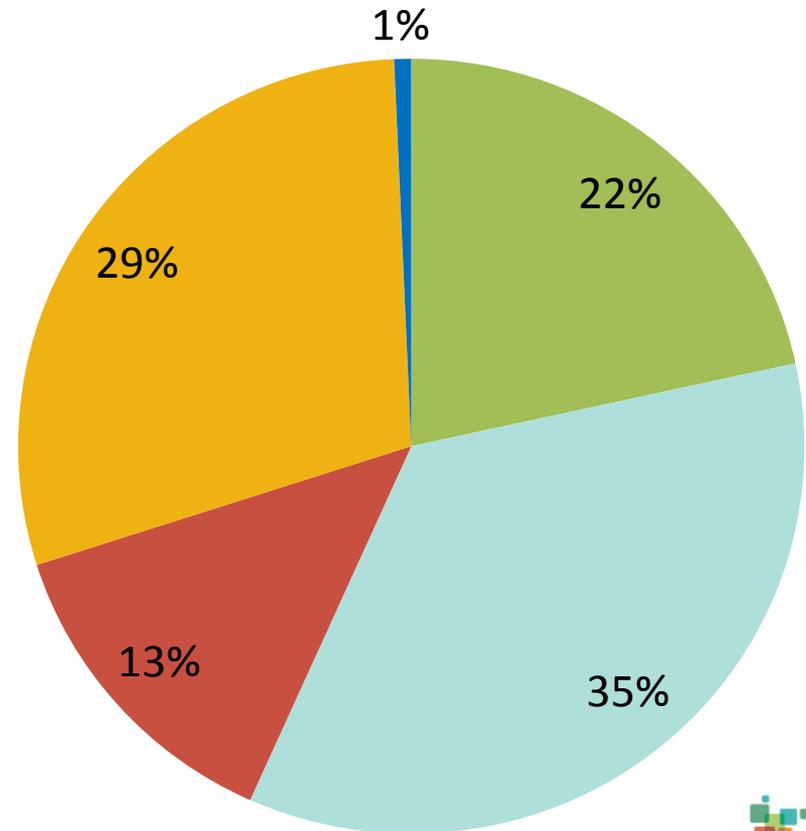
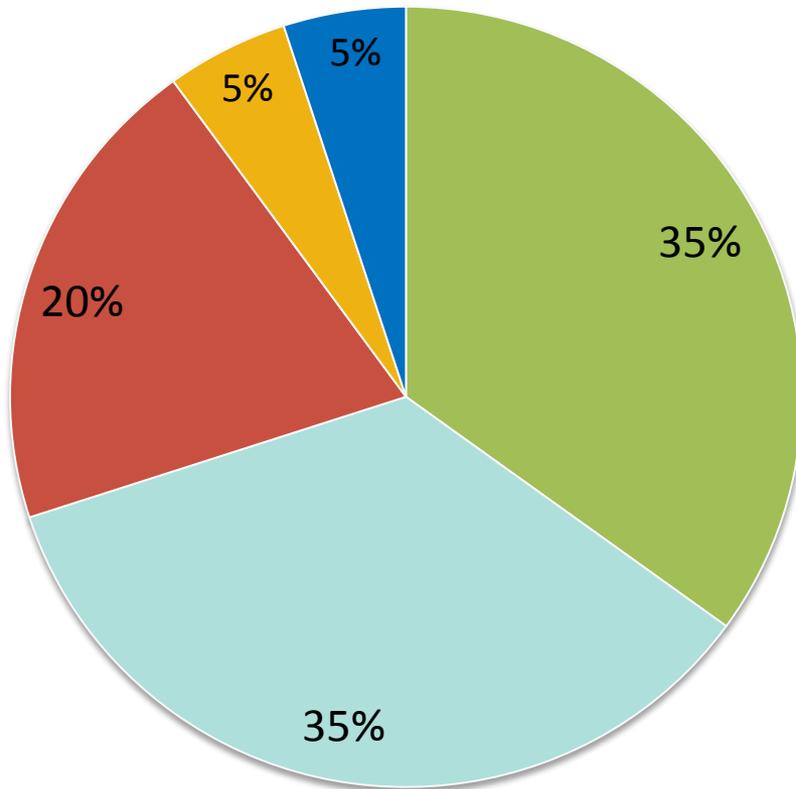
Individual Market: Metal Levels

February 8, 2014

Projected Metal Level Selection

Actual Metal Level Selection

■ Bronze ■ Silver ■ Gold ■ Platinum ■ Catastrophic

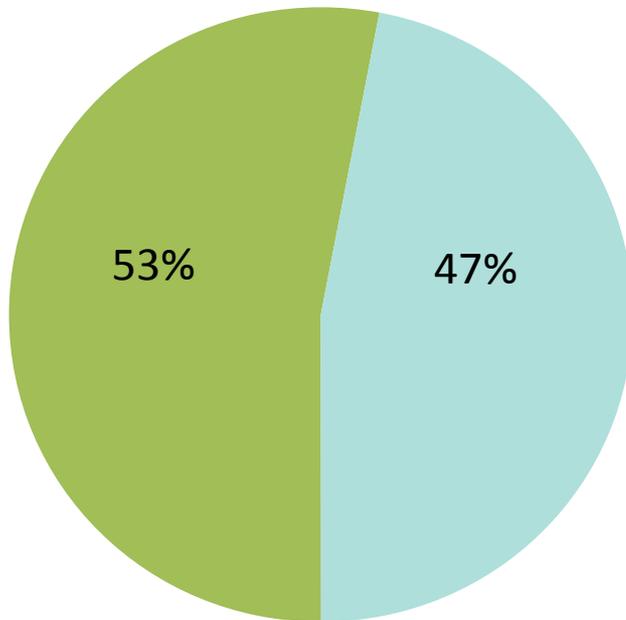


Individual Market: QHP Enrollee Demographics

February 8, 2014

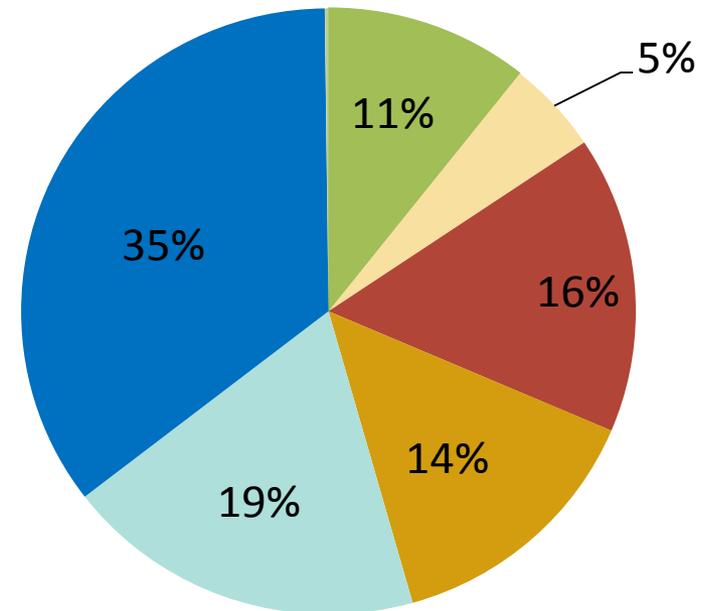
Gender in QHPs

■ Female ■ Male



Ages in QHPs

■ 0-18 ■ 19-25 ■ 26-34
■ 35-44 ■ 45-54 ■ 55-64

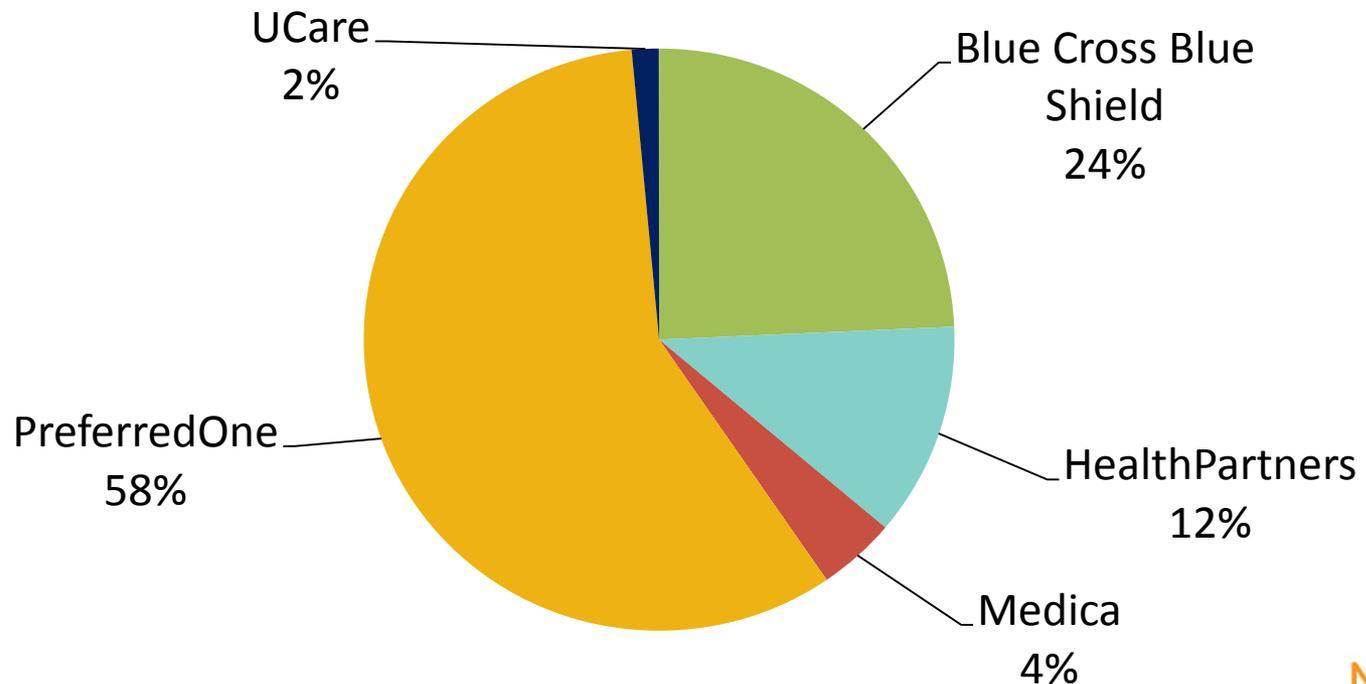


Individual Market: Enrollees by Carrier

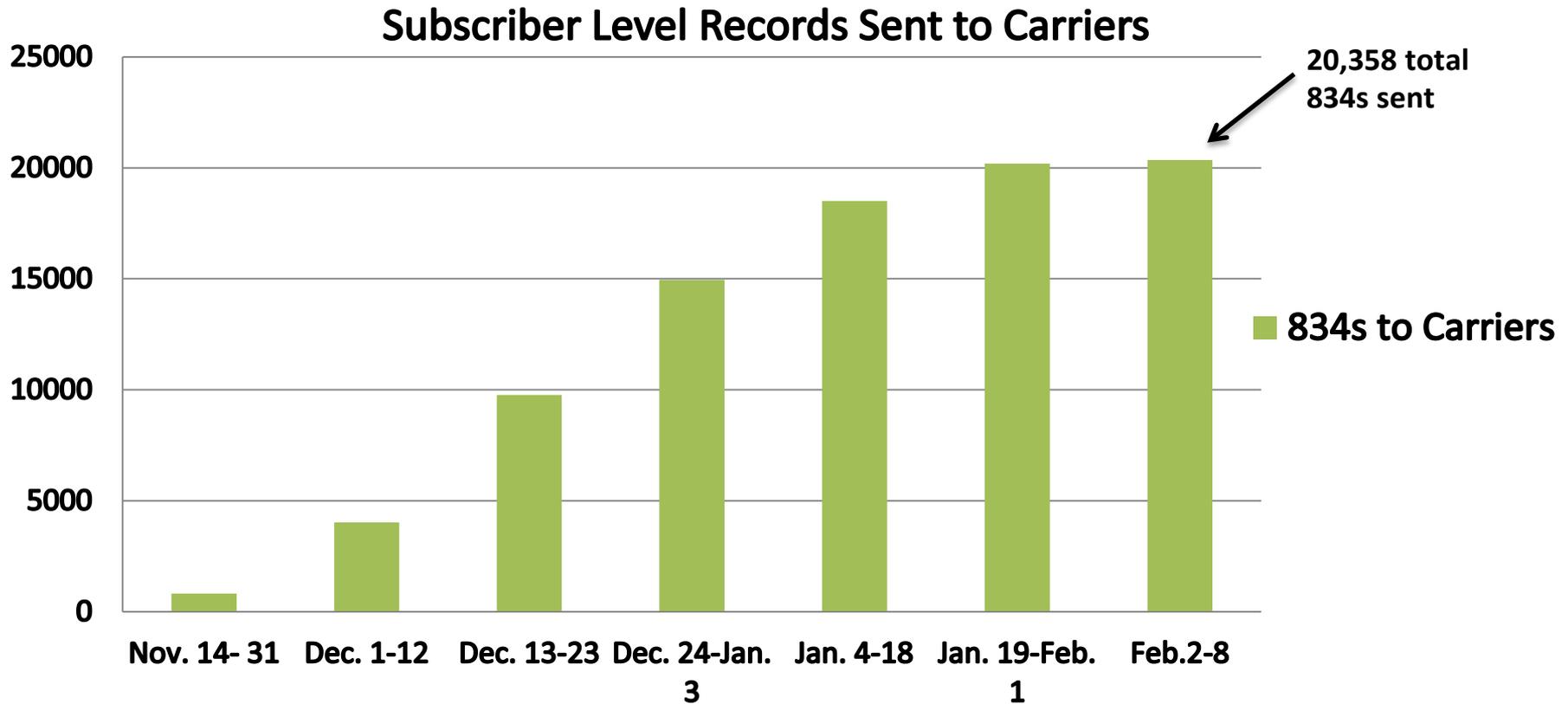
February 8, 2014

Percent of Enrollees by Carrier

■ Blue Cross Blue Shield ■ HealthPartners ■ Medica ■ PreferredOne ■ UCare



Enrollment Records Sent to Carriers



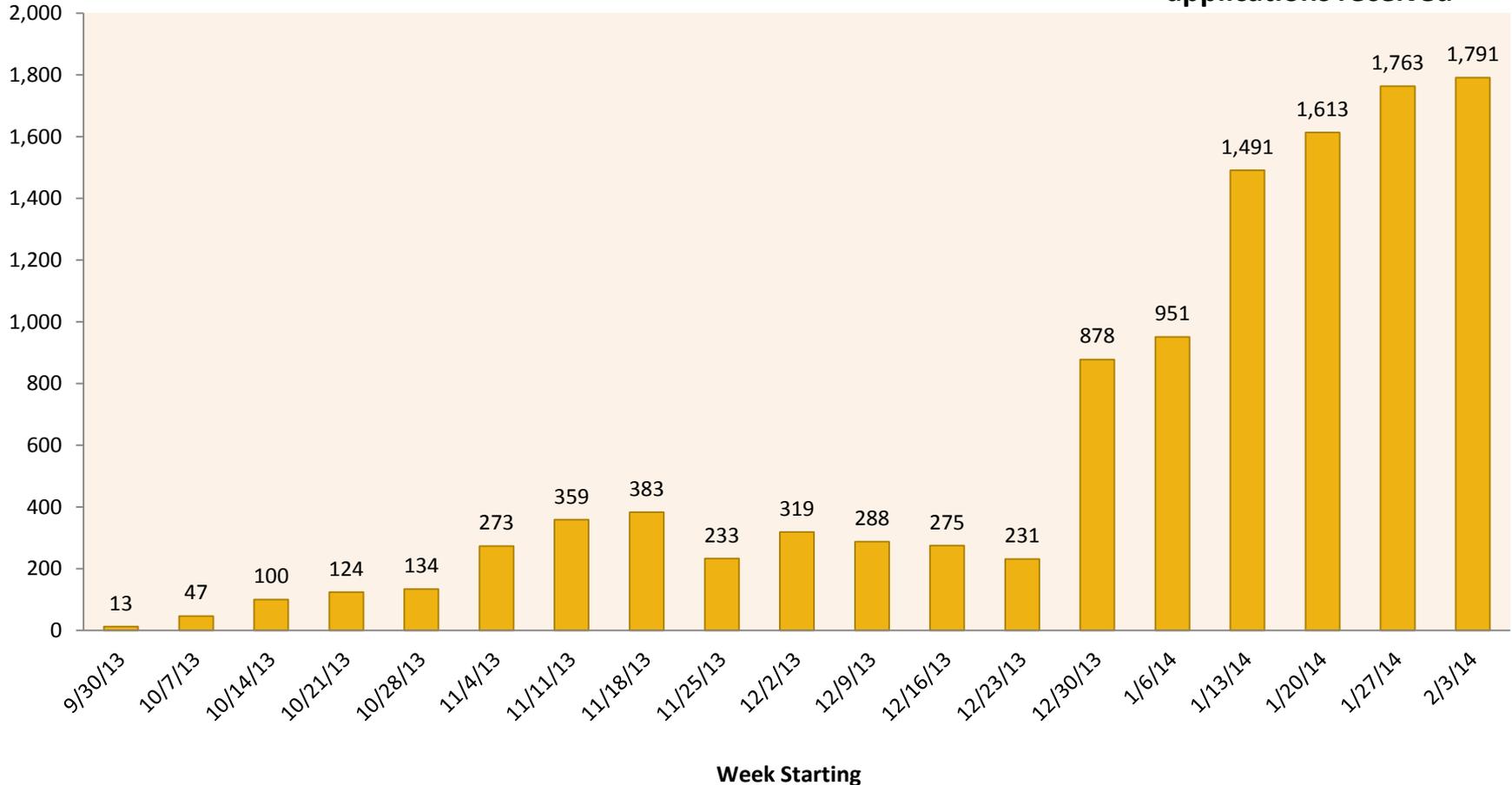
- The same household is counted twice (appropriately) in these subscriber level records if the household chose both a medical and dental plan because the subscriber record has to be sent to each carrier.
- MNsure has sent 3,526 manual 834s as of February 8, 2014

MNsure Paper Applications

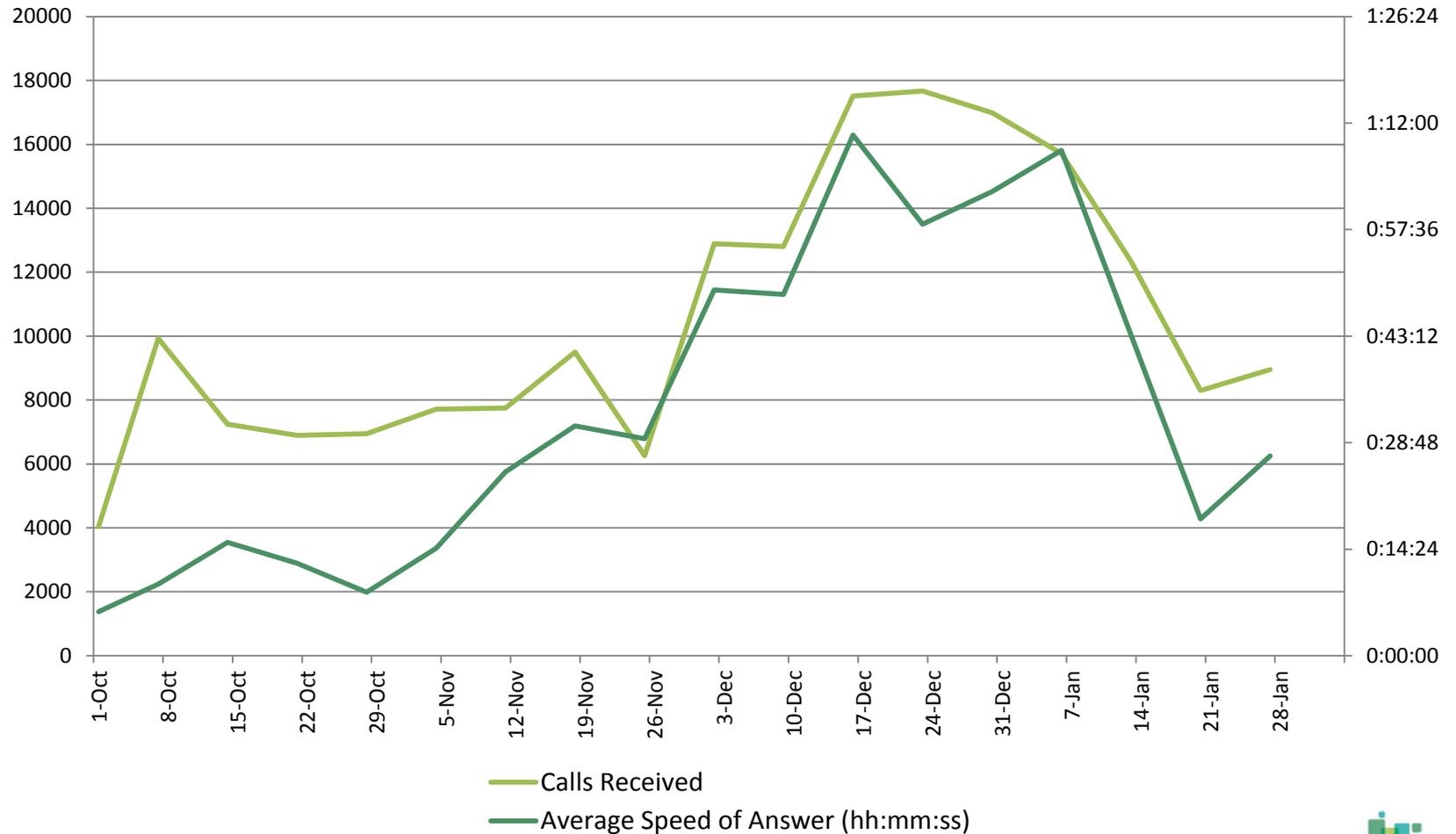
October 1, 2013 – February 7, 2014

MNsure Paper Applications Received

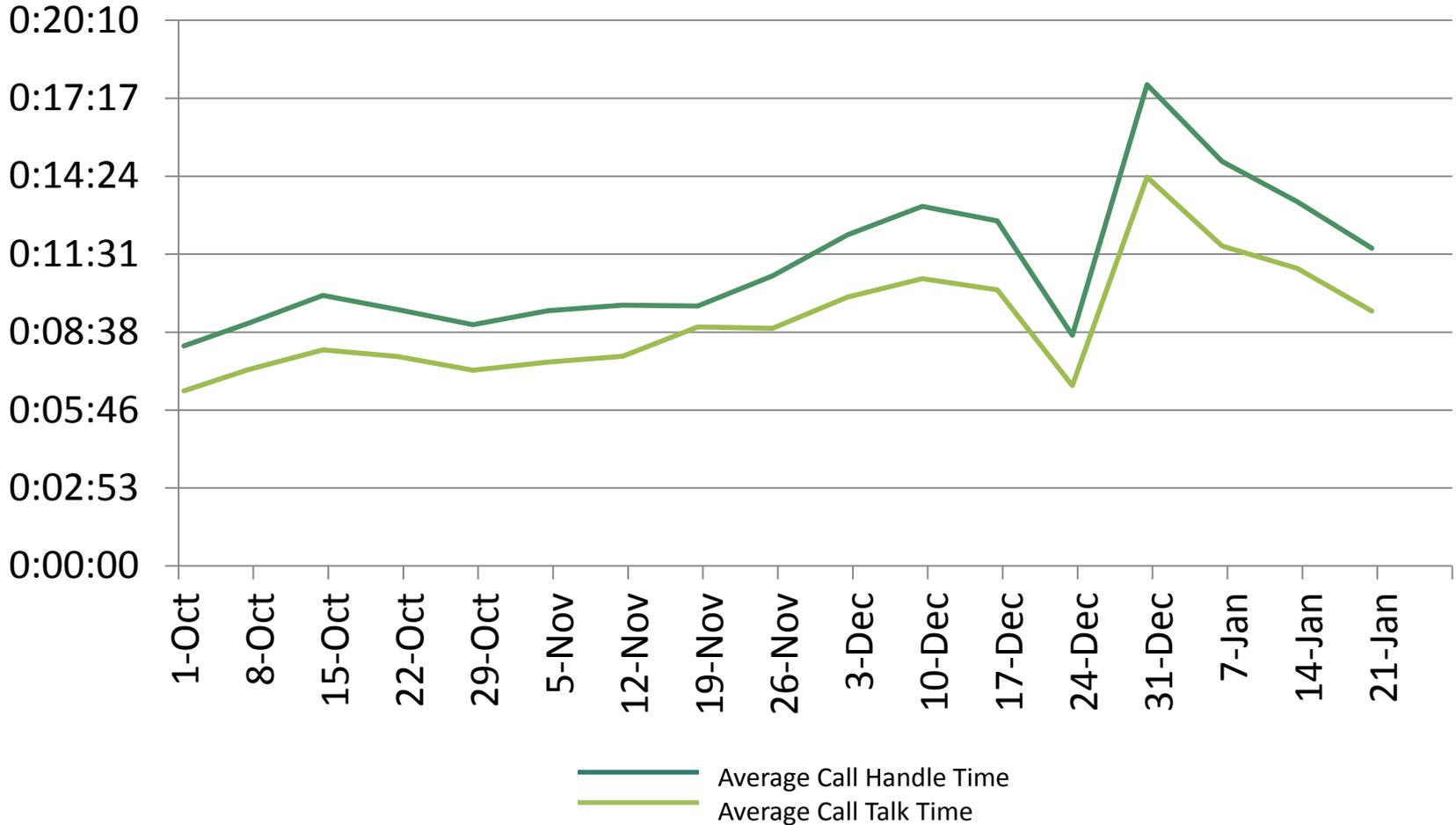
11,266 total paper applications received



Call Center – Average Wait Time/ASA

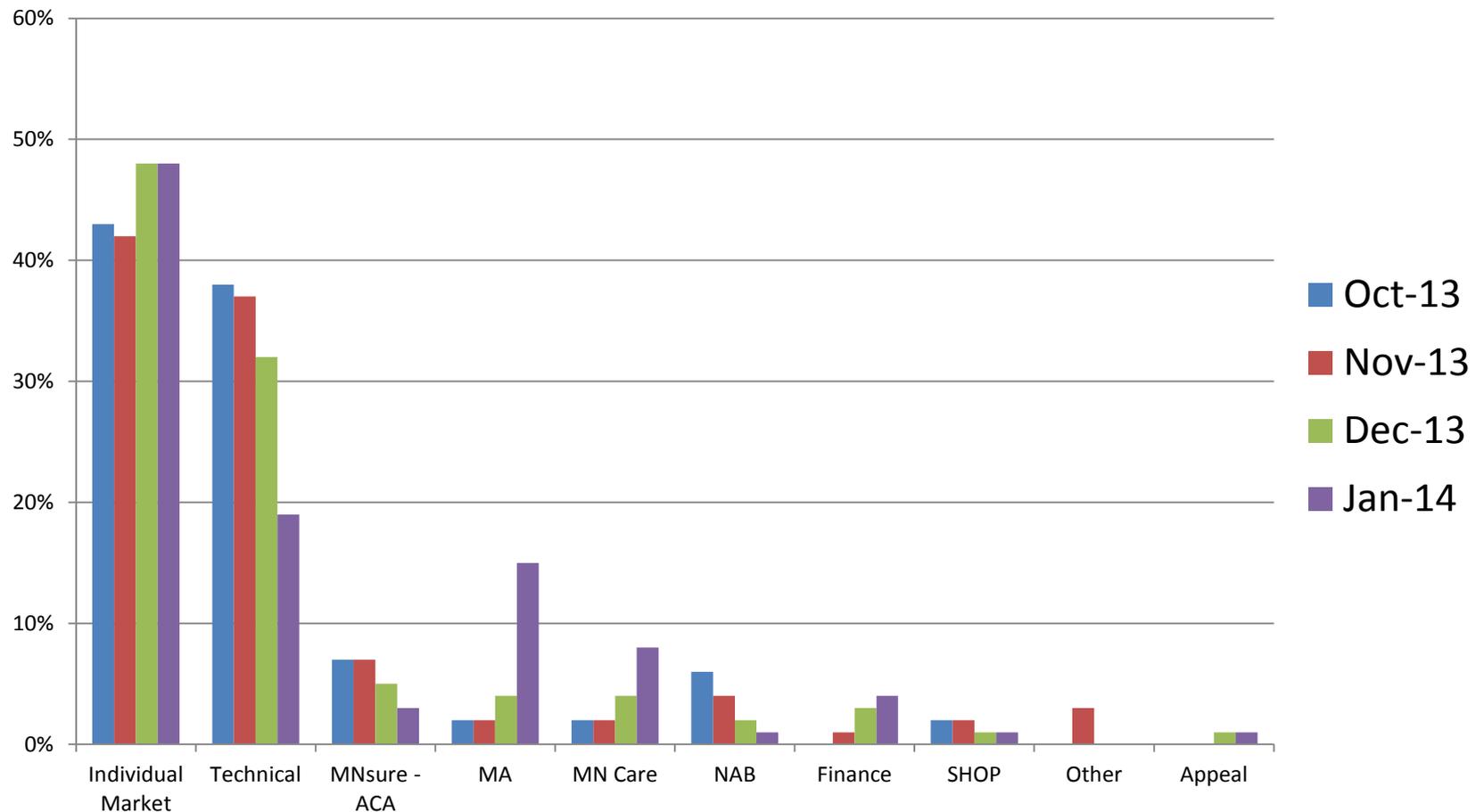


Call Center – Resolution and Talk Time



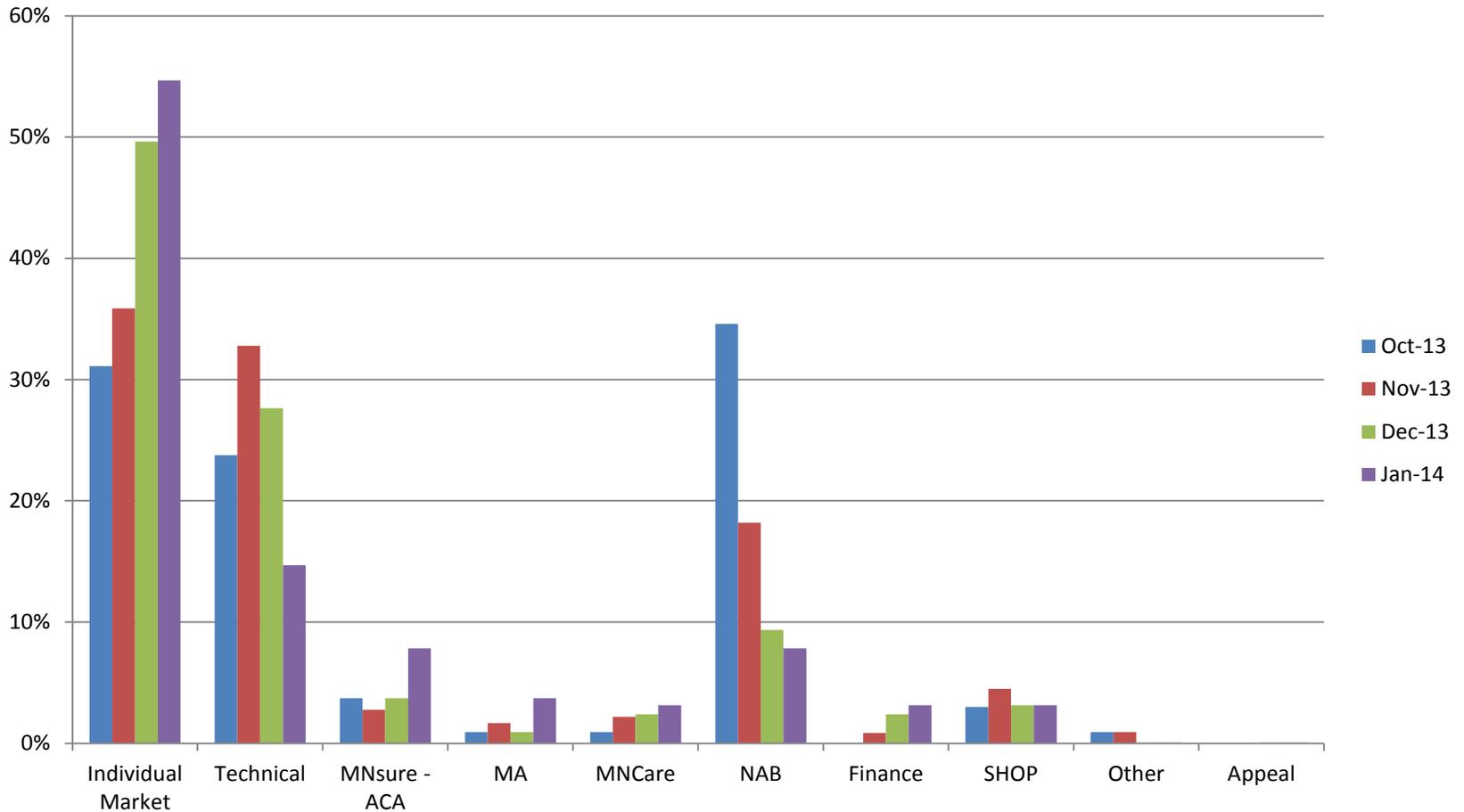
Call Center – Type of Calls Received

October 2013 – January 2014



Navigators/Broker Call Center

October 2013 – January 2014



Call Center – Type of Calls Received

October 2013 – January 2014



Top 10 Inquiries:

1. What do I need to do to enroll (19%)
2. How do I fill out the application (12%)
3. Can you reset my password/account (10%)
4. The webpage/app is not working (8%)
5. Am I eligible for a program or tax credit (8%)
6. What is the status of my application (7%)
7. Am I eligible to purchase insurance (6%)
8. Am I eligible for MA/where is my packet (3%)
9. Why am I not getting a tax credit (3%)
10. Carrier info – status of cards/payment (2%)

Navigator/Broker Call Center – Type of Calls Received

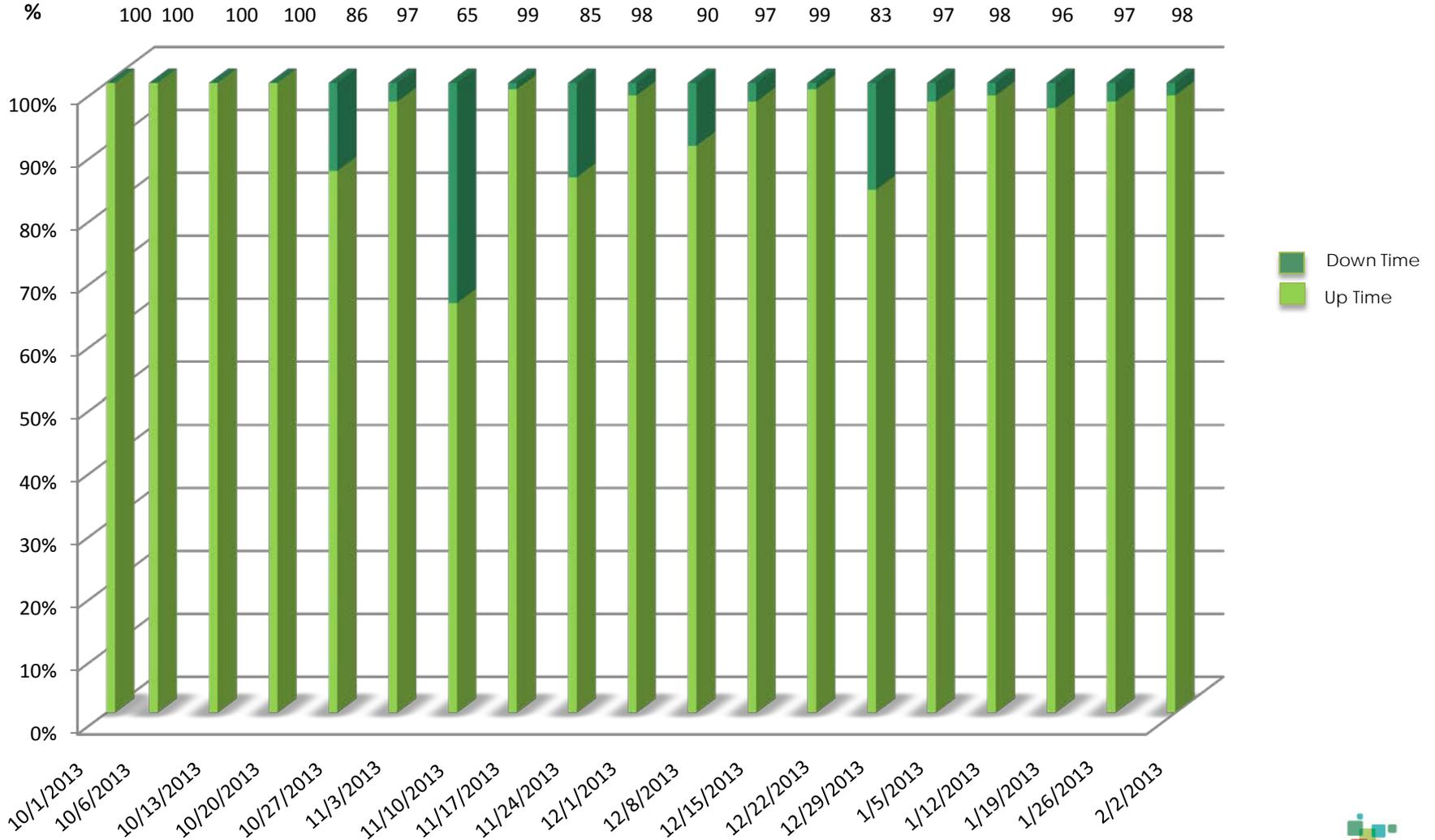
October 2013 – January 2014



Top 10 Inquiries:

1. Broker Login Info / Access (15%)
2. The webpage/app is not working (8%)
3. What is status of my client's application (11%)
4. Is my client eligible for the APTC (10%)
5. Why is the application still pending (10%)
6. Where is my training info/access (6%)
7. Can you explain the email I just received from MNsure (5%)
8. General problem with account (3%)
9. Why is my client not getting a tax credit (2%)
10. How do I apply for my client (2%)

System Uptime



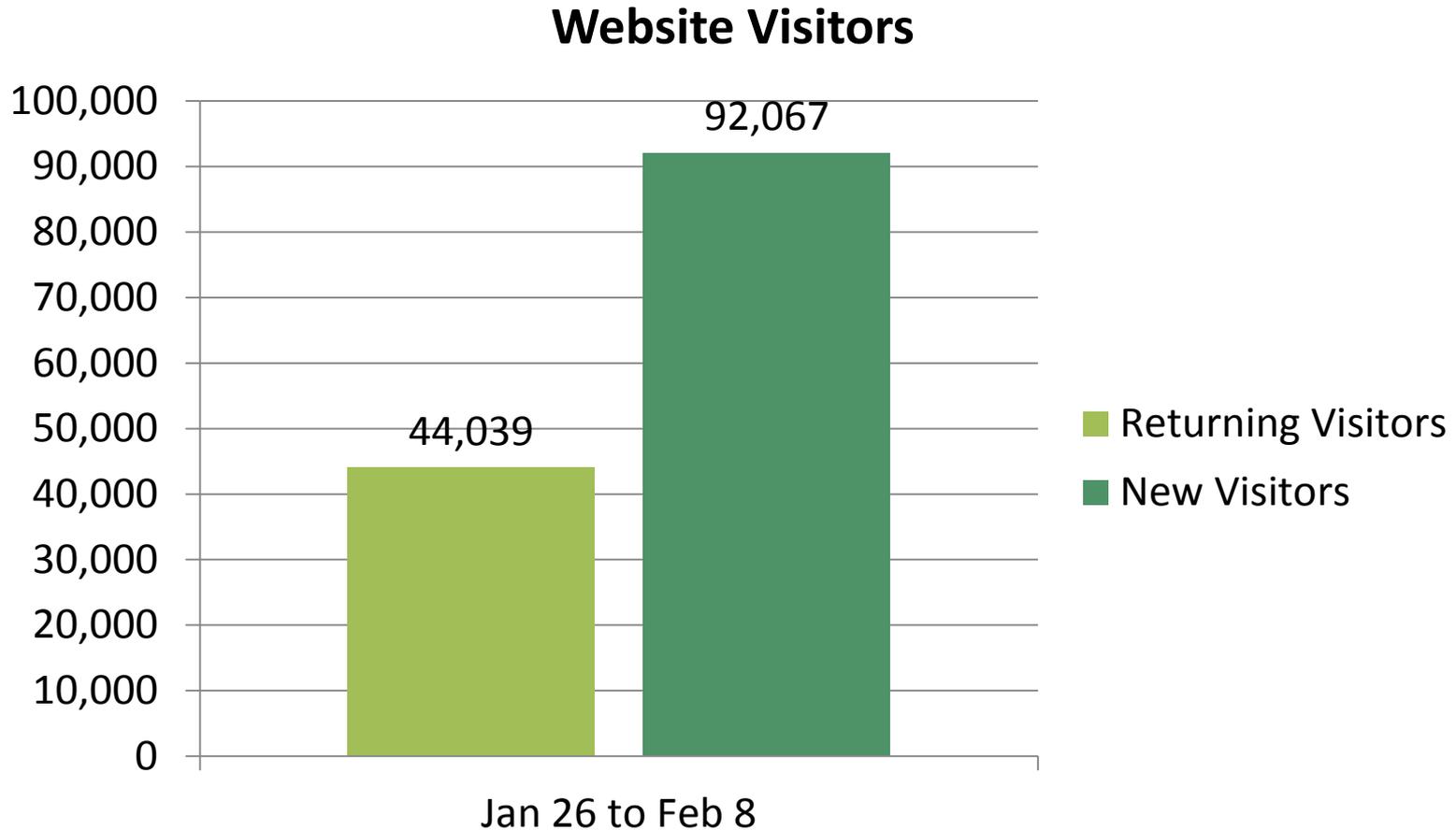
Note: Values represent scheduled times

Pended Cases in Eligibility Determination February 1, 2014



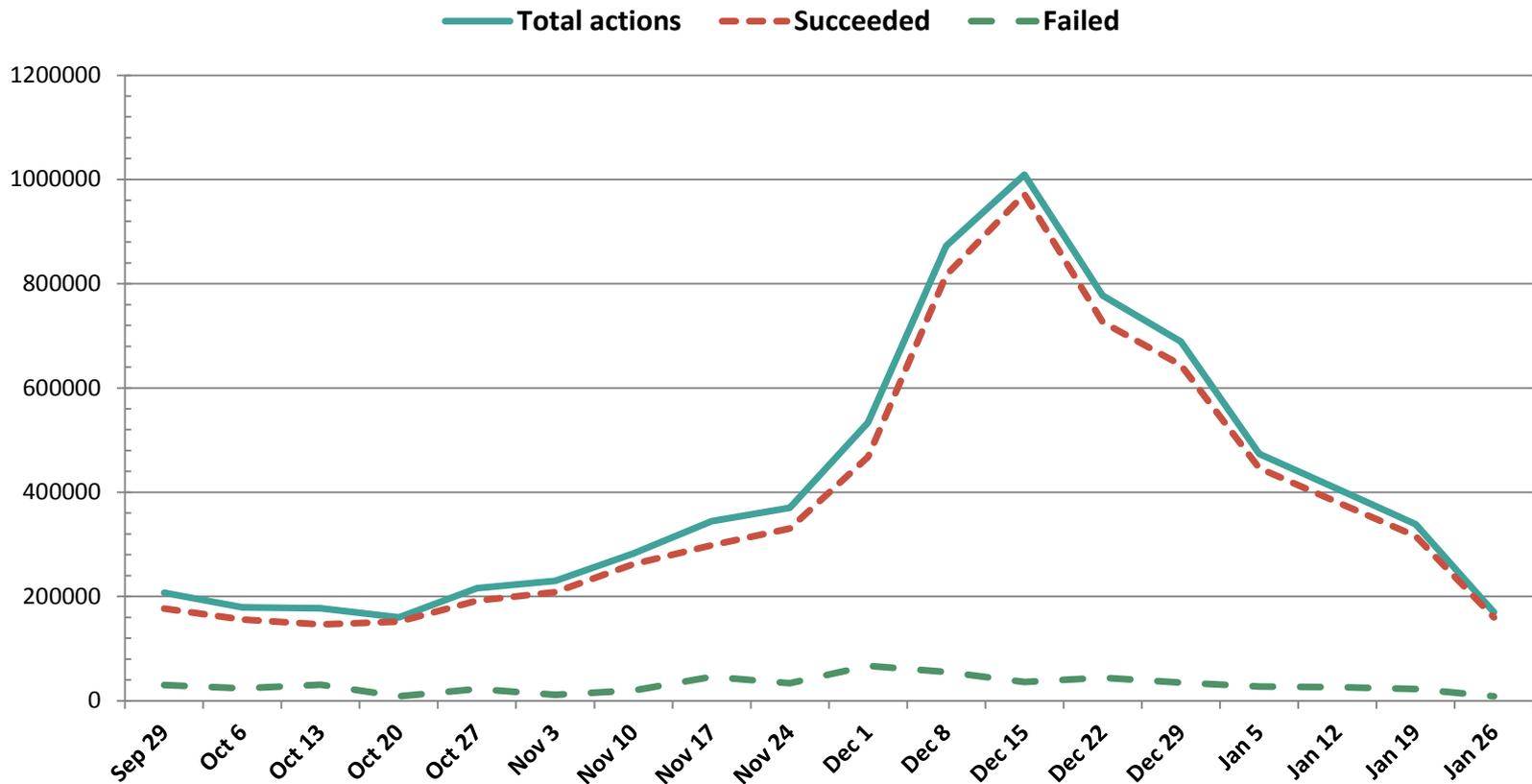
Website Metrics

January 26 to February 8, 2014



Error Rates for MNsure Marketplace by Week

Error Rates by Number



Error Rates for MNsure Marketplace by Week

Error Rates by Percentage



SHOP

2014 Enrollment				
	January	February	March	Total
Employers Enrolled	90	19	10	119
Employees on roster	680	96	75	851
Employees enrolled	469	69	41	579
Avg. Employees on roster	7.6	5.1	7.5	7.2
Avg. Employees enrolled	5.2	3.6	4.1	4.9

Enrollment Against Projections (Low)		
	Employers	Employees
Projection	1,313	13,125
YTD Enrollment	119	579
Percent to projection	9%	4%

SHOP

Contribution Levels by Employers

Contribution Level	January	February	March	Total
0-24%	8	0	2	10
25% - 49%	1	0	0	1
50% - 74%	35	8	7	50
75% - 100%	71	11	3	85

Employer Enrollment by Group Size

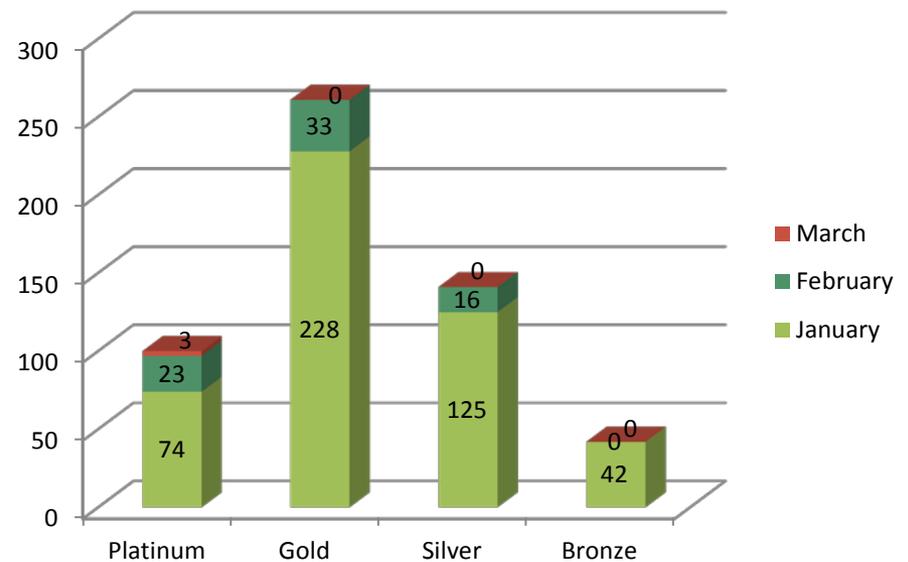
Employer Size	January	February	March	Total
1-5	63	16	6	85
6-10	18	3	3	24
11-24	6	0	0	6
25-50	3	0	1	4

SHOP

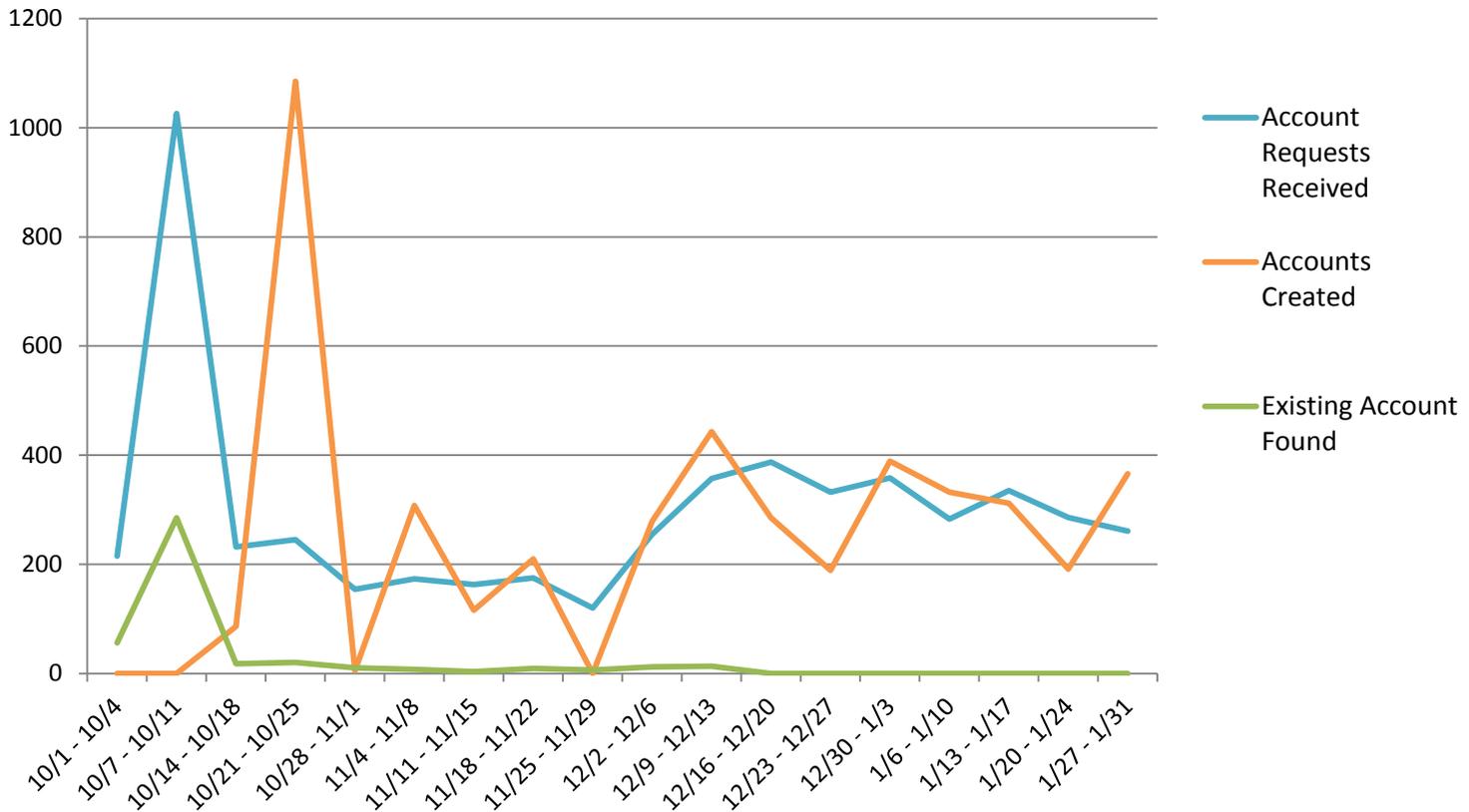
Number of Plans Offered by Employer			
	January	February	March
1-15	73	16	8
16-30	7	2	1
31-45	2	1	1
46-63	8	1	0

Plans Offered by Metal Level by Employer			
	January	February	March
4 metal levels	8	1	3
3 metal levels	11	3	1
2 metal levels	20	2	0
1 metal level	51	14	6

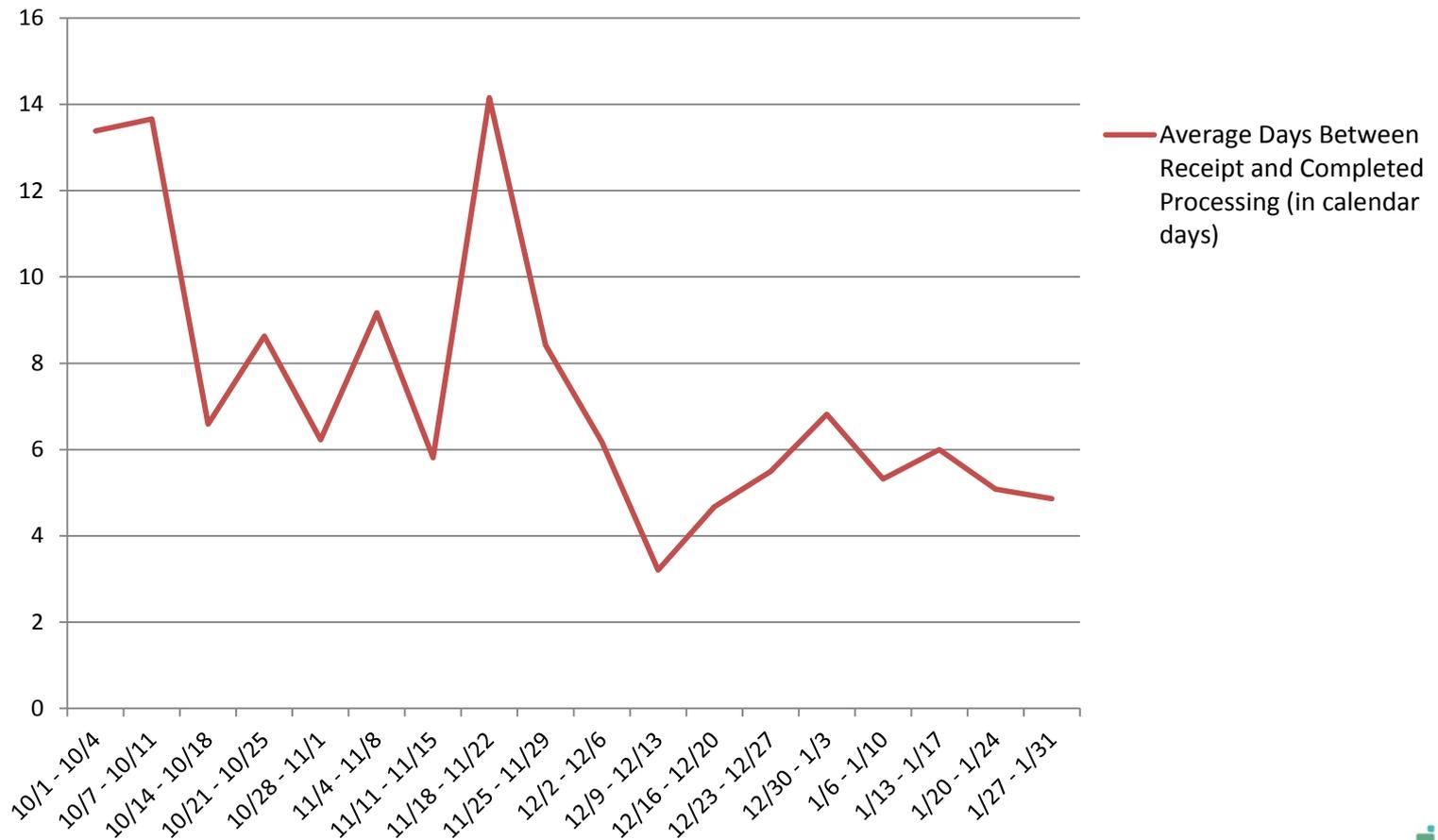
Employees Enrolled by Metal Level



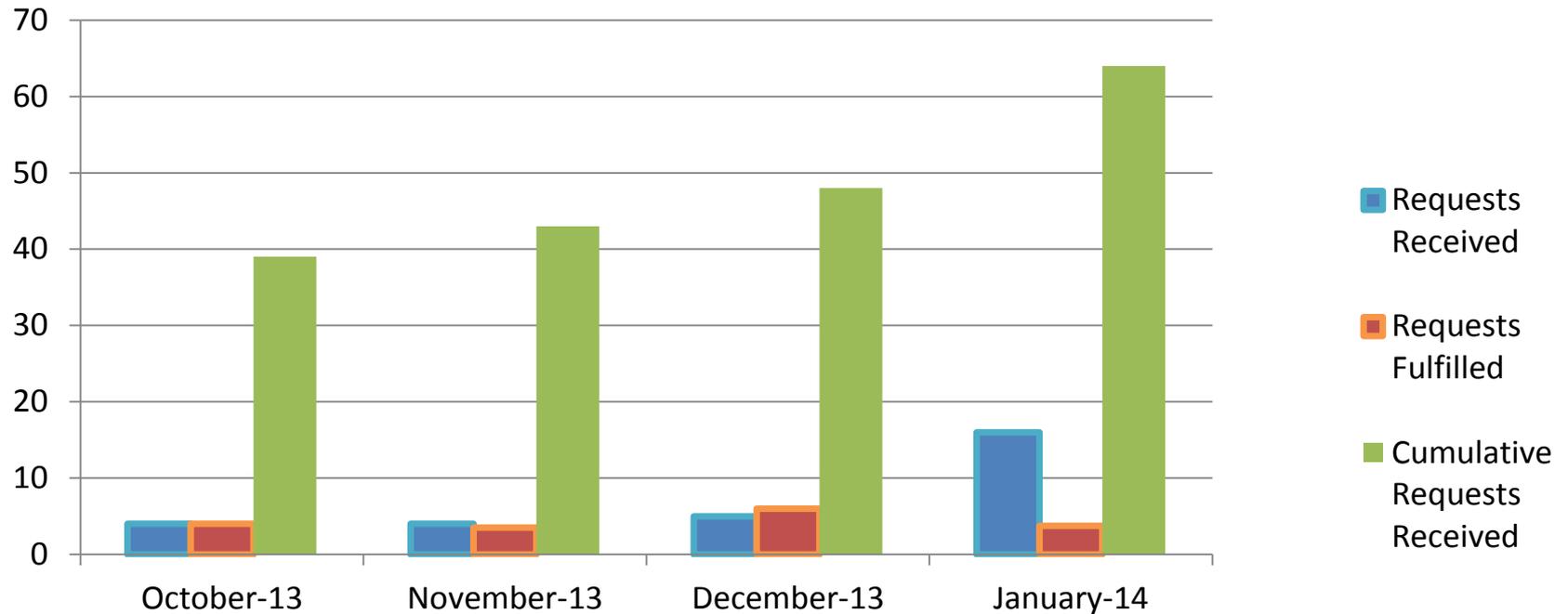
Manual ID Verification by Week



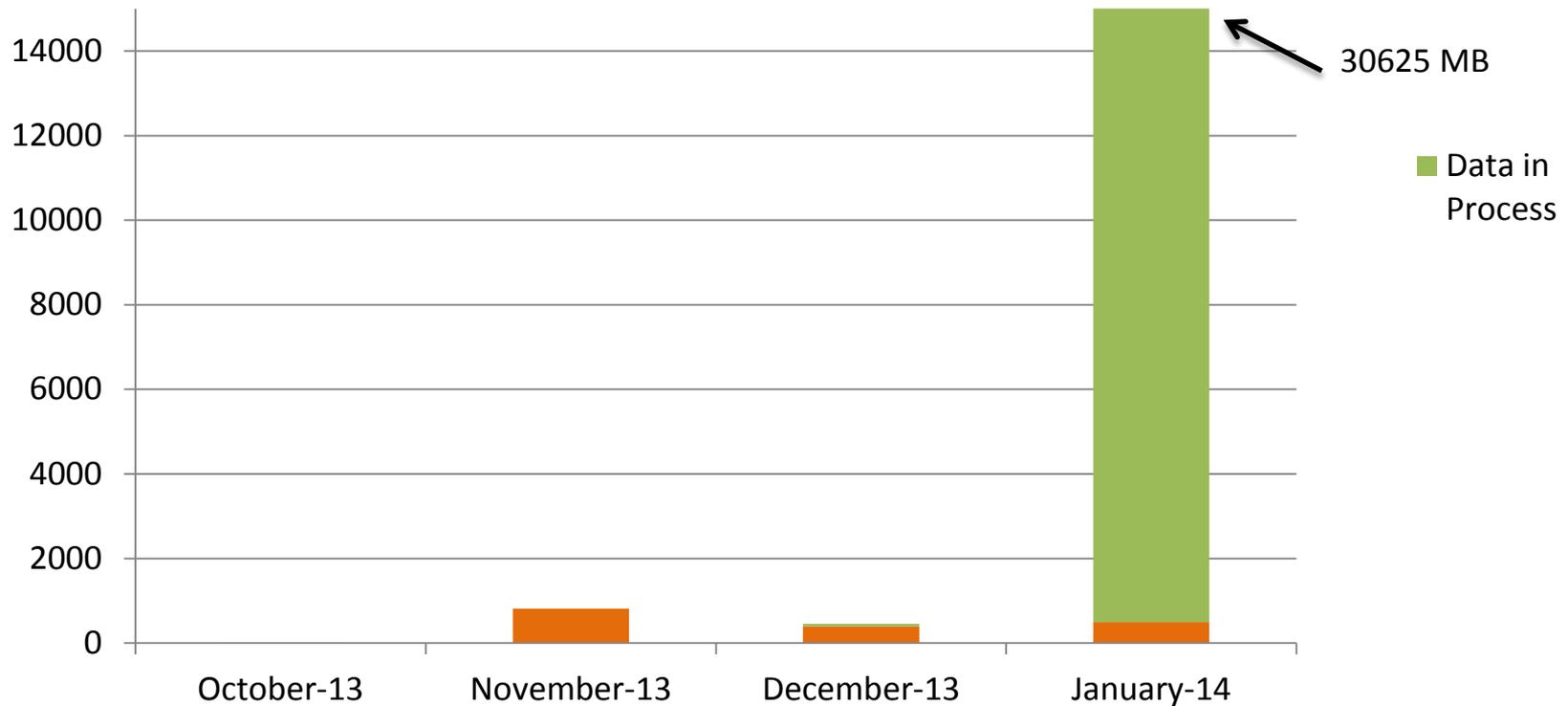
Weekly Manual ID Verification: Days to Complete



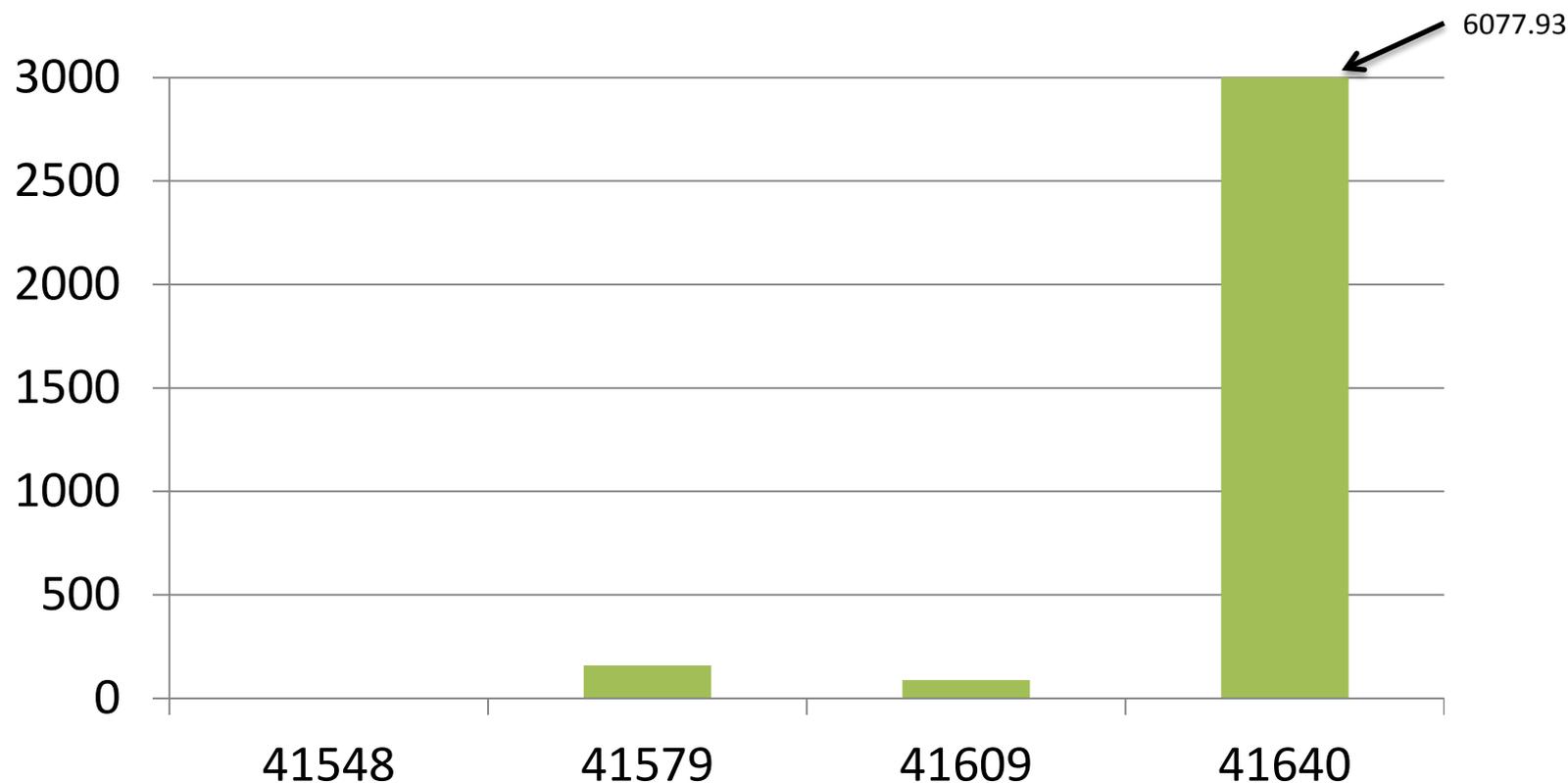
Data Requests by Month: Received and Fulfilled



Data Requests by Month: In Process and Produced (in Megabytes)



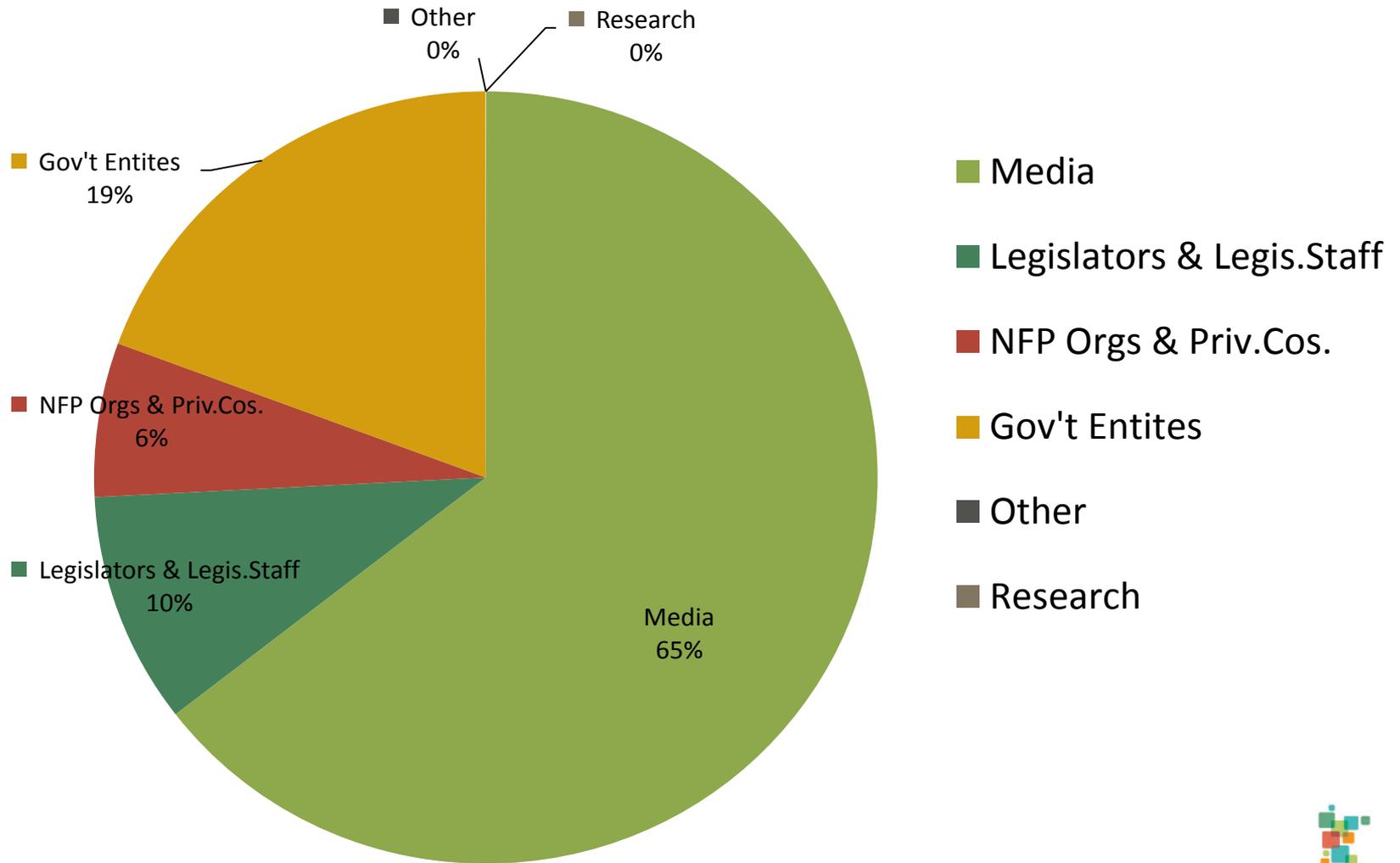
Data Request Resources: Estimated Staff Hours to Fulfill Requests by Month



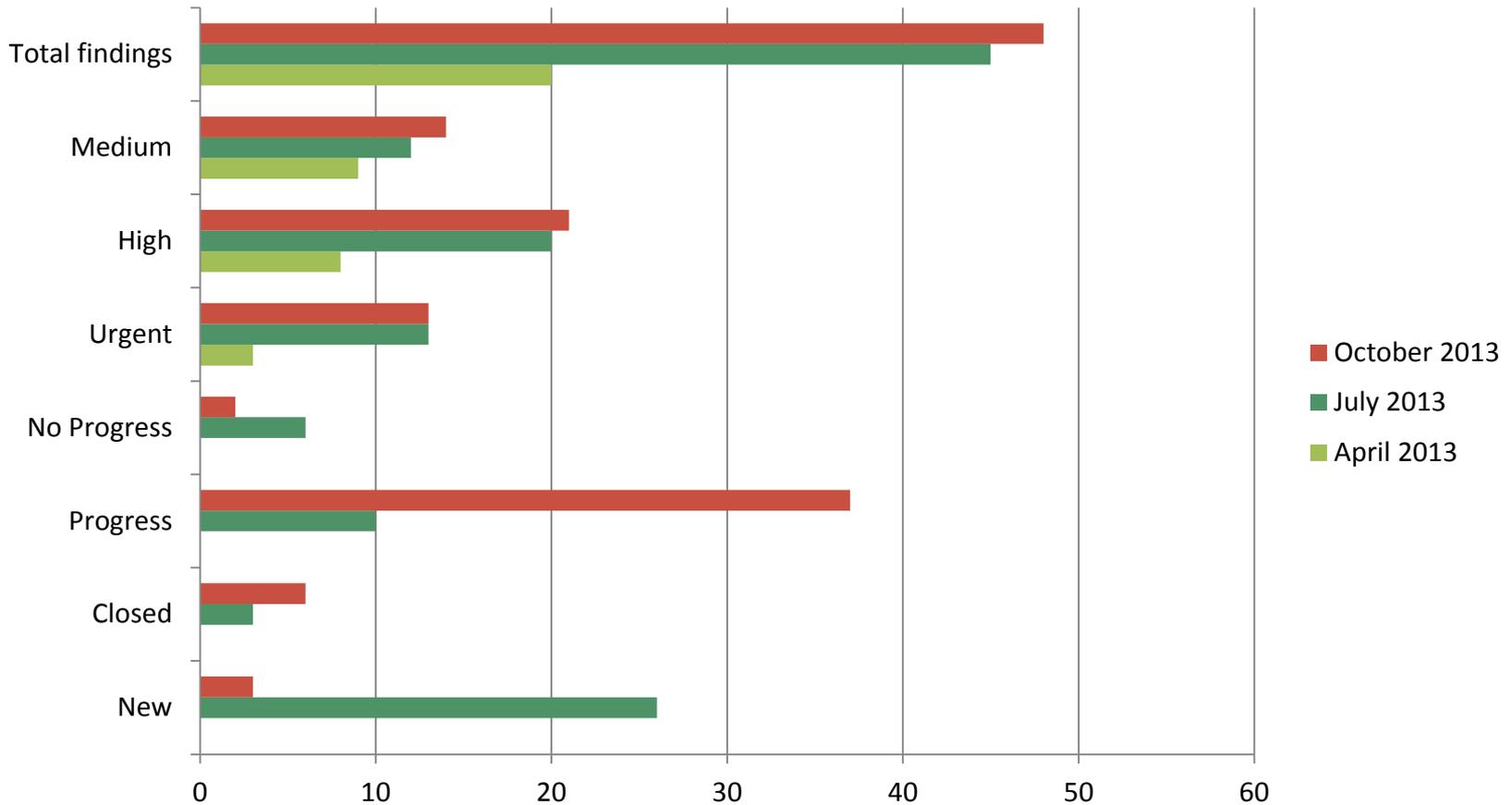
Note: 1 GB of data is equivalent to 10,000 documents and 200 hours of staff time to review and produce.

Data Request Sources

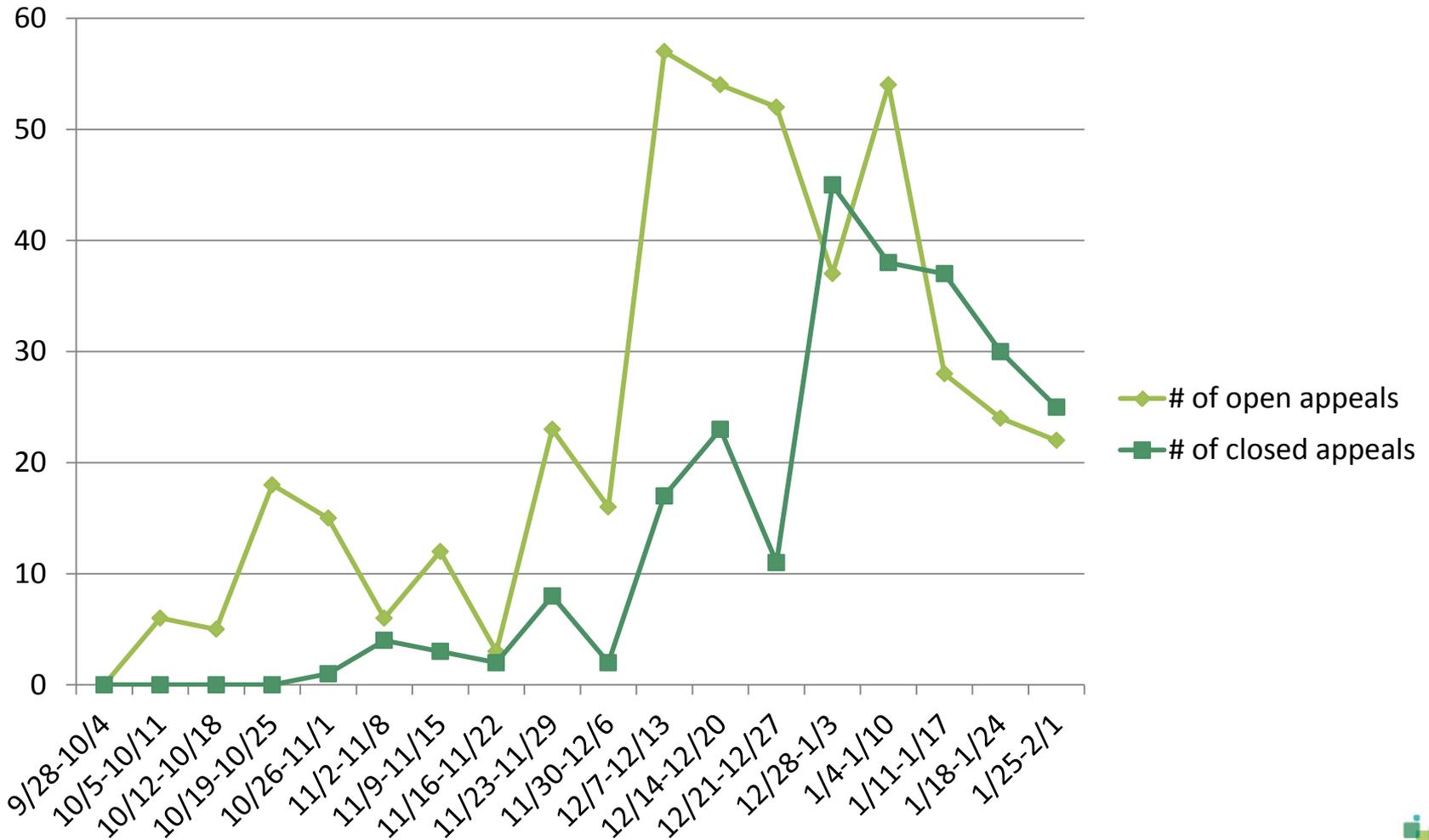
October 2013 – January 2014



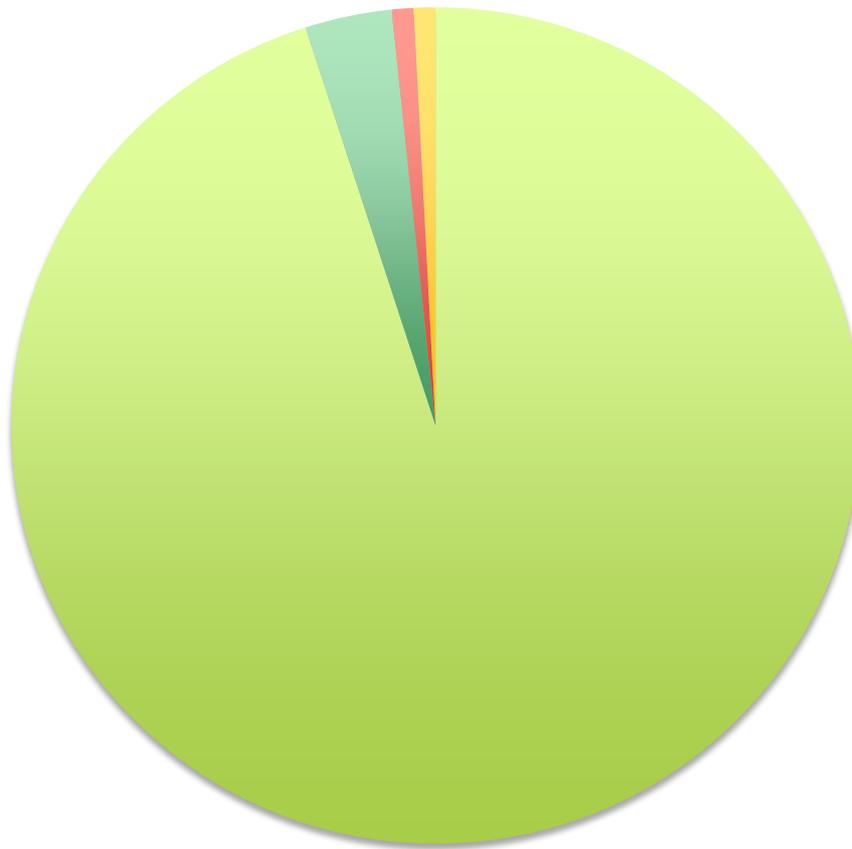
IV&V Audit Findings by Quarter



Appeals by Week



Type of Closed Appeals



- Dismissed: Withdrawn
- Dismissed: Failure to Appear
- Agency Decision Upheld
- Double Docket

Appeals Duration: File Date to Closed

