



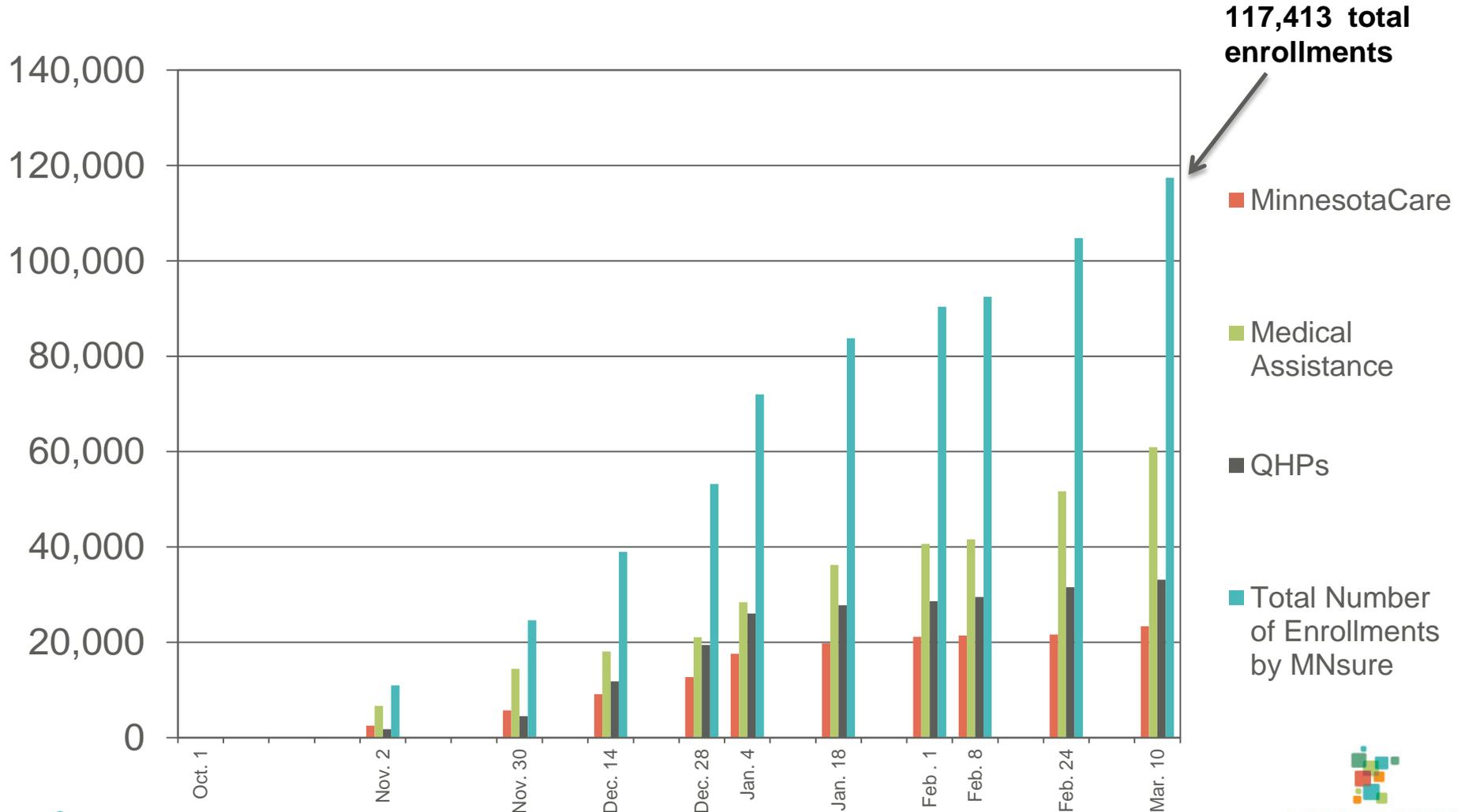
MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

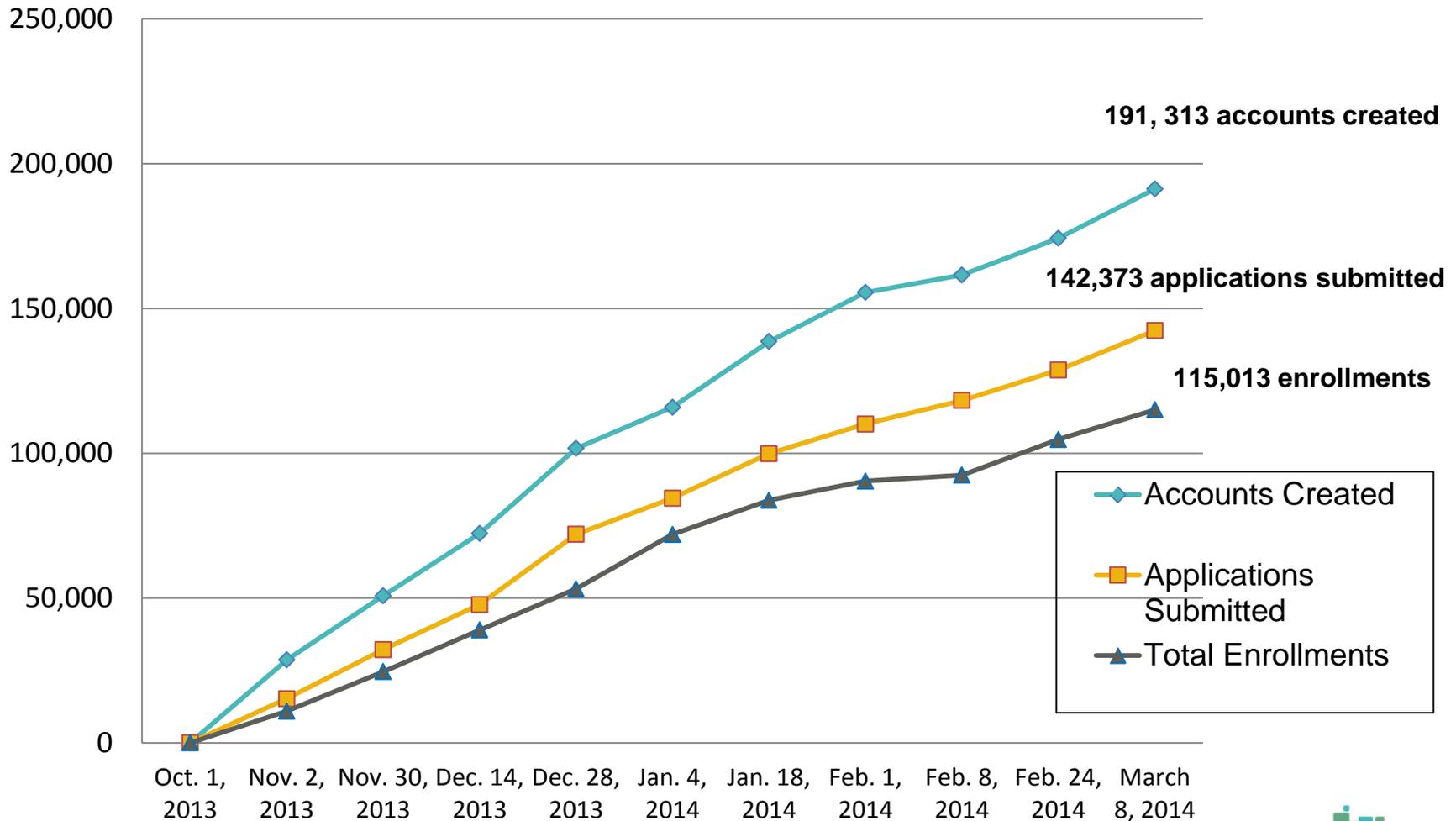
March 12, 2014



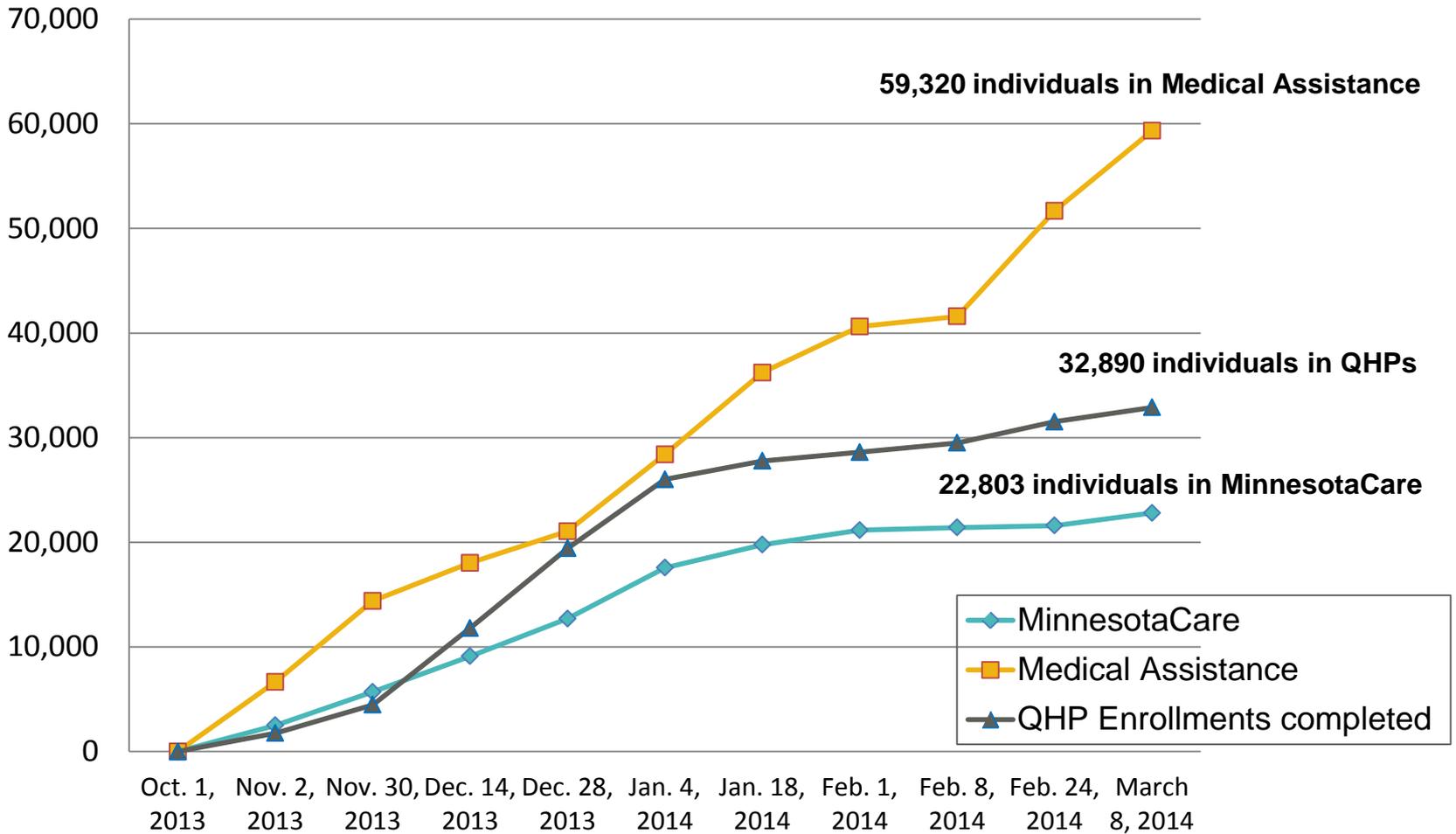
Enrollment in Process



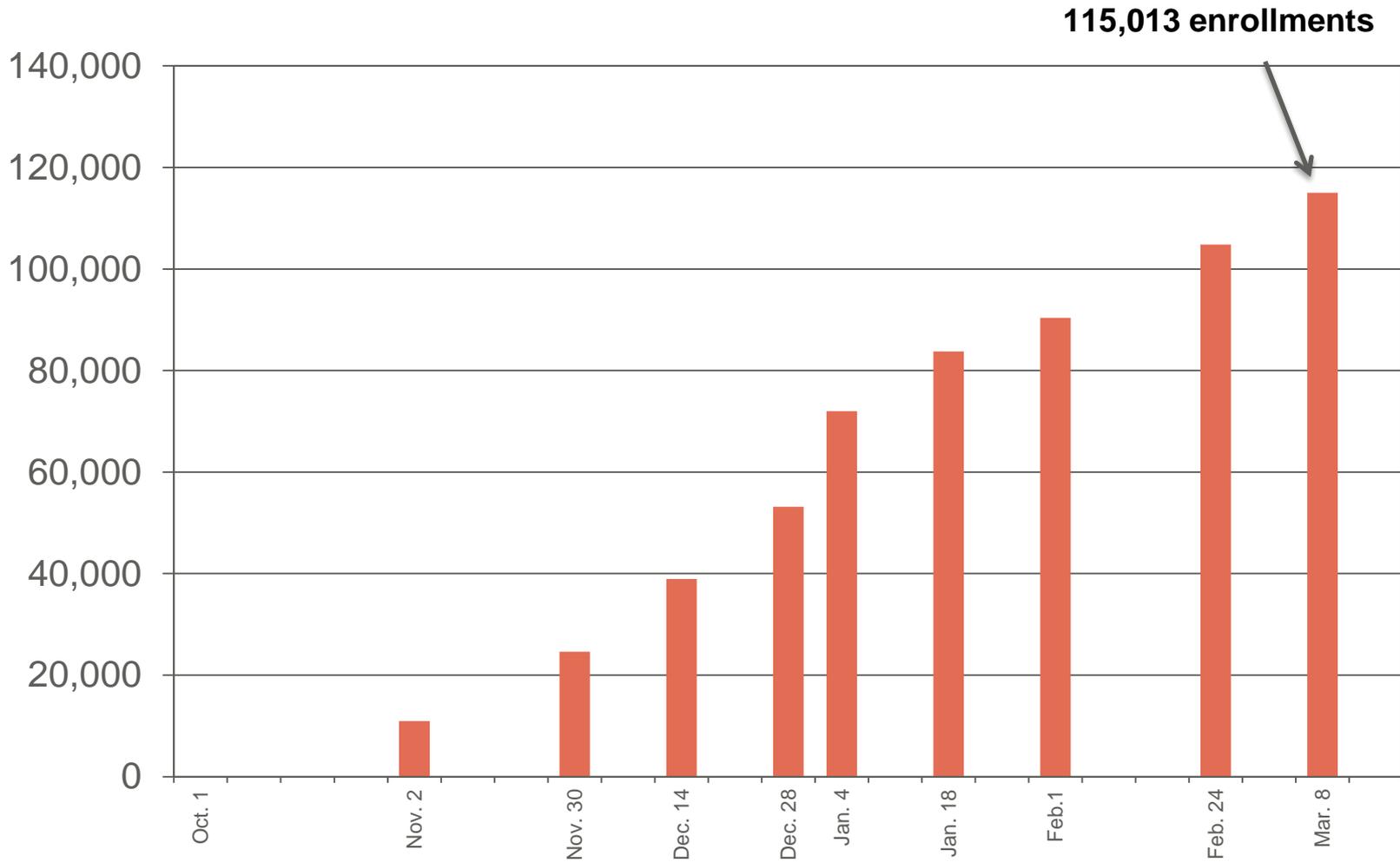
Applications and Enrollment through MNsure



Enrollments



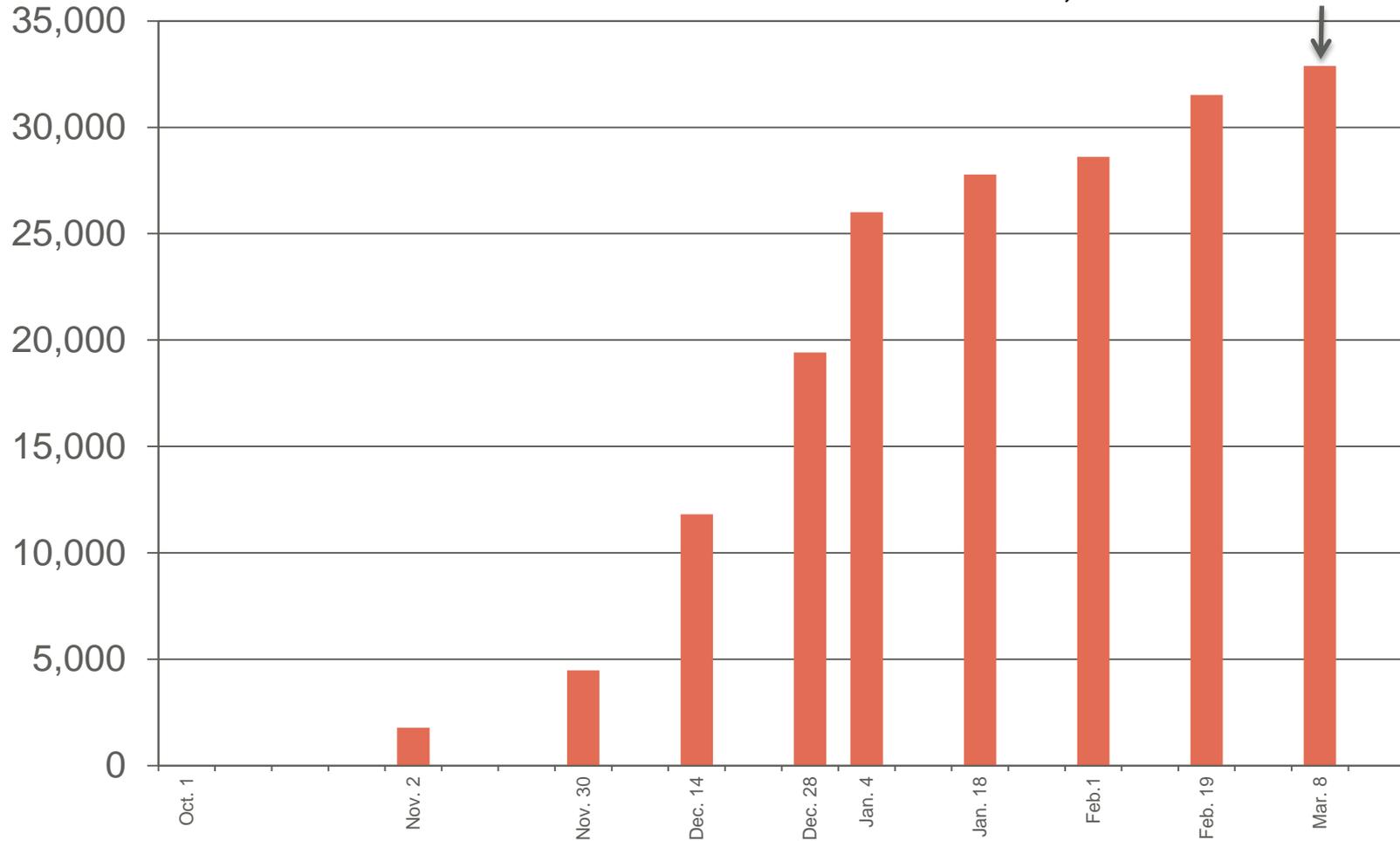
Total Enrollments in Process



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

QHP Enrollments in Process

32,890 current QHP enrollments

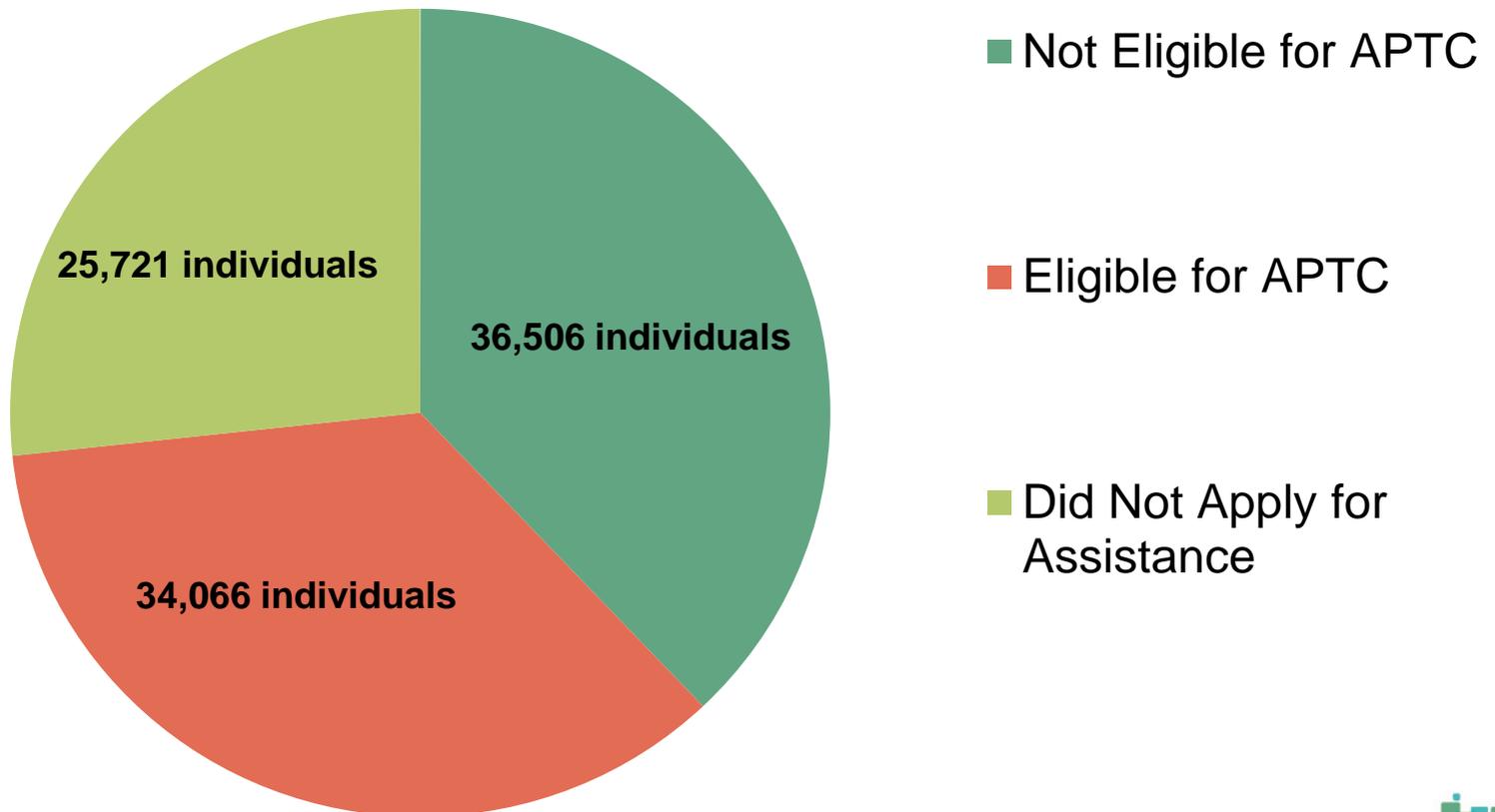


Note: Enrollments in process means the consumer has chosen a plan and a payment method.

Eligibility of QHP Applicants

March 8, 2014

Number of Applicants Applying for Coverage



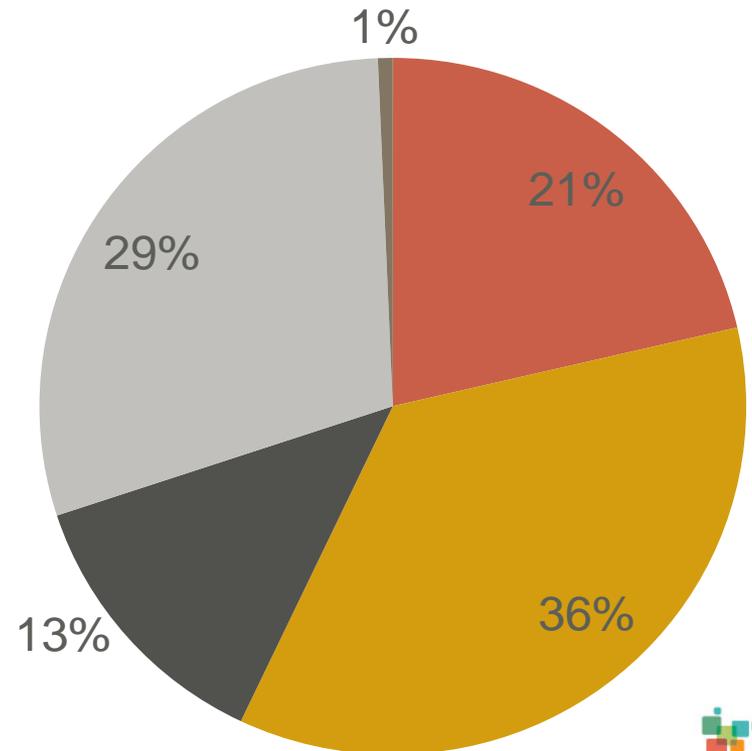
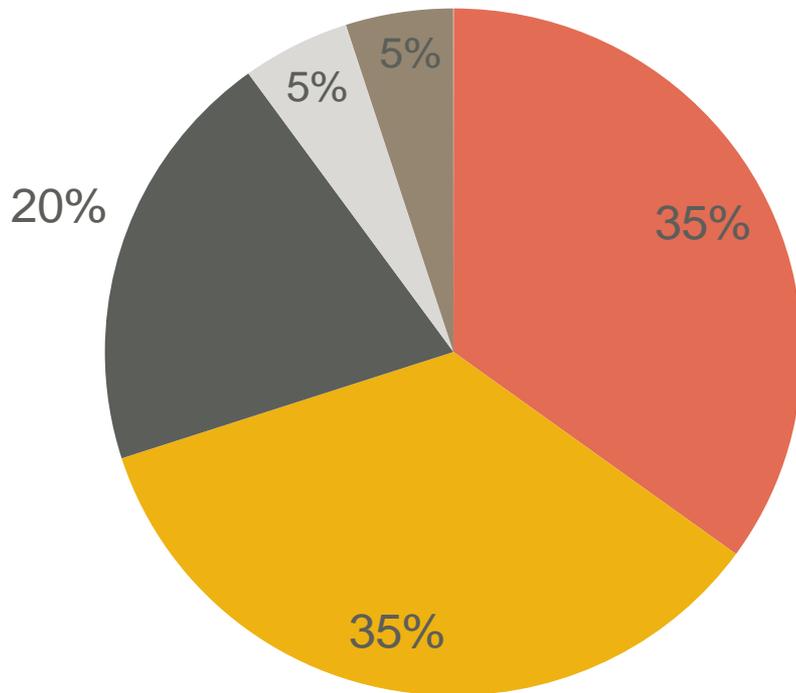
Individual Market: Metal Levels

March 8, 2014

Projected Metal Level Selection

Actual Metal Level Selection

■ Bronze ■ Silver ■ Gold ■ Platinum ■ Catastrophic

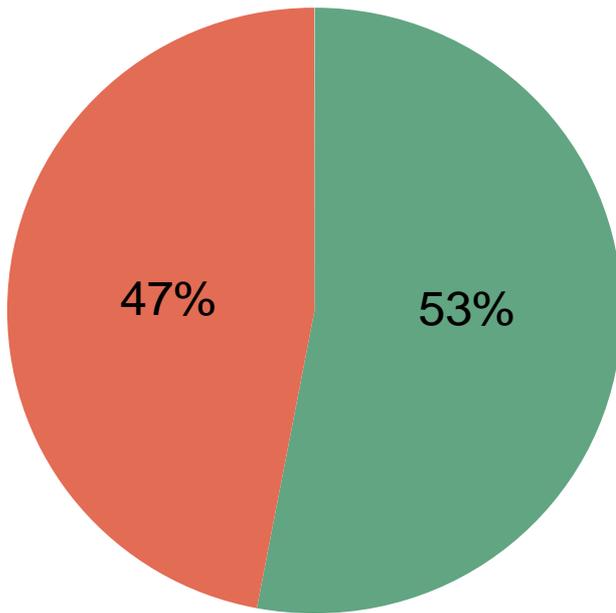


Individual Market: QHP Enrollee Demographics

March 8, 2014

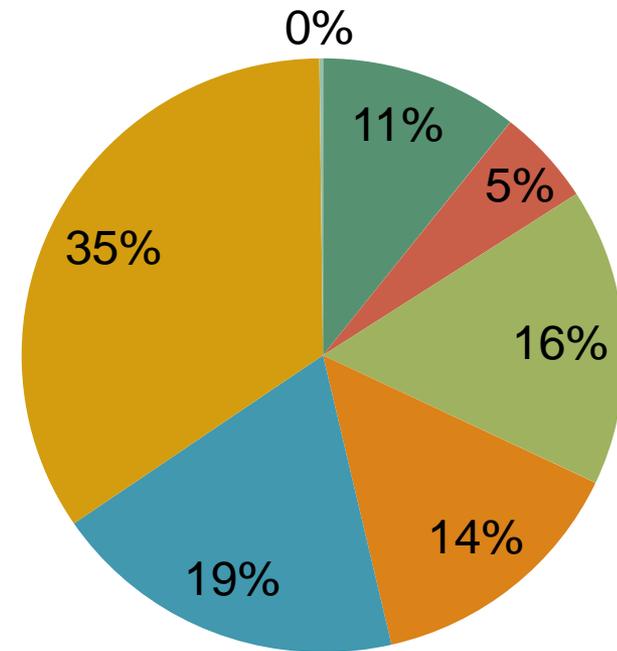
Gender in QHPs

■ Female ■ Male



Age of Enrollees

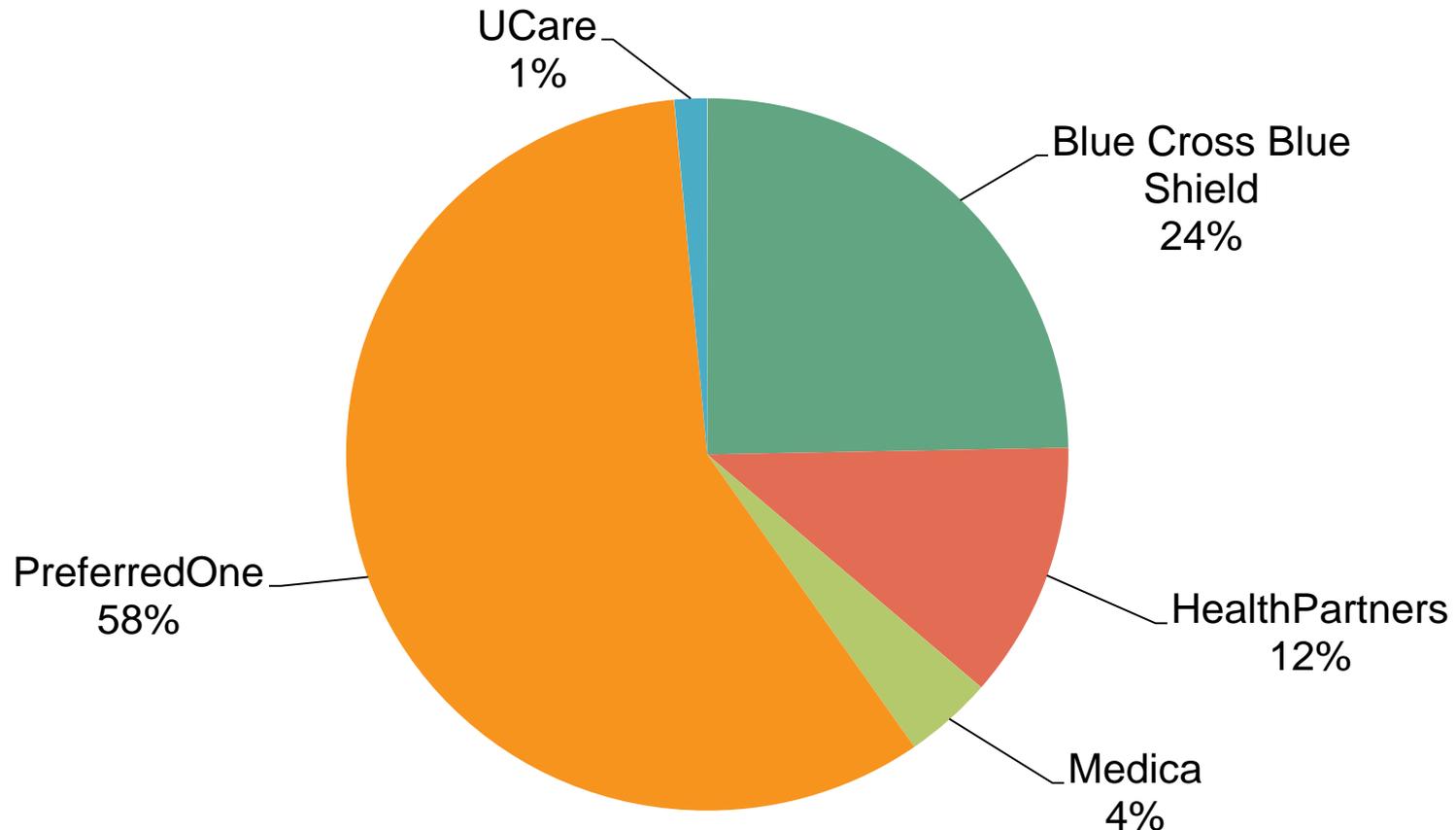
■ 0-18 ■ 19-25 ■ 26-34 ■ 35-44
■ 45-54 ■ 55-64 ■ 65+



Individual Market: Enrollees by Carrier

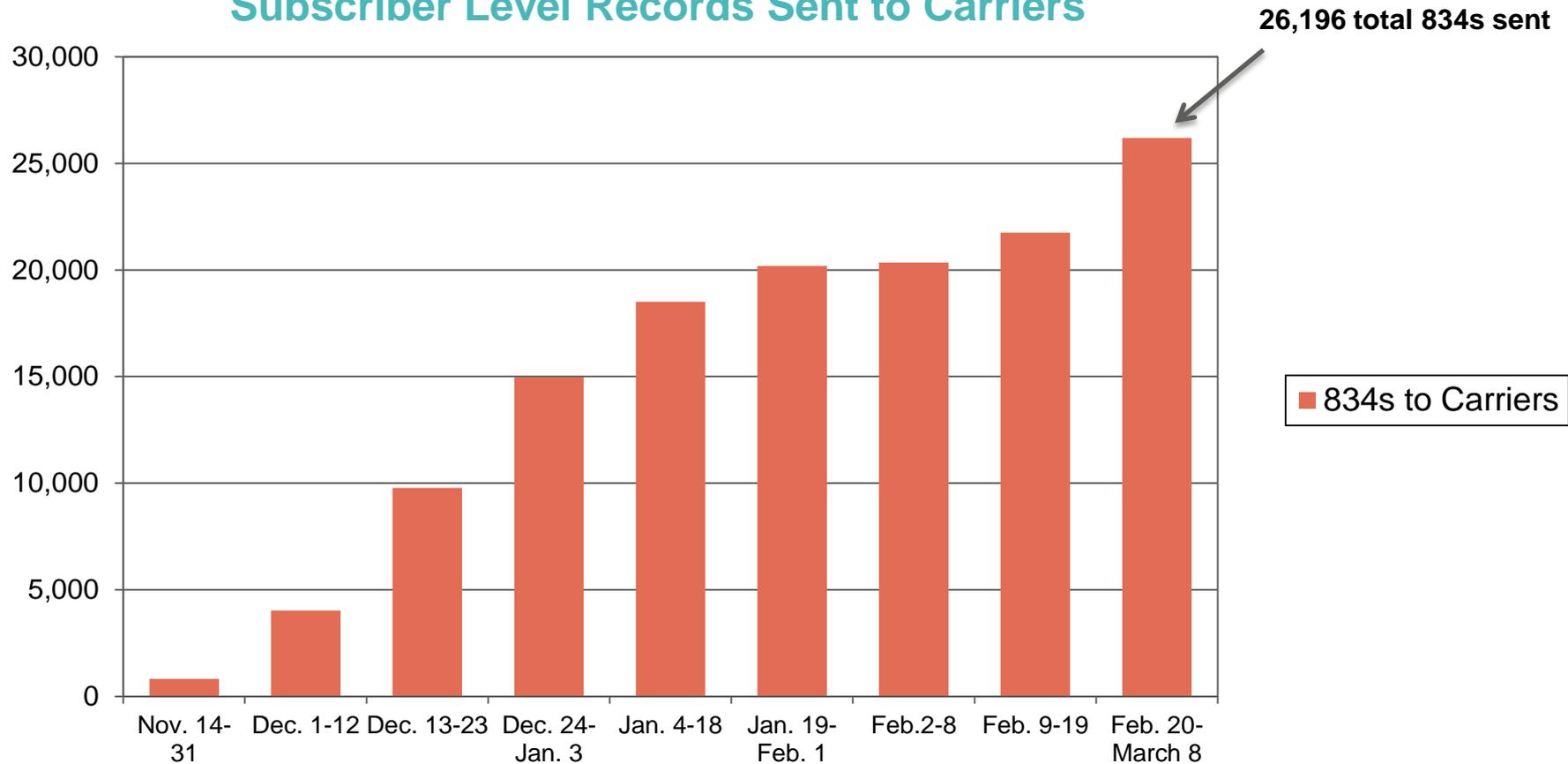
March 8, 2014

Percent of Enrollees by Carrier



Enrollment Records Sent to Carriers

Subscriber Level Records Sent to Carriers



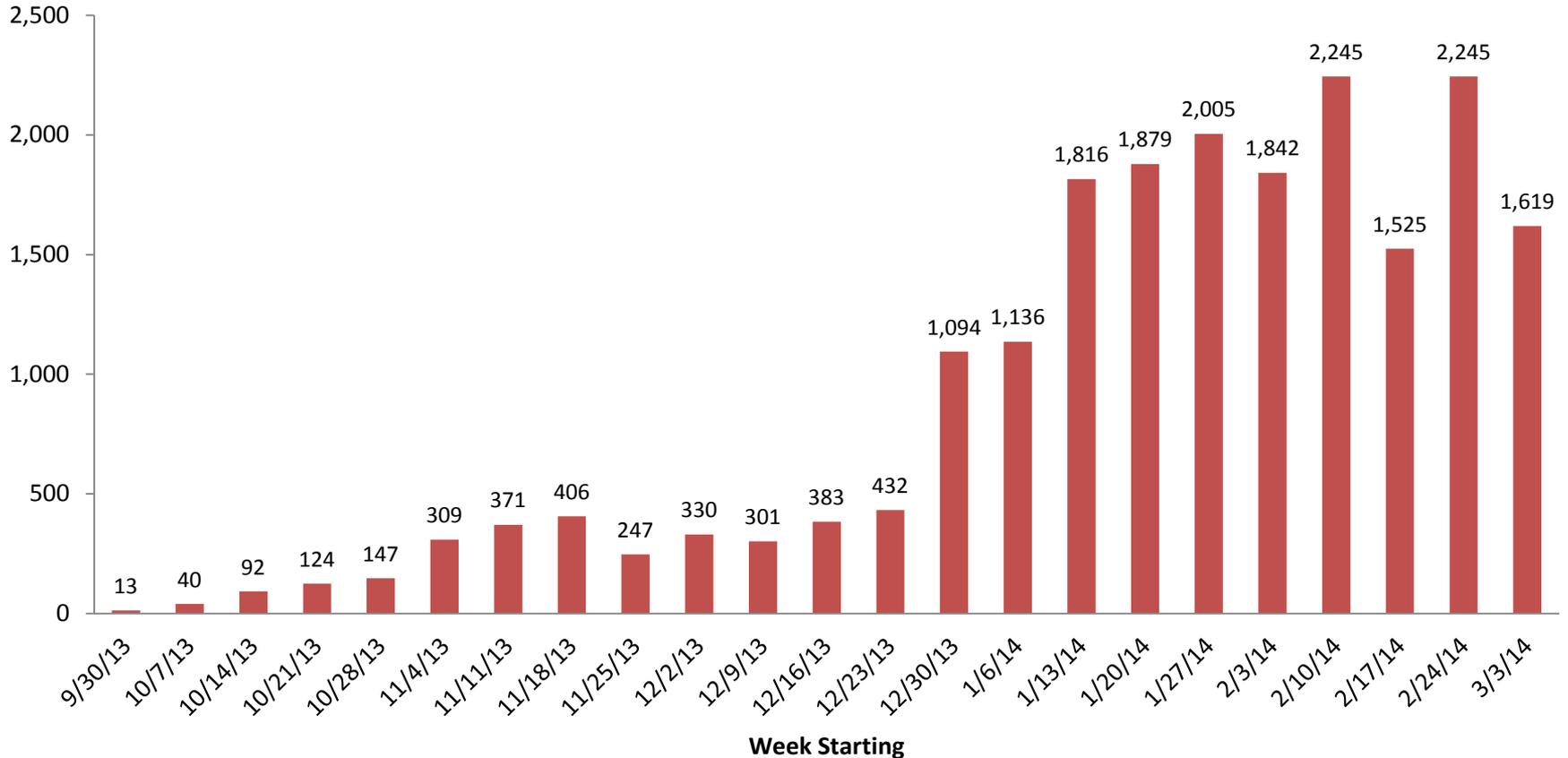
- The same household is counted twice (appropriately) in these subscriber level records if the household chose both a medical and dental plan because the subscriber record has to be sent to each carrier.
- MNsure has sent 5,457 manual 834s as of March 8, 2014

MNsure Paper Applications October 1, 2013 – March 6, 2014



MNsure Paper Applications Received: 10/1/13 – 3/6/14

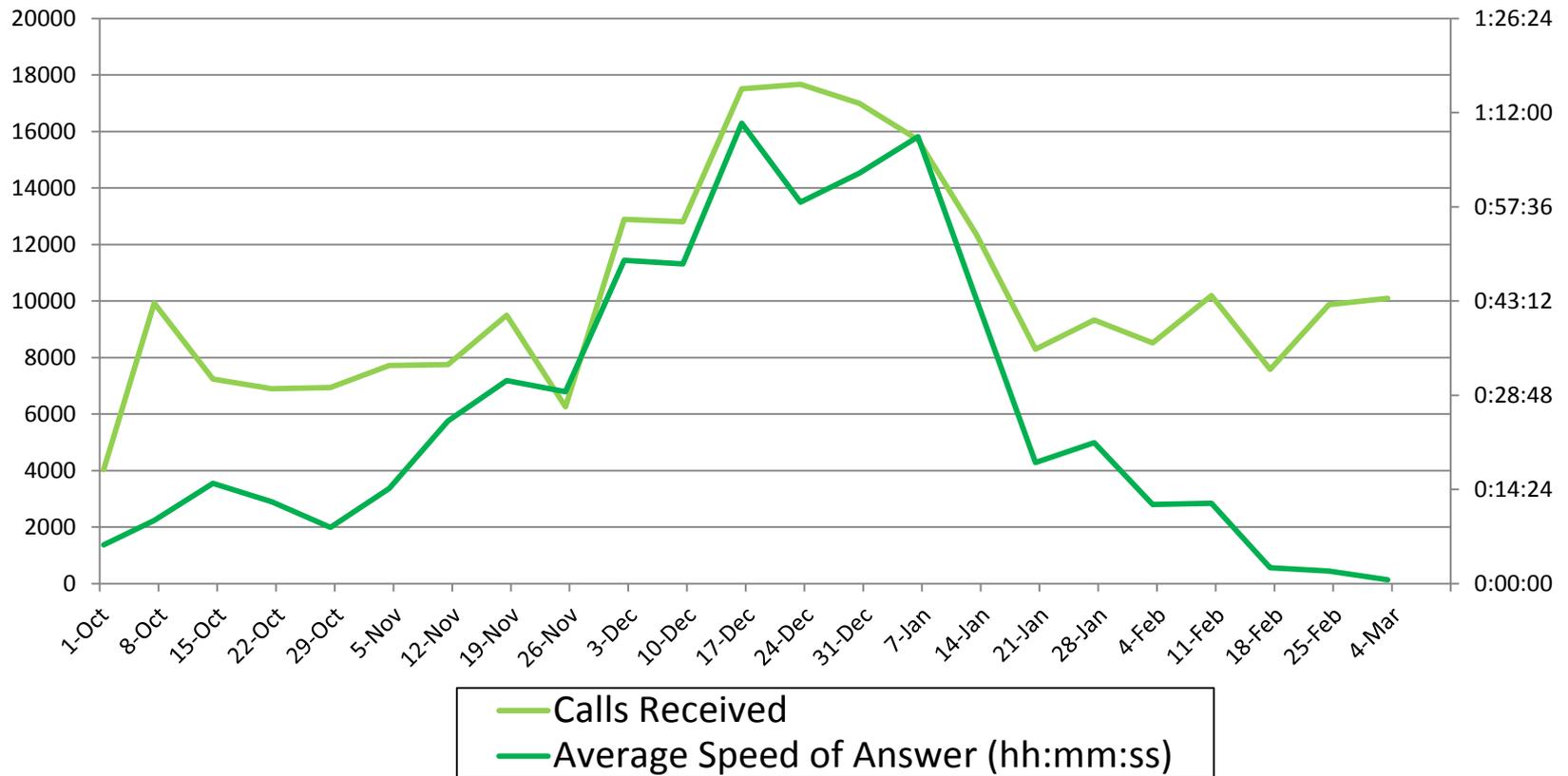
20,601 total paper applications



- Volume of assisted MNsure paper applications received
- This information is compiled with information from a new database and is more inclusive than past versions

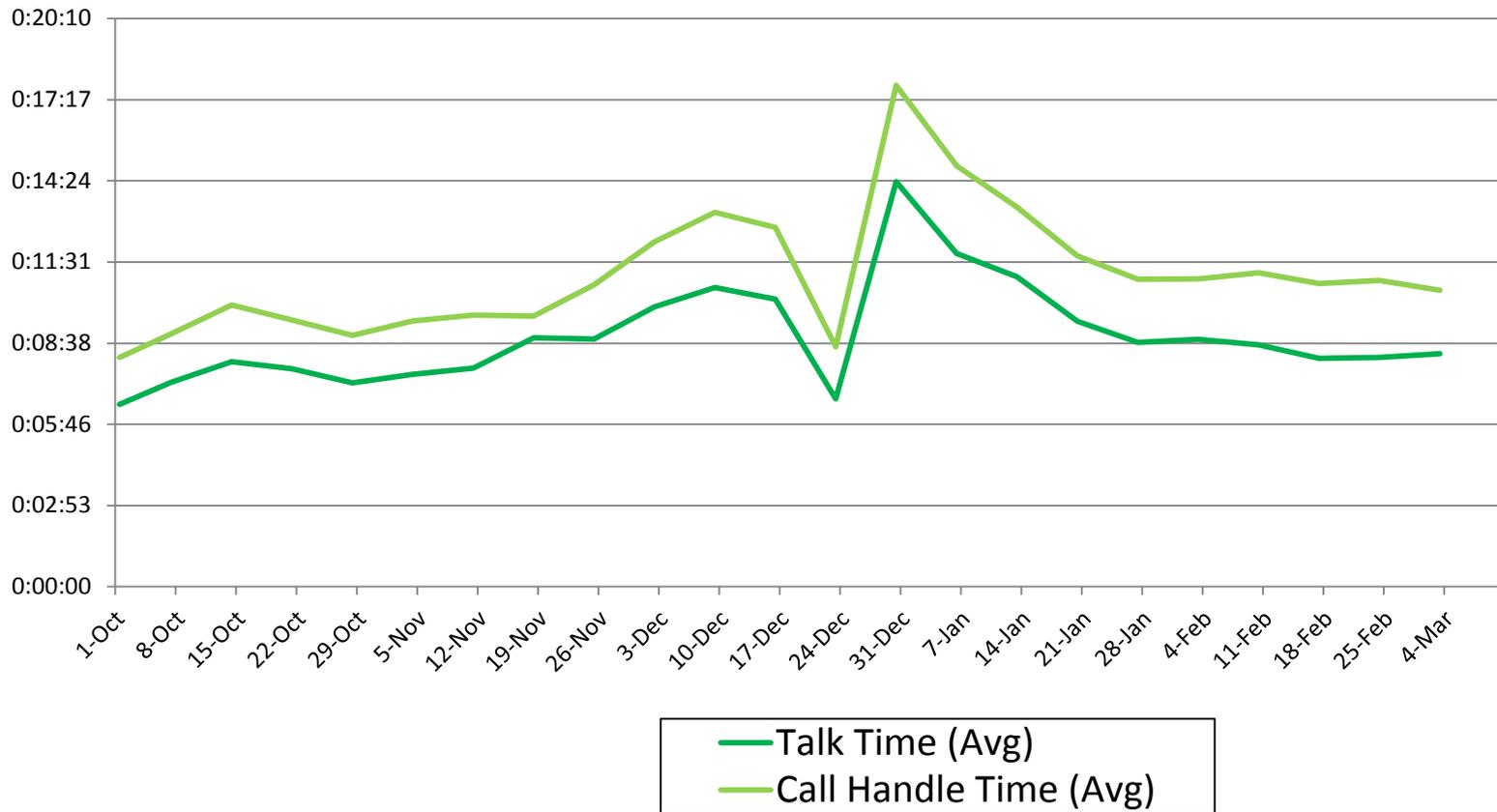
Call Center – Average Wait Time/ASA

MNsure Contact Center Call Volume/ASA Oct. 1, 2013-Mar. 6, 2014



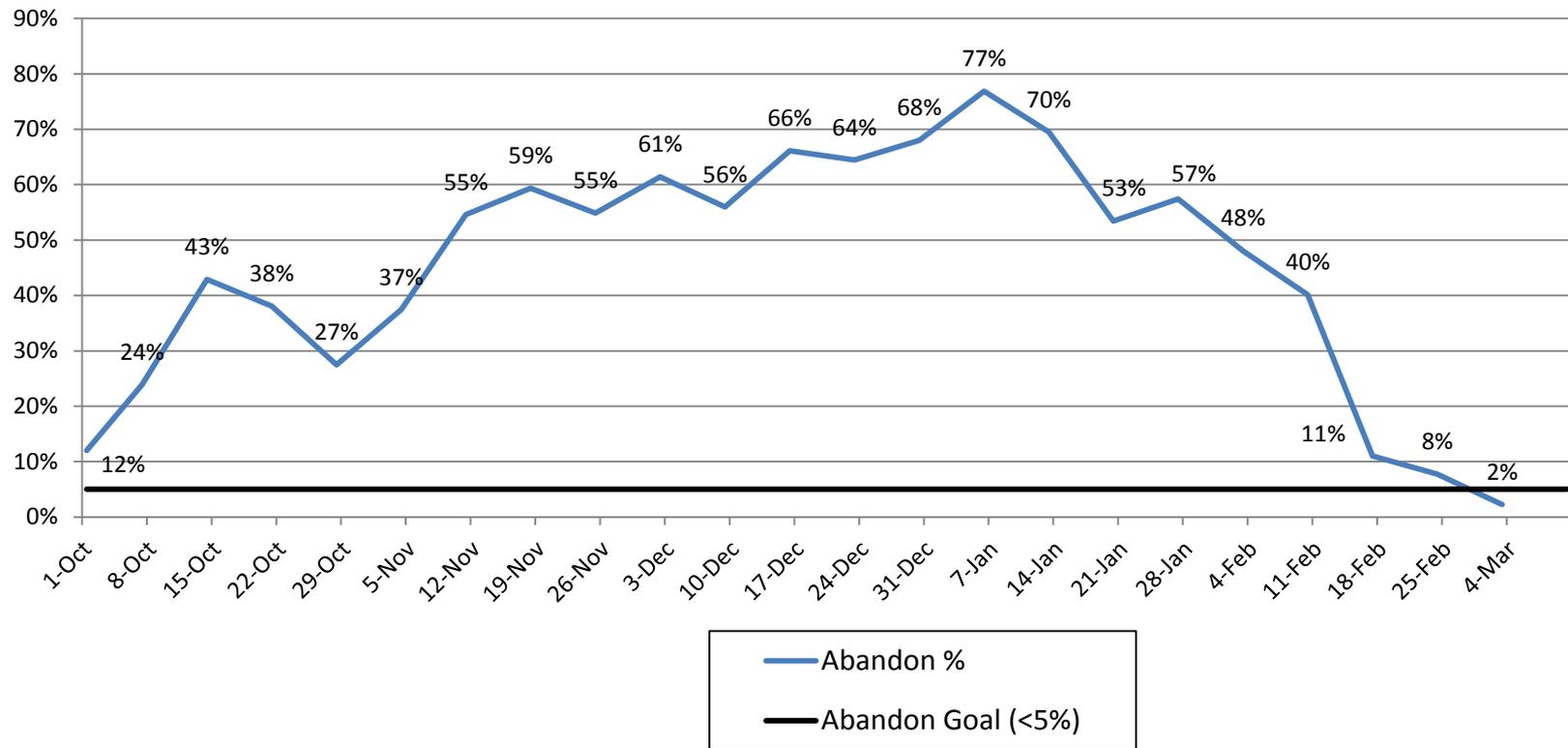
Call Center – Resolution and Talk Time

Call Center Resolution and Talk Time Oct. 1, 2013 – Mar. 6, 2014



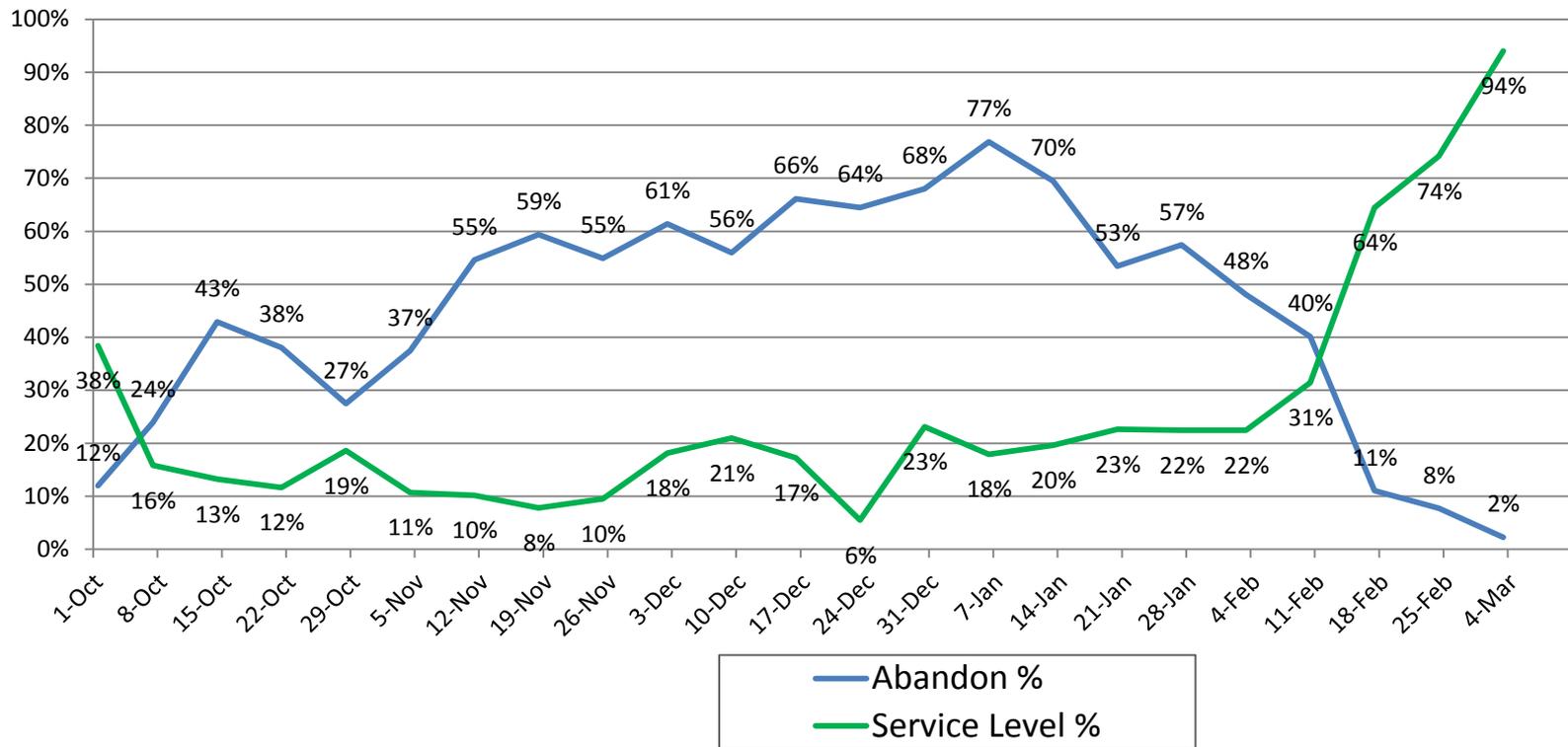
Call Center Abandon Rate/Goal

Abandon Rate vs. Abandon Goal Oct. 1, 2013 – Mar. 8, 2014



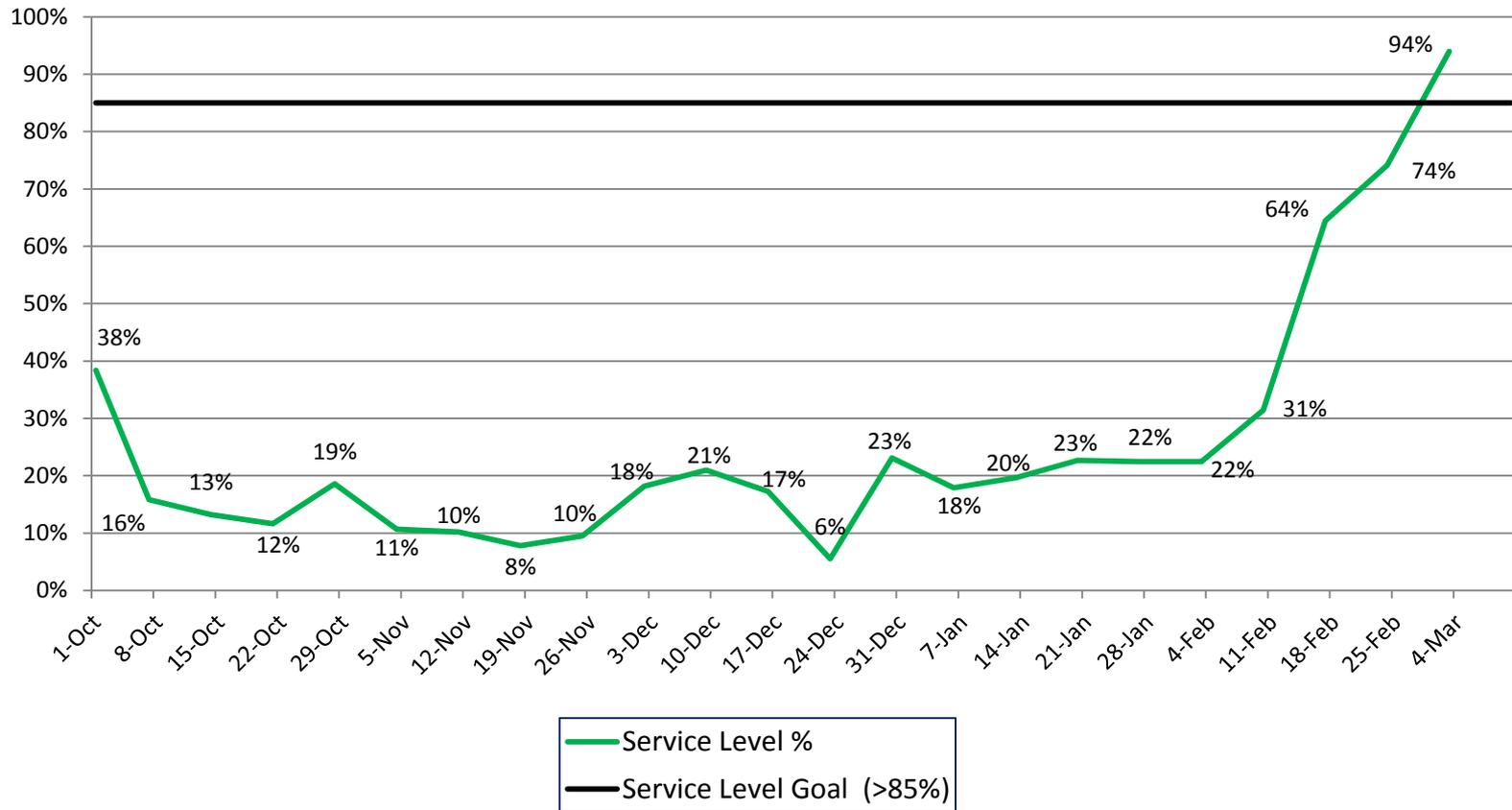
Call Center SLA - Abandon Rate/SLA

SLA - Abandon Rate/Service Level Oct. 1, 2013 – Mar. 8, 2014



Call Center Service Level/ Goal

Service Level vs. Service Level Goal Oct. 1, 2013 – Mar. 8, 2014



Call Center – First Call Resolution

October 2013 – March 2014

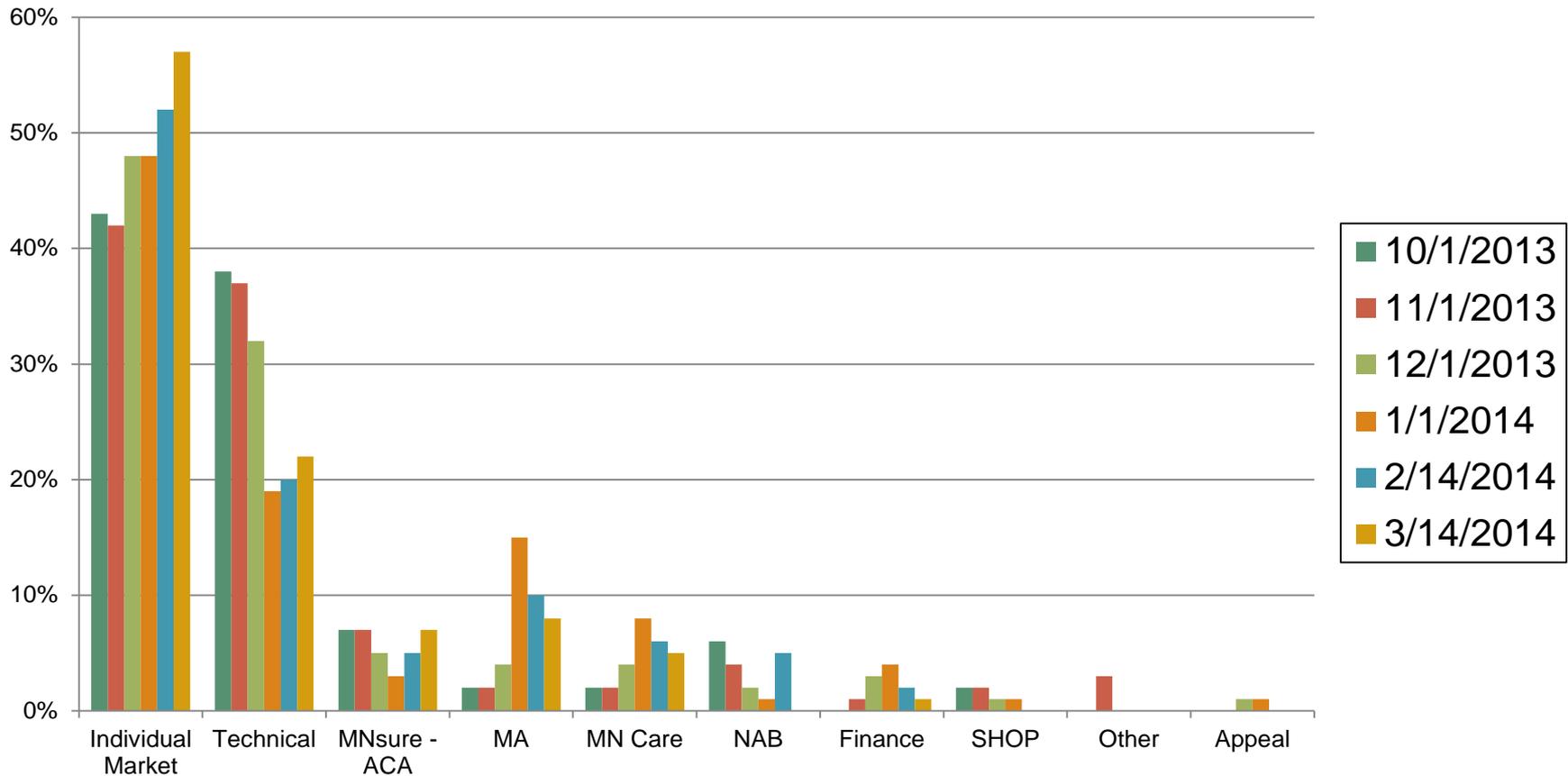


First Call Resolution	To Date	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Total Cases	82,429	18,220	13,955	17,053	19,028	17,097	2,535
# cases resolved within 4 hours	64,902	16,067	11,654	12,423	14,032	13,517	1,996
% cases resolved within 4 hours	78.74%	88.18%	83.51%	72.89%	73.74%	79.06%	78.74%
Average # calendar days	3.71	3.05	5.01	2.78	3.64	4.07	3.76

- There are 94 Open Cases as of March 6, 2014
- The average age is 26 days

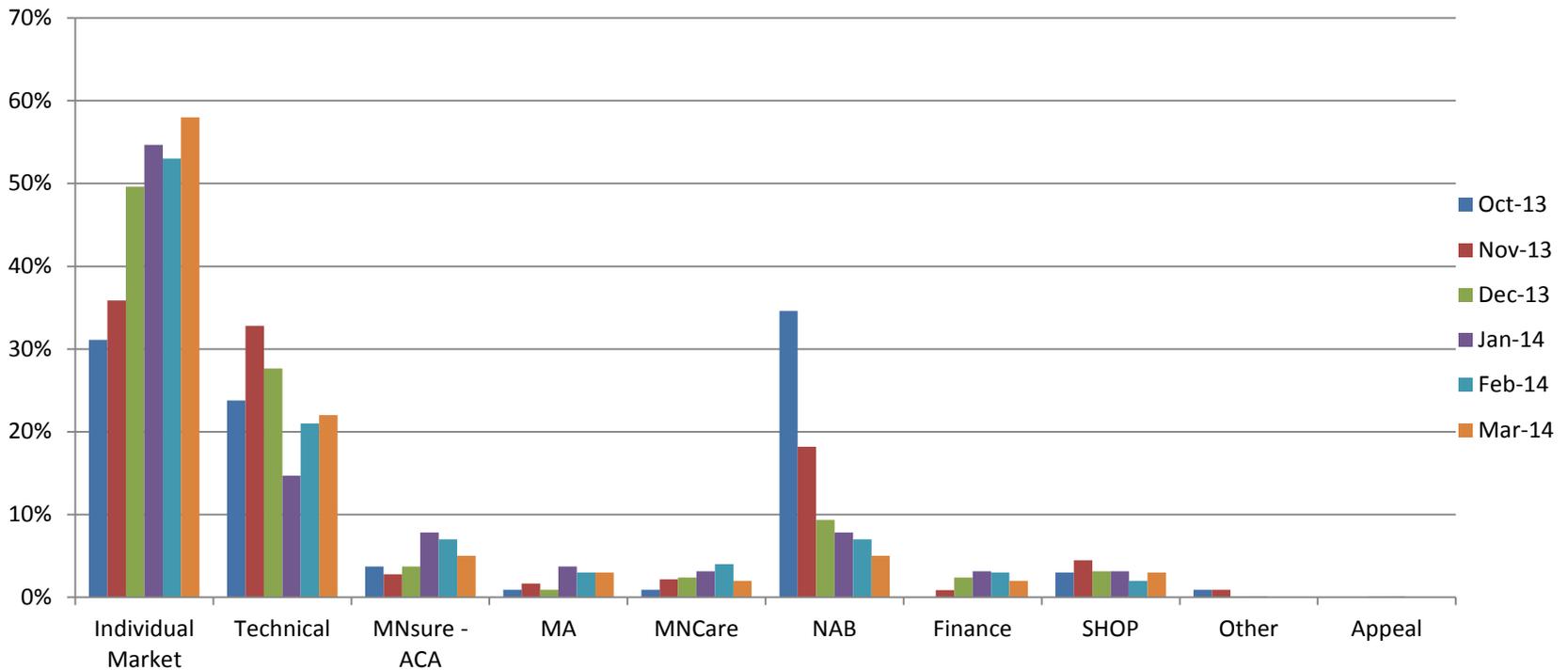
Call Center – Type of Calls Received October 2013 – March 2014

October to March Top Categories



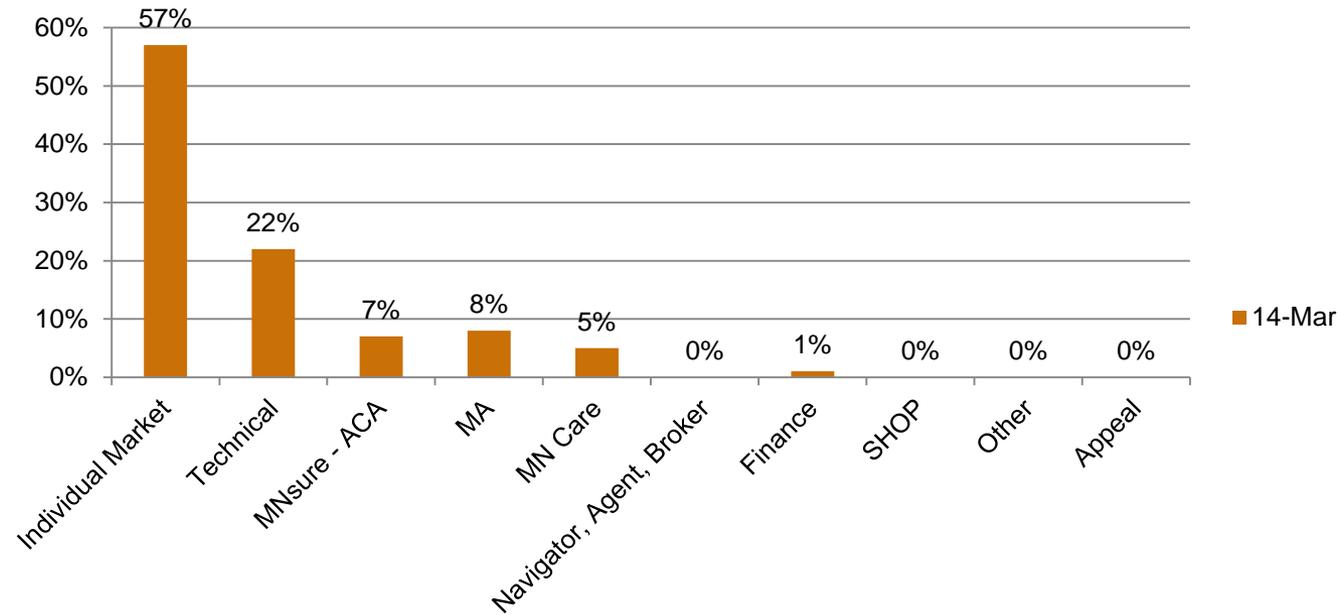
Navigators/Broker Call Center October 2013 – March 2014

Oct-Mar Top Categories



Call Center - Type of Calls Received March 2014

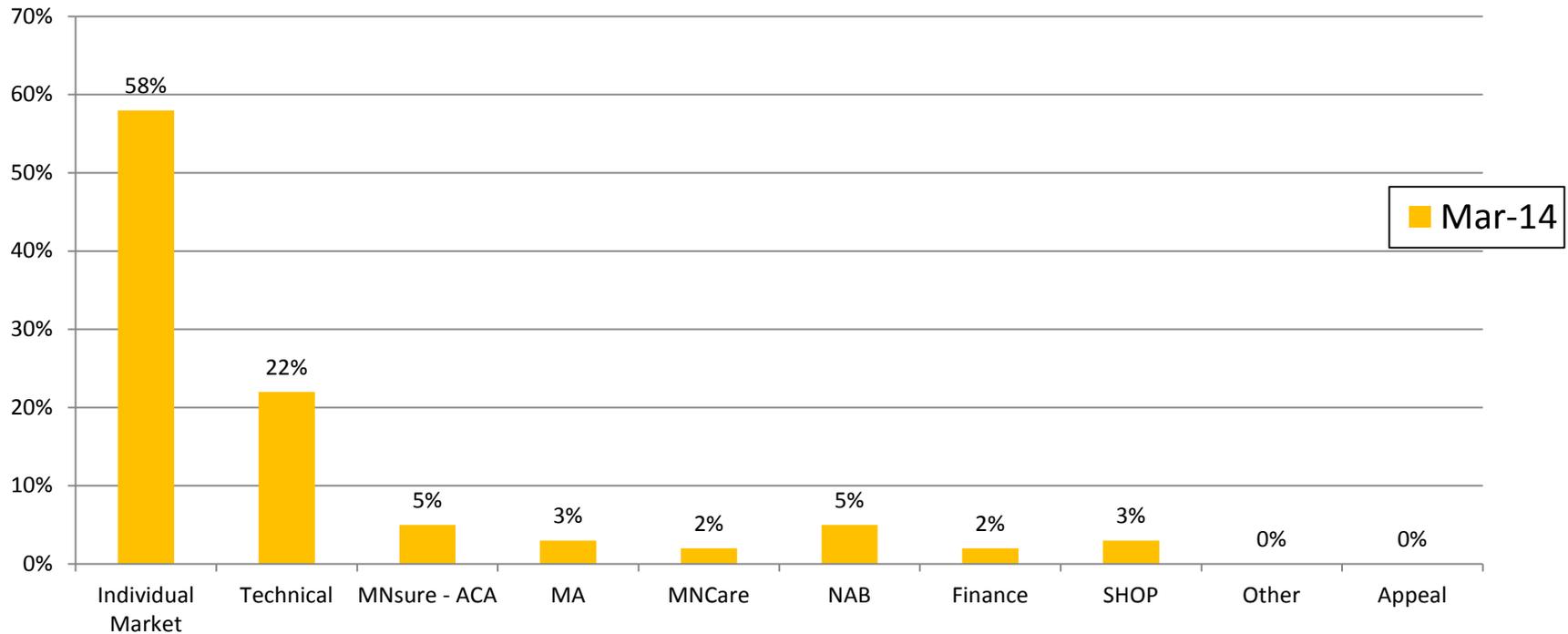
March - Top Categories



Navigators/Broker Call Center

March 2014

March Top Categories



Call Center – Type of Calls Received General - March 2014

Top 10 Inquiries

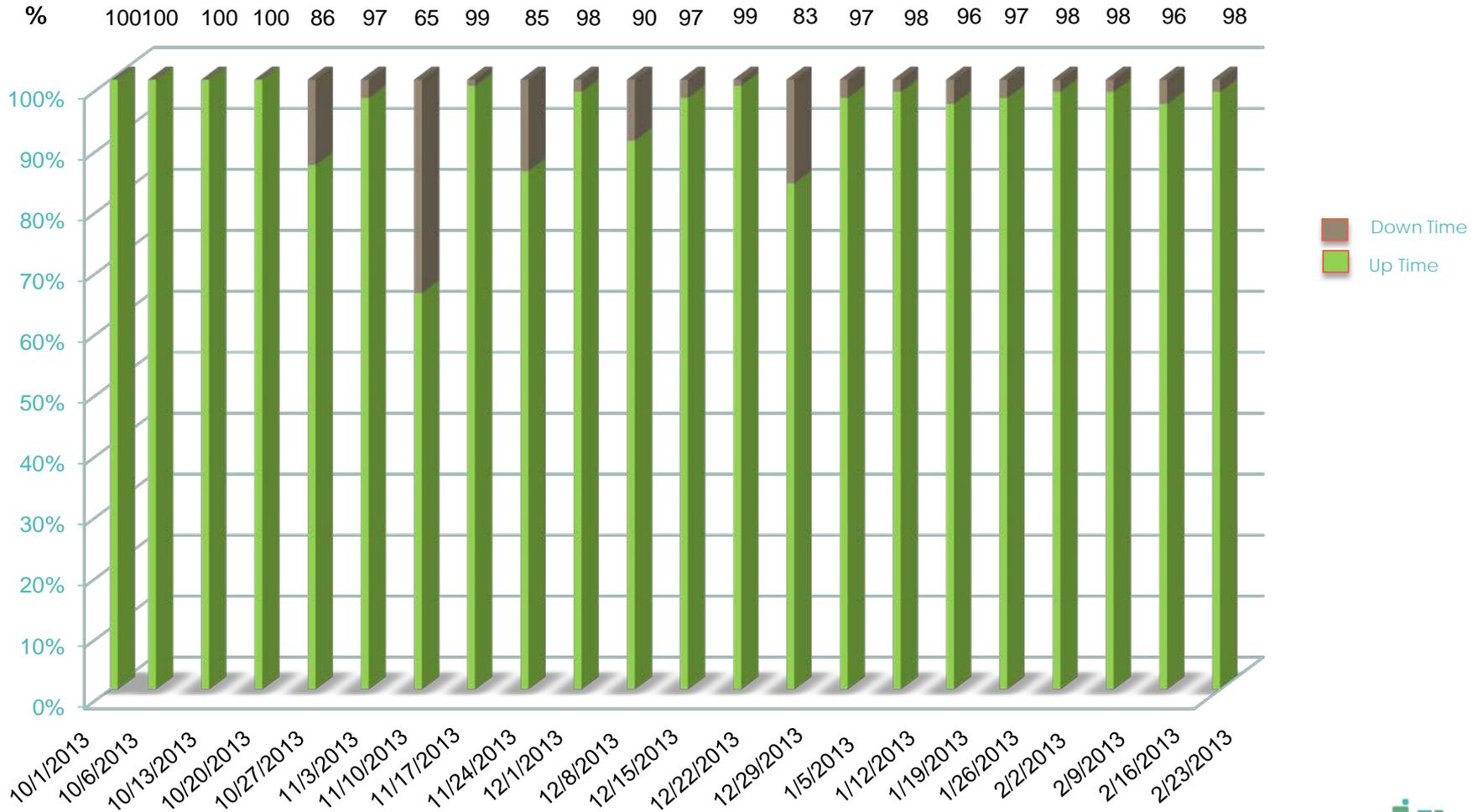
1. General Online Application process - 16%
2. Application status/what is my status - 11%
3. Account/Password - 7%
4. Correcting App info (income, family members) - 5%
5. Page not loading - 4%
6. No contact from carrier - 4%
7. General Eligibility/Enrollment/Am I eligible - 3%
8. How do I fill out the application - 3%
9. MA/MNcare enrollment/How do I enroll - 2%
10. Paper Application Status - 2 %

Call Center – Type of Calls Received Navigator/Broker - March 2014

Top 10 Inquiries:

1. General Eligibility/Enrollment - 11%
2. Online App – 9%
3. Account/Password - 9%
4. Manual enrollment - 6%
5. Correcting App info - 6%
6. General Broker Account questions - 6%
7. APTC calculation - 5%
8. MNCare/MA enrollment - 5%
9. Application status - 4%
10. Reporting a Life Change Event 5%

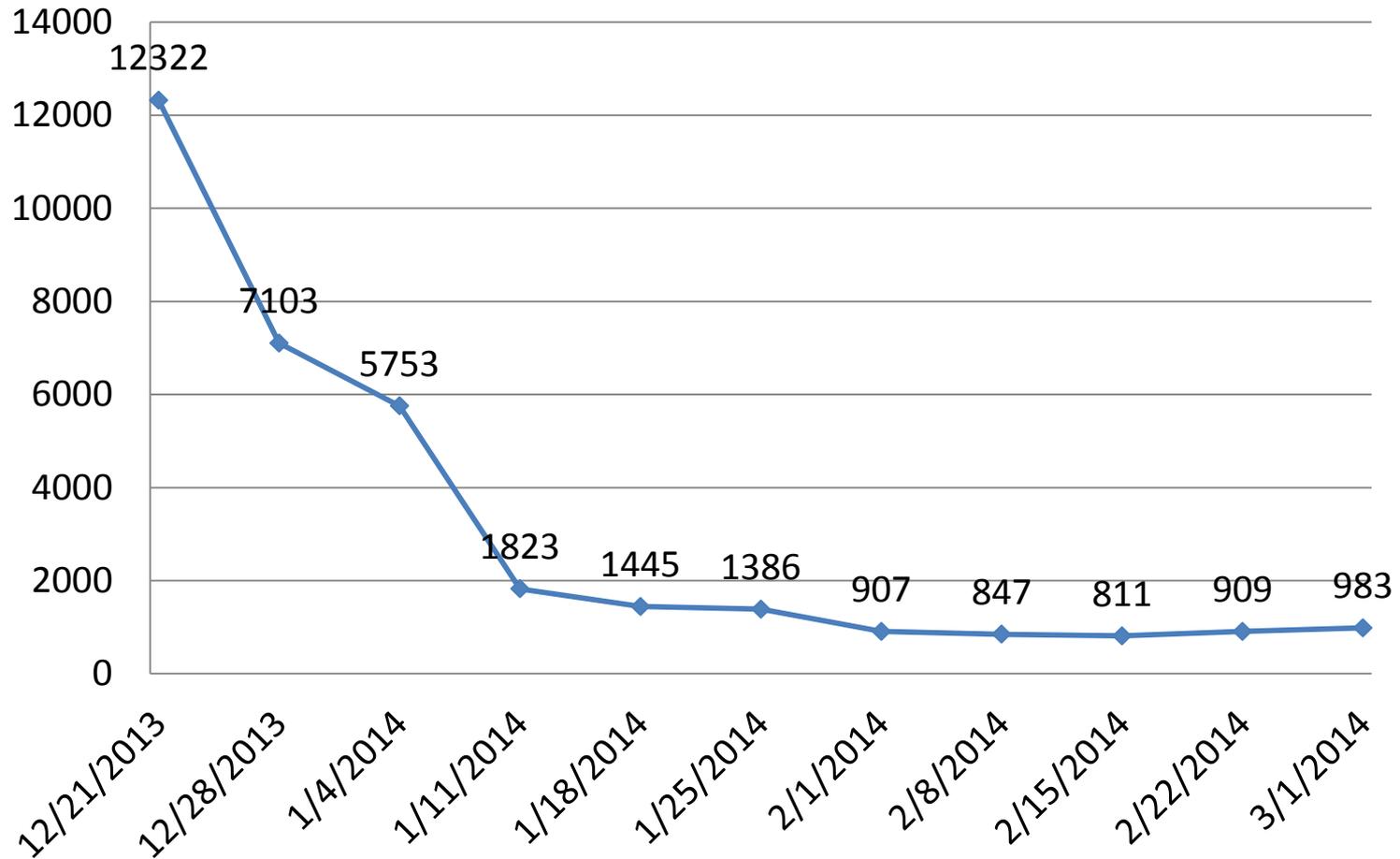
System Uptime



Note: Values represent scheduled times

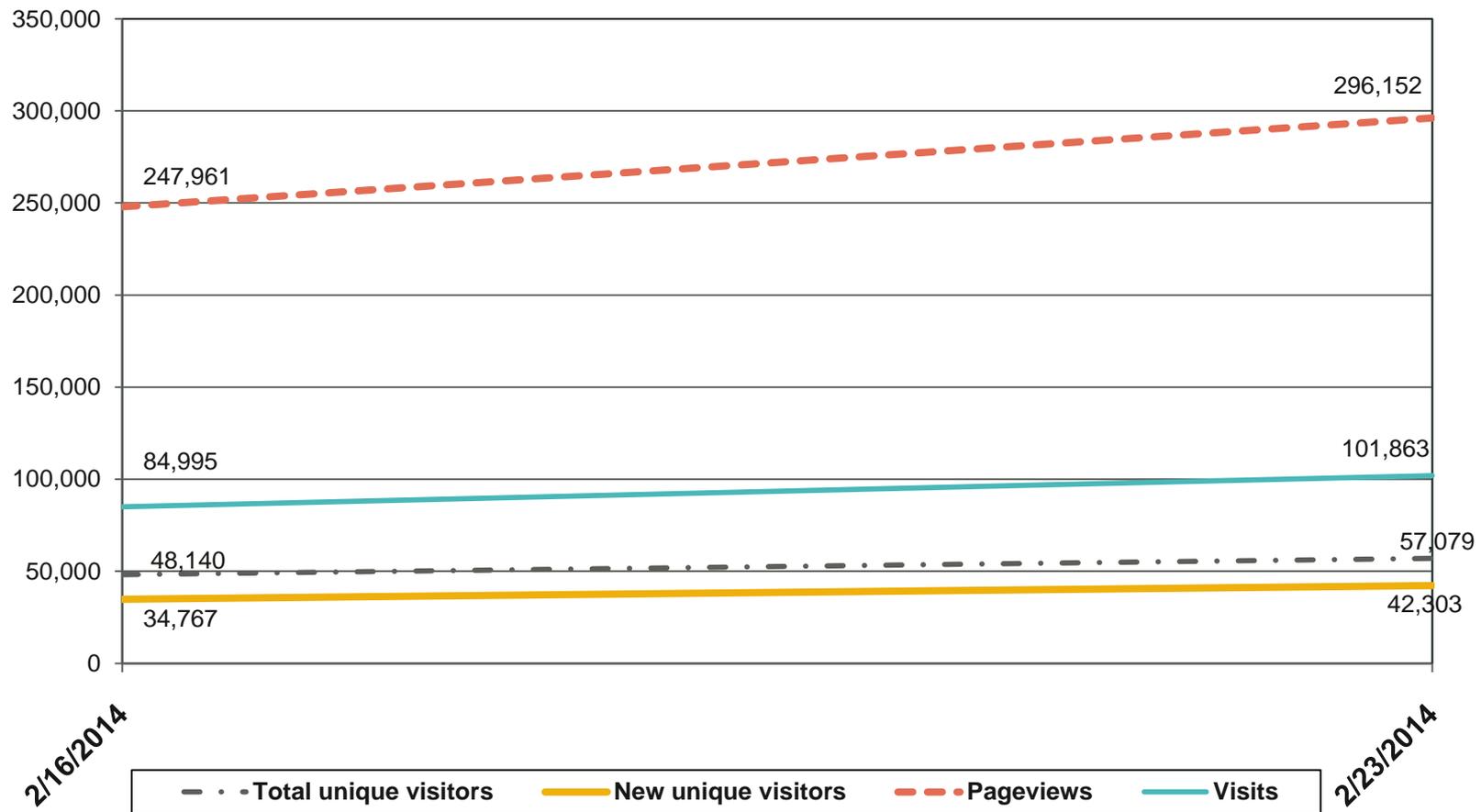
Pended Cases in Eligibility Determination through March 1, 2014

Pended/Stuck Cases



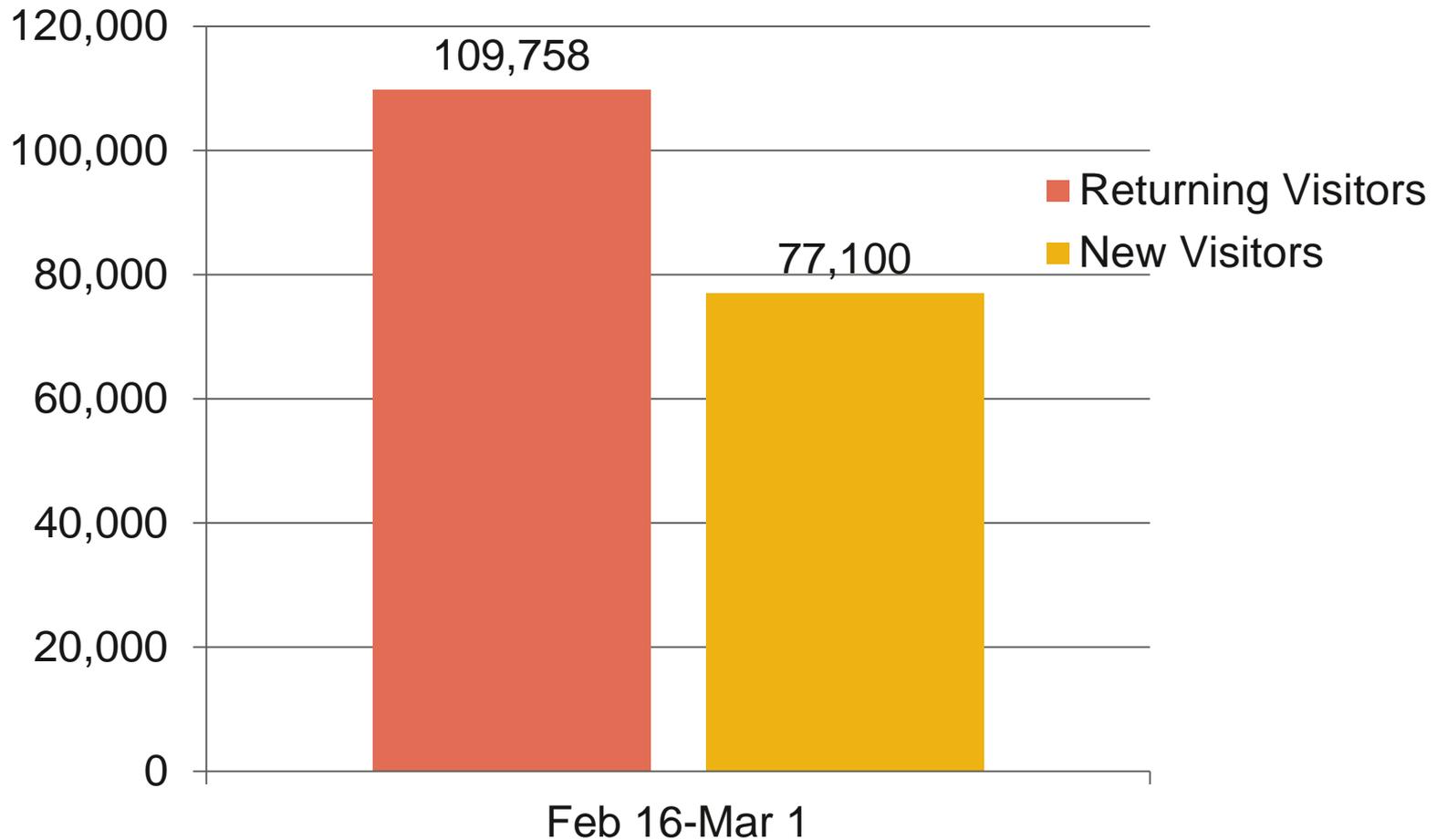
Website Metrics

February 16 to March 1, 2014



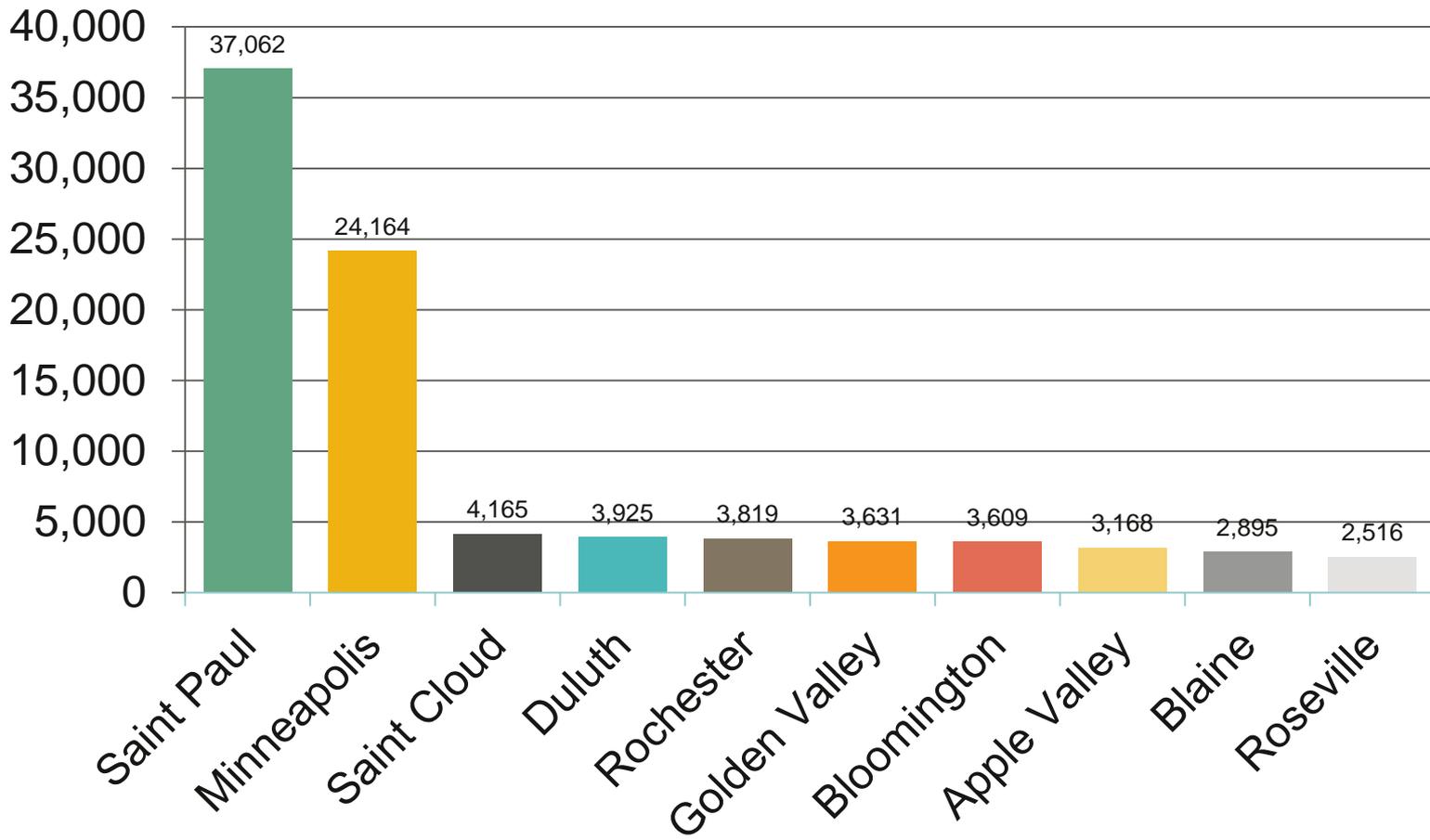
Website Metrics: Visitors

February 16 – March 1, 2014

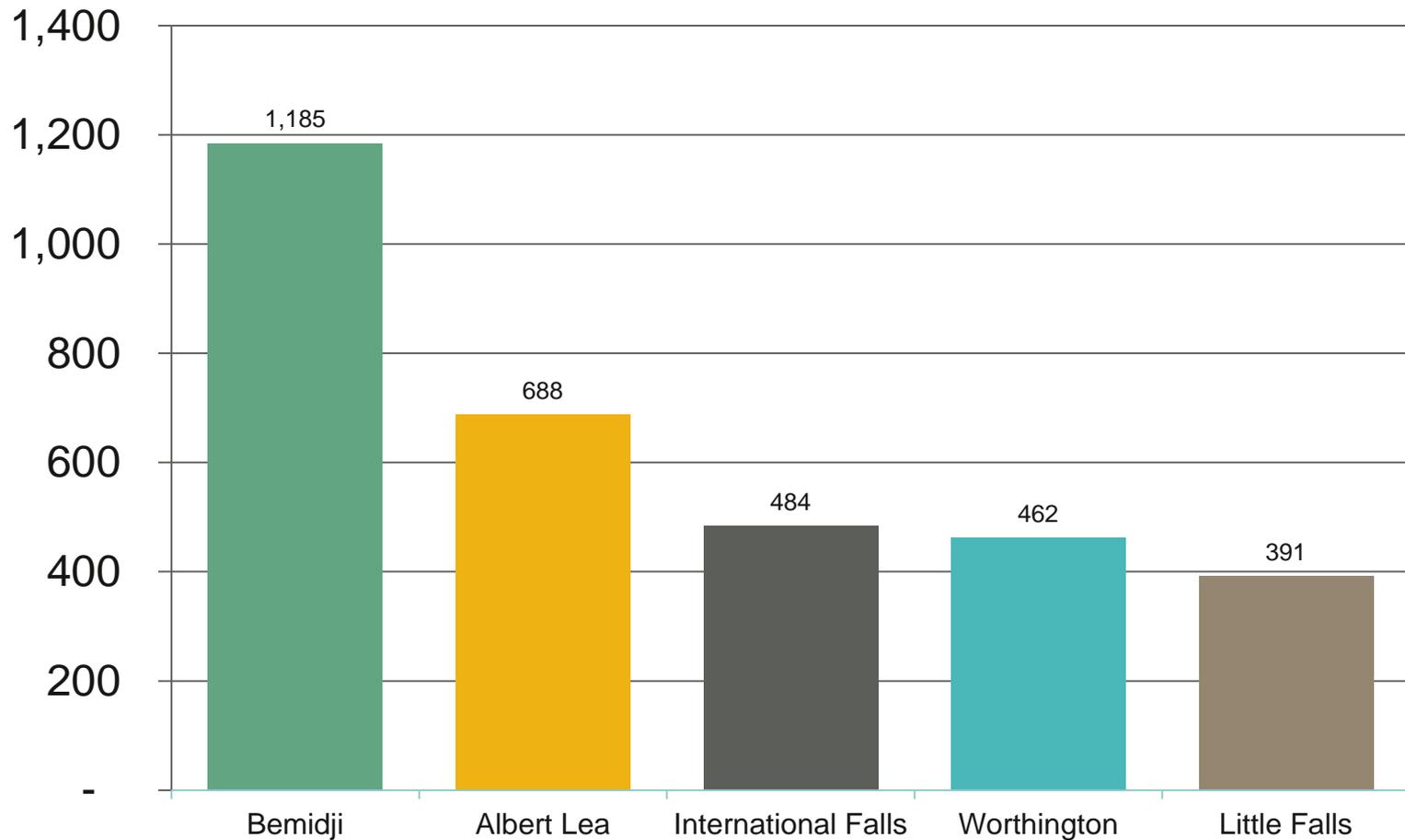


Website Metrics: Top Cities

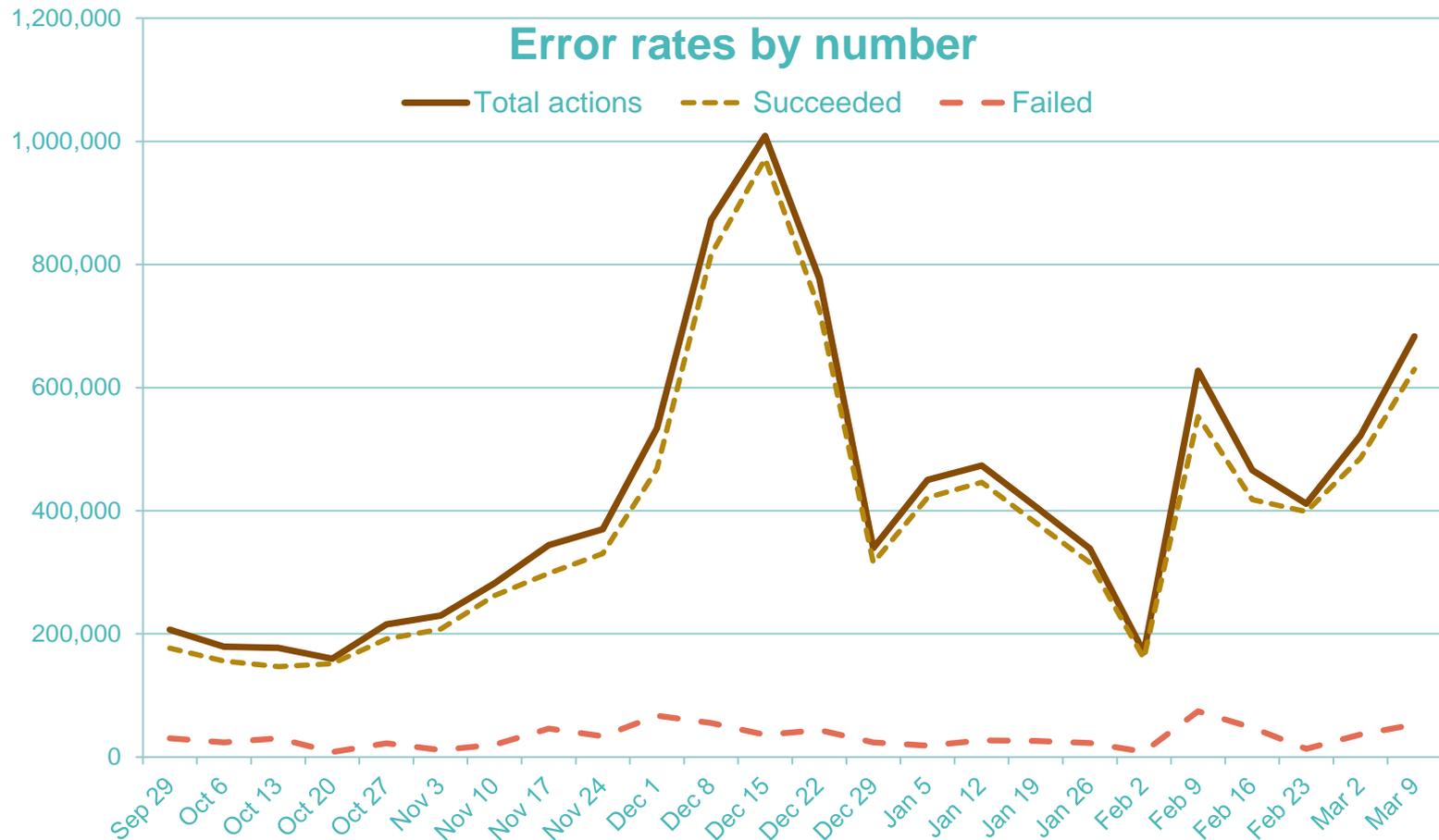
February 16 – March 1, 2013



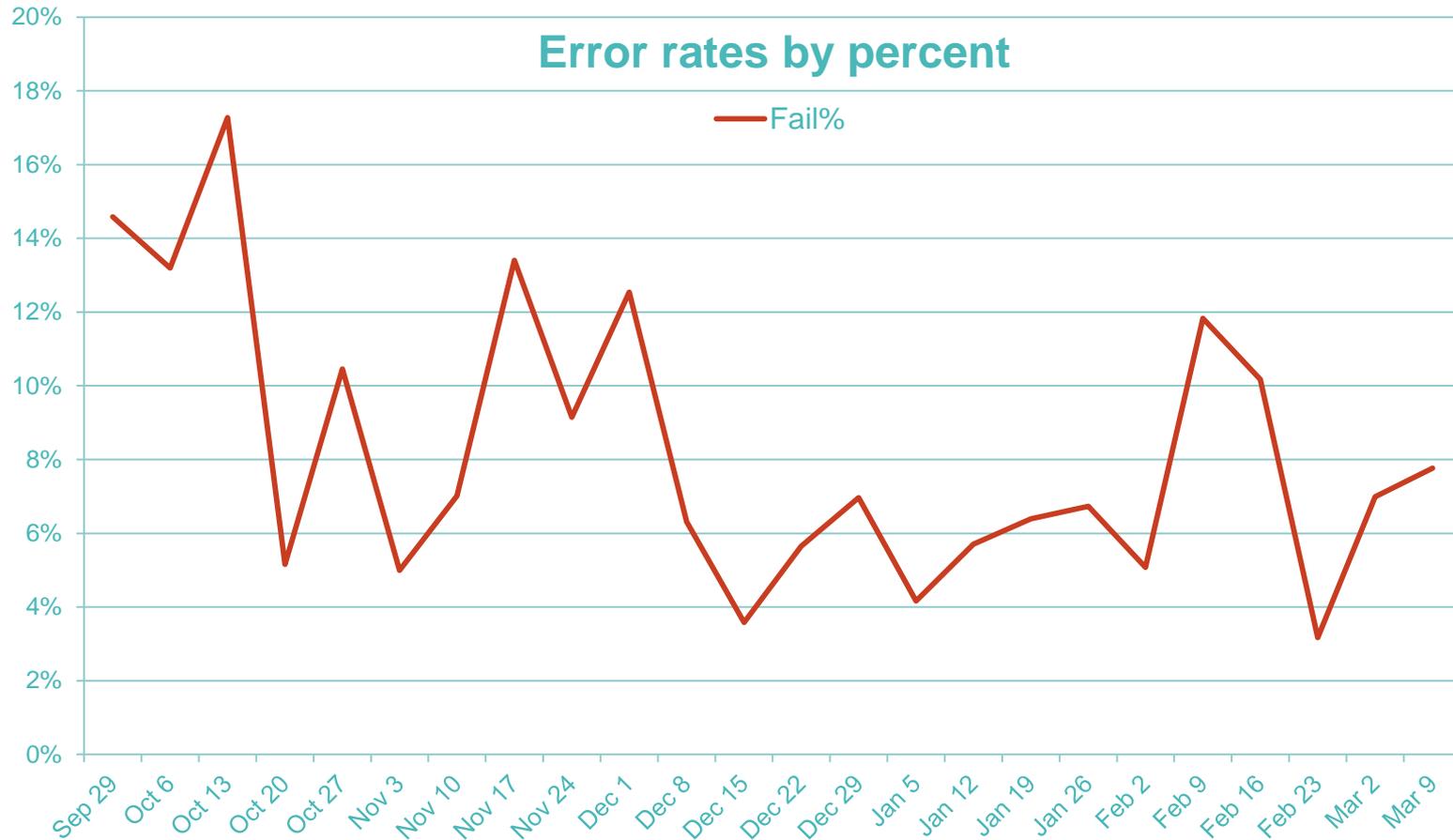
Website Metrics: 5 Greater Minnesota Cities February 16 – March 1, 2014



Error Rates for MNsure Marketplace by Week (number)



Error Rates for MNsure Marketplace by Week (%)



SHOP

2014 Enrollment				
	January	February	March	Total
Employers Enrolled	86	20	24	130
Employees on roster	635	98	228	961
Employees enrolled	438	68	154	660
Avg. Employees on roster	7.4	4.9	9.5	7.4
Avg. Employees enrolled	5.1	3.4	6.4	5.1

Enrollment Against Projections (Low)		
	Employers	Employees
Projection	1,313	13,125
YTD Enrollment	130	660
Percent to projection	10%	5%



Contribution Levels by Employers				
Contribution Level	January	February	March	Total
0-24%	8	0	1	9
25% - 49%	1	0	0	1
50% - 74%	35	8	19	62
75% - 100%	67	12	11	90

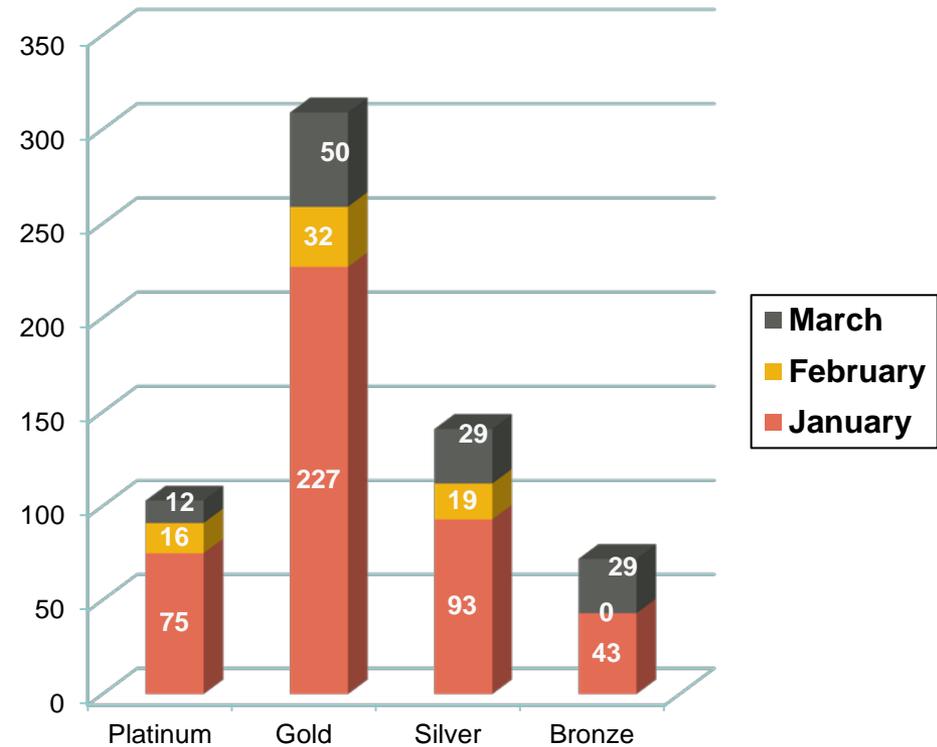
Employer Enrollment by Group Size				
Employer Size	January	February	March	Total
1-5	59	17	14	90
6-10	19	3	5	27
11-24	6	0	5	11
25-50	2	0	0	2

SHOP

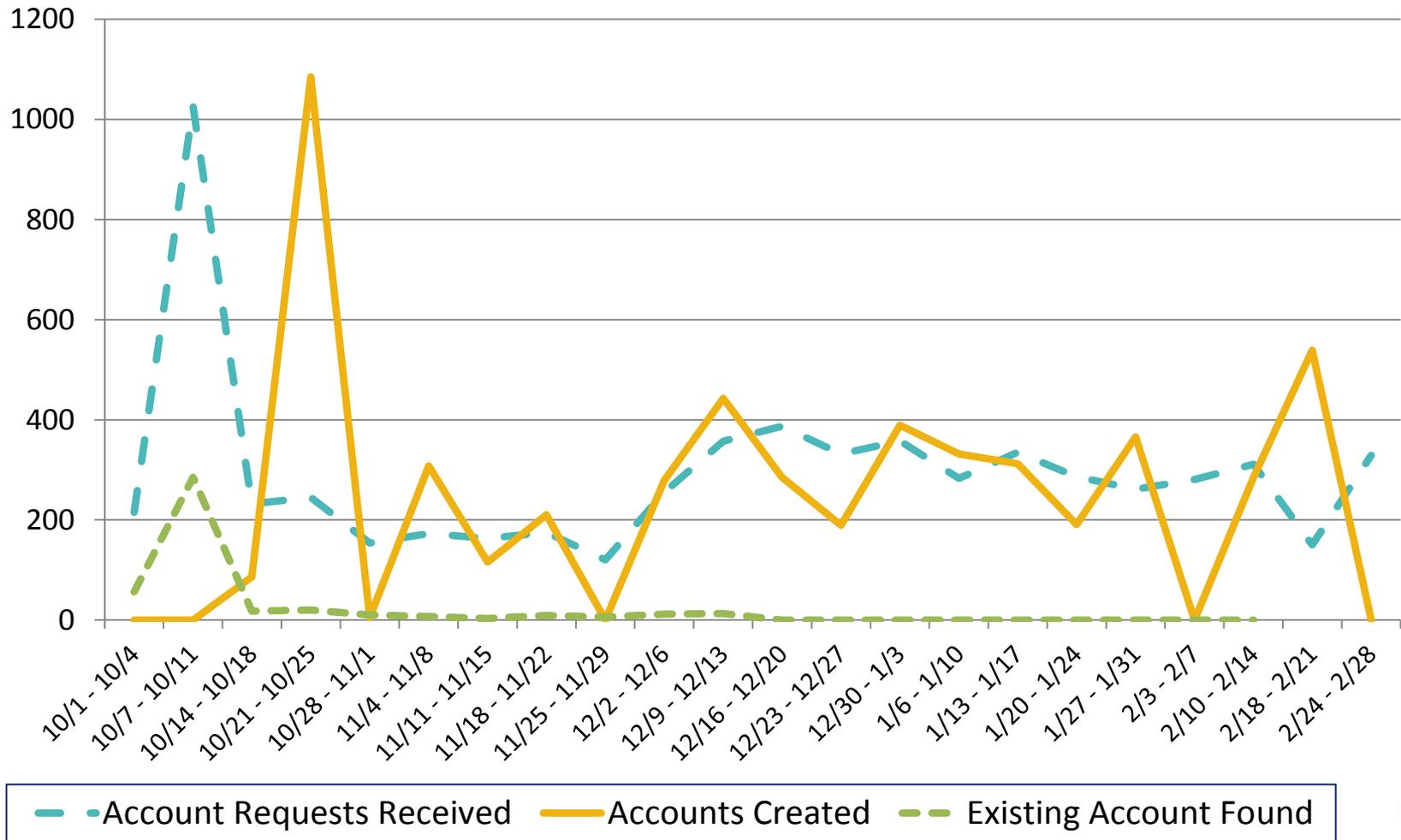
Number of Plans Offered by Employer			
	January	February	March
1-15	77	15	18
16-30	6	2	2
31-45	2	1	3
46-63	7	1	1

Plans Offered by Metal Level by Employer			
	January	February	March
4 metal levels	7	2	4
3 metal levels	12	2	4
2 metal levels	21	3	2
1 metal level	46	12	14

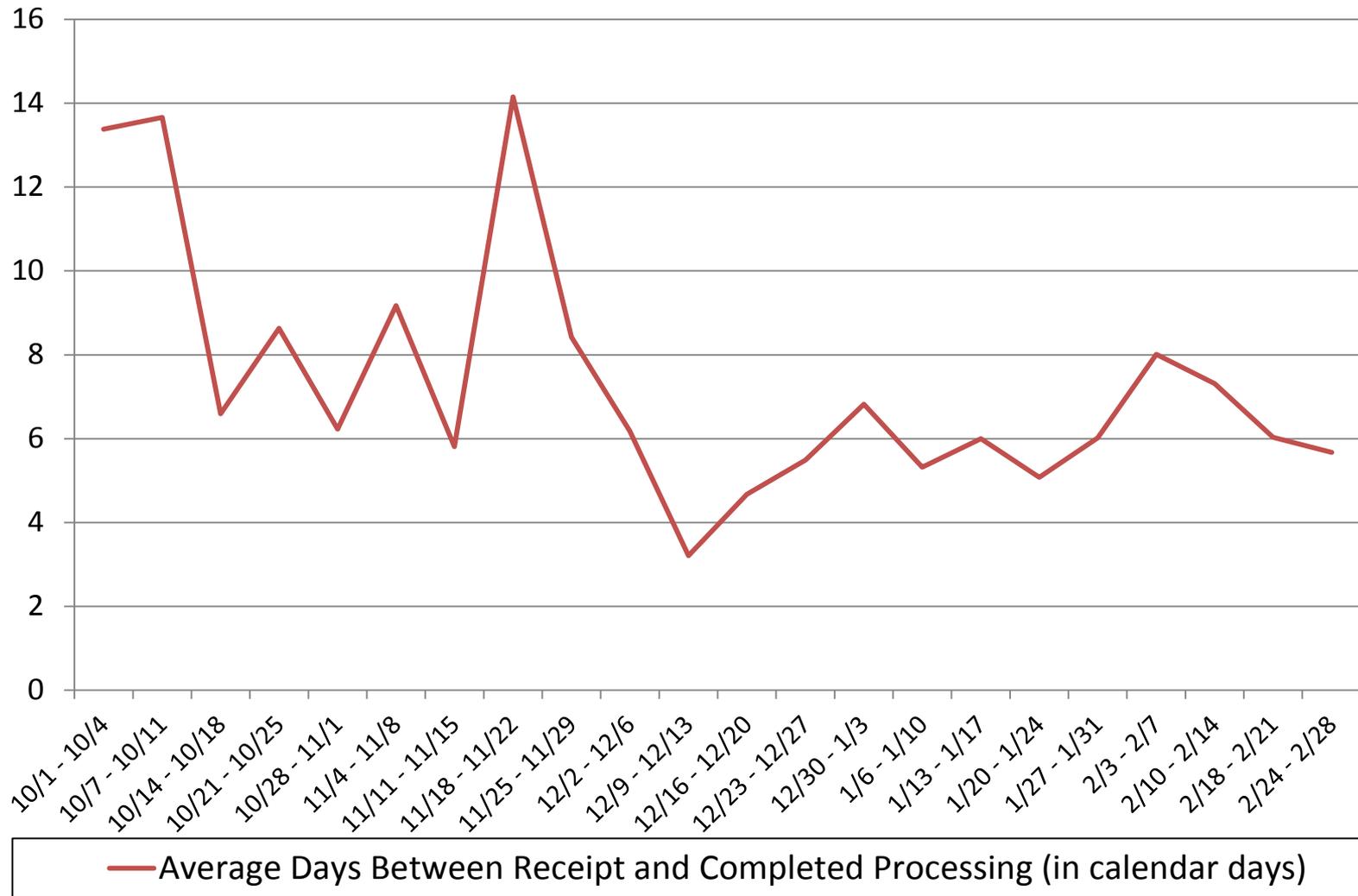
Employees Enrolled by Metal Level



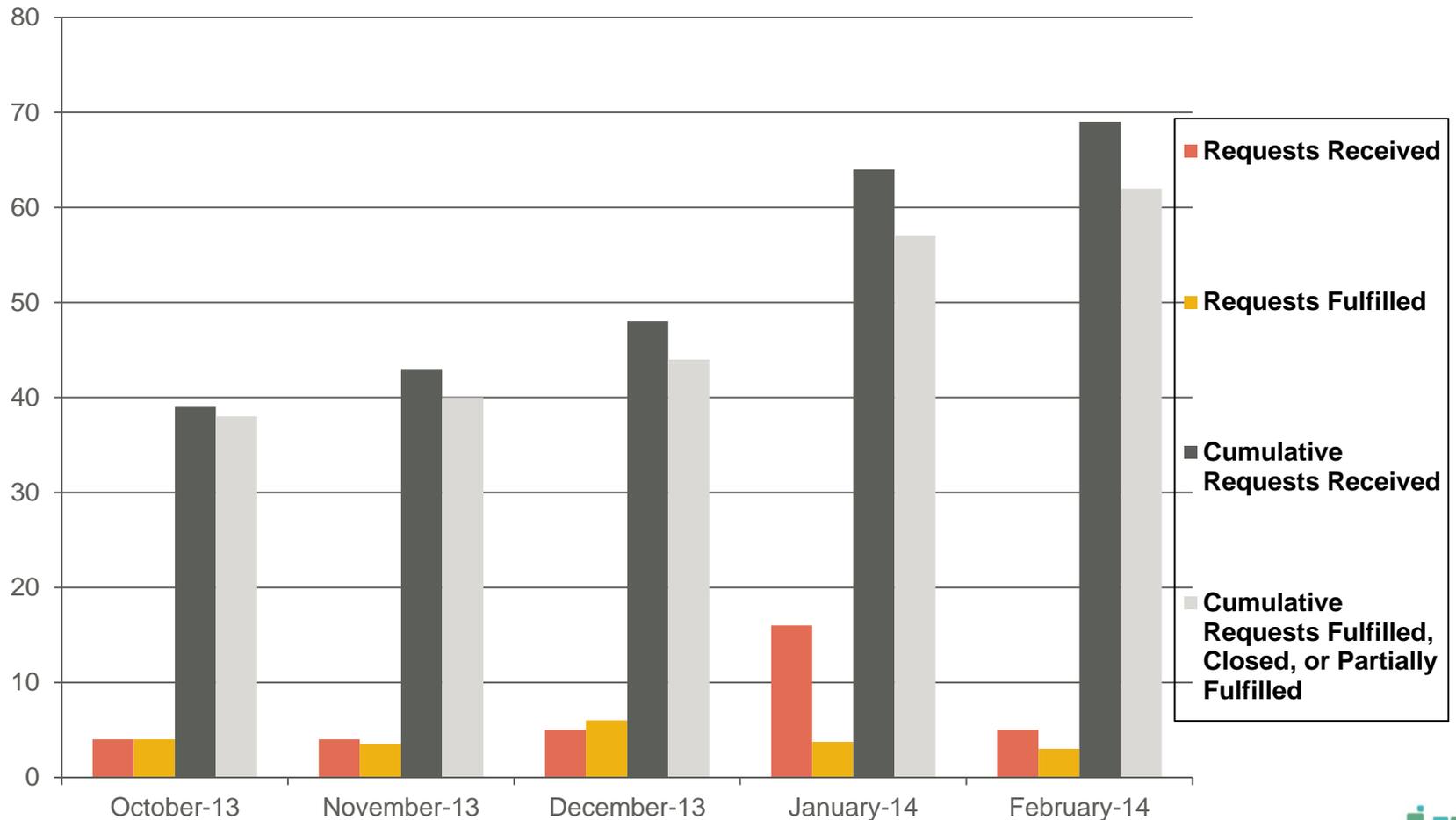
Manual ID Verification by Week



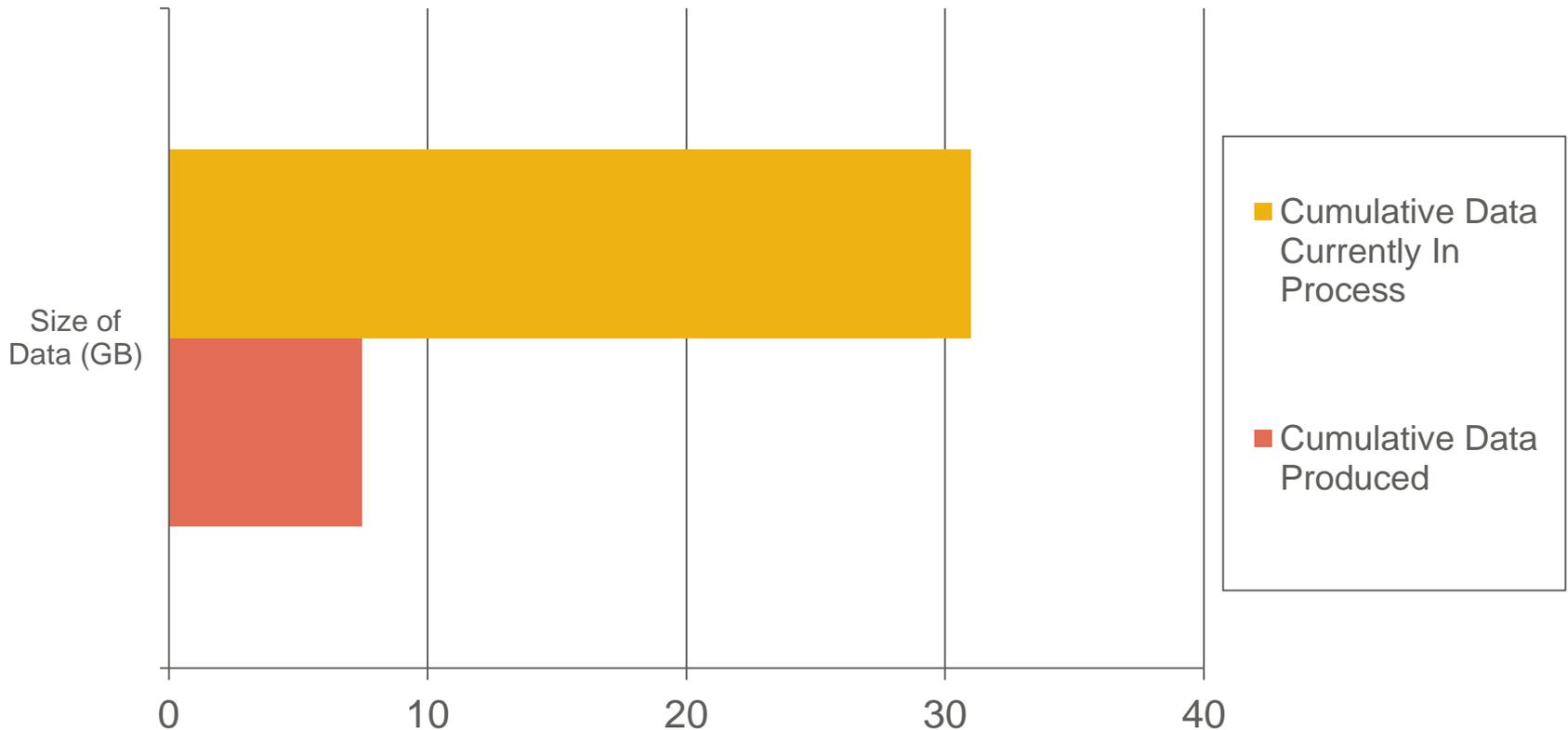
Weekly Manual ID Verification: Days to Complete



Data Requests by Month: Received and Fulfilled



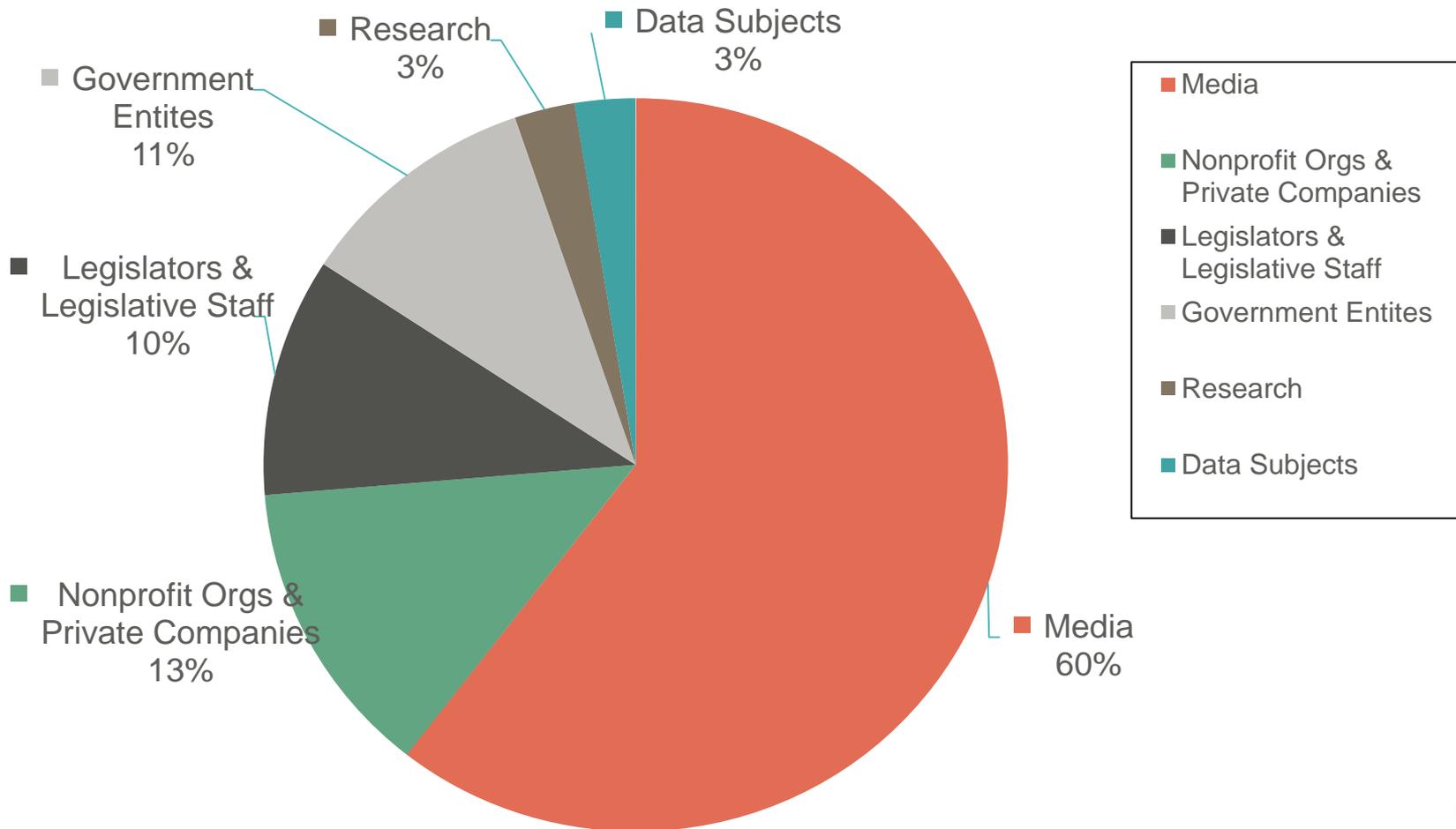
Data Requests Size: Cumulative In Process and Produced (in Gigabytes)



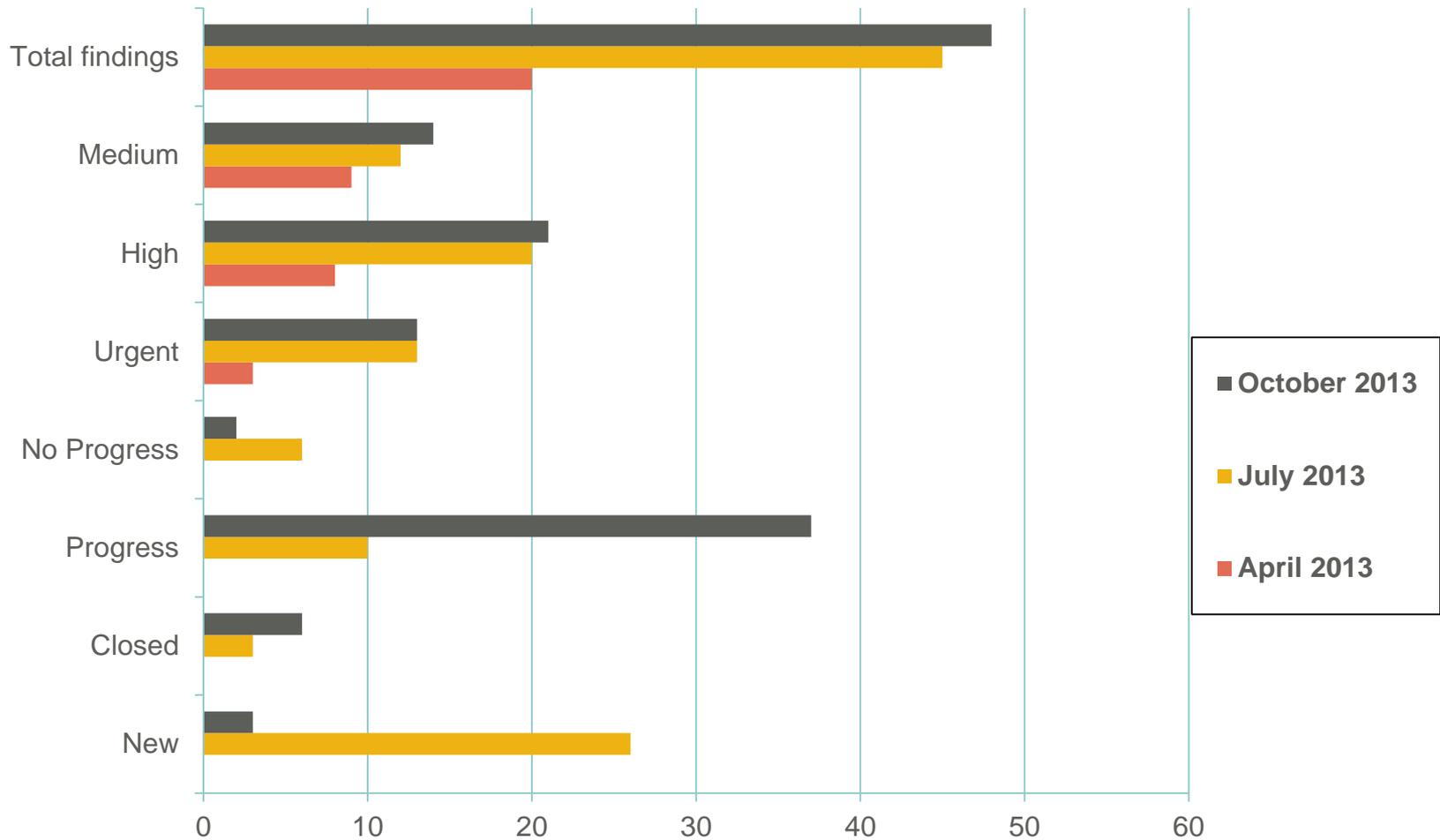
Note: 1 GB of data is equivalent to 10,000 documents and 200 hours of staff time to review and produce.

Data Request Sources

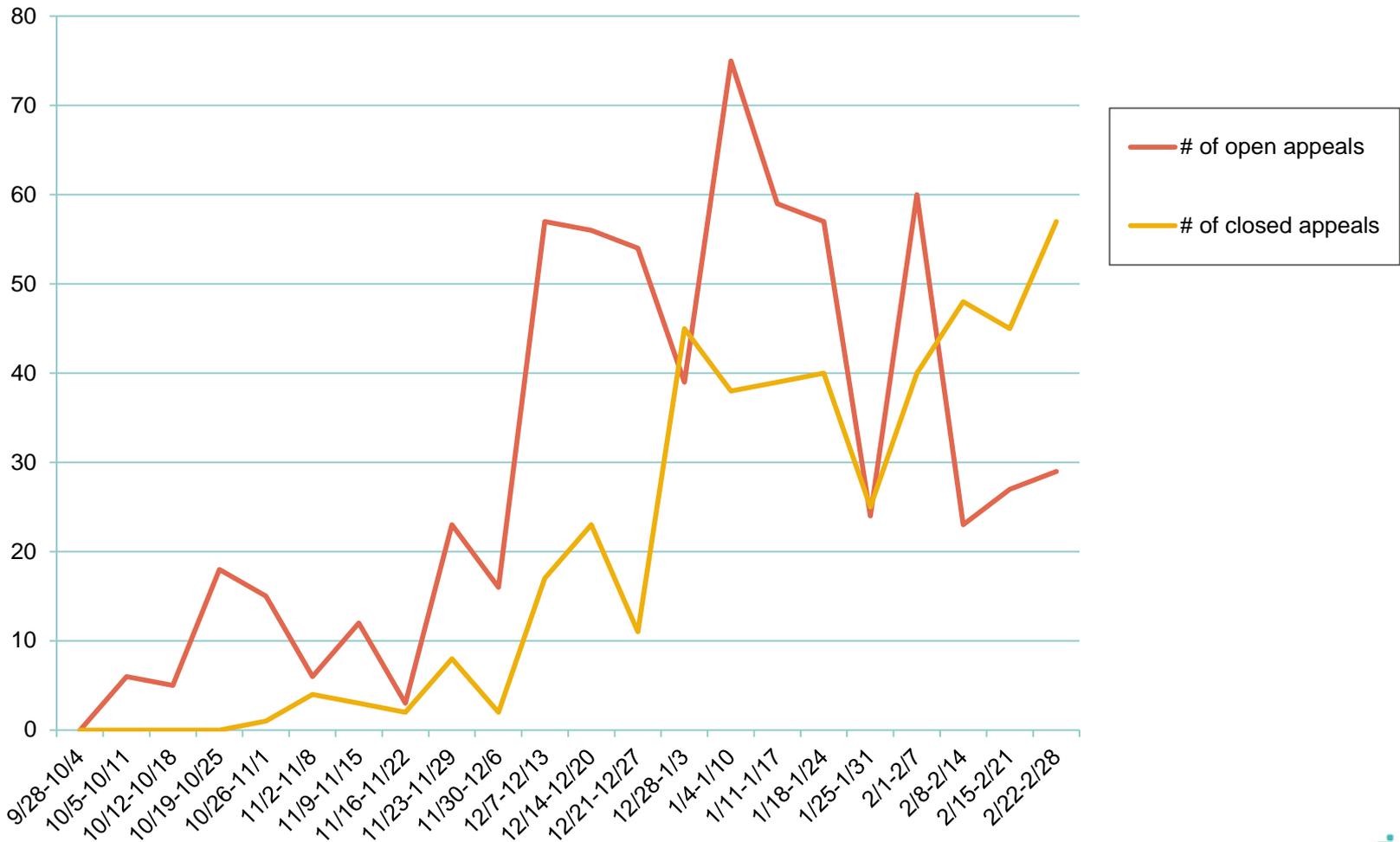
October 2013 – February 2014



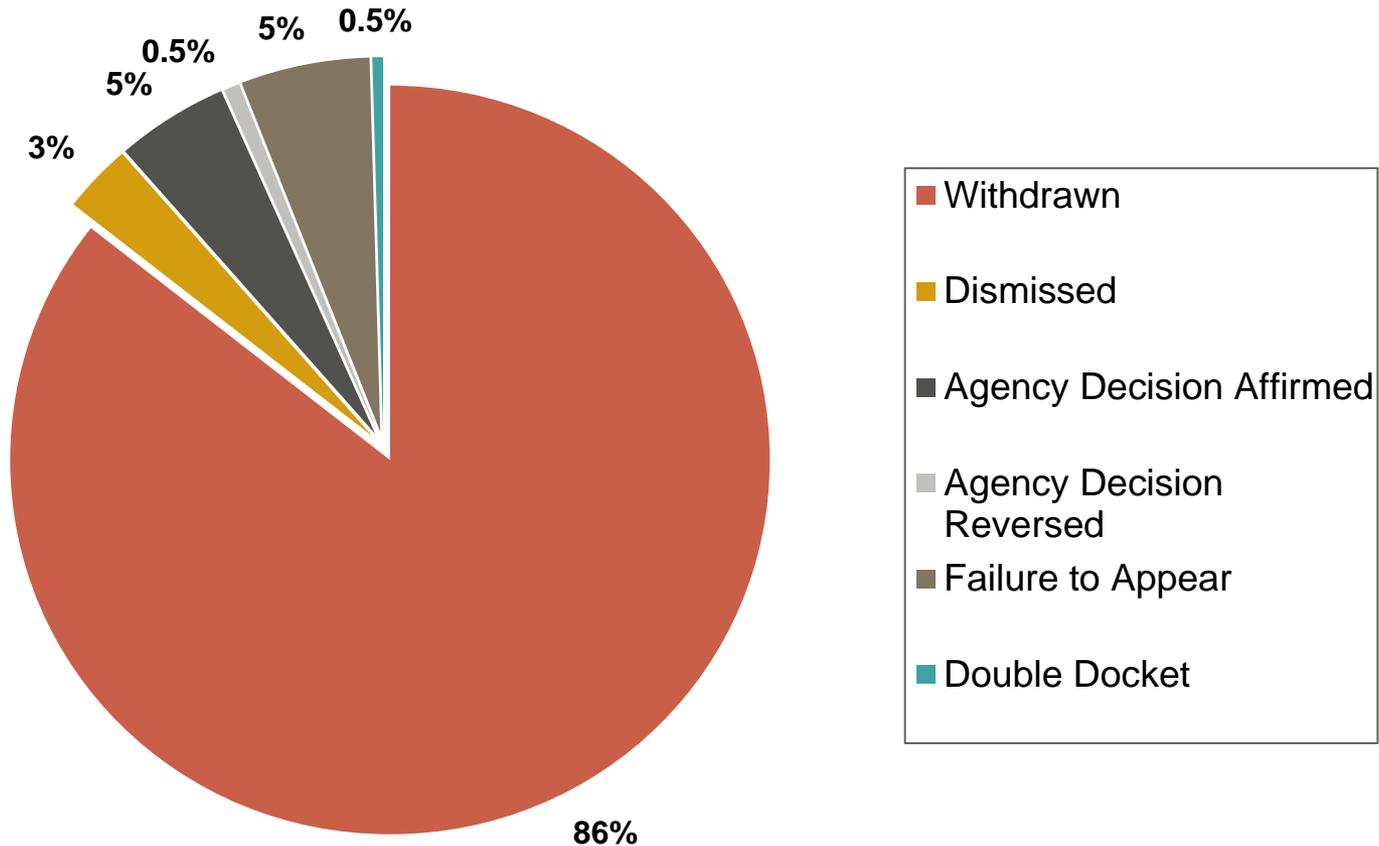
IV&V Audit Findings by Quarter



Number of Appeals by Week



Type of Closed Appeals



Appeals Duration: File Date to Closed

