



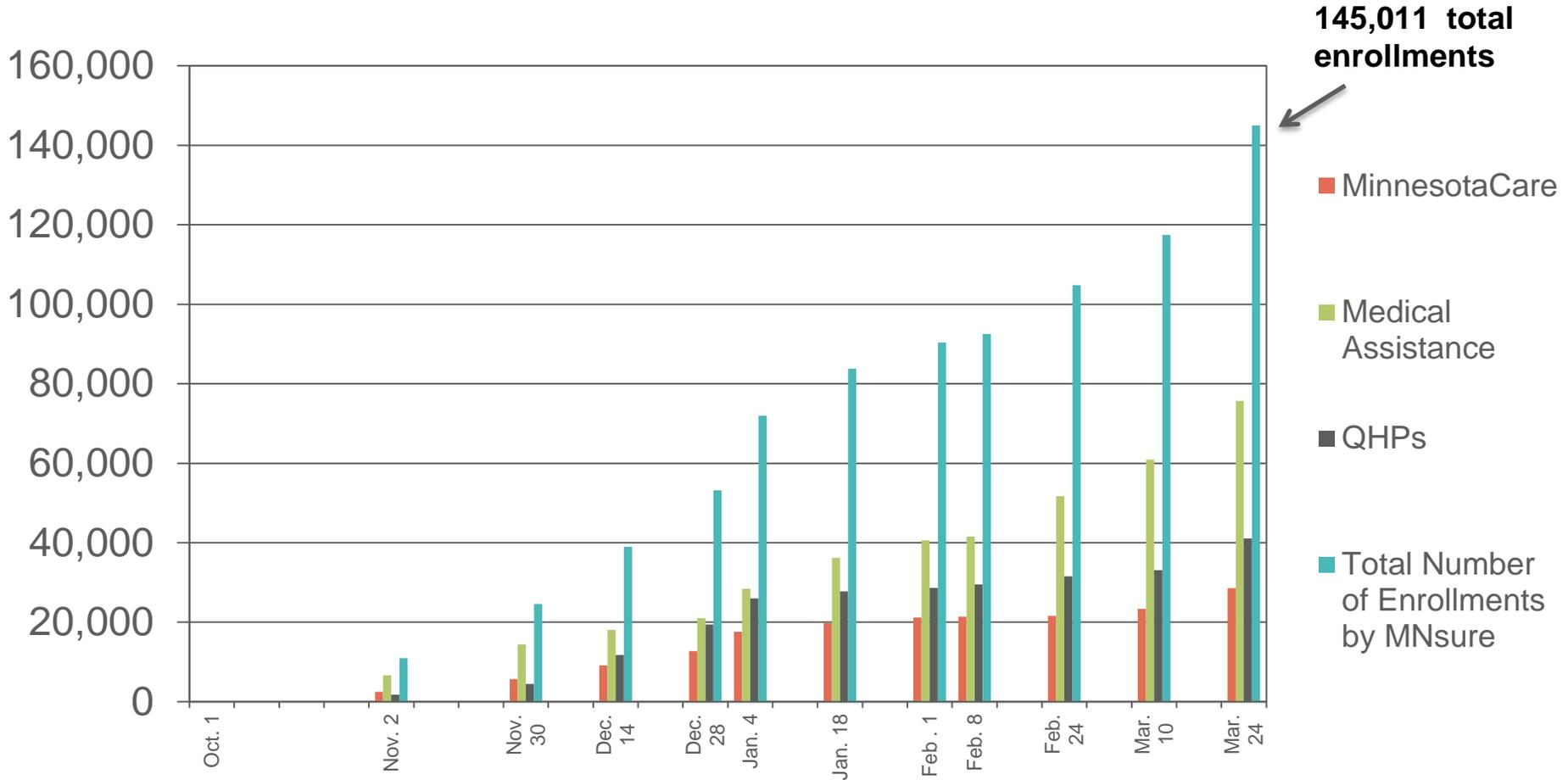
# MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

March 26, 2014

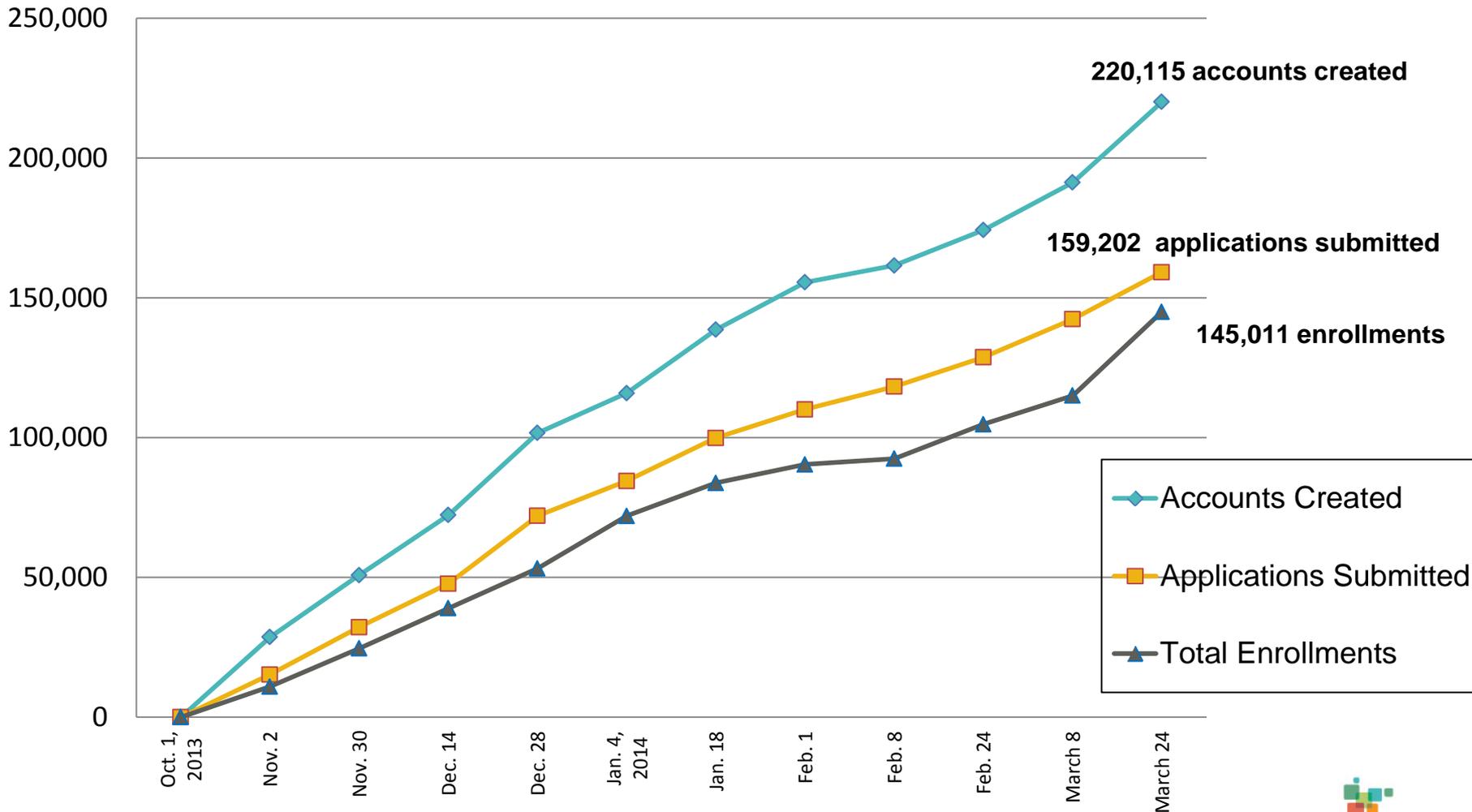


# Enrollment in Process



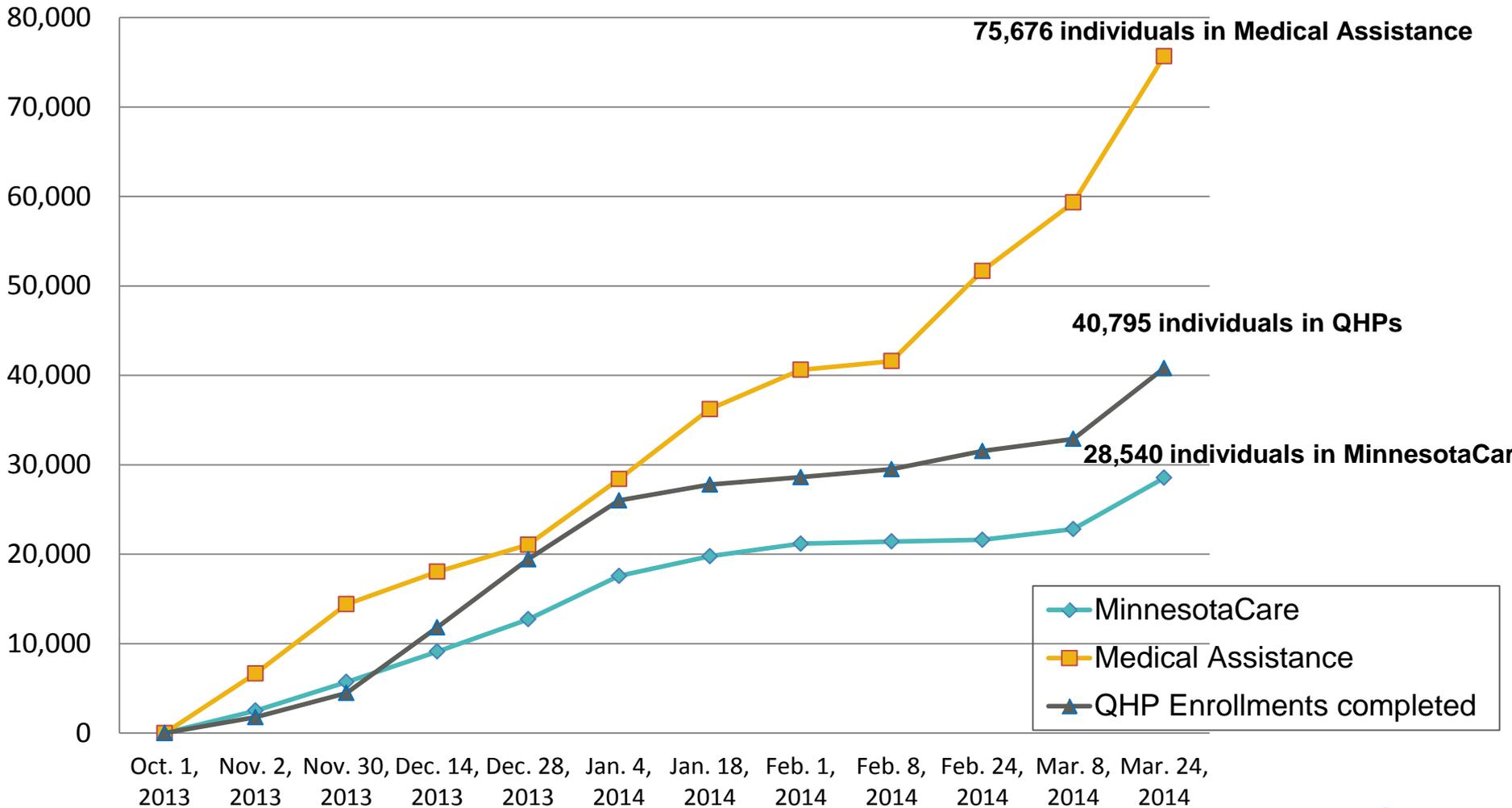
Note: We have added manual QHP enrollments to the overall number of individuals enrolled in QHPs for March 23<sup>rd</sup> enrollment.

# Applications and Enrollment through MNsure



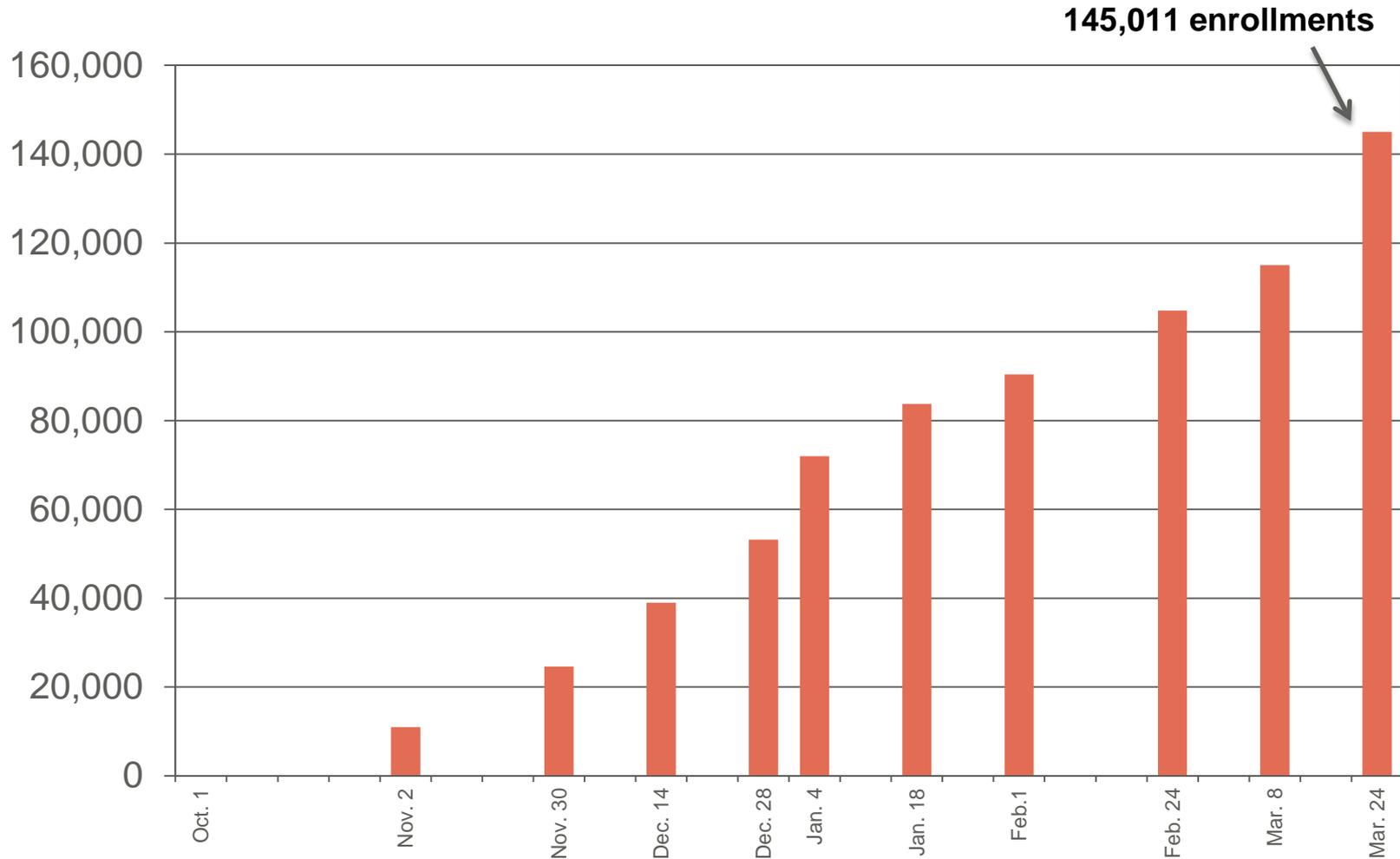
Note: We have added manual QHP enrollments to the overall number of individuals enrolled in QHPs for March 23<sup>rd</sup> enrollment.

# Enrollments by Program



Note: We have added manual QHP enrollments to the overall number of individuals enrolled in QHPs for March 23<sup>rd</sup> enrollment.

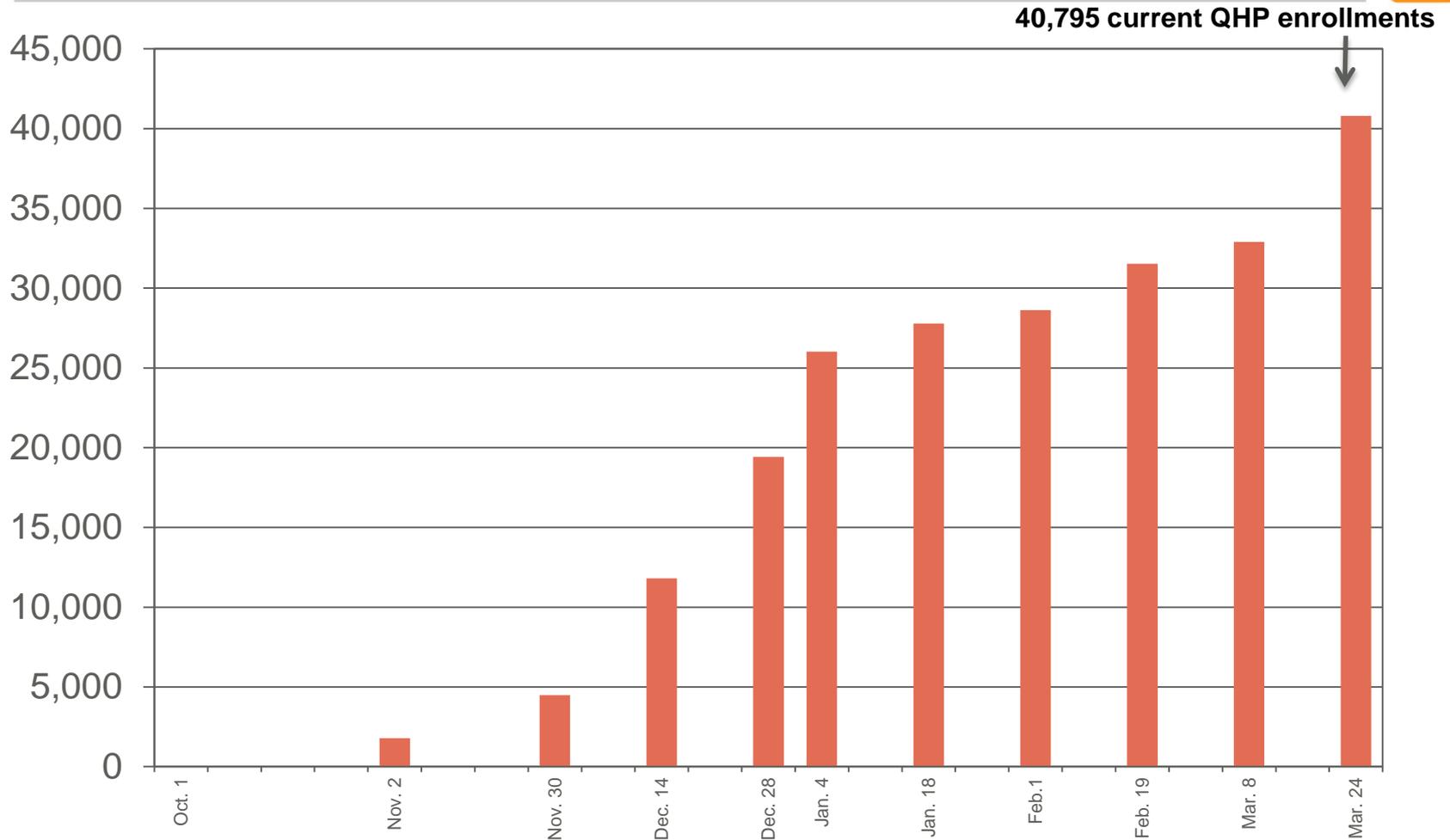
# Total Enrollments in Process



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

Note: We have added manual QHP enrollments to the overall number of individuals enrolled in QHPs for March 23<sup>rd</sup> enrollment

# QHP Enrollments in Process



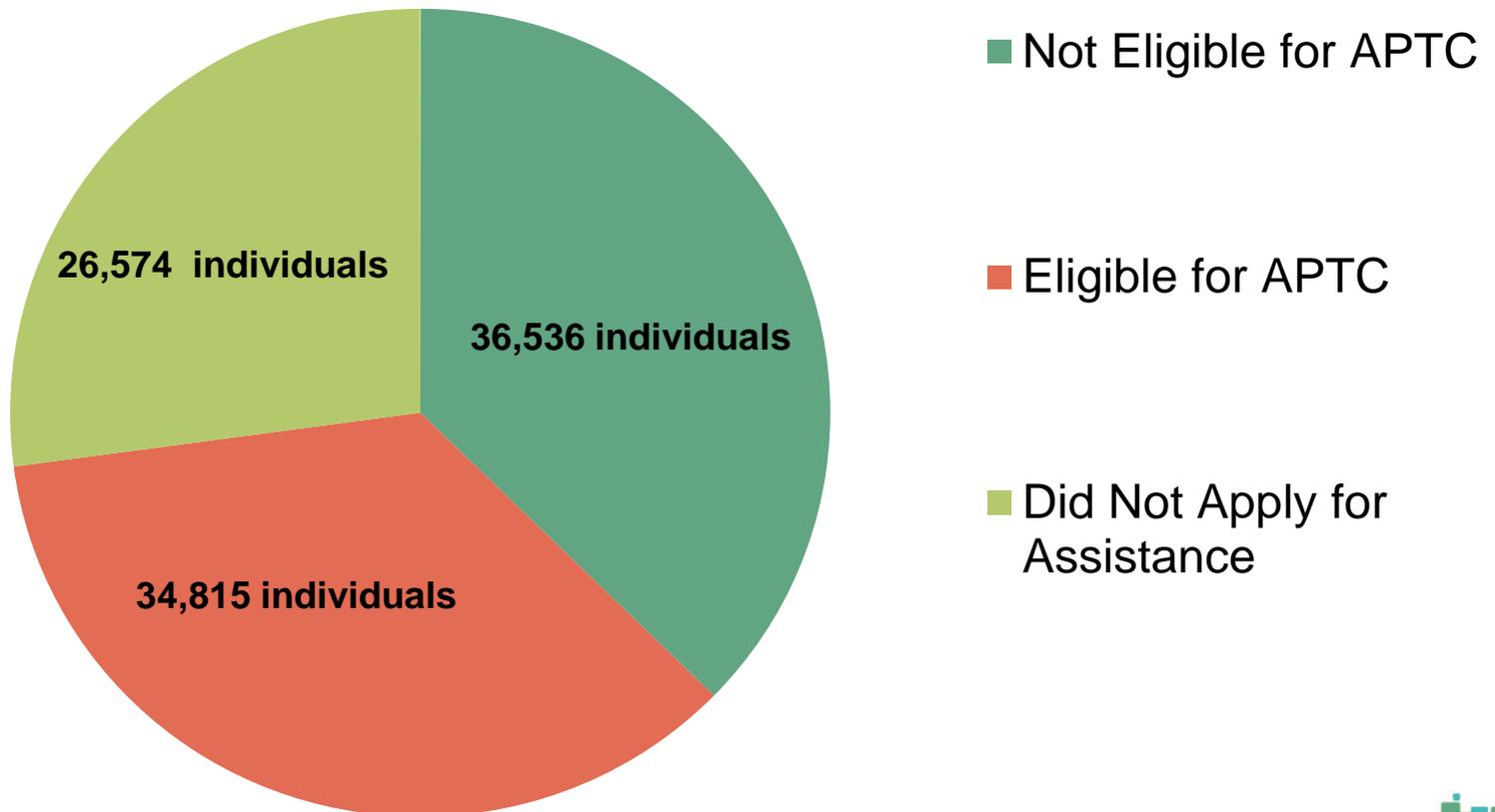
Note: Enrollments in process means the consumer has chosen a plan and a payment method.

Note: We have added manual QHP enrollments to the overall number of individuals enrolled in QHPs for March 23rd enrollment

# Eligibility of QHP Applicants

## March 23, 2014

### Number of Applicants Applying for Coverage



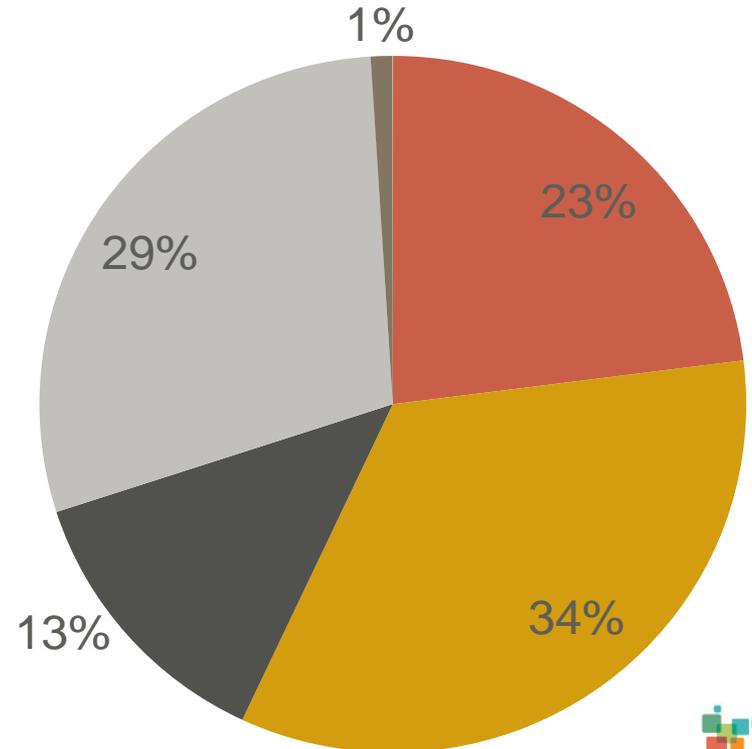
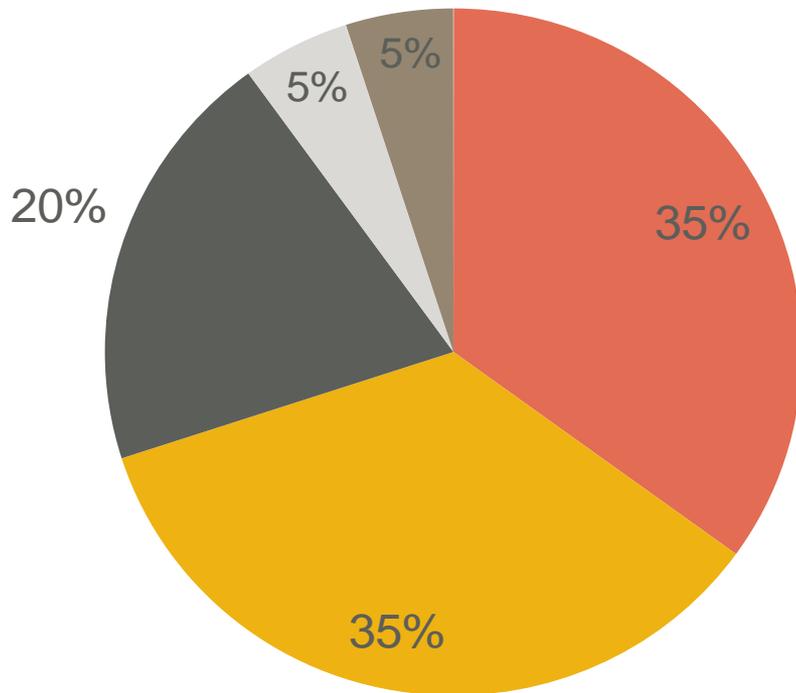
# Individual Market: Metal Levels

## March 23, 2014

### Projected Metal Level Selection

### Actual Metal Level Selection

■ Bronze ■ Silver ■ Gold ■ Platinum ■ Catastrophic

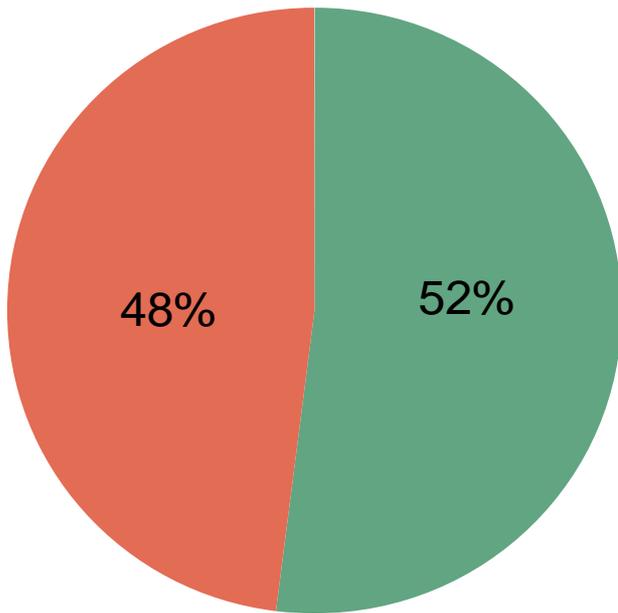


# Individual Market: QHP Enrollee Demographics

## March 23, 2014

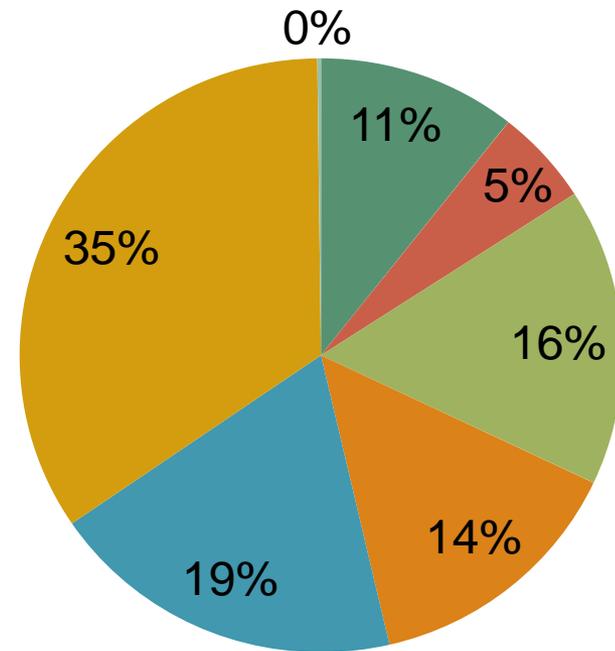
### Gender in QHPs

■ Female ■ Male



### Age of Enrollees

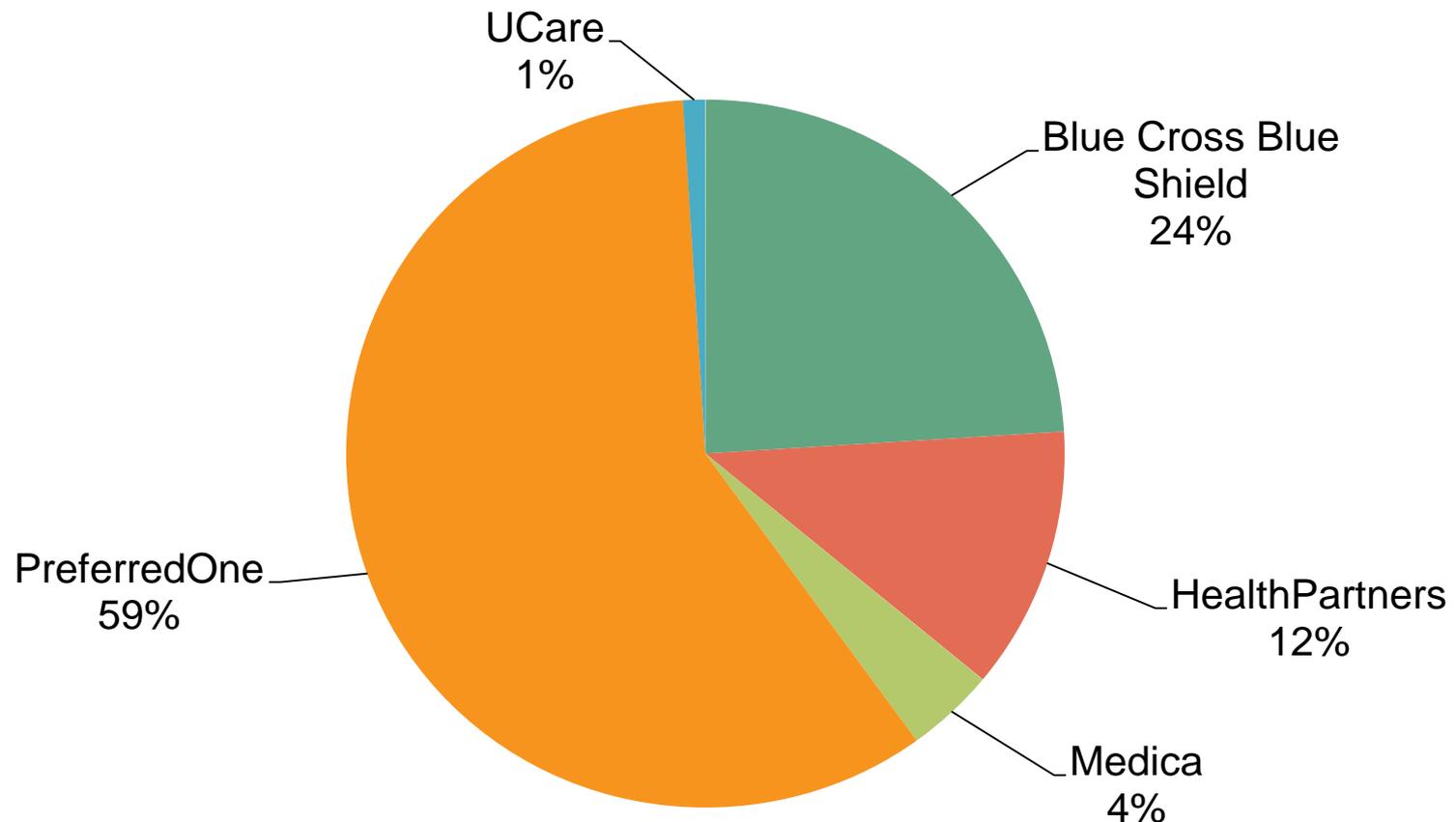
■ 0-18 ■ 19-25 ■ 26-34 ■ 35-44  
■ 45-54 ■ 55-64 ■ 65+



# Individual Market: Enrollees by Carrier

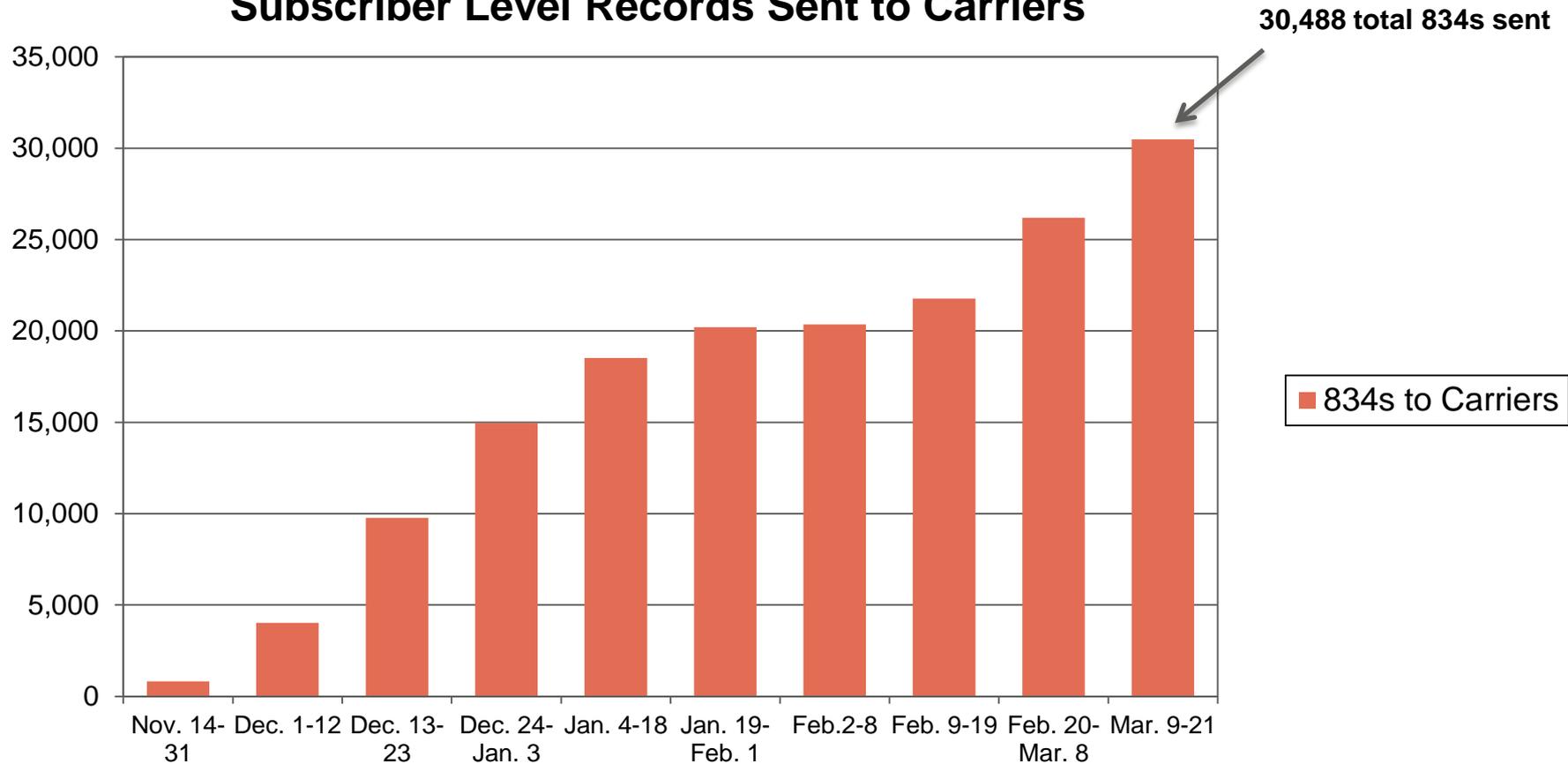
## March 23, 2014

### Percent of Enrollees by Carrier



# Enrollment Records Sent to Carriers

## Subscriber Level Records Sent to Carriers

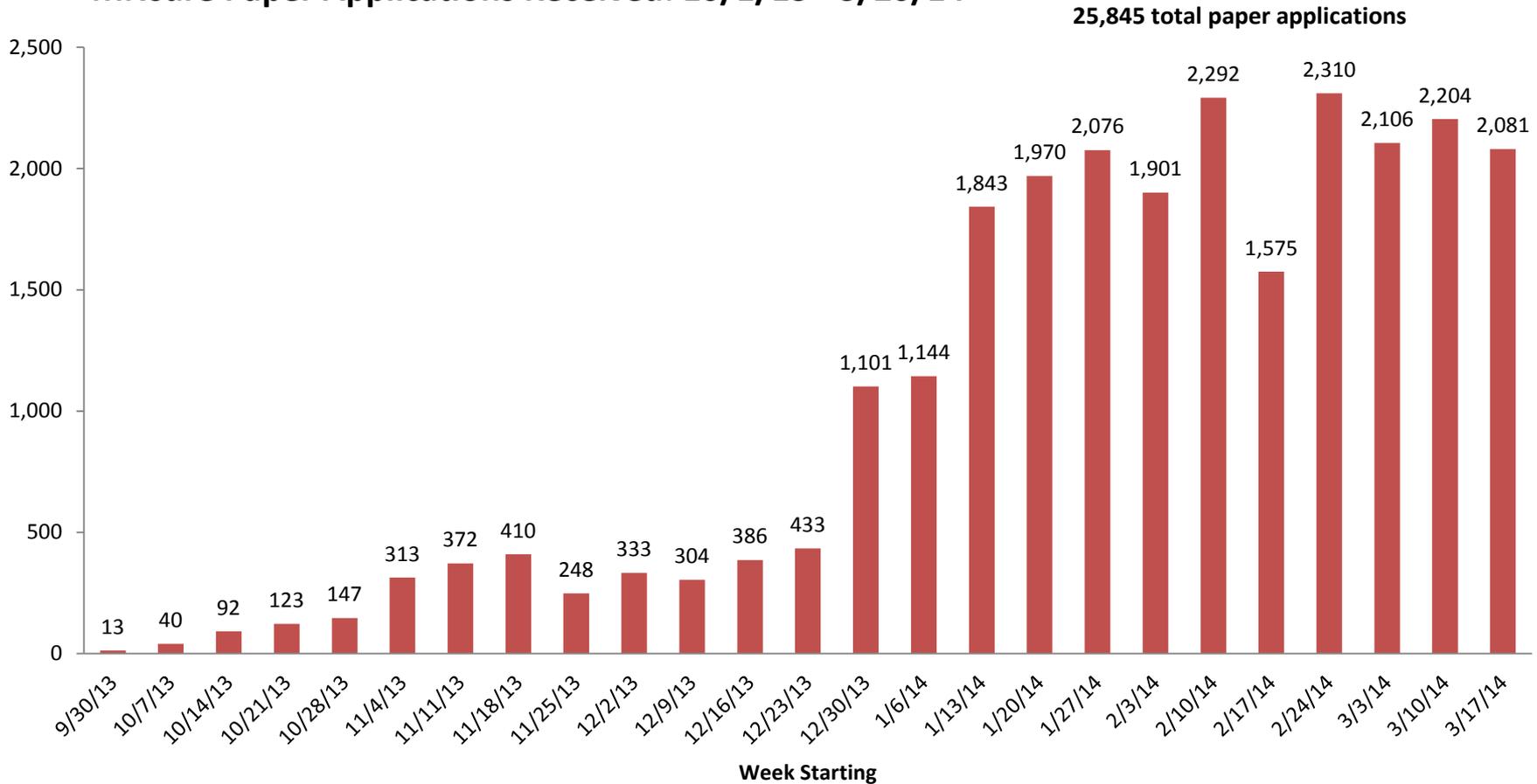


- The same household is counted twice (appropriately) in these subscriber level records if the household chose both a medical and dental plan because the subscriber record has to be sent to each carrier.
- MNsure has sent 4,129 manual enrollments on 834s as of March 21, 2014

# MNsure Paper Applications

## October 1, 2013 – March 20, 2014

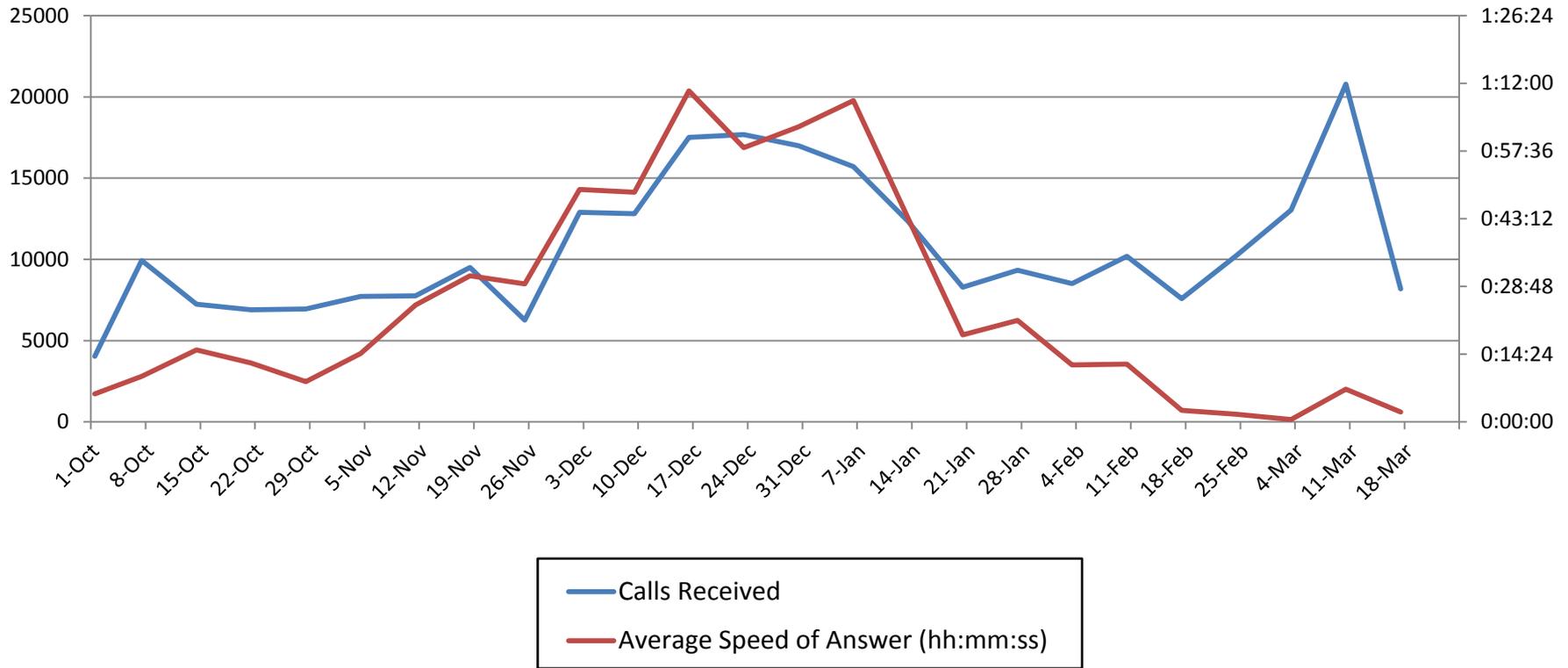
### MNsure Paper Applications Received: 10/1/13 - 3/20/14



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

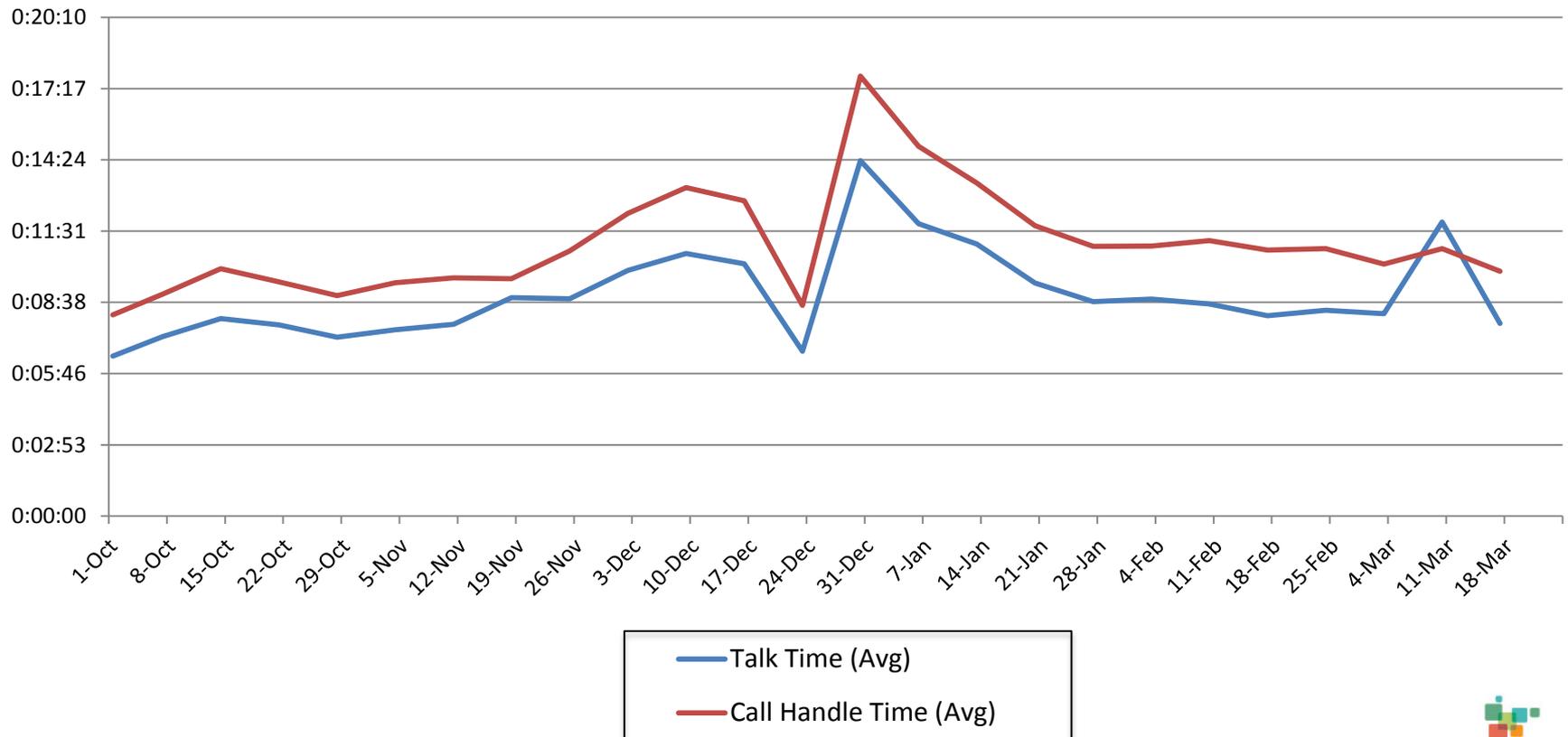
# Call Center – Average Wait Time/ASA

**MNsure Contact Center Call Volume/ASA Oct 1, 2013 - Mar 20, 2014**



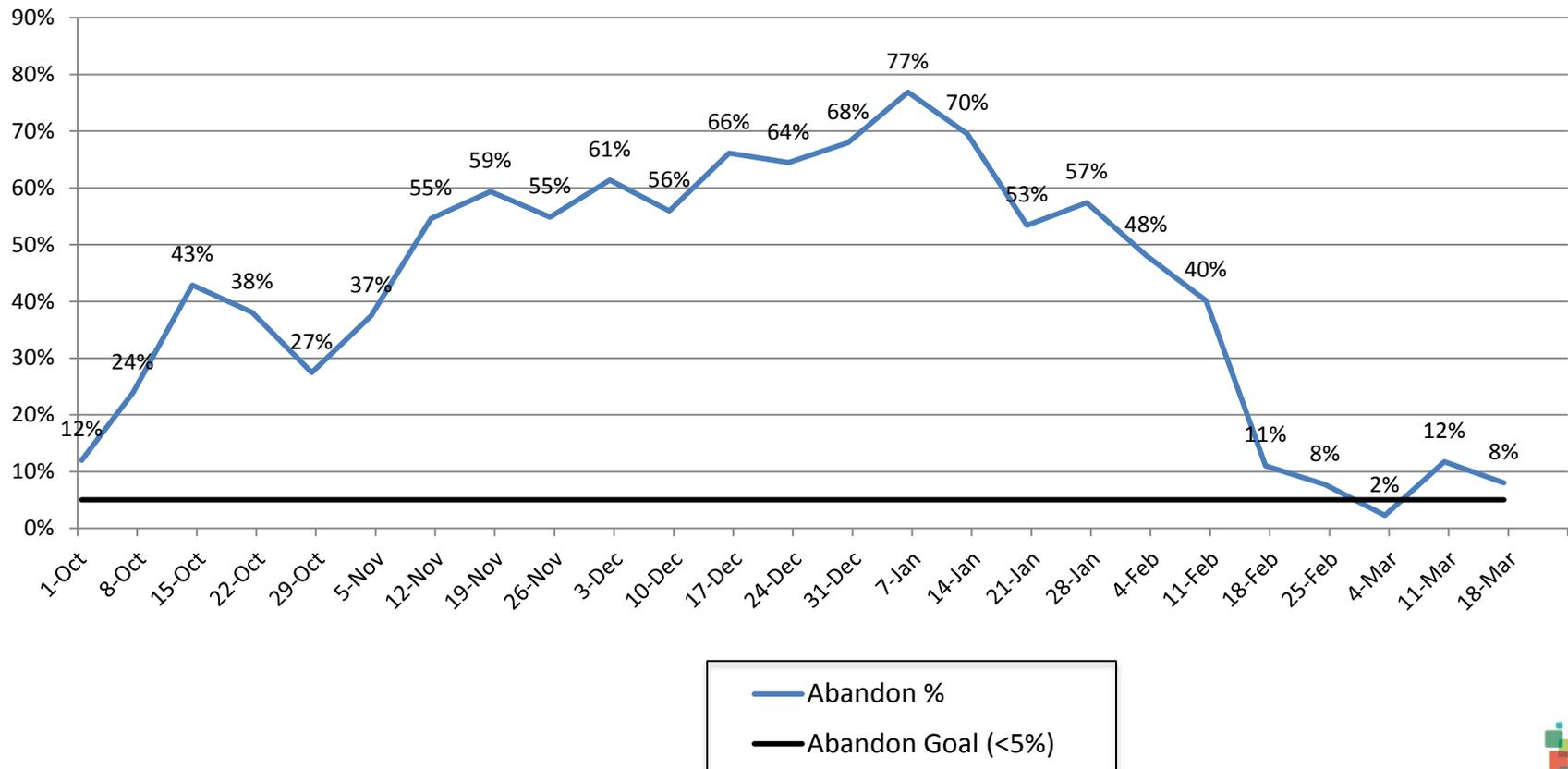
# Call Center – Resolution and Talk Time

## Call Center Resolution and Talk Time Oct 1, 2013 - Mar 20, 2014



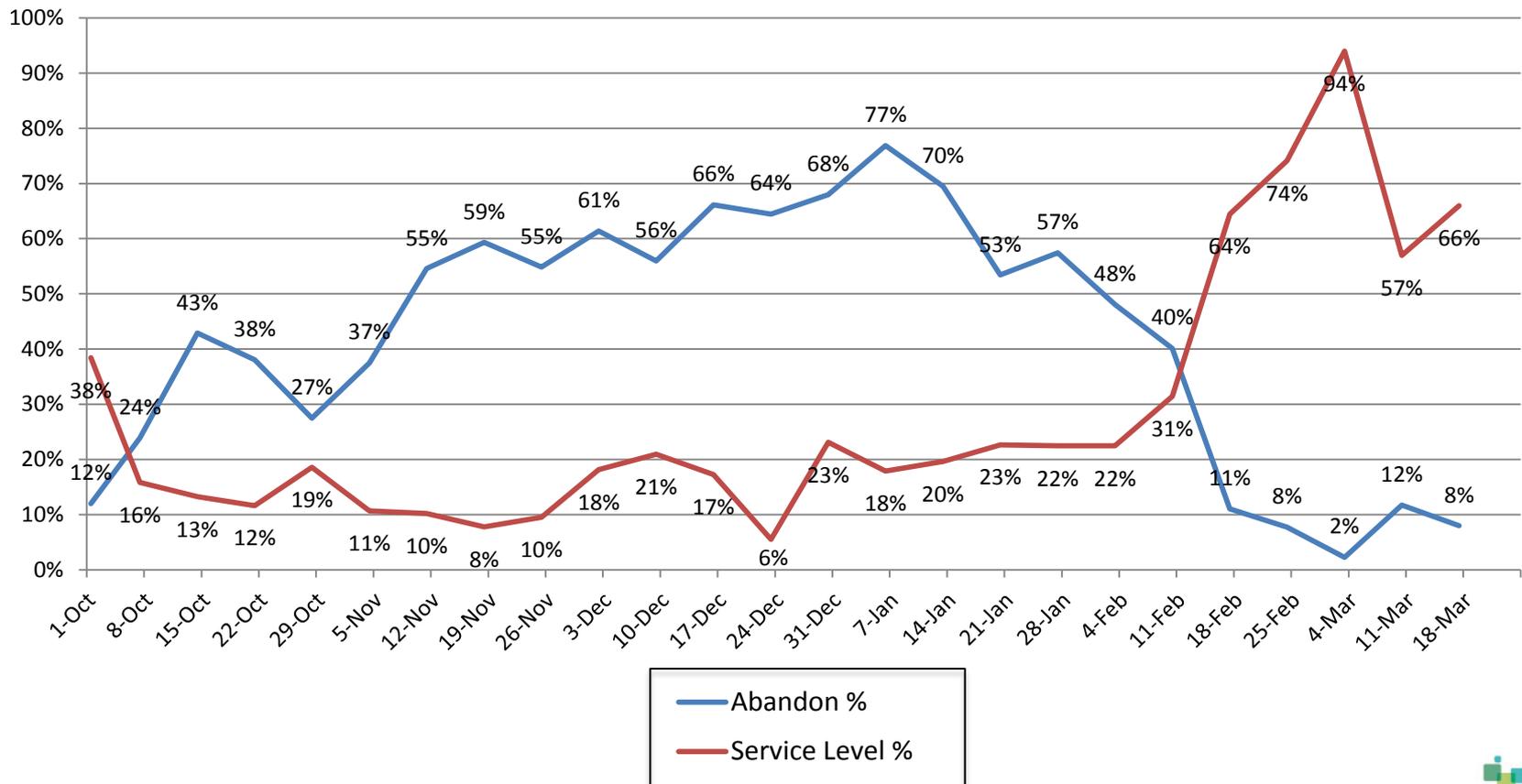
# Call Center Abandon Rate/Goal

**Abandon Rate vs Abandon Goal Oct 1, 2013 - Mar 20, 2014  
(Goal is less than 5%)**



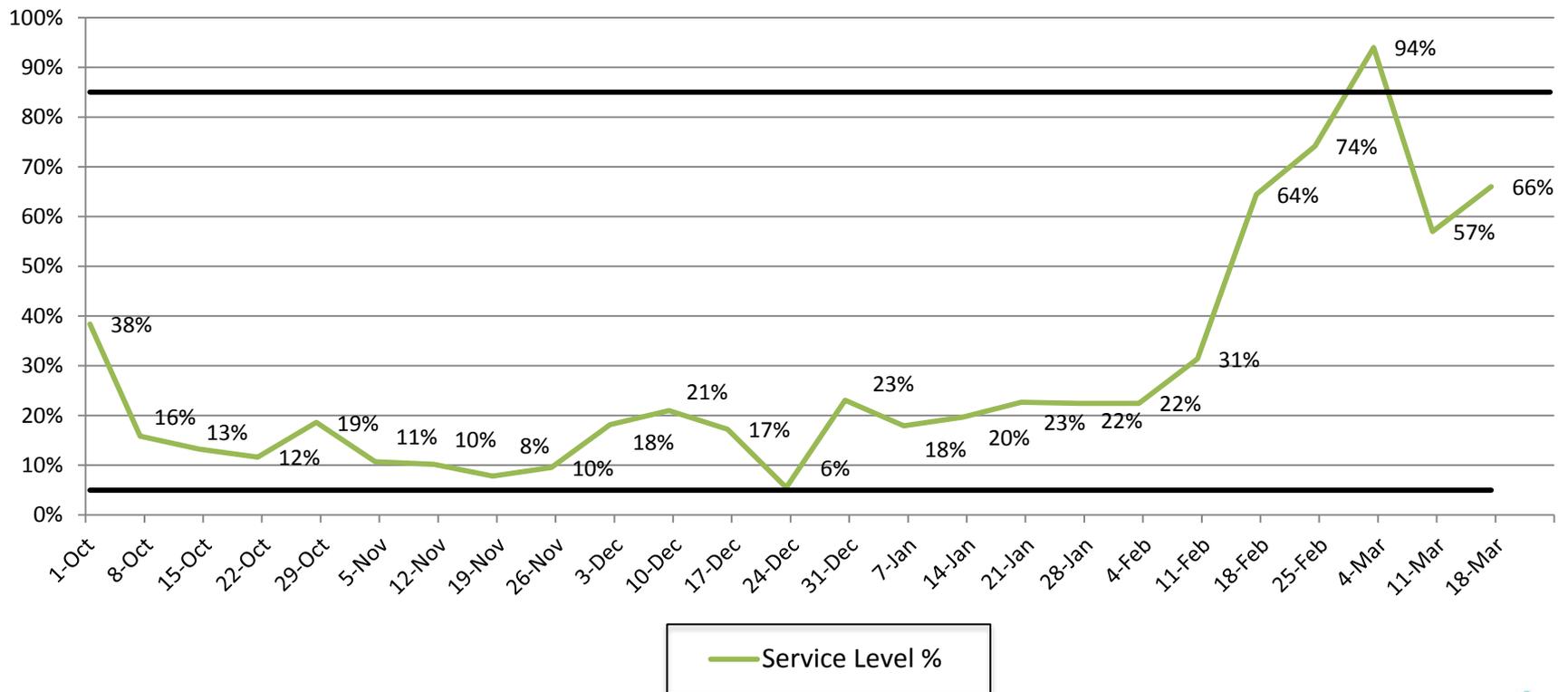
# Call Center SLA - Abandon Rate/SLA

SLA - Abandon Rate/Service Level Oct 1, 2013 - Mar 20, 2014



# Call Center Service Level/ Goal

**Service Level vs Service Level Goal Oct 1, 2013 - Mar 20, 2014**  
(Goal is greater than 85%)



# Call Center – First Call Resolution

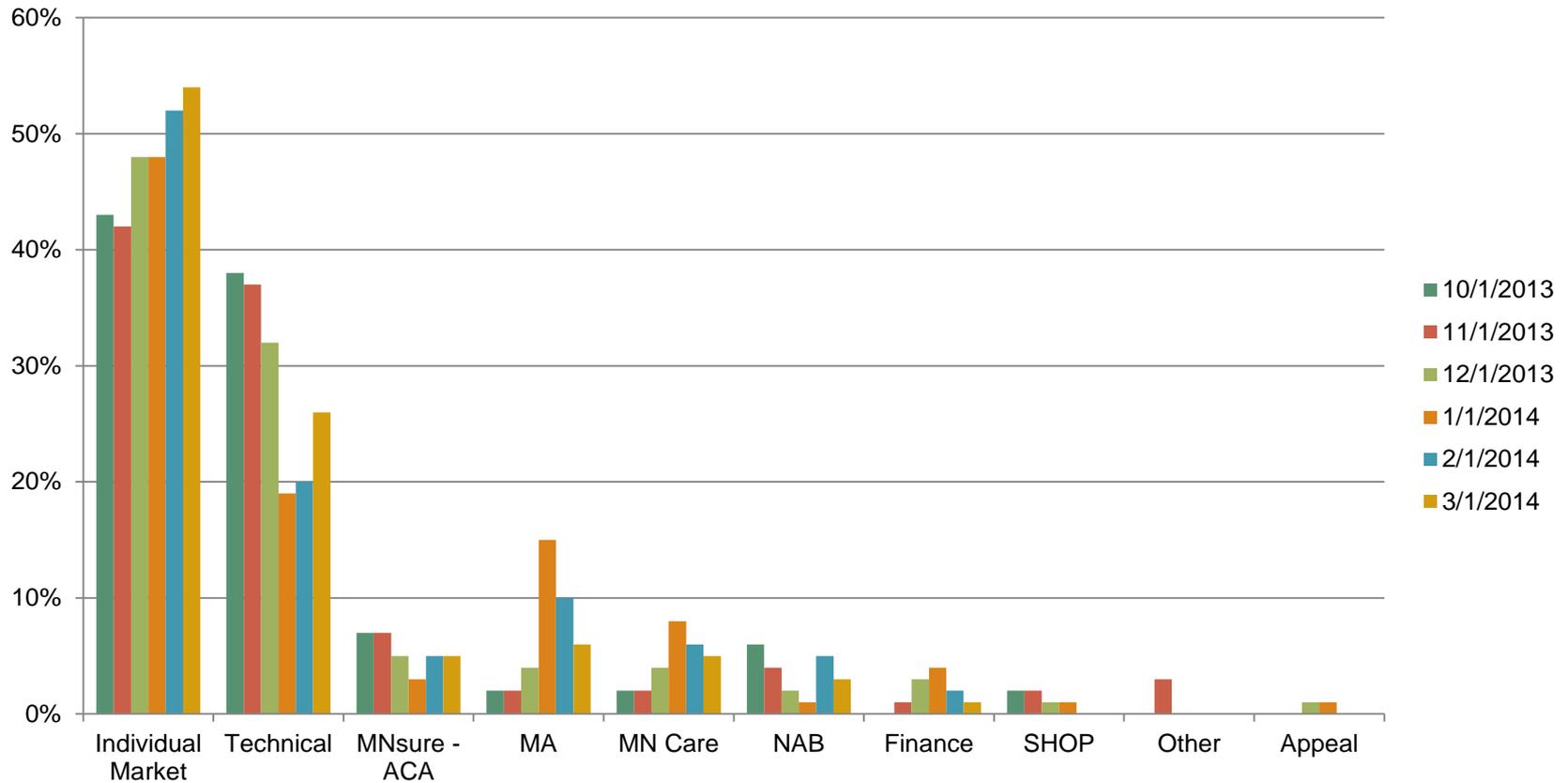
## October 2013 – March 2014

<i>First Call Resolution</i>	To Date	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
<b>Total Cases</b>	<b>82,429</b>	<b>18,220</b>	<b>13,955</b>	<b>17,053</b>	<b>19,028</b>	<b>17,097</b>	<b>37,612</b>
<b># cases resolved within 4 hours</b>	<b>64,902</b>	<b>16,067</b>	<b>11,654</b>	<b>12,423</b>	<b>14,032</b>	<b>13,517</b>	<b>30,287</b>
<b>% cases resolved within 4 hours</b>	<b>78.74%</b>	<b>88.18%</b>	<b>83.51%</b>	<b>72.89%</b>	<b>73.74%</b>	<b>79.06%</b>	<b>80.52%</b>
<b>Average # calendar days</b>	<b>3.71</b>	<b>3.05</b>	<b>5.01</b>	<b>2.78</b>	<b>3.64</b>	<b>4.07</b>	<b>2.82</b>

- There are 661 Open Cases as of March 20, 2014
- The average age is 36 days

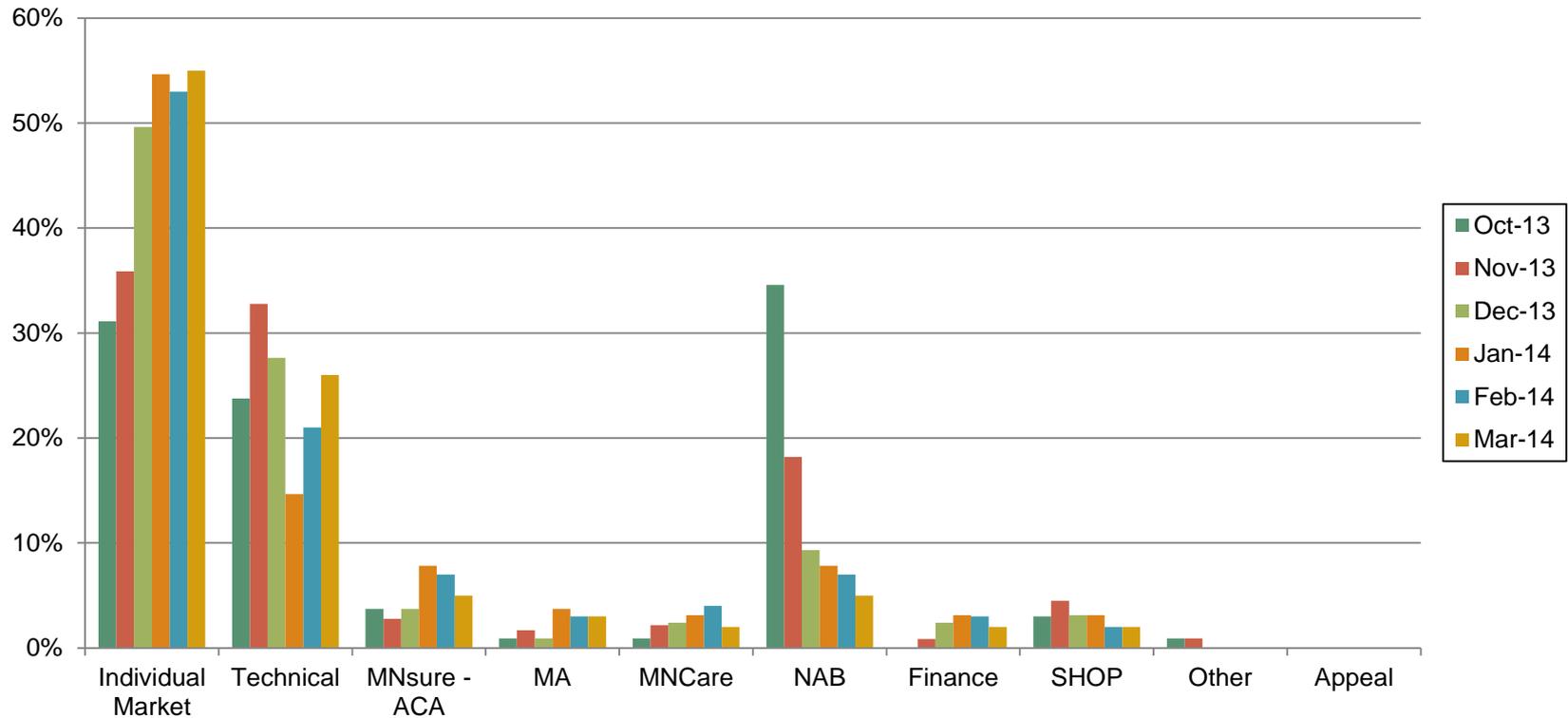
# Call Center – Type of Calls Received October 2013 – March 2014

## Oct-March Top Categories



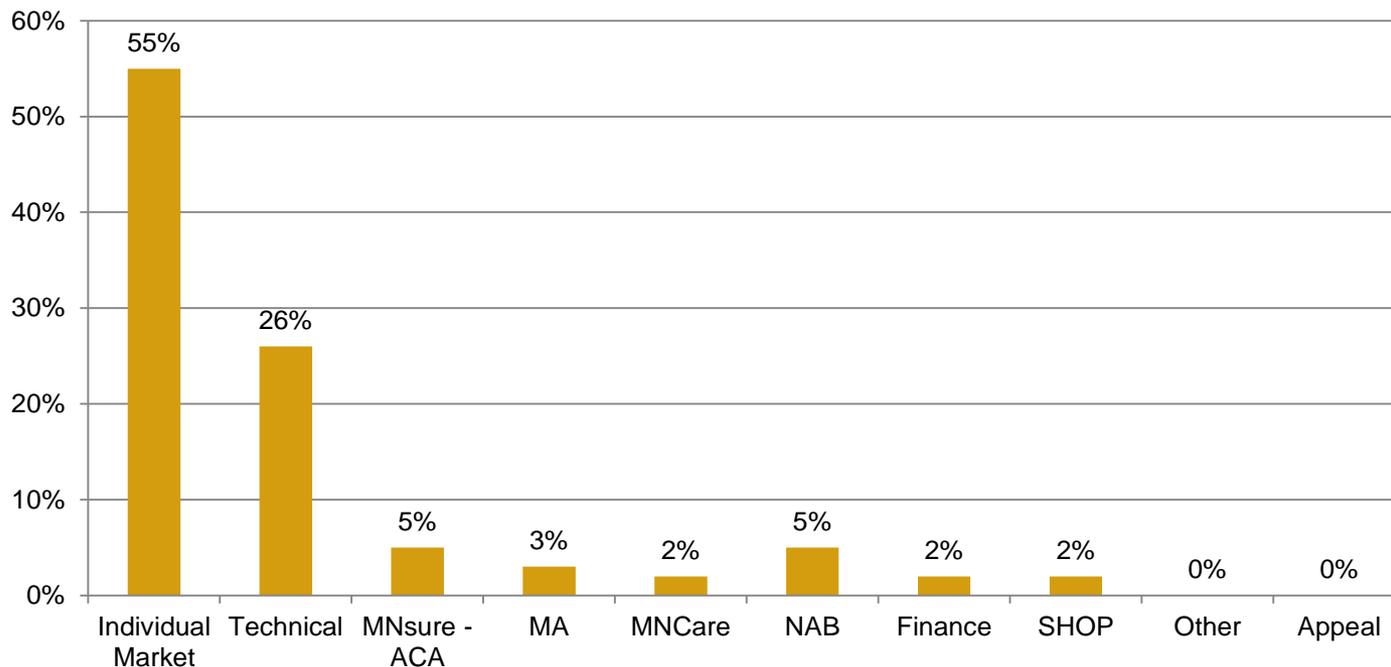
# Navigators/Broker Call Center October 2013 – March 2014

## Oct-Mar Top Categories



# Call Center – Type of Calls Received March 2014

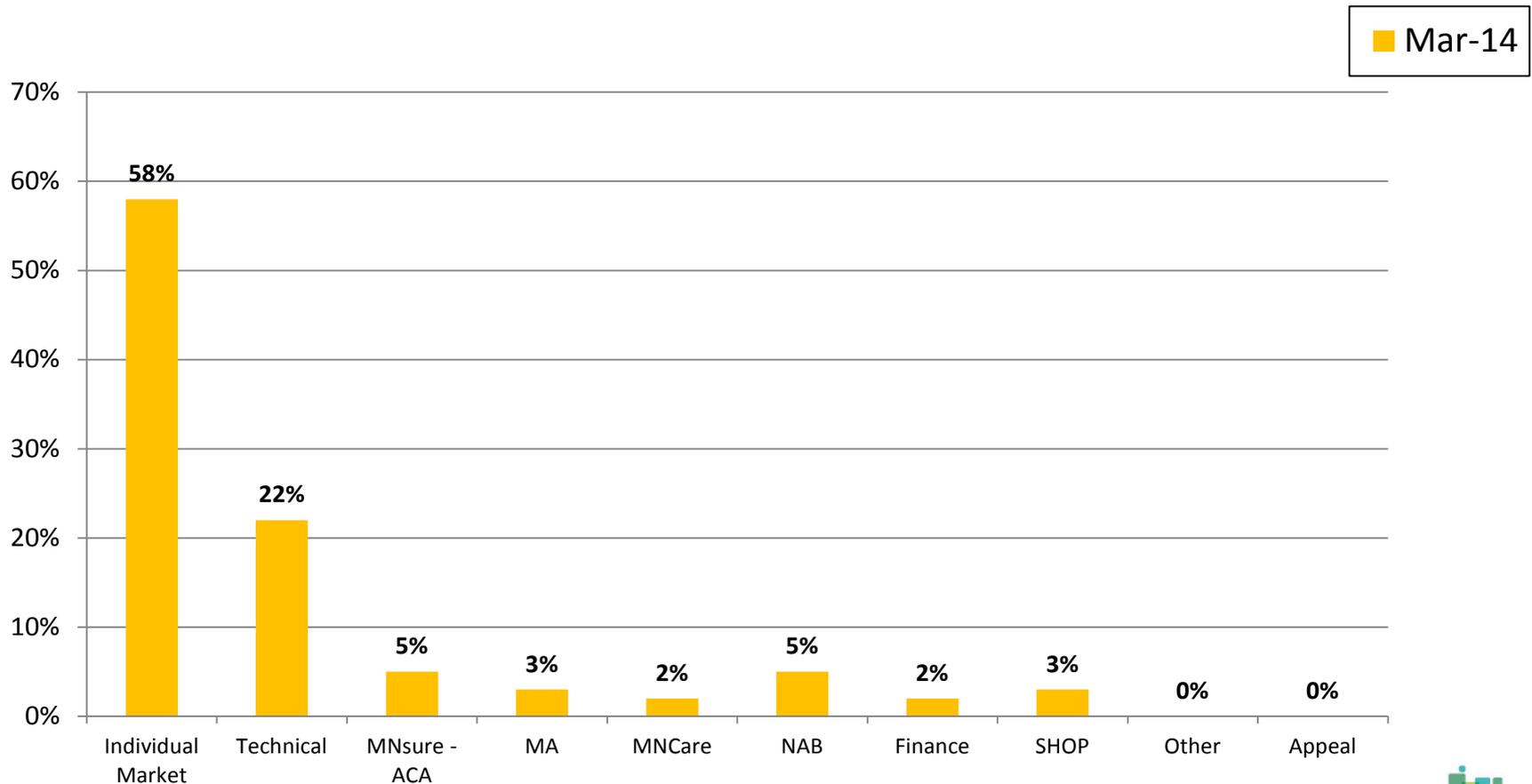
## March - Top Categories



# Navigators/Broker Call Center

## March 2014

### March Top Categories



# Call Center – Type of Calls Received General - March 2014

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## Top 10 Inquiries

1. General Online Application process - 15%
2. Application status/what is my status - 12%
3. Account/Password - 7%
4. Correcting App info (income, family members) - 5%
5. Page not loading - 5%
6. No contact from carrier - 4%
7. General Eligibility/Enrollment/Am I eligible - 3%
8. How do I fill out the application - 2%
9. MA/MNcare enrollment/How do I enroll - 2%
10. Paper Application Status - 2 %

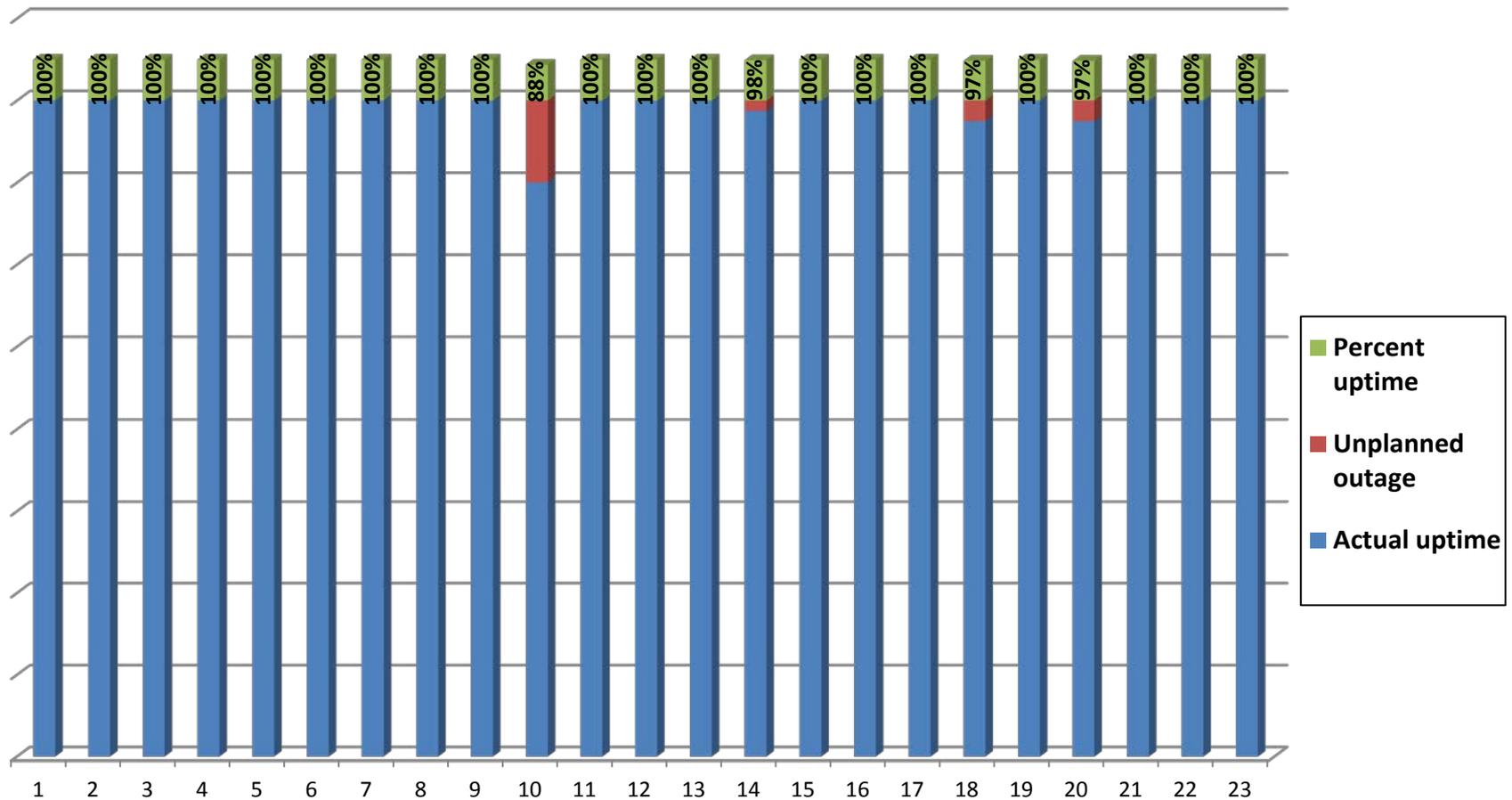
# Call Center – Type of Calls Received Navigator/Broker - March 2014

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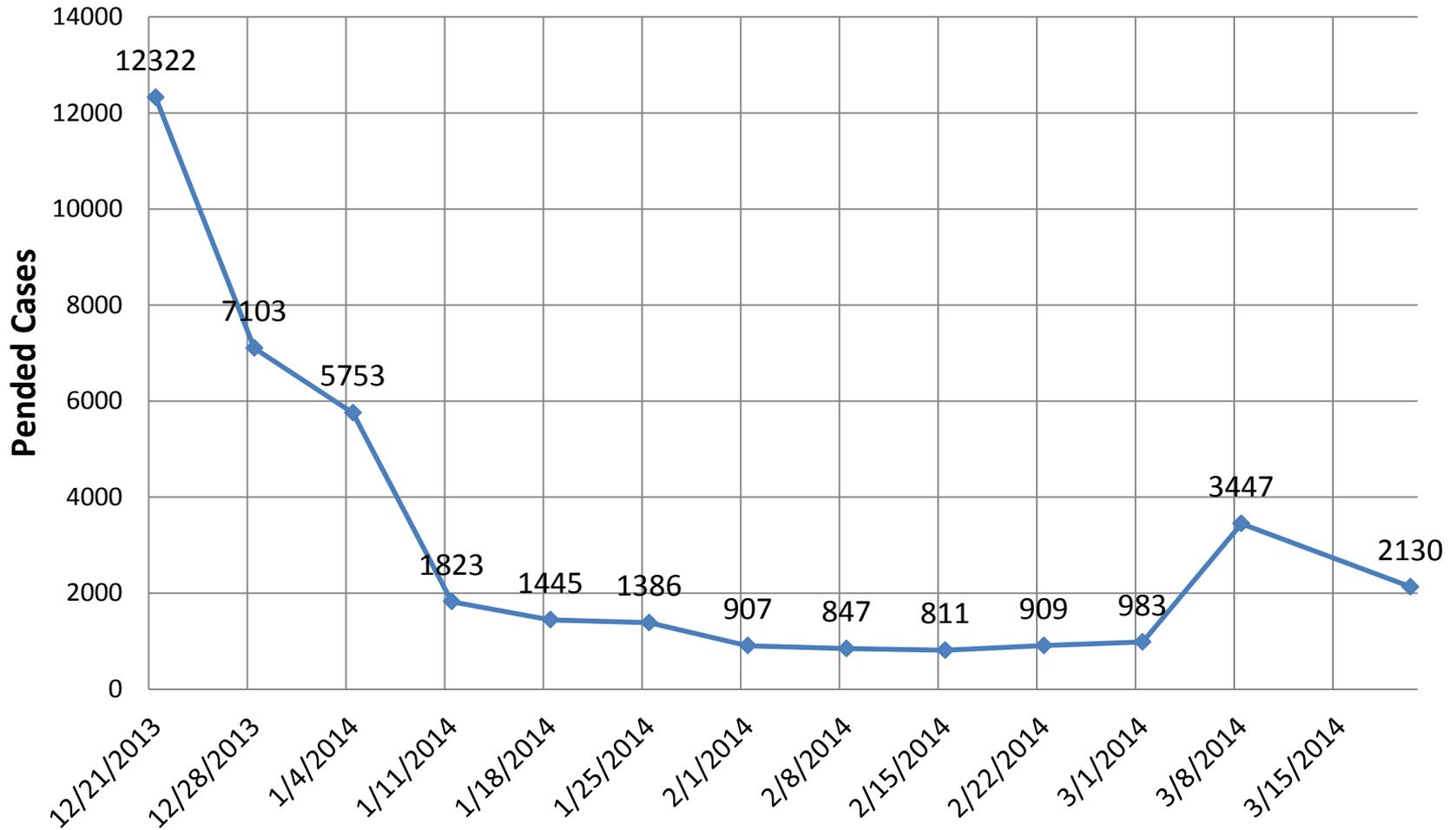
## Top 10 Inquiries:

1. General Eligibility/Enrollment - 12%
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 - 4%
9. Application status - 4%
10. Reporting a Life Change Event 5%

# March 1 through March 23, 2014 MNsure Uptime

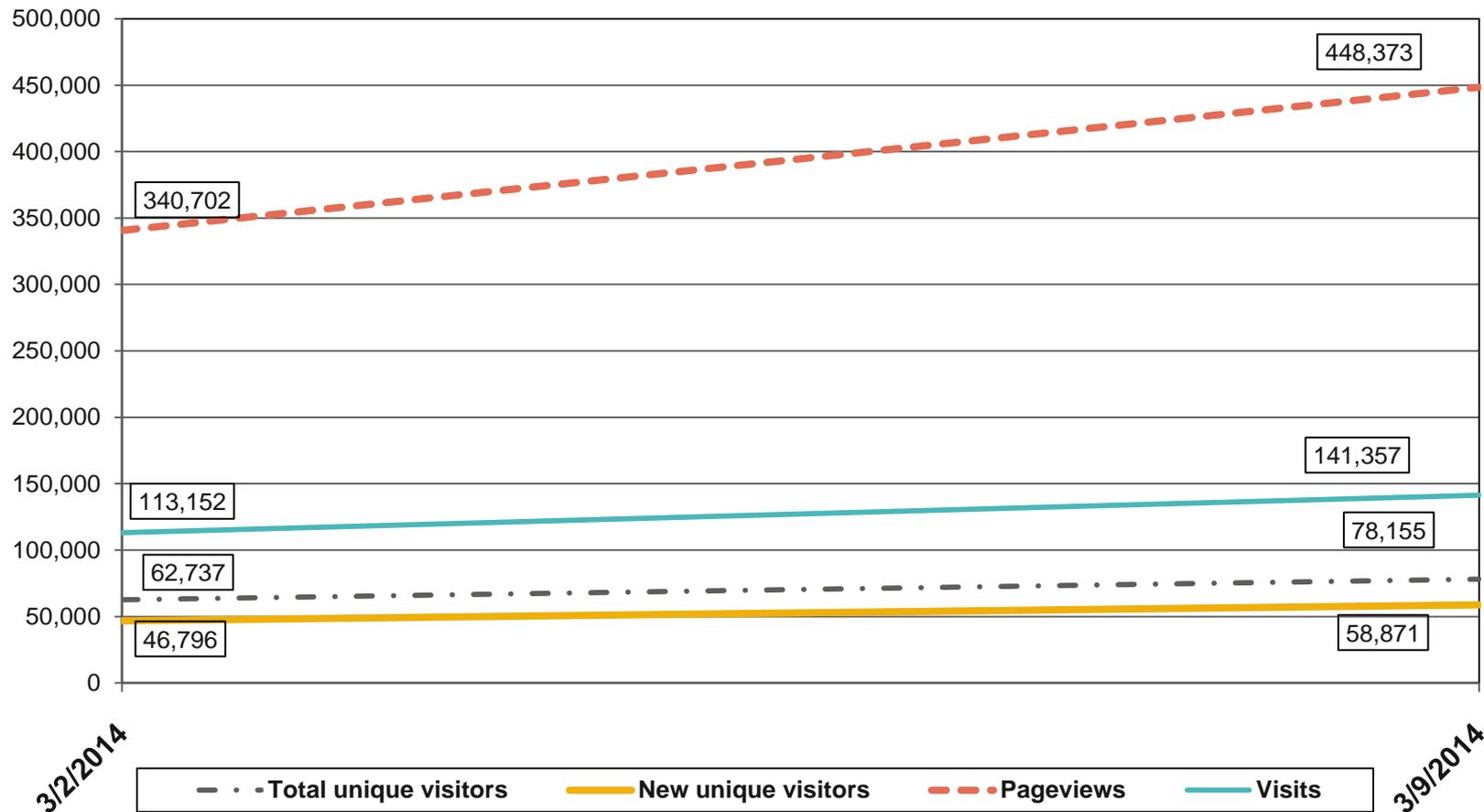


# Pended Cases in Eligibility Determination through March 19, 2014



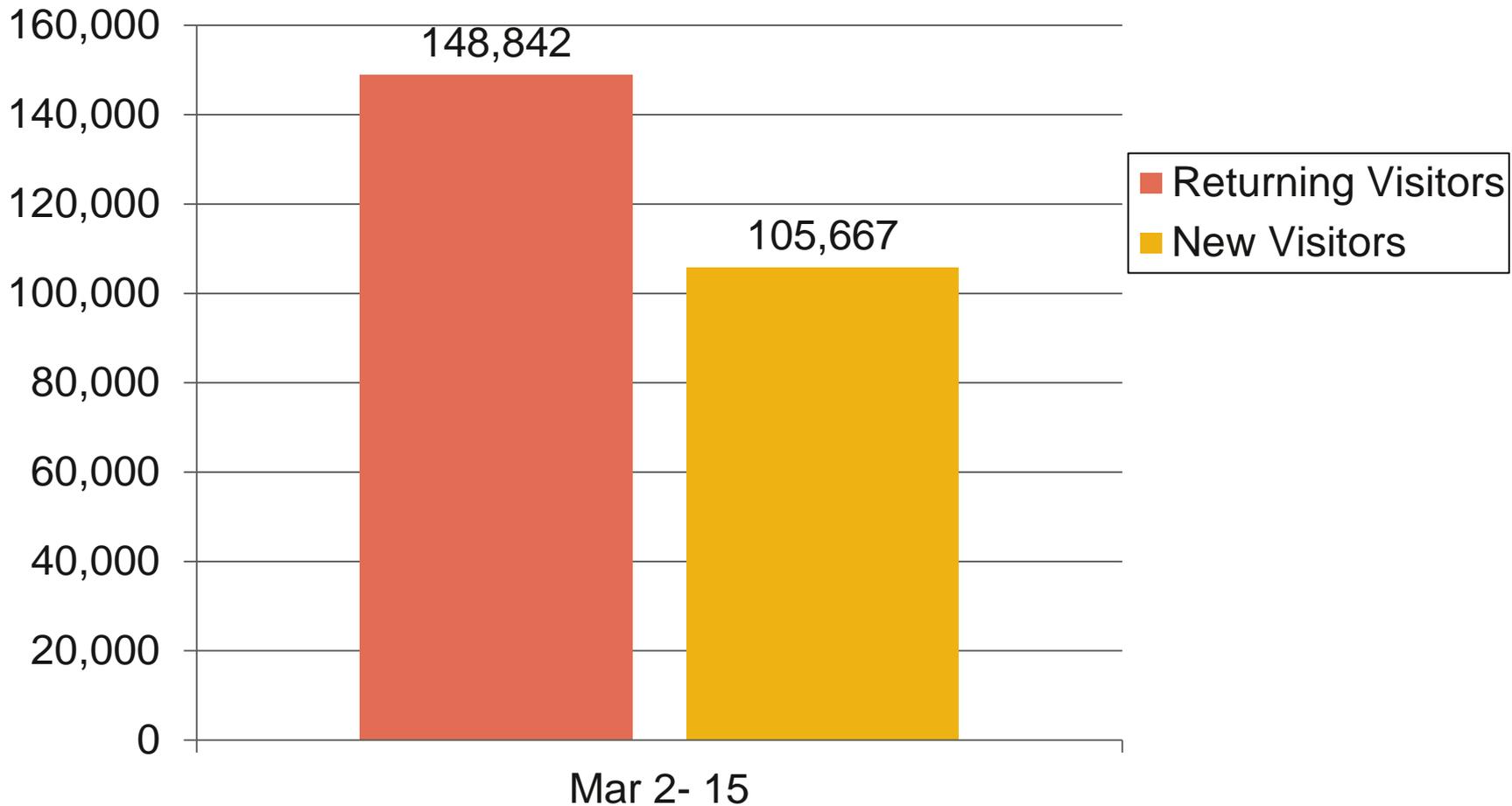
# Website Metrics

## March 2 to March 15, 2014



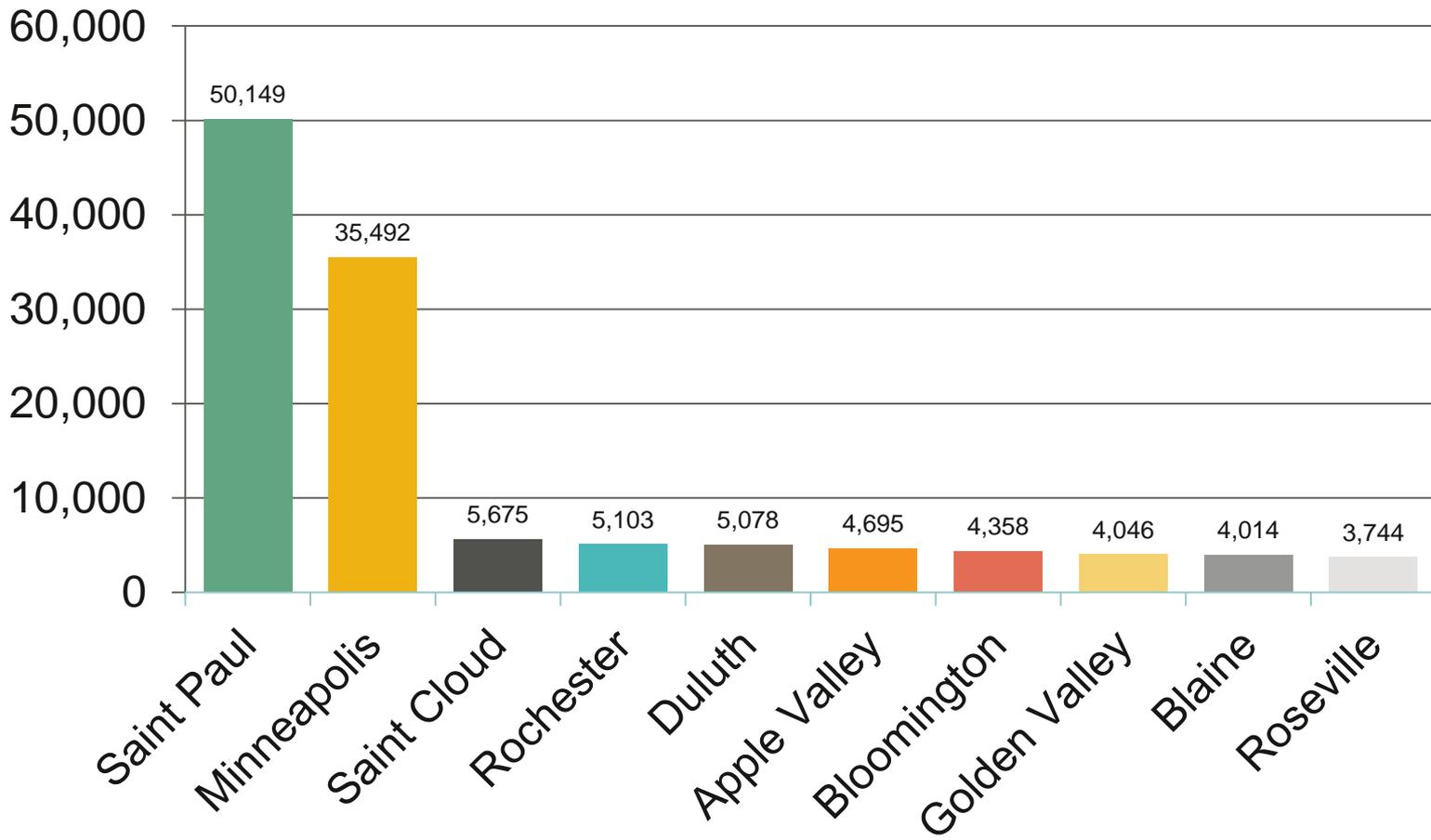
# Website Metrics: Visitors

## March 2 – March 15, 2014



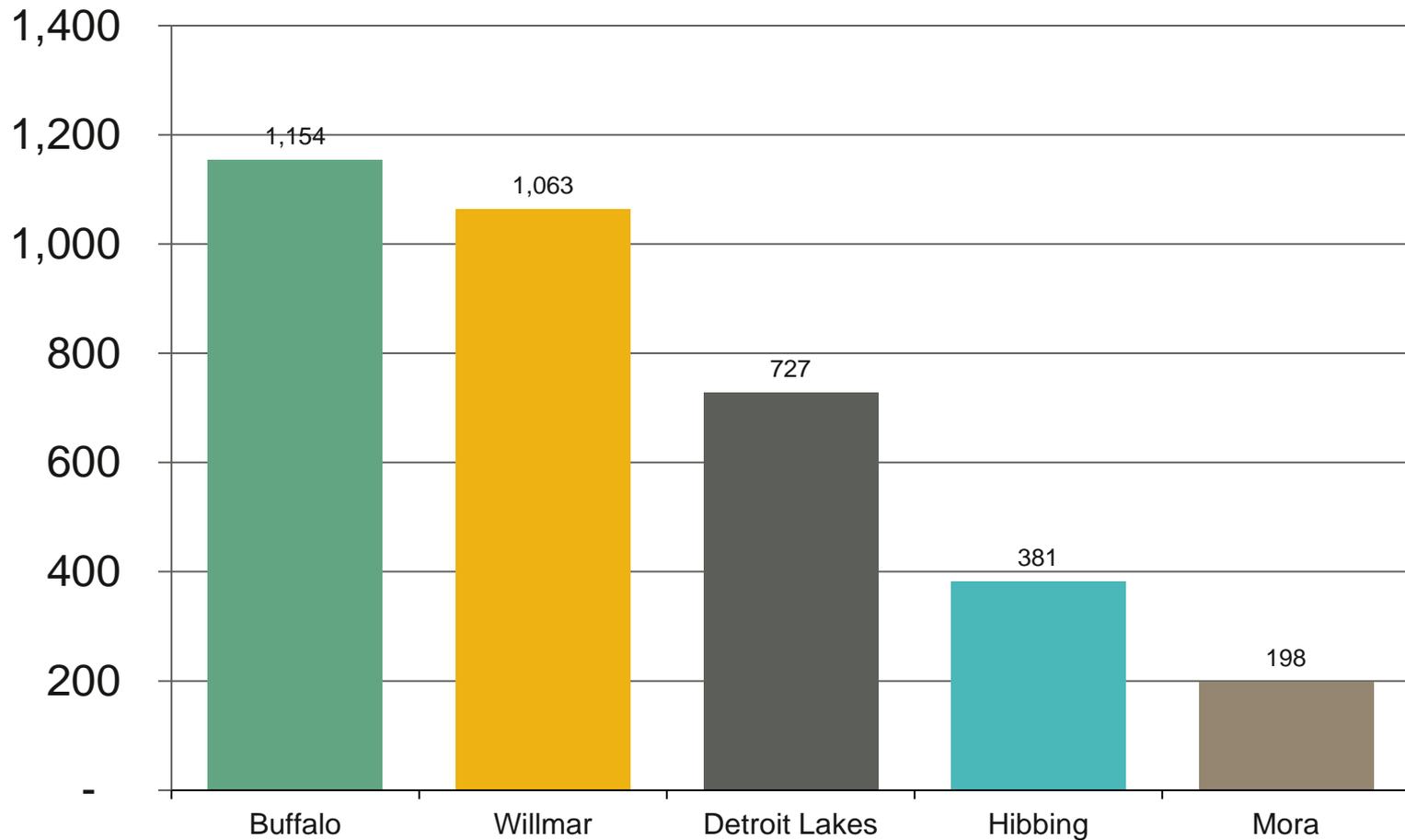
# Website Metrics: Top Cities

## March 2 – March 15, 2013

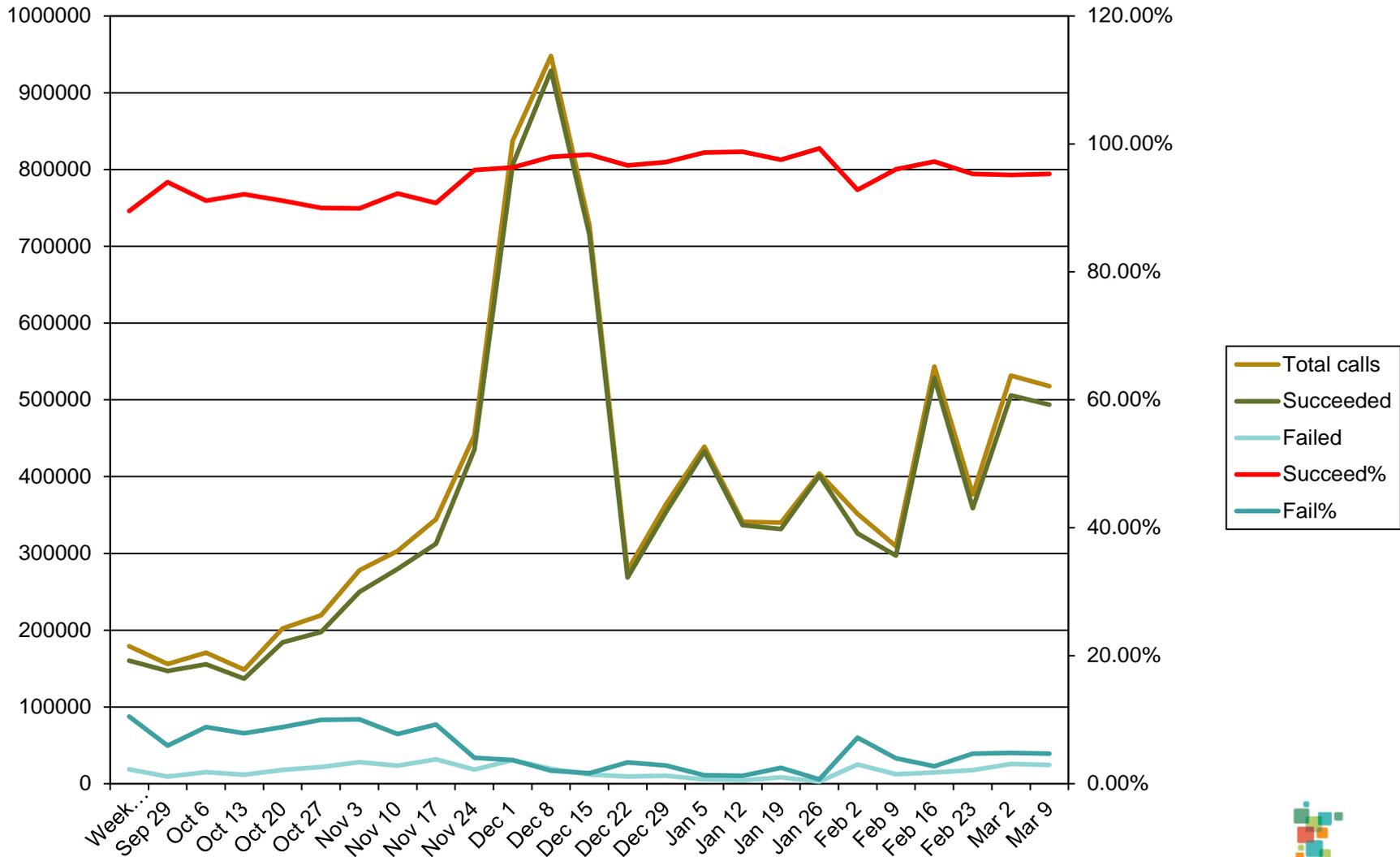


# Website Metrics: 5 Greater Minnesota Cities

## March 2 – March 15, 2014



# Error Rates for MNsure Marketplace by Week (percent)



# SHOP

2014 Enrollment					
	January	February	March	April	Total
Employers Enrolled	86	19	22	3	130
Employees on roster	638	97	208	32	975
Employees enrolled	442	67	136	32	677
Avg. Employees on roster	7.4	5.1	9.5	10.7	7.5
Avg. Employees enrolled	5.1	3.5	6.2	10.7	5.2

Enrollment Against Projections (Low)		
	Employers	Employees
Projection	1,313	13,125
YTD Enrollment	130	677
Percent to projection	10%	5%



<b>Contribution Levels by Employers</b>					
Contribution Level	January	February	March	April	Total
0-24%	8	0	1	0	9
25% - 49%	1	0	0	0	1
50% - 74%	35	8	16	1	60
75% - 100%	67	11	11	2	91

<b>Employer Enrollment by Group Size</b>					
Employer Size	January	February	March	April	Total
1-5	59	16	13	0	88
6-10	18	3	5	2	28
11-24	7	0	4	1	12
25-50	2	0	0	0	2

## Number of Plans Offered by Employer

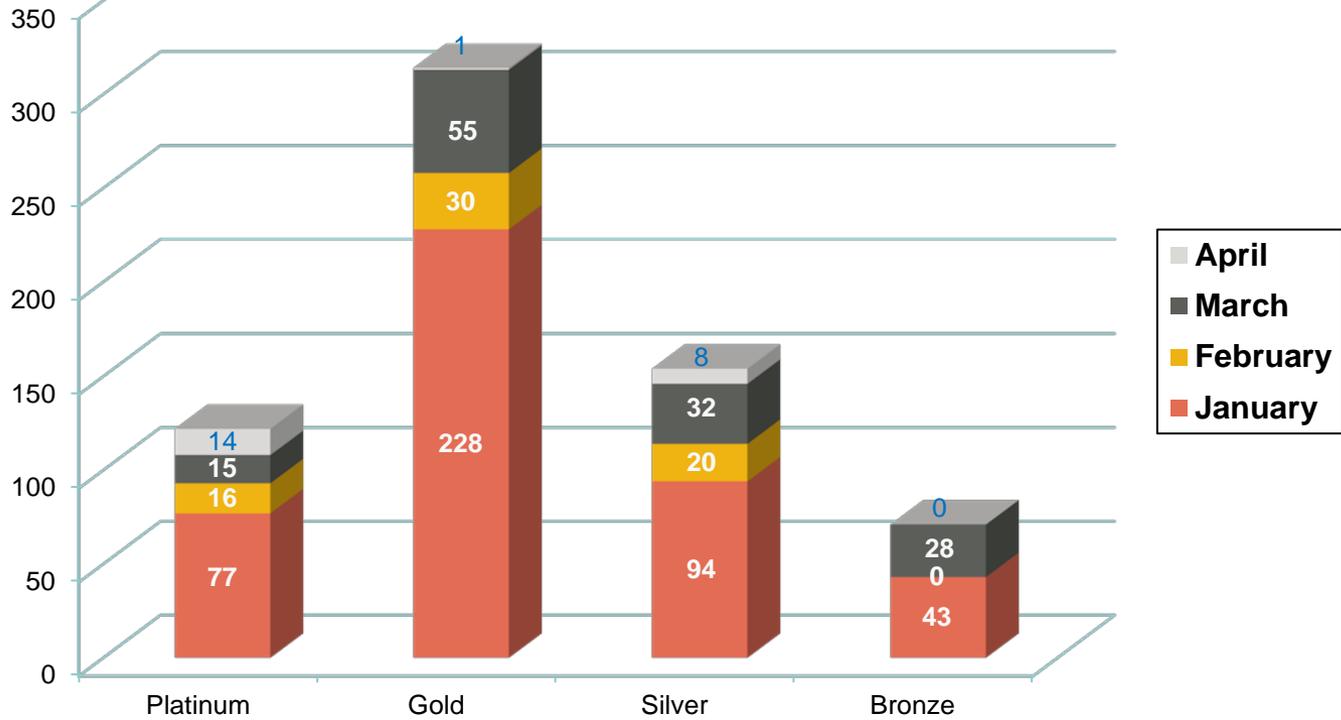
	January	February	March	April
1-15	71	15	16	3
16-30	6	2	2	0
31-45	2	1	3	0
46-63	7	0	1	0

## Plans Offered by Metal Level by Employer

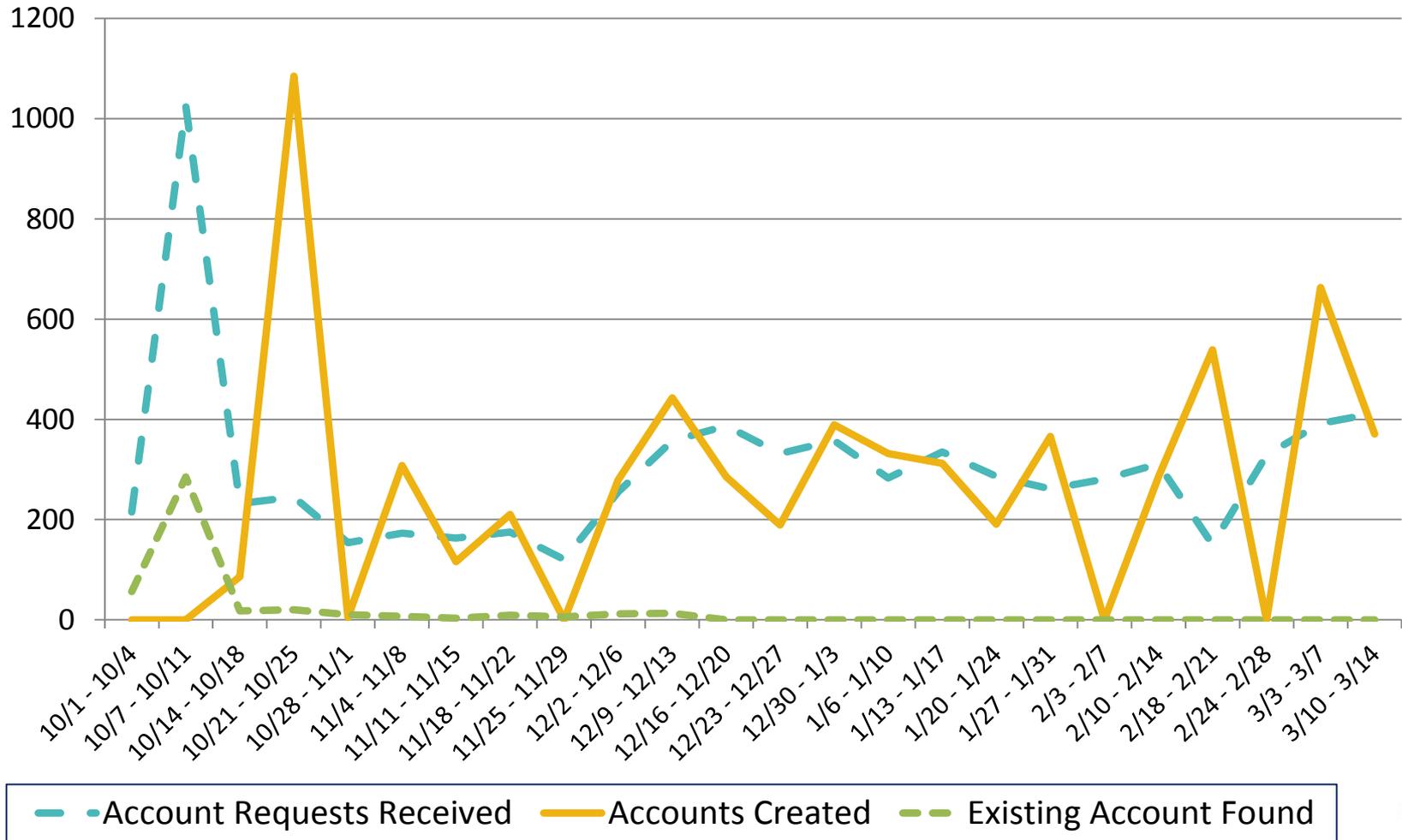
	January	February	March	April
4 metal levels	7	1	4	0
3 metal levels	11	2	3	0
2 metal levels	19	2	1	0
1 metal level	49	13	14	3

# SHOP

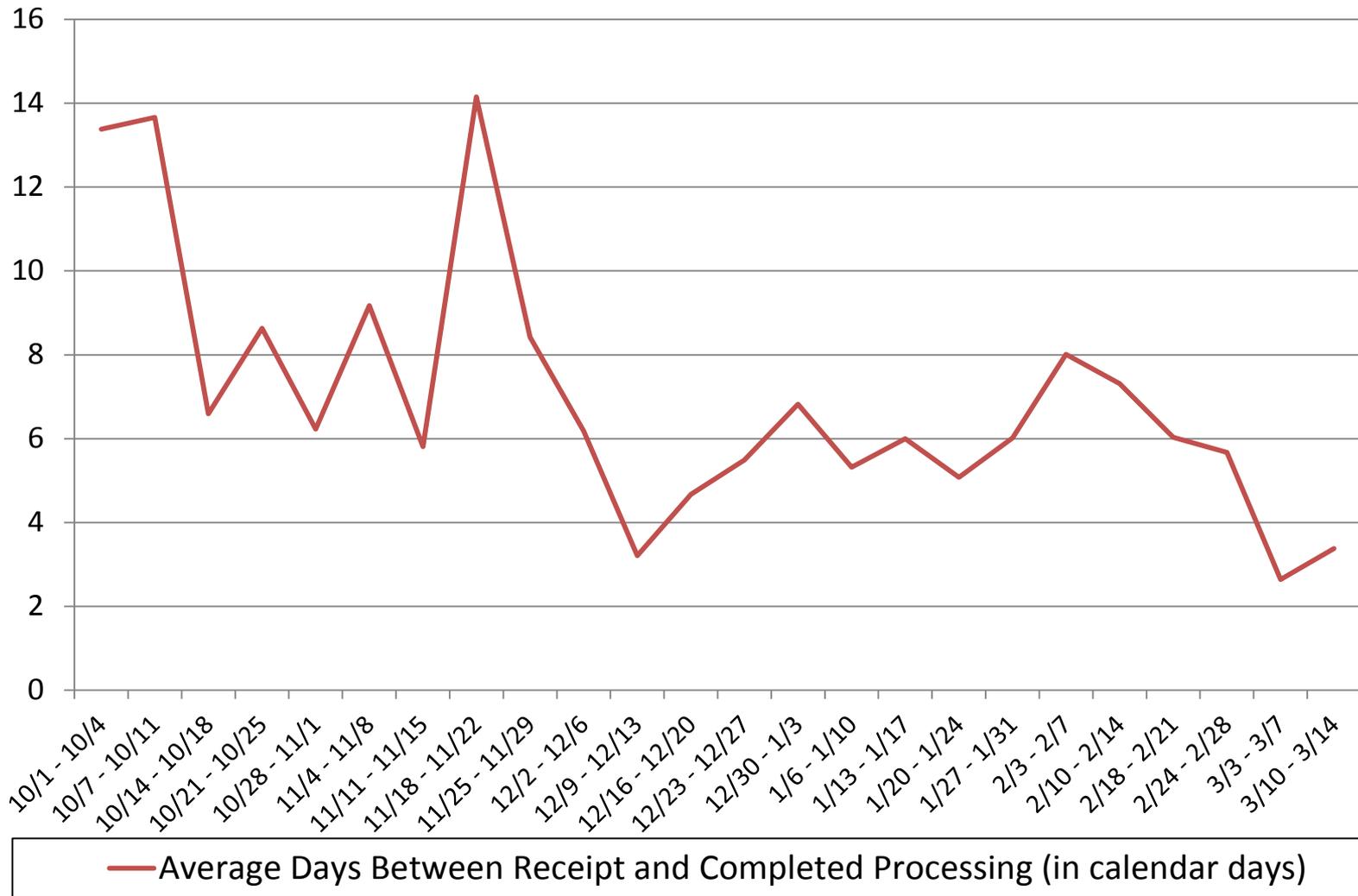
Employees Enrolled by Metal Level



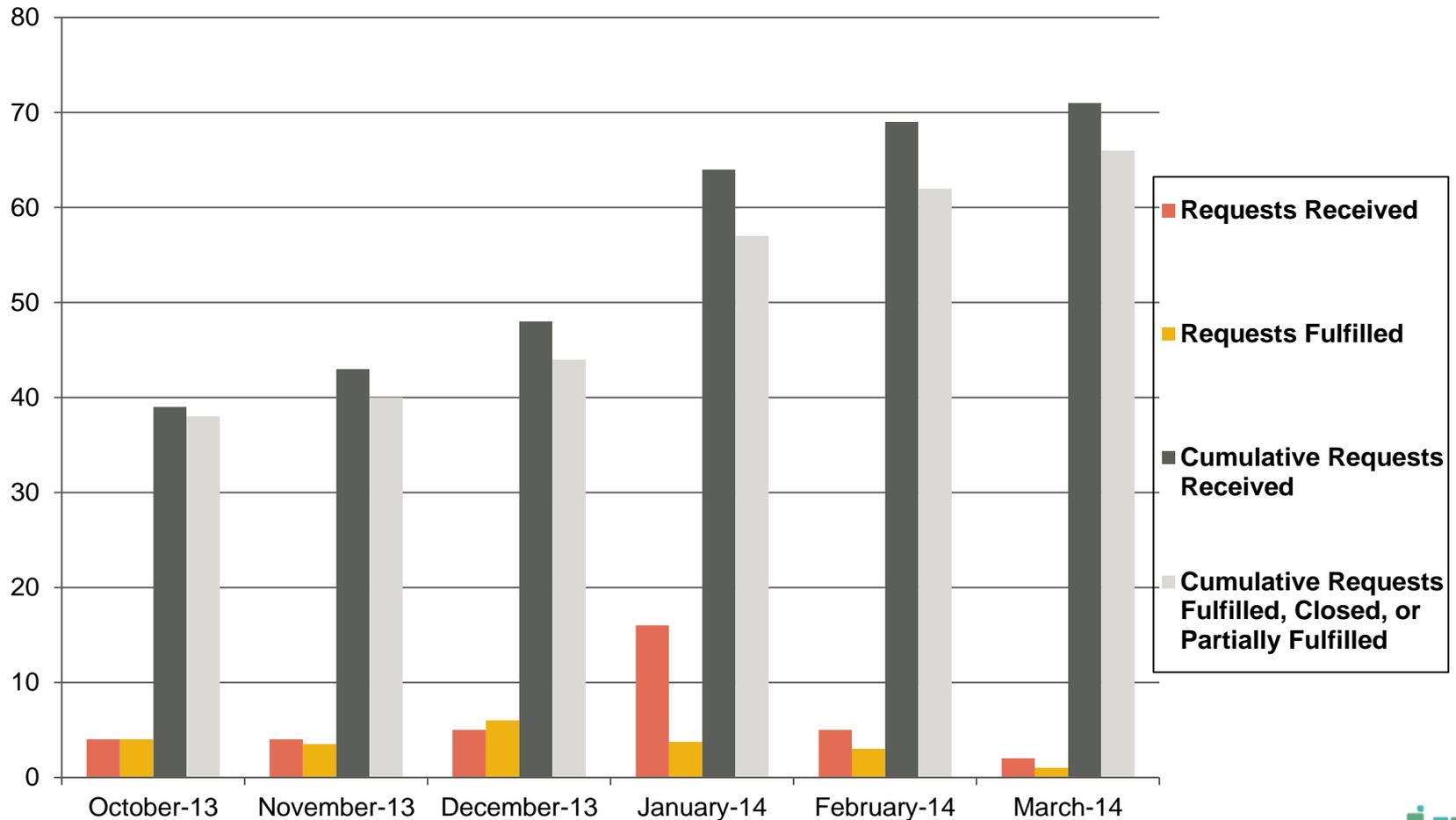
# Manual ID Verification by Week



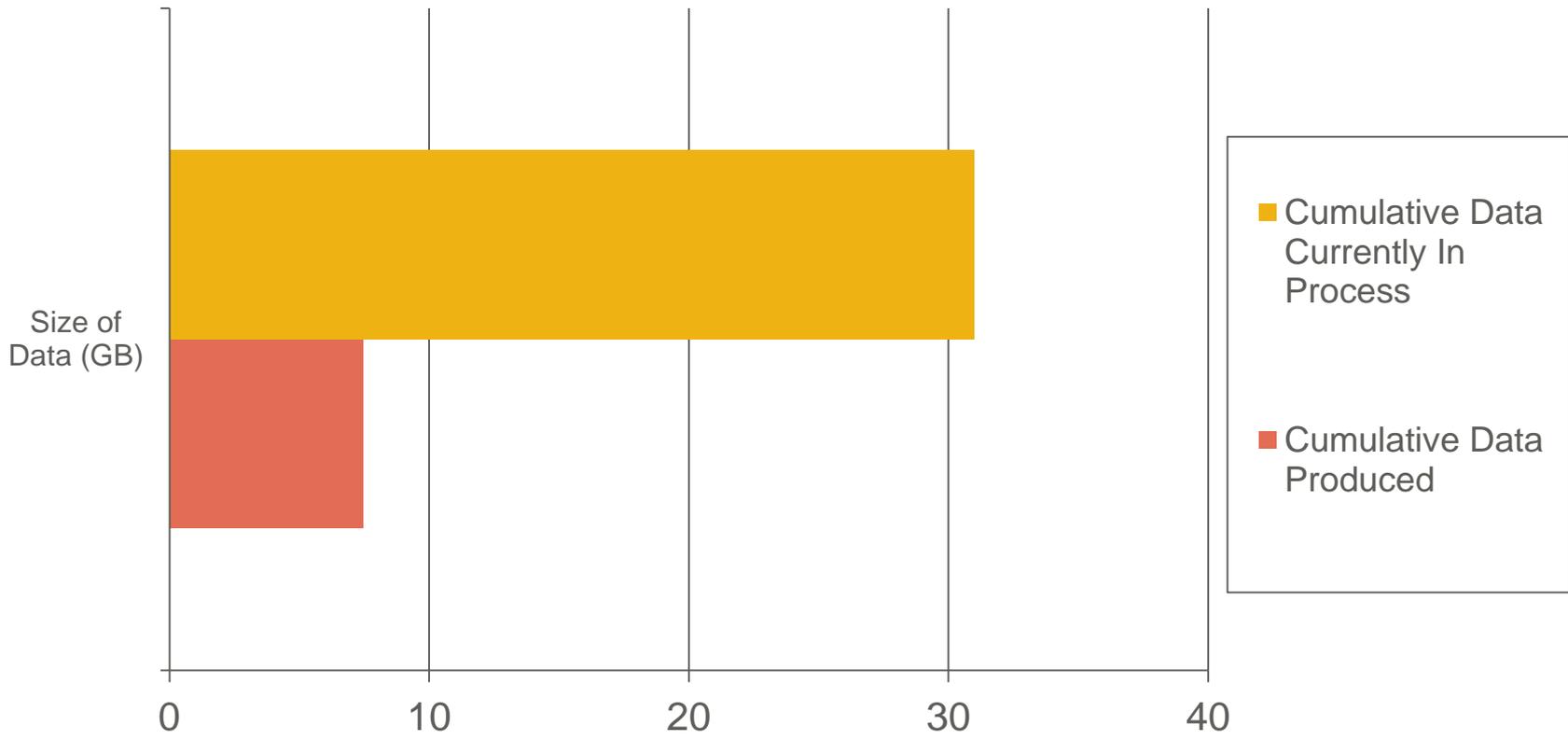
# Weekly Manual ID Verification: Days to Complete



# Data Requests by Month: Received and Fulfilled



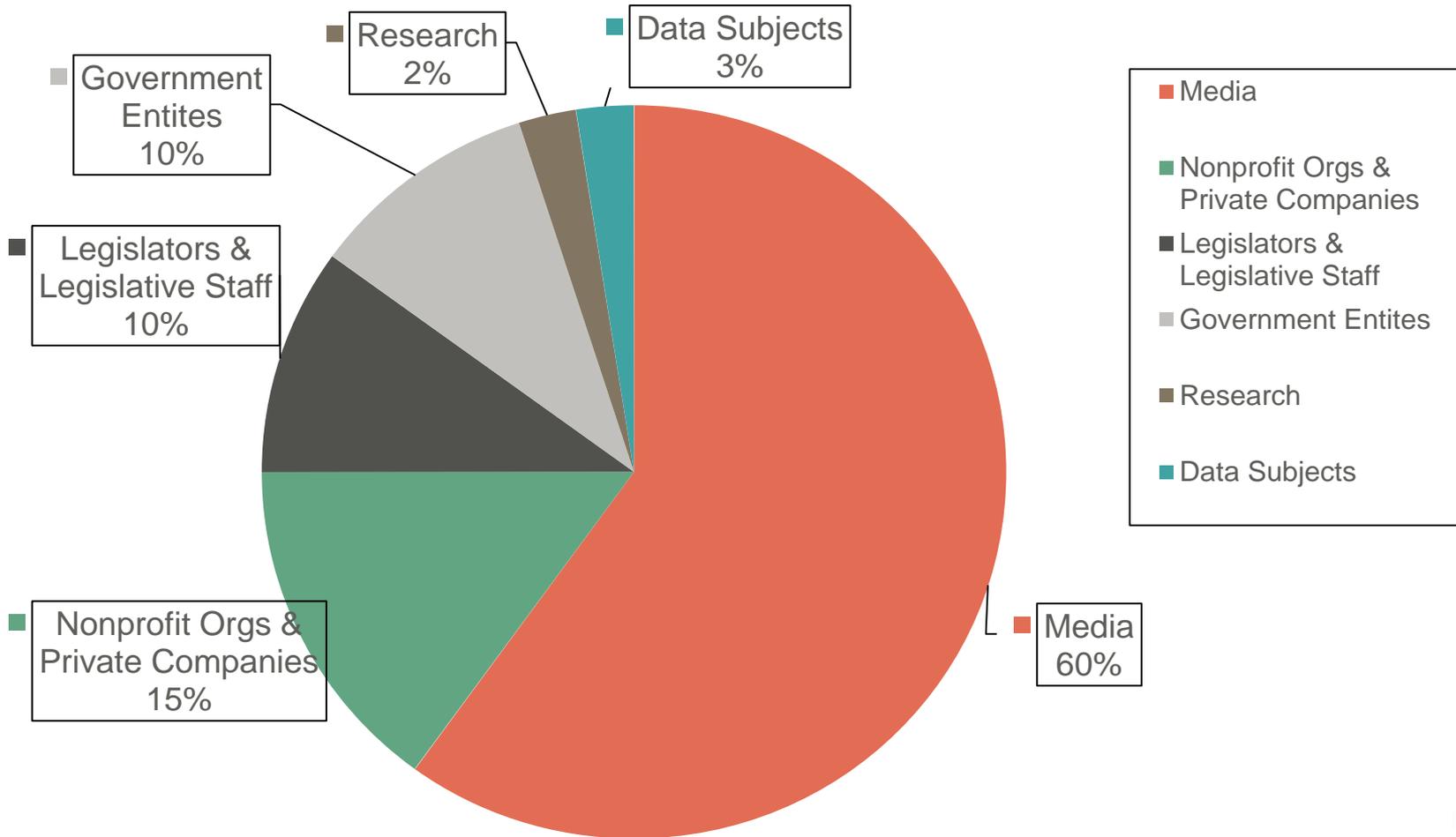
# Data Requests Size: Cumulative In Process and Produced (in Gigabytes)



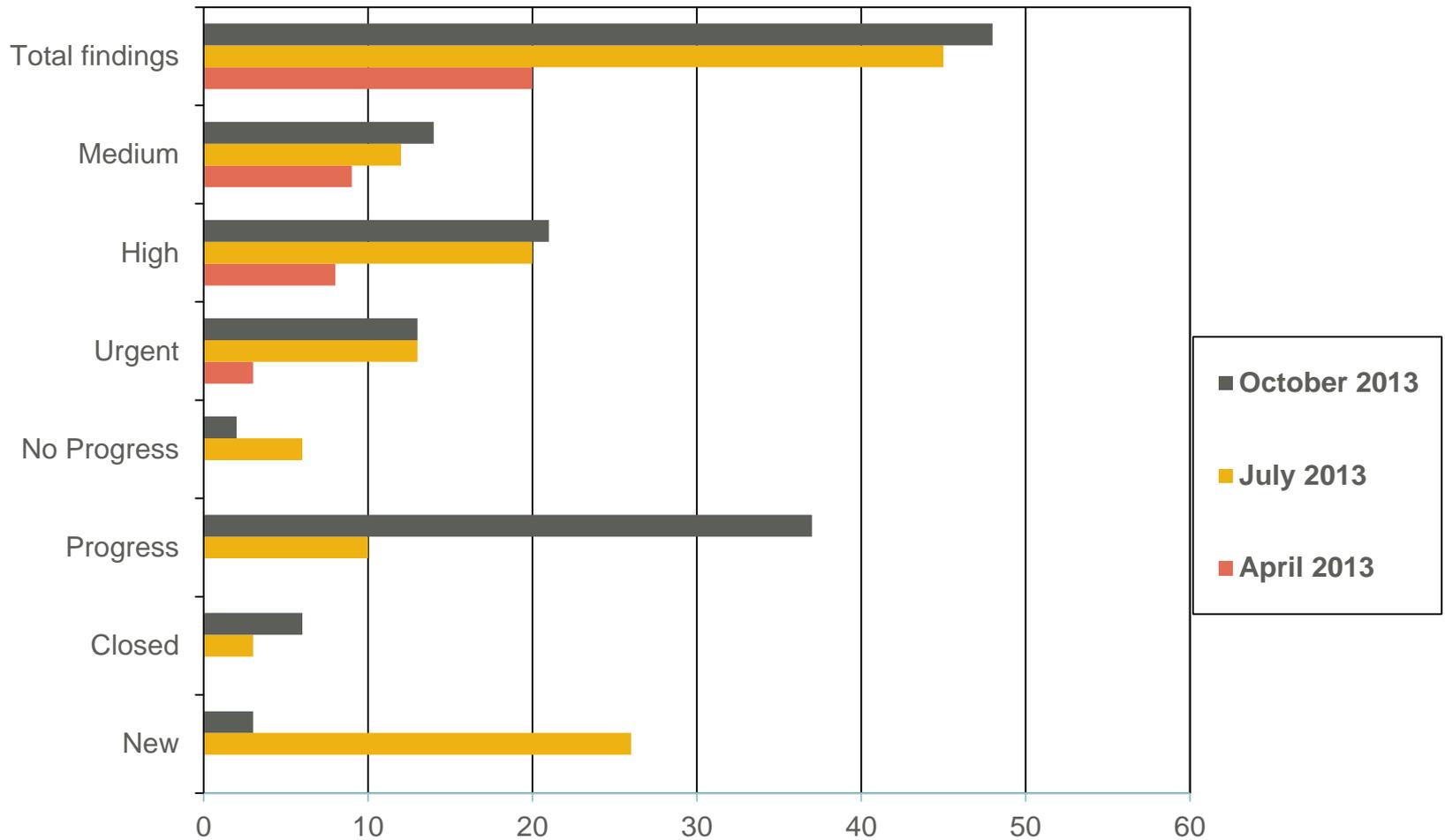
**Note: 1 GB of data is equivalent to 10,000 documents and 200 hours of staff time to review and produce.**

# Data Request Sources

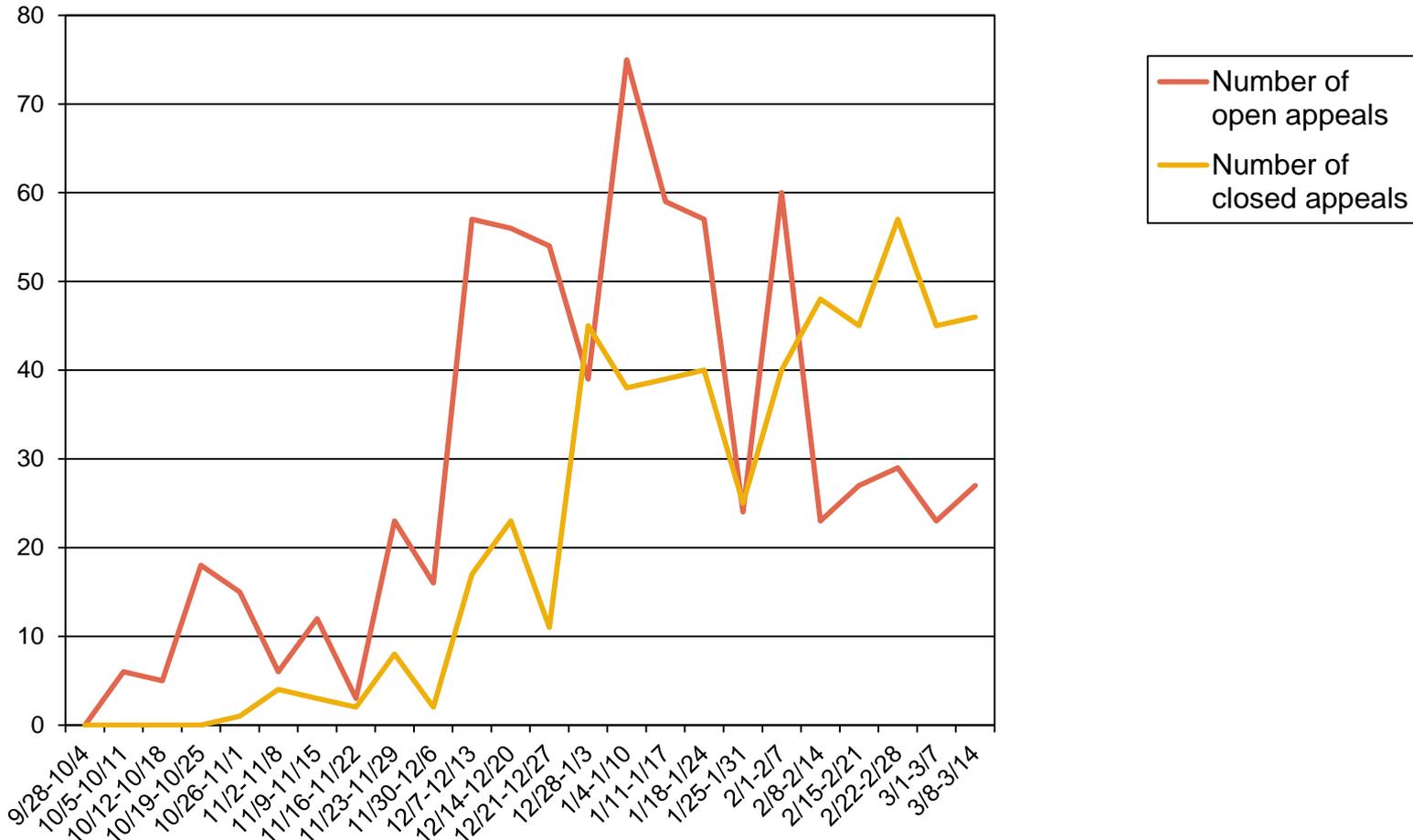
## October 2013 – February 2014



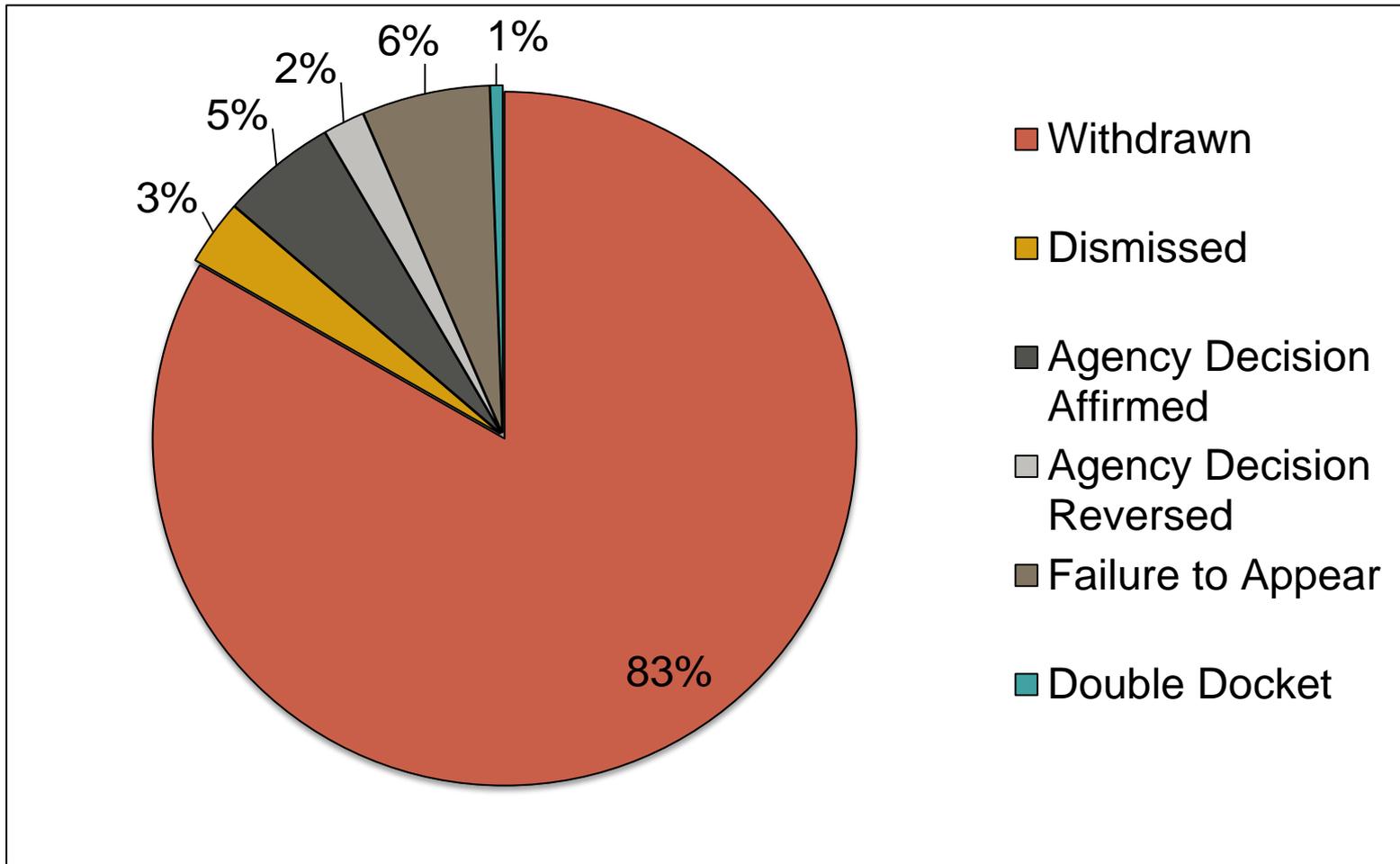
# IV&V Audit Findings by Quarter



# Number of Appeals by Week



# Type of Closed Appeals



# Appeals Duration: File Date to Closed

