



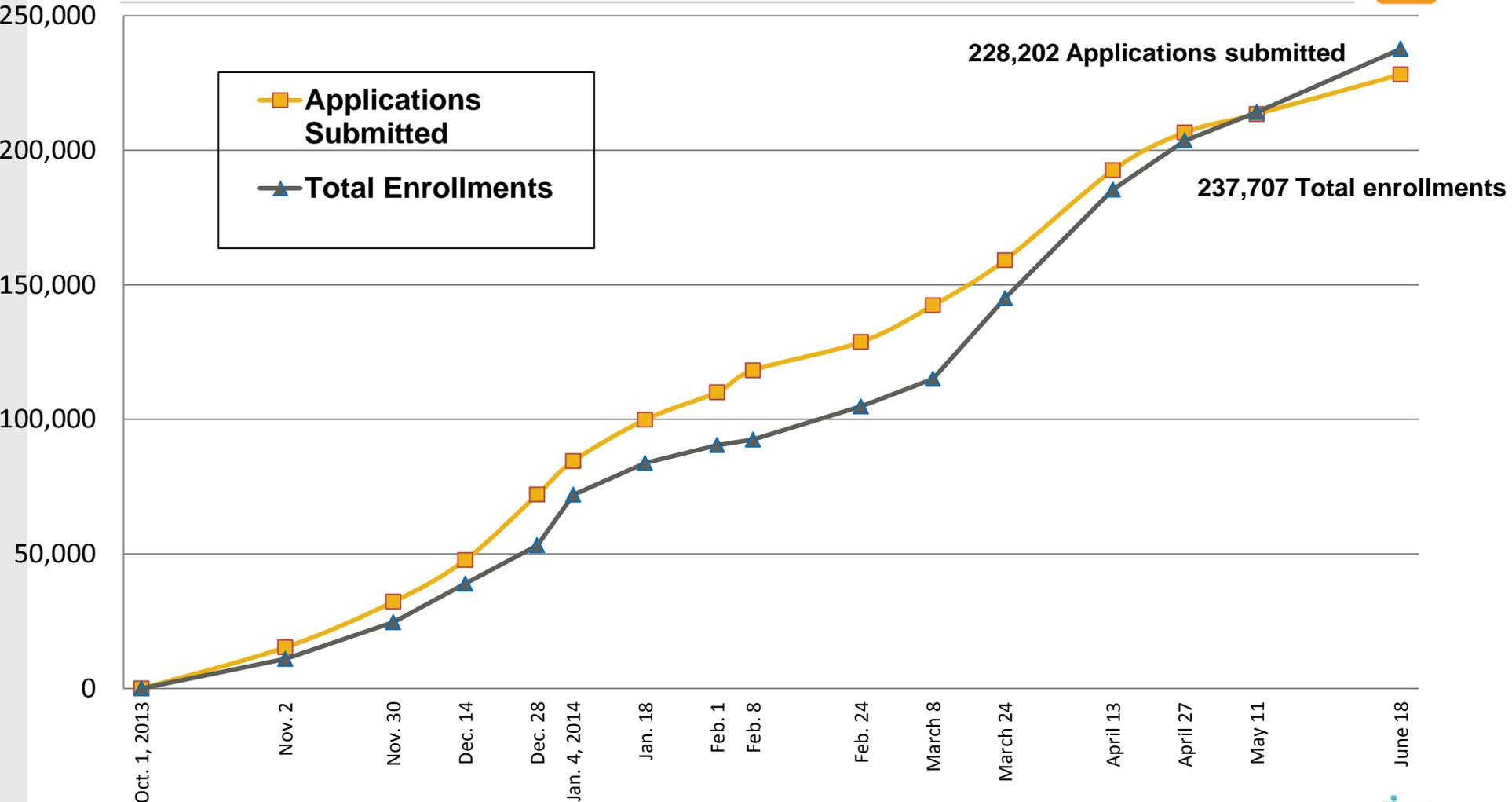
MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

June 18, 2014



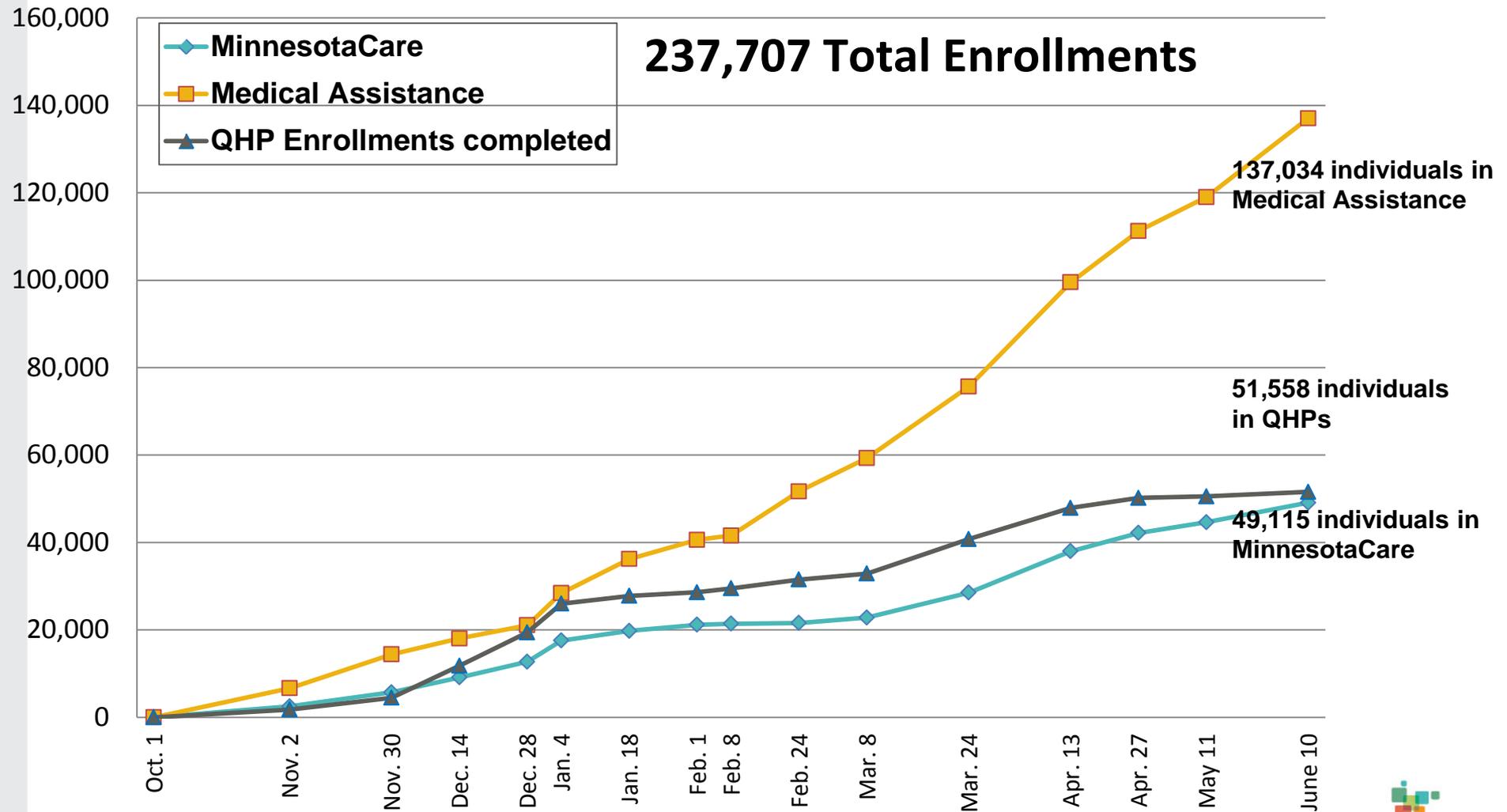
Applications and Enrollment through MNsure – June 10, 2014



Applications are for a household level, and our enrollment count is at an individual level.

Enrollments by Program

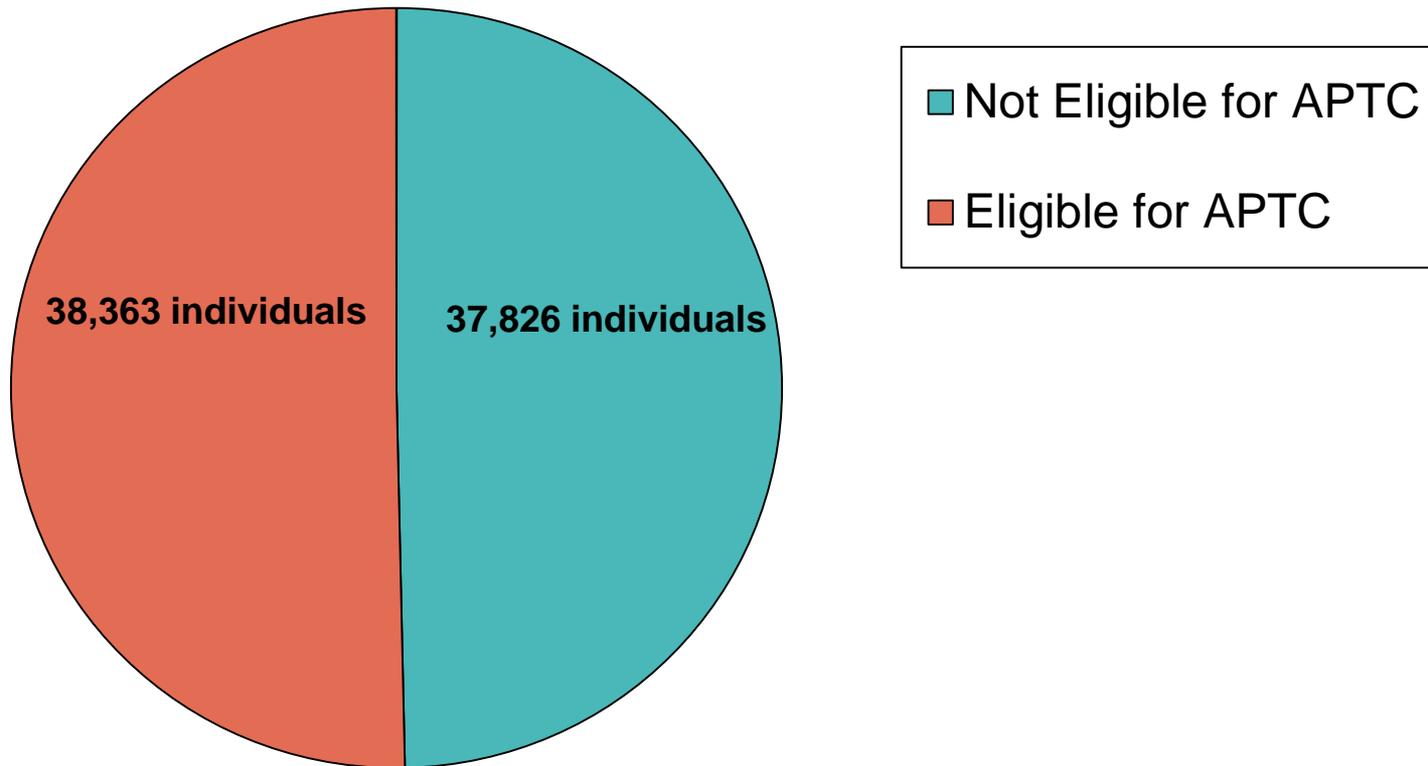
June 10, 2014



Eligibility of QHP Applicants

June 10, 2014

Number of *QHP eligible applicants* applying for assistance



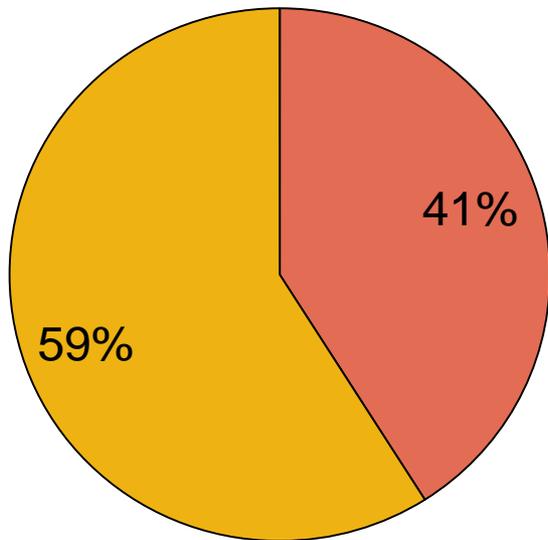
Notes: 76,189 persons applied for assistance.

These numbers reflect eligible applicants applying for assistance since October 1, 2013.

Enrollees Receiving Subsidies

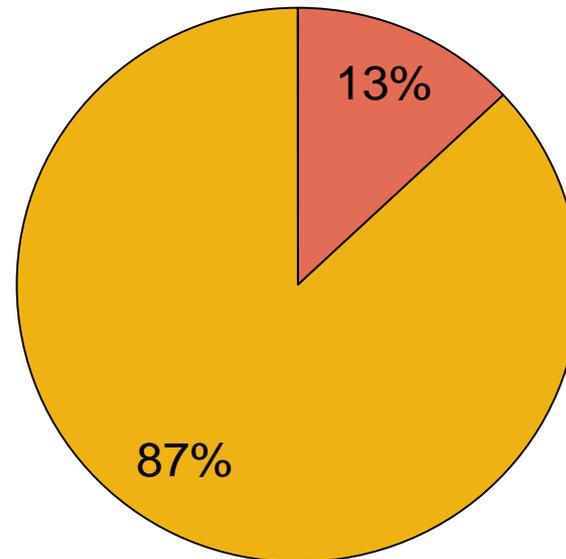
APTC subsidies

- Enrollees with APTC
- Enrollees without APTC



CSR subsidies

- Enrollees with CSR
- Enrollees without CSR



Note: We used the most recent files submitted by the carriers which reflect May enrollment information.

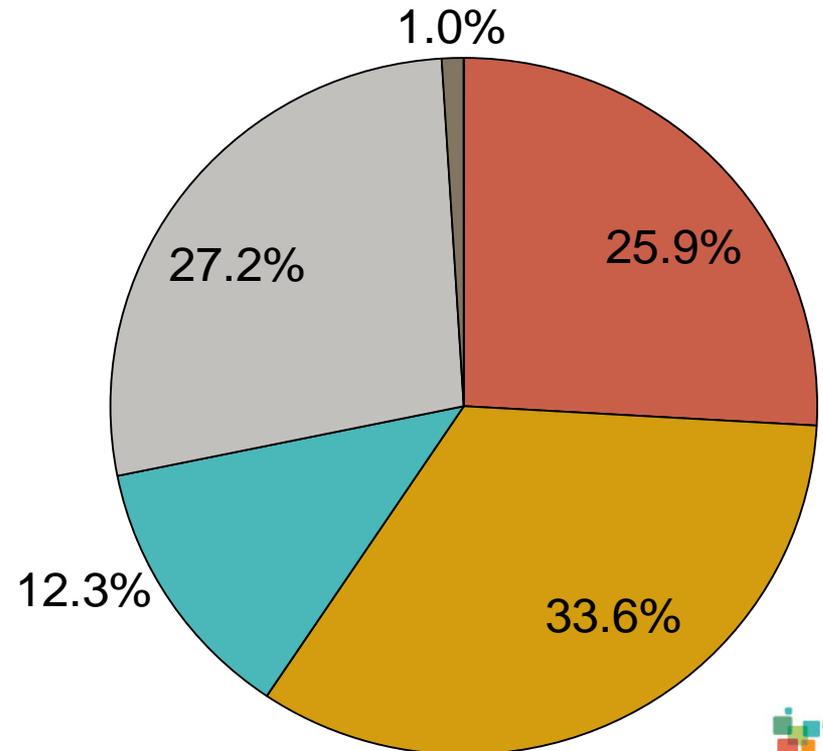
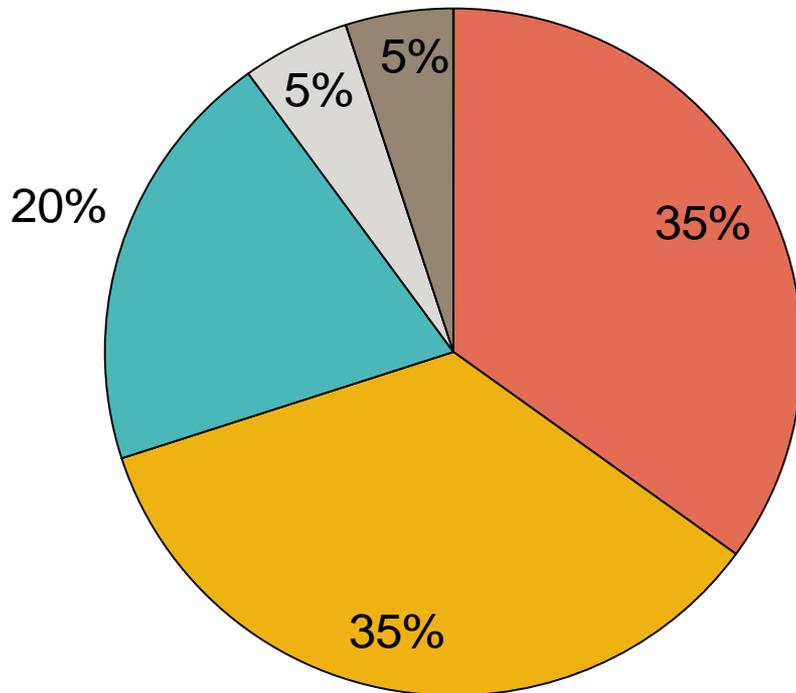
Individual Market: Metal Levels

June 10, 2014

Projected Metal Level Selection

Actual Metal Level Selection

■ Bronze ■ Silver ■ Gold ■ Platinum ■ Catastrophic

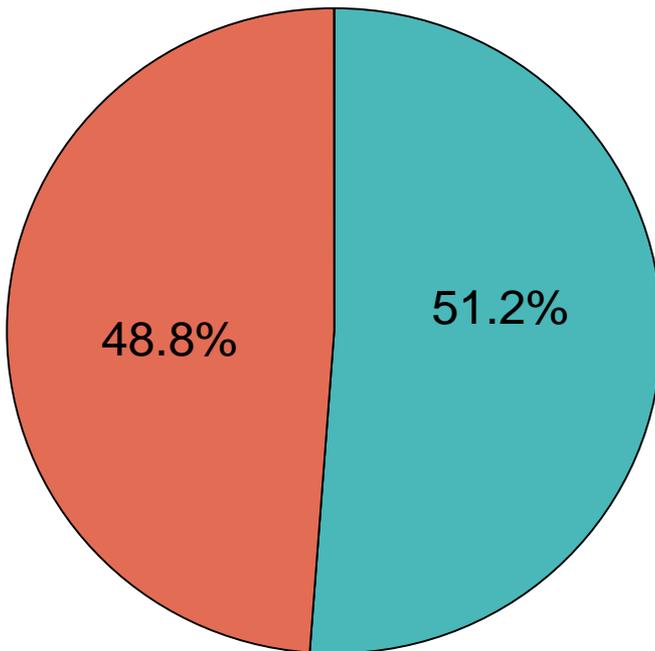


Individual Market: QHP Enrollee Demographics

June 10, 2014

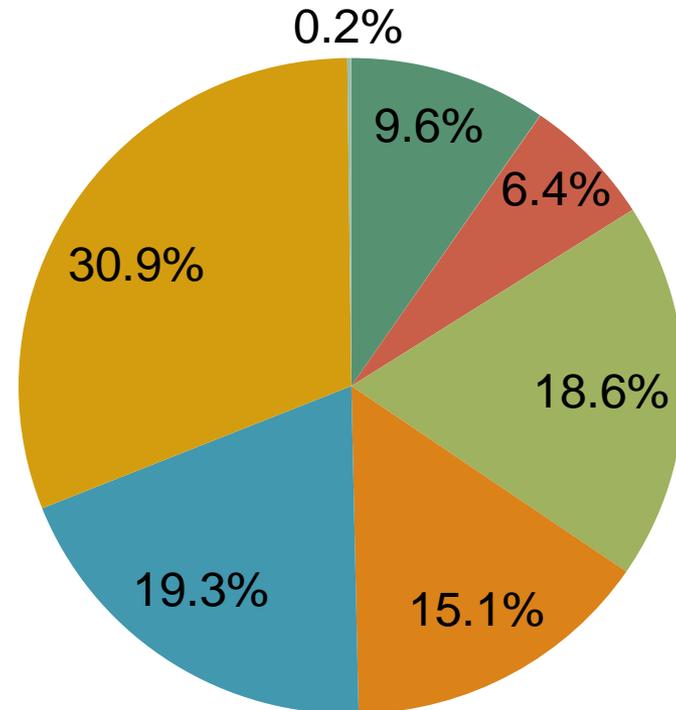
Gender in QHPs

Female Male



Age of Enrollees

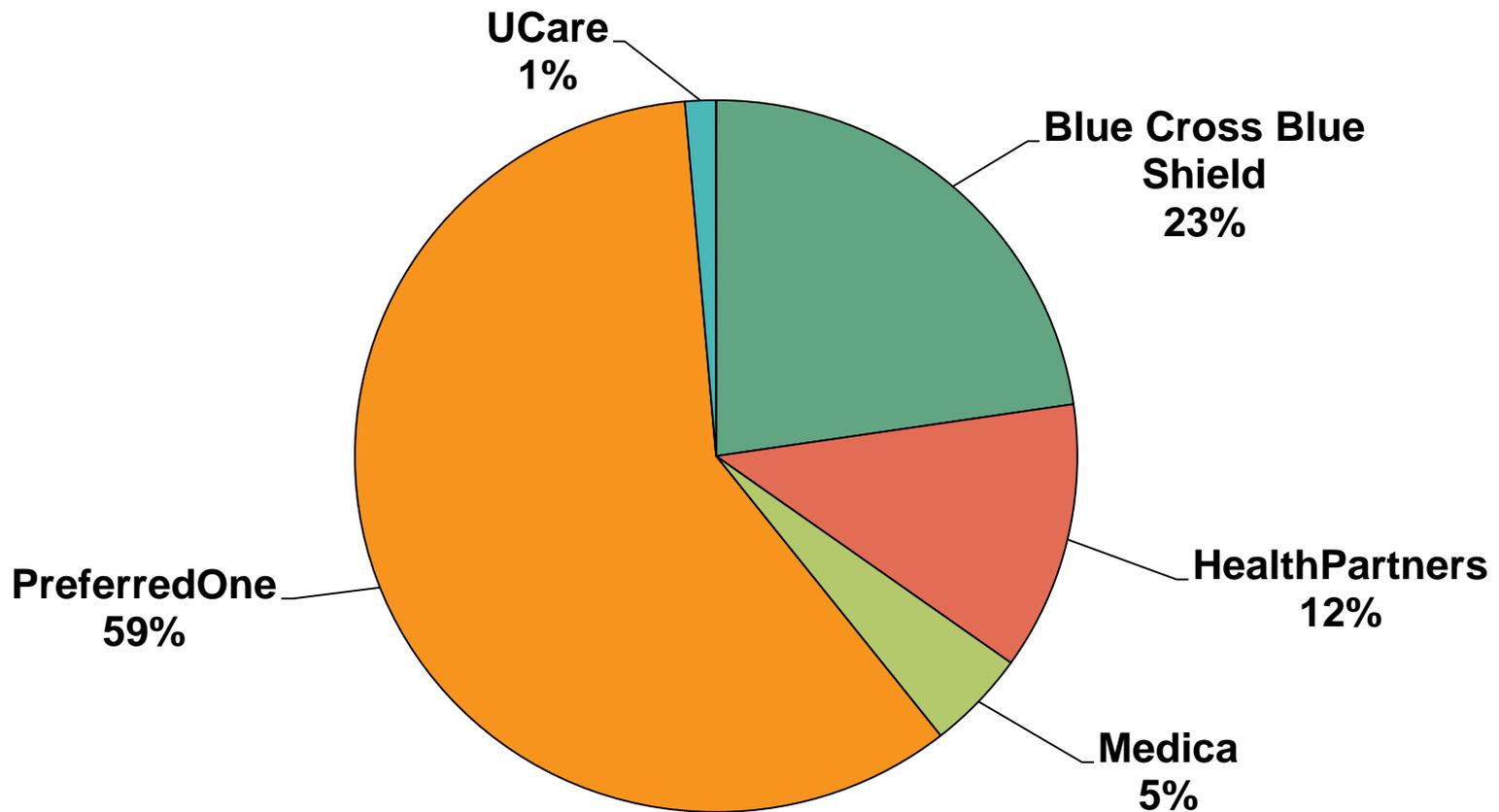
<18 18-25 26-34 35-44
45-54 55-64 65+



Individual Market: Enrollees by Carrier

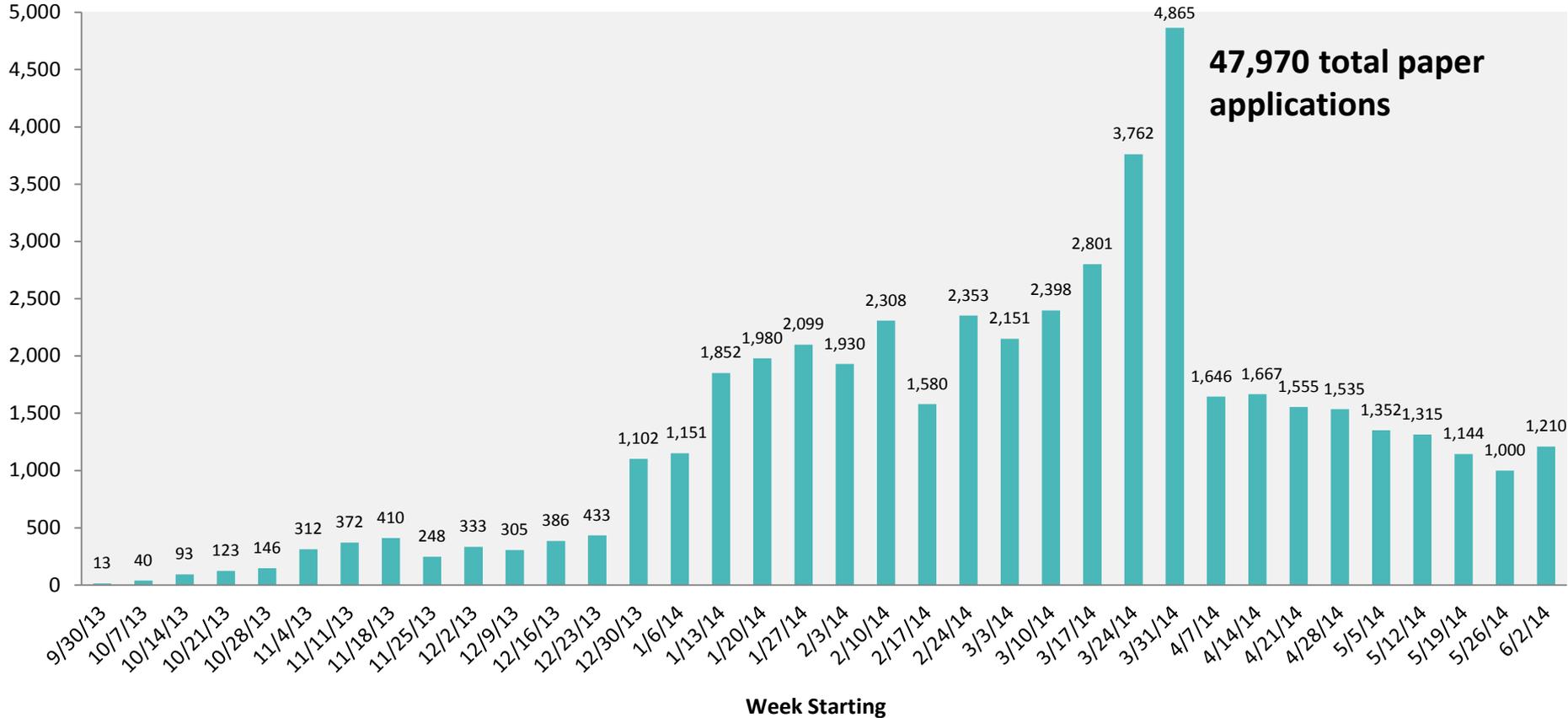
June 10, 2014

Percent of Enrollees by Carrier



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

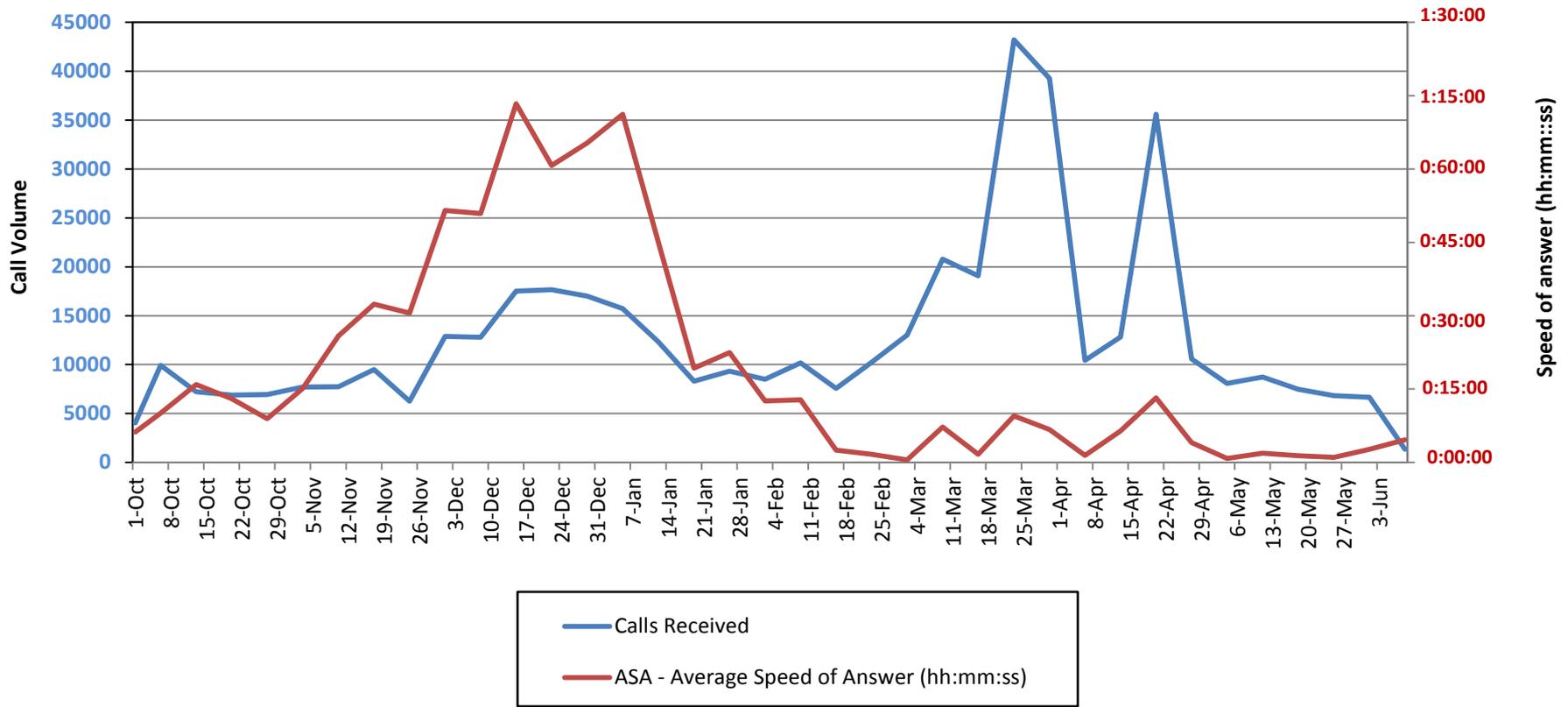
MNsure Paper Applications Received: 10/1/13 - 6/6/14



- Volume of assisted MNsure paper applications received
- On 3/31/14, over 3,400 assisted MNsure paper applications received

Call Center – Average Wait Time/ASA

MNsure Contact Center Call Volume/ASA Oct 1, 2013 - June 9, 2014



Call Center – Resolution and Talk Time

Call Center Resolution and Talk Time Oct 1, 2013 - June 9, 2014

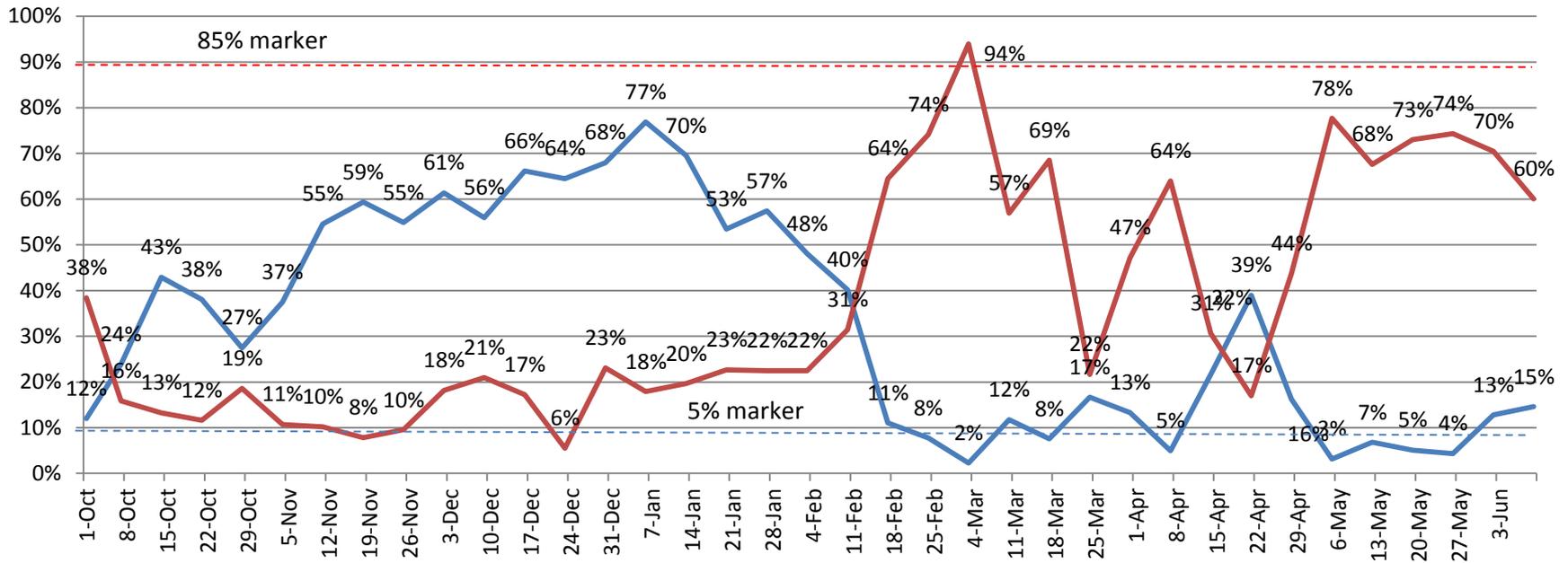


— Talk Time (Avg) Time spent on phone with caller

— Call Handle Time (Avg) Includes time spent with caller, and time researching issue and creating case in CRM for tracking

Call Center - Abandon Rate/ Service Level

Calls Answered (Service Level)/Abandon Rate Oct 1, 2013 - June 9, 2014



— Abandon % (Goal is no more than 5% of calls abandon)
— SLA - Service Level % (Goal is 85% of calls should be answered in 2 minutes or less)

Call Center – First Call Resolution

October 2013 – June 9, 2014 (slide 1 of 2)

<i>First Call Resolution</i>	To Date	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
Total Cases	230,428	18,199	13,896	16,906	17,139	27,993	65,790	36,837	25,989	7,679
Average # calendar days to resolve (3 days is standard)	2.94	3.03	4.85	2.59	3.01	4.50	2.49	1.76	1.46	1.73

As of 6/9/2014:

Cases currently open – 434

Average Age is 68 days

Definitions:

- Resolved – we do not owe the consumer a return call
- Average # calendar days – if a case is not resolved within 4 hours, the average time it take to research the answer and get a response to the consumer

Call Center – First Call Resolution

October 2013 – June 9, 2014 (slide 2 of 2)

<i>First Call Resolution</i>	To Date	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
# cases resolved within 4 hours	186,386	15,571	11,276	12,128	13,929	22,012	54,469	30,304	20,712	5,985
% cases resolved within 4 hours	79.58%	86.55%	80.62%	71.74%	73.01%	78.63%	82.79%	82.27%	79.70%	77.94%

For June:

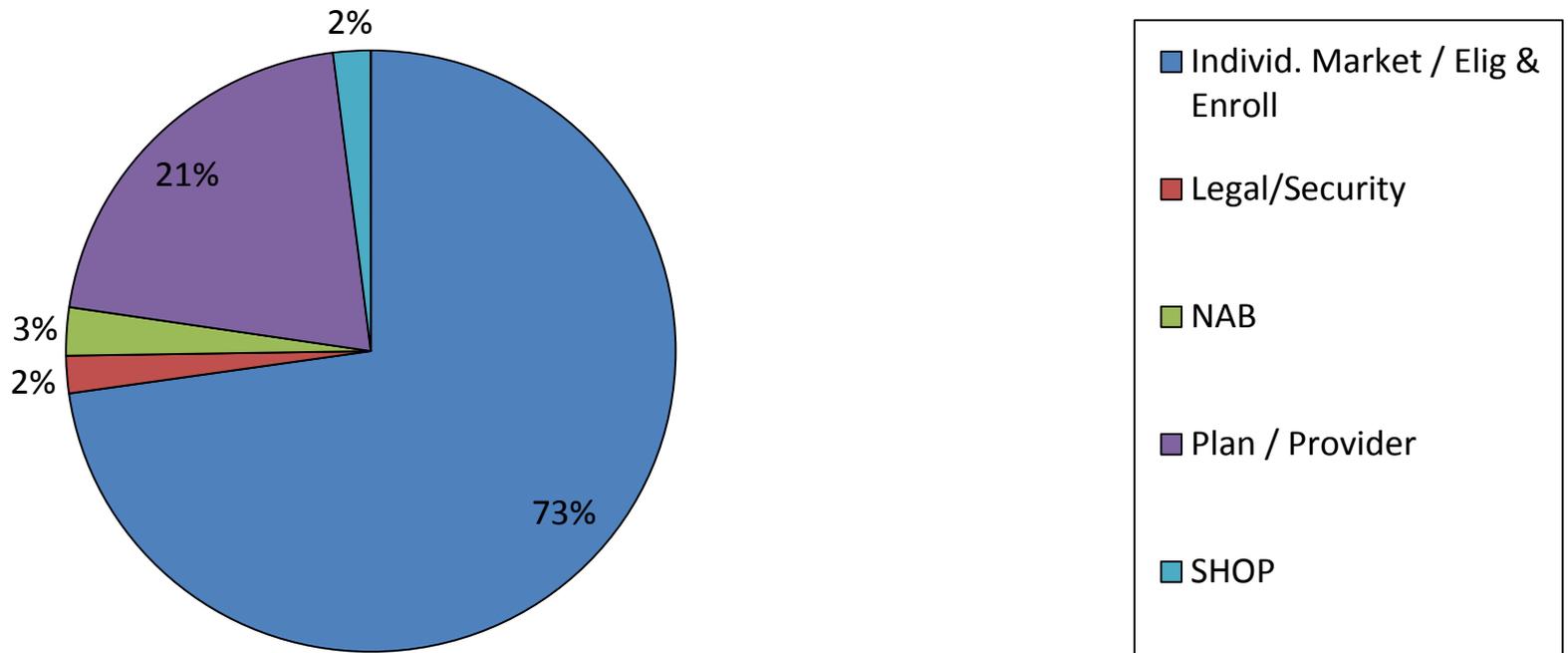
- 962 cases were forwarded on to Tier III Teams: Plan and Provider, NAB, Eligibility and Enrollment, Special Enrollment Period, Finance, etc.)
- 139 cases were escalated to Supervisors within the Call Center
- 593 were internal to MNsure Call Center and needed more than 4 hours to resolve

Four hours indicates the time allowed to an agent to research questions and get back to the caller. If the time frame exceeds four hours, the case was either transferred or escalated for resolution.

78% of cases were resolved with in 4 hours - 88% resolution was possible.

Call Center – Escalated Calls

Escalated Calls



Top Reasons for Calls to be Escalated:

Caller needs to update case/provide more information 50%

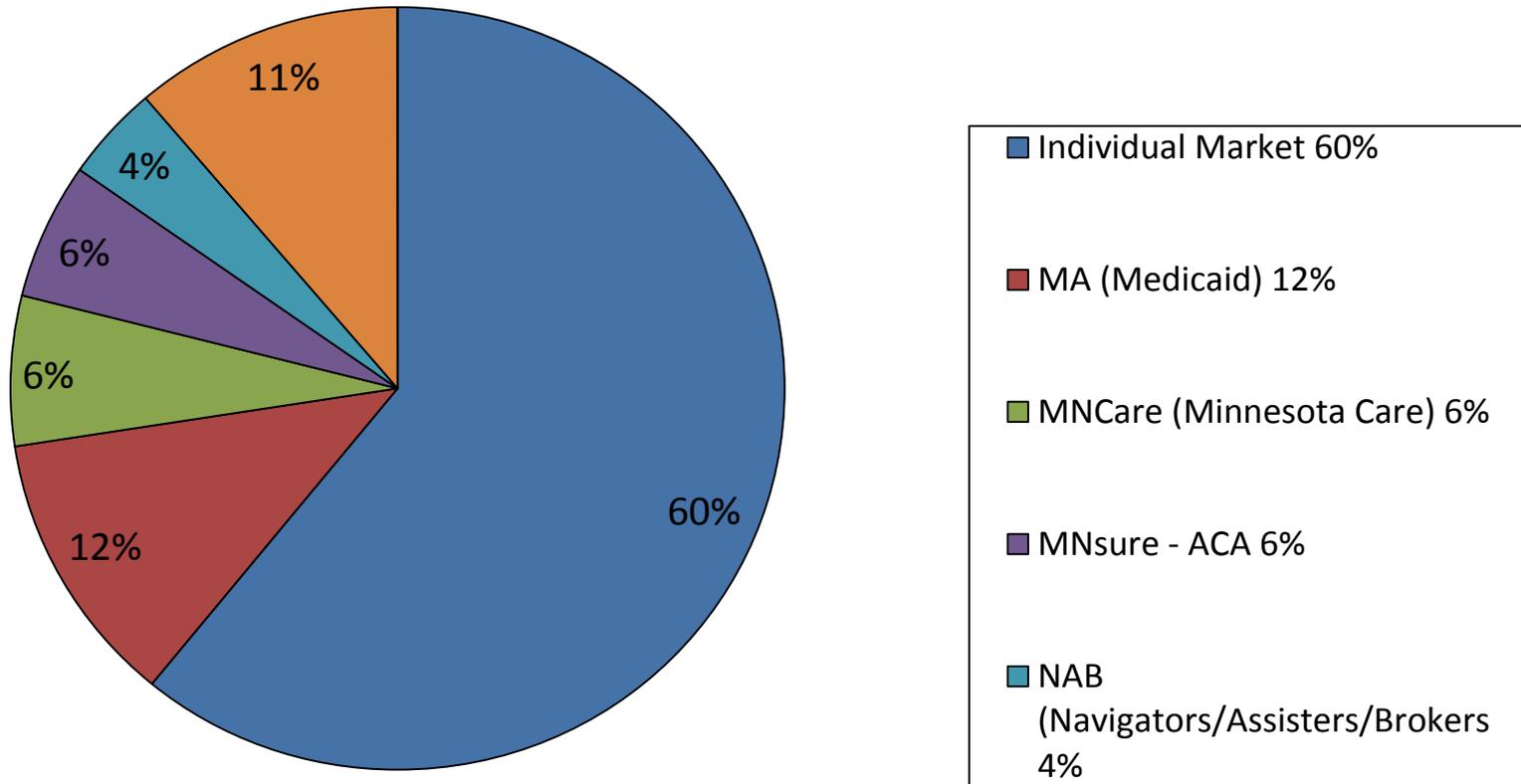
Caller reporting loss of current health care coverage 13%

Carrier missing info - 11%

Caller reporting life event change 3%

Brokers - account info/communication from MNsure -2%

Call Center – Top Categories of Calls Received June 2014



Call Center – Type of Calls Received (All callers) June 2014



Top Five Inquiries for all callers

1. Application status/what is my status – 13%
2. Special Enrollment period questions – 16%
3. Account help/Password reset – 8%
4. Reporting Life Event – 7%
5. General Online Application process – 6%

Call Center – Type of Calls Received from Navigators and Assisters, June 2014



Top Five Inquiries

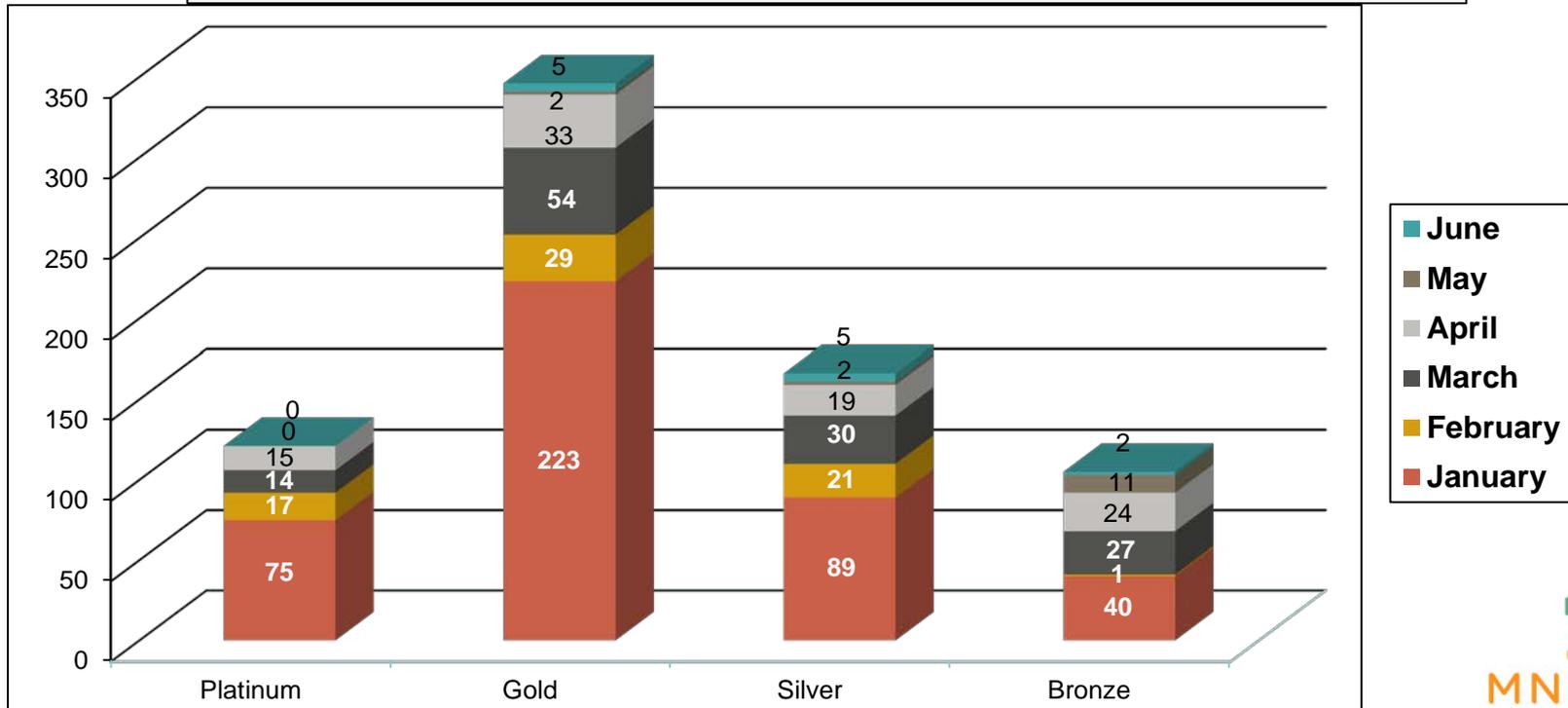
1. Obtaining/completing an Agent of Record Form – 37%
2. Special Enrollment Period changes/questions – 13%
3. Application status (is there an active application) – 7%
4. Life Event change – 5%
5. Account help/password reset – 4%

SHOP

Employer Enrollment by Group Size

Employer Size	January	February	March	April	May	April	Total
1-5	60	16	14	13	3	5	111
6-10	18	3	4	3	2	1	31
11-24	7	0	4	2	2	0	15
25-50	2	0	0	0	0	0	2

Employees Enrolled by Metal Level



SHOP

2014 Enrollment

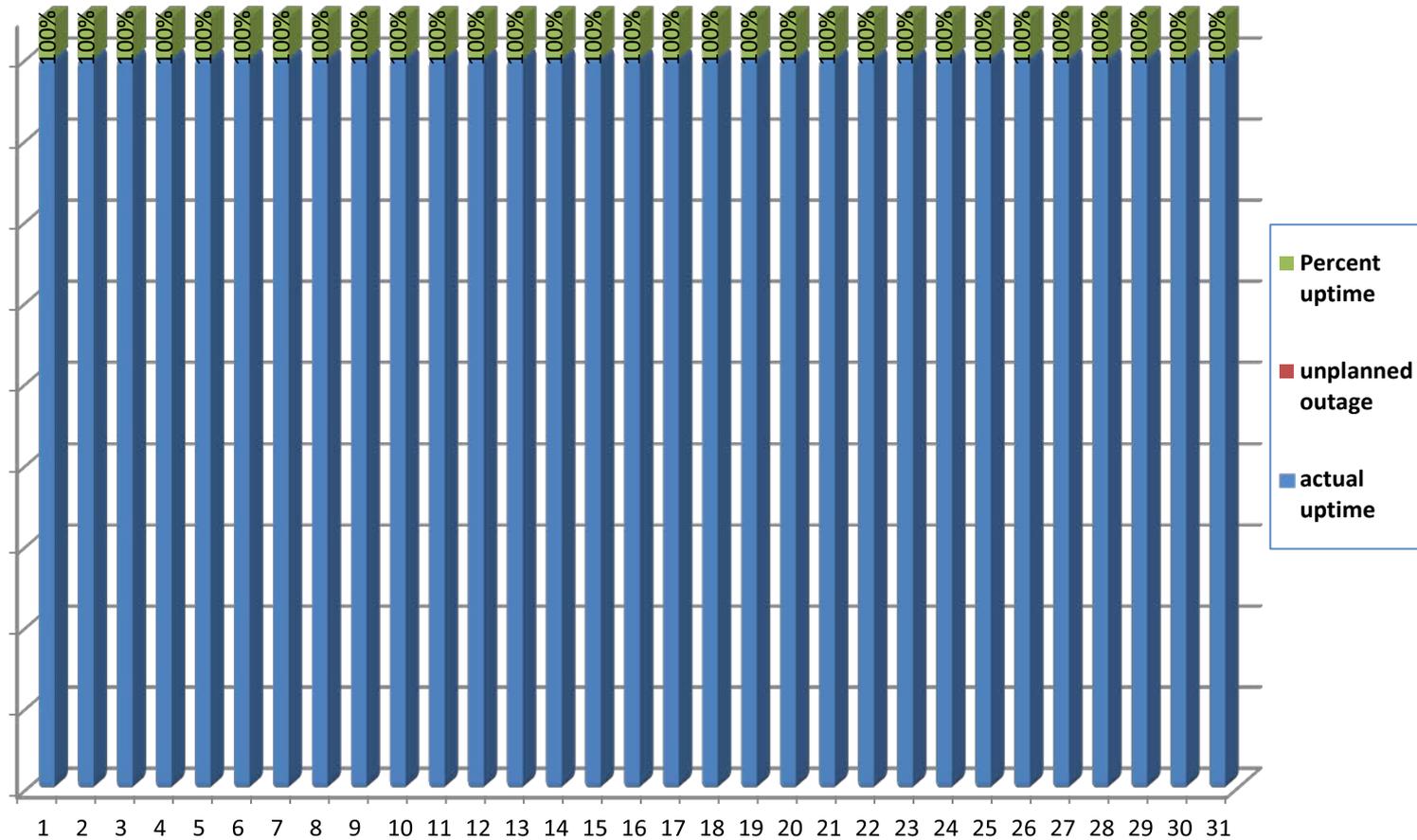
	January	February	March	April	May	June	Total	Projection
Employers Enrolled	87	19	22	18	7	6	159	1313
Employees on roster	651	99	219	131	63	48	1211	N/A
Employees enrolled	427	68	134	91	39	32	791	13,125

Contribution Levels by Employers

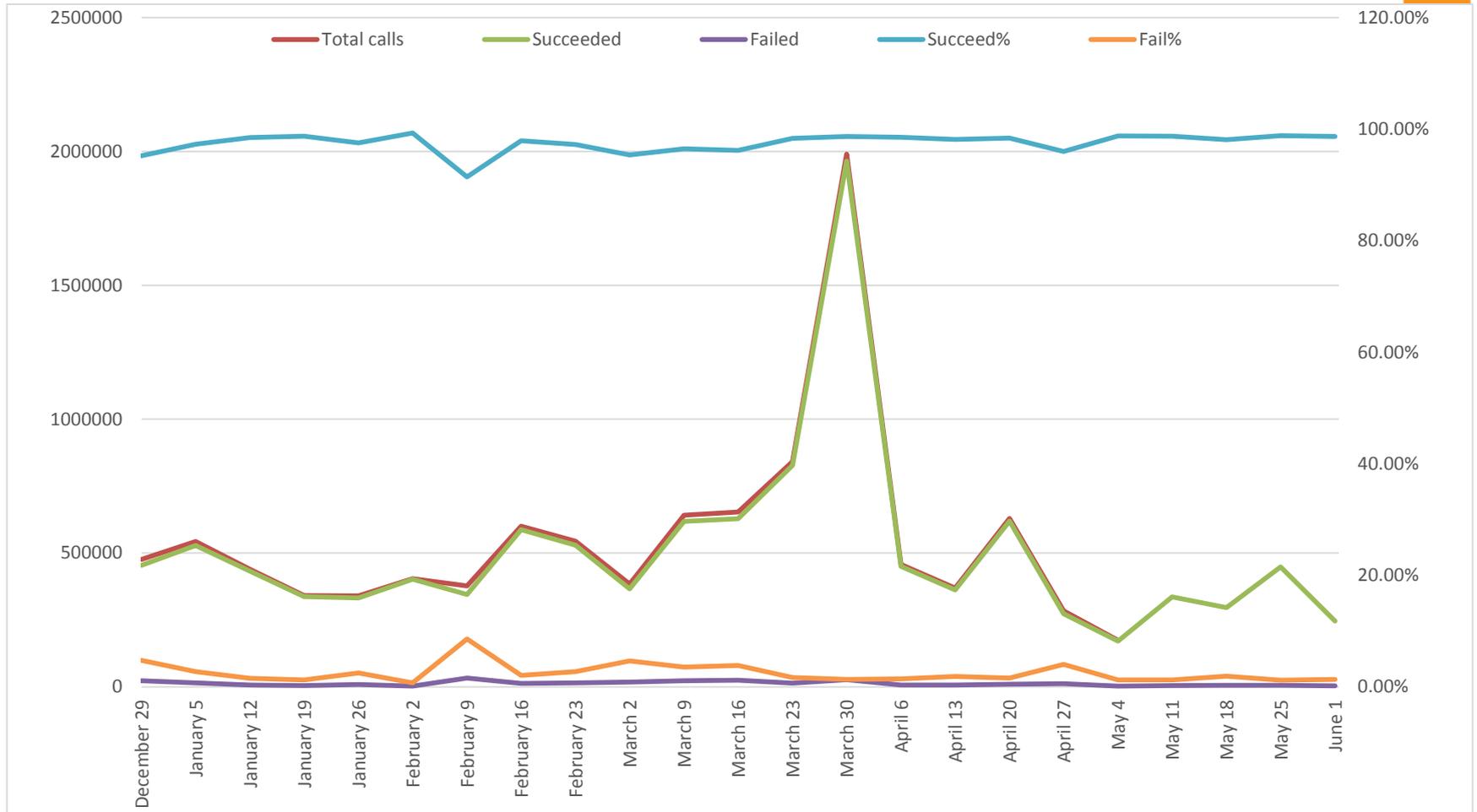
Contribution Level	January	February	March	April	May	June	Total
0-24%	5	0	1	0	0	0	6
25% - 49%	1	0	0	0	0	0	1
50% - 74%	35	8	17	8	5	3	76
75% - 100%	70	11	10	10	3	4	108

MNsure Uptime

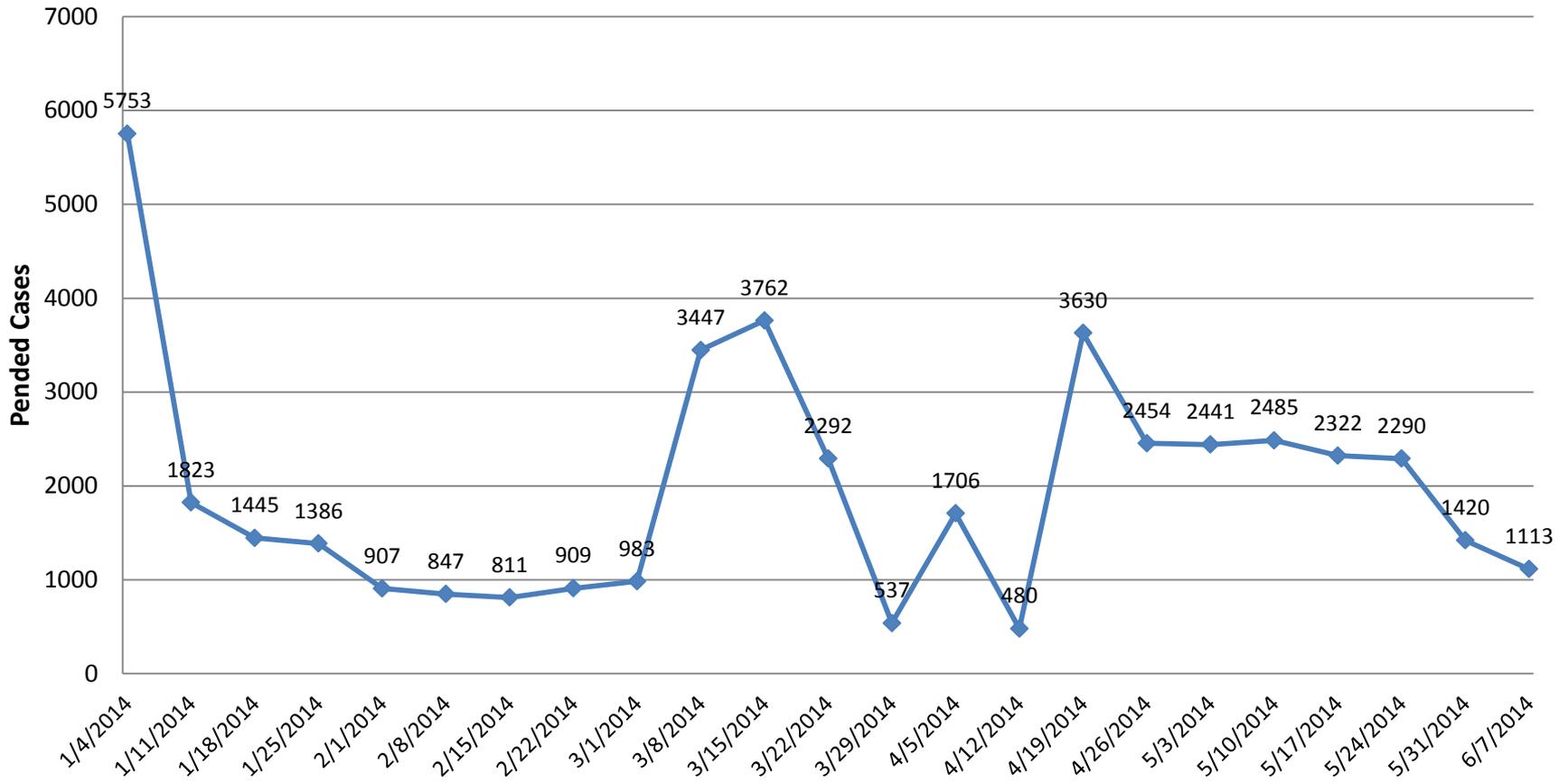
May 1 – May 31, 2014



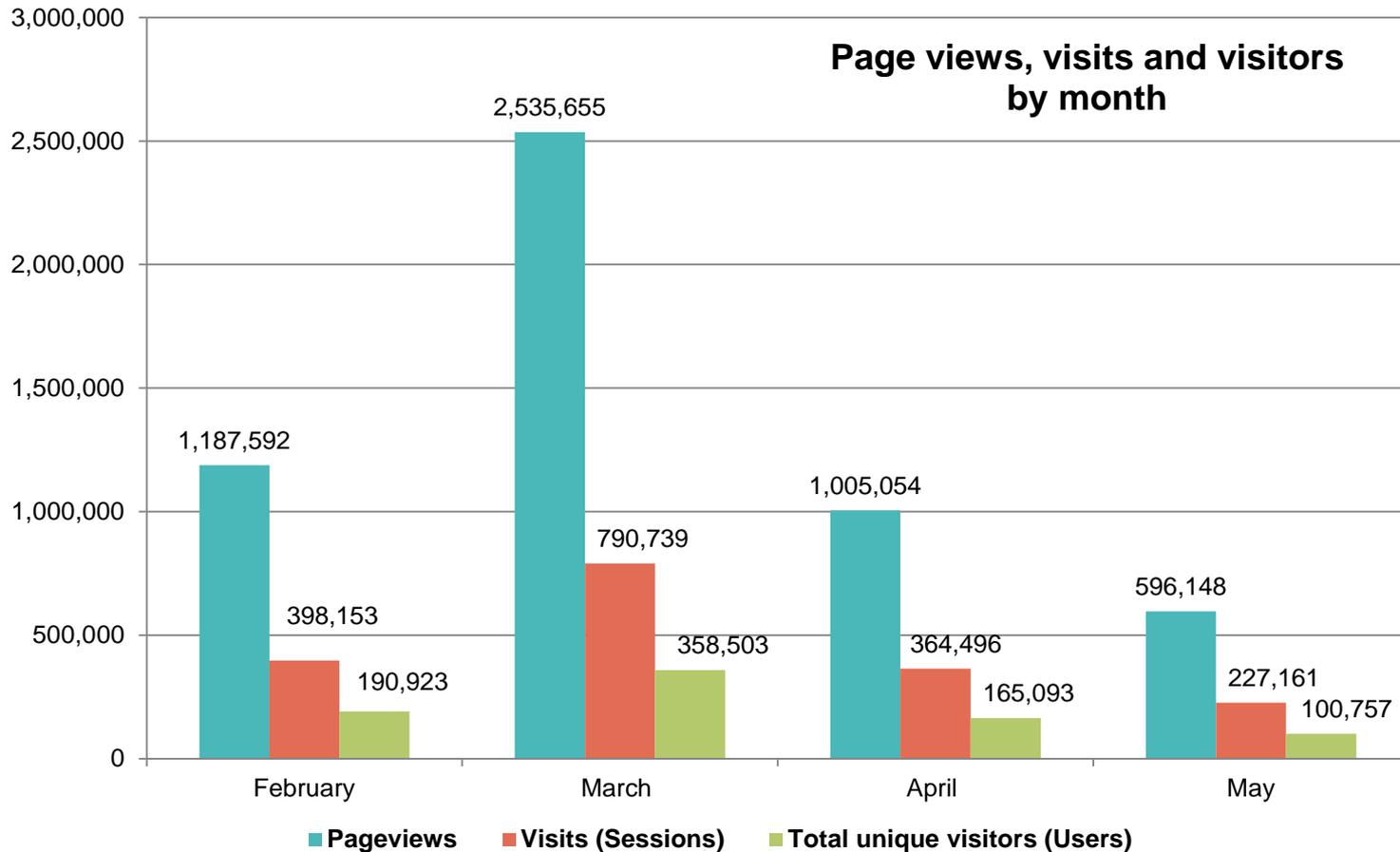
Error Rates for MNsure Marketplace



Pended Cases in Eligibility Determination through June 7, 2014

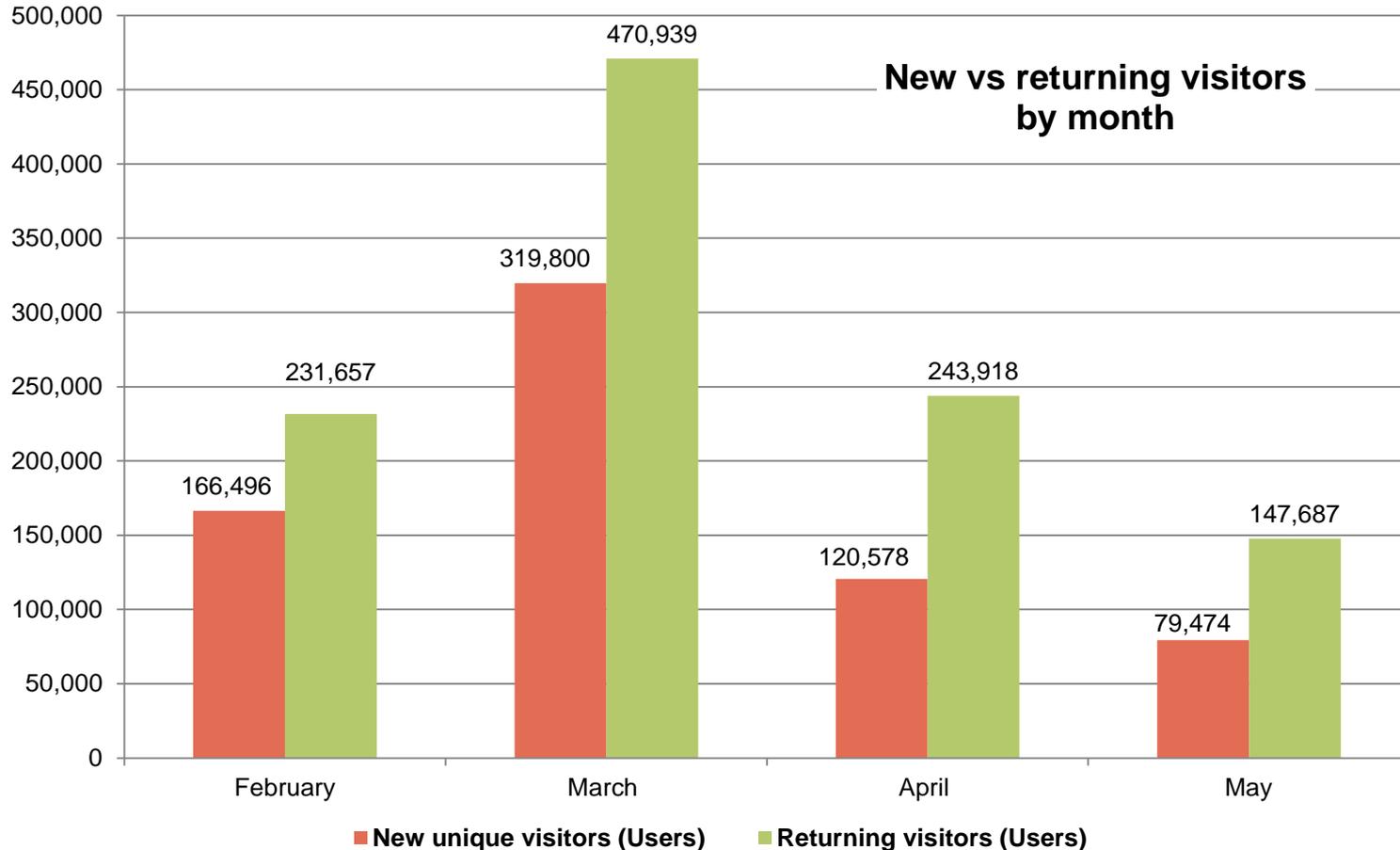


Public Website Metrics



The public website does not include anonymous shopping or marketplace system pages.

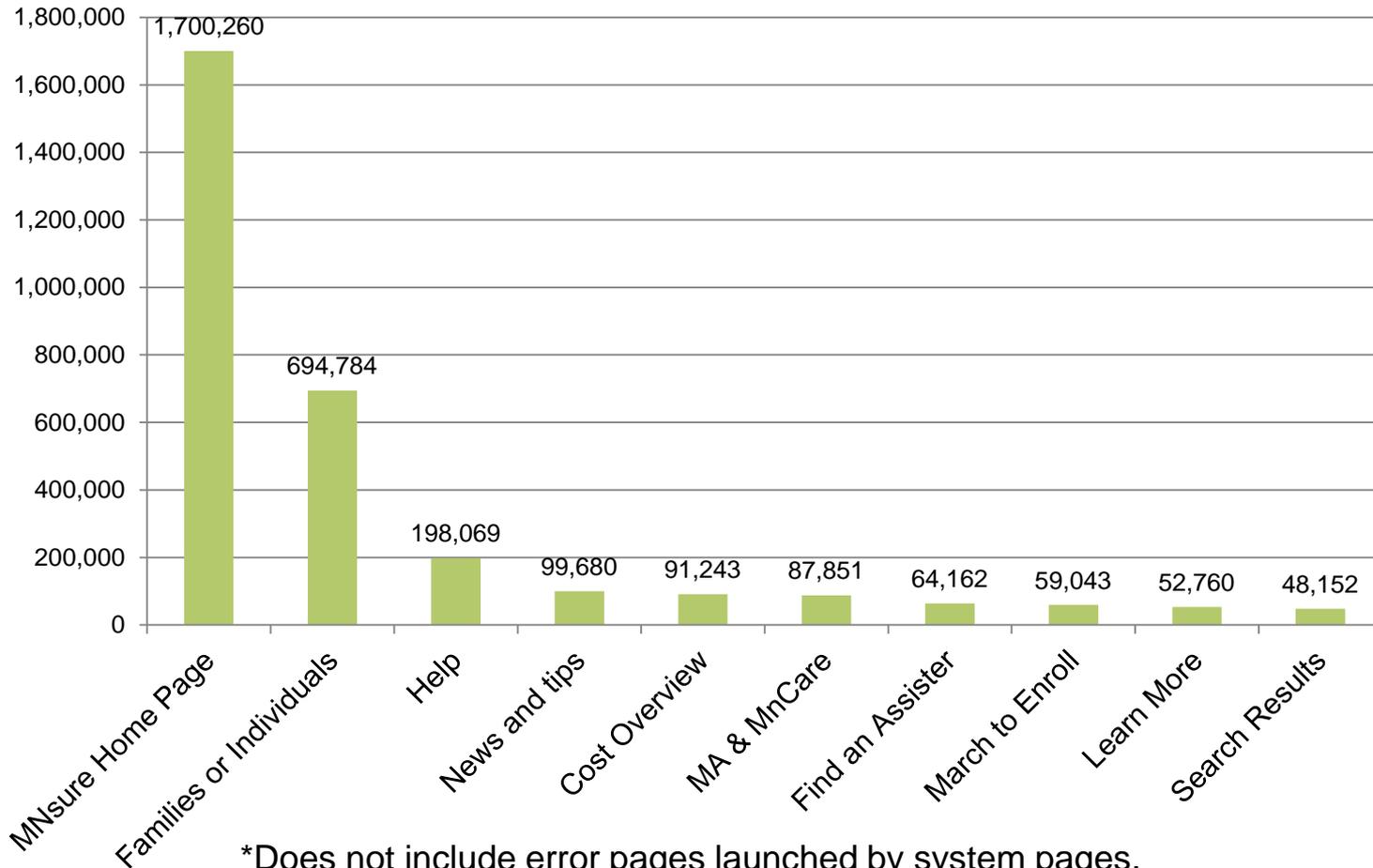
Public Website Metrics: Unique Visitors



The public website does not include anonymous shopping or marketplace system pages.

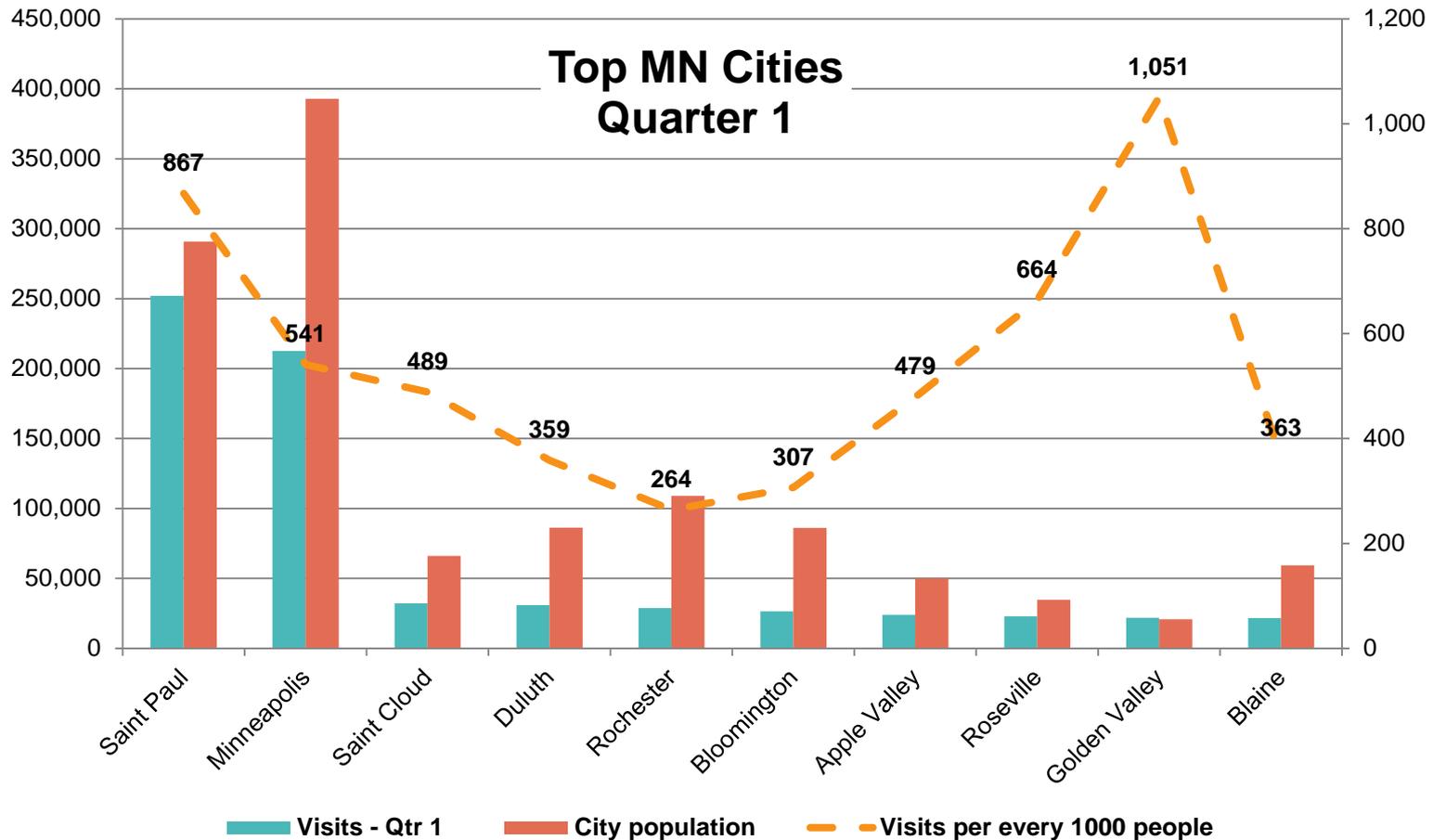
Public Website Metrics: Top Pages

Top pages* by page views: Quarter 1, 2014



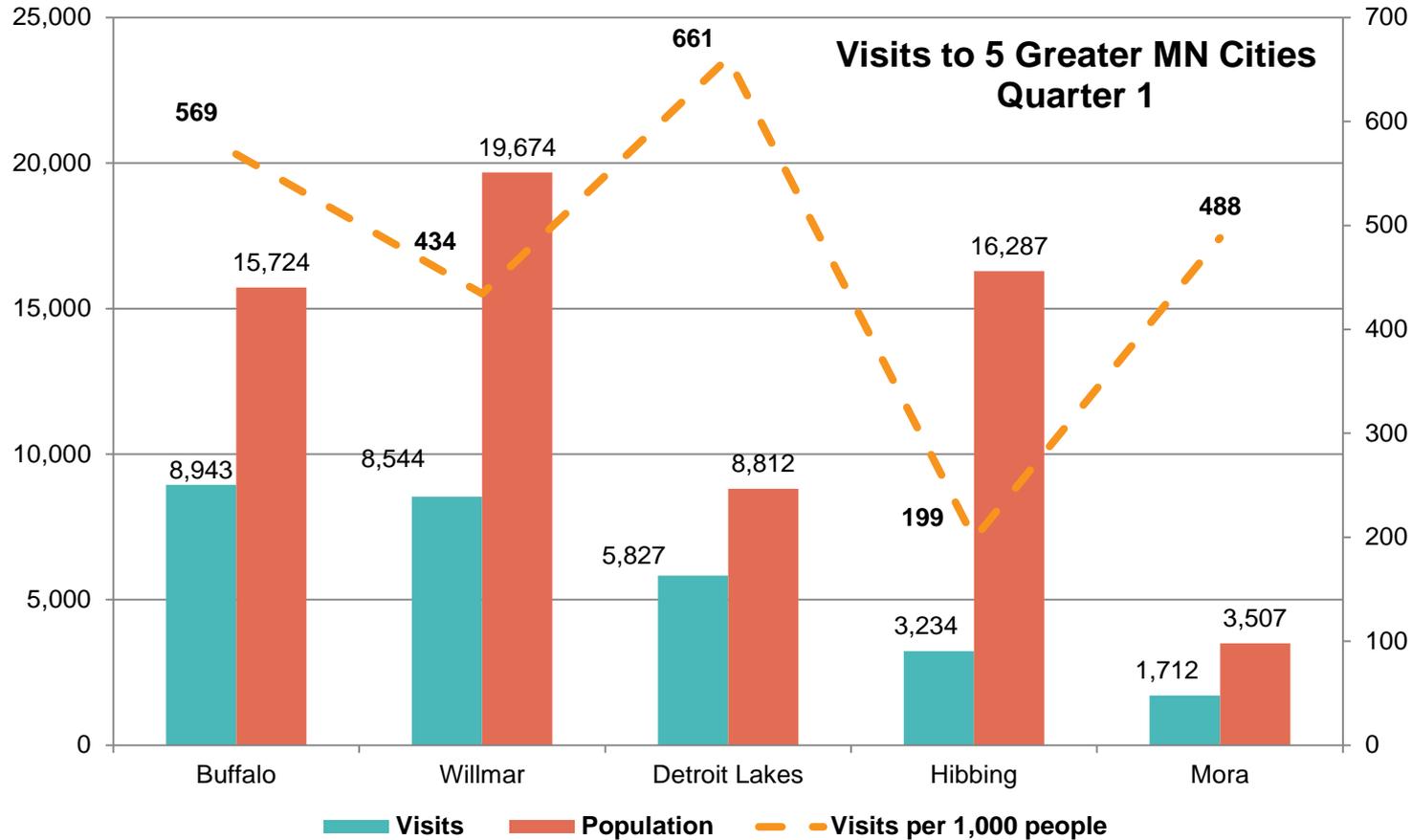
*Does not include error pages launched by system pages.
The public website does not include anonymous shopping or marketplace system pages.

Public Website Metrics: Top Cities



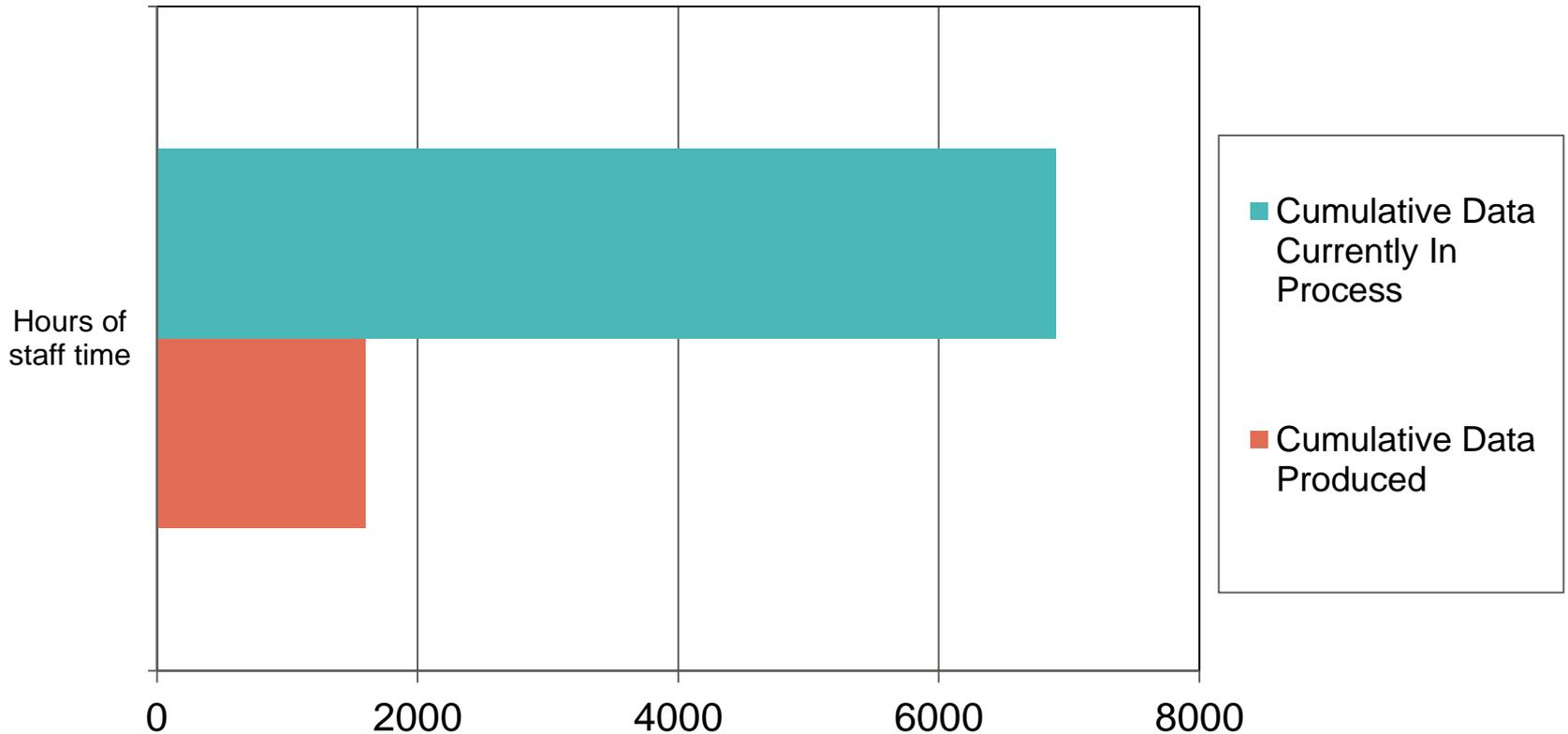
The public website does not include anonymous shopping or marketplace system pages.

Public Website Metrics: 5 Greater Minnesota Cities



The public website does not include anonymous shopping or marketplace system pages.

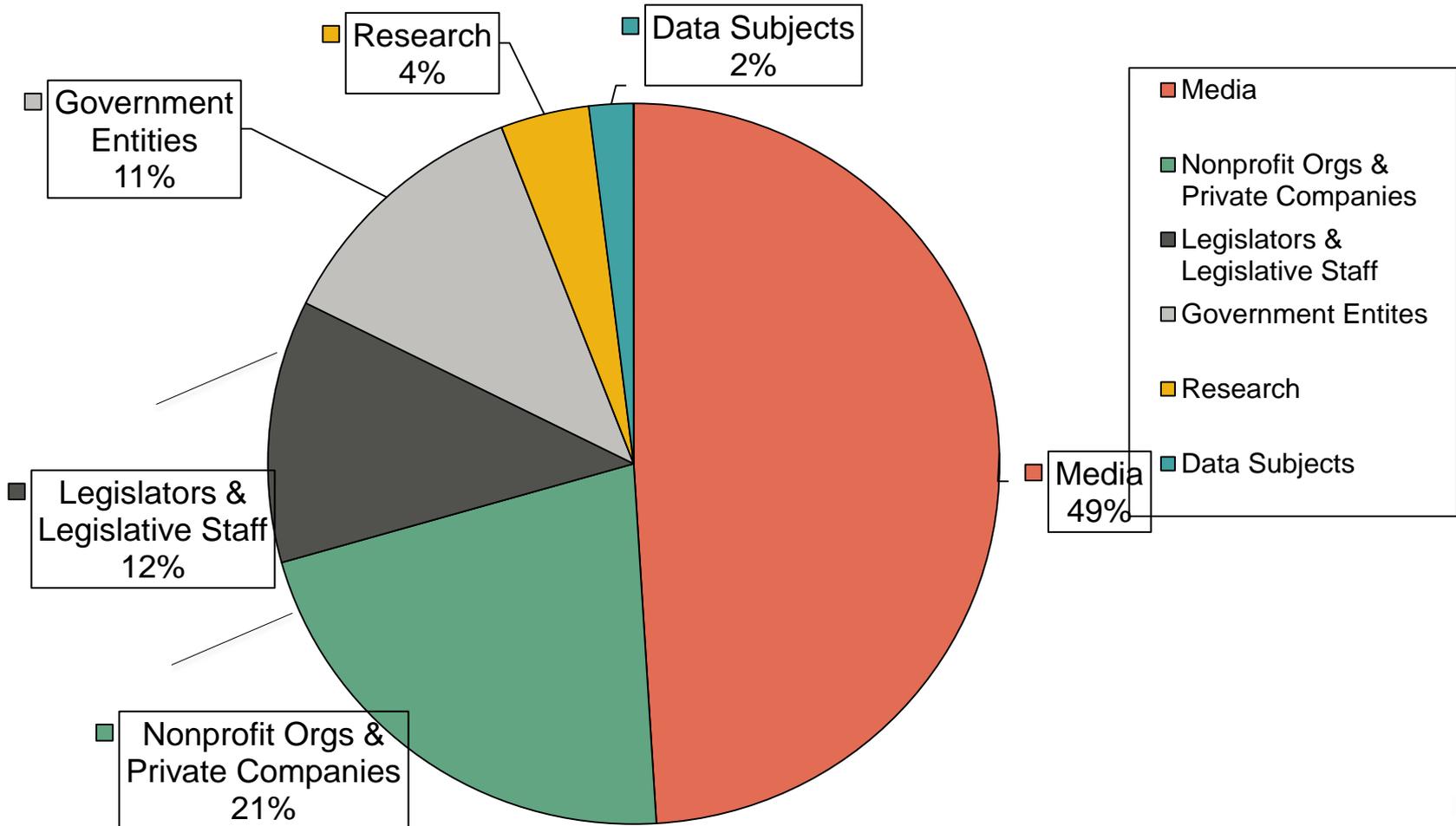
Data Requests Size: Cumulative In Process and Produced (in hours)



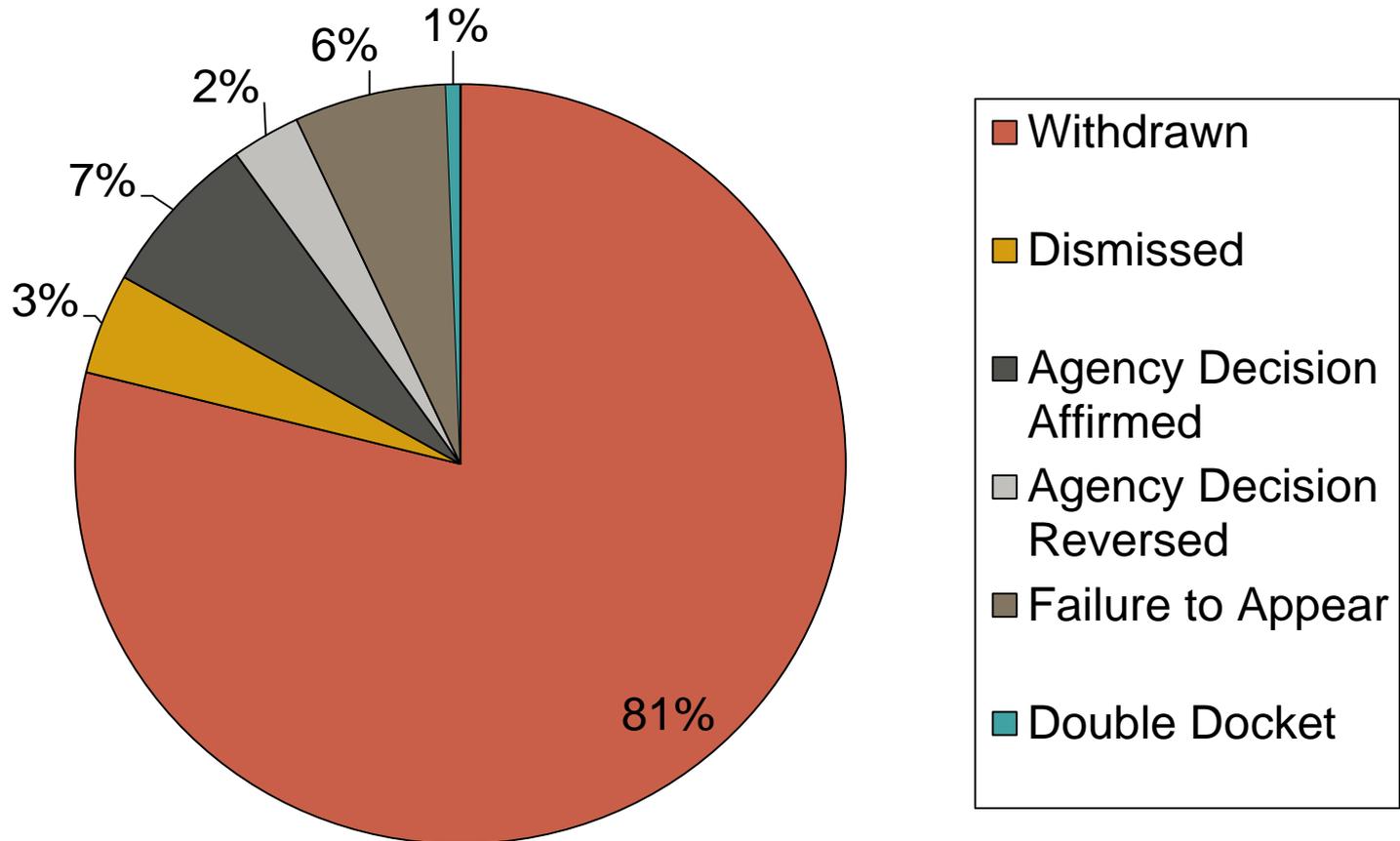
Note: 1 GB of data is equivalent to 10,000 documents and 200 hours of staff time to review and produce.

Data Request Sources

October 2013 – May 2014



Type of Closed Appeals



Note: A double docket occurs when 2 files and docket numbers are assigned to the same appeal