



MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

August 12, 2015



Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 15, 2014 – Aug. 9, 2015	
Total Enrollments	327,692
Medical Assistance	203,190
MinnesotaCare	55,443
QHP	69,059
QHP active renewals	16,673
QHP passive renewals	8,274
QHP via SHOP	1,345
Dental enrollments	9,064

QHP Individuals Receiving Financial Help, Nov. 15, 2014 – Aug. 9, 2015	
Enrollees with Advanced Premium Tax Credits	55%
Enrollees with Cost Sharing Reductions	15%

Current SHOP Enrollment – Aug. 9, 2015	
Employers enrolled	179
Employees enrolled	953
Individuals enrolled (including dependents)	1,345

Enrollment Dashboard – 2 of 2

Plans & Carriers – Nov. 15, 2014 – Aug. 9, 2015		
Carrier	2015 Enrollment To Date	2014 Enrollment
Blue Cross Blue Shield	43%	22.3%
BluePlus	7%	--
HealthPartners	24%	12.5%
Medica	5%	4.6%
UCare	21%	1.5%
PreferredOne	--	59.2%
Metal Level		
Platinum	7%	27.2%
Gold	17%	12.6%
Silver	39%	33.1%
Bronze	36%	26.1%
Catastrophic	1%	1.0%

QHP Enrollee Demographics – Nov. 15, 2014 – Aug. 9, 2015		
Age	2015 Enrollment To Date	2014 Enrollment
<18	10%	9.6%
18-25	7%	6.3%
26-34	18%	18.0%
35-44	15%	14.9%
45-54	19%	19.3%
55-64	31%	31.7%
65+	0%	0.2%
Sex		
Male	49%	48.5%
Female	51%	51.5%

Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

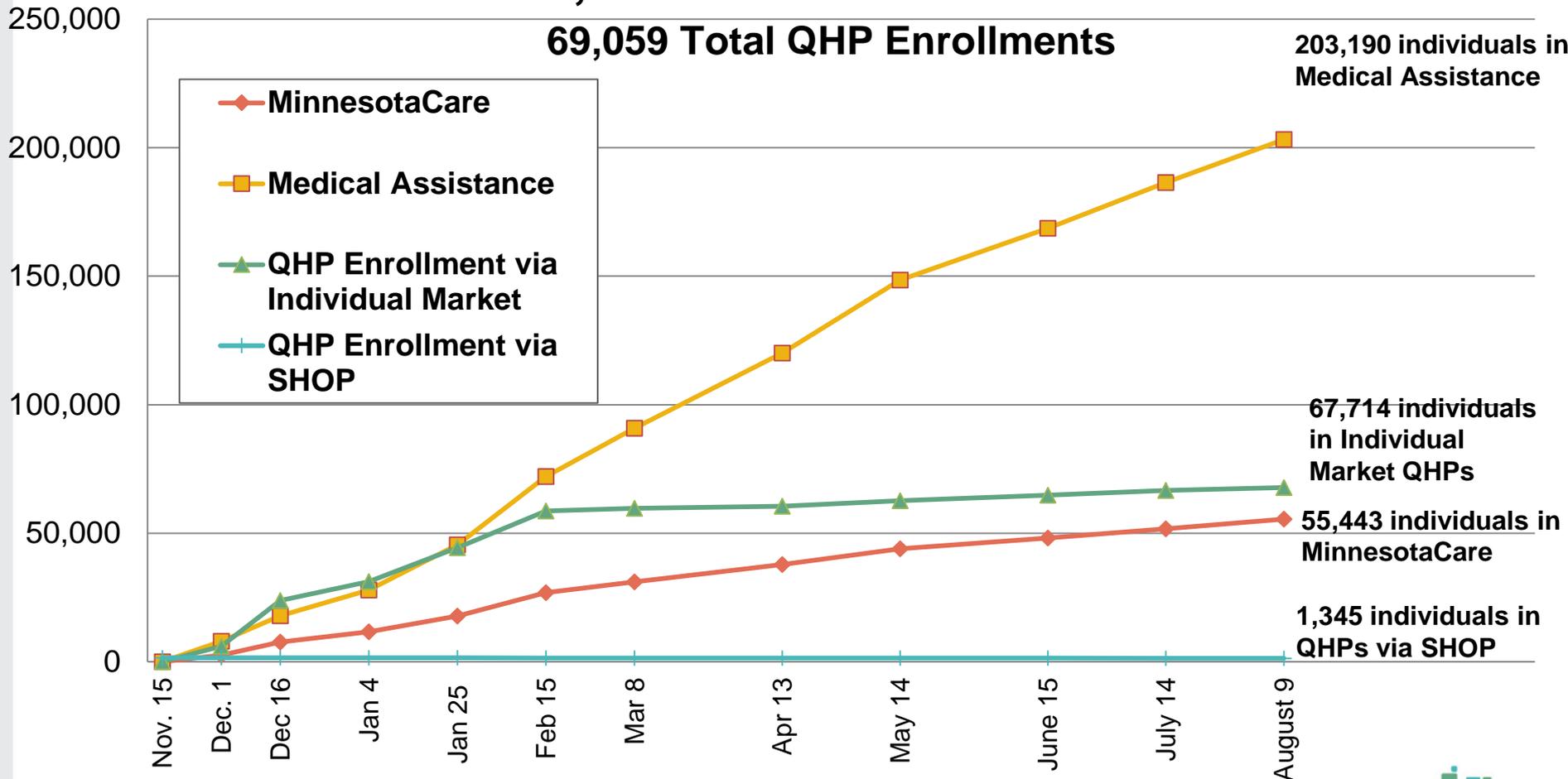
Enrollments by Program

November 15, 2014 – August 9, 2015

327,692 Total Enrollments

69,059 Total QHP Enrollments

203,190 individuals in Medical Assistance



67,714 individuals in Individual Market QHPs

55,443 individuals in MinnesotaCare

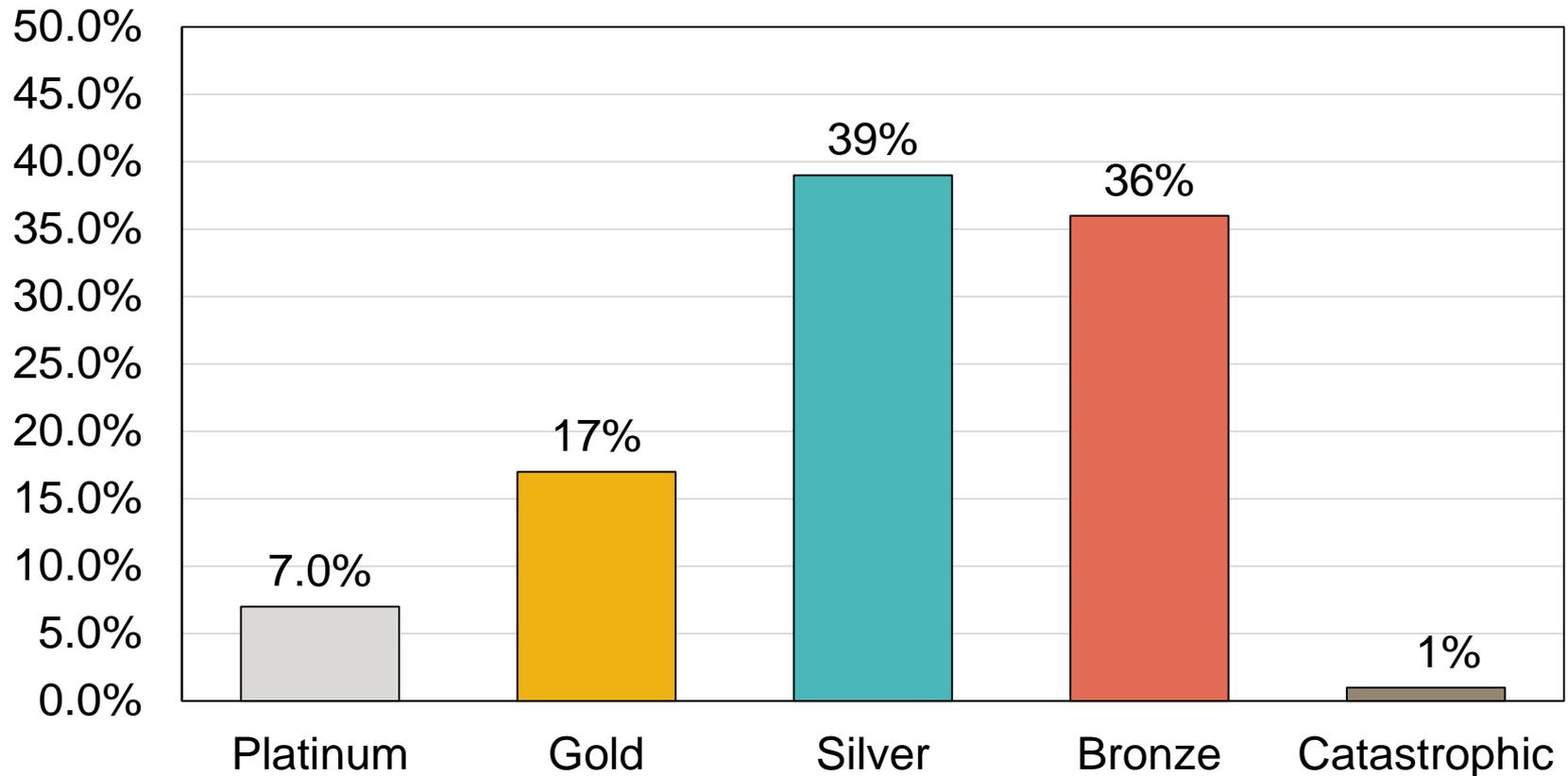
1,345 individuals in QHPs via SHOP

Program enrollment began at zero for all programs excepting SHOP starting November 15, 2014.

Individual Market: Metal Levels

November 15, 2014 – August 9, 2015

2015 QHP Metal Level Selection

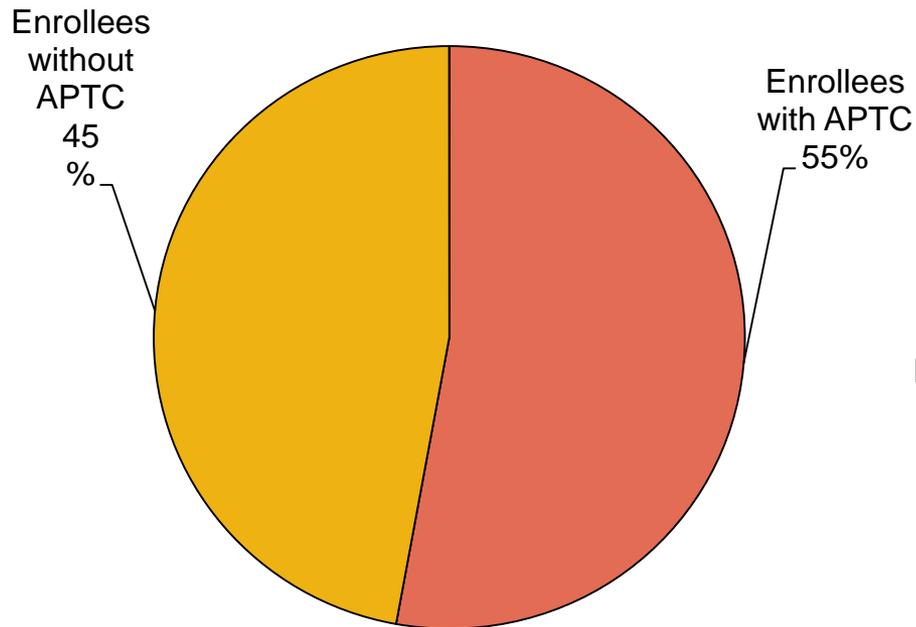


Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

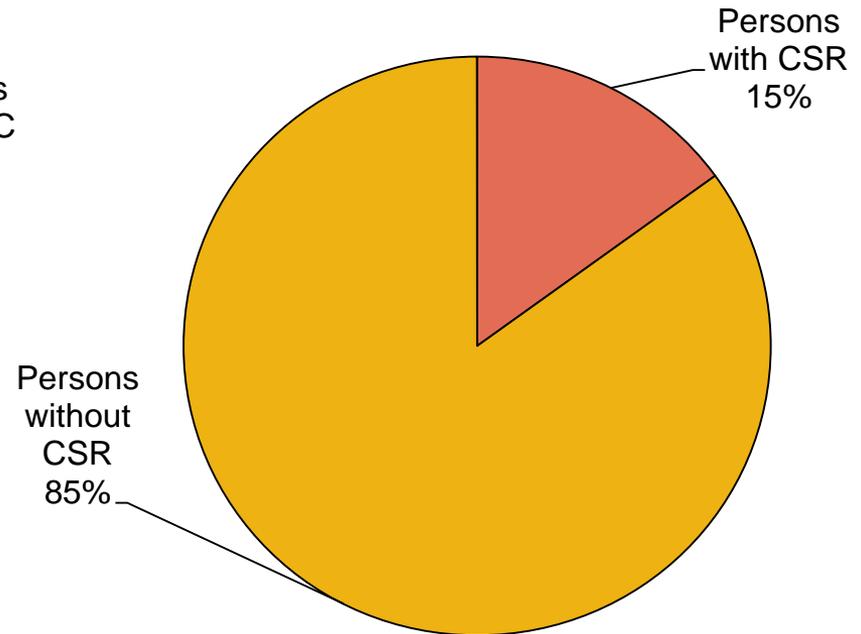
QHP Households Receiving Financial Help

November 15, 2014 – August 9, 2015

Advanced Premium Tax Credit subsidies



Cost Sharing Reduction subsidies



Note: This data is based off of effectuated enrollment for July 2015.

Note: Data reflects all QHP enrollment excepting SHOP enrollment.

Customer Service Dashboard



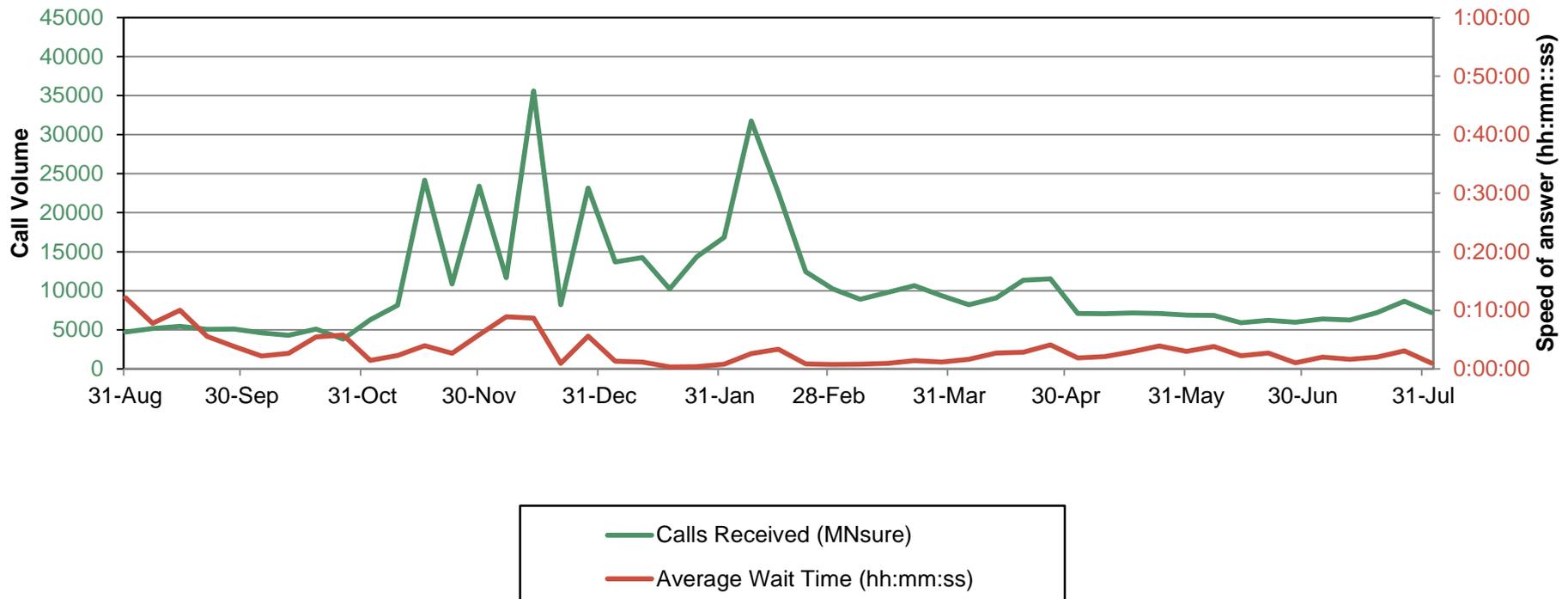
Contact Center – July 15 – Aug. 9, 2015	
Call Volume	26,357
Average Wait Time	0:01:50
Service Level (% of calls answered in 2 min. or less)	68.82%
Calls Abandoned while on Hold	9.95%
Average Talk Time	0:07:28

All Callers Top Contact Center Inquiries – July 15 – Aug. 9, 2015	
1. Medical Assistance inquiry	12.15%
2. MinnesotaCare inquiry	8.90%
2. How Do I Apply	8.23%

Navigators & Assisters Top Contact Center Inquiries – July 15 – Aug. 9, 2015	
1. Existing/pending inquiry	30.70%
2. Determination Result	6.87%
3. Password reset/account unlock	5.08%

Contact Center – Call Volume/Wait Time

MNsure Contact Center Call Volume/Wait Time Aug. 31, 2014 – Aug. 9, 2015



Note: Call volumes represent weekly totals for week beginning with date.

Numbers prepared for August 12, 2015 Board Meeting