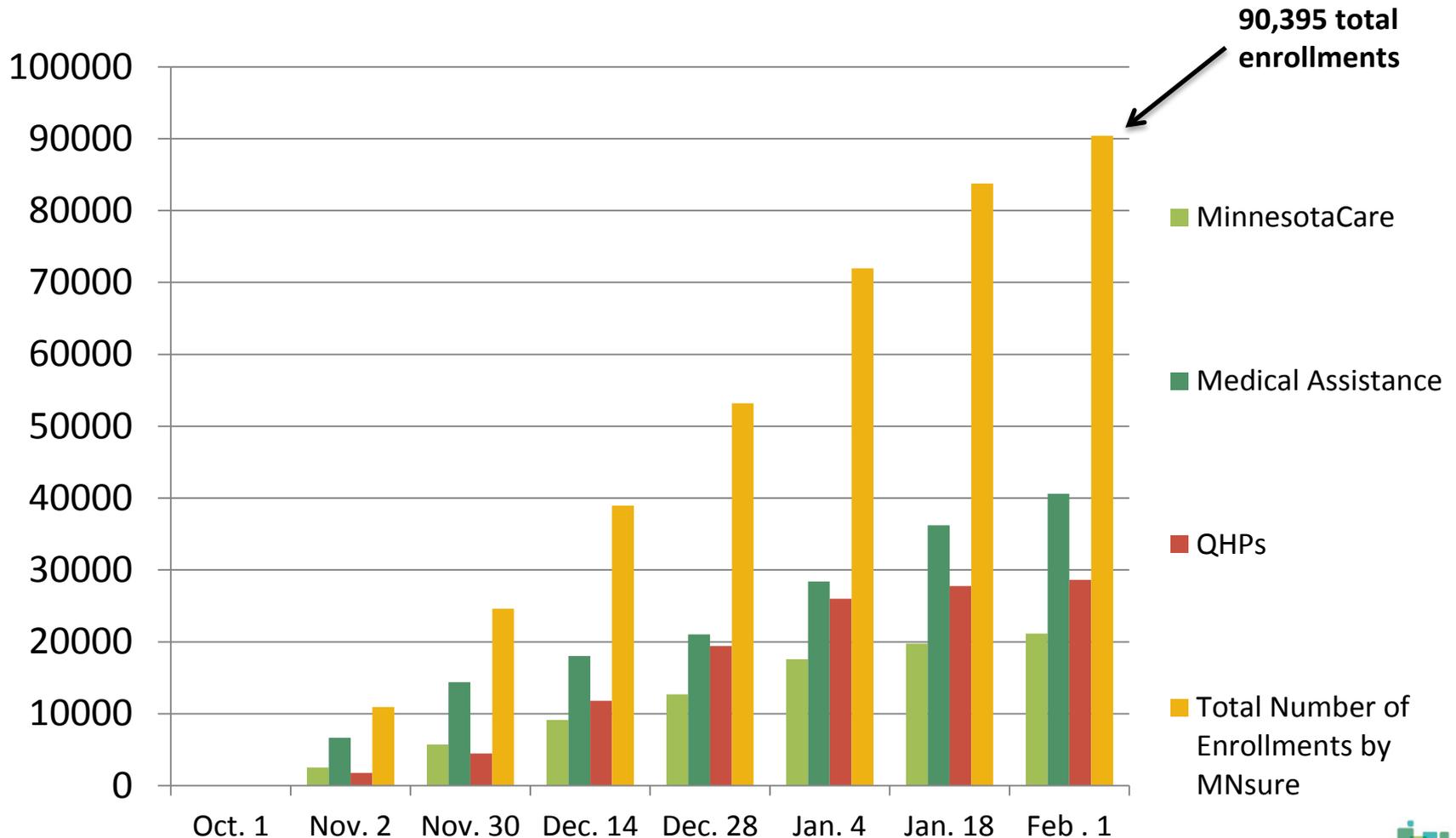# MNsure Dashboard

Prepared for Board of Directors Meeting
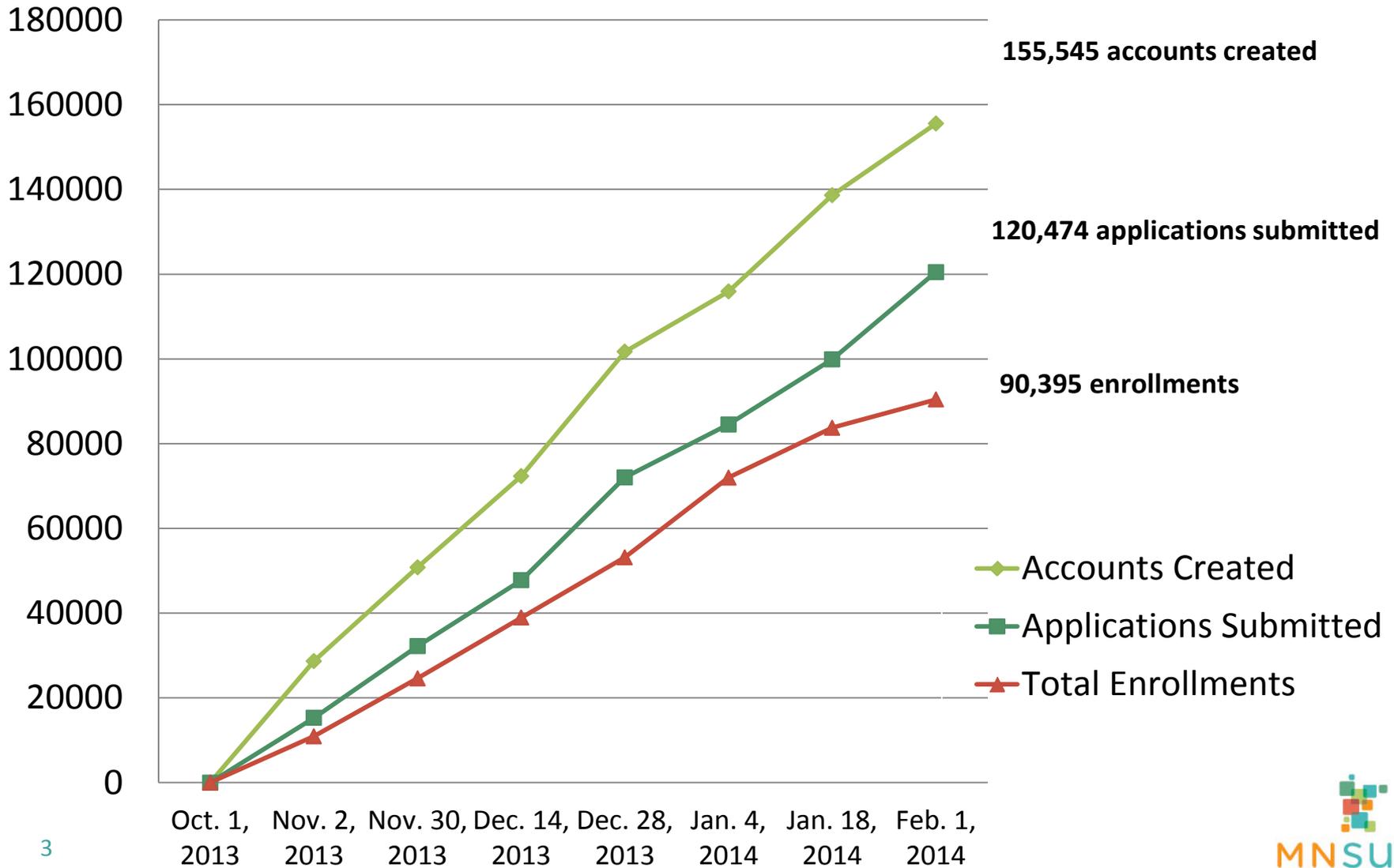
February 5, 2014
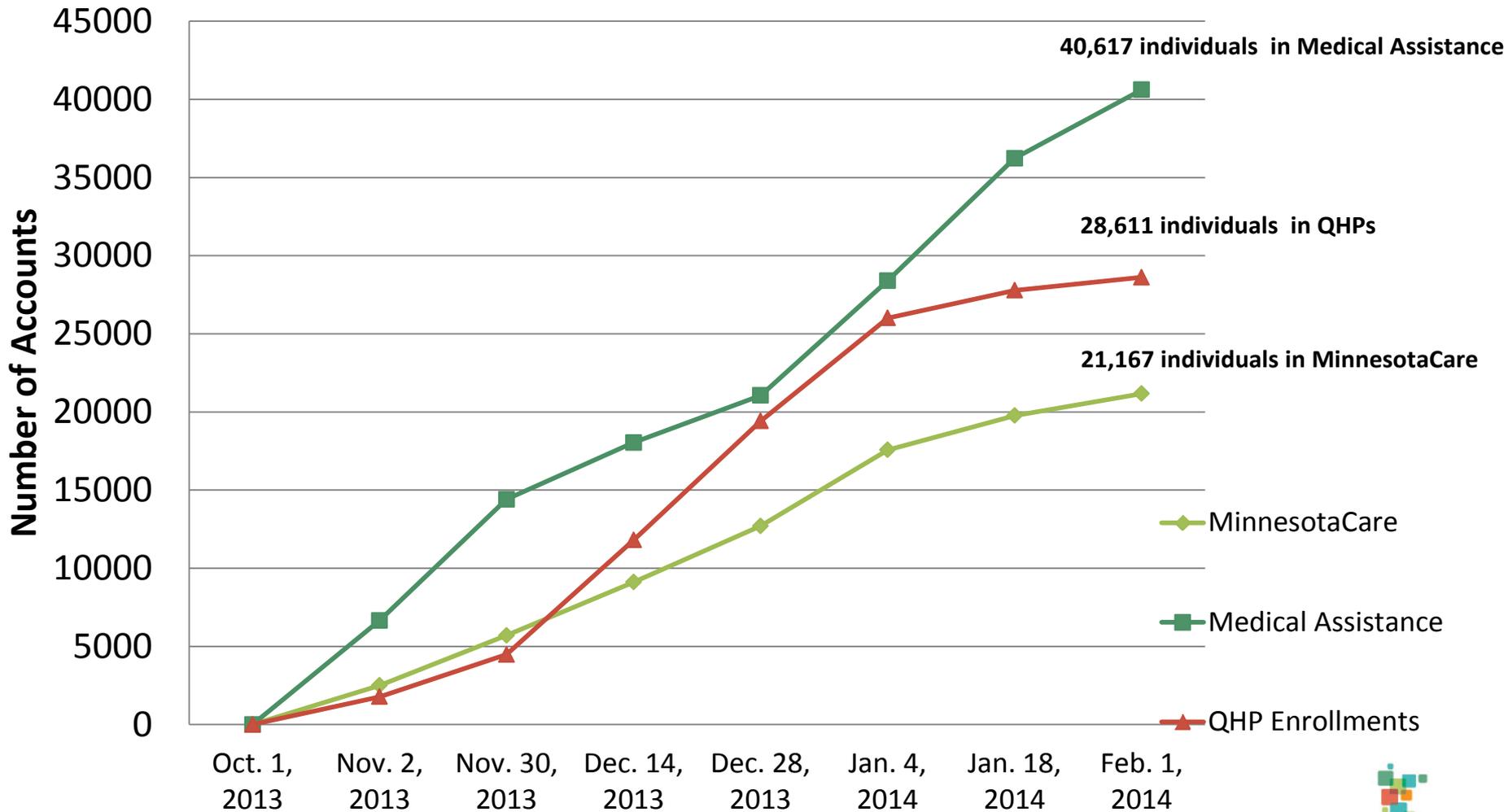
Enrollment in Process

Applications and Enrollment through MNsure

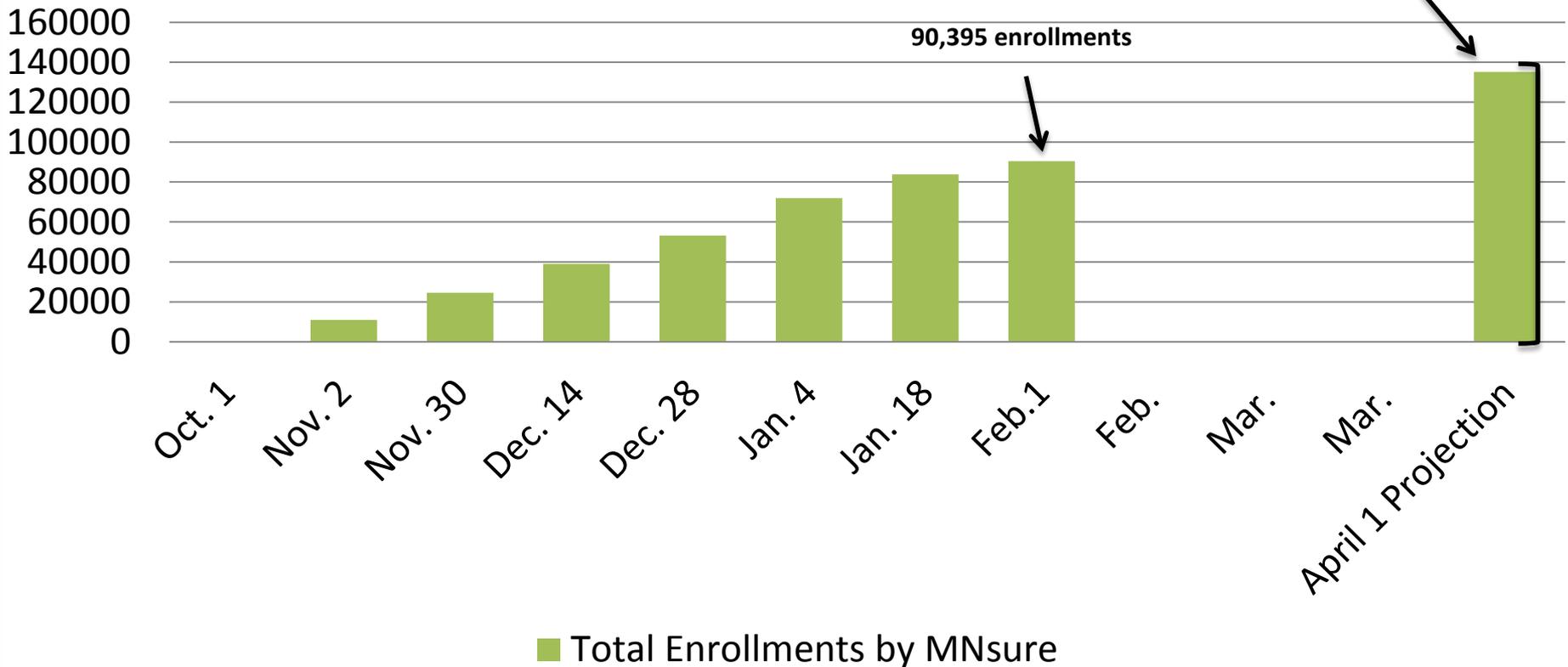
155,545 accounts created

120,474 applications submitted

90,395 enrollments

- ◆ Accounts Created
- ■ Applications Submitted
- ▲ Total Enrollments

Enrollments

4

Total Enrollments in Process

Enrollments in Process

135,153 projected enrollments

90,395 enrollments

Chart categories: Oct. 1, Nov. 2, Nov. 30, Dec. 14, Dec. 28, Jan. 4, Jan. 18, Feb.1, Feb., Mar., Mar., April 1 Projection

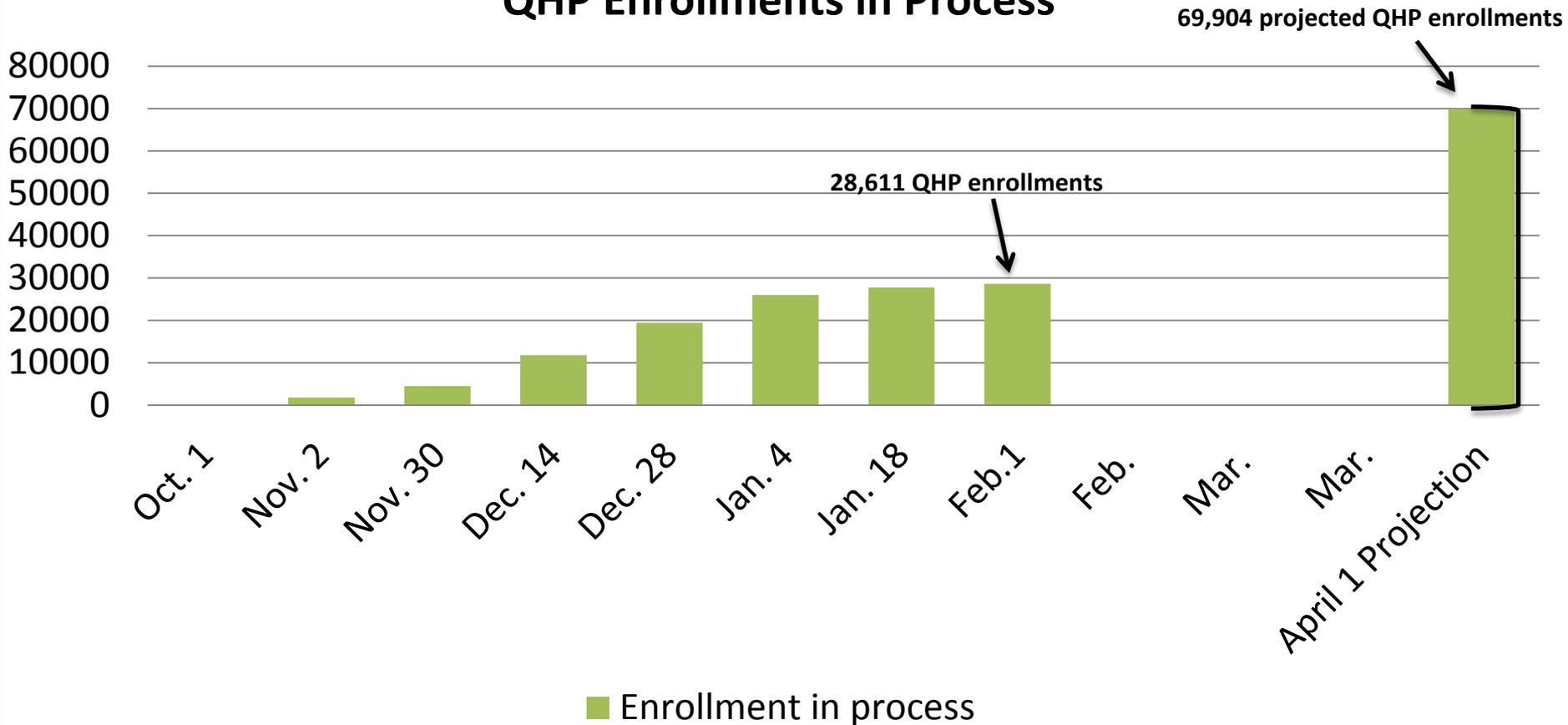Legend: ■ Total Enrollments by MNsure

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

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QHP Enrollments in Process
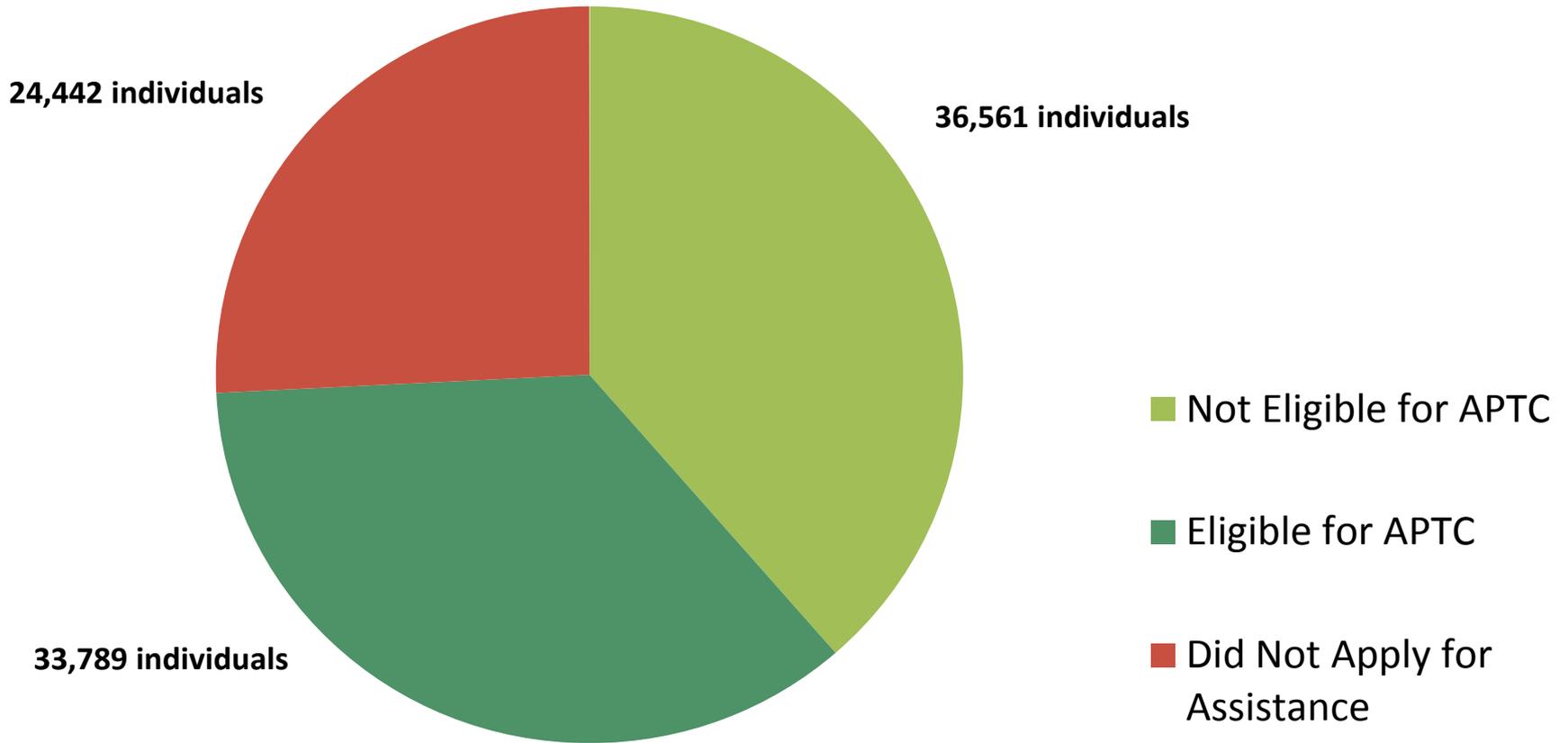

QHP Enrollments in Process

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

Eligibility of QHP Applicants February 1, 2014

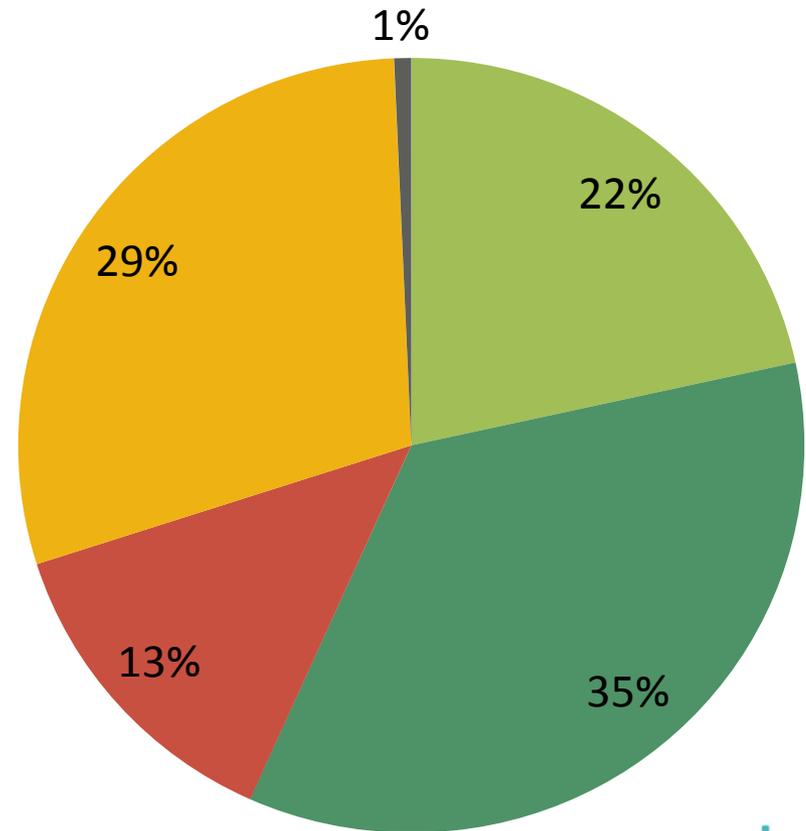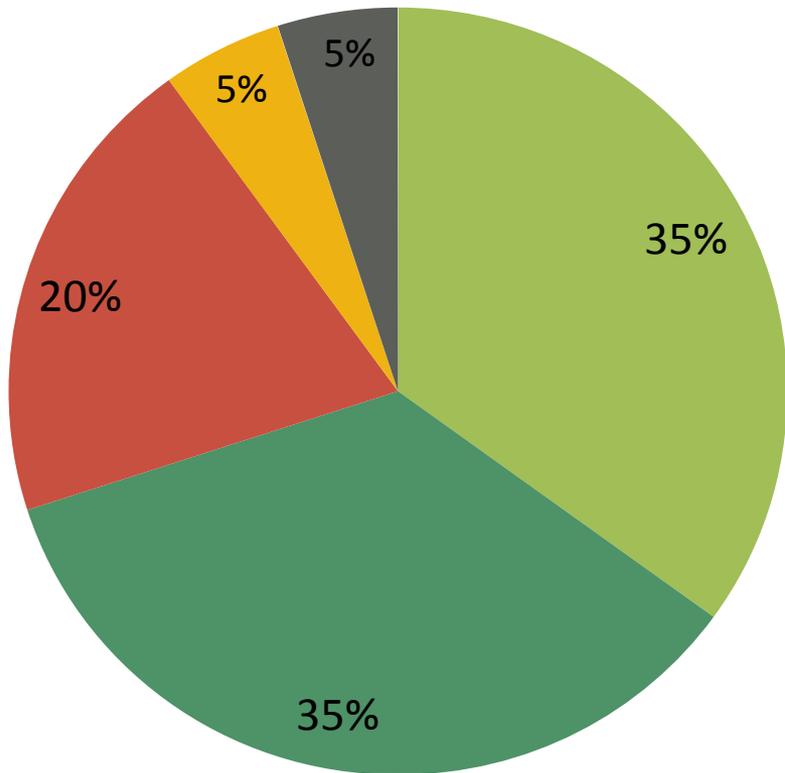**Number of Applicants Applying for Coverage**

24,442 individuals

36,561 individuals

33,789 individuals

- Not Eligible for APTC
- Eligible for APTC
- Did Not Apply for Assistance

MNsure

Individual Market: Metal Levels February 1, 2014

Projected Metal Level Selection   **Actual Metal Level Selection**

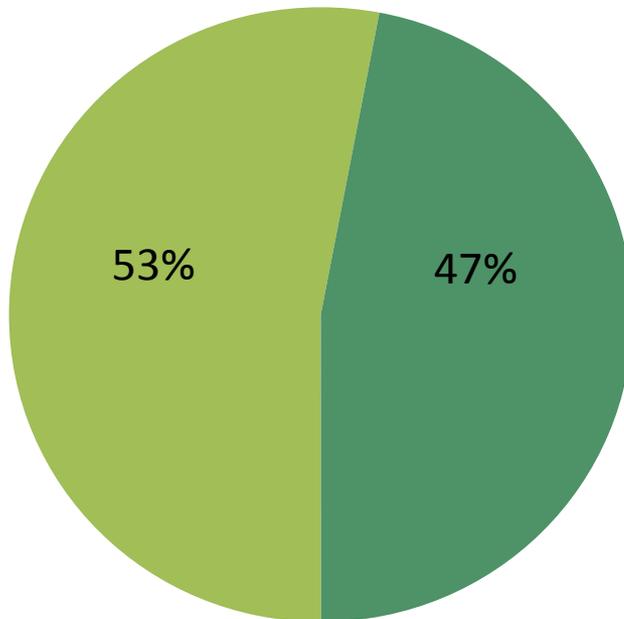■ Bronze ■ Silver ■ Gold ■ Platinum ■ Catastrophic

Individual Market: QHP Enrollee Demographics February 1, 2014
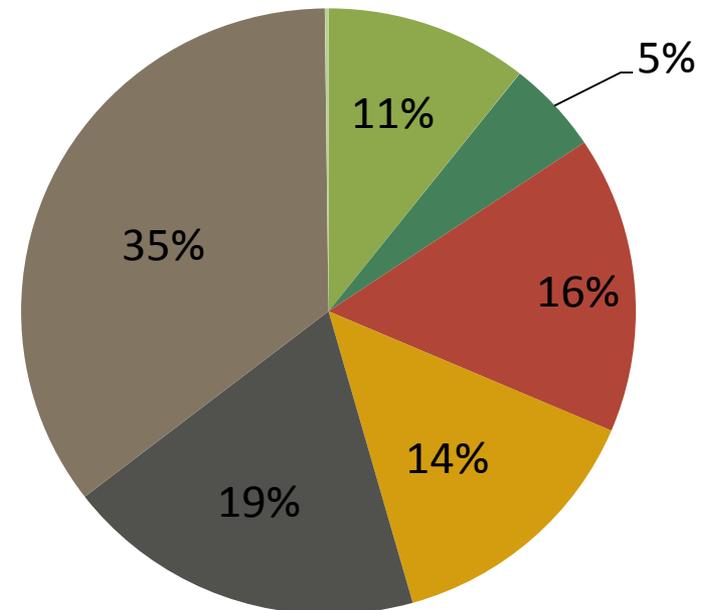
Gender in QHPs

■ Female ■ Male

53% 47%

Ages in QHPs

■ 0-18 ■ 19-25 ■ 26-34
■ 35-44 ■ 45-54 ■ 55-64
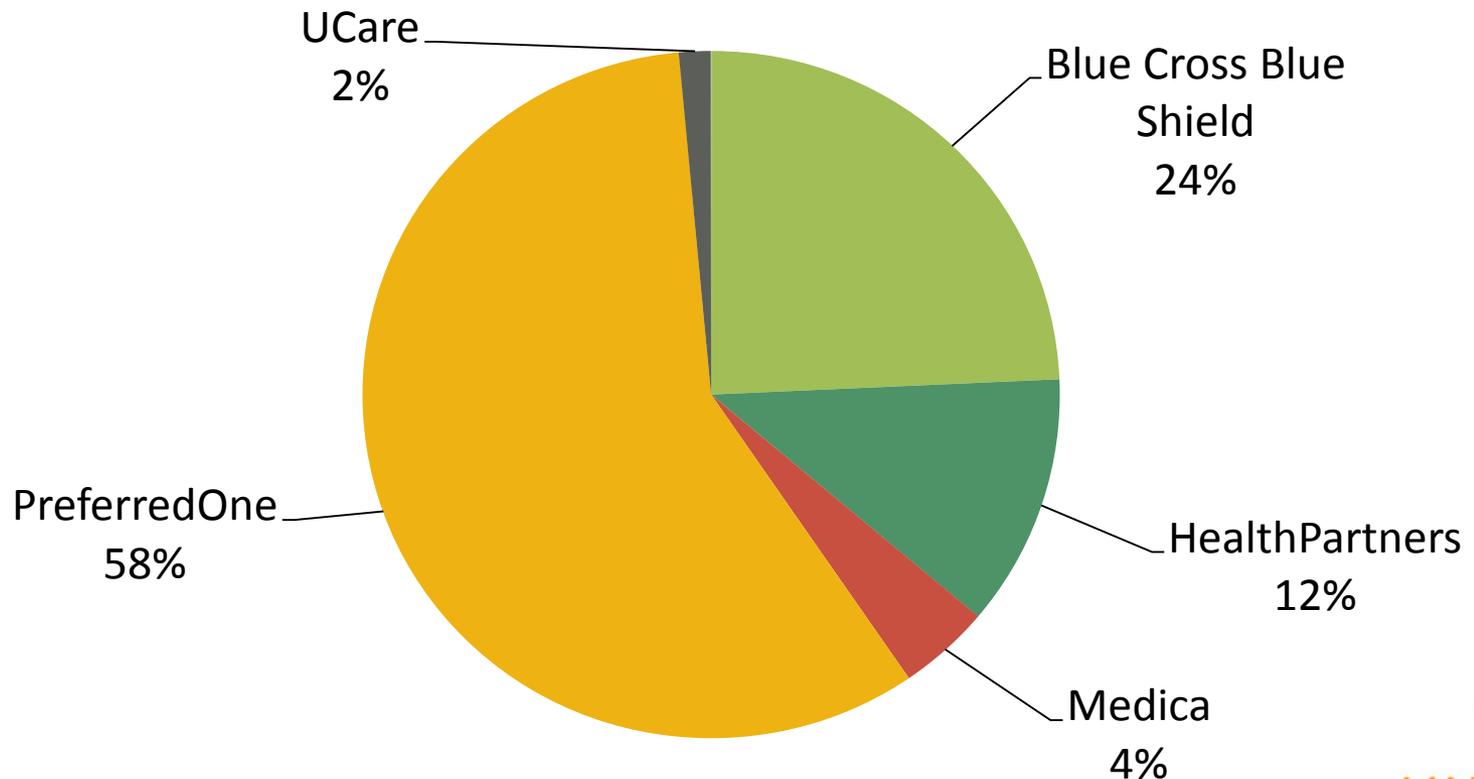
11% 5%
35% 16%
19% 14%

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Individual Market: Enrollees by Carrier February 1, 2014

Percent of Enrollees by Carrier

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

UCare
2%

Blue Cross Blue
Shield
24%

PreferredOne
58%

HealthPartners
12%

Medica
4%

MNsure

Enrollment Records Sent to Carriers

Subscriber Level Records Sent to Carriers

20,198 total 834s sent

Legend: ■ 834s to Carriers

(Bar chart showing 834s to Carriers by period:)
- Nov. 14-31: ~800
- Dec. 1-12: ~4000
- Dec. 13-23: ~9800
- Dec. 24-Jan. 3: ~15000
- Jan. 4-18: ~18500
- Jan. 19-Feb. 1: ~20200

Y-axis: 0, 5000, 10000, 15000, 20000, 25000
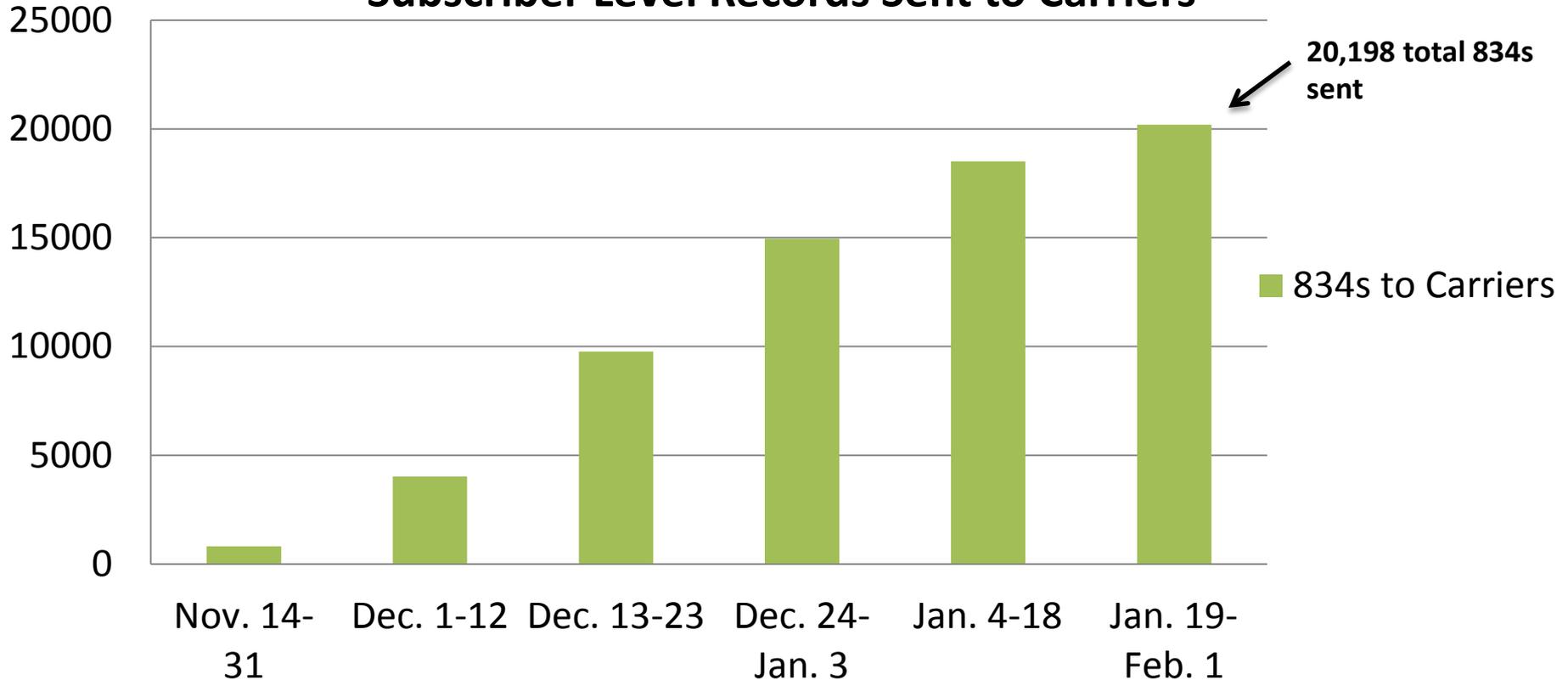
- The same household is counted twice (appropriately) in these subscriber level records if the household chose both a medical and dental plan because the subscriber record has to be sent to each carrier.
- MNsure has manually enrolled 3,210 individuals as of February 1, 2014

11

Call Center – Average Wait Time
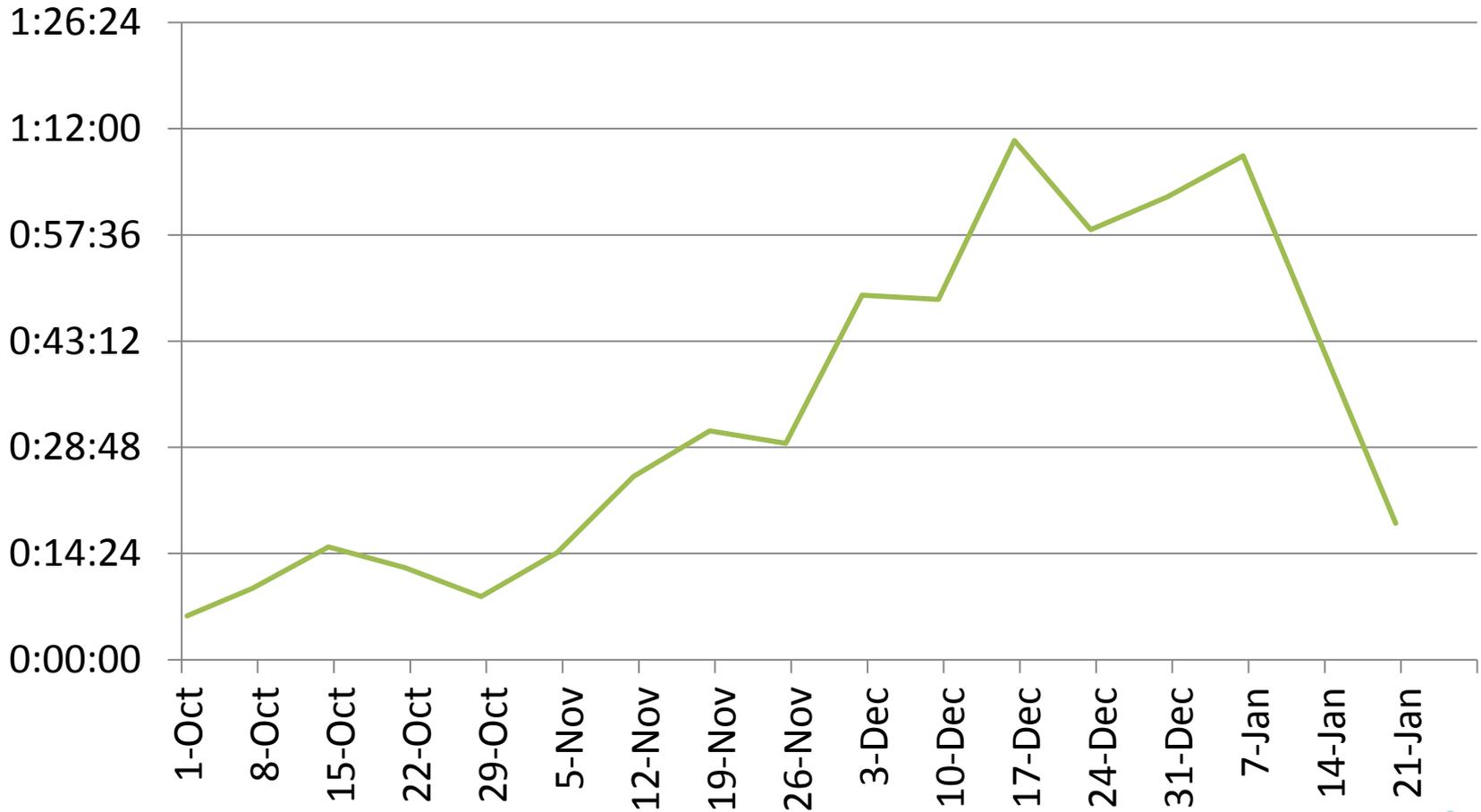
Call Center – Calls Received
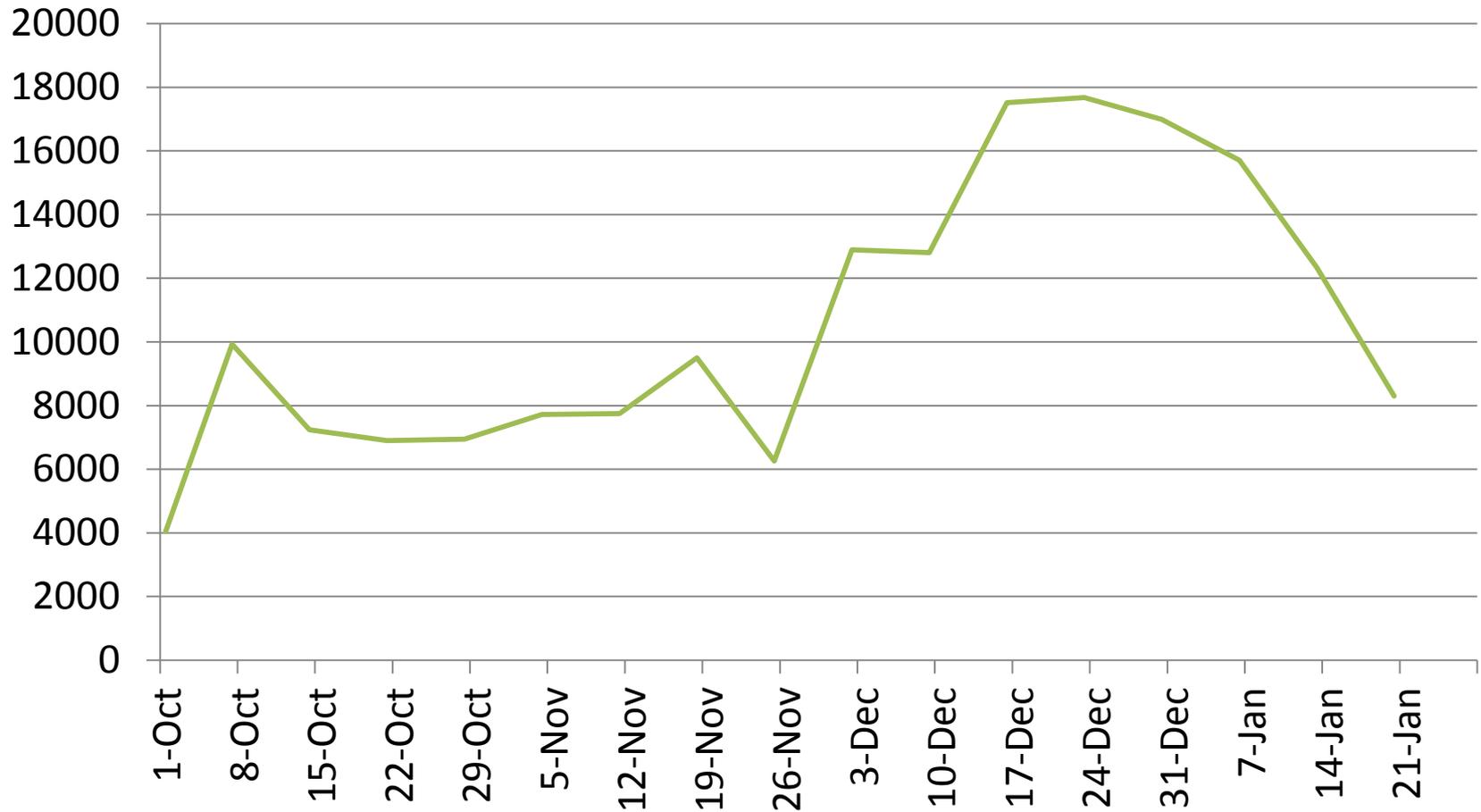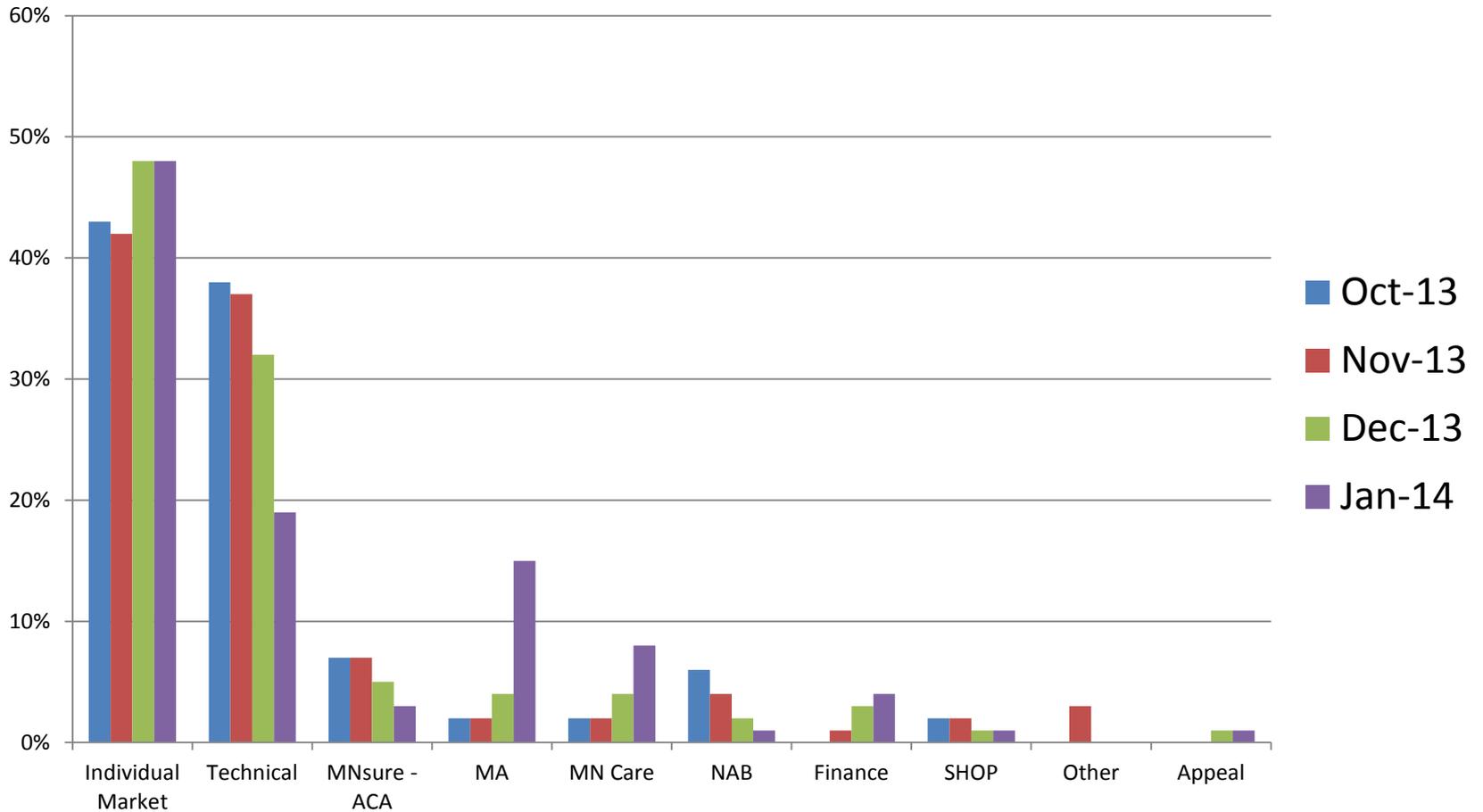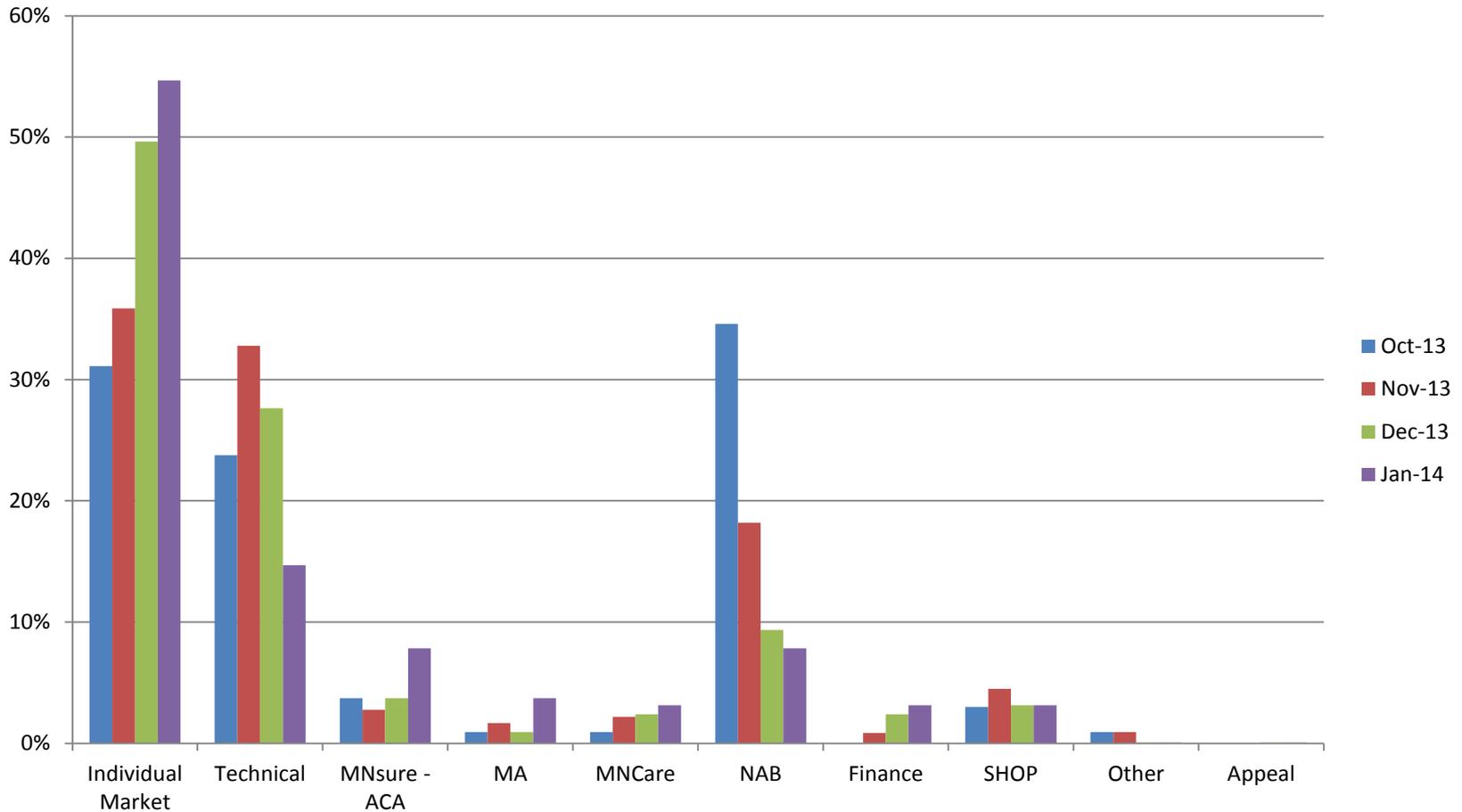
Call Center – Resolution and Talk Time

Legend:
- Average Call Handle Time
- Average Call Talk Time

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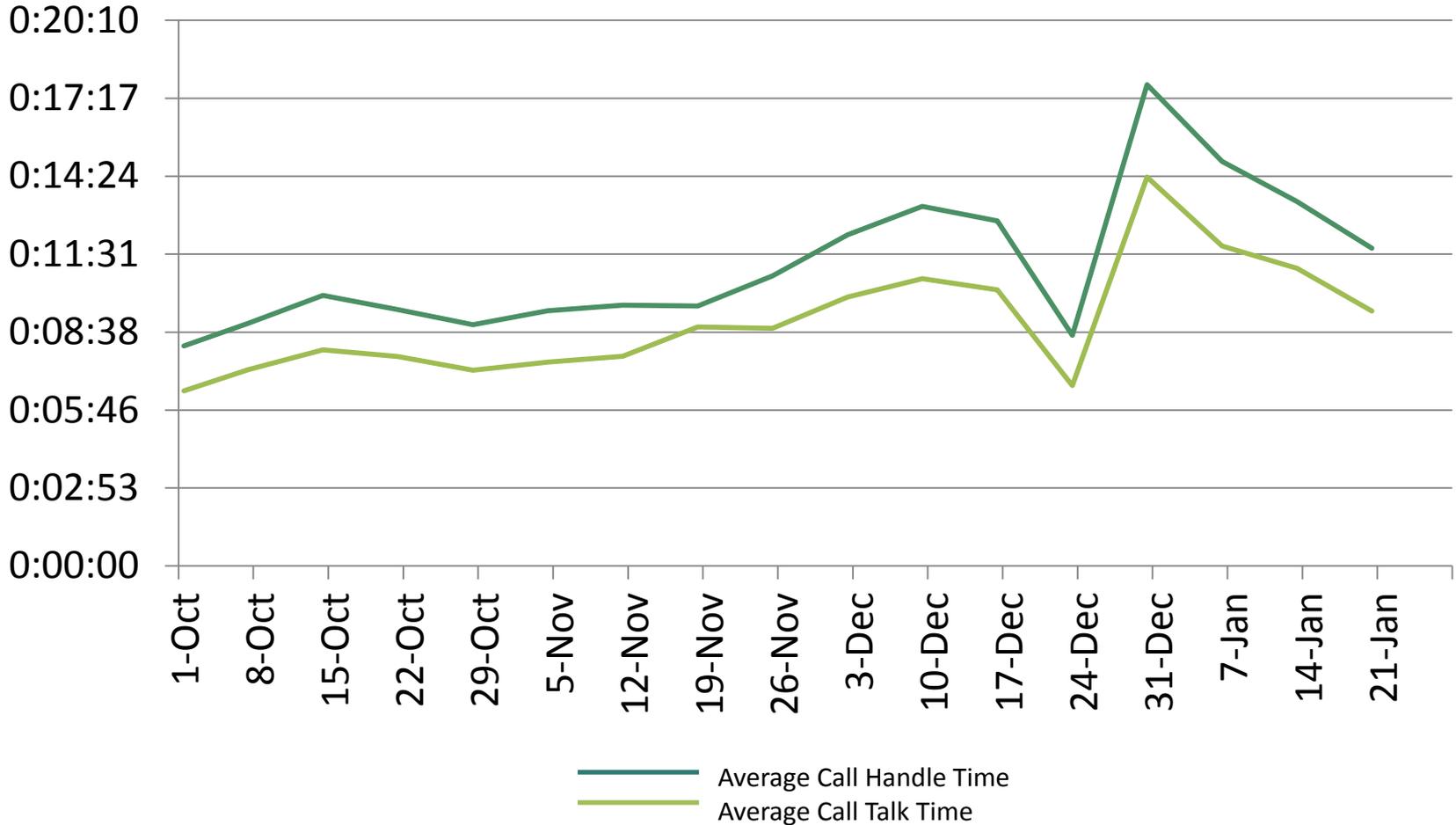
Call Center – Type of Calls Received October 2013 – January 2014

Navigators/Broker Call Center October 2013 – January 2014

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

Top 10 Inquiries:

- Application Status
- Payment Status
- Carrier Info/where are my cards
- Unable to Create Account
- General Questions/Eligibility
- Enrollment – Manual Process
- Online Application Process
- Why am I not getting a tax credit?
- Other programs (MA/MNcare packets)
- Login Info / Access

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Navigator/Broker Call Center – Type of Calls Received
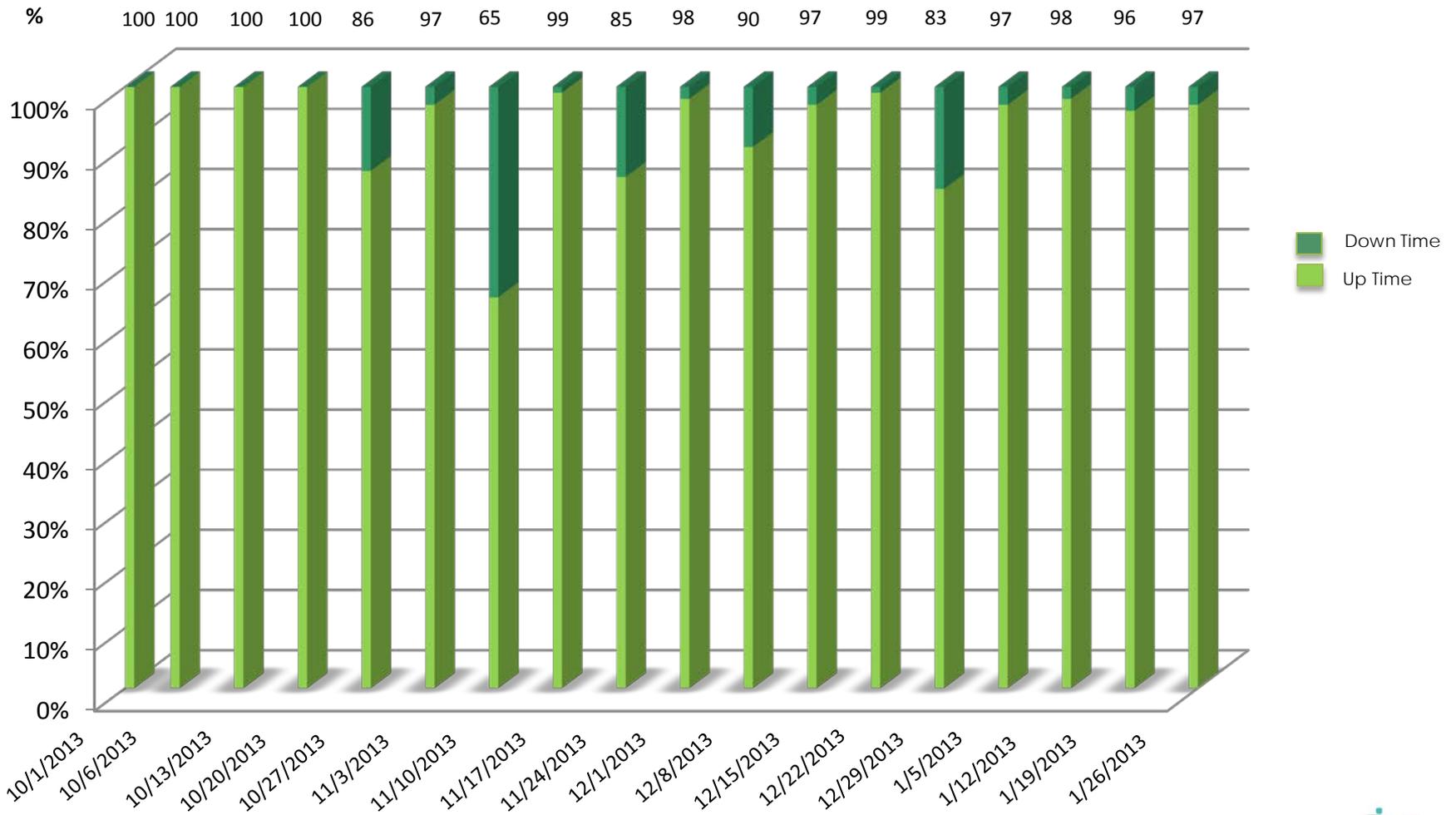# October 2013 – January 2014

Top 10 Inquiries:

- Application Status
- General Questions/Eligibilty
- Password Reset/Unlock Account
- Unable to Create Account
- Delayed Processing
- Inbound Inquiry
- Online Application Process
- Why is client not getting a tax credit?
- Web Training Issue
- Login Info / Access

System Uptime

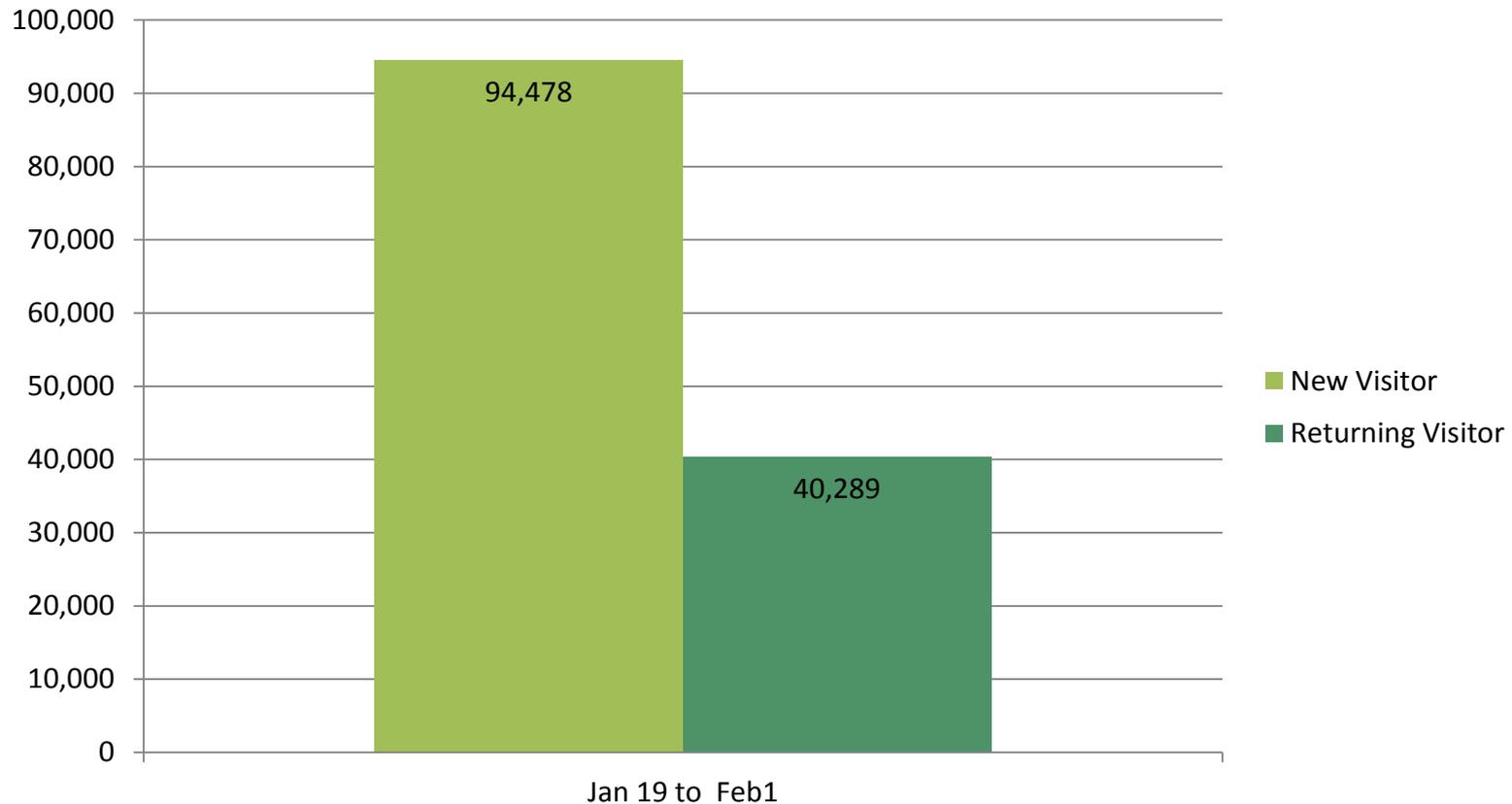Note: Values represent scheduled times

Placeholder: IT Functionality

Website Metrics
January 19 – February 1, 2014

Web Site New and Returning Visitors

Bar chart showing Jan 19 to Feb1: New Visitor = 94,478; Returning Visitor = 40,289

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Website Metrics
January 19 – February 1, 2014

Total Visits By Geography

Bar chart showing Total Visits By Geography:
- Saint Paul: 34, 419
- Minneapolis: 28,0707
- Duluth: 4568
- Rochester: 4218
- Saint Cloud: 4195
- Bloomington: 3577
- Apple Valley: 3436
- Roseville: 3091
- Blaine: 2808
- Mankato: 2790

MNsure
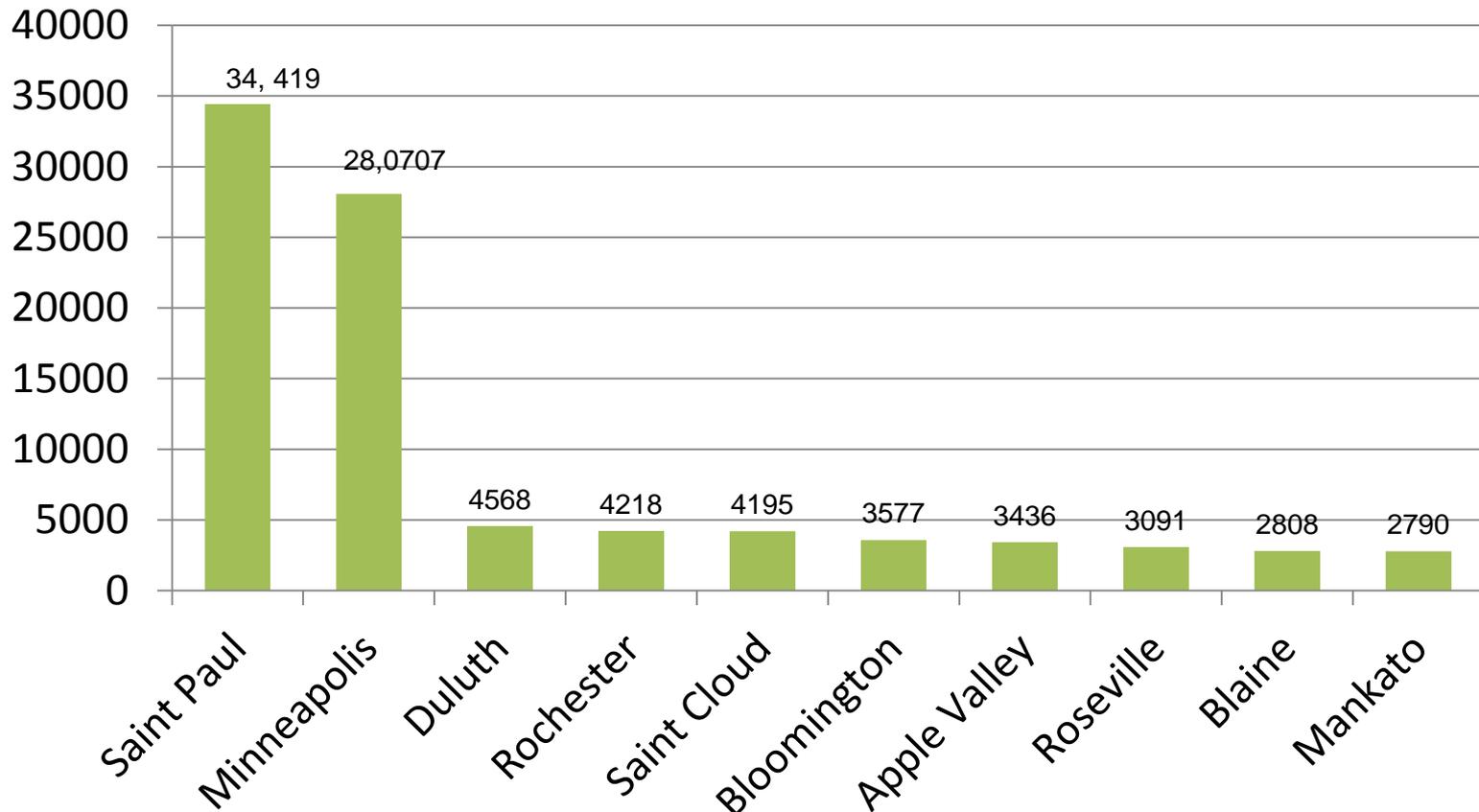
SHOP

2014 Enrollment			
	January	February	**Total**
Employers Enrolled	90	20	110
Employees on roster	680	102	782
Employees enrolled	469	72	541
Avg. Employees on roster	7.6	5.1	
Avg. Employees enrolled	5.2	3.6	

Enrollment Against Projections (Low)		
	Employers	Employees
Projection	1,313	13,125
YTD Enrollment	110	541
Percent to projection	8.4%	4.1%

MNsure

SHOP

Contribution Levels by Employers			
Contribution Level	January	February	Total
0-24%	8	0	8
25% - 49%	1	0	1
50% - 74%	35	8	43
75% - 100%	71	12	83

Employer Enrollment by Group Size			
Employer Size	January	February	Total
1-5	63	17	80
6-10	18	2	20
11-24	6	1	7
25-50	3	0	3

SHOP

Number of Plans Offered by Employer

	January	February
1-15	73	16
16-30	7	2
31-45	2	1
46-63	8	1

Plans Offered by Metal Level by Employer

	January	February
4 metal levels	8	1
3 metals levels	11	3
2 metal levels	20	2
1 metal level	51	14

Employees Enrolled by Metal Level

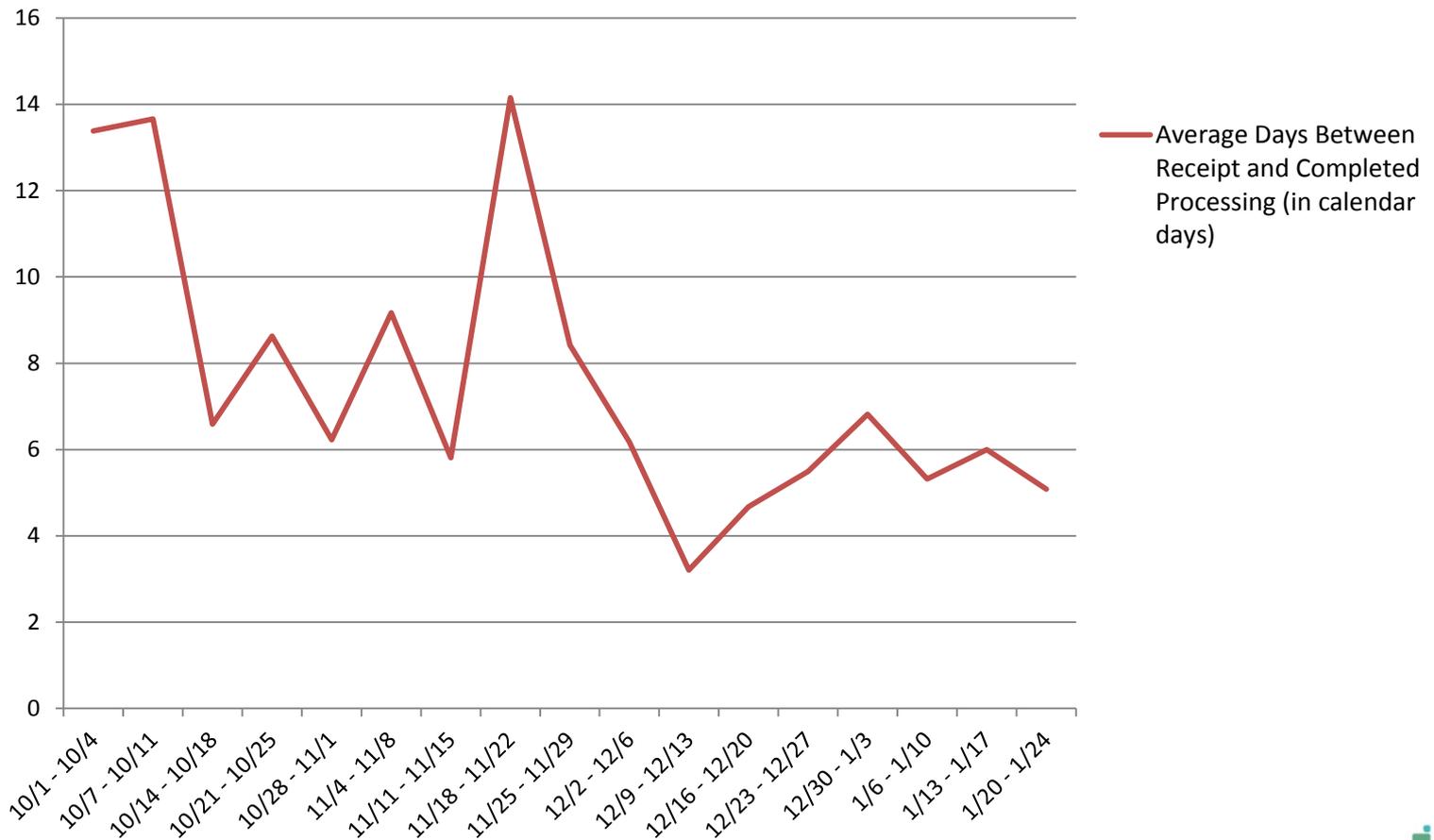| Metal Level	January	February
Platinum	74	23
Gold	228	33
Silver	125	16
Bronze	42	0
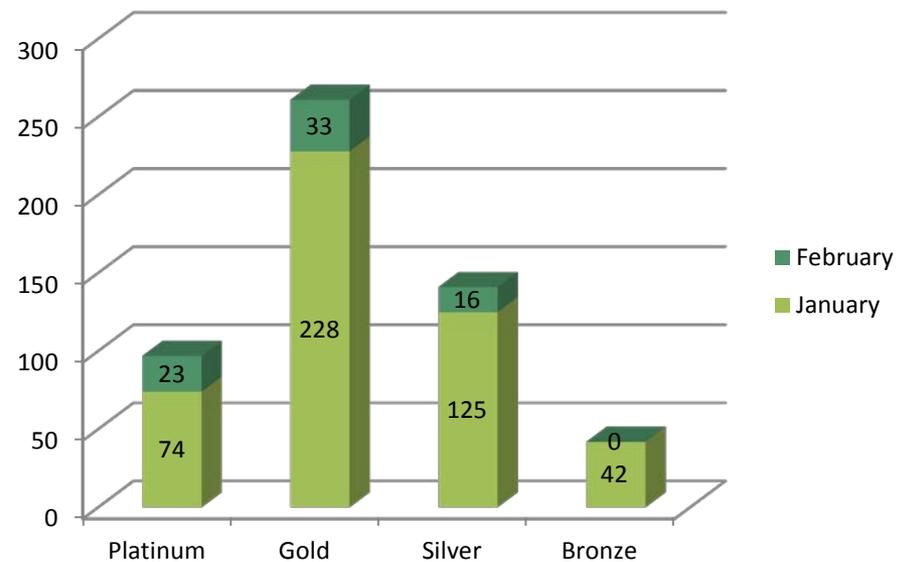
Weekly Manual ID Verification Processing
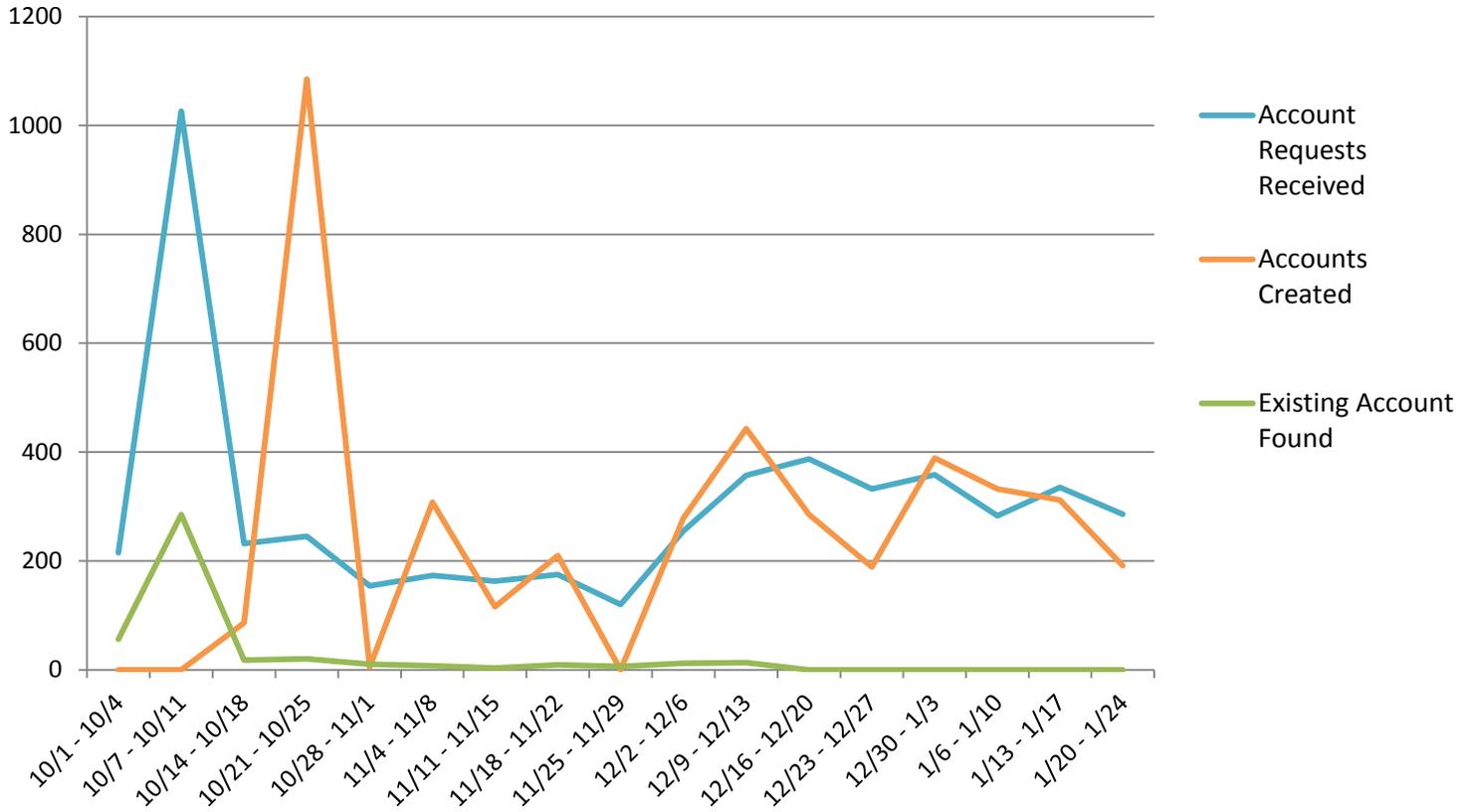
Weekly Manual ID Verification Processing: Days to Complete

Legend: Average Days Between Receipt and Completed Processing (in calendar days)
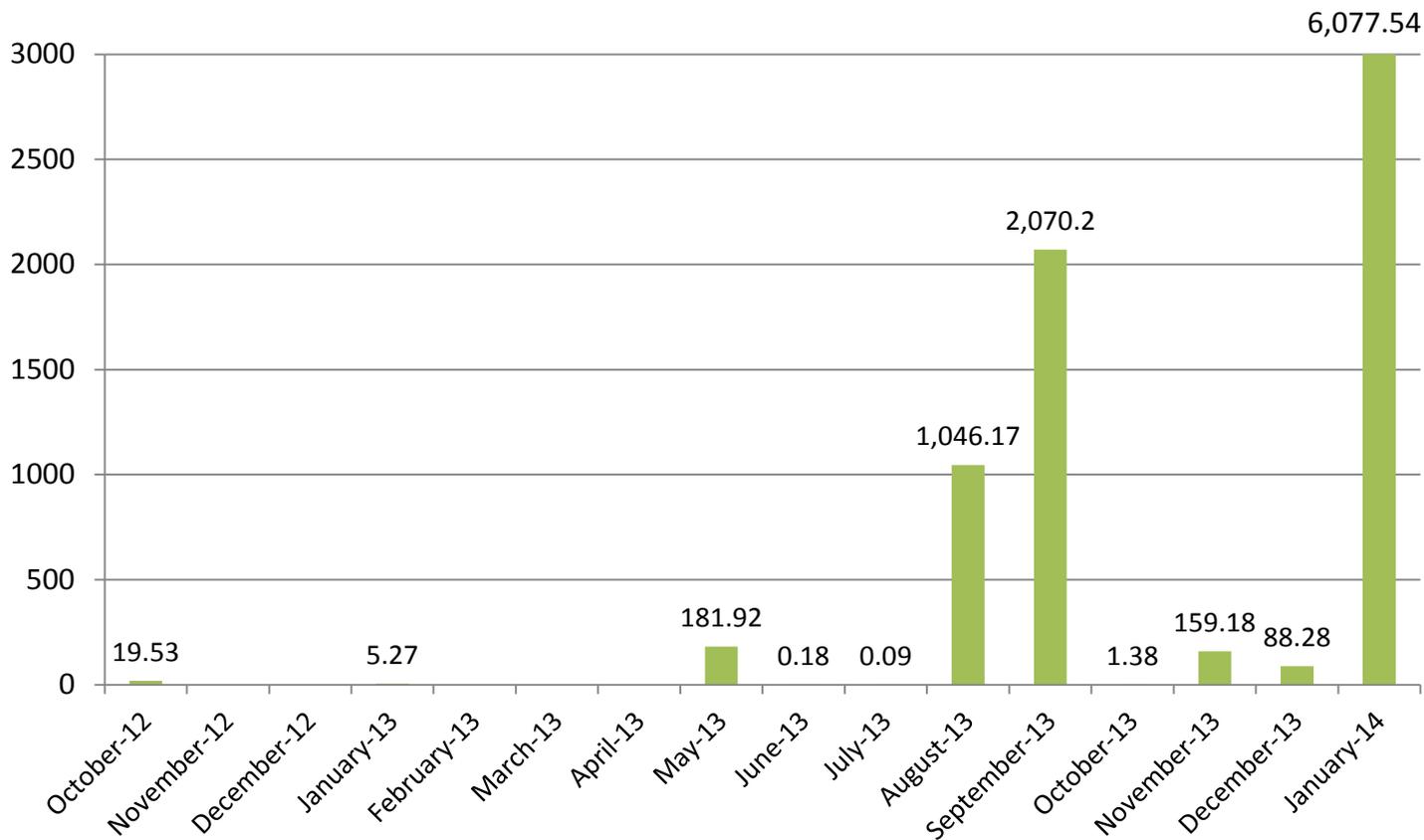
Data Requests Received and Fulfilled
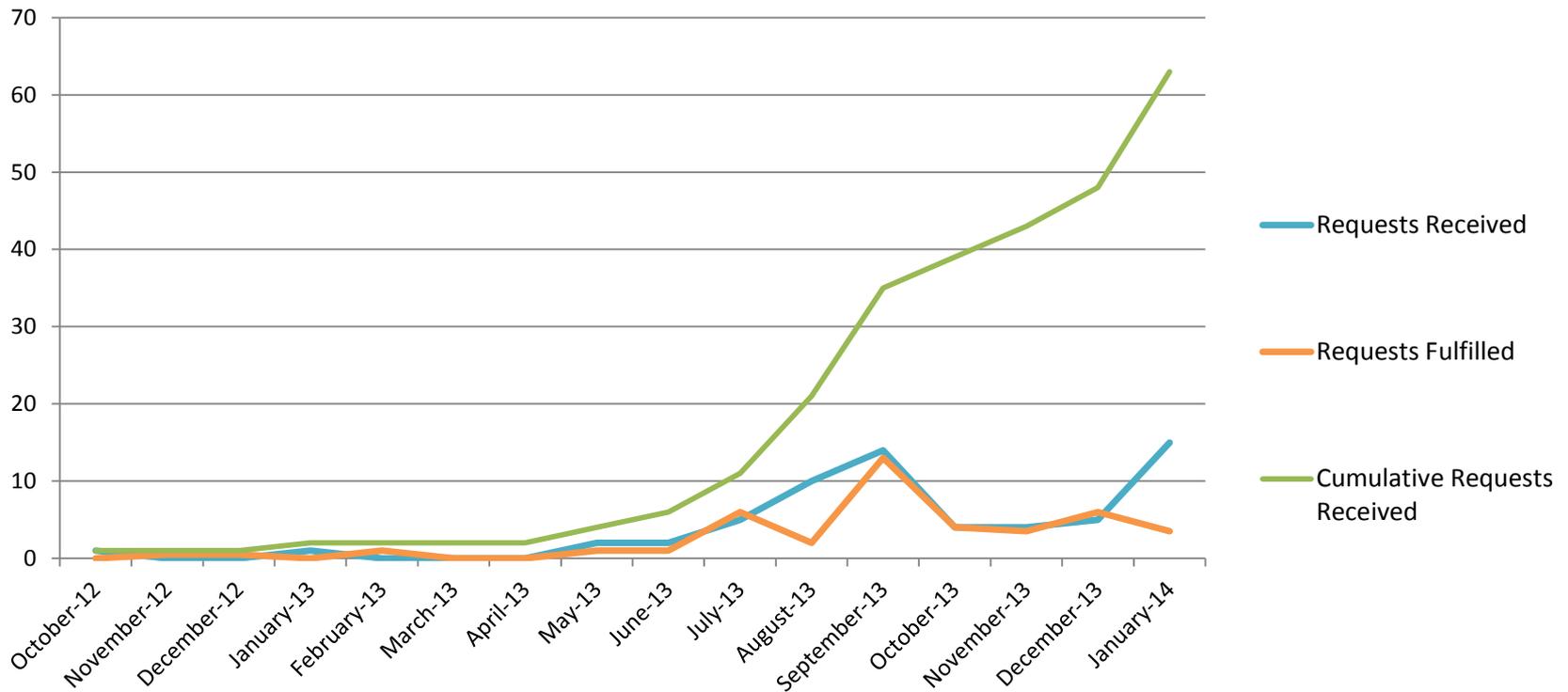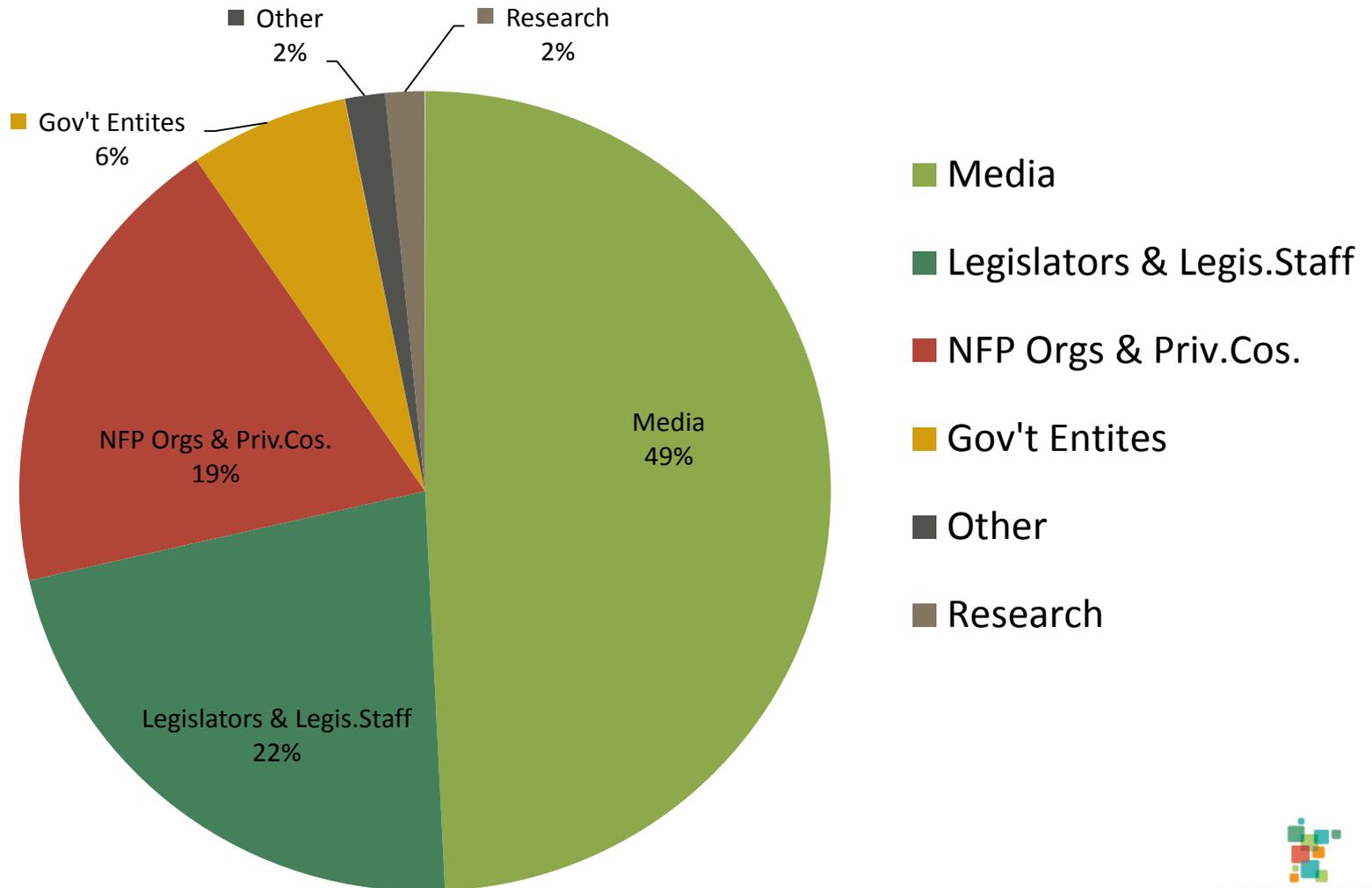
Data Requests (in MB)
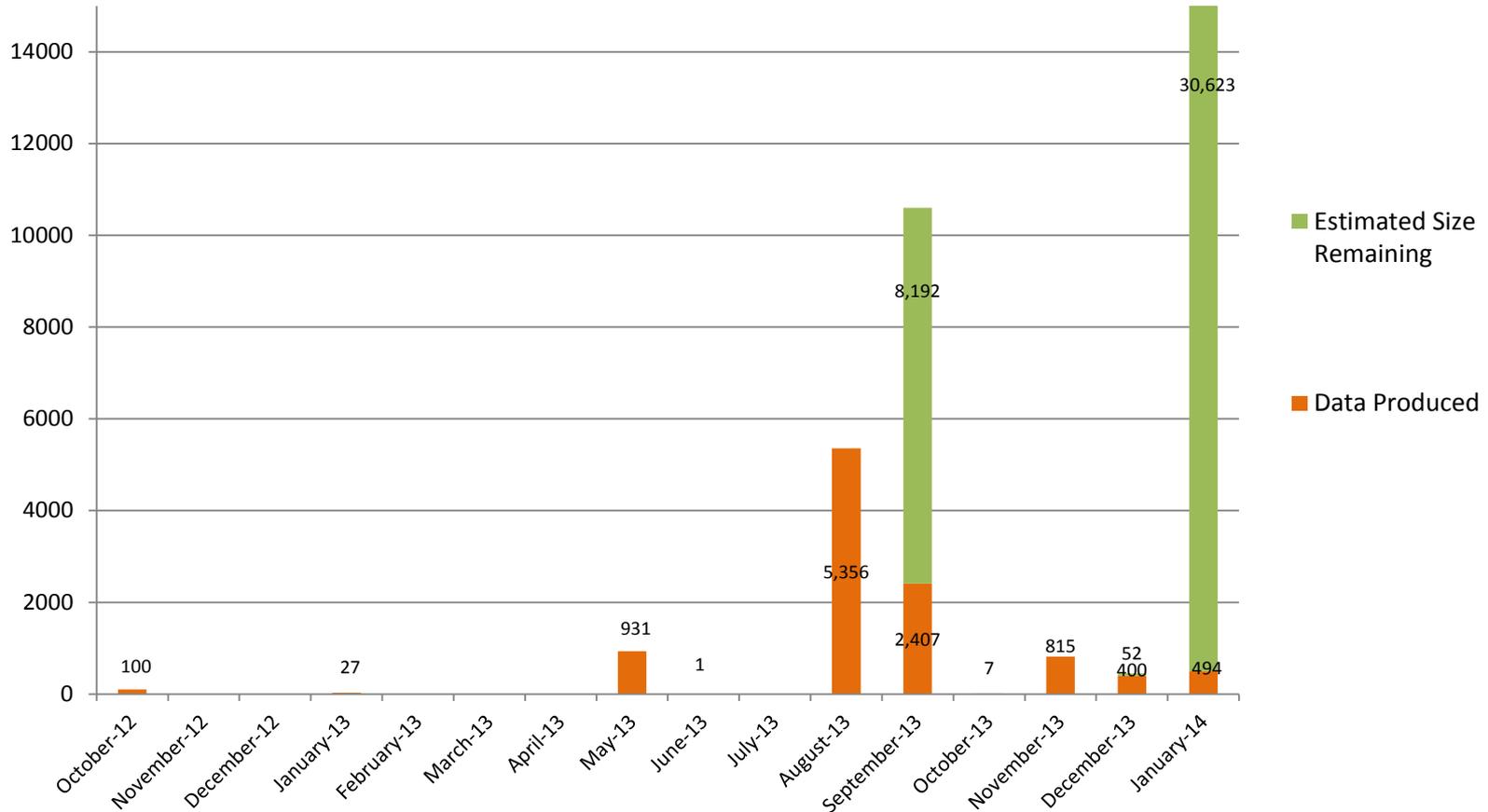
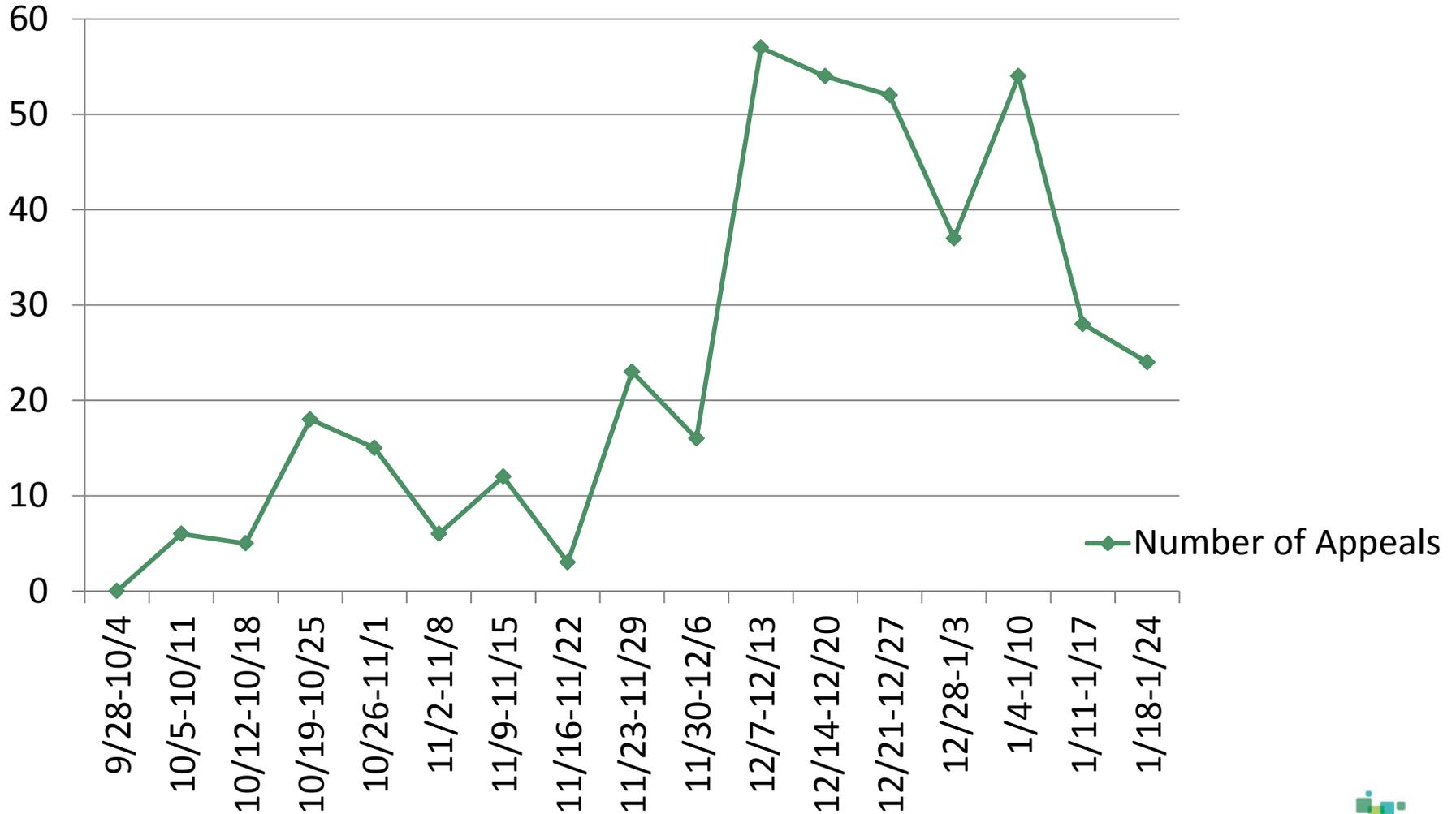# Data Requests – Estimated Staff Time in Hours

Note: 1 GB is roughly equivalent to 10,000 documents and 200 hours of staff time for review

Data Request Sources
October 2012 – January 2014

Appeals by Week

Independent Validation and Verification Reviews – Findings Trends

	April 2013	July 2013	October 2013
Total findings	20	45	48
Total new findings		26	3
Total findings closed		3	6
Total findings showing progress from last report		10	37
Total findings showing no progress from last report		6	2
Findings ranked 'urgent'	3	13	13
Findings ranked 'high'	8	20	21
Findings ranked 'medium'	9	12	14

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