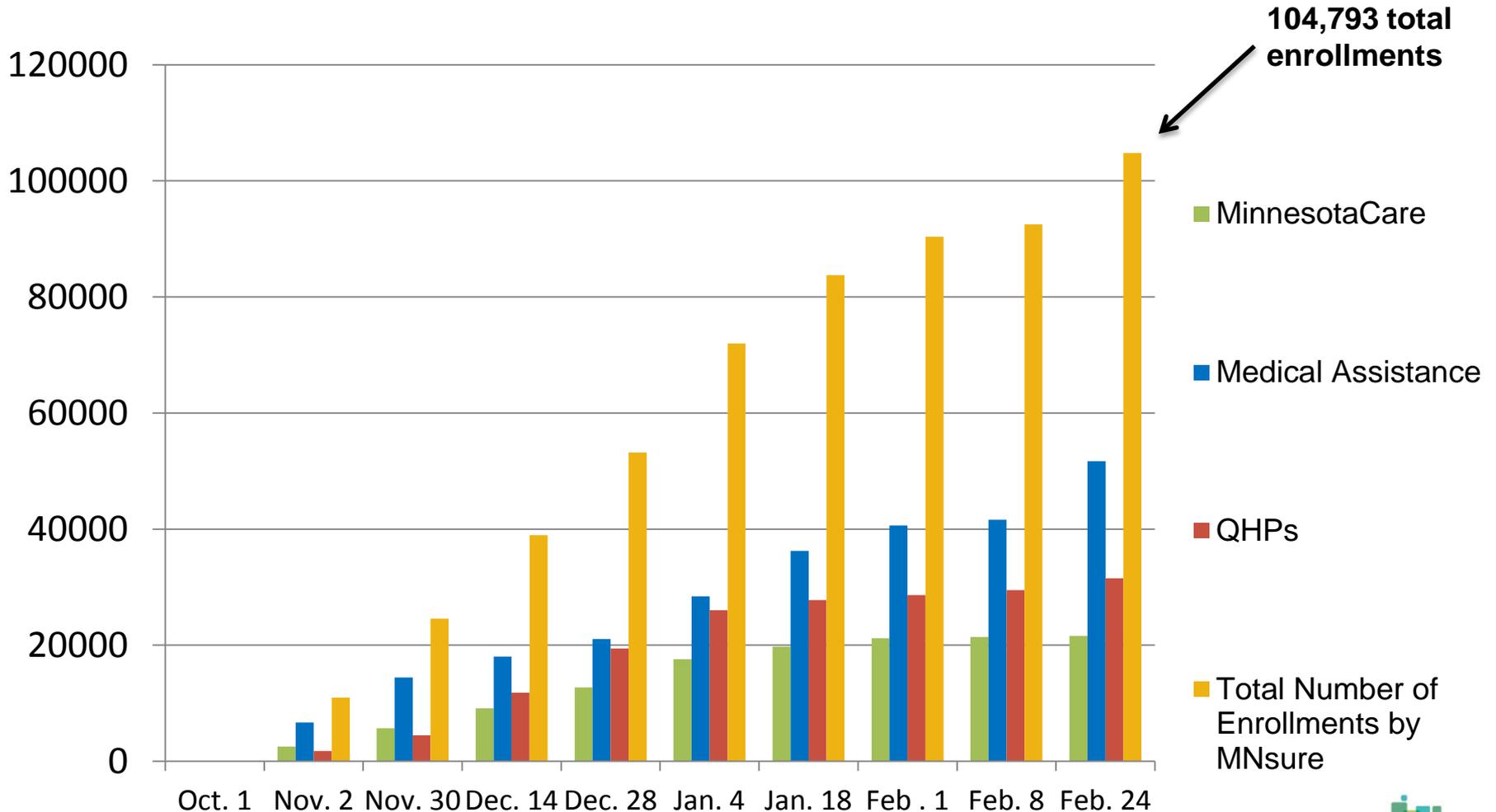# MNsure Metrics Dashboard

Prepared for Board of Directors Meeting
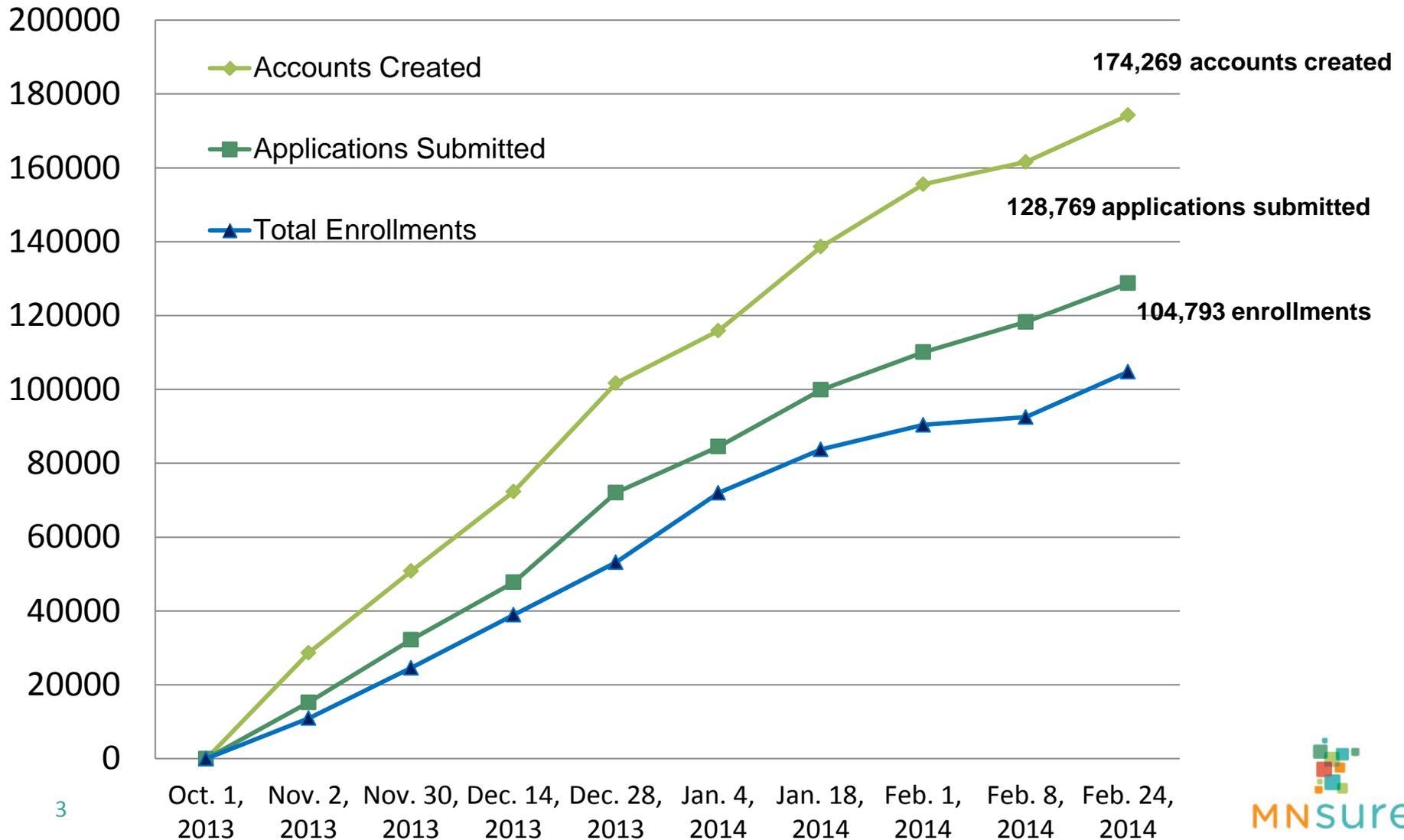
February 26, 2014
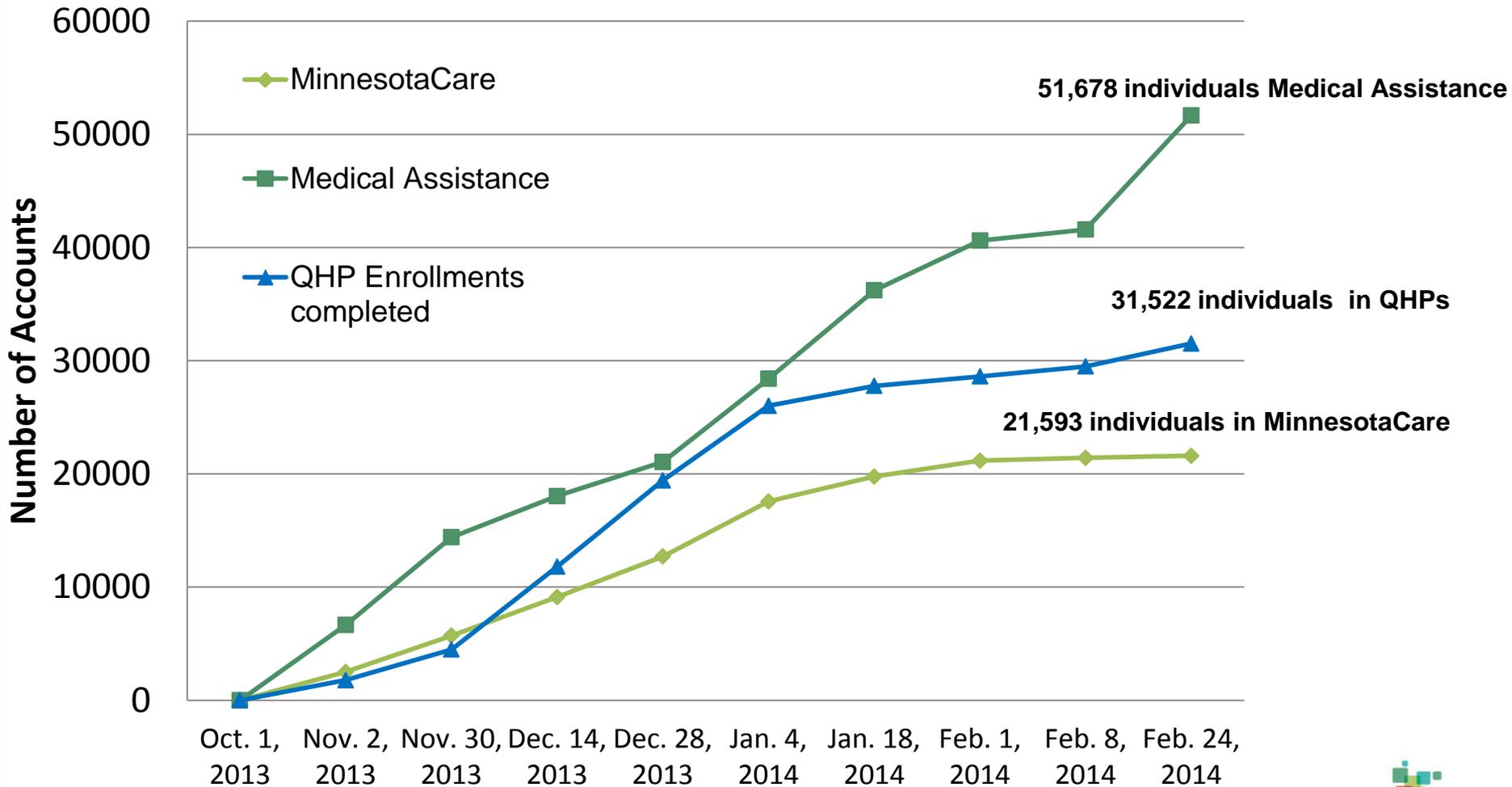
# Enrollment in Process

# Applications and Enrollment through MNsure



174,269 accounts created

128,769 applications submitted

104,793 enrollments

Legend:
- Accounts Created
- Applications Submitted
- Total Enrollments

Y-axis: 0 to 200000

X-axis: Oct. 1, 2013; Nov. 2, 2013; Nov. 30, 2013; Dec. 14, 2013; Dec. 28, 2013; Jan. 4, 2014; Jan. 18, 2014; Feb. 1, 2014; Feb. 8, 2014; Feb. 24, 2014

# Enrollments



**51,678 individuals Medical Assistance**

**31,522 individuals in QHPs**

**21,593 individuals in MinnesotaCare**

Legend:
- MinnesotaCare
- Medical Assistance
- QHP Enrollments completed

Y-axis: Number of Accounts (0, 10000, 20000, 30000, 40000, 50000, 60000)

X-axis: Oct. 1, 2013; Nov. 2, 2013; Nov. 30, 2013; Dec. 14, 2013; Dec. 28, 2013; Jan. 4, 2014; Jan. 18, 2014; Feb. 1, 2014; Feb. 8, 2014; Feb. 24, 2014

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# Total Enrollments in Process

## Enrollments in Process

**104,793 enrollments**
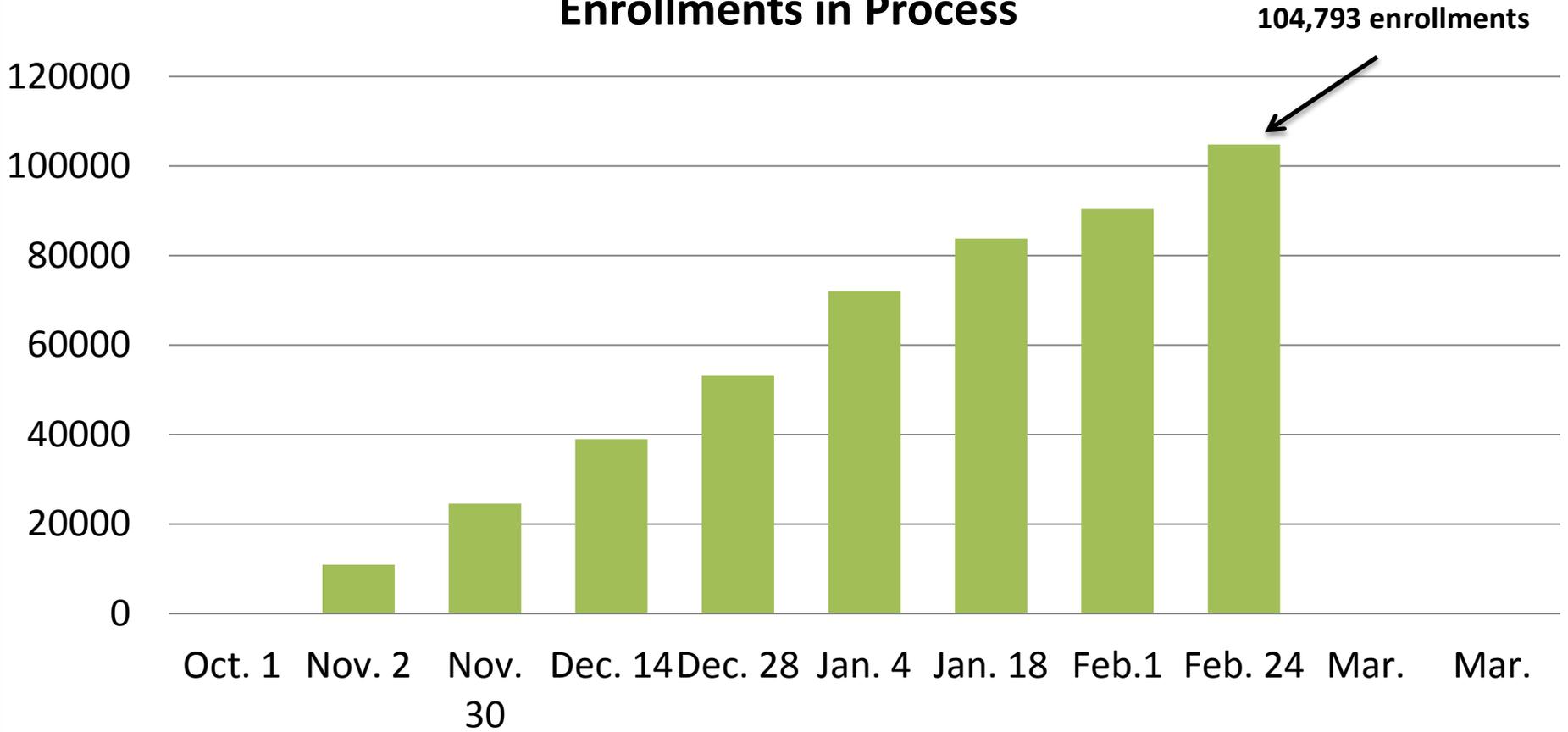


Legend: ■ Total Enrollments by MNsure

X-axis: Oct. 1, Nov. 2, Nov. 30, Dec. 14, Dec. 28, Jan. 4, Jan. 18, Feb.1, Feb. 24, Mar., Mar.
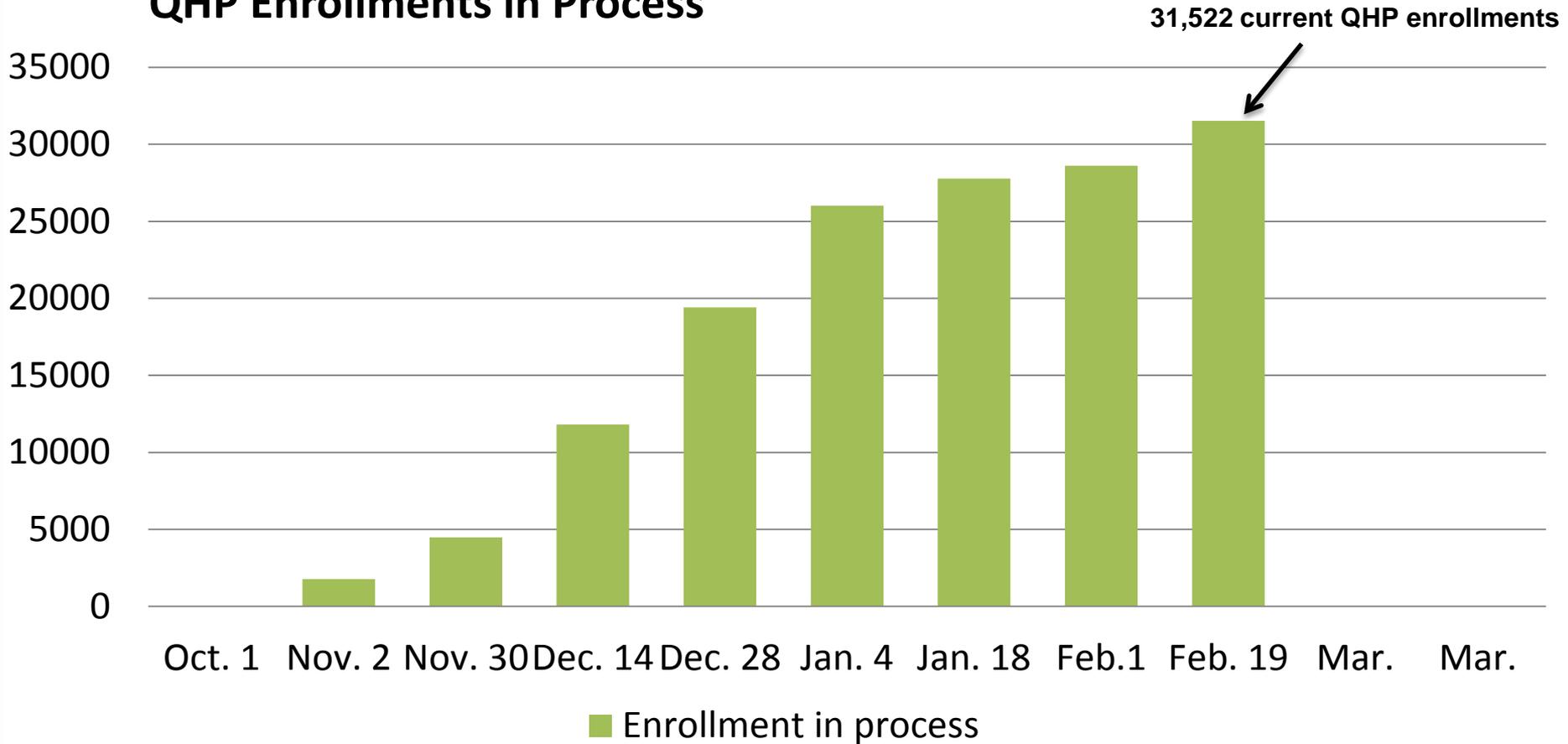
Y-axis: 0, 20000, 40000, 60000, 80000, 100000, 120000

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

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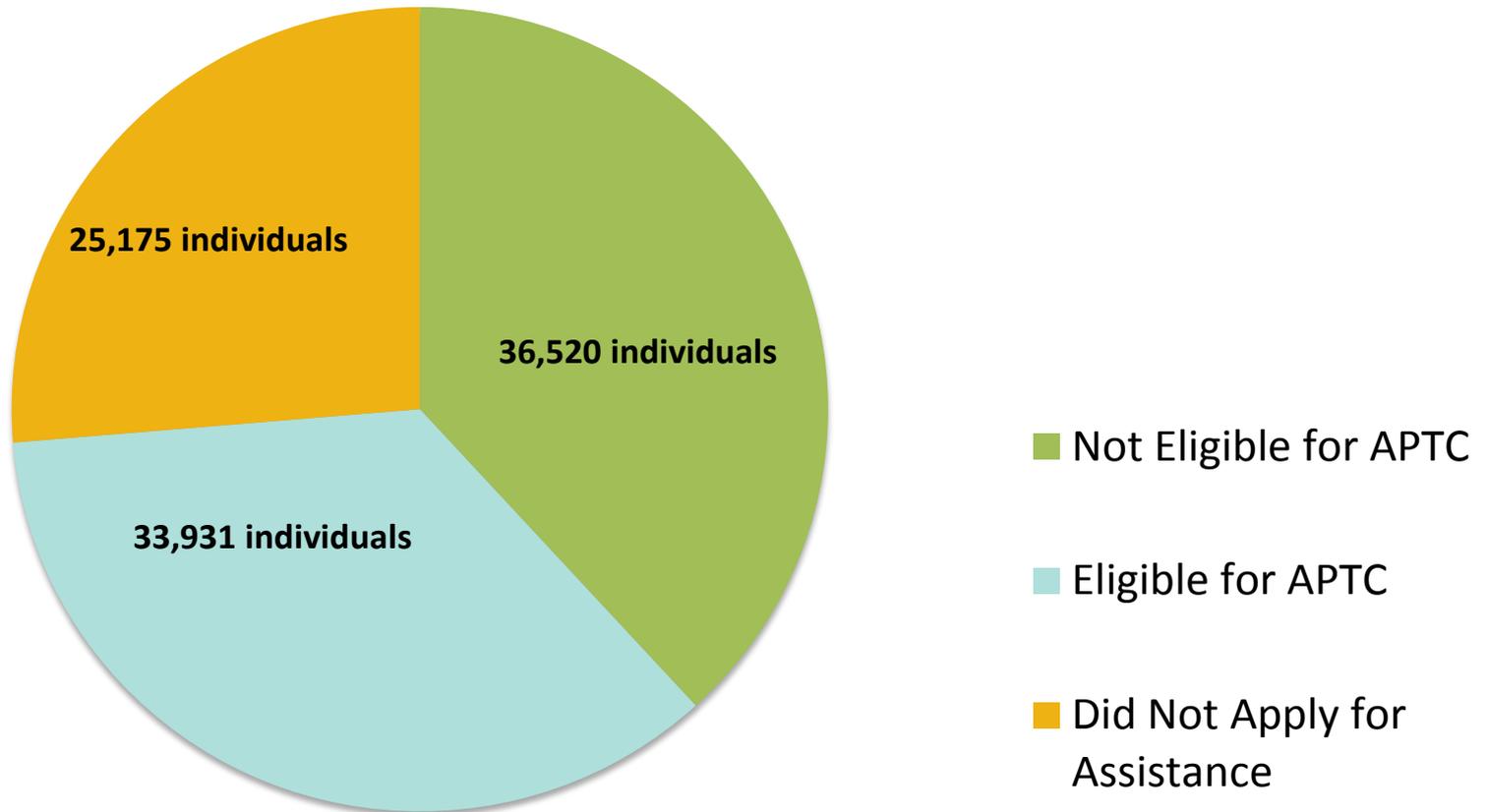# QHP Enrollments in Process

**QHP Enrollments in Process**



**31,522 current QHP enrollments**

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

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# Eligibility of QHP Applicants
## February 19, 2014

**Number of Applicants Applying for Coverage**

25,175 individuals

36,520 individuals

33,931 individuals

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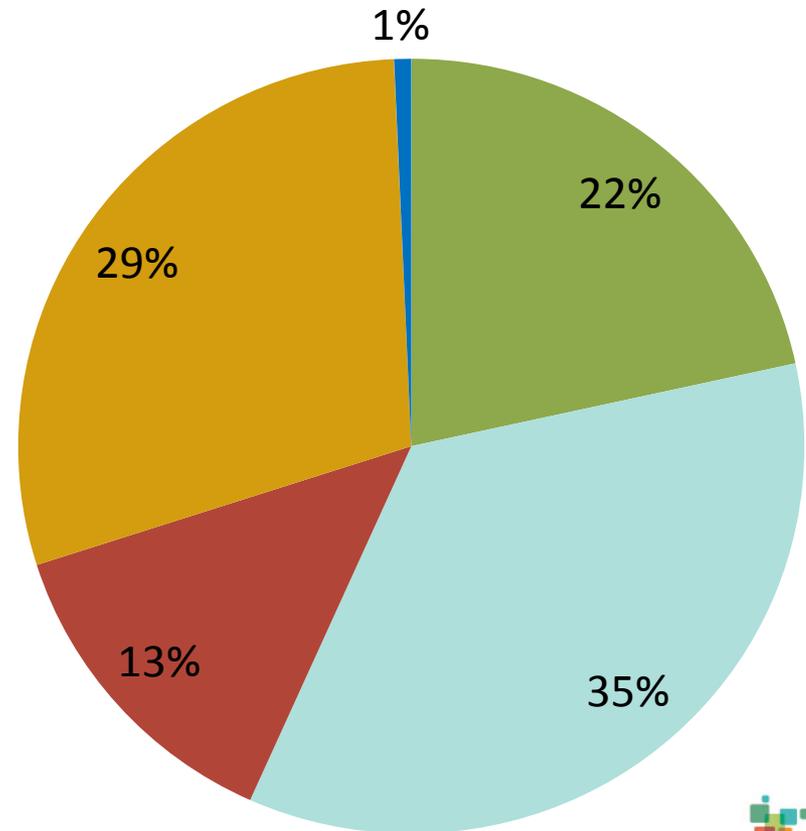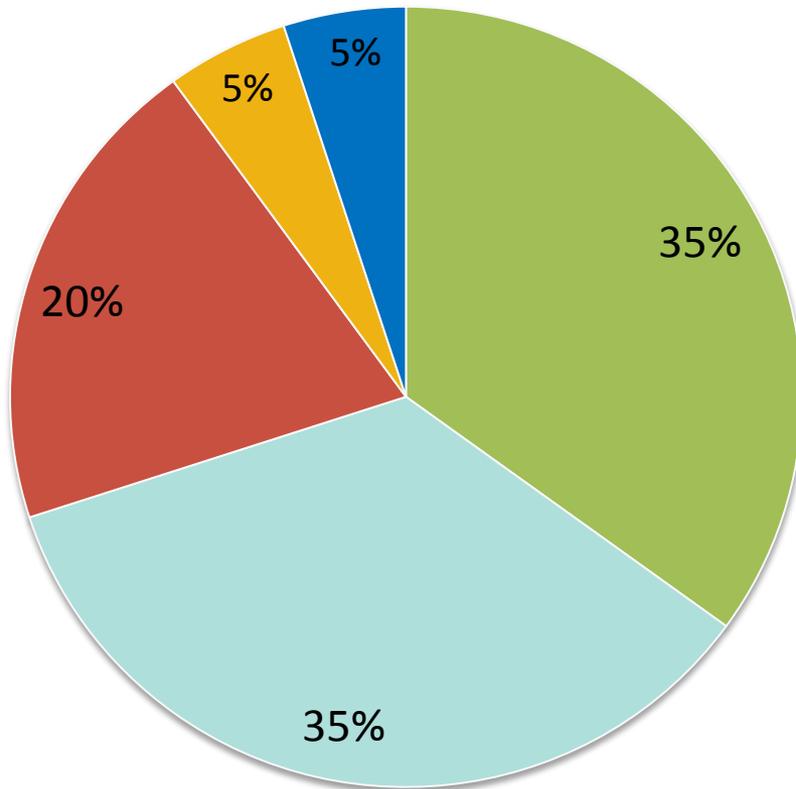- Did Not Apply for Assistance

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# Individual Market: Metal Levels
## February 19, 2014

**Projected Metal Level Selection**

**Actual Metal Level Selection**
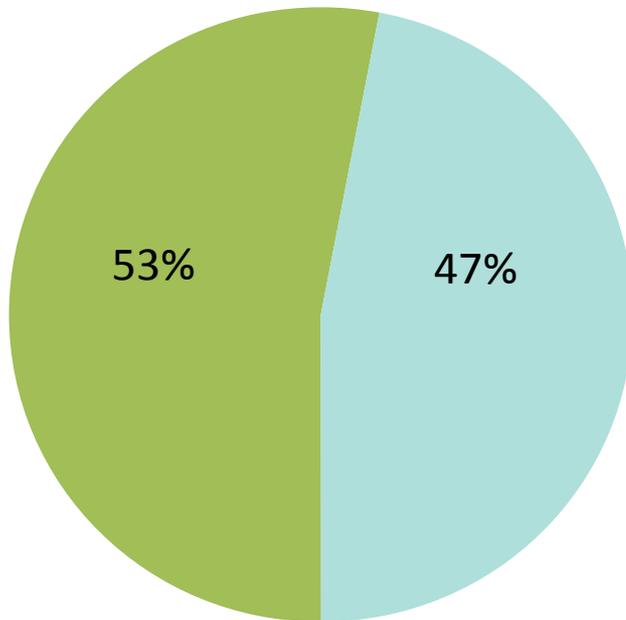
■ Bronze ■ Silver ■ Gold ■ Platinum ■ Catastrophic



Projected: Bronze 35%, Silver 35%, Gold 20%, Platinum 5%, Catastrophic 5%

Actual: Bronze 22%, Silver 35%, Gold 13%, Platinum 29%, Catastrophic 1%

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# Individual Market: QHP Enrollee Demographics
## February 19, 2014

## Gender in QHPs

■ Female  ■ Male

53%  47%

## Age of Enrollees

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

0%

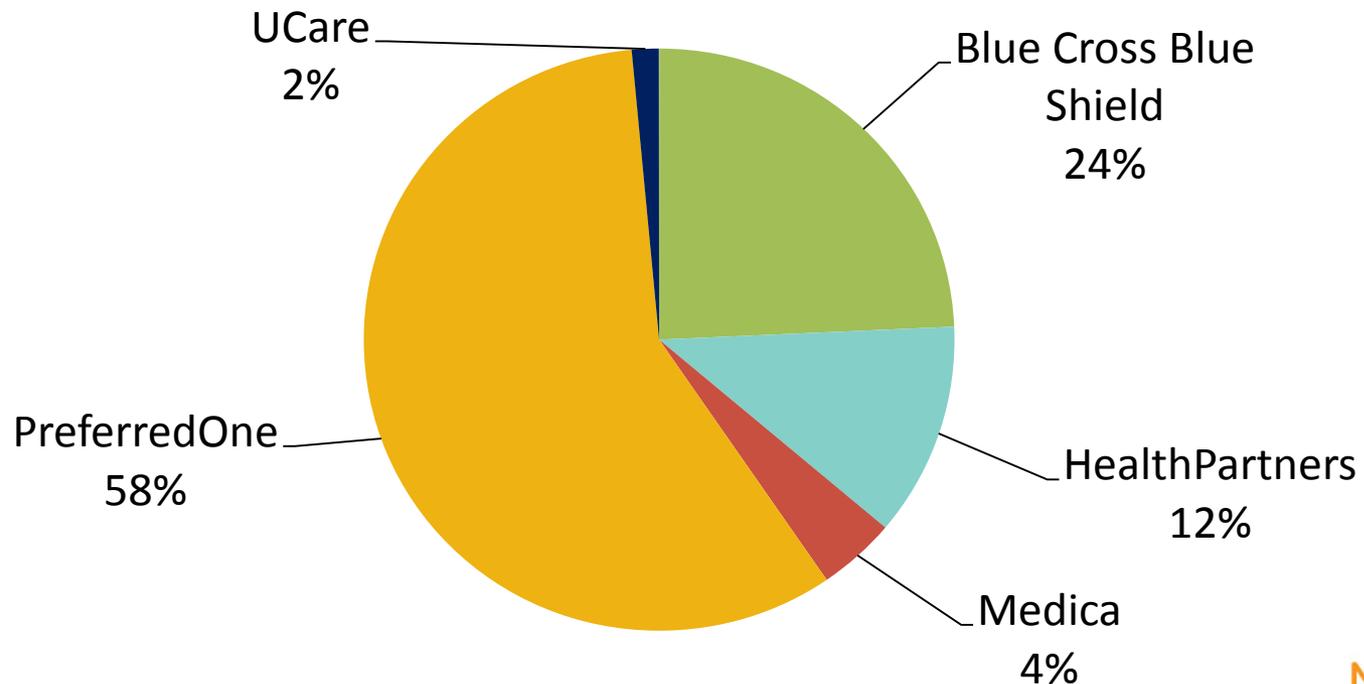11%

5%

35%

16%
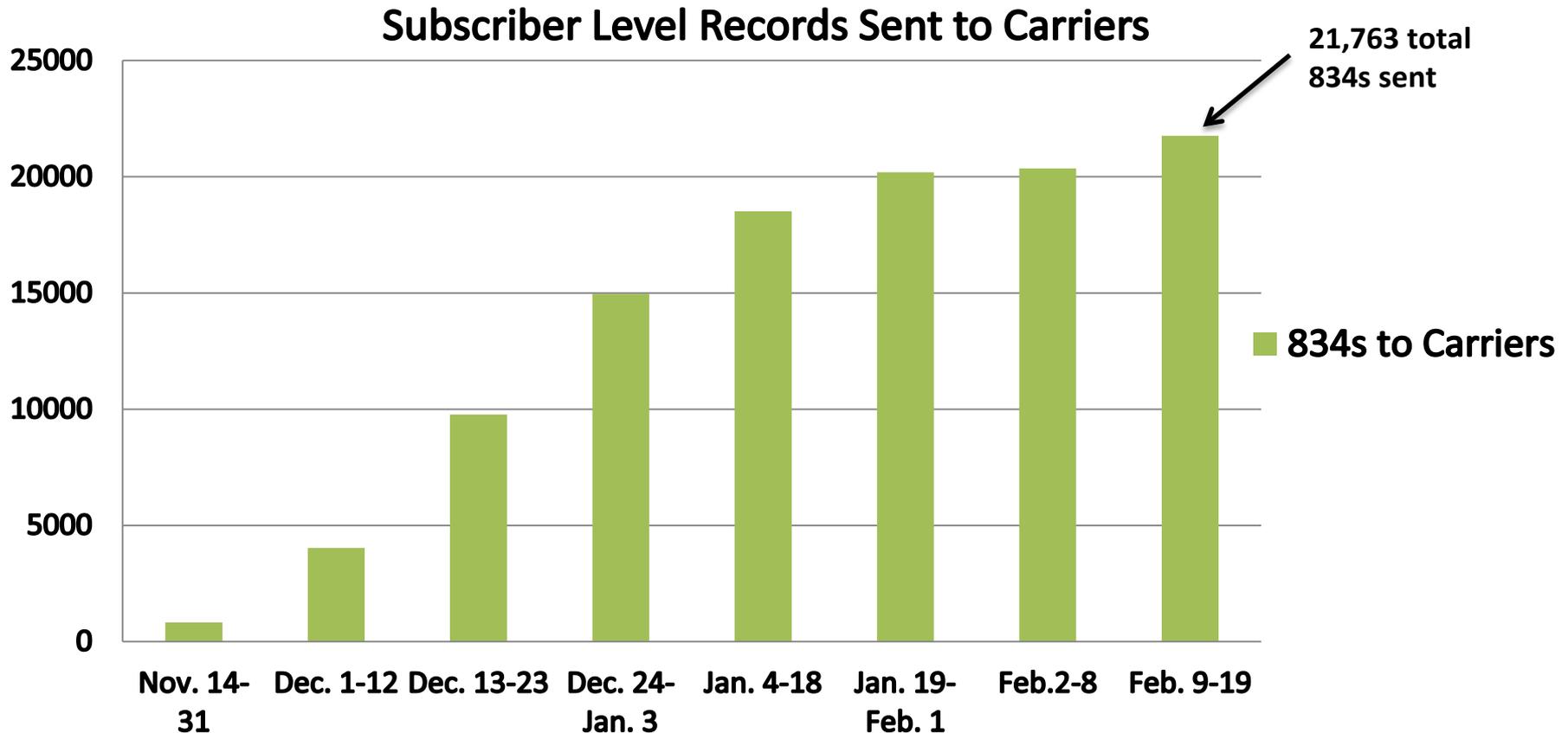
14%

19%

MNsure
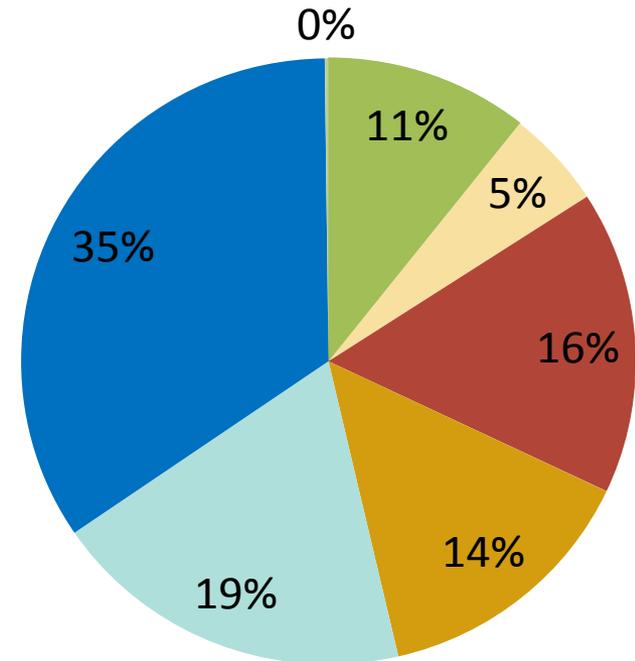
# Individual Market: Enrollees by Carrier
## February 19, 2014

**Percent of Enrollees by Carrier**

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



UCare 2%

Blue Cross Blue Shield 24%

HealthPartners 12%

Medica 4%

PreferredOne 58%

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# Enrollment Records Sent to Carriers

## Subscriber Level Records Sent to Carriers
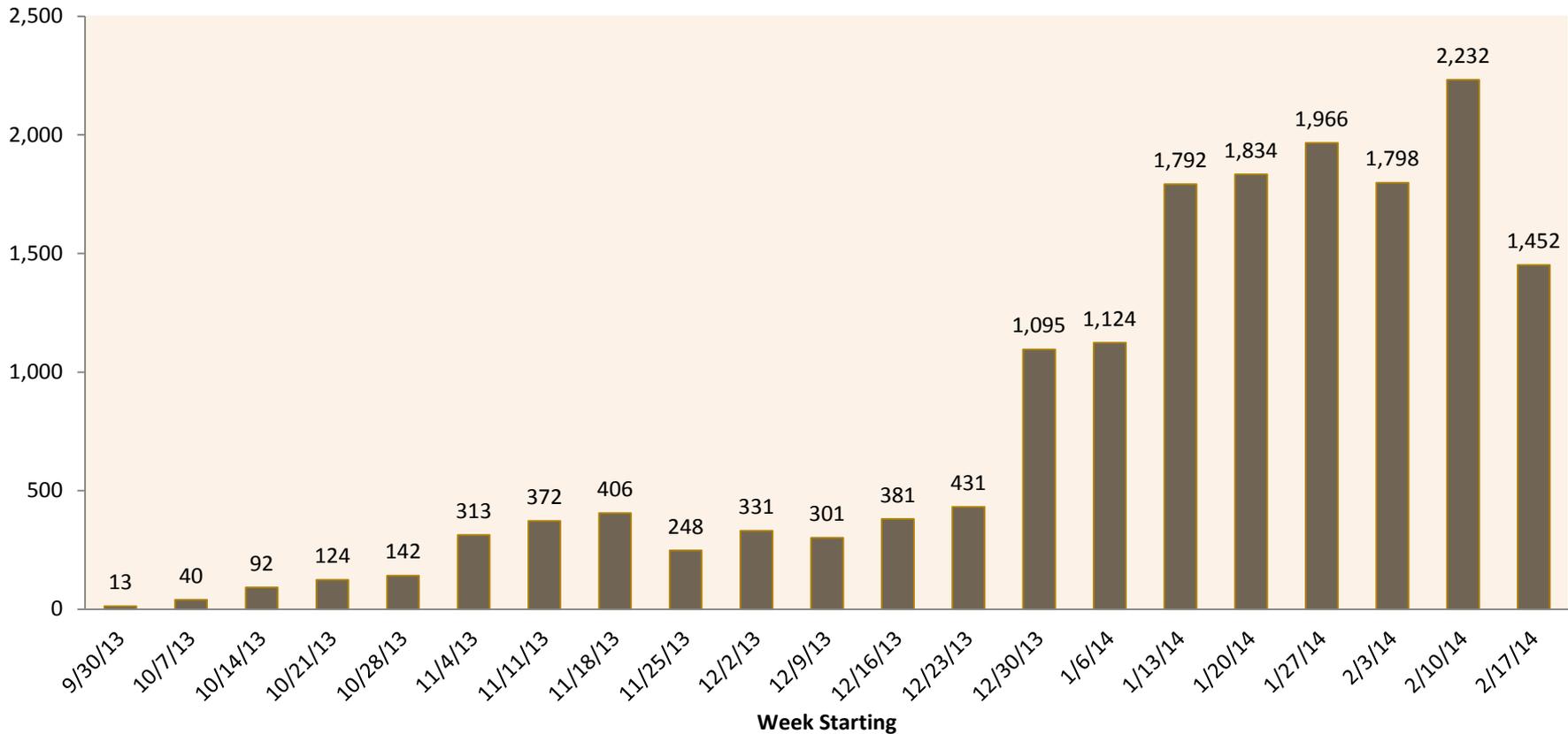


21,763 total
834s sent

■ 834s 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 4,047 manual 834s as of February 19, 2014

# MNsure Paper Applications
## October 1, 2013 – February 20, 2014

**MNsure Paper Applications Received: 10/1/13 – 2/20/14**

**16,487 total paper applications**



| Week Starting | Applications |
|---|---|
| 9/30/13 | 13 |
| 10/7/13 | 40 |
| 10/14/13 | 92 |
| 10/21/13 | 124 |
| 10/28/13 | 142 |
| 11/4/13 | 313 |
| 11/11/13 | 372 |
| 11/18/13 | 406 |
| 11/25/13 | 248 |
| 12/2/13 | 331 |
| 12/9/13 | 301 |
| 12/16/13 | 381 |
| 12/23/13 | 431 |
| 12/30/13 | 1,095 |
| 1/6/14 | 1,124 |
| 1/13/14 | 1,792 |
| 1/20/14 | 1,834 |
| 1/27/14 | 1,966 |
| 2/3/14 | 1,798 |
| 2/10/14 | 2,232 |
| 2/17/14 | 1,452 |

- Volume of assisted MNsure paper applications received
- This information is compiled with information from a new database and is more inclusive than past versions
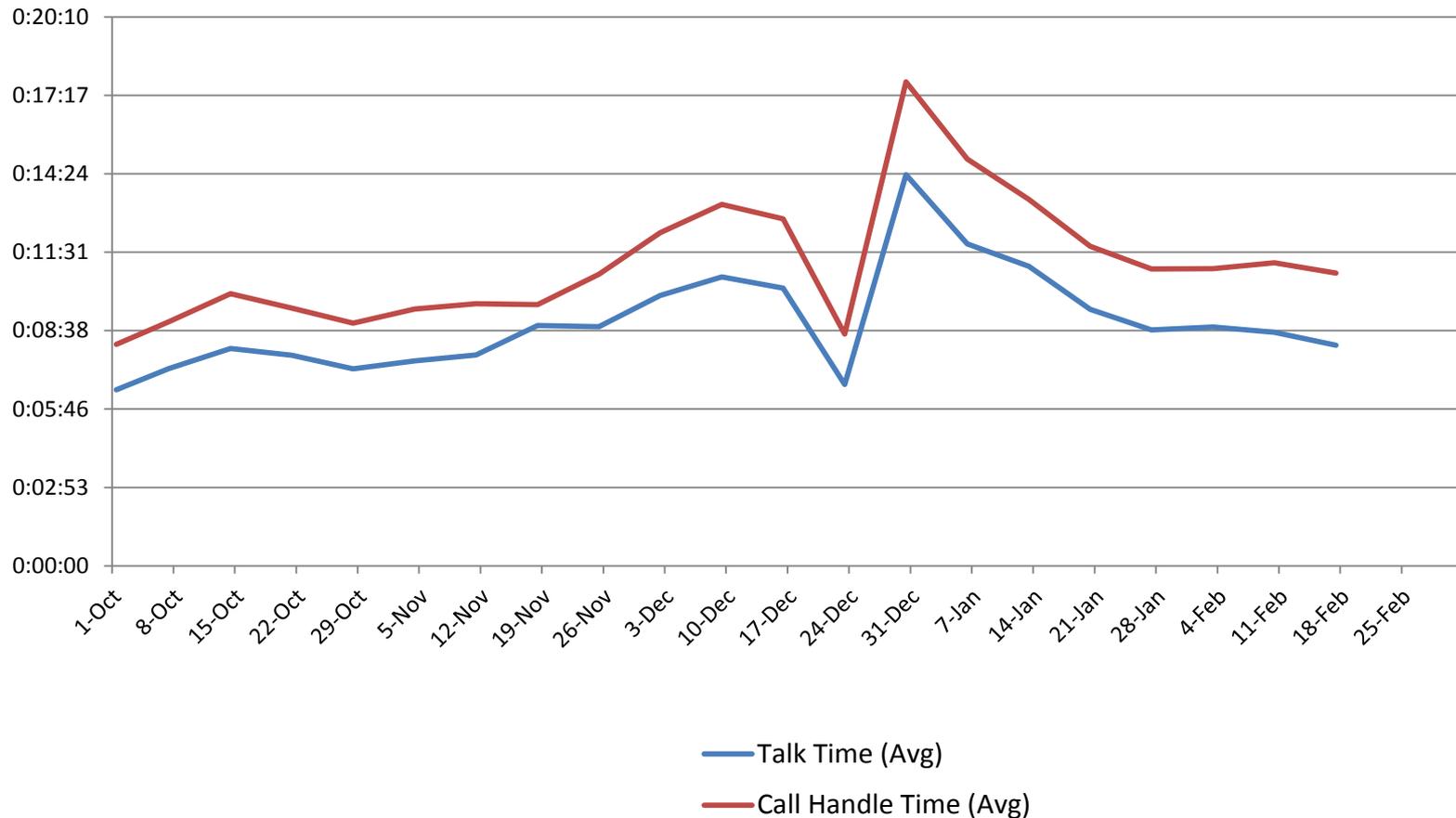
12

# Call Center – Average Wait Time/ASA



MNsure Contact Center Call Volume/ASA Oct 1, 2013-Feb 25, 2014

Legend:
- Calls Received
- ASA (hh:mm:ss)
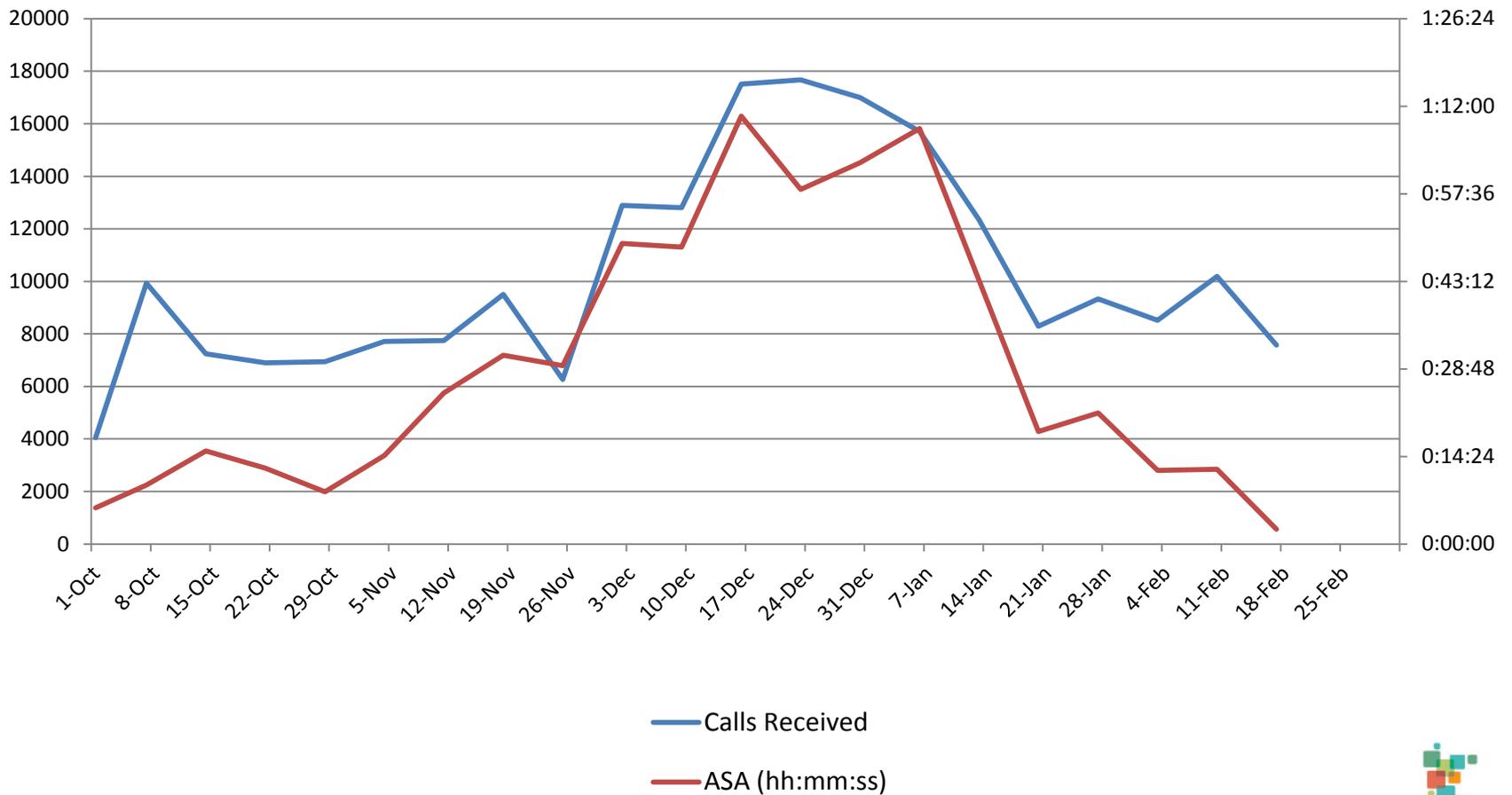
# Call Center – Resolution and Talk Time

**Call Center Resolution and Talk Time Oct 1, 2013 - Feb 25, 2014**



Legend:
— Talk Time (Avg)
— Call Handle Time (Avg)

# Call Center – First Call Resolution
## October 2013 – January 2014

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

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



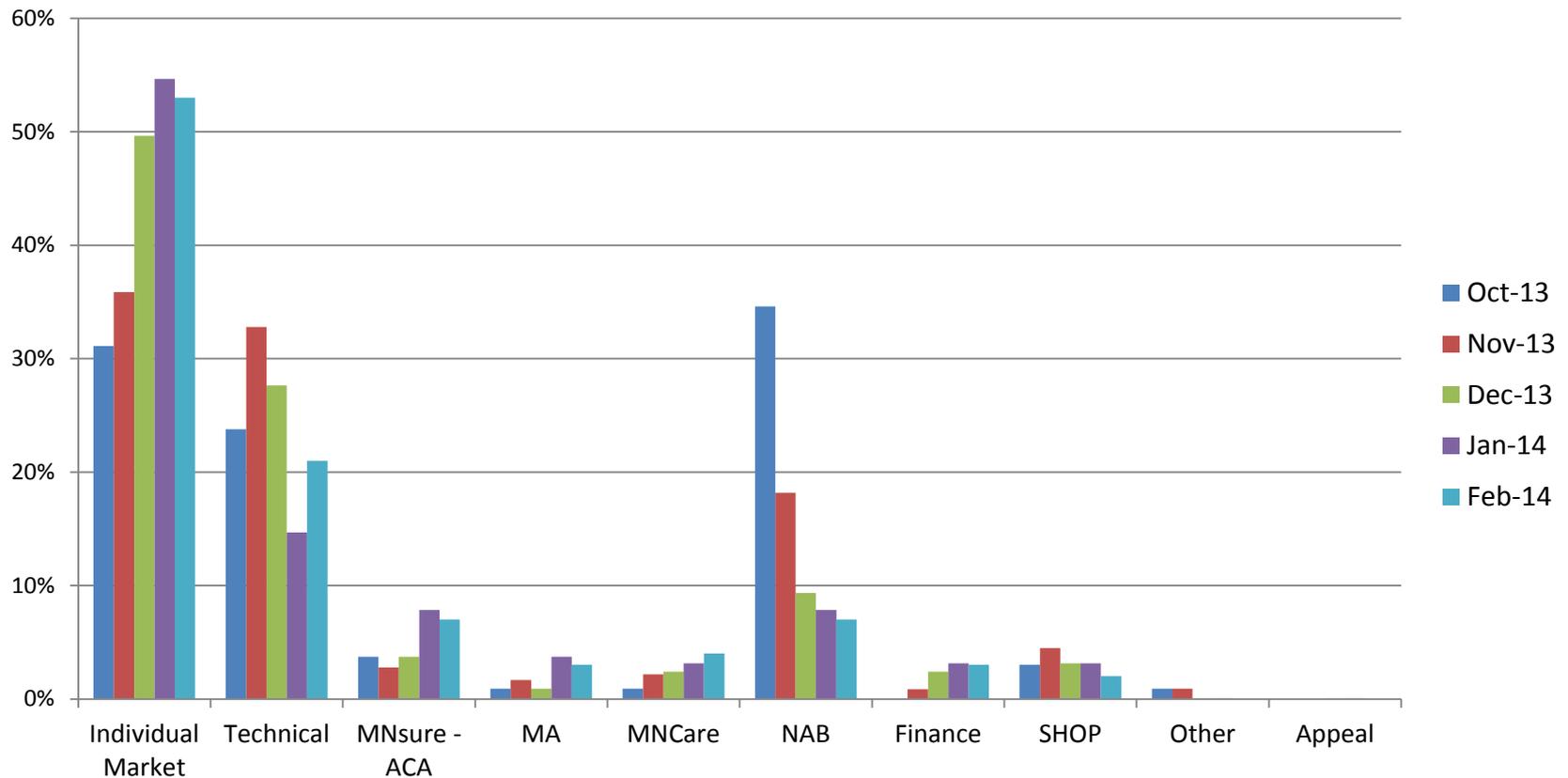Oct-Feb Top Categories

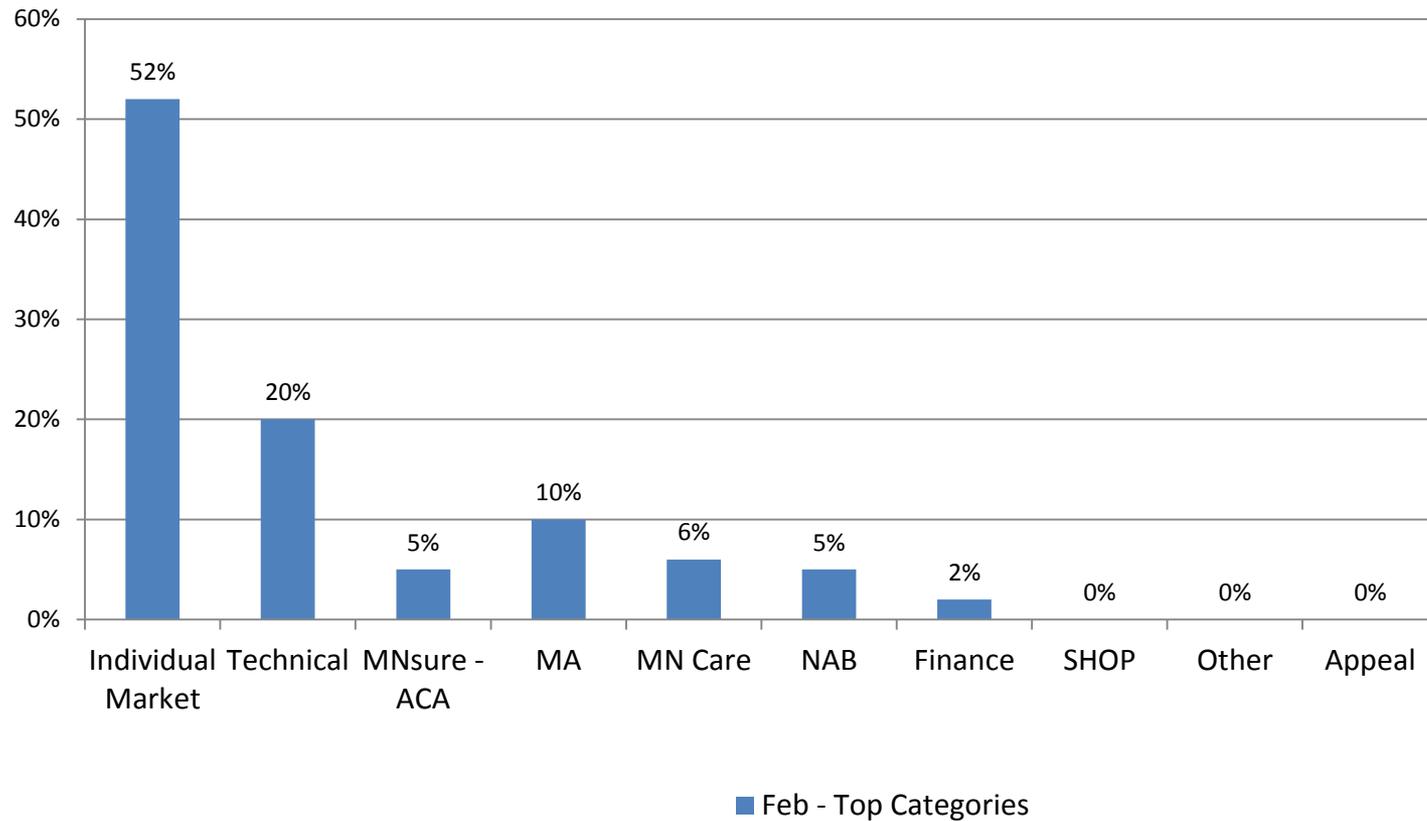Legend: Oct-13, Nov-13, Dec-13, Jan-14, Feb-14
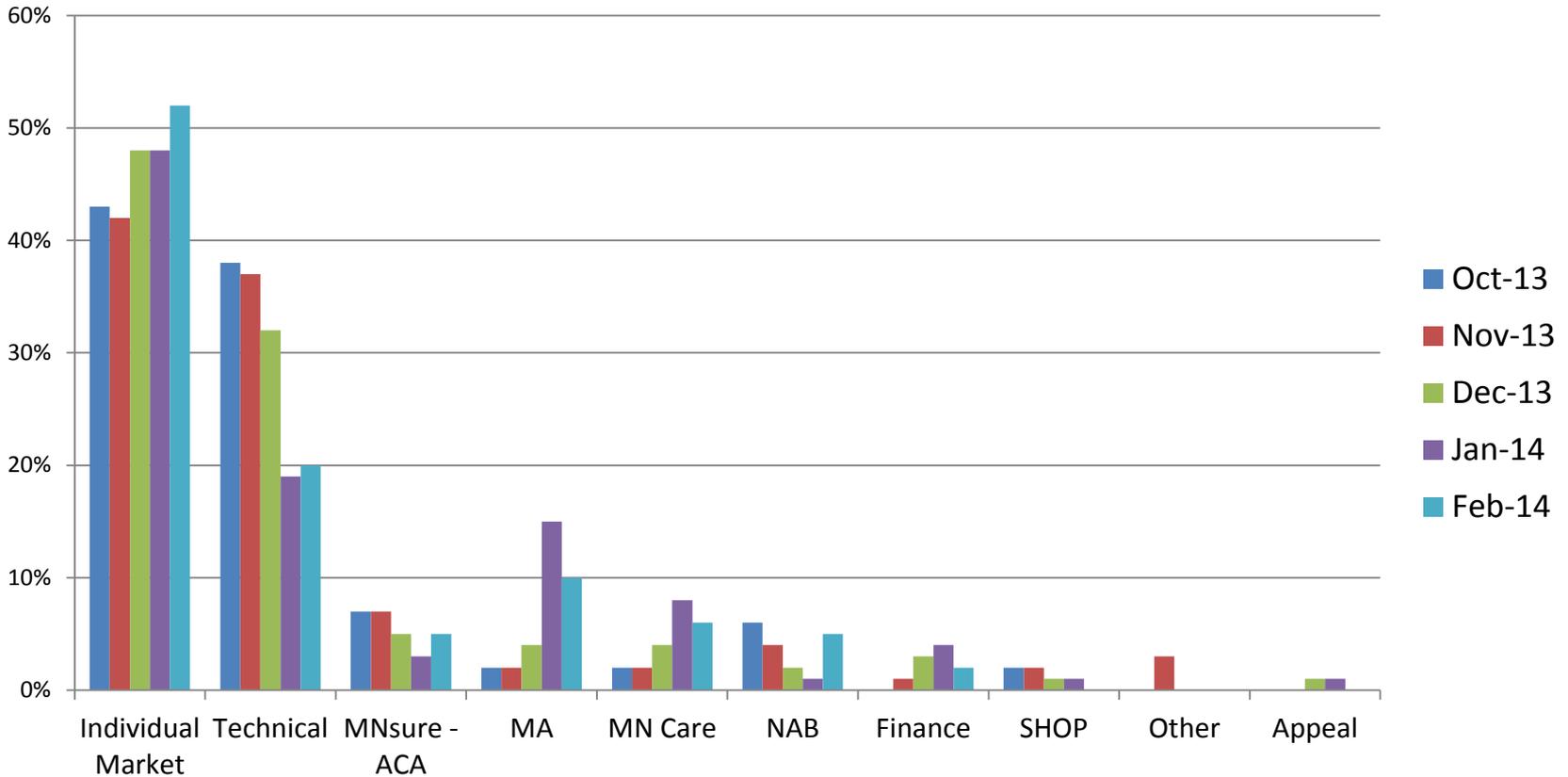
# Navigators/Broker Call Center
## October 2013 -February 2014

**Oct-Feb Top Categories**

# Call Center – Type of Calls Received
## February 2014

**Feb - Top Categories**



- Individual Market: 52%
- Technical: 20%
- MNsure - ACA: 5%
- MA: 10%
- MN Care: 6%
- NAB: 5%
- Finance: 2%
- SHOP: 0%
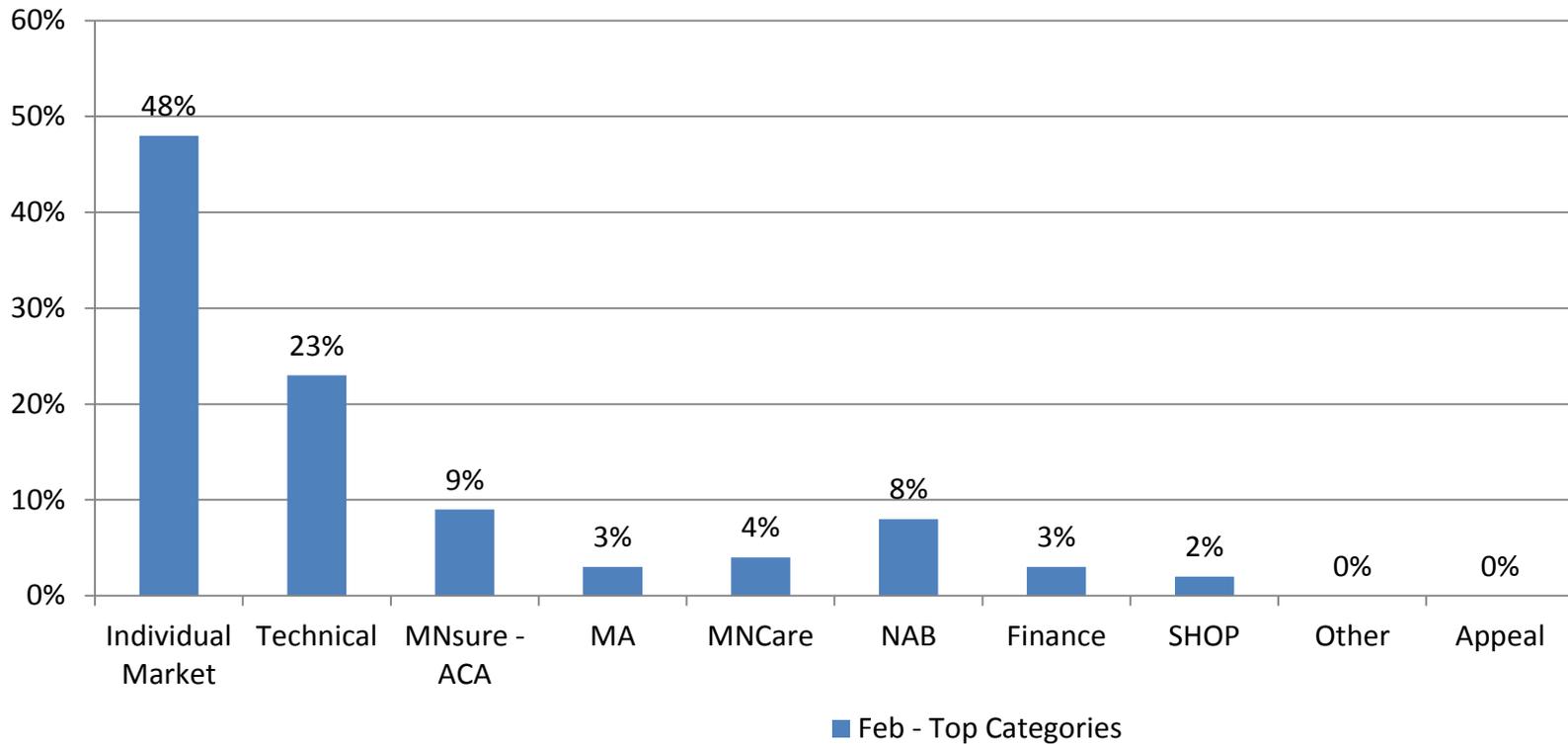- Other: 0%
- Appeal: 0%

■ Feb - Top Categories

# Navigators/Broker Call Center
## February 2014

**Feb - Top Categories**

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

## Top 10 Inquiries:

1. General Eligibility/Enrollment/Am I eligible - 18%
2. Online Application process - 16%
3. Account/Password - 10%
4. Correcting App info (income, family members) - 9%
5. How do I fill out the application - 7%
6. MA/MNcare enrollment/How do I enroll - 7%
7. Application status/what is my status - 5%
8. Manual enrollment - 4%
9. Reporting a Life Change Event - 4%
10. Paper Application Status - 2%

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

## Top 10 Inquiries:

1. Online App – (blank screen at payment option) - 26%
2. Application status - 16%
3. General Eligibility/Enrollment - 12%
4. Account/Password - 11%
5. Manual enrollment - 7%
6. Correcting App info - 6%
7. Reporting a Life Change Event - 4%
8. APTC calculation - 3%
9. MNcare enrollment - 3%
10. General Broker Account questions - 3%
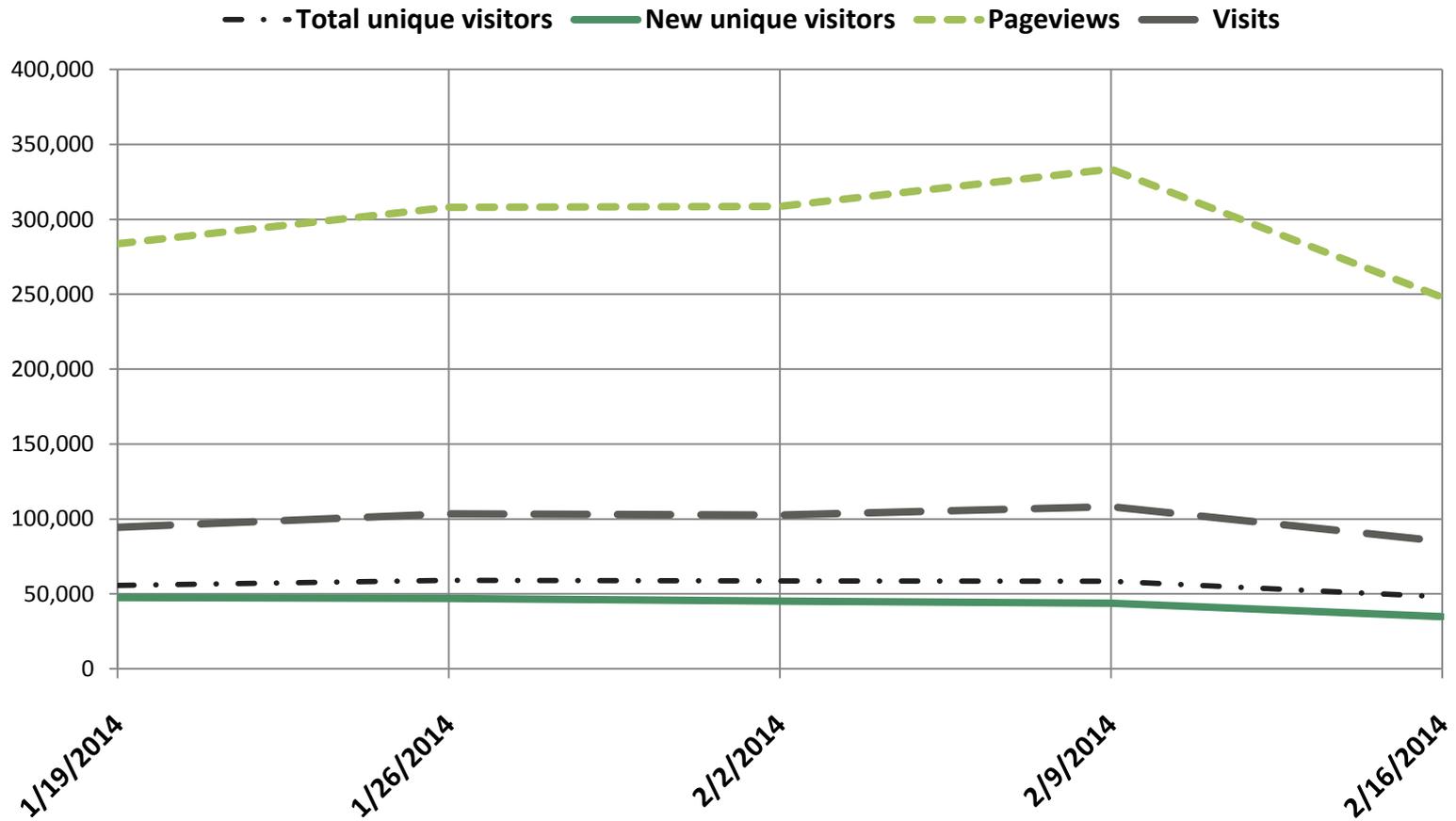
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# System Uptime
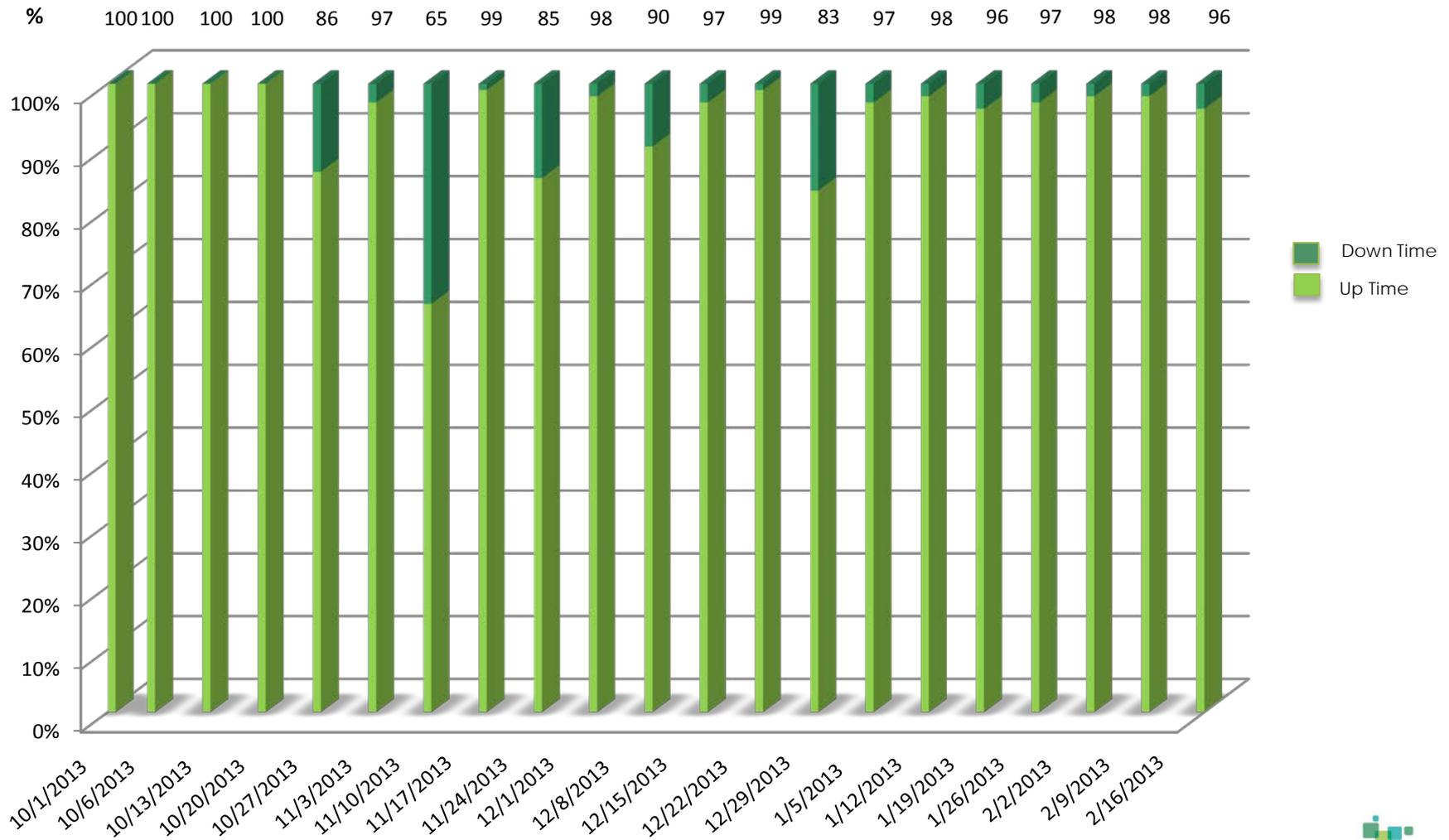


Note: Values represent scheduled times

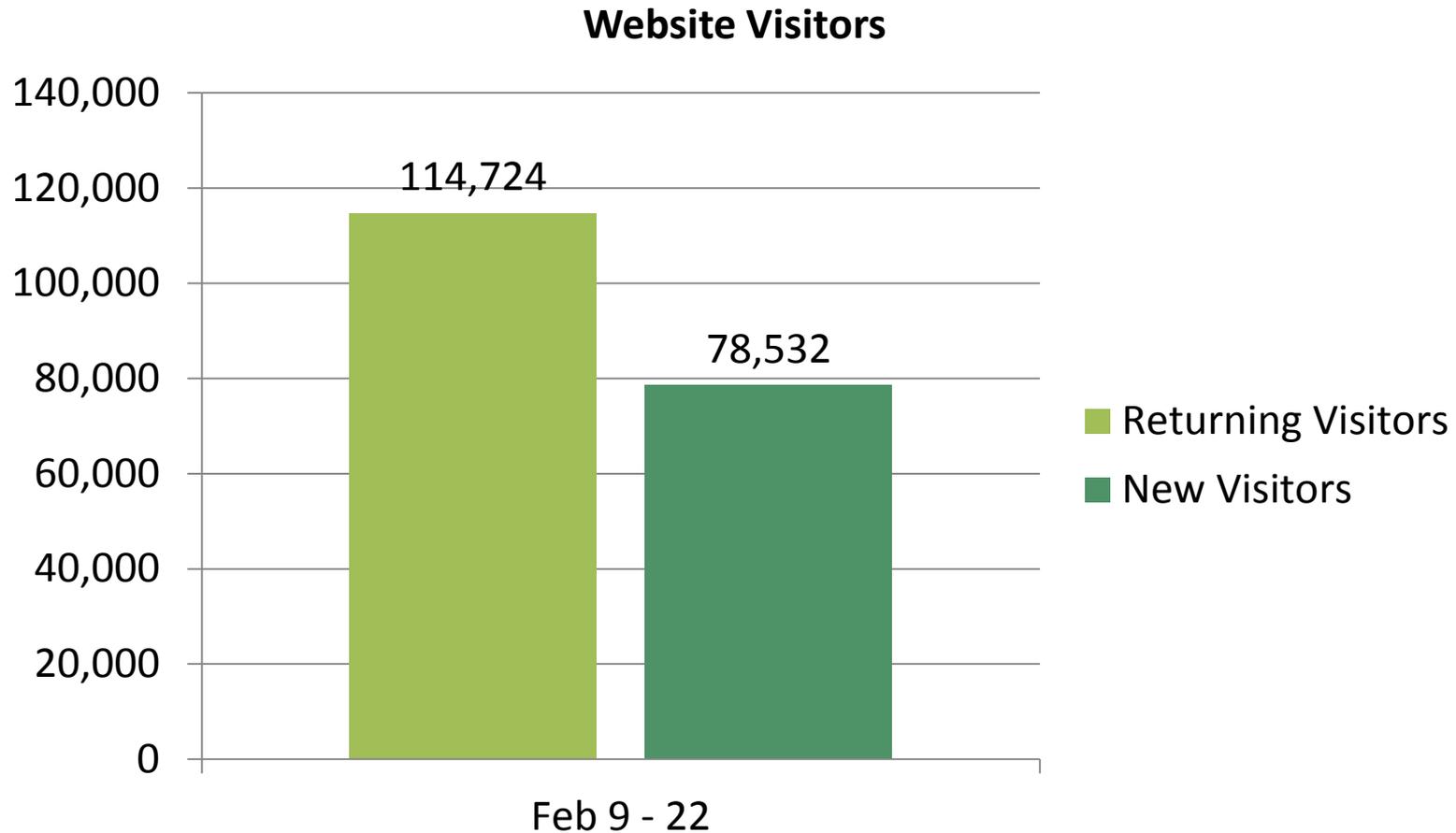# Pended Cases in Eligibility Determination
## February 15, 2014

# Website Metrics
## January 19 to February 22, 2014



Legend: Total unique visitors, New unique visitors, Pageviews, Visits

# Website Metrics: Visitors
## January 19 to February 22, 2014

**Website Visitors**



Bar chart showing website visitors for Feb 9 - 22:
- Returning Visitors: 114,724
- New Visitors: 78,532

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# Website Metrics: Top Cities
## January 19 to February 22, 2014

**Visits by City**



Chart values:
- Saint Paul: 36,759
- Minneapolis: 26,051
- Saint Cloud: 4,492
- Rochester: 3,970
- Duluth: 3,875
- Bloomington: 3,853
- Golden Valley: 3,490
- Blaine: 3,059
- Roseville: 2,857
- Brooklyn Park: 2,383
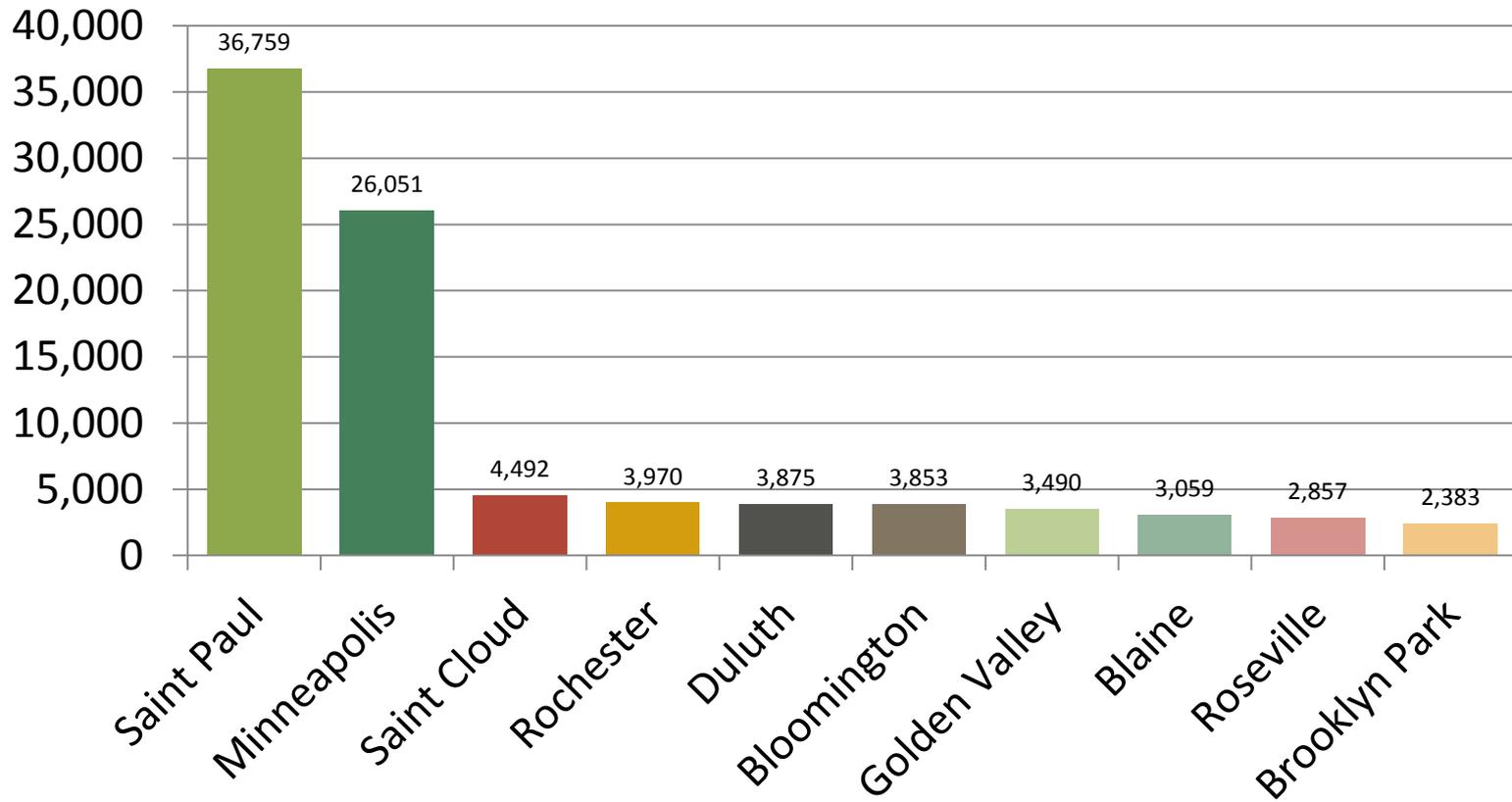
# Error Rates for MNsure Marketplace by Week (number)



**Error rates by number**

— Total actions  – –•– – Succeeded  – – – Failed

# Error Rates for MNsure Marketplace by Week (%)



**Error rates by percent**

— Fail%
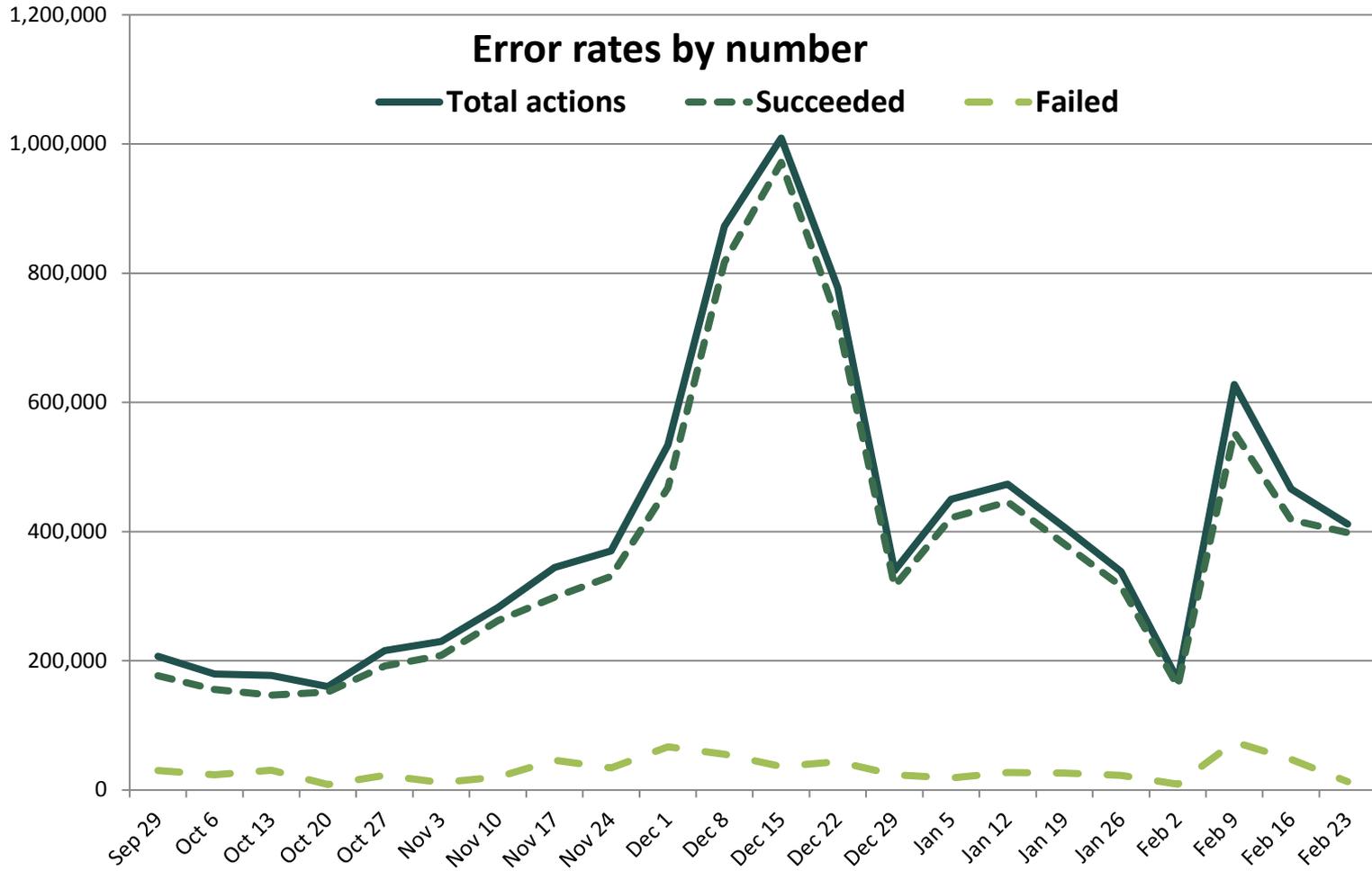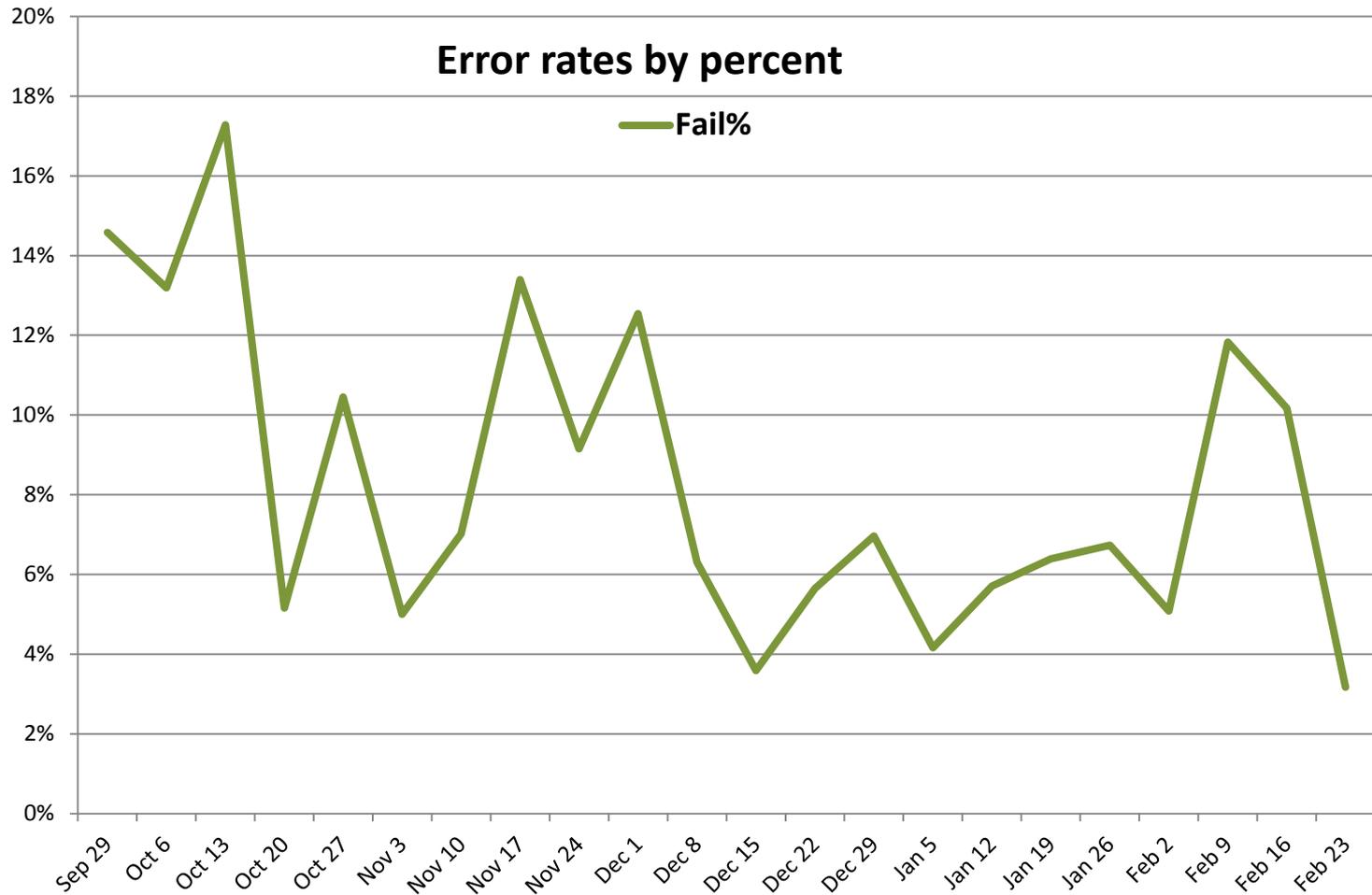
# SHOP

| 2014 Enrollment | | | | |
|---|---|---|---|---|
| | January | February | March | Total |
| Employers Enrolled | 90 | 19 | 6 | 115 |
| Employees on roster | 680 | 96 | 59 | 835 |
| Employees enrolled | 469 | 69 | 48 | 586 |
| | | | | |
| Avg. Employees on roster | 7.6 | 5.1 | 9.8 | 7.3 |
| Avg. Employees enrolled | 5.2 | 3.6 | 8.0 | 5.1 |

| Enrollment Against Projections (Low) | | |
|---|---|---|
| | Employers | Employees |
| Projection | 1,313 | 13,125 |
| YTD Enrollment | 115 | 586 |
| Percent to projection | 9% | 4% |

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# SHOP

| 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 | 3 | 46 |
| 75% - 100% | 71 | 11 | 2 | 84 |

| Employer Enrollment by Group Size | | | | |
|---|---|---|---|---|
| Employer Size | January | February | March | Total |
| 1-5 | 63 | 16 | 5 | 84 |
| 6-10 | 18 | 3 | 0 | 21 |
| 11-24 | 6 | 0 | 0 | 6 |
| 25-50 | 3 | 0 | 1 | 4 |

# SHOP

| Number of Plans Offered by Employer | | | |
|---|---|---|---|
| | January | February | March |
| 1-15 | 73 | 16 | 4 |
| 16-30 | 7 | 2 | 1 |
| 31-45 | 2 | 1 | 1 |
| 46-63 | 8 | 1 | 0 |

| Plans Offered by Metal Level by Employer | | | |
|---|---|---|---|
| | January | February | March |
| 4 metal levels | 8 | 1 | 2 |
| 3 metal levels | 11 | 3 | 0 |
| 2 metal levels | 20 | 2 | 0 |
| 1 metal level | 51 | 14 | 4 |

### Employees Enrolled by Metal Level



Platinum: January 74, February 23, March 2
Gold: January 228, February 33, March 0
Silver: January 125, February 16, March 0
Bronze: January 42, February 0, March 4

Legend: March, February, January
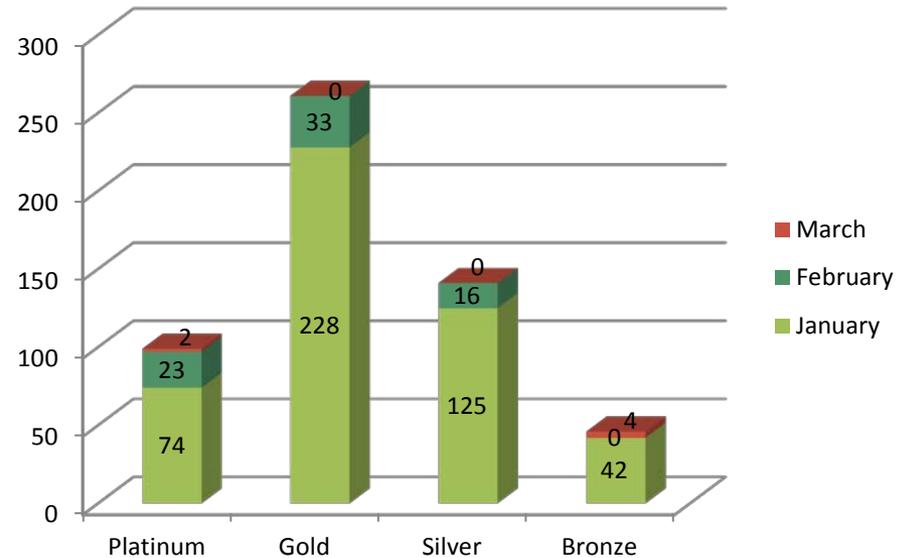
# Manual ID Verification by Week
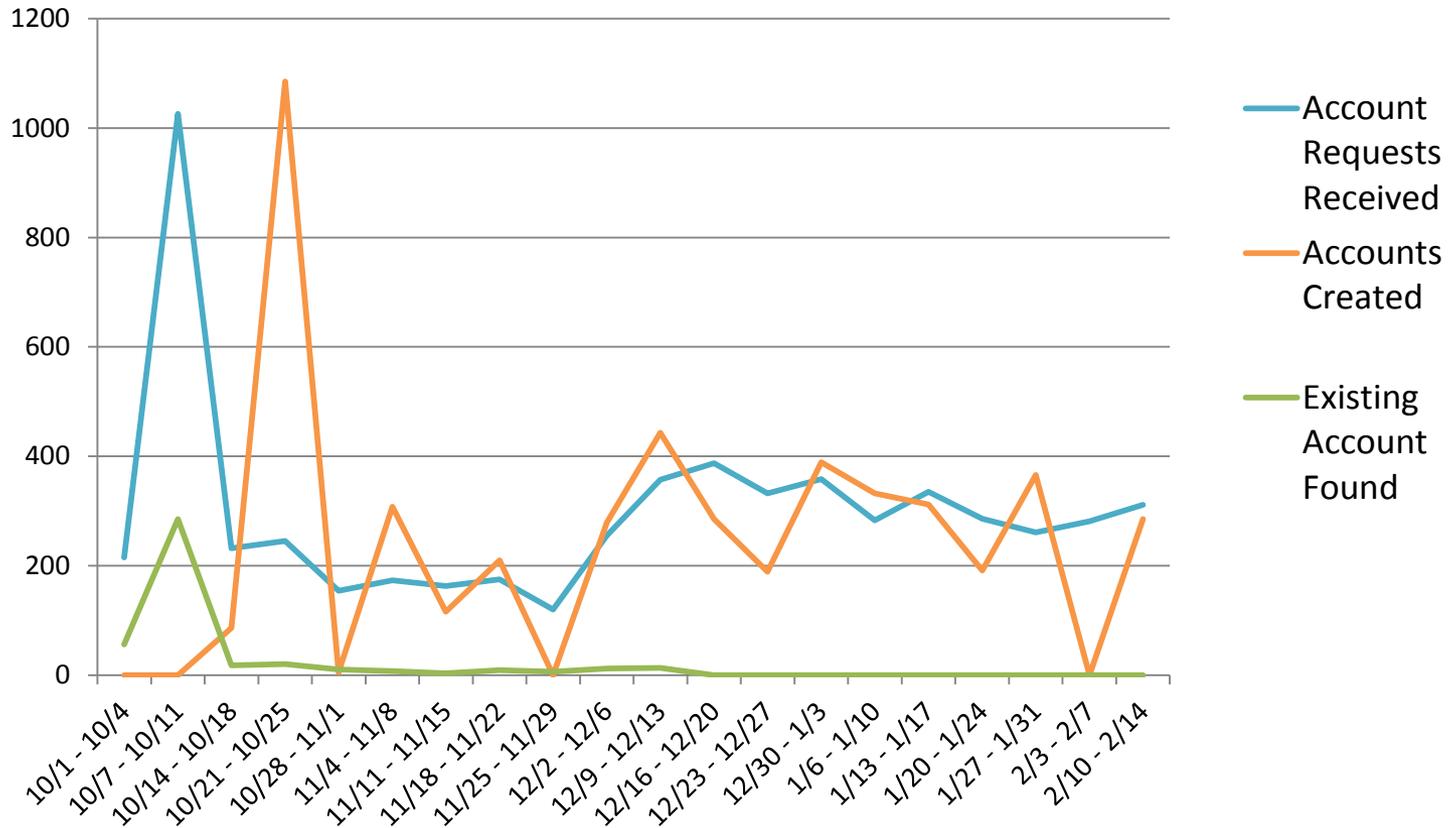
# Weekly Manual ID Verification: Days to Complete



Legend: Average Days Between Receipt and Completed Processing (in calendar days)
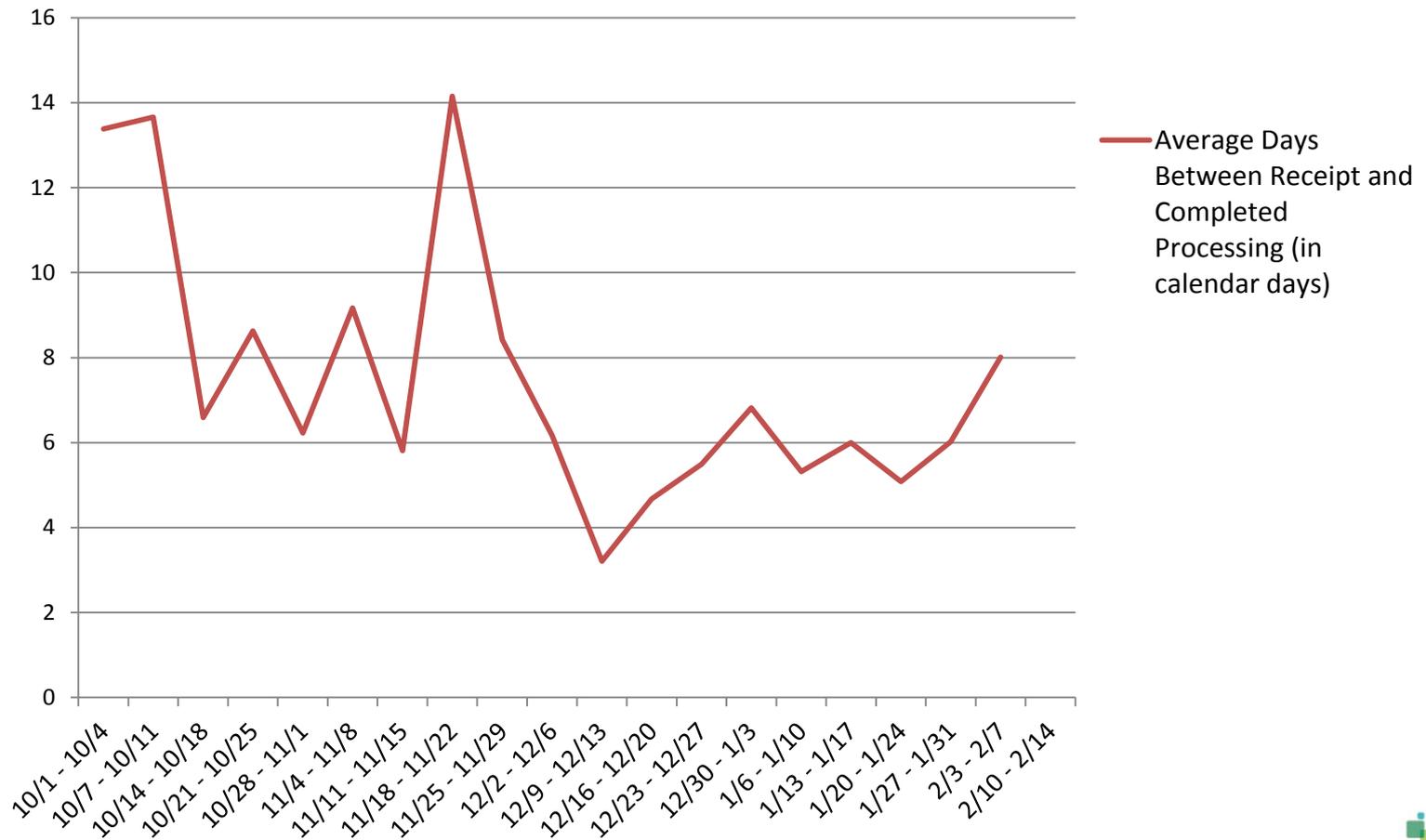
# Data Requests by Month: Received and Fulfilled
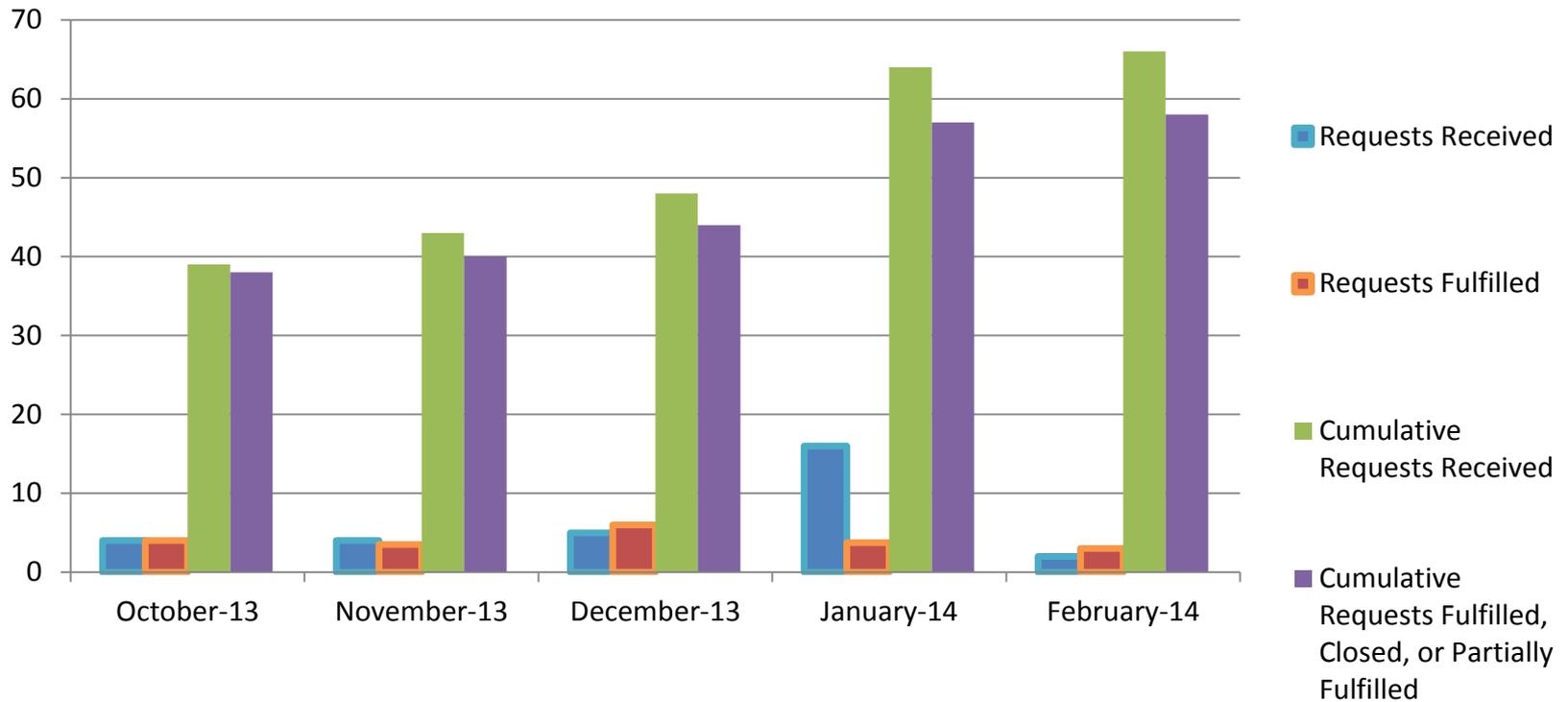
# Data Requests Size: Cumulative In Process and Produced (in Gigabytes)



- Cumulative Data Currently In Process
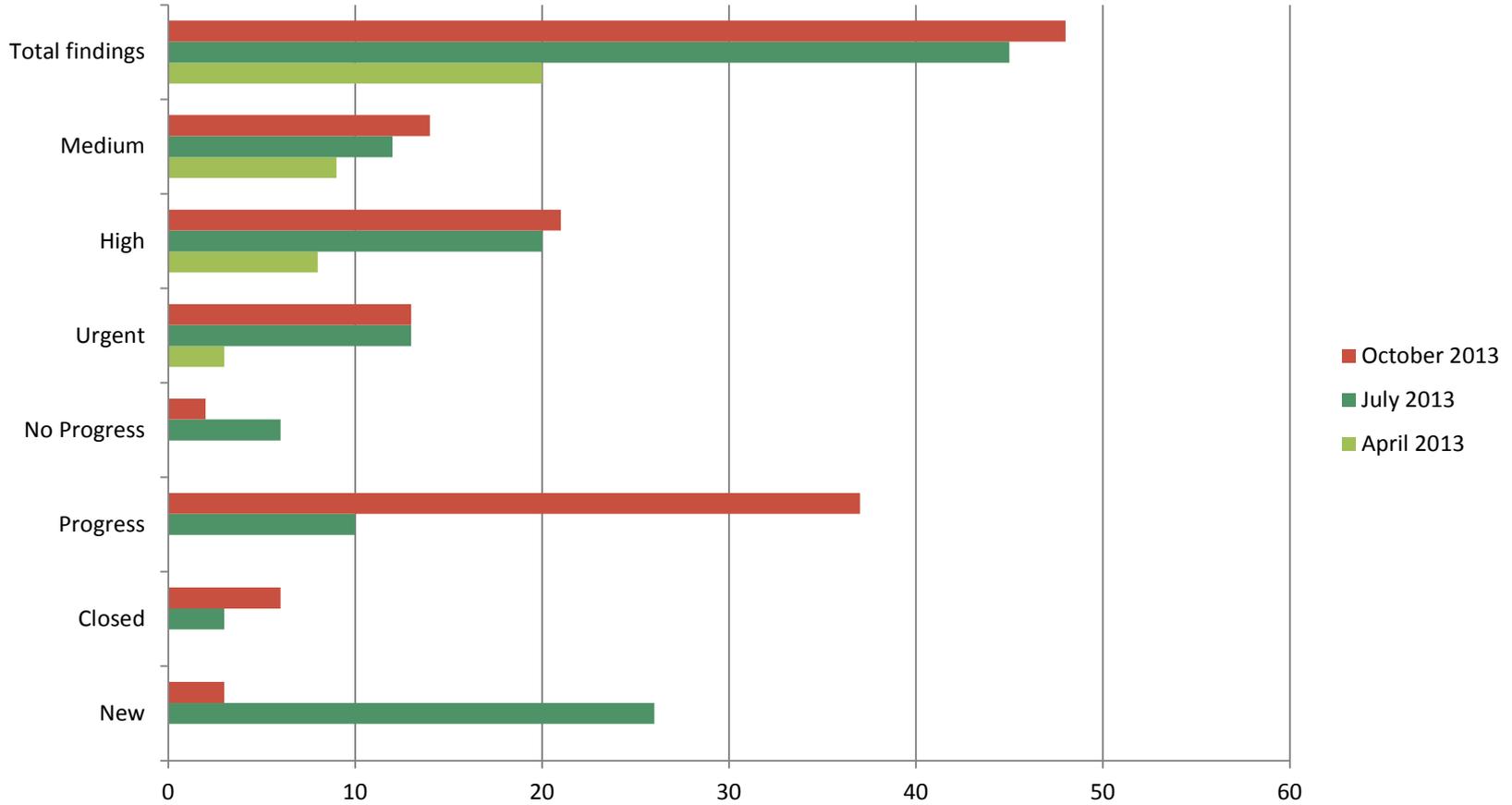- Cumulative Data Produced
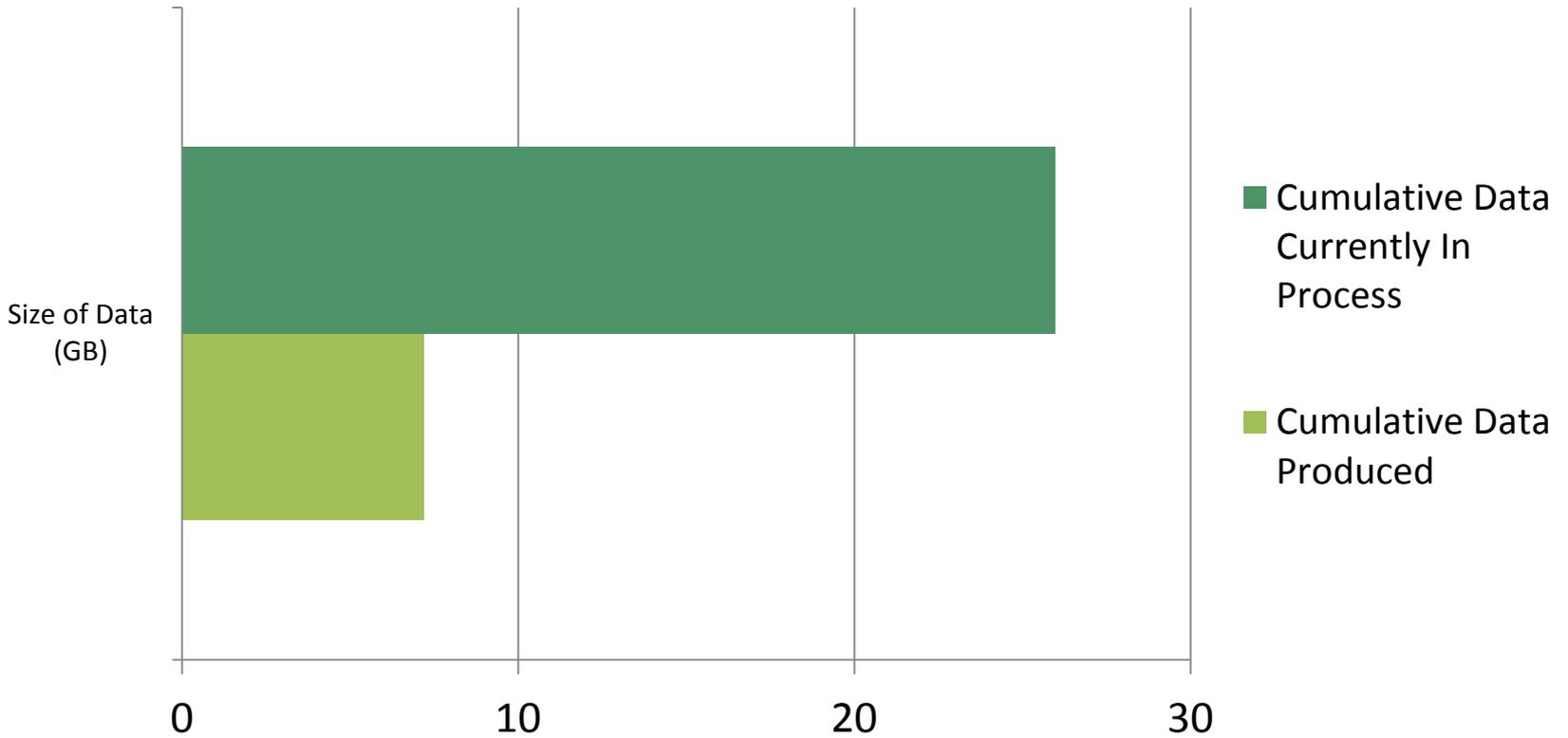
**Note: 1 GB of data is equivalent to 10,000 documents and 200 hours of staff time to review and produce.**

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# Data Request Sources
## October 2013 – February 2014



Other 0%  •  Research 0%

Gov't Entites 18%

NFP Orgs & Priv.Cos. 6%

Legislators & Legis.Staff 9%

Media 67%

Legend:
- Media
- Legislators & Legis.Staff
- NFP Orgs & Priv.Cos.
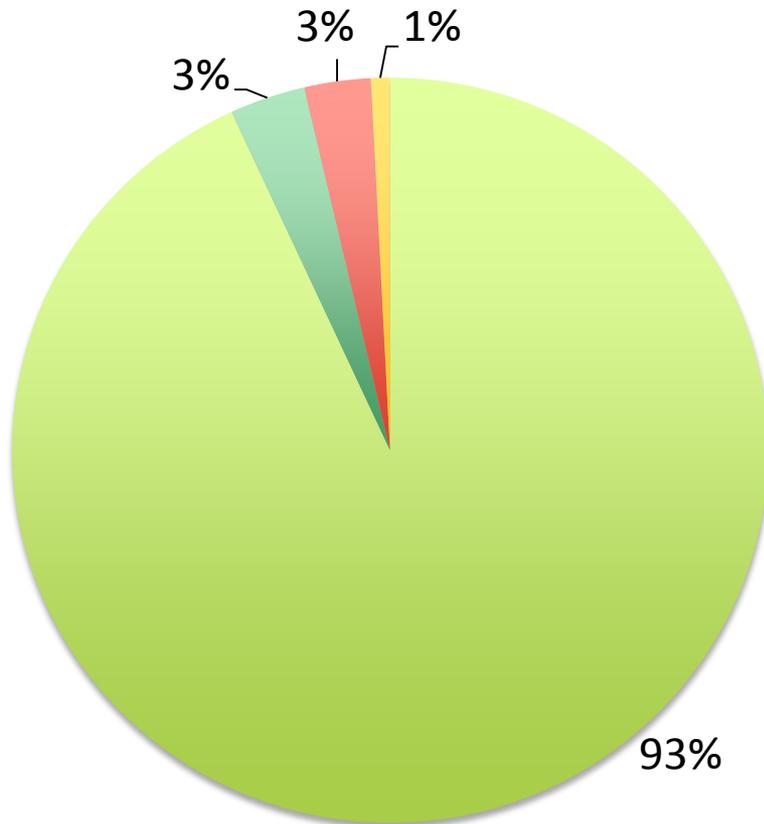- Gov't Entites
- Other
- Research

MNsure
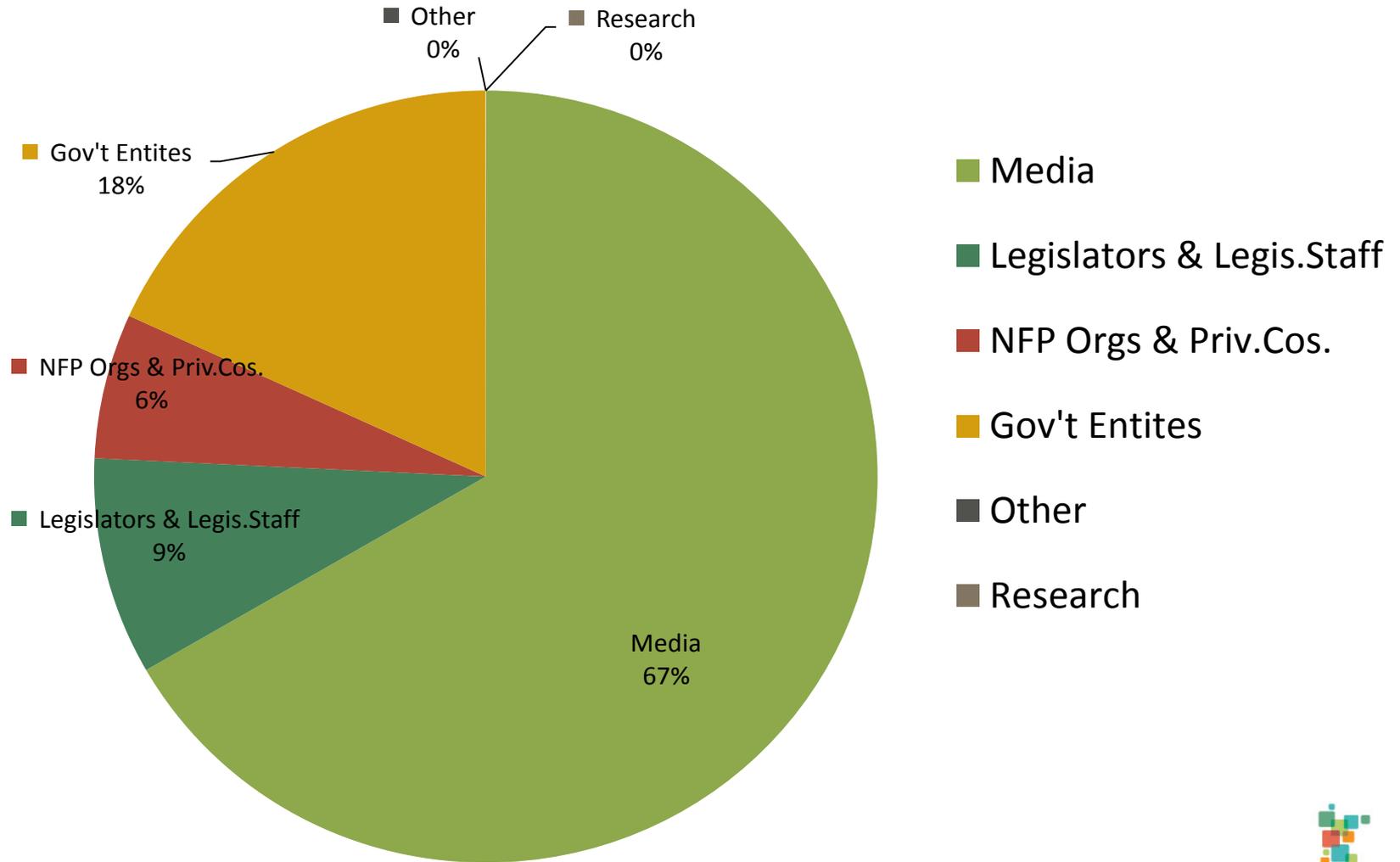
# IV&V Audit Findings by Quarter

# Appeals by Week

# Type of Closed Appeals



Legend:
- Dismissed: Withdrawn
- Dismissed: Failure to Appear
- Agency Decision Upheld
- Double Docket

Pie chart values: 93%, 3%, 3%, 1%

# Appeals Duration: Filed Date to Closed