MNsure℠
Where you choose health coverage

MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

November 5, 2014

Dashboard

Enrollment – Oct. 28, 2014	
Total Enrollments	**364,931**
Medical Assistance	230,103
MinnesotaCare	79,123
QHP	55,705

SHOP – Oct. 29, 2014	
Employers enrolled	194
Employees enrolled	1,034
Individuals enrolled (incl. dependents)	1,505

Contact Center – October 2014	
# of calls	22,838
Avg. Speed of Answer	0:03:26
Service Level (% of calls answered in 2 min. or less)	62.06%
Avg. Talk Time	0:07:24

Plans & Carriers – Oct. 28, 2014	
Carrier	
Blue Cross Blue Shield	22.3%
HealthPartners	12.4%
Medica	4.6%
PreferredOne	59.3%
UCare	1.5%
Metal Level	
Platinum	27.3%
Gold	12.6%
Silver	33.1%
Bronze	26.1%
Catastrophic	1.0%

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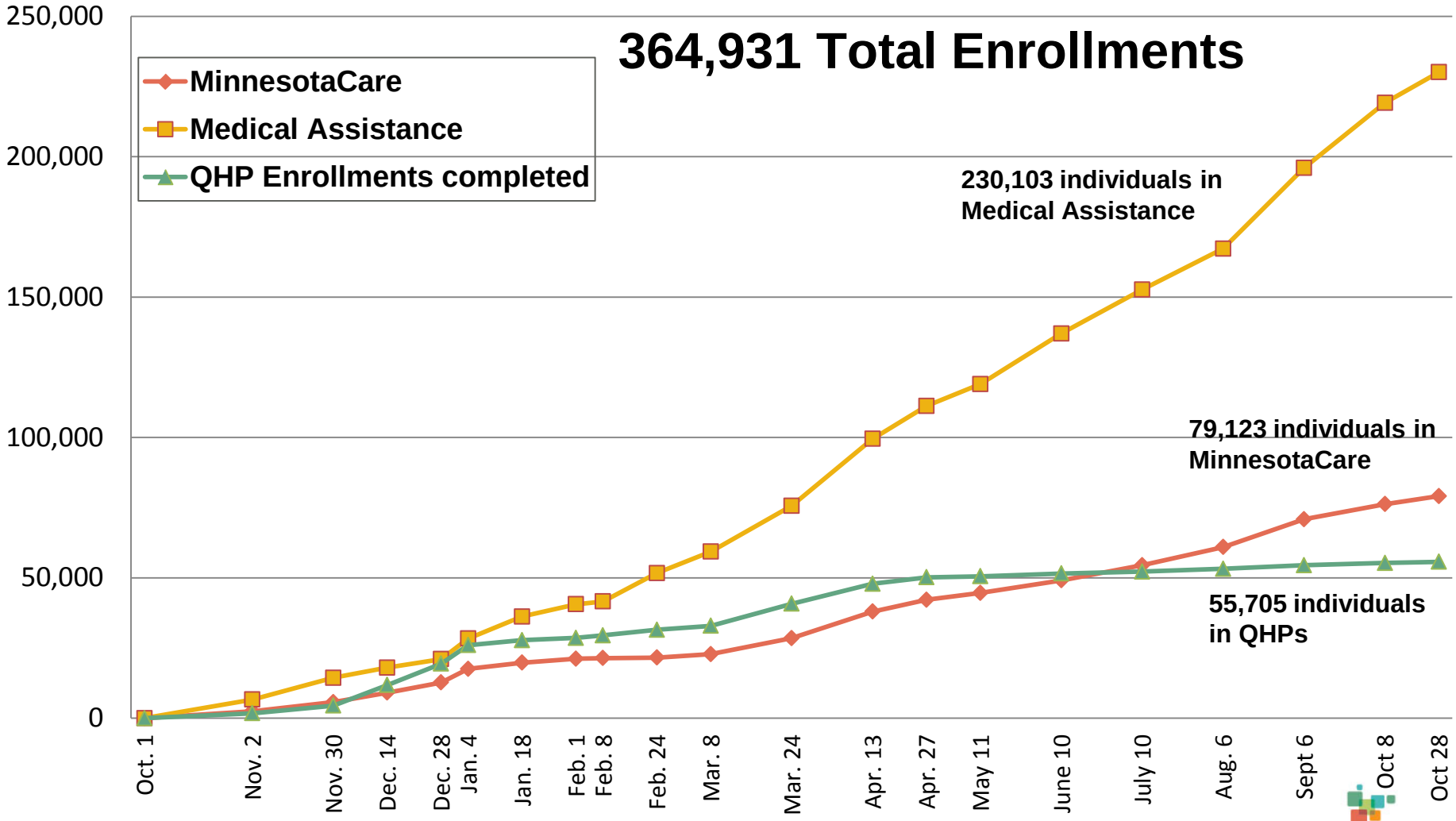
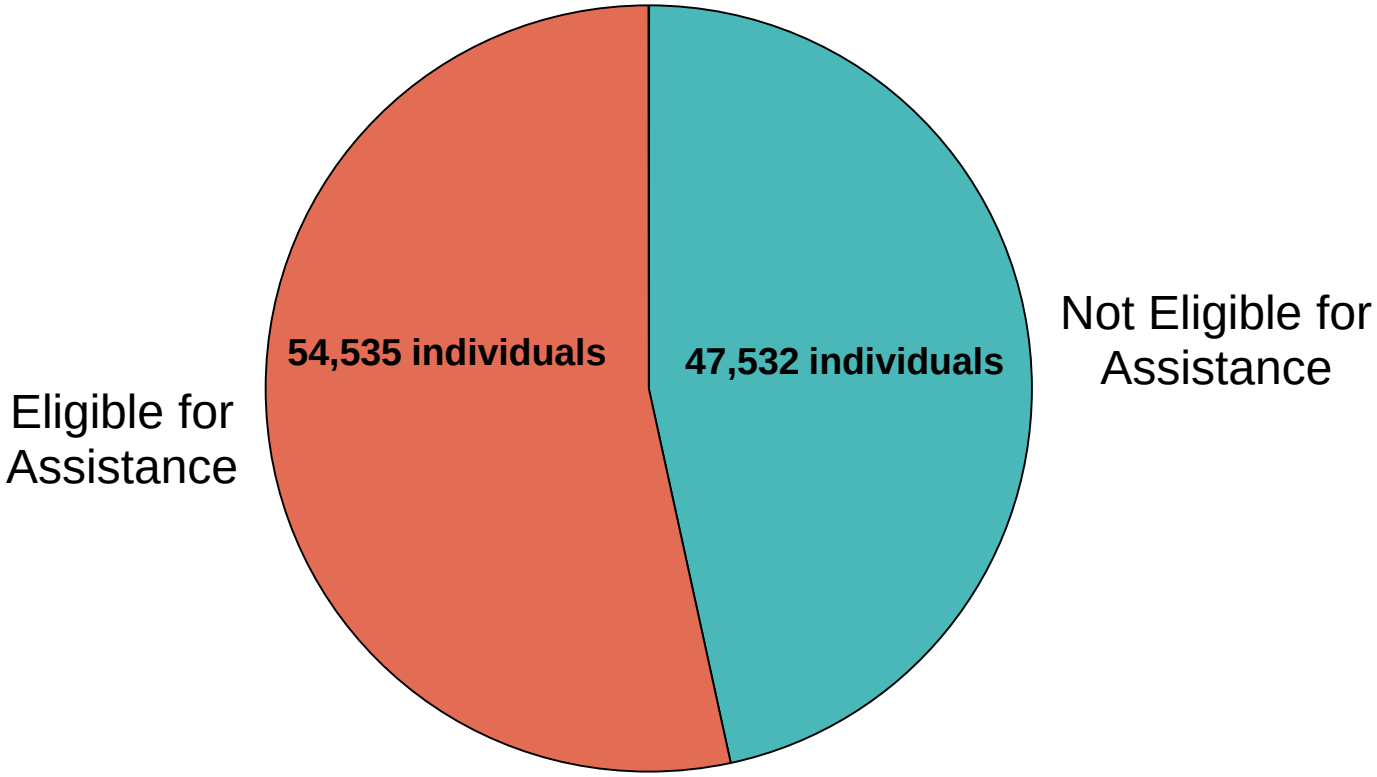
Enrollments by Program October 28, 2014



Note: Manual QHP enrollments have been included since March 23

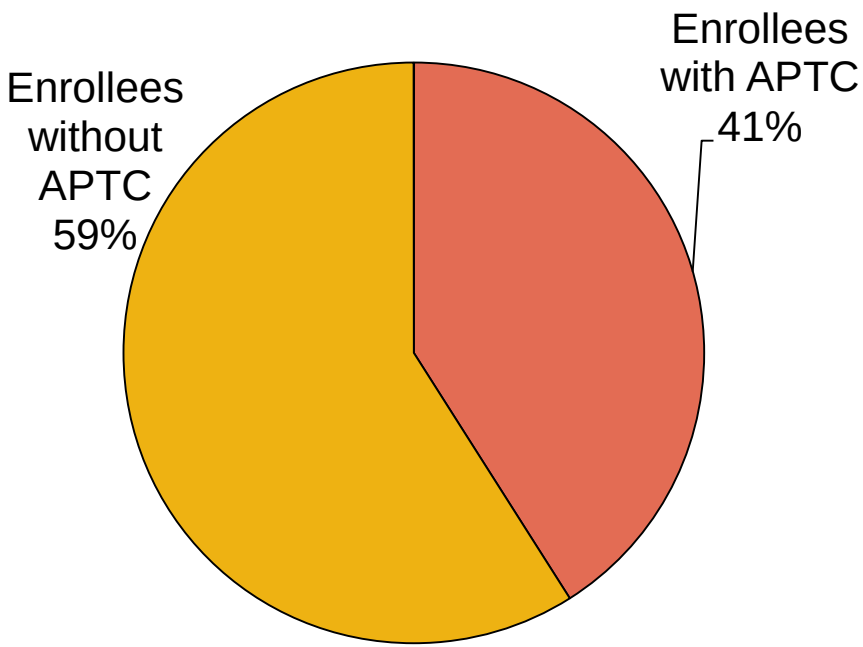
Eligibility of QHP Applicants October 1, 2013 – October 28, 2014

Number of *QHP eligible applicants* applying for assistance

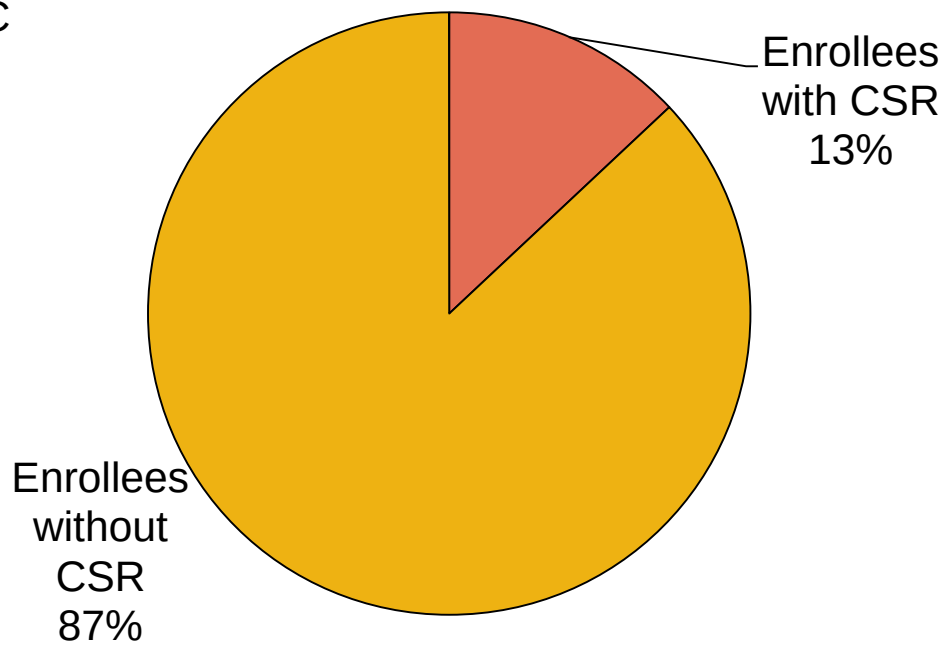


Enrollees Receiving Subsidies in September 2014

Advanced Premium Tax Credit subsidies



Cost Sharing Reduction subsidies



Note: This data is based on the most recent files submitted by the carriers, which currently reflect September enrollment information.

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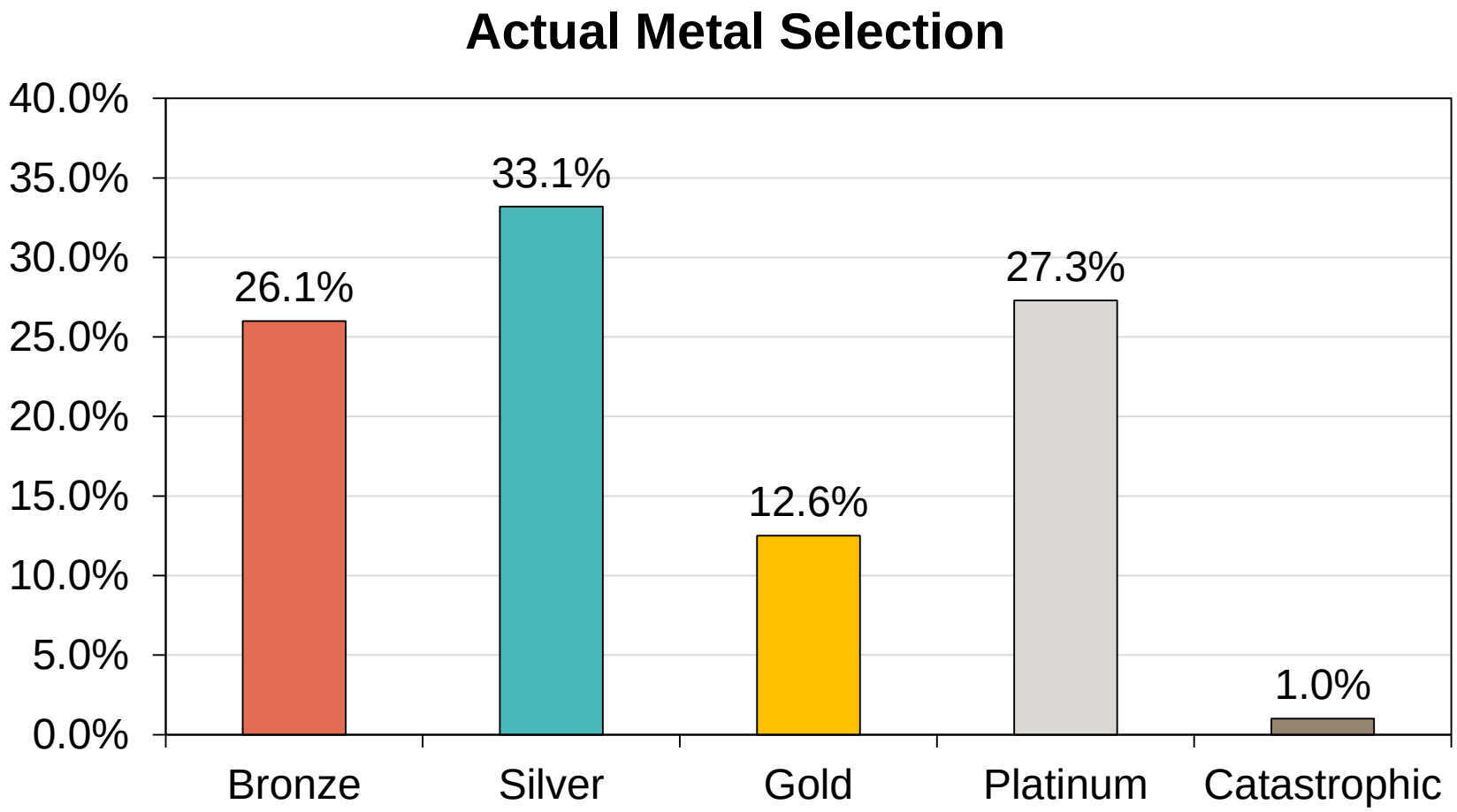
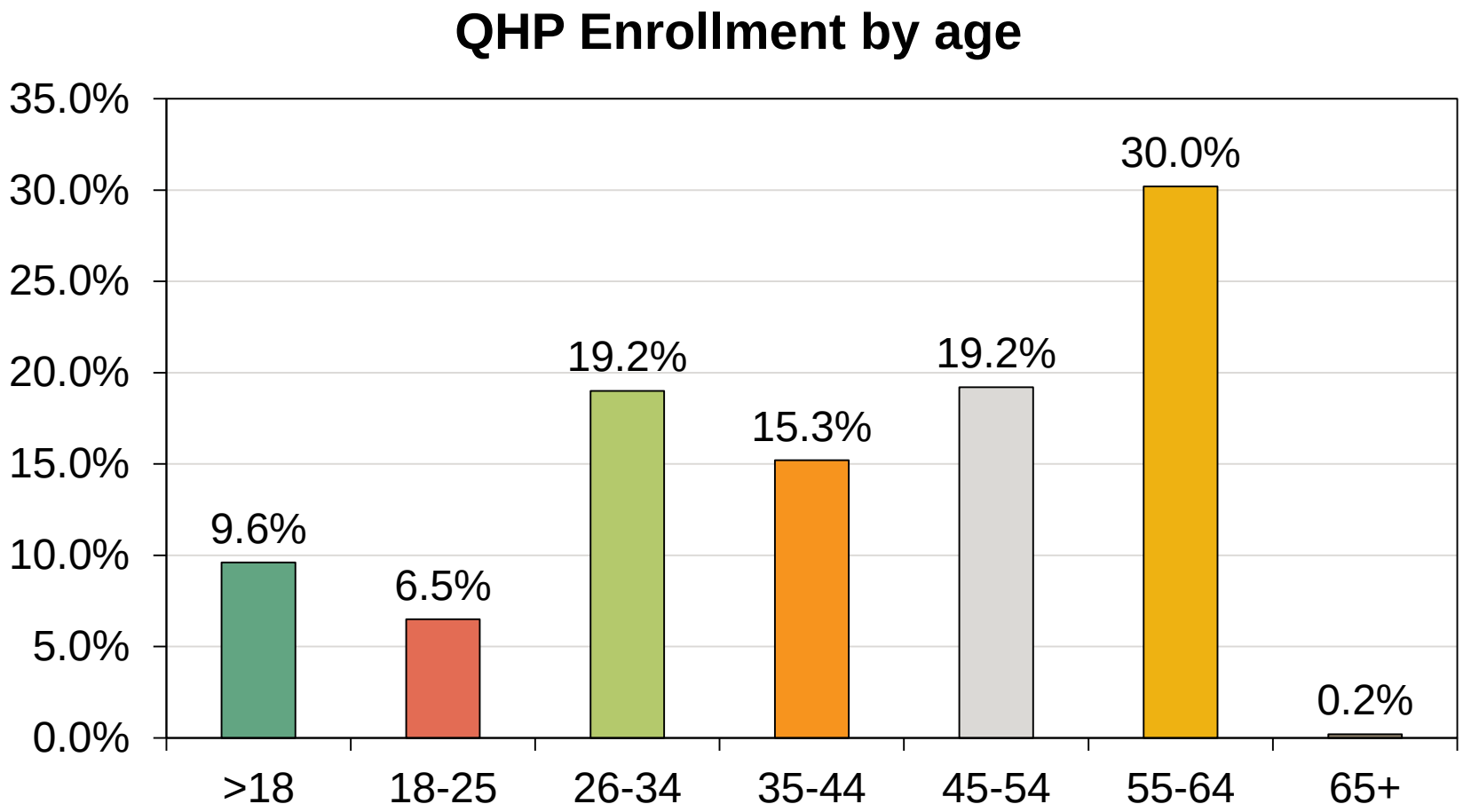
Individual Market: Metal Levels October 28, 2014

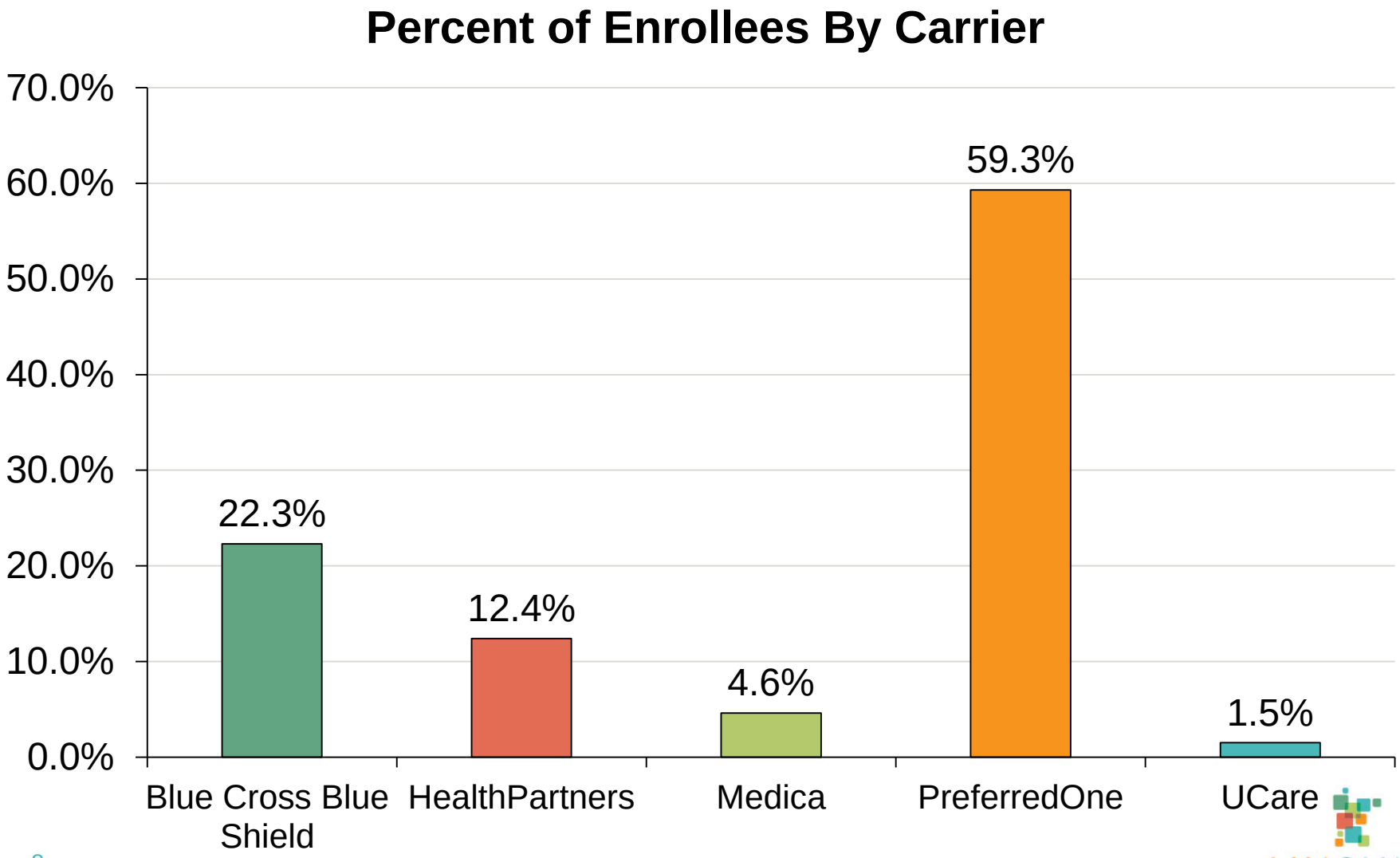


Individual Market: QHP Enrollee Demographics October 28, 2014

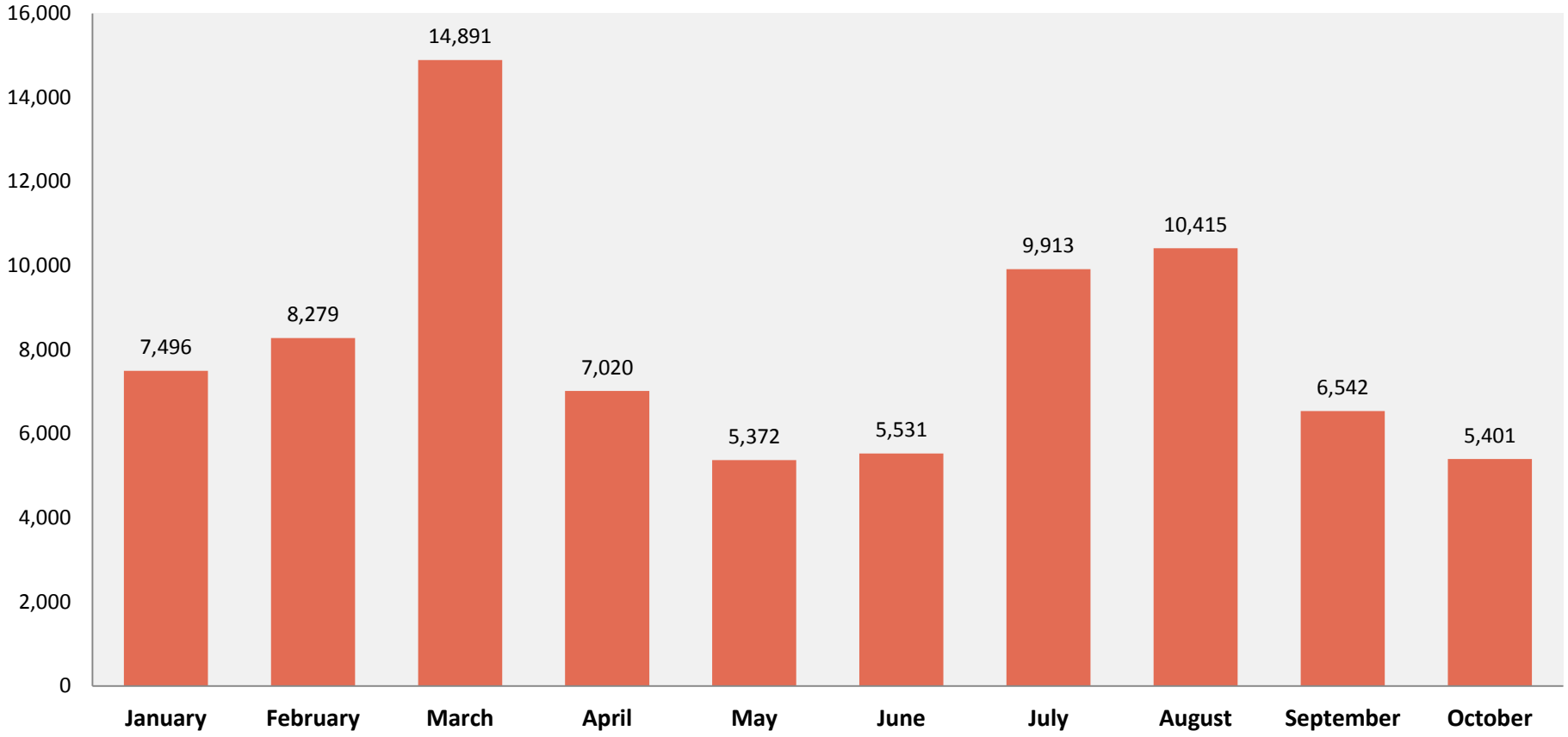


QHP Enrollment by sex:	Male – 48.7%	Female – 51.3%

Individual Market: Enrollees by Carrier October 28, 2014

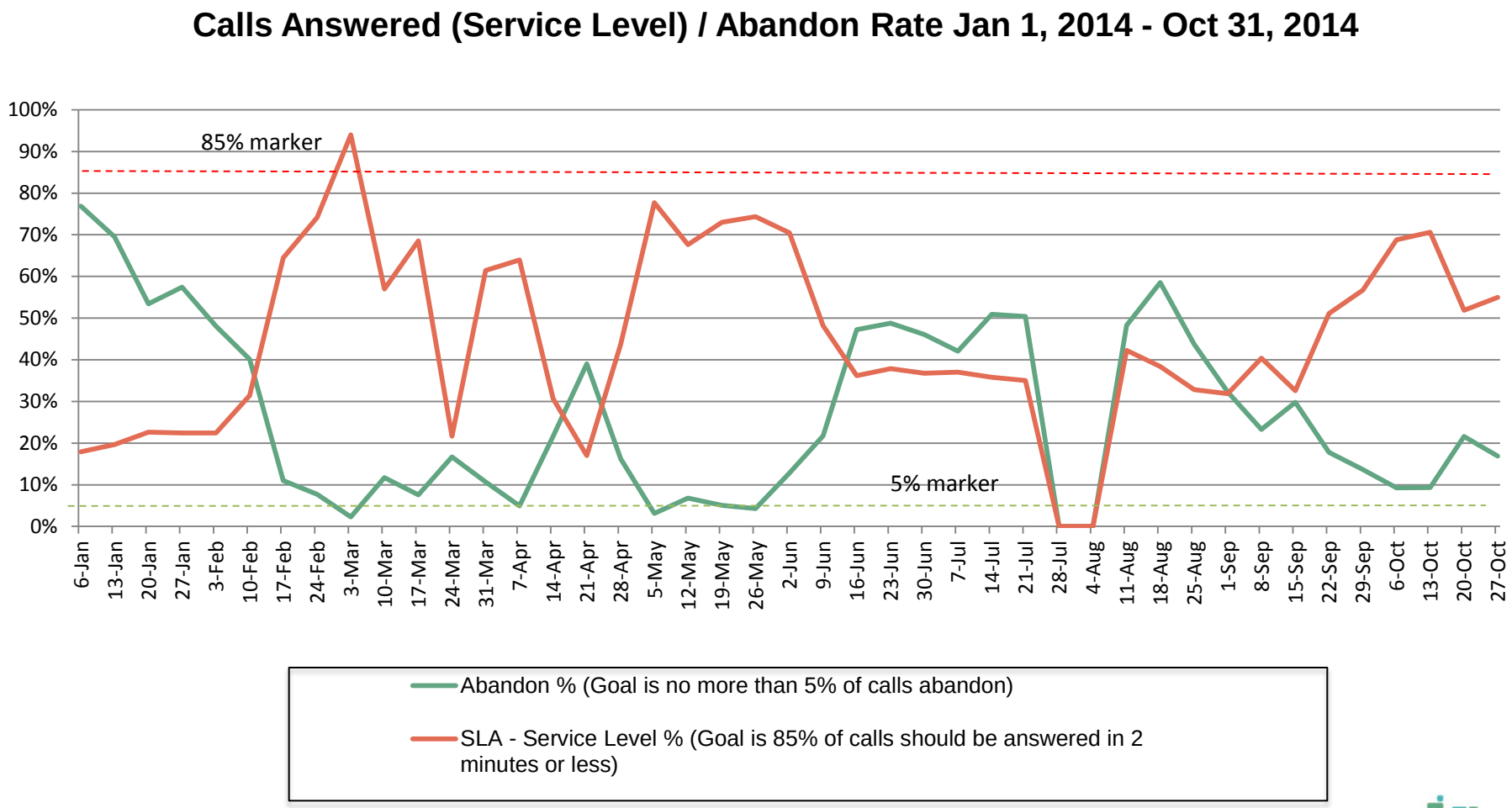


MNsure Paper Applications Received January 1, 2014 – October 31, 2014

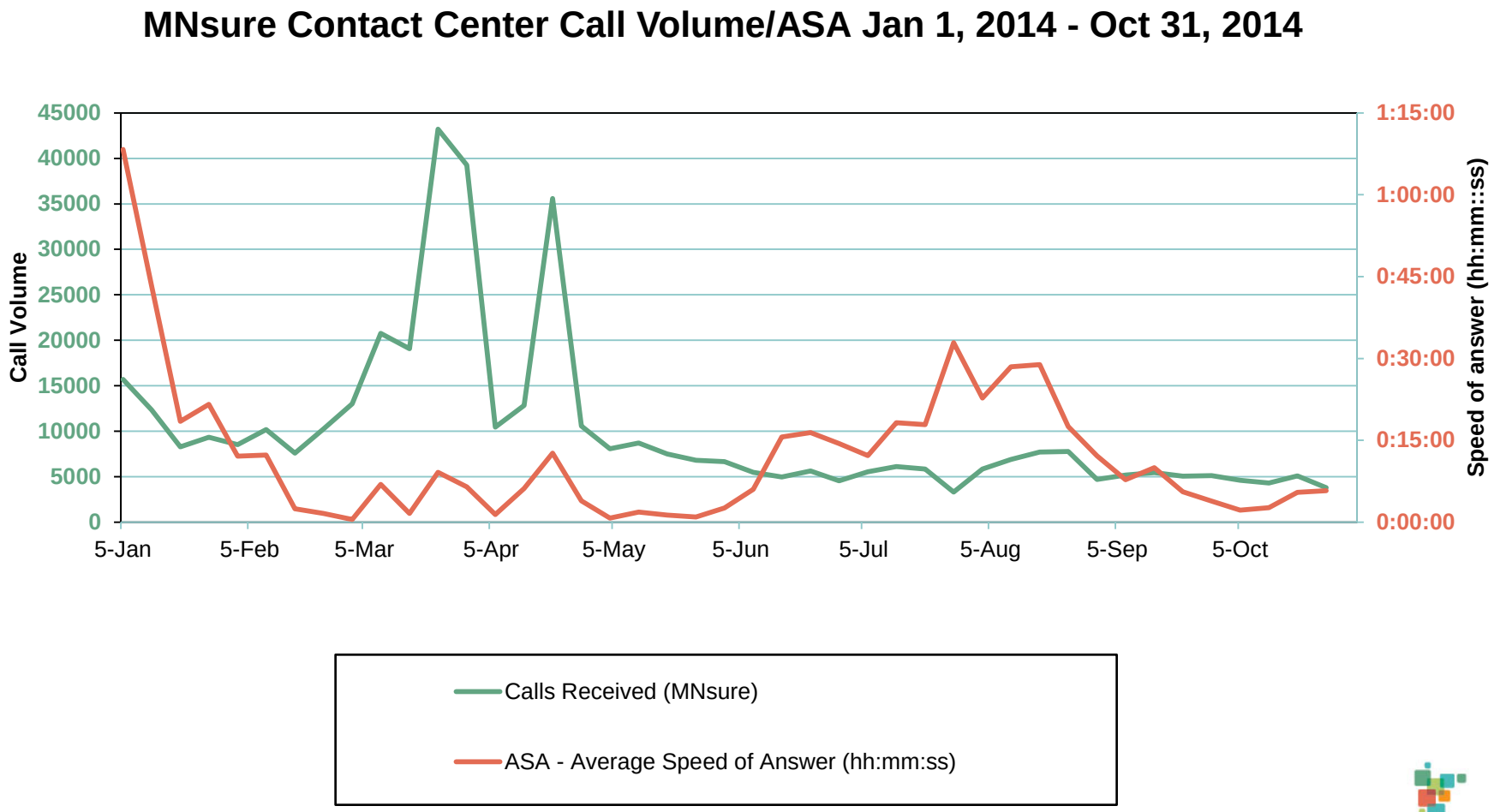


- Volume of assisted MNsure paper applications received
- On 3/31/14, over 3,400 assisted MNsure paper applications received
- July and August totals are higher due to MinnesotaCare transition process

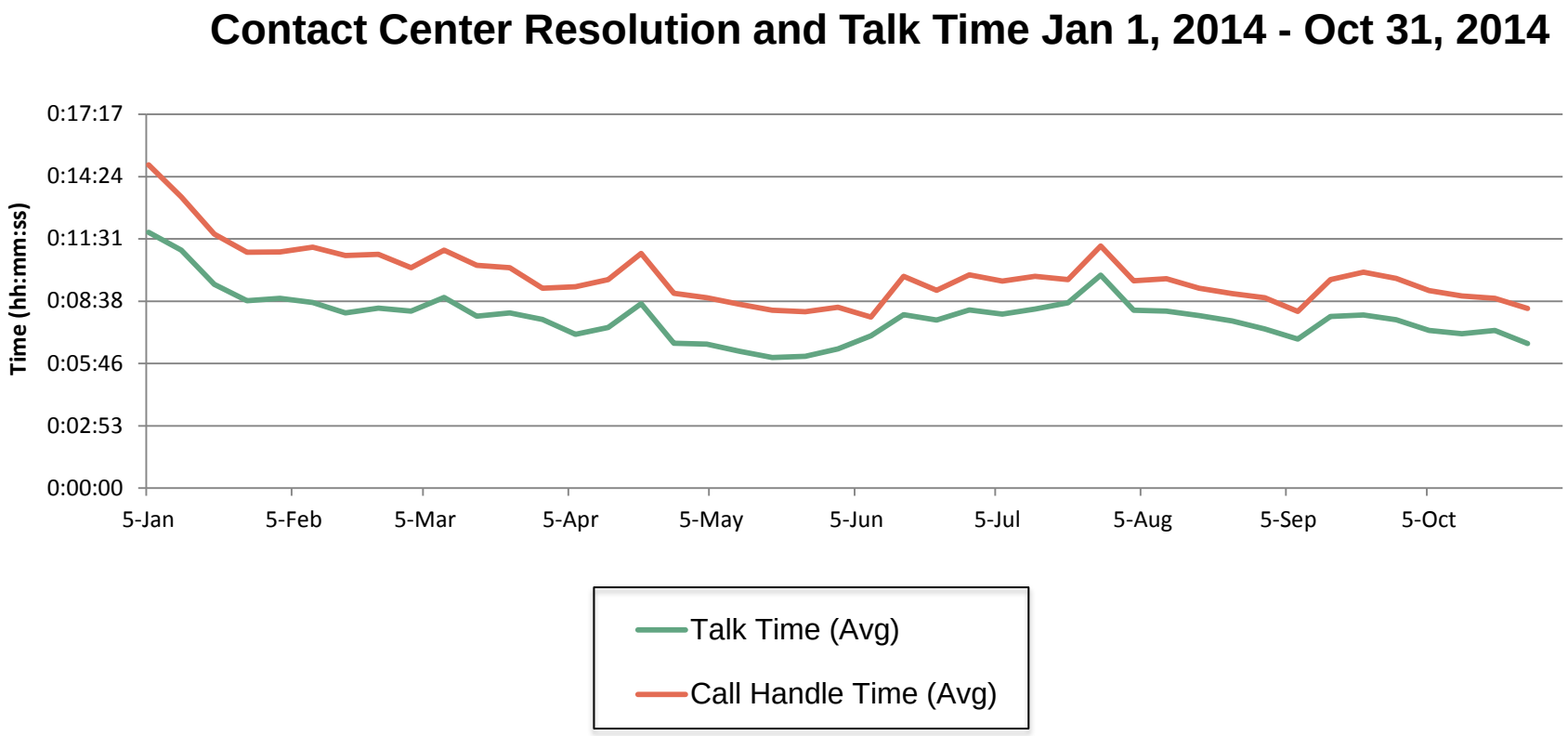
Contact Center – Service Level/Abandon Rate



Contact Center – Average Wait Time/ASA



Contact Center – Resolution and Talk Time



Contact Center – First Call Resolution Jan 2014 – Oct 2014 (slide 1 of 2)

First Call Resolution	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
Total Cases	**17,139**	**27,993**	**65,790**	**36,837**	**25,989**	**18,281**	**16,186**	**15,405**	**19,527**	**22,345**
Average # calendar days to resolve (3 days is standard)	**3.01**	**4.50**	**2.49**	**1.76**	**1.46**	**1.55**	**2.89**	**1.9**	**1.5**	**1**

For October:
Cases currently active – 1,621
Cases active within the Contact Center – 385
Average Age of open case in Contact Center is 12 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

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Contact Center – First Call Resolution Jan 2014 – Oct 2014 (slide 2 of 2)

First Call Resolution	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
# cases resolved within 4 hours	**13,929**	**22,012**	**54,469**	**30,304**	**20,712**	**13,914**	**13,047**	**12,406**	**16,623**	**19,105**
% cases resolved within 4 hours	**73.01%**	**78.63%**	**82.79%**	**82.27%**	**79.70%**	**76.11%**	**80.61%**	**80.53%**	**85.13%**	**85.50%**

For October:

- 144 cases were forwarded on to Tier III Teams: Plan and Provider; Navigators, Assisters & Brokers; Eligibility and Enrollment; Special Enrollment Period; Finance; etc.)
- 75 cases were escalated to Supervisors within the Contact Center

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.
85% of cases were resolved within 4 hours - 87% resolution was possible.

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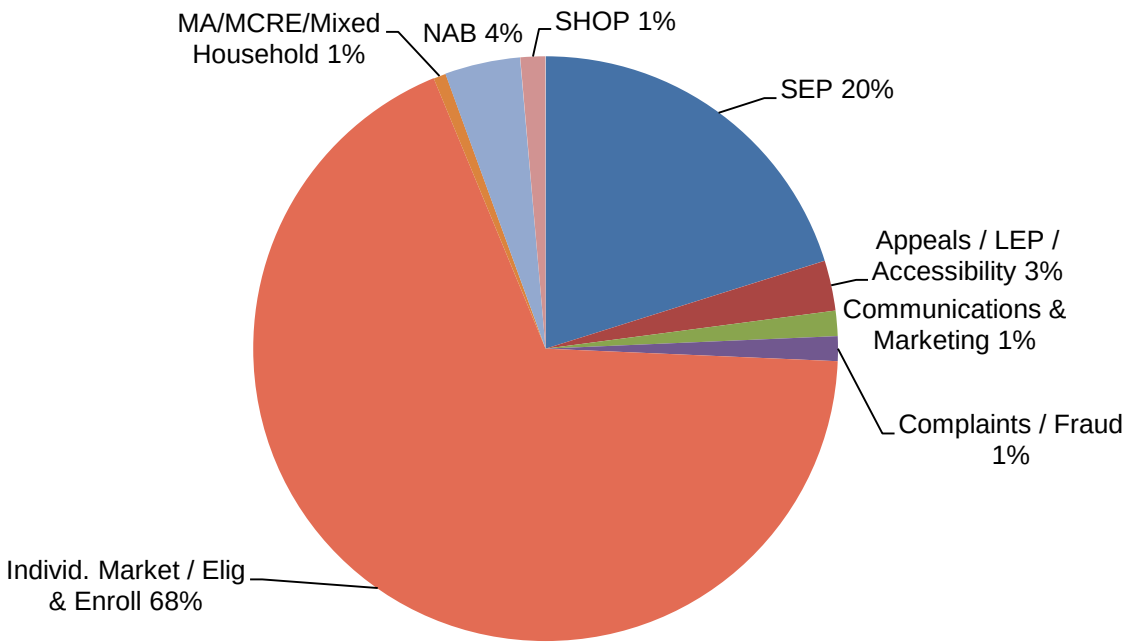
Contact Center – Escalated Calls October 2014



Top Reasons for Calls to be Escalated:

- Caller reporting loss of health care coverage 35%
- Caller reporting removal of household member 12%
- Caller reporting multiple changes 3%
- Caller reporting income change 3%
- Caller inquiring about enrollment 3%

Contact Center – Type of Calls Received (All callers) October 2014

Top Inquiries for All Callers

1. Public programs (MNCare/MA) – 25%
2. Reporting a life event– 19%
3. General MNsure questions/eligibility– 19%
4. QHP: status/change 15%
5. Technical: password/login – 12%

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Contact Center – Type of Calls Received from Navigators and Assisters, October 2014

Top Inquiries

1. Existing/Pending account – 12%
2. MA questions – 9%
3. Case status request – 8%
4. Determination result – 8%
5. General certification question – 6%

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MNsure Redirects
October 1, 2014 – October 25, 2014

- **October, 2014 – there were no unplanned outages due to MN.IT or IT system errors.**
- **CMS related redirects for CMS Open Enrollment (OE) preparation work, CMS SSA, IRS or Fed Hub maintenance activities and Homeland Security maintenance**
  - 10/04 CP/CW redirected 6:00 a.m. – 7:00 a.m. Fed Hub Maintenance
  - 10/05 CP/CW redirected 7:00 a.m. – 9:35 a.m. IRS Maintenance
  - 10/06 CP/CW redirected 10:30 p.m. – midnight Fed Hub Maintenance
  - 10/07 CP/CW redirected 4:30 p.m. – 8:40 p.m. Homeland Security Maintenance
  - 10/11 CP/CW redirected 6:00 p.m. – midnight Homeland Security Maintenance
  - 10/12 CP/CW redirected 6:00 a.m. – 11:00 a.m. Homeland Security Maintenance
  - 10/18 CP/CW redirected 7:00 a.m. – midnight IRS Maintenance
  - 10/21 CP/CW redirected 3:30 p.m. – 5:22 p.m. Fed Hub Maintenance
  - 10/22 CP/CW redirected 12:20 p.m. – 1:23 p.m. SSA Maintenance
  - 10/26 CP/CW redirected 10:30 p.m. – midnight Fed Hub Maintenance
- **Planned redirects of CP/CW Portal due to BHP processing or code deploys**
  - 10/01 CP/CW redirected 9:00 p.m. – midnight
  - 10/03 CP/CW redirected 9:00 p.m. – midnight
  - 10/04 CP/CW redirected 9:00 p.m. – midnight
  - 10/06 CP/CW redirected 9:00 p.m. - midnight

Note: CP/CW stands for Citizen Portal and Case Worker Portal, respectively.

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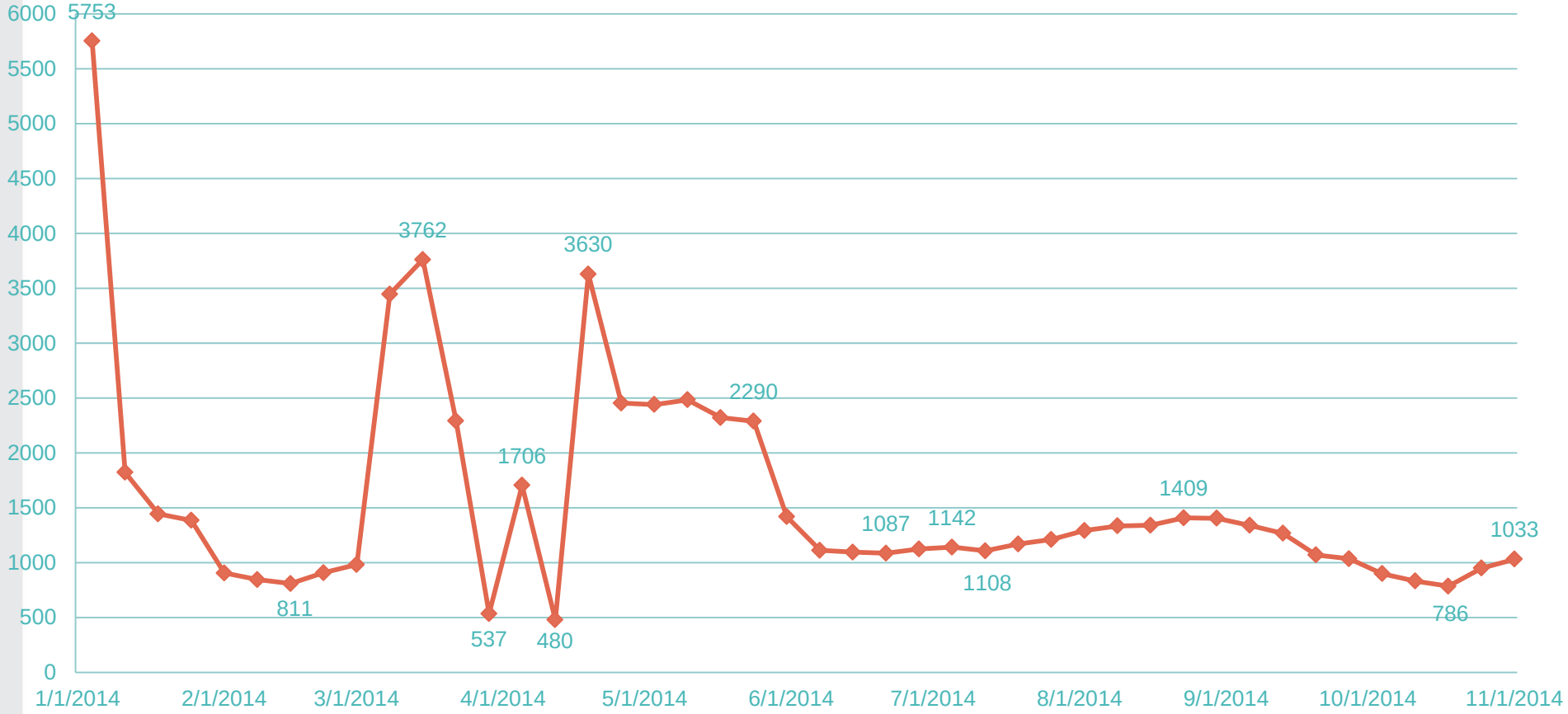
Pended Cases in Eligibility Determination through November 1, 2014



Pended Cases in Eligibility Determination are cases requiring manual intervention. (Numbers do not include paper applications not yet entered into the system.)

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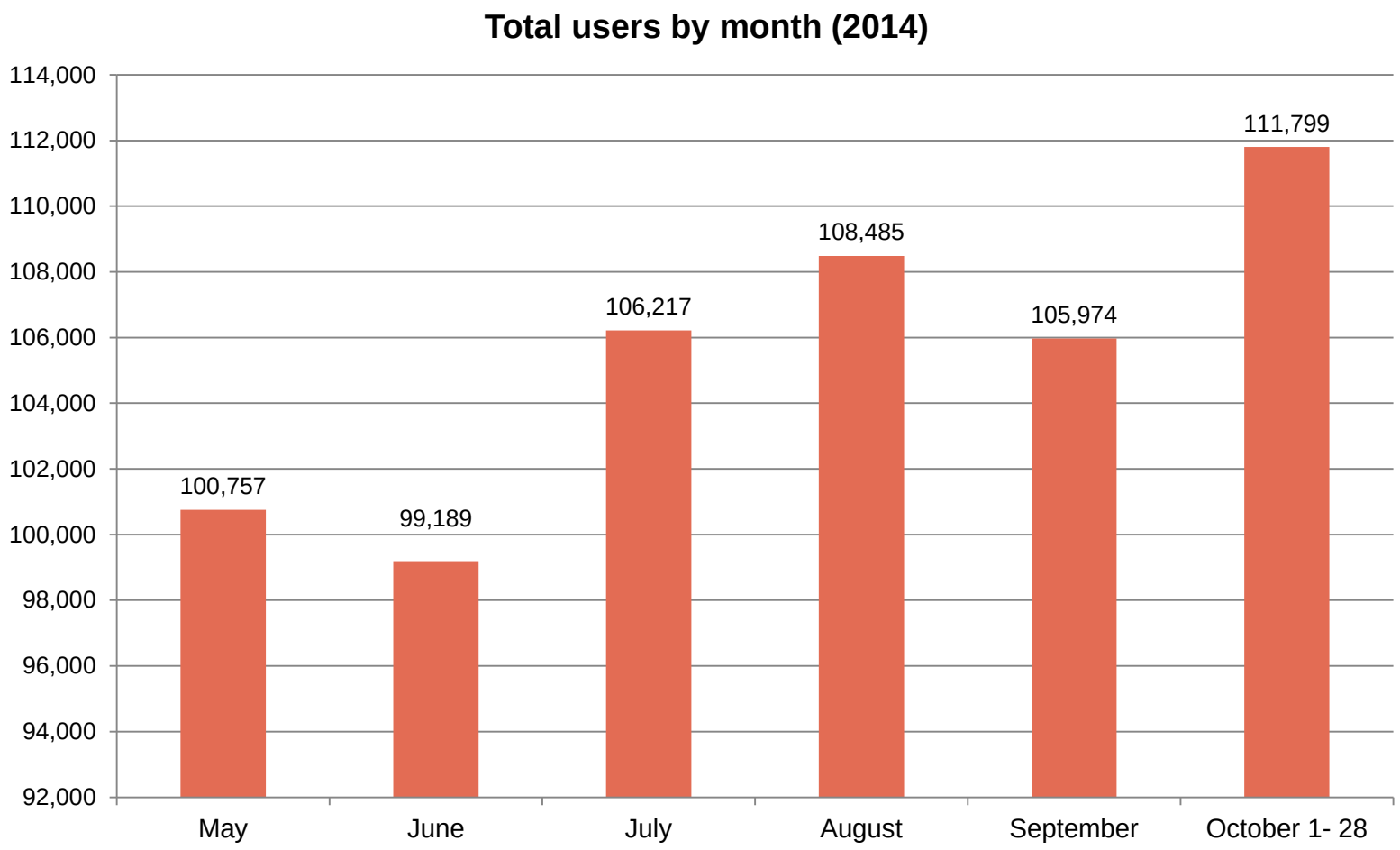
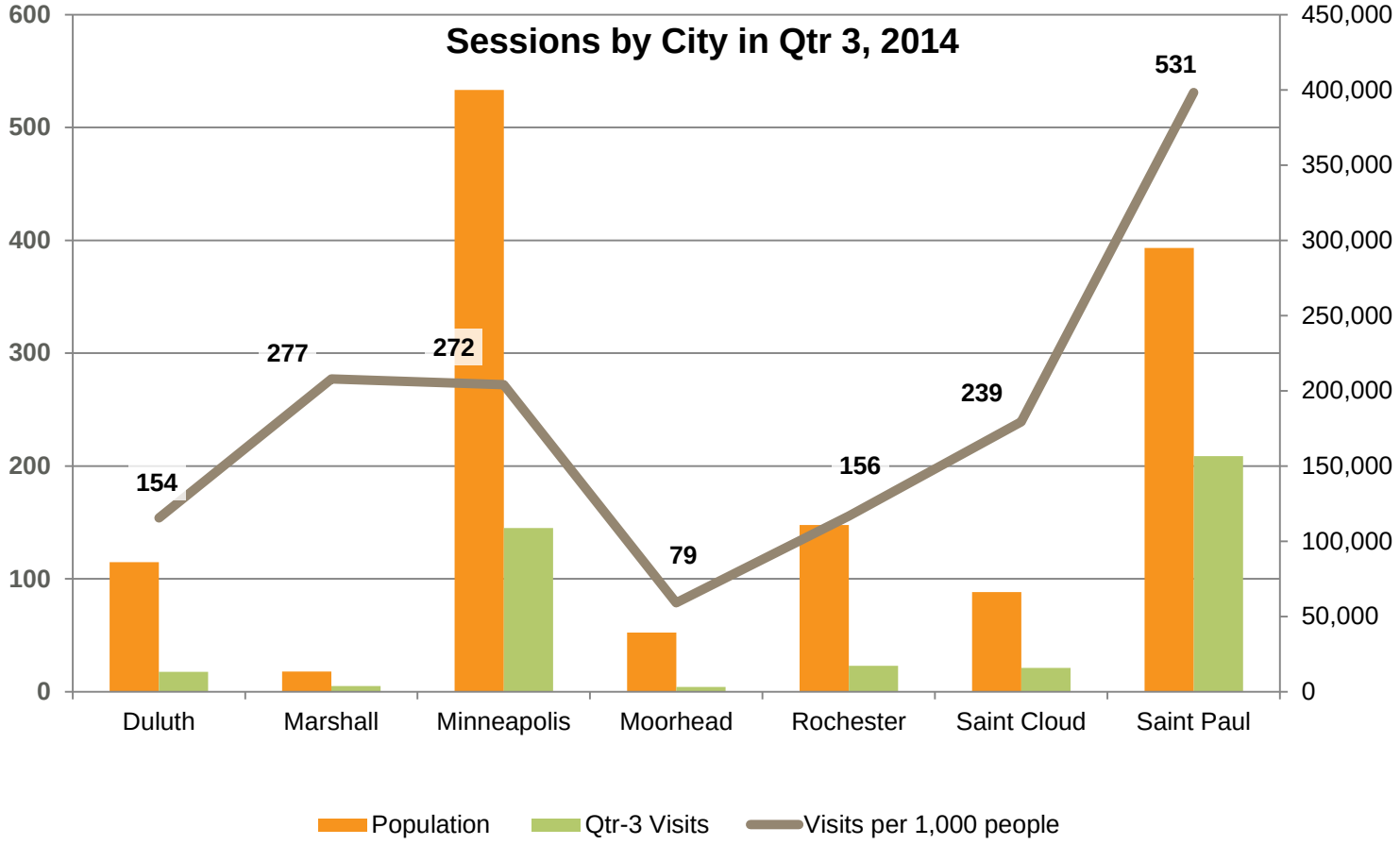
Public Website Metrics



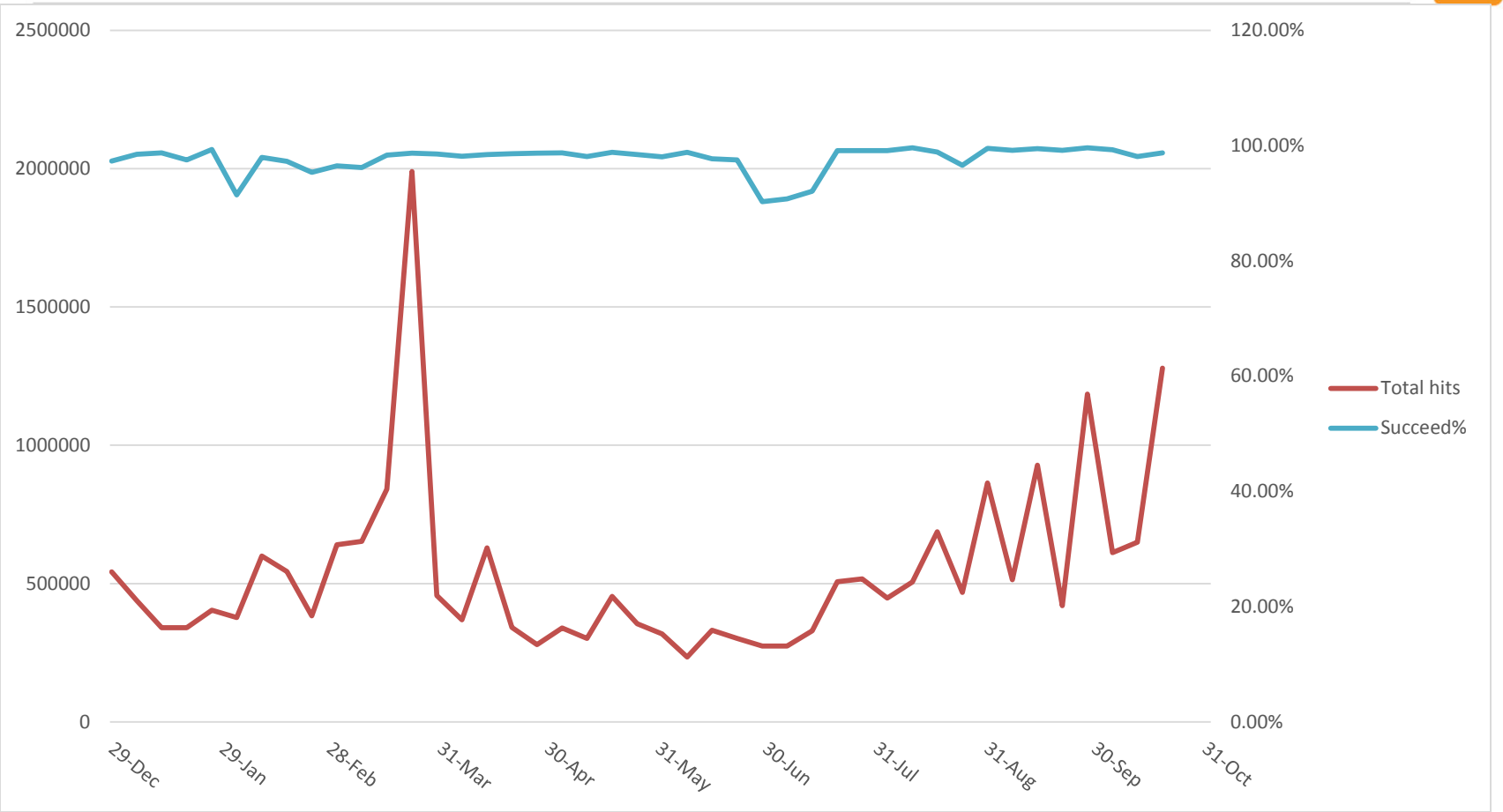
The public website does not include marketplace system pages (shop, apply, enroll).

Public Website Metrics: Visits by City



The public website does not include marketplace system pages (shop, apply, enroll).

Error Rates for MNsure Marketplace Through 10/25/2014



SHOP
October 29, 2014

Total Enrollment					
	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
Employers Enrolled	123	34	22	12	194
Employees Enrolled	618	167	153	96	1,034
Total Enrollees, inc. Dependents	942	237	201	125	1,505

Enrollees by Metal Level					
Metal Level	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
Platinum	161	40	31	2	234
Gold	447	81	55	19	602
Silver	210	49	89	75	423
Bronze	111	67	24	29	231

Employer Enrollment by Group Size					
Employer Size	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
1-5	88	24	13	4	129
6-10	25	7	7	4	43
11-24	10	3	2	4	19
25-50	2	0	1	0	3

Contribution Levels by Employers					
Contribution Level	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
0-24%	12	2	2	0	16
25% - 49%	1	0	0	0	1
50% - 74%	60	17	9	1	87
75% - 100%	91	20	14	11	136

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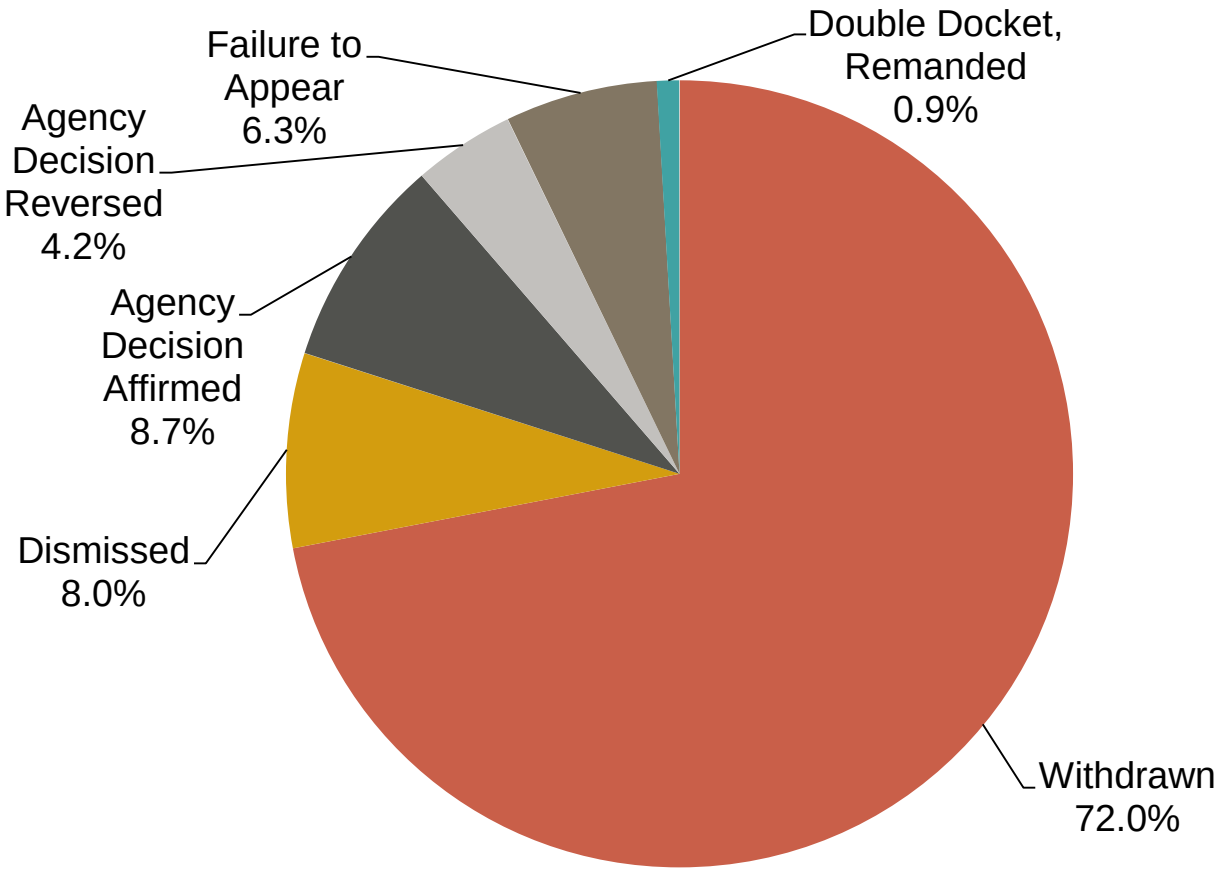
Type of Closed Eligibility Appeals



Number of closed appeals: 1,852

Number of pending appeals: 369

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