MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

November 19, 2014

Dashboard

Enrollment – Nov. 11, 2014	
Total Enrollments	**371,038**
Medical Assistance	234,751
MinnesotaCare	80,387
QHP	55,900

SHOP – Nov. 11, 2014	
Employers enrolled	197
Employees enrolled	1,054
Individuals enrolled (incl. dependents)	1,543

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 – Nov. 11, 2014	
Carrier	
Blue Cross Blue Shield	22.3%
HealthPartners	12.5%
Medica	4.6%
PreferredOne	59.2%
UCare	1.5%
Metal Level	
Platinum	27.2%
Gold	12.6%
Silver	33.1%
Bronze	26.1%
Catastrophic	1.0%
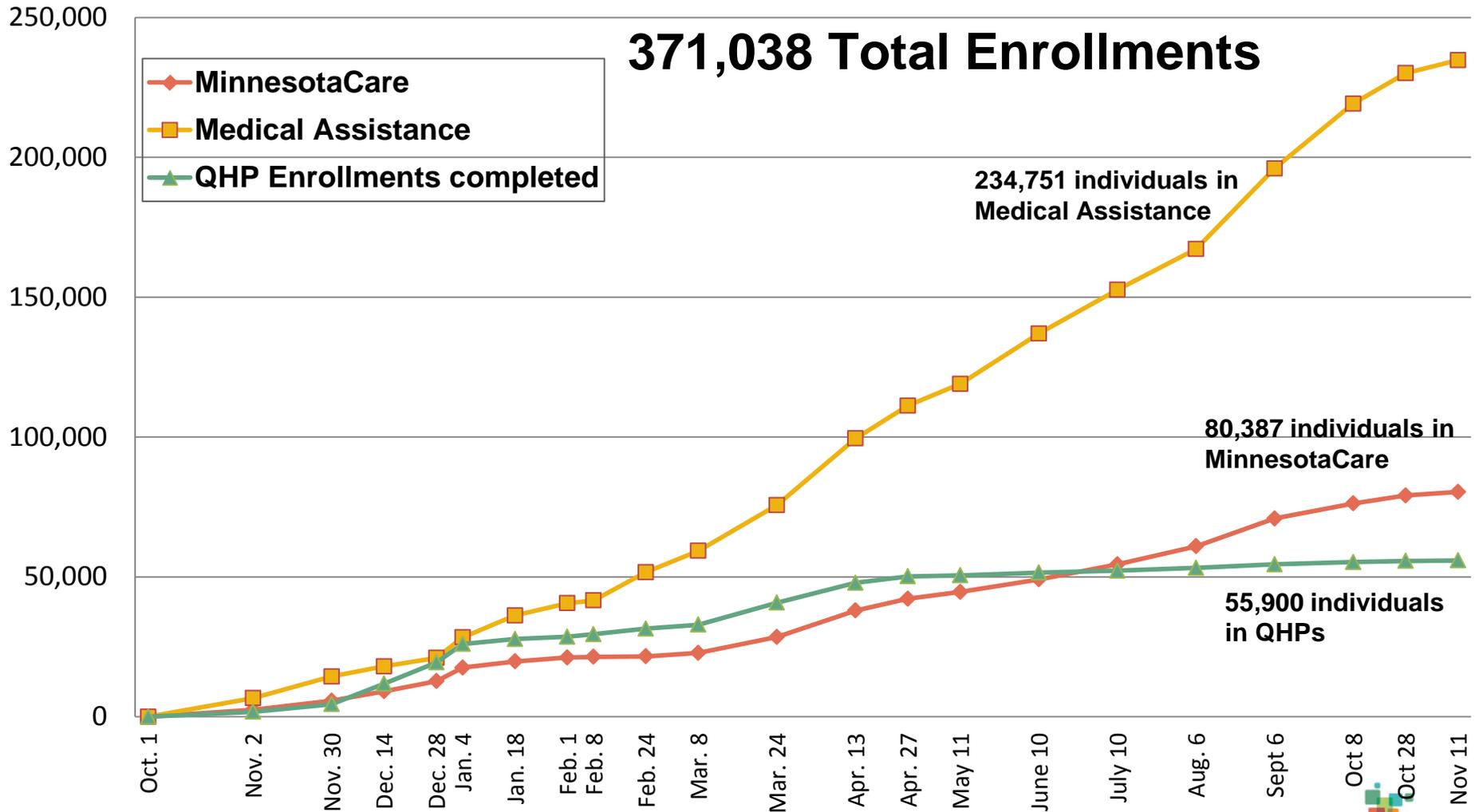
Eligibility of QHP Applicants
October 1, 2013 – October 28, 2014

Number of *QHP eligible applicants* applying for assistance
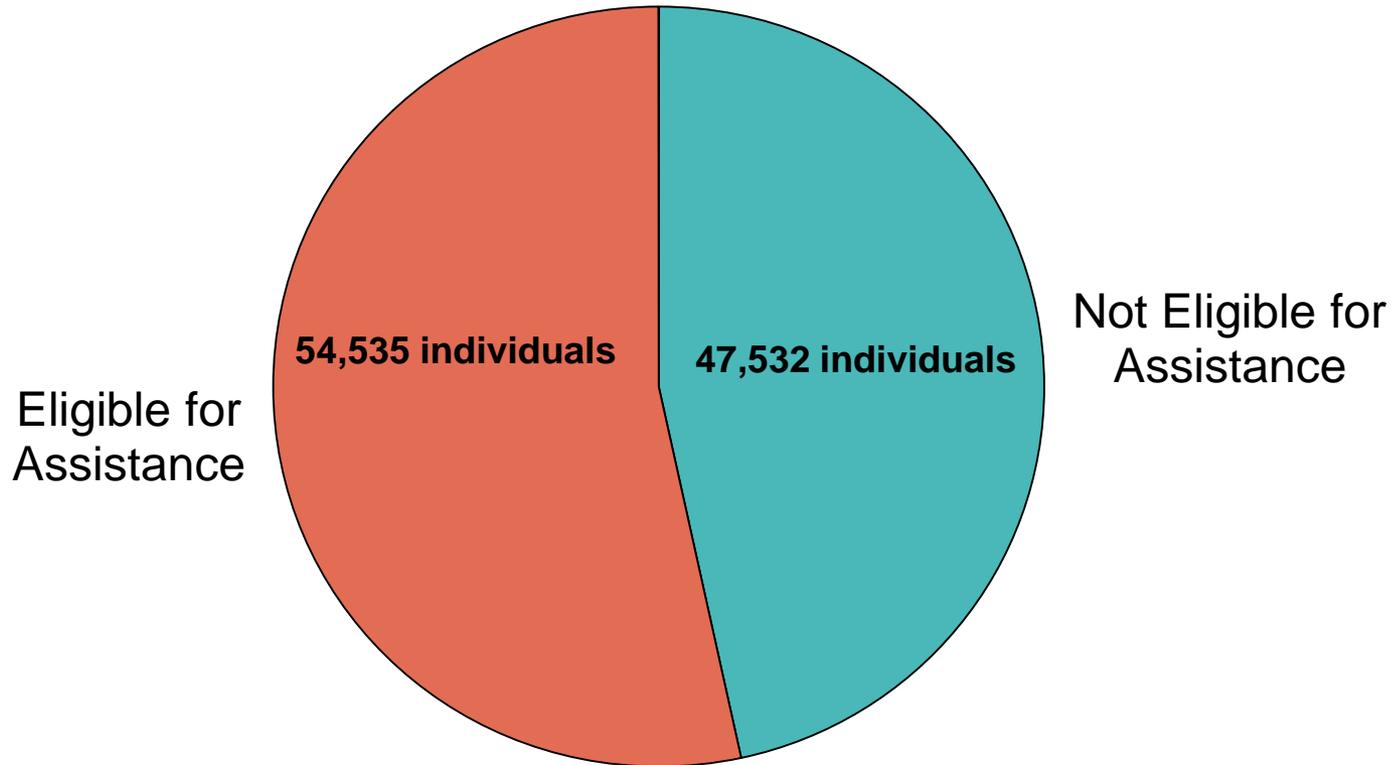
54,535 individuals

Eligible for Assistance

47,532 individuals

Not Eligible for Assistance

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Actual Metal Selection

Metal	Percentage
Bronze	26.1%
Silver	33.1%
Gold	12.6%
Platinum	27.2%
Catastrophic	1.0%
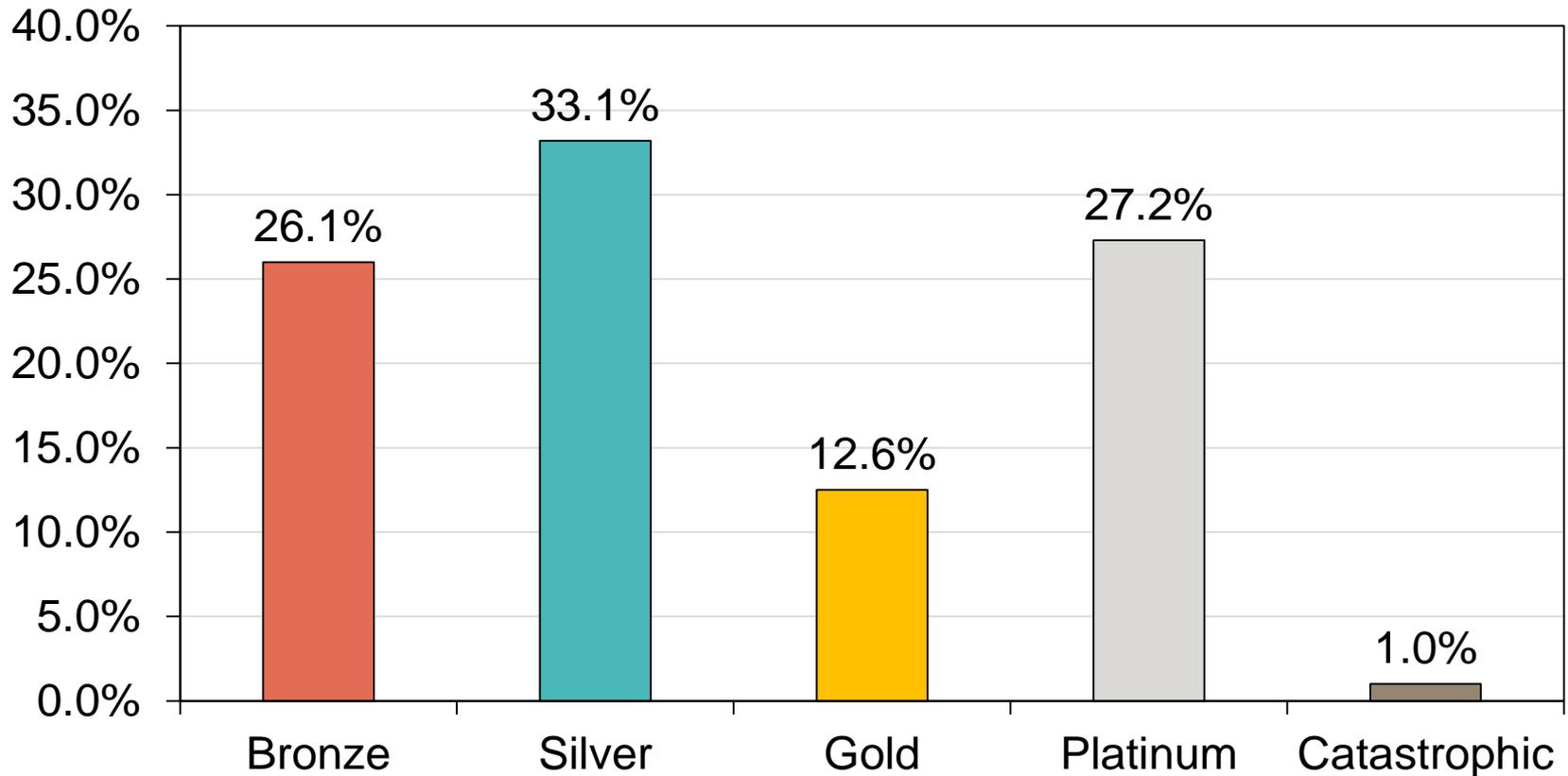
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Individual Market: QHP Enrollee Demographics November 11, 2014

QHP Enrollment by age

Age	Percentage
>18	9.7%
18-25	6.6%
26-34	19.2%
35-44	15.3%
45-54	19.1%
55-64	30.0%
65+	0.2%
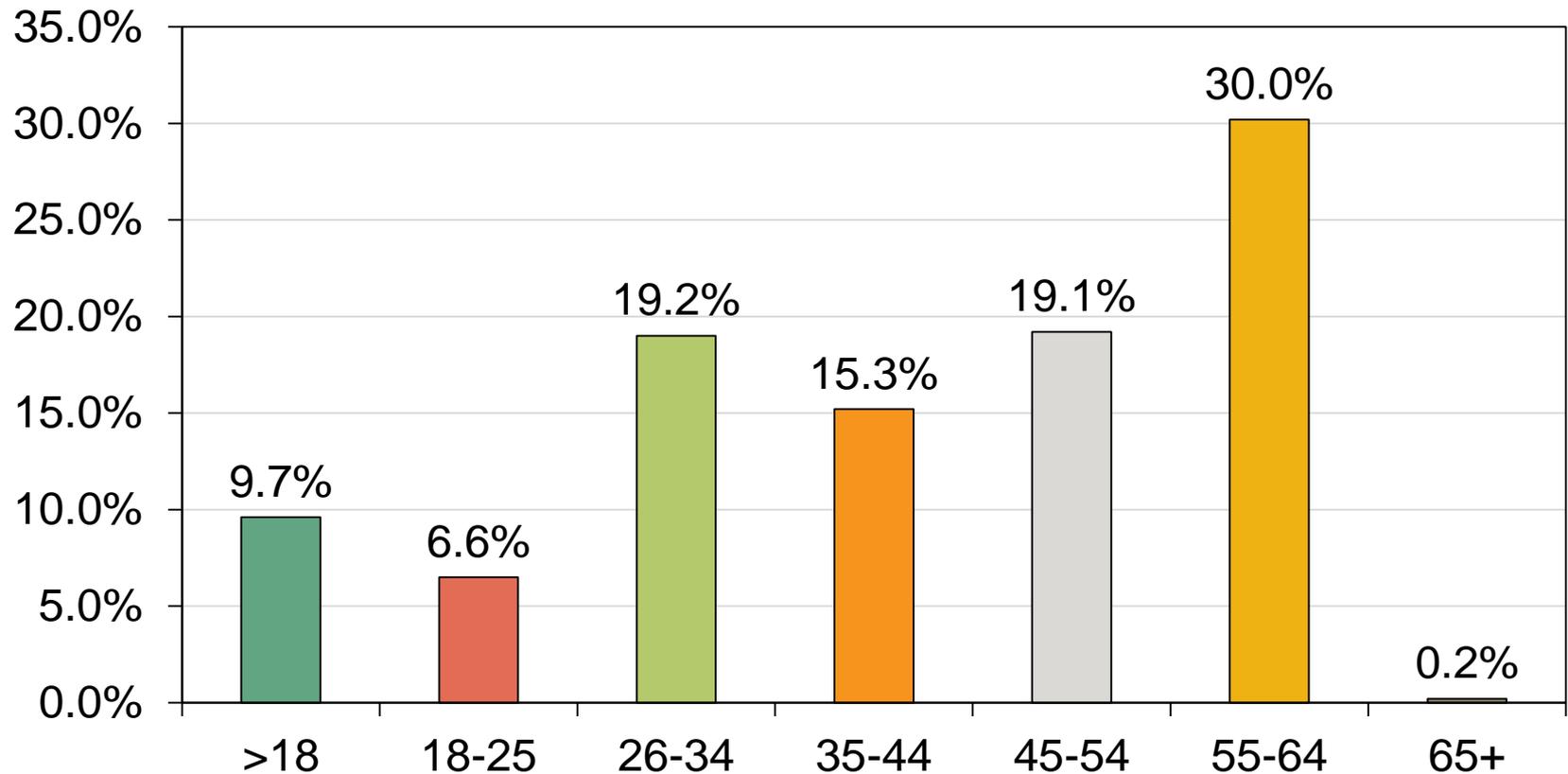
| QHP Enrollment by sex:	Male – 48.7%	Female – 51.3%

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Individual Market: Enrollees by Carrier November 11, 2014

Percent of Enrollees By Carrier
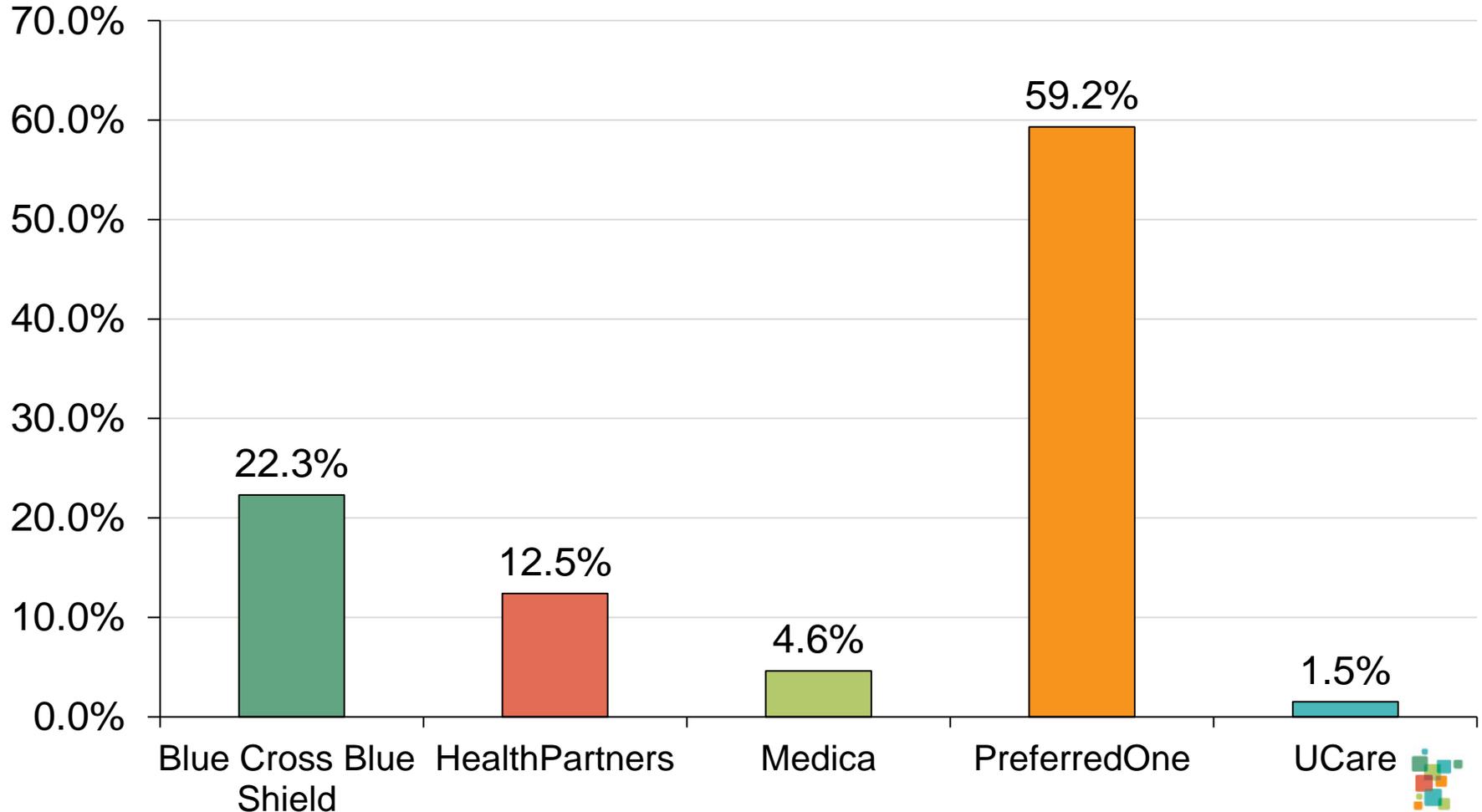
MNsure Paper Applications Received January 1, 2014 – October 31, 2014
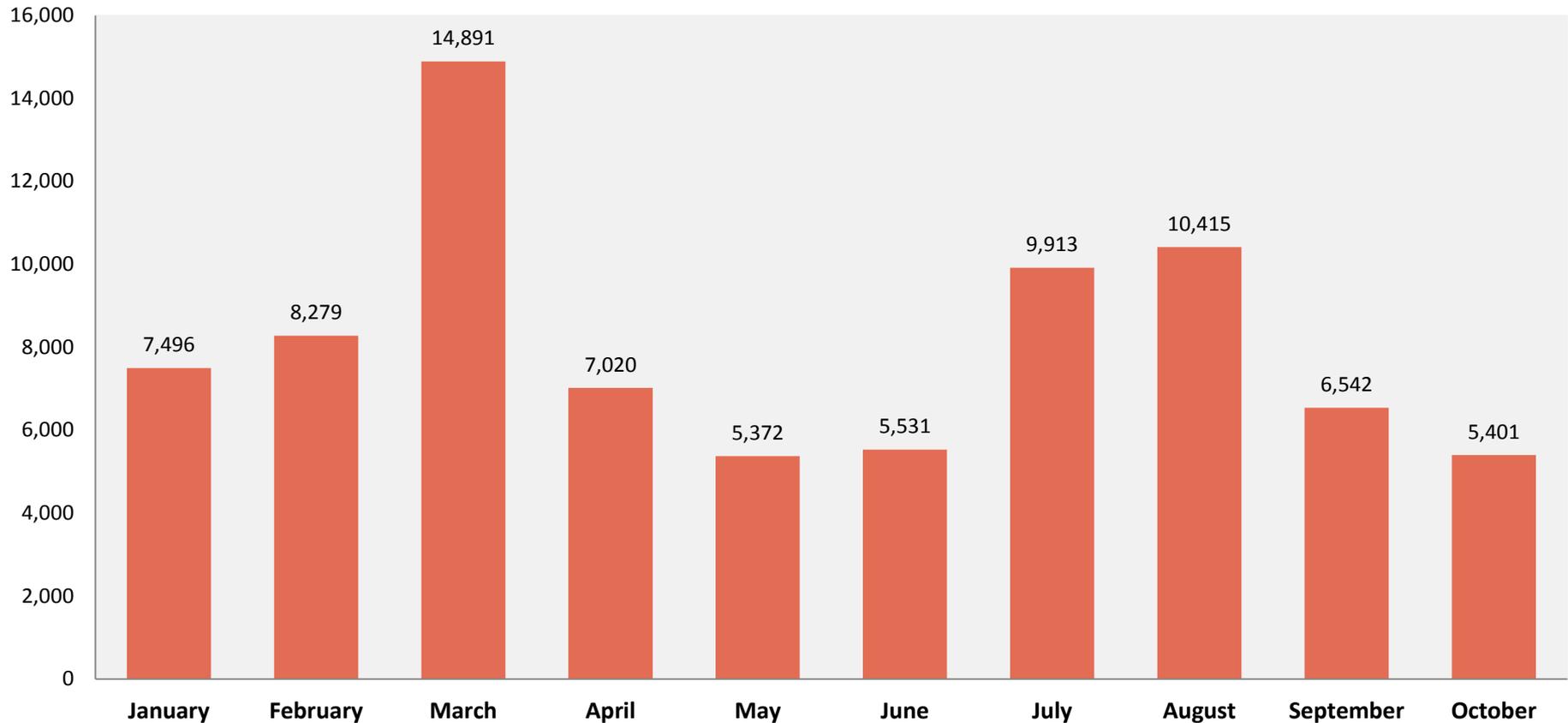
- Volume of assisted MNsure paper applications received
- On 3/31/14, over 3,400 assisted MNsure paper applications received
- July and August totals are higher due to MinnesotaCare transition process

Contact Center – Service Level/Abandon Rate

Calls Answered (Service Level) / Abandon Rate Jan 1, 2014 - Nov 11, 2014
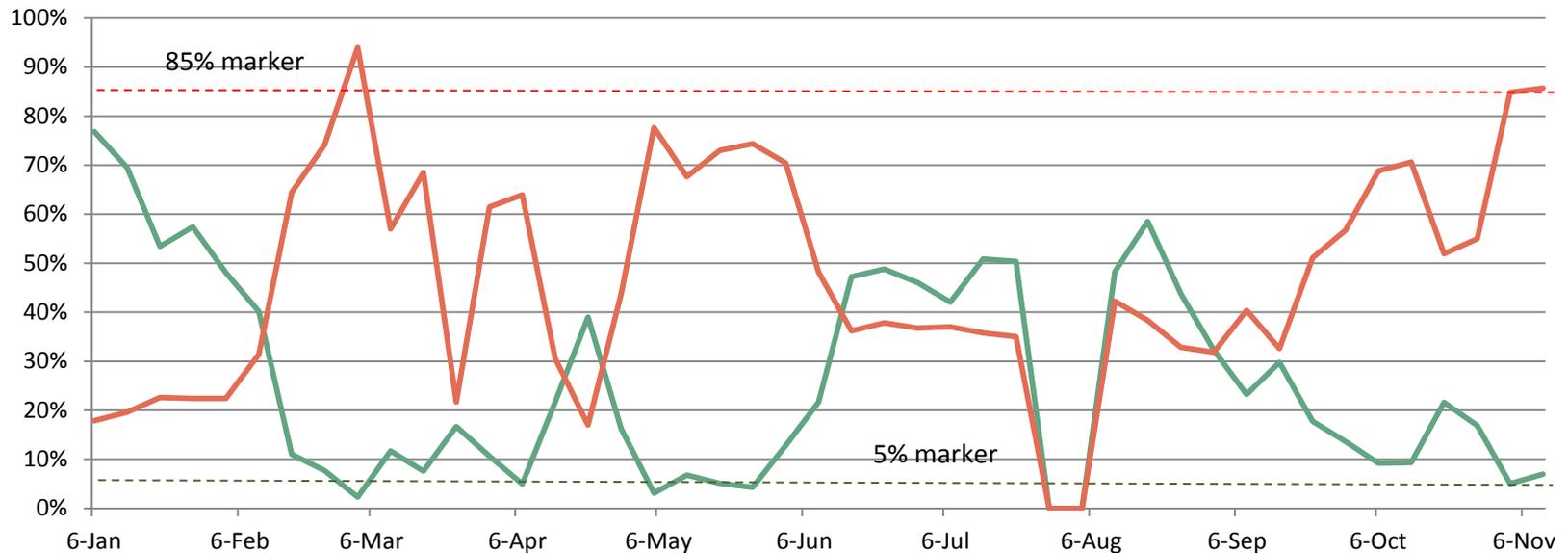
Abandon % (Goal is no more than 5% of calls abandon)

SLA - Service Level % (Goal is 85% of calls should be answered in 2 minutes or less)

Contact Center – Average Wait Time/ASA

MNsure Contact Center Call Volume/ASA Jan 1, 2014 - Nov 11, 2014

Legend:
— Calls Received (MNsure)
— ASA - Average Speed of Answer (hh:mm:ss)
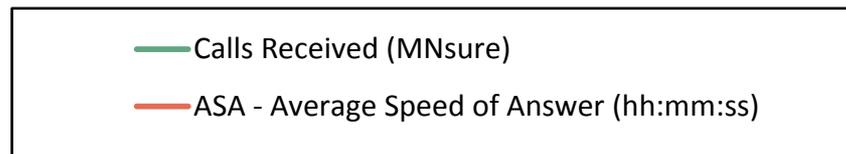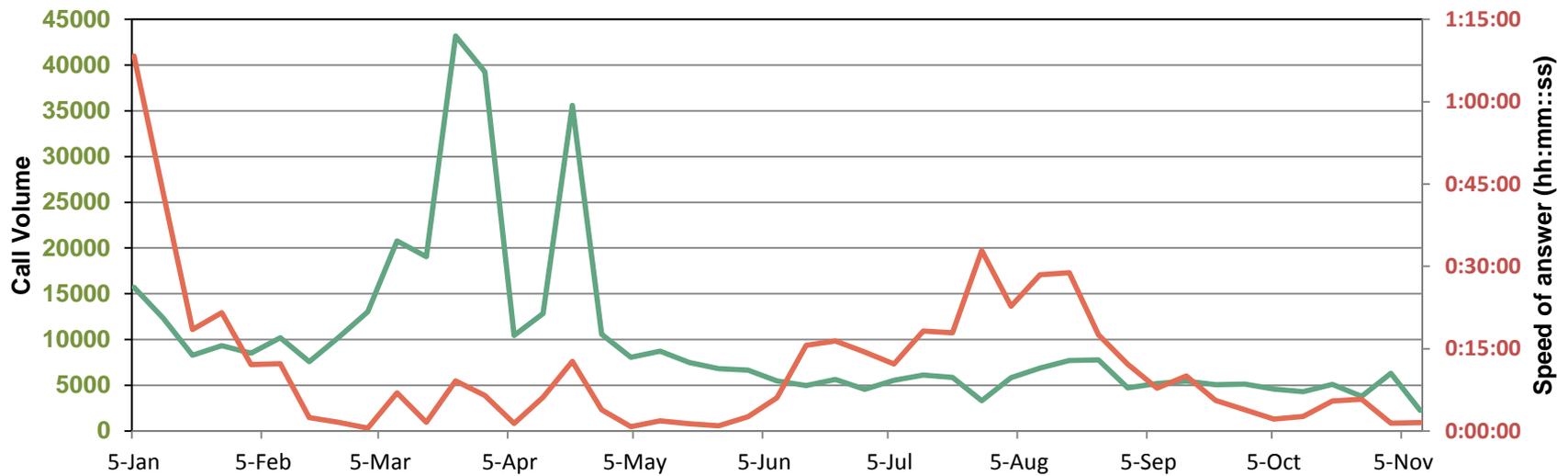
Contact Center – Resolution and Talk Time

Call Center Resolution and Talk Time Jan 1, 2014 - Nov 11, 2014

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

Y-axis: Time (hh:mm:ss) — 0:00:00, 0:02:53, 0:05:46, 0:08:38, 0:11:31, 0:14:24, 0:17:17

X-axis: 5-Jan, 5-Feb, 5-Mar, 5-Apr, 5-May, 5-Jun, 5-Jul, 5-Aug, 5-Sep, 5-Oct, 5-Nov
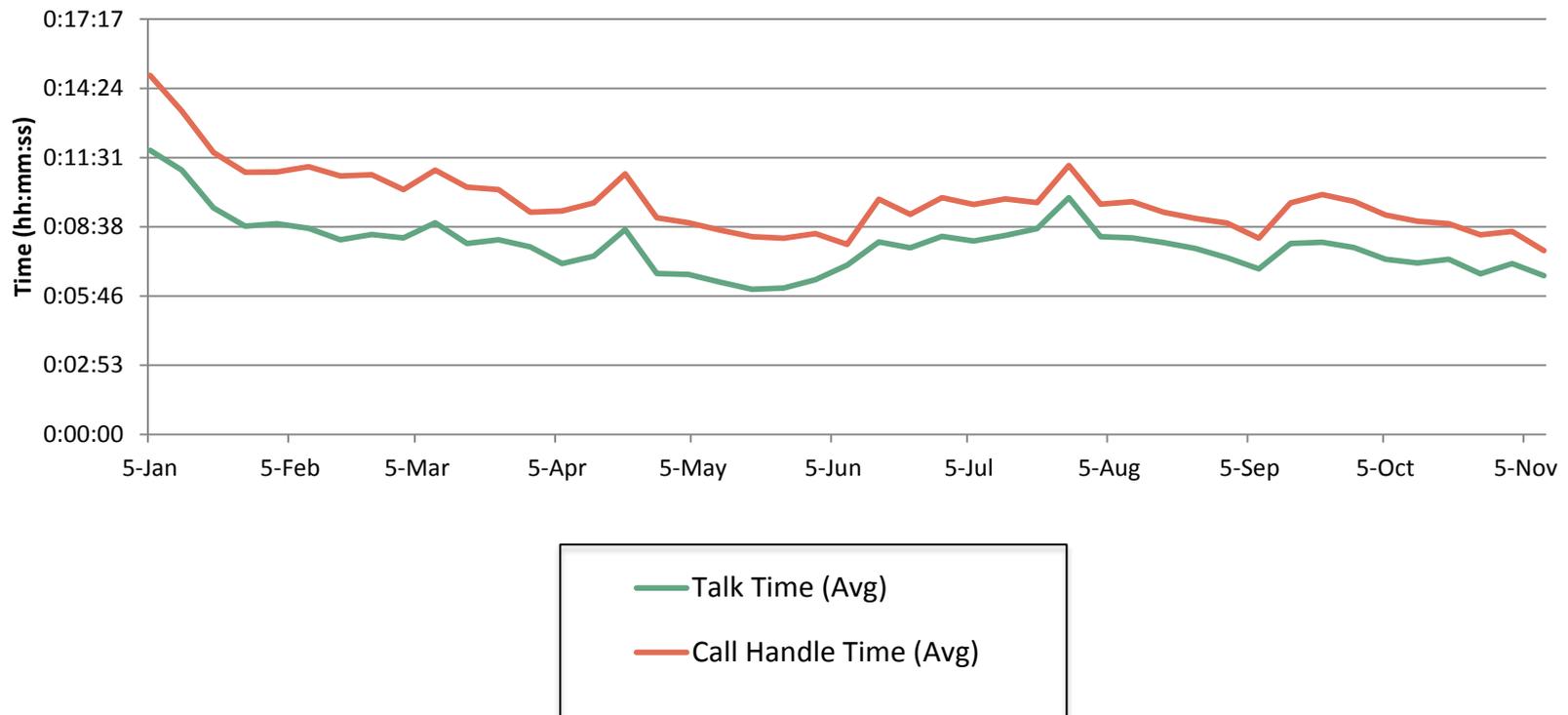
Contact Center – First Call Resolution Jan 2014 – Nov 2014 (slide 1 of 2)

| First Call Resolution	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14 (to 11/11)
Total Cases	17,139	27,993	65,790	36,837	25,989	18,281	16,186	15,405	19,527	22,345	9,048
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	0

For November Through 11/11:

Cases currently active – 697

Cases active within the Contact Center – 128

Average Age of open case in Contact Center is 15 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 – Nov 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	Nov-14 (to 11/11)
# 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	8,142
% 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%	89.99%

For November Through 11/11:
- 119 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.
90% of cases were resolved within 4 hours - 91% resolution was possible.

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Contact Center – Escalated Calls November 1-11, 2014

Pie chart:
- Individ. Market / Elig & Enroll 74%
- SHOP 21%
- Appeals / LEP / Accessibility 1%
- Communications & Marketing 1%
- Finance 1%
- Plan / Provider 1%
- Legal/Security 1%
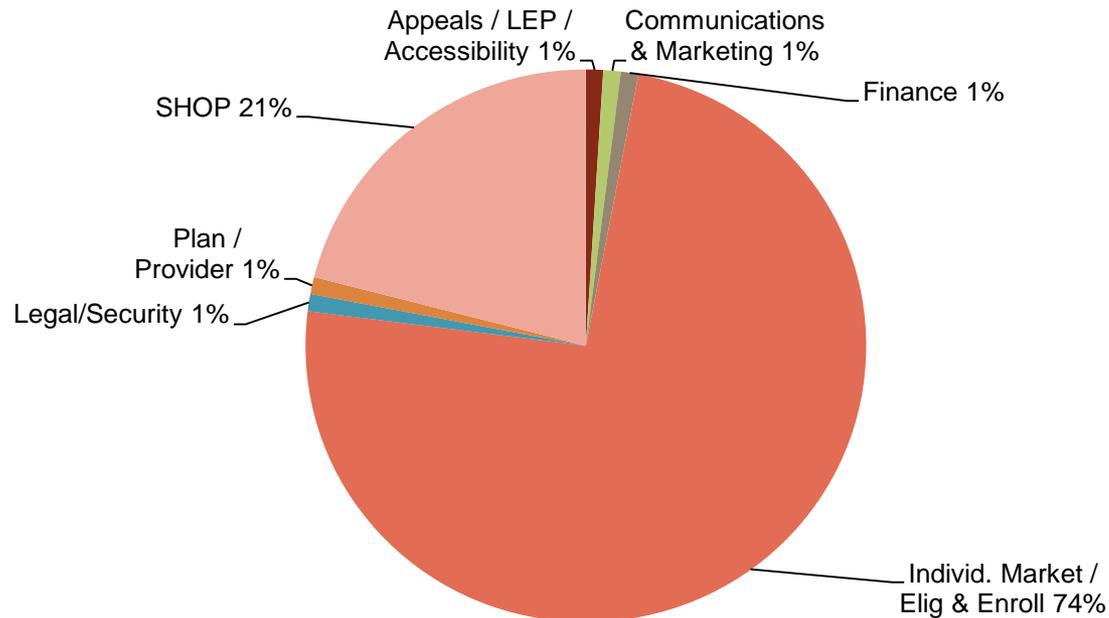
Top Reasons for Calls to be Escalated:

Caller inquiring about renewal 9%
Caller reporting removal of household member 8%
Caller inquiring about status 6%
Caller reporting address change 4%
Caller reporting loss of health care coverage 3%

Contact Center – Type of Calls Received (All callers) November 1-11, 2014

Top Inquiries for All Callers

1. General MNsure questions/eligibility– 29%

2. Public programs (MCRE/MA) – 23%

3. QHP: status/change 15%

4. Reporting a life event– 13%

5. Technical: password/login – 11%

Contact Center – Type of Calls Received from Navigators and Assisters, November 1-11, 2014

Top Inquiries

1. Renewal – 23%

2. General certification question – 14%

3. Status of certification – 11%

4. Case status request – 9%

5. MA inquiry – 8%

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MNsure Uptime
October 1, 2014 – October 31, 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 8, 2014
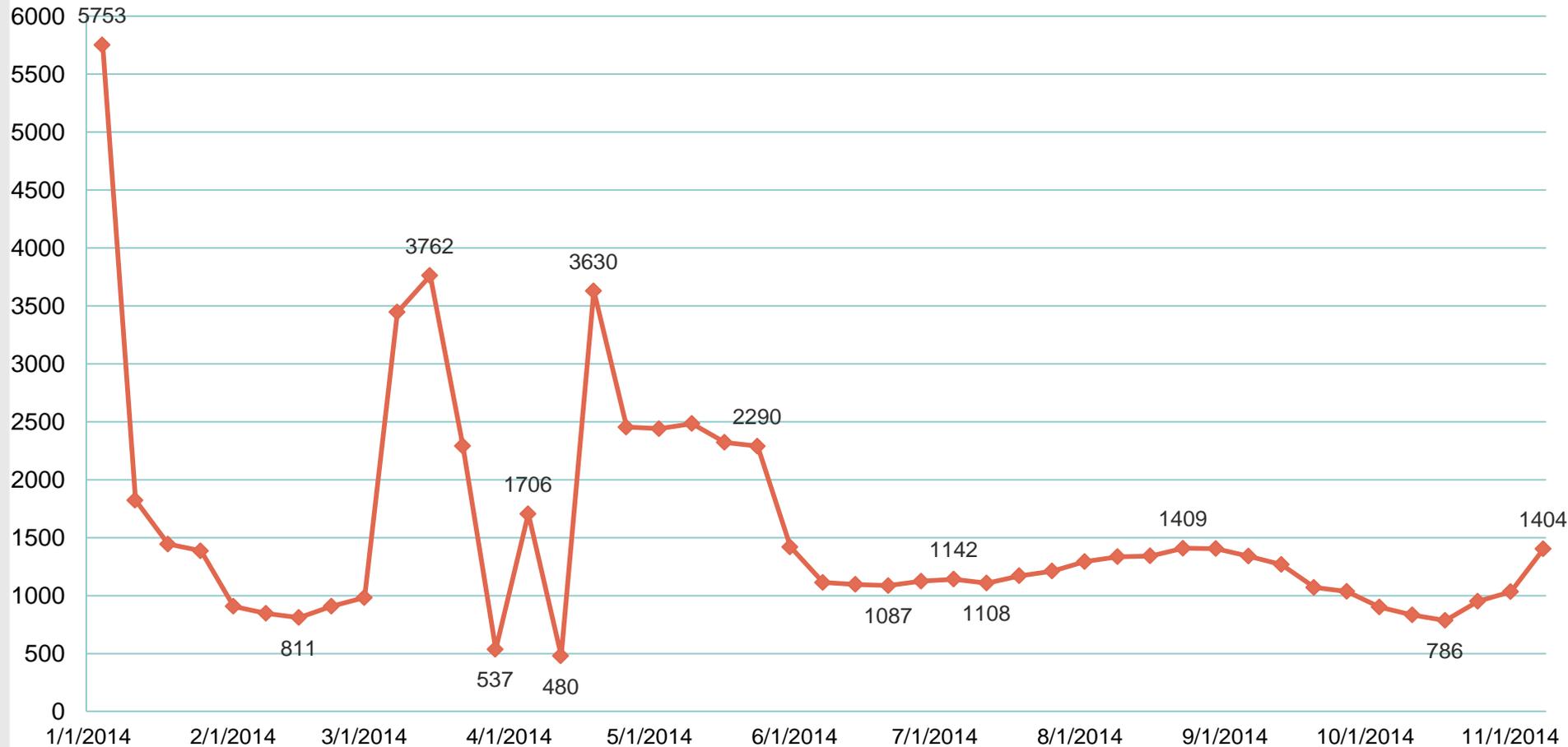
Pended Cases in Eligibility Determination are cases in the system requiring manual intervention.

Public Website Metrics

Total users by month (2014)
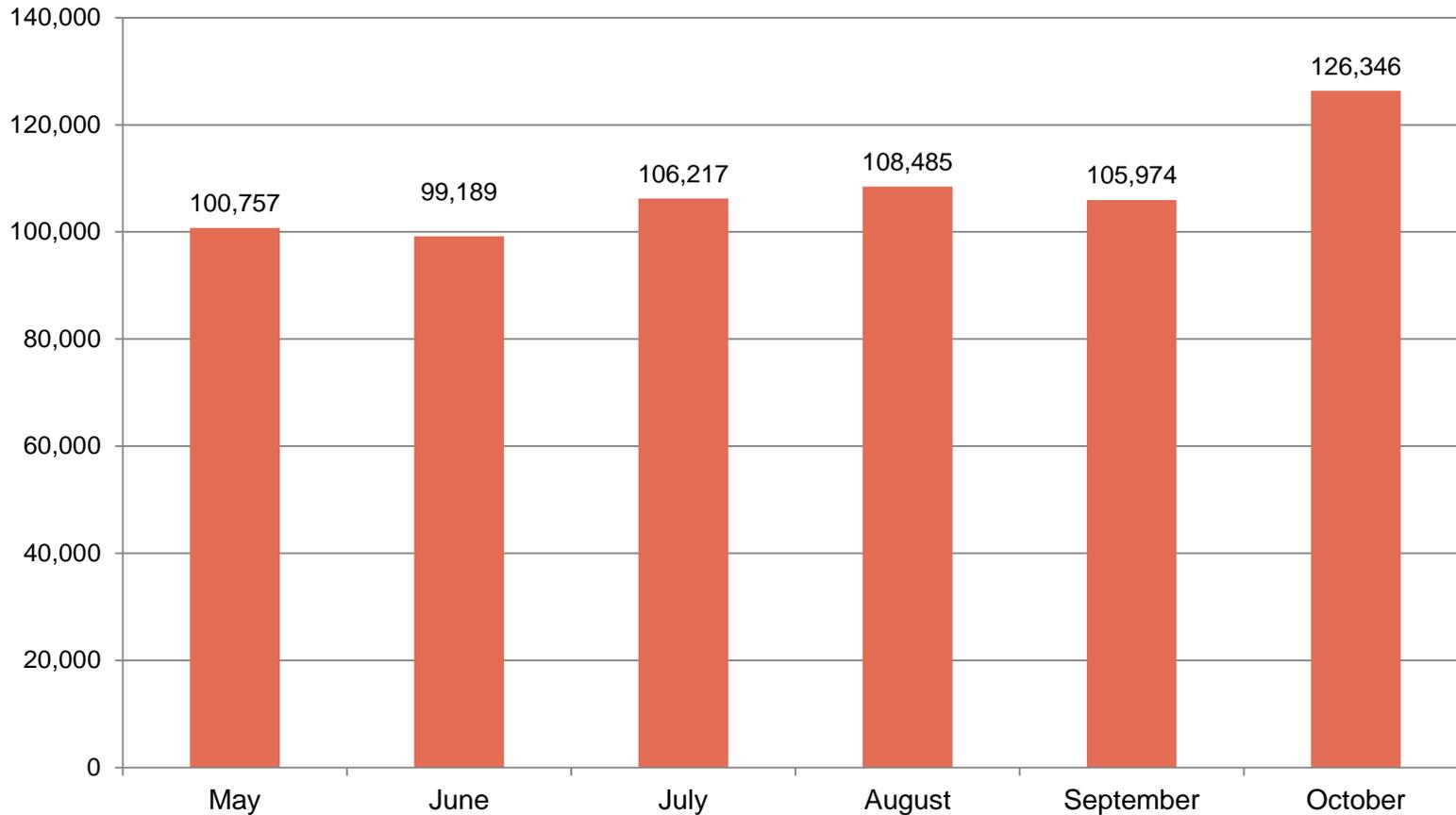
The bar chart "Total users by month (2014)" shows:
- May: 100,757
- June: 99,189
- July: 106,217
- August: 108,485
- September: 105,974
- October: 126,346

Y-axis scaled from 0 to 140,000 in increments of 20,000.

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

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Public Website Metrics: Visits by City

Sessions by City in Qtr 3, 2014

Data labels (Visits per 1,000 people): Duluth 154, Marshall 277, Minneapolis 272, Moorhead 79, Rochester 156, Saint Cloud 239, Saint Paul 531

Legend: Population, Qtr-3 Visits, Visits per 1,000 people
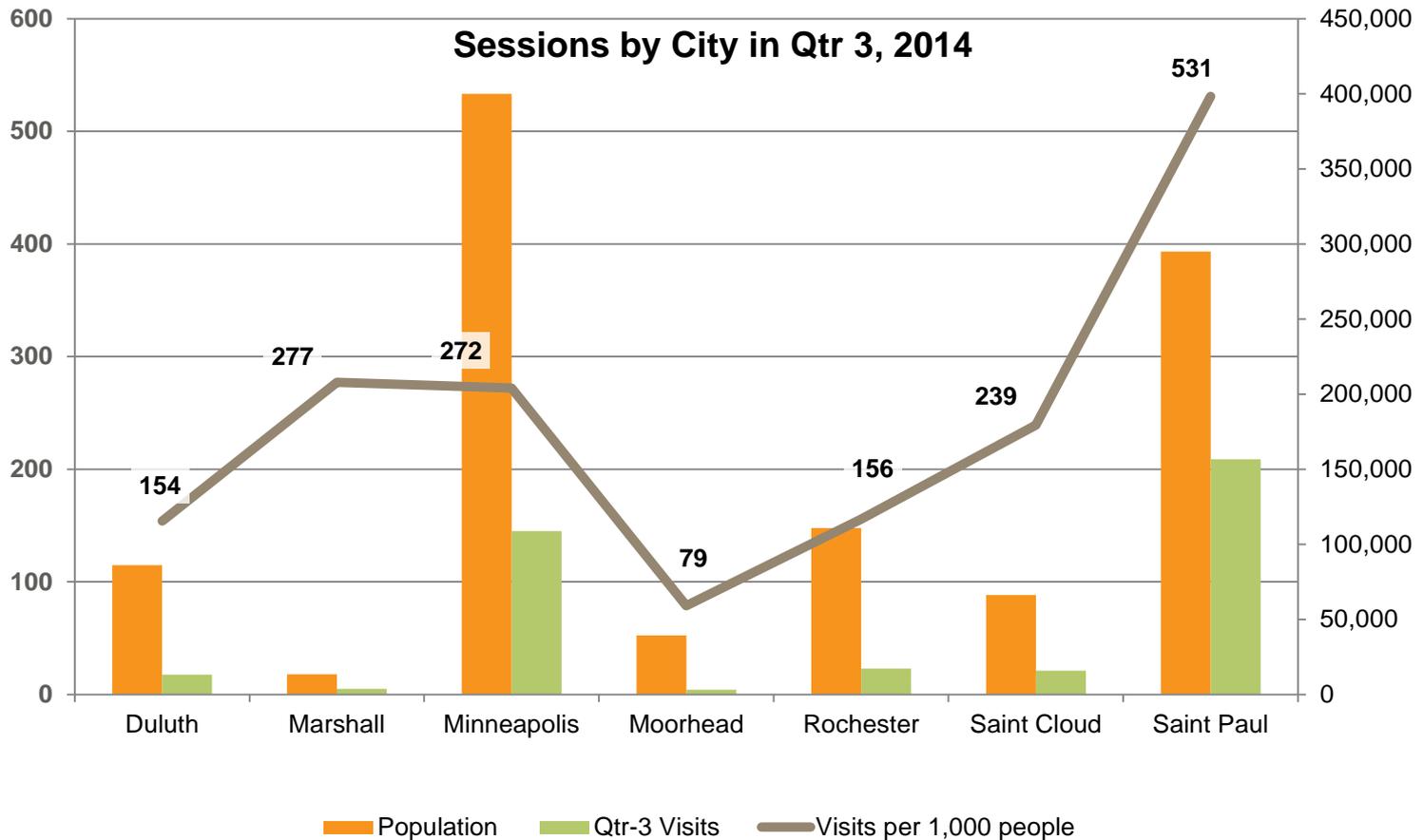
The public website does not include marketplace system pages (shop, apply, enroll).

Error Rates for MNsure Marketplace through October 31, 2014

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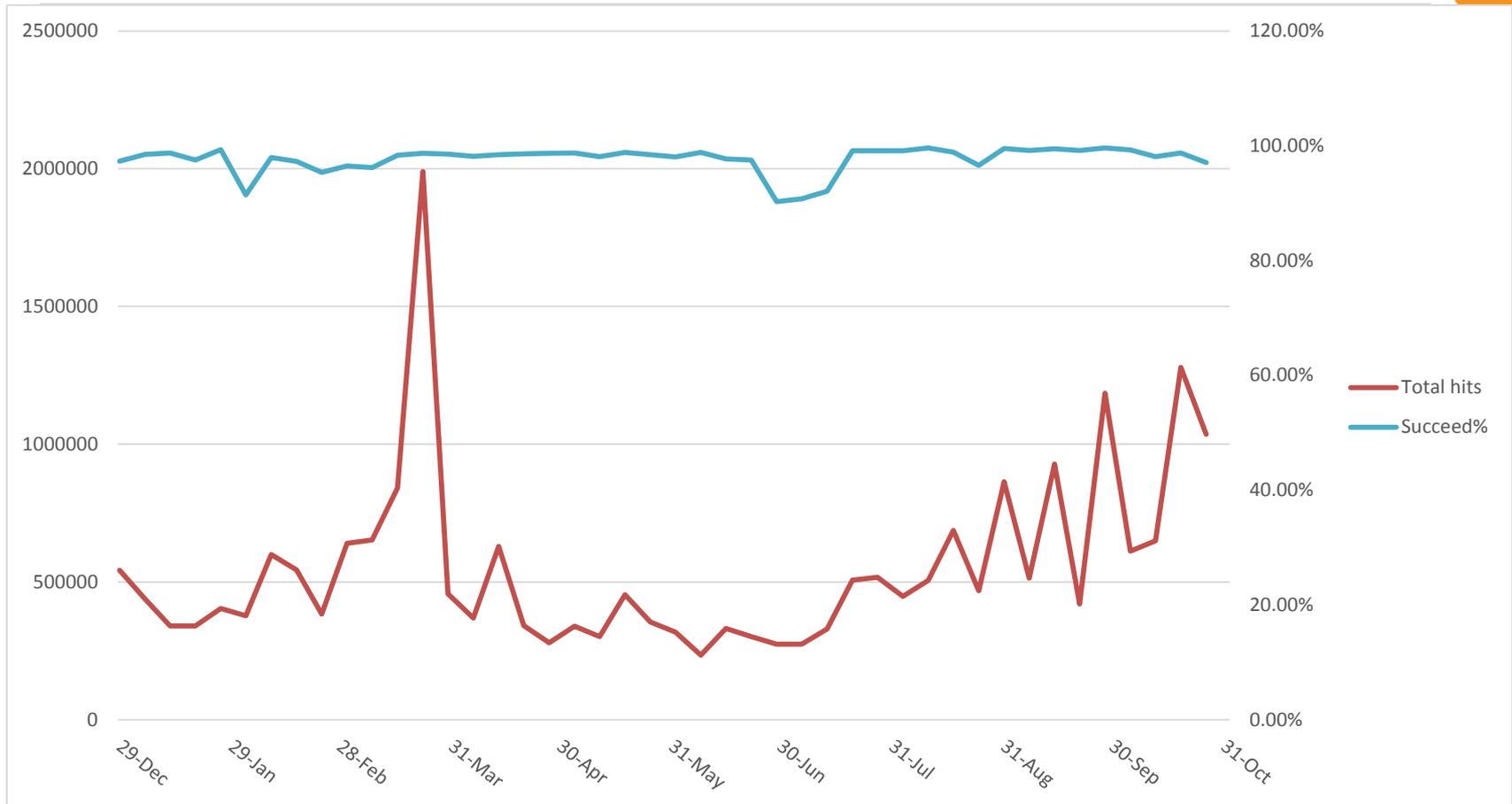
SHOP
November 11, 2014

Total Enrollment

	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
Employers Enrolled	125	34	23	15	197
Employees Enrolled	612	167	155	120	1,054
Total Enrollees, inc. Dependents	933	237	202	171	1,543

Enrollees by Metal Level

Metal Level	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
Platinum	156	38	31	6	231
Gold	445	81	55	38	619
Silver	209	50	91	90	440
Bronze	111	67	23	40	241

Employer Enrollment by Group Size

Employer Size	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
1-5	88	24	13	5	130
6-10	25	7	7	7	46
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%	13	3	2	0	18
25% - 49%	1	0	0	0	1
50% - 74%	61	17	9	6	93
75% - 100%	95	20	14	11	140

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Type of Closed Eligibility Appeals
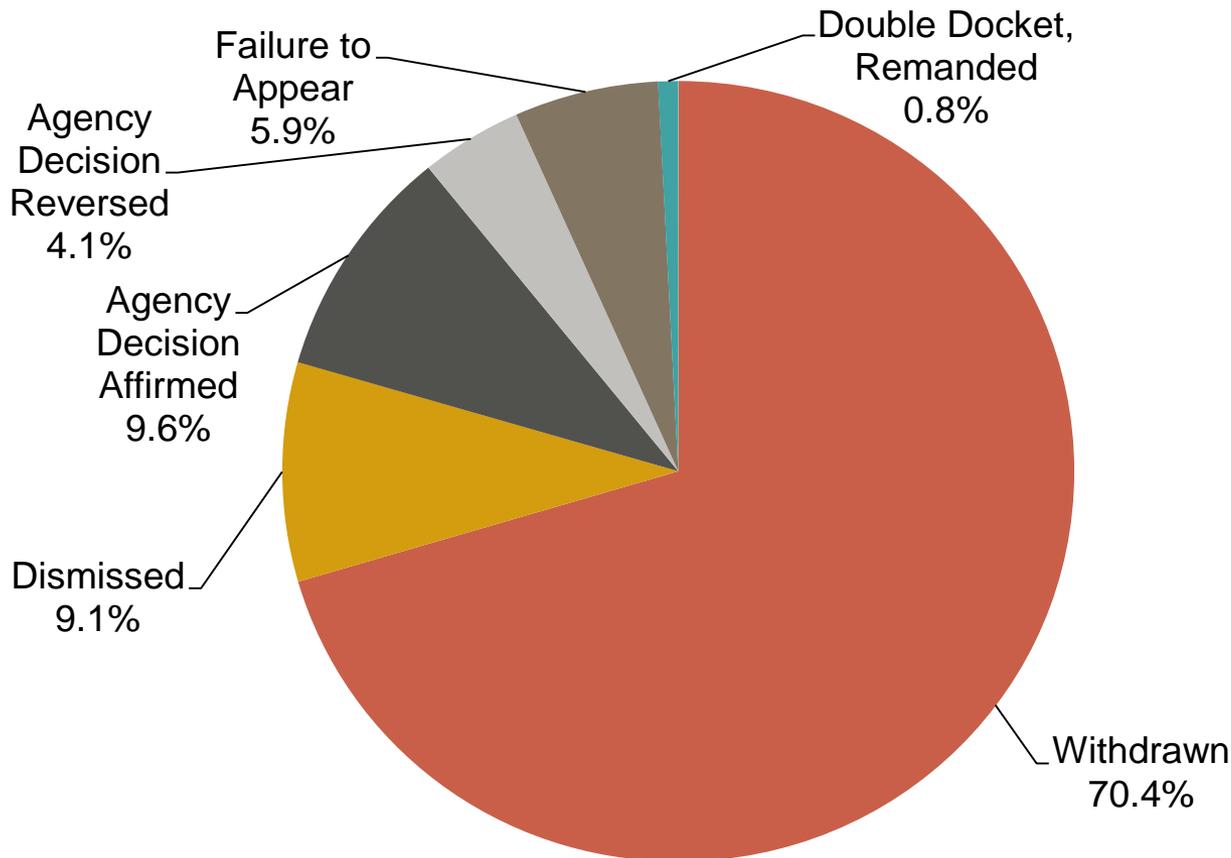
Number of closed appeals: 2,075

Number of pending appeals: 293

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

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