



MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

December 17, 2014



Enrollment Dashboard – 1 of 2

Cumulative Enrollment for Current Enrollment Period as of Dec. 16, 2014	
Total Enrollments	49,366
Medical Assistance	17,888
MinnesotaCare	7,681
QHP	23,797
QHP renewals	9,983

QHP Households Receiving Financial Help, Nov. 15 - Dec. 13, 2014	
Households with Advanced Premium Tax Credits	55%
Households with Cost Sharing Reductions	14%

Current SHOP Enrollment – Dec. 13, 2014	
Employers enrolled	200
Employees enrolled	1,054
Individuals enrolled (including dependents)	1,539

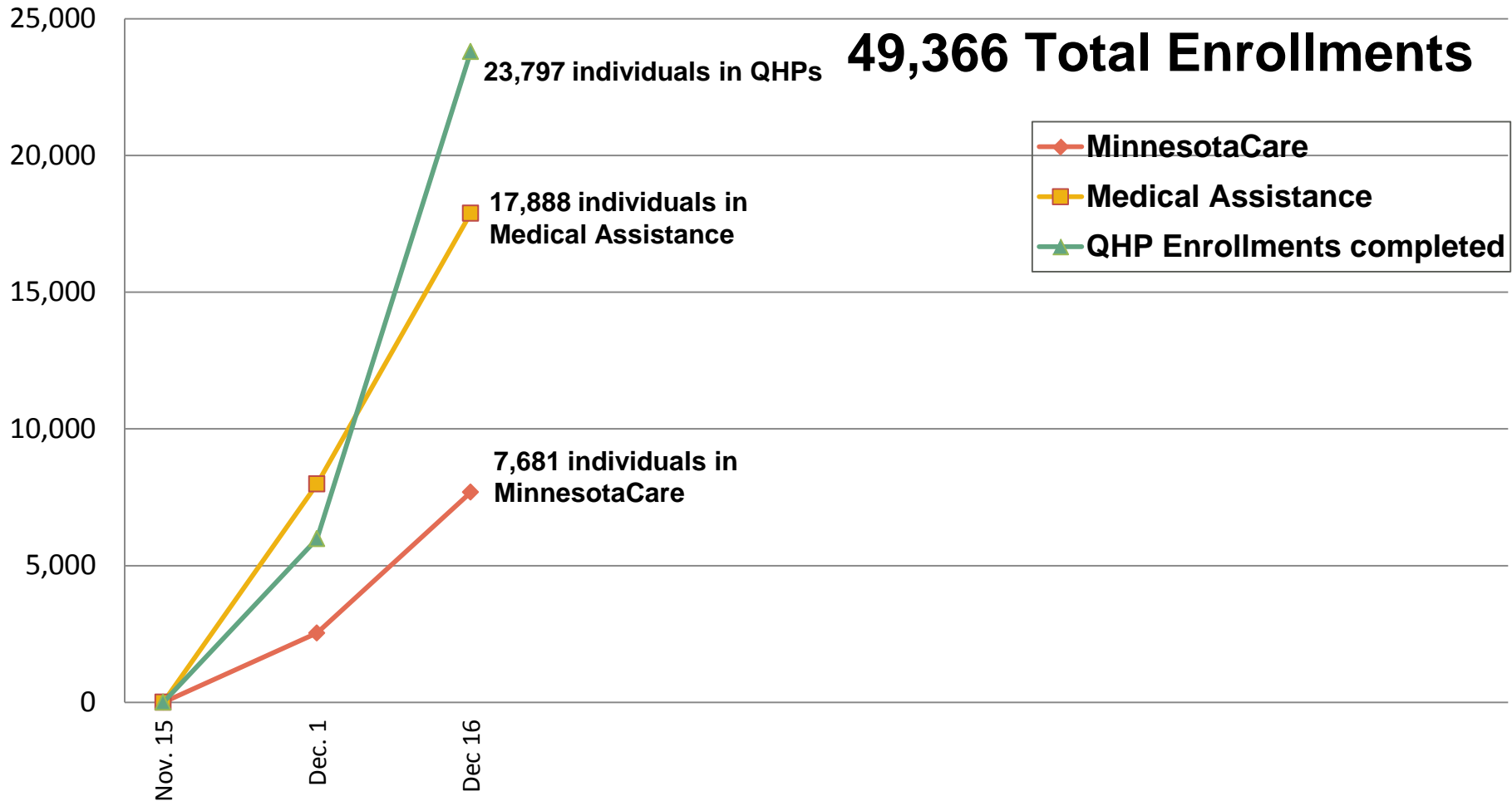
Enrollment Dashboard – 2 of 2

Plans– Nov. 15 - Dec. 13, 2014		
Metal Level	2015 Open Enrollment To Date	2014 Open Enrollment
Platinum	8.5%	27.5%
Gold	21.0%	12.4%
Silver	35.9%	33.9%
Bronze	34.0%	25.3%
Catastrophic	0.6%	0.9%

Enrollee Demographics – Nov. 15 - Dec. 13, 2014		
Age	2015 Open Enrollment To Date	2014 Open Enrollment
<18	9.6%	9.6%
18-25	6.8%	6.3%
26-34	15.4%	18.0%
35-44	11.7%	14.9%
45-54	15.1%	19.3%
55-64	41.3%	31.7%
65+	0.1%	0.2%
Sex		
Male	47%	48.5%
Female	53%	51.5%

Enrollments by Program

November 15 – December 16, 2014

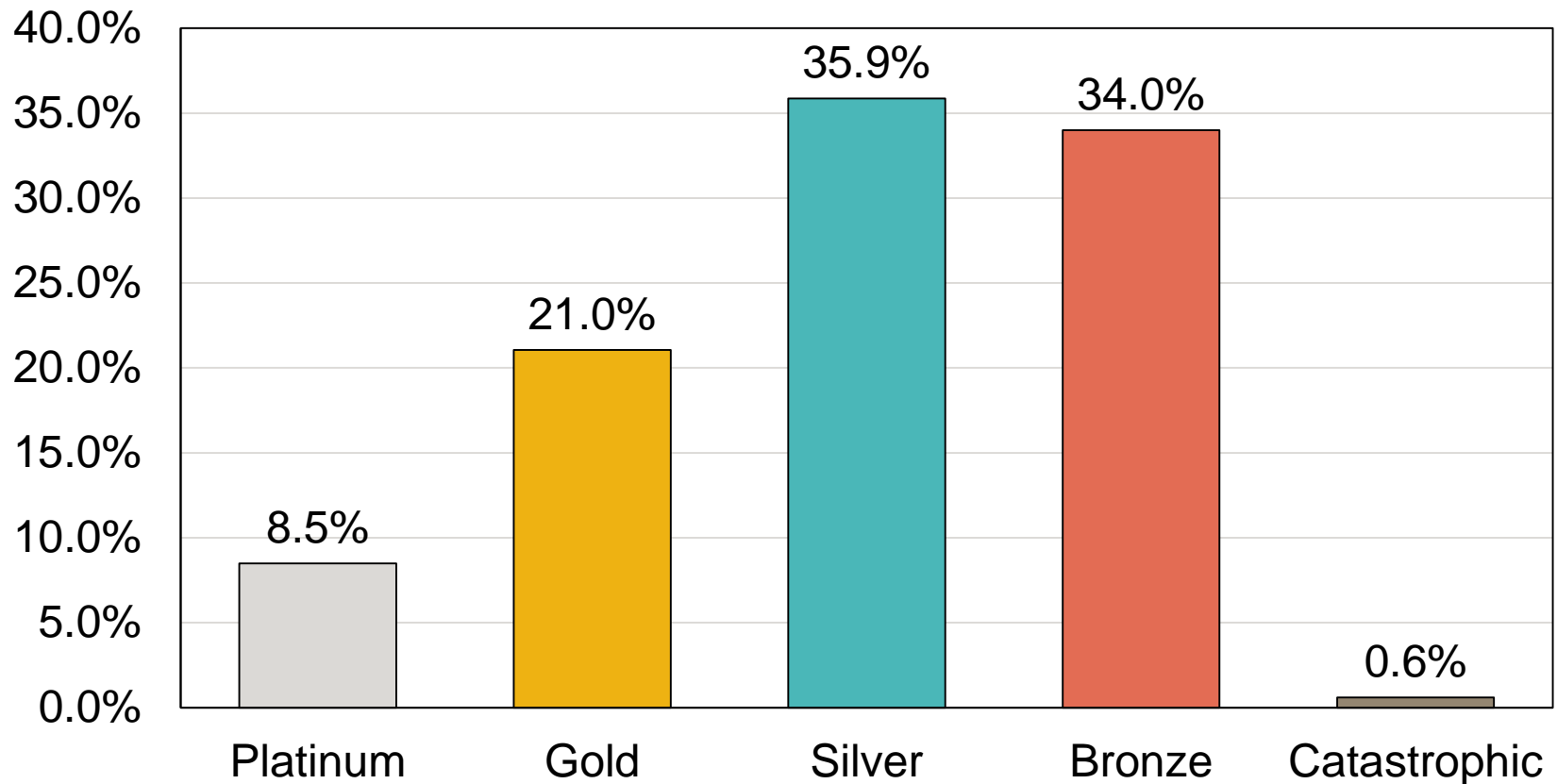


Program enrollment began at zero for all programs starting November 15, 2014.

Individual Market: Metal Levels

November 15 – December 13, 2014

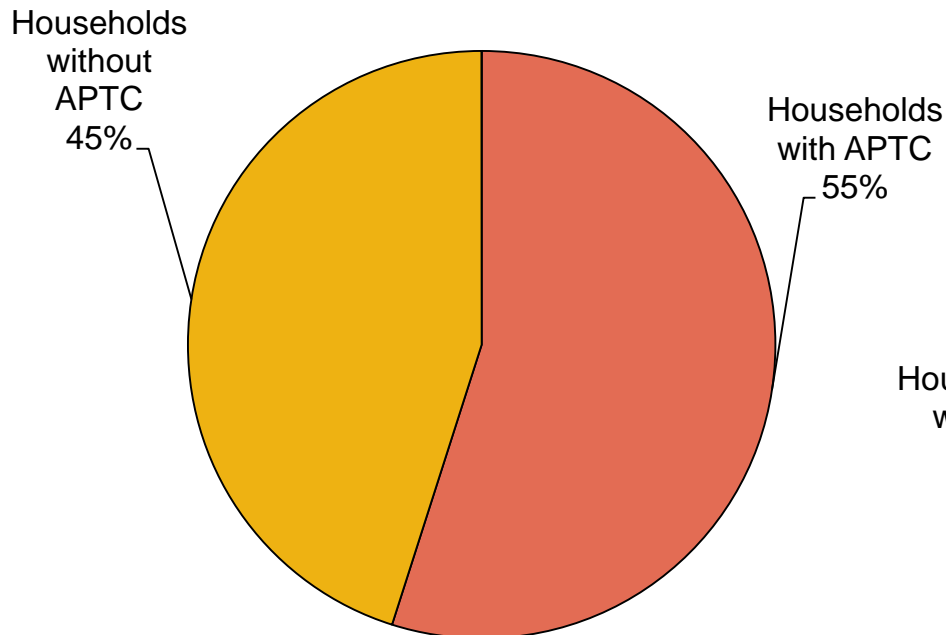
2015 QHP Metal Level Selection



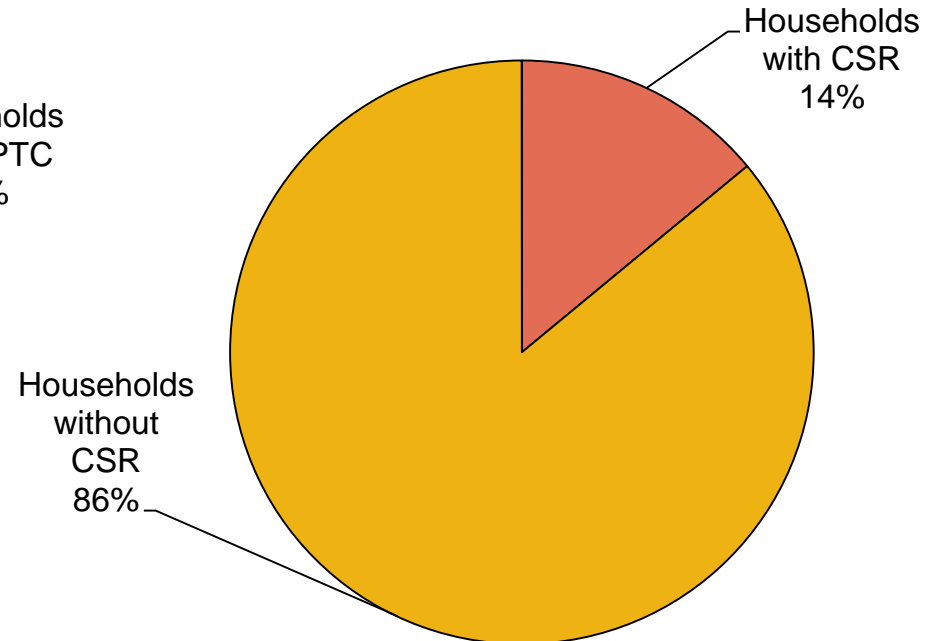
QHP Households Receiving Financial Help

November 15 – December 13, 2014

Advanced Premium Tax Credit subsidies



Cost Sharing Reduction subsidies



Note: Based on cumulative QHP enrollment for Open Enrollment 2015. Subsidies will be applied to payments beginning January 2015.

Customer Service Dashboard

Contact Center – Nov. 15 - Dec. 15, 2014	
Call Volume	113,888
Average Wait Time	00:07:06
Service Level (% of calls answered in 2 min. or less)	35.28%
Calls Abandoned while on Hold	22.59%
Average Talk Time	0:08:51

All Callers Top Contact Center Inquiries – Nov. 15 - Dec. 15, 2014	
1. How do I apply?	20.4%
2. Password reset/account unlock	15.8%
3. Application status request	12.6%

Navigators & Assisters Top Contact Center Inquiries – Nov. 15 - Dec. 15, 2014	
1. Renewal	25.6%
2. Application status request	18.2%
3. Password reset/account unlock	13.1%

Contact Center – Call Volume/Wait Times

**MNsure Contact Center Call Volume/Wait Times
Aug. 31, 2014 – Dec. 15, 2014**

