



MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

March 12, 2015



Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 15, 2014 – Mar. 8, 2015	
Total Enrollments	183,018
Medical Assistance	90,839
MinnesotaCare	31,070
QHP	61,109
QHP active renewals	15,545
QHP passive renewals	8,274
QHP via SHOP	1,405
Dental enrollments	8,132

QHP Households Receiving Financial Help, Nov. 15, 2014 – Mar. 8, 2015	
Households with Advanced Premium Tax Credits	45.7%
Households with Cost Sharing Reductions	12.7%

Current SHOP Enrollment – Mar. 8, 2015	
Employers enrolled	185
Employees enrolled	994
Individuals enrolled (including dependents)	1,405

Enrollment Dashboard – 2 of 2

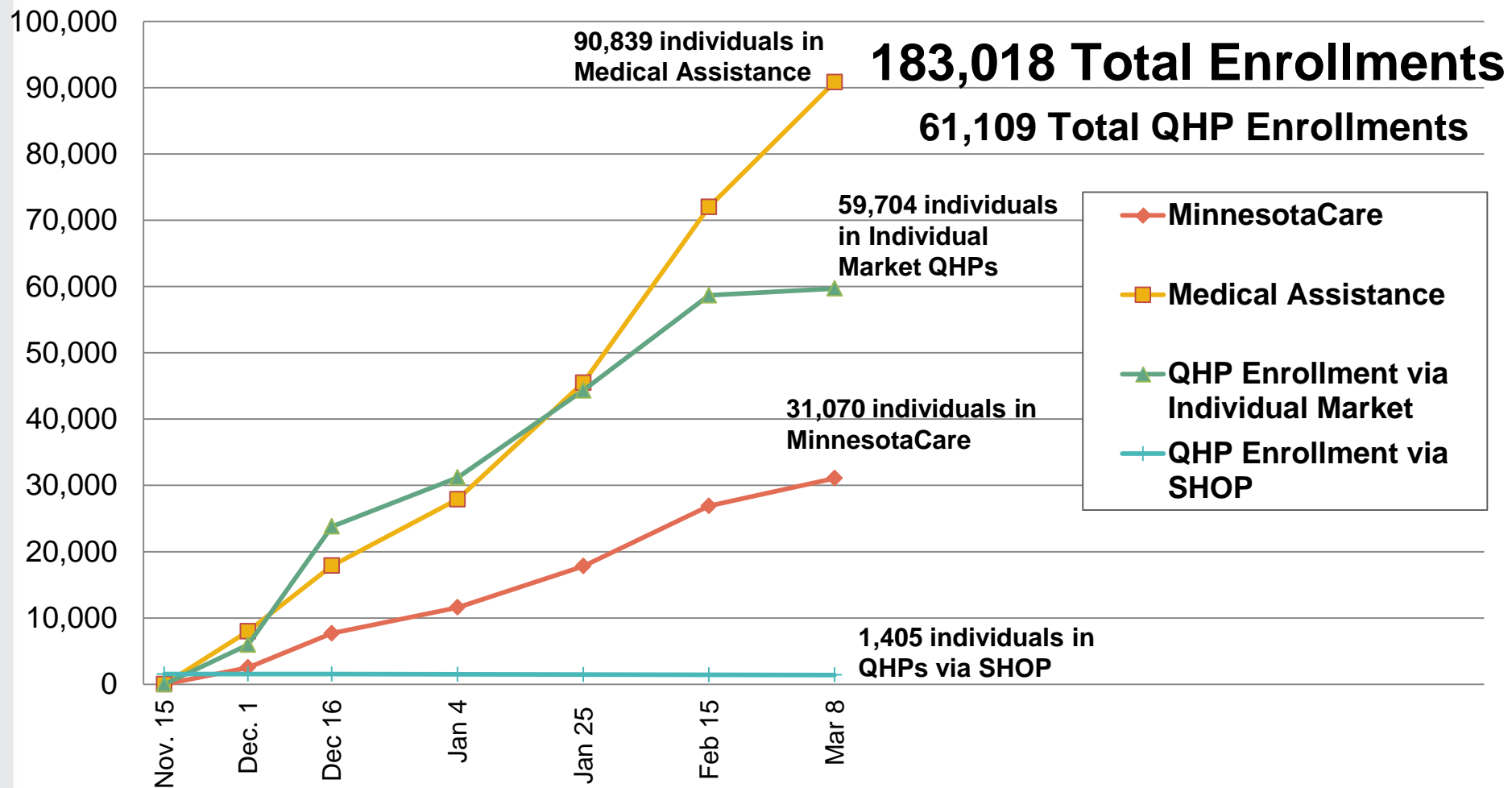
Plans & Carriers – Nov. 15, 2014 – Mar. 8, 2015		
Carrier	2015 Enrollment To Date	2014 Enrollment
Blue Cross Blue Shield	42.8%	22.3%
BluePlus	7.3%	--
HealthPartners	24.3%	12.5%
Medica	5.2%	4.6%
UCare	20.4%	1.5%
PreferredOne	--	59.2%
Metal Level		
Platinum	7.0%	27.2%
Gold	16.6%	12.6%
Silver	39.8%	33.1%
Bronze	35.6%	26.1%
Catastrophic	1.0%	1.0%

QHP Enrollee Demographics – Nov. 15 – Mar. 8, 2015		
Age	2015 Enrollment To Date	2014 Enrollment
<18	9.0%	9.6%
18-25	7.1%	6.3%
26-34	17.1%	18.0%
35-44	14.9%	14.9%
45-54	18.9%	19.3%
55-64	32.5%	31.7%
65+	0.5%	0.2%
Sex		
Male	49.0%	48.5%
Female	51.0%	51.5%

Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

Enrollments by Program

November 15, 2014 – March 8, 2015

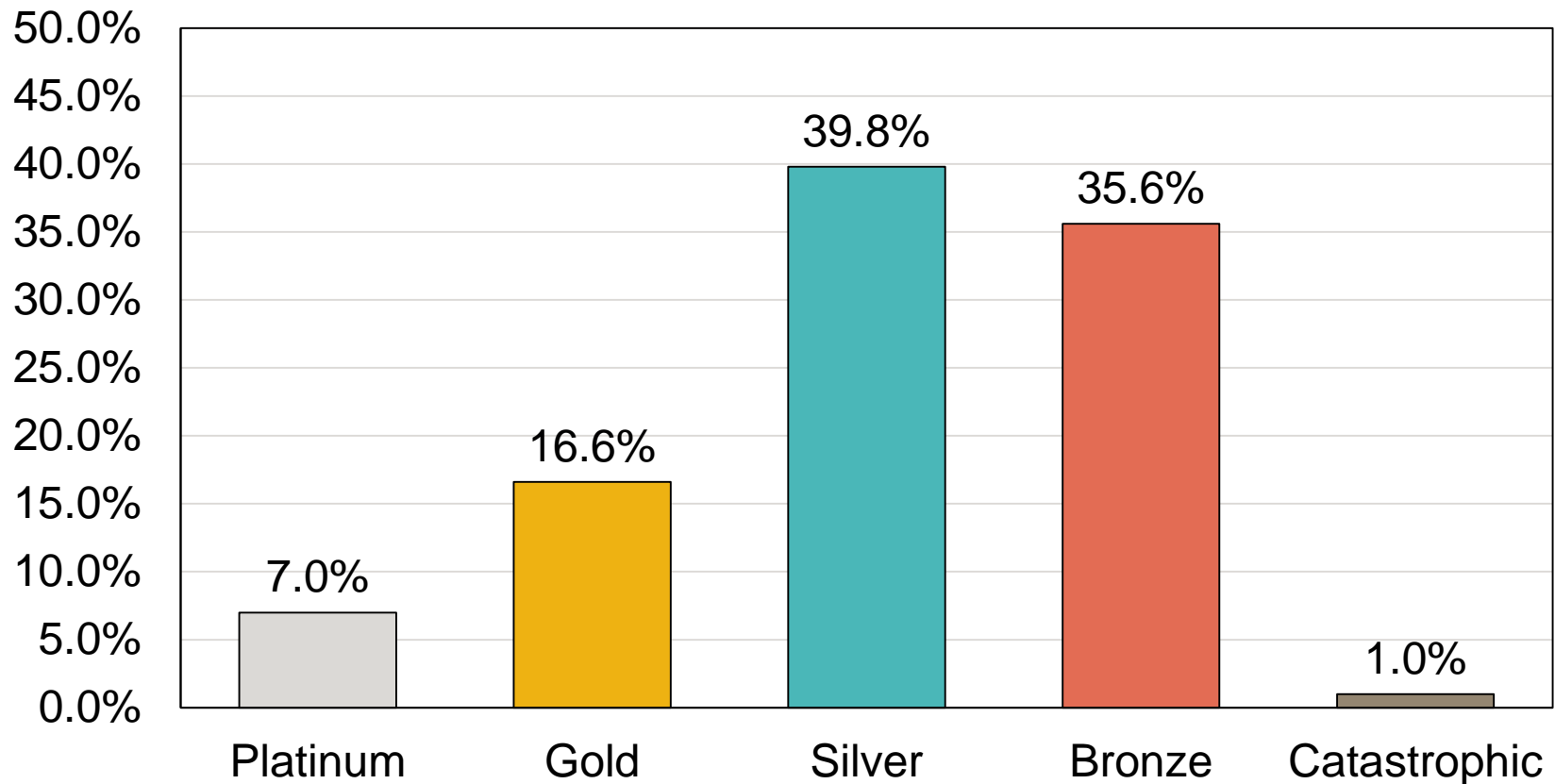


Program enrollment began at zero for all programs excepting SHOP starting November 15, 2014.

Individual Market: Metal Levels

November 15, 2014 – March 8, 2015

2015 QHP Metal Level Selection

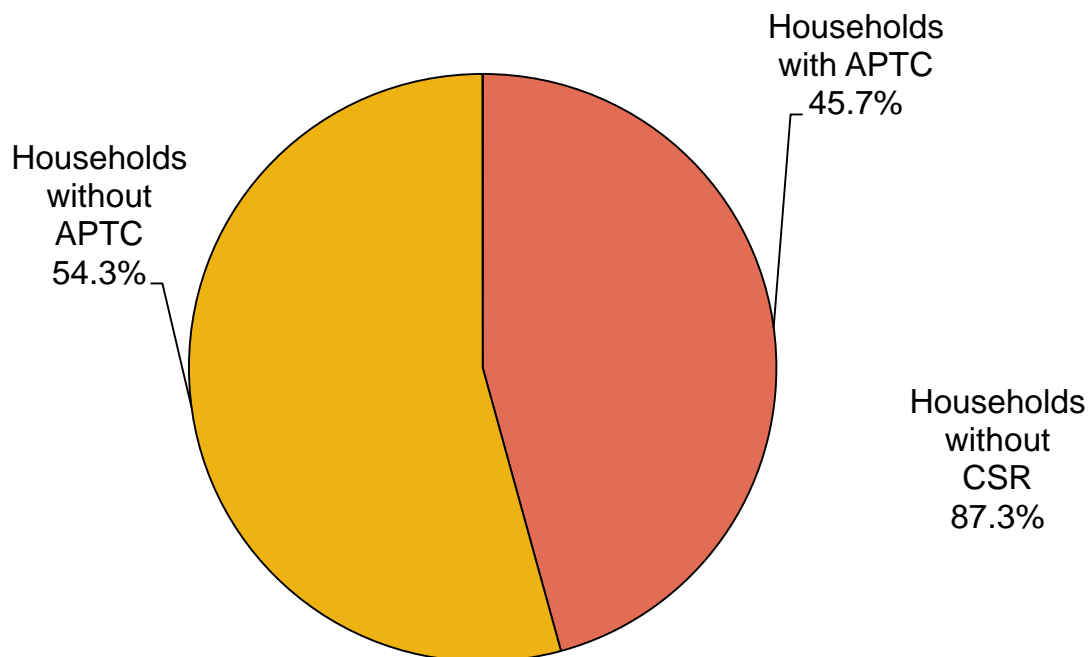


Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

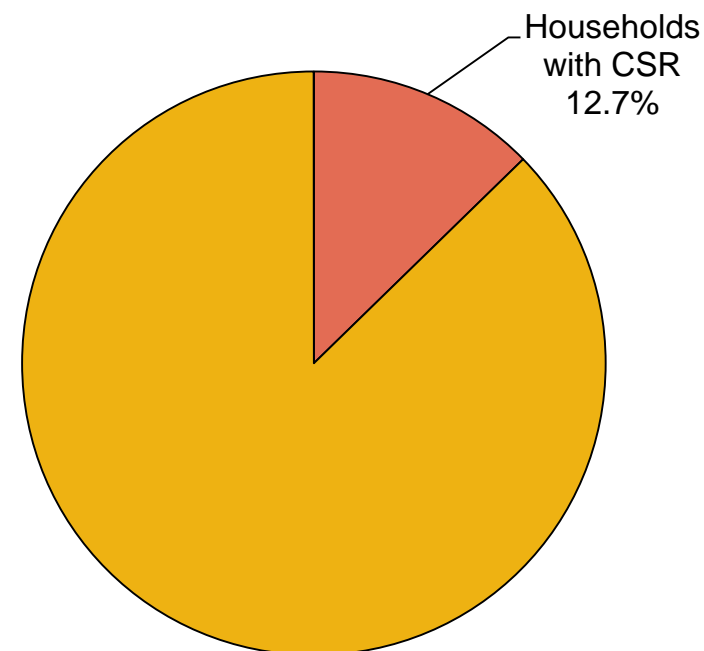
QHP Households Receiving Financial Help

November 15, 2014 – March 8, 2015

Advanced Premium Tax Credit subsidies



Cost Sharing Reduction subsidies



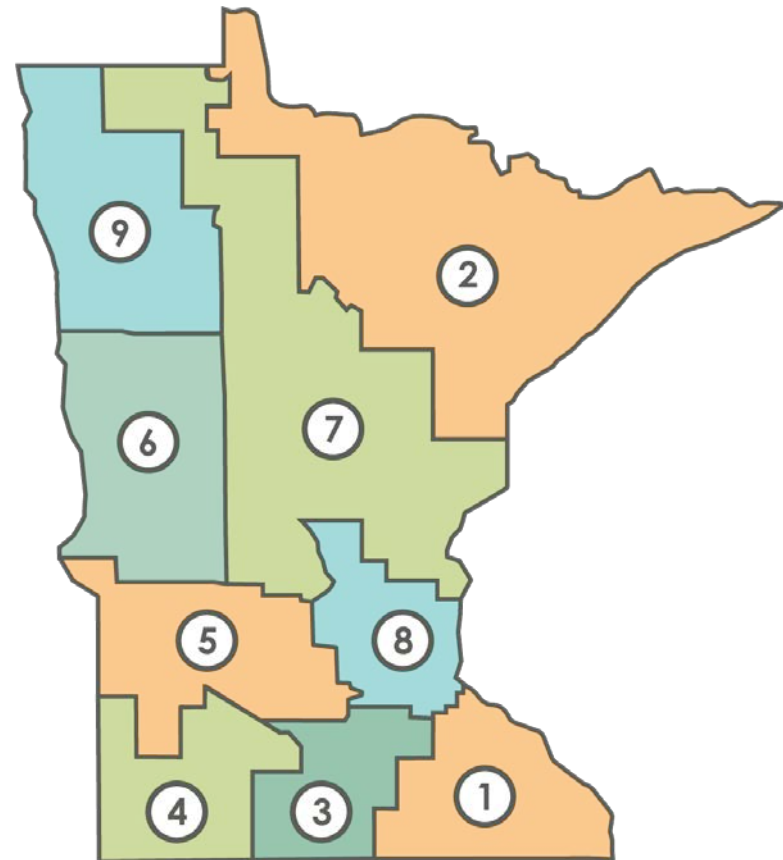
Note: Based on cumulative QHP enrollment for 2015 plan year. Subsidies are applied to payments beginning January 2015.

Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

QHP Enrollment by Rating Region

November 15 – March 8, 2015

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	8.1%	9.5%
2	5.9%	6.3%
3	4.7%	4.5%
4	2.2%	1.8%
5	3.8%	3.5%
6	4.2%	4.2%
7	7.9%	9.1%
8	61.6%	60.3%
9	1.6%	0.9%



Customer Service Dashboard

Contact Center – Feb. 16 – Mar. 8, 2015

Call Volume	36,614
Average Wait Time	0:01:01
Service Level (% of calls answered in 2 min. or less)	84.7%
Calls Abandoned while on Hold	3.49%
Average Talk Time	0:08:19

MNsure System Downtime – Feb. 16 – Mar. 8, 2015

Unplanned outages	0.0%
MNsure-planned redirects	3.8%
CMS-related redirects	0.0%

MNsure redirect used for code release to transition from Open Enrollment period to Special Enrollment period.

All Callers Top Contact Center Inquiries – Feb. 16 – Mar. 8, 2015

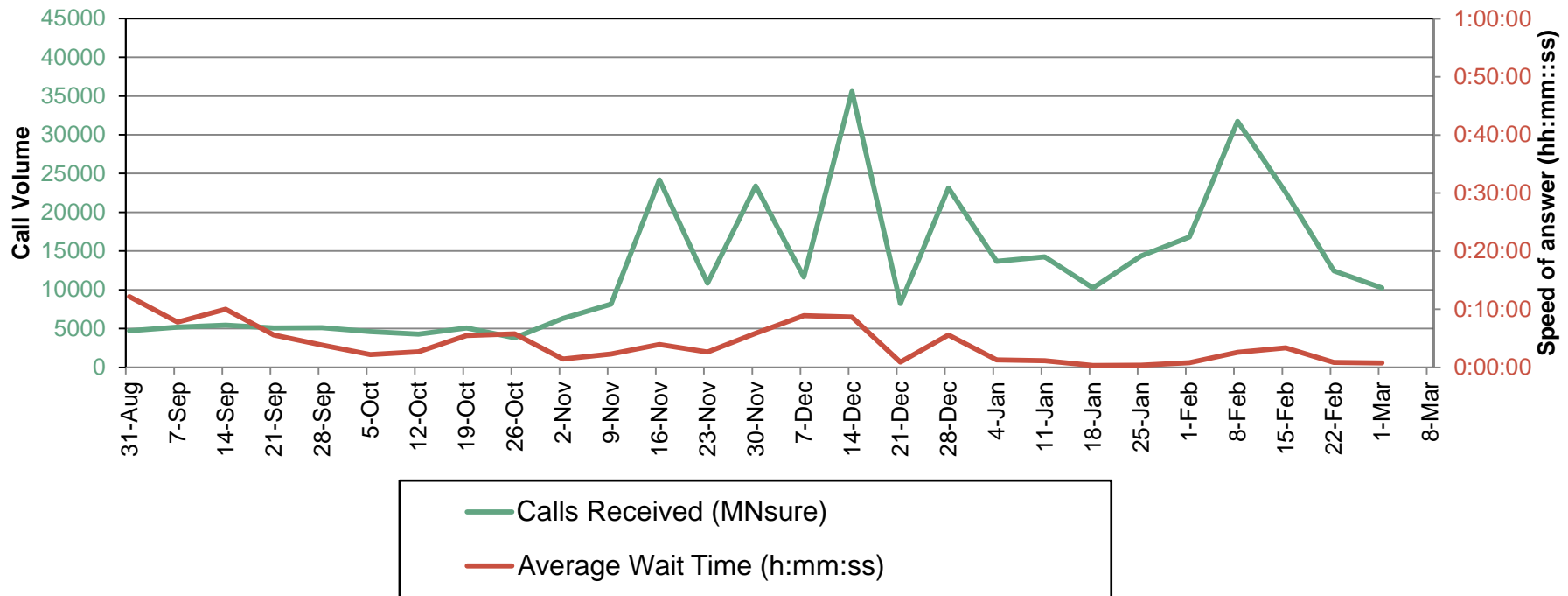
1. How do I apply?	7.56%
2. Medical Assistance inquiry	6.52%
3. Password reset/account unlock	5.95%

Navigators & Assisters Top Contact Center Inquiries – Feb. 16 – Mar. 8, 2015

1. Application/account status request	22.65%
2. Password reset/account unlock	18.75%
3. Existing/pending inquiry	13.31%

Contact Center – Call Volume/Wait Time

MNsure Contact Center Call Volume / Wait Time Aug. 31, 2014 – Mar. 8, 2015



Note: Call volumes represent weekly totals for week beginning with date.