



MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

July 20, 2015



Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 15, 2014 – July 14, 2015	
Total Enrollments	306,022
Medical Assistance	186,376
MinnesotaCare	51,680
QHP	67,966
QHP active renewals	16,673
QHP passive renewals	8,274
QHP via SHOP	1,362
Dental enrollments	8,951

QHP Individuals Receiving Financial Help, Nov. 15, 2014 – July 14, 2015	
Enrollees with Advanced Premium Tax Credits	55%
Enrollees with Cost Sharing Reductions	15%

Current SHOP Enrollment – July 14, 2015	
Employers enrolled	180
Employees enrolled	968
Individuals enrolled (including dependents)	1,362

Enrollment Dashboard – 2 of 2

Plans & Carriers – Nov. 15, 2014 – July 14, 2015		
Carrier	2015 Enrollment To Date	2014 Enrollment
Blue Cross Blue Shield	43%	22.3%
BluePlus	7%	--
HealthPartners	24%	12.5%
Medica	5%	4.6%
UCare	21%	1.5%
PreferredOne	--	59.2%
Metal Level		
Platinum	7%	27.2%
Gold	17%	12.6%
Silver	39%	33.1%
Bronze	36%	26.1%
Catastrophic	1%	1.0%

QHP Enrollee Demographics – Nov. 15, 2014 – July 14, 2015		
Age	2015 Enrollment To Date	2014 Enrollment
<18	10%	9.6%
18-25	7%	6.3%
26-34	17%	18.0%
35-44	15%	14.9%
45-54	19%	19.3%
55-64	32%	31.7%
65+	0%	0.2%
Sex		
Male	49%	48.5%
Female	51%	51.5%

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

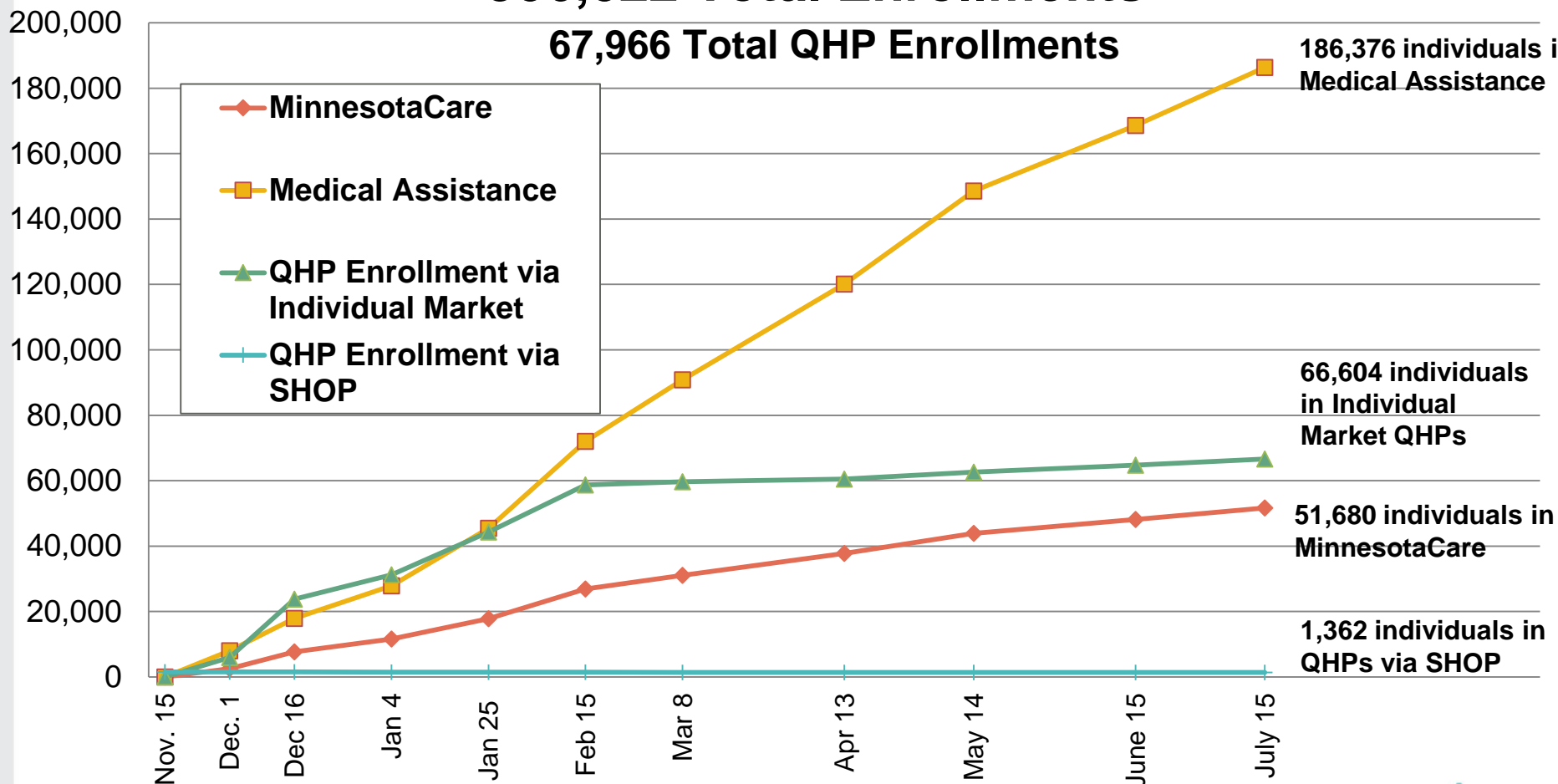
Enrollments by Program

November 15, 2014 – July 14, 2015

306,022 Total Enrollments

67,966 Total QHP Enrollments

186,376 individuals in Medical Assistance



66,604 individuals in Individual Market QHPs

51,680 individuals in MinnesotaCare

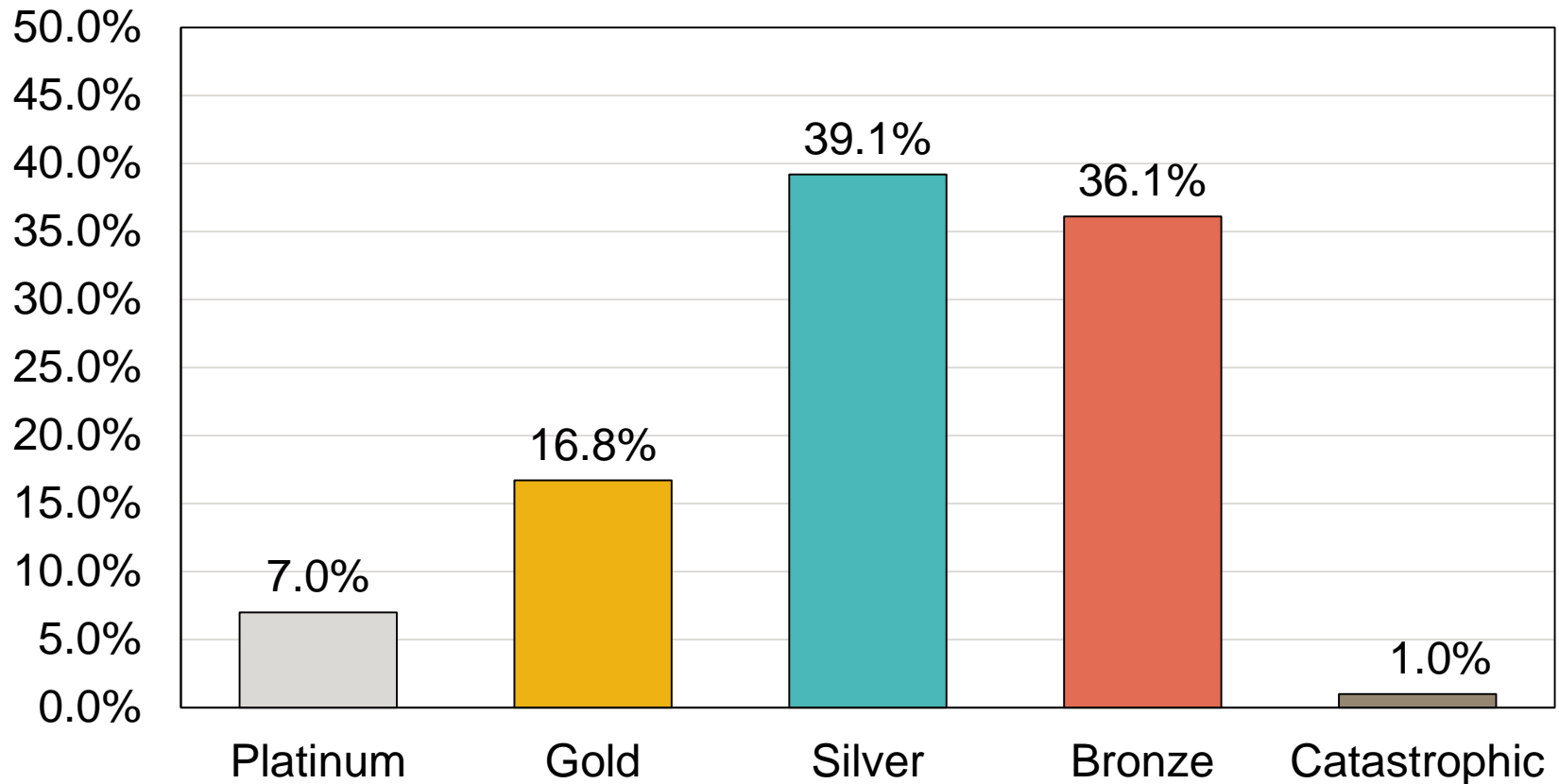
1,362 individuals in QHPs via SHOP

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

Individual Market: Metal Levels

November 15, 2014 – July 14, 2015

2015 QHP Metal Level Selection

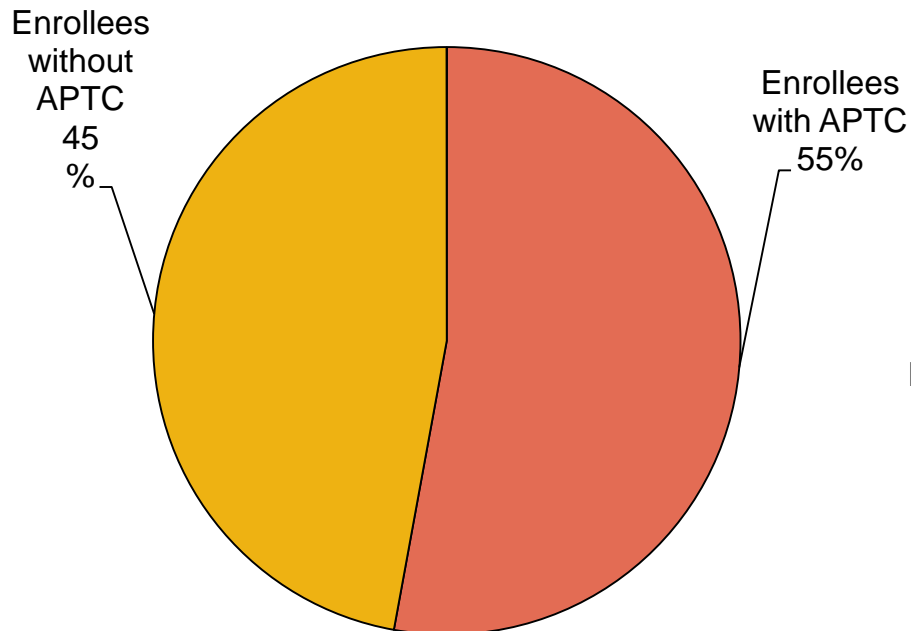


Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

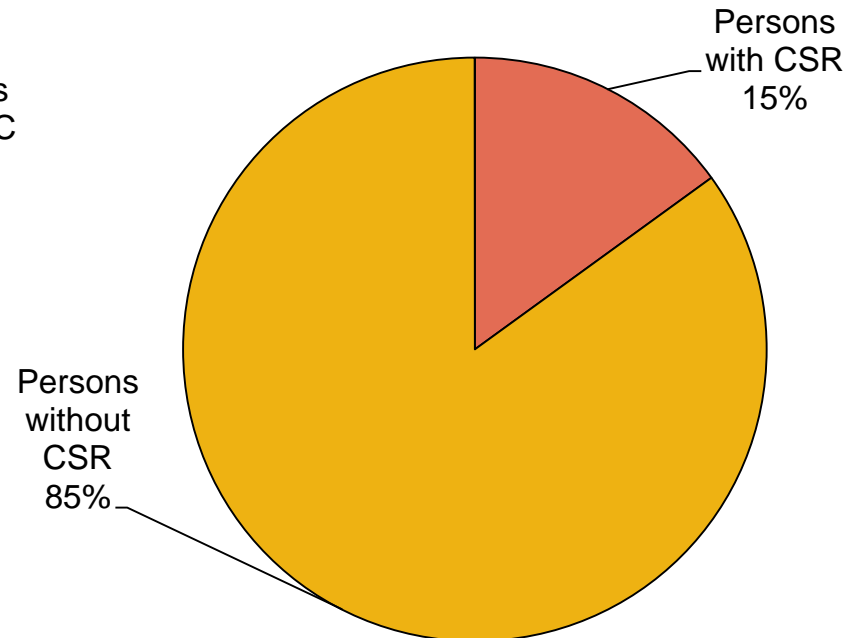
QHP Households Receiving Financial Help

November 15, 2014 – July 14, 2015

Advanced Premium Tax Credit subsidies



Cost Sharing Reduction subsidies



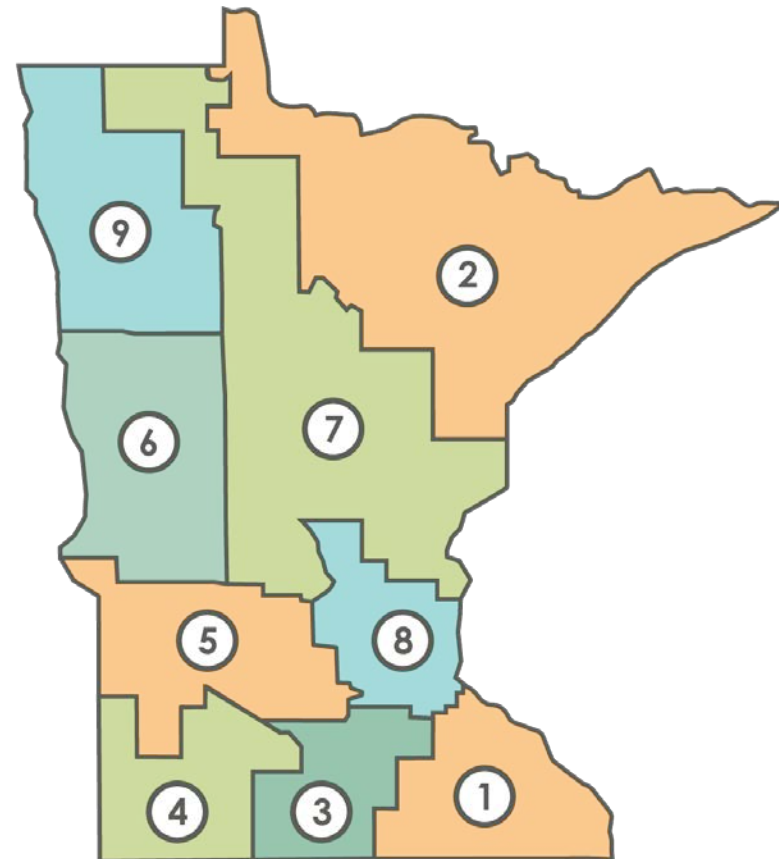
Note: This data is based off of effectuated enrollment for June 2015.

Note: Data reflects all QHP enrollment excepting SHOP enrollment.

QHP Enrollment by Rating Region

November 15, 2014 – July 14, 2015

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	8.1%	9.1%
2	5.9%	6.3%
3	4.7%	4.6%
4	2.2%	1.9%
5	3.8%	3.6%
6	4.2%	4.2%
7	7.9%	9.0%
8	61.6%	60.4%
9	1.6%	0.9%



Customer Service Dashboard



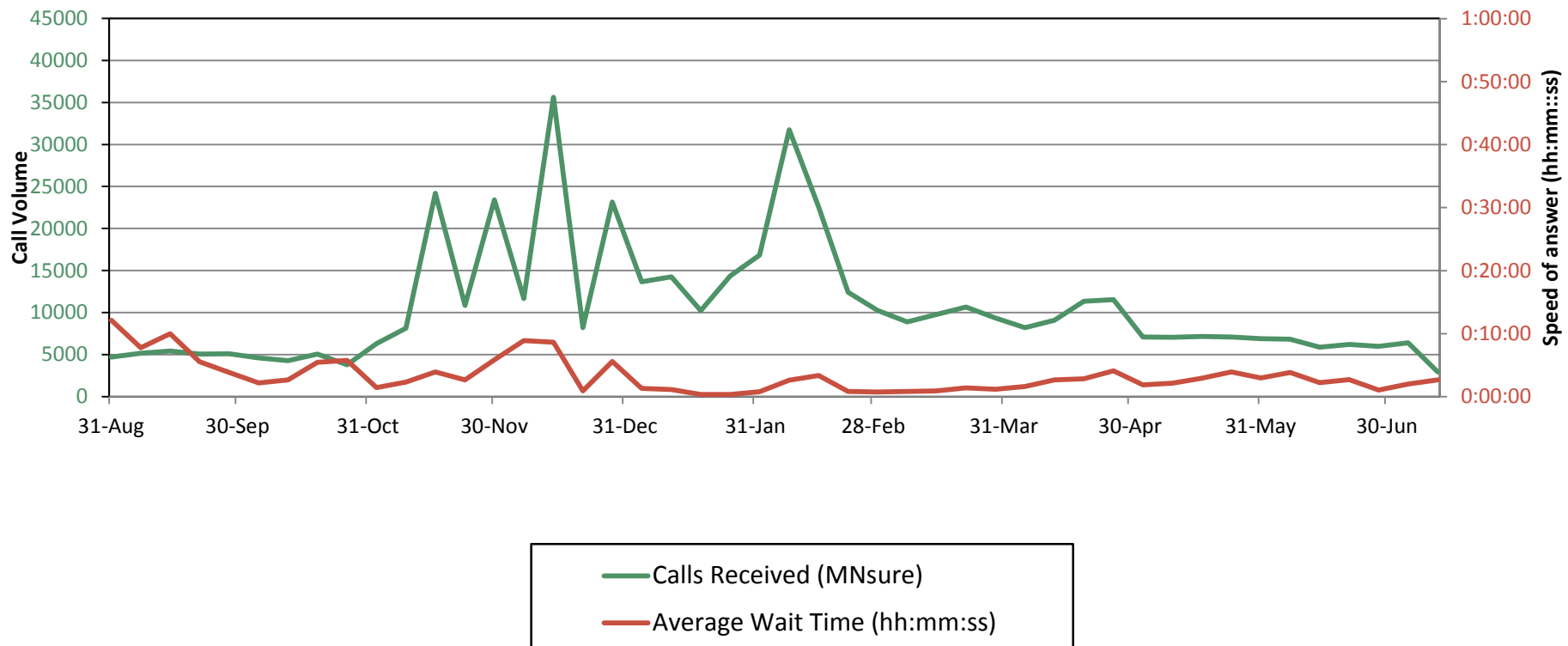
Contact Center – June 15 – July 14, 2015	
Call Volume	27,490
Average Wait Time	0:02:07
Service Level (% of calls answered in 2 min. or less)	74.58%
Calls Abandoned while on Hold	8.36%
Average Talk Time	0:07:30

All Callers Top Contact Center Inquiries – June 15 – July 14, 2015	
1. Medical Assistance inquiry	14.24%
2. How do I apply	8.58%
2. Password Reset/Account Unlock	6.63%

Navigators & Assisters Top Contact Center Inquiries – June 15 – July 14, 2015	
1. Existing/pending inquiry	33.19%
2. Password reset/account unlock	7.32%
3. Determination Result	7.23%

Contact Center – Call Volume/Wait Time

MNsire Contact Center Call Volume / Wait Time Aug. 31, 2014 - July 14, 2015



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