Board of Directors Meeting
Year-to-Year Comparisons

Enrollment Comparison Dashboard 1 of 4

Cumulative Enrollment since start of Open Enrollment period				
	OE 2017 ending 2/8/17	**OE 2016 ending 1/31/16**	**OE 2015 ending 2/15/15**	**OE 2014 ending 3/31/14**
Total Enrollments	**265,534**	**191,896**	**159,000**	**169,251**
Medical Assistance	114,511	73,173	72,017	87,986
MinnesotaCare	33,369	33,333	26,891	34,219
Qualified Health Plans	117,654	85,390	60,092	48,117
IM QHP % new enrollees	47%	46%	66%	100%
Qualified Dental Plans	11,825	7,144	7,647	Ukwn

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QHP Households Receiving Financial Help since start of Open Enrollment period				
	OE 2017 ending 2/8/17	OE 2016 ending 1/31/16	OE 2015 ending 2/15/15	OE 2014 ending 3/31/14
Households with Advanced Premium Tax Credits	64%	57%	47%	41%
Households with Cost Sharing Reductions	13%	13%	13%	13%

Current SHOP Enrollment				
	OE 2017 ending 2/8/17	OE 2016 ending 1/31/16	OE 2015 ending 2/15/15	OE 2014 ending 3/31/14
Employers enrolled	405	276	185	144
Employees enrolled	1,810	1,243	1,007	446
Individuals enrolled (including dependents)	2,844	1,891	1,419	1,071

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Plans & Carriers since start of Open Enrollment period				
Carrier	**OE 2017 ending 2/8/17**	**OE 2016 ending 1/31/16**	**OE 2015 ending 2/15/15**	**OE 2014 ending 3/31/14**
BluePlus	23%	8%	7%	--
HealthPartners	27%	24%	24%	12%
Medica	23%	19%	5%	4%
UCare	27%	21%	20%	1%
Blue Cross Blue Shield	--	28%	43%	24%
PreferredOne	--	--	--	59%
Metal Level				
Platinum	--	--	7%	27%
Gold	10%	17%	17%	12%
Silver	32%	36%	40%	34%
Bronze	56%	46%	36%	25%
Catastrophic	1%	1%	1%	1%

Note: Data reflects all QHP enrollment except SHOP enrollment.

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QHP Enrollee Demographics since start of Open Enrollment period				
Age	**OE 2017 ending 2/8/17**	**OE 2016 ending 1/31/16**	**OE 2015 ending 2/15/15**	**OE 2014 ending 3/31/14**
<18	10%	10%	9%	10%
18-25	7%	6%	7%	6%
26-34	15%	14%	17%	18%
35-44	13%	13%	15%	15%
45-54	18%	18%	19%	19%
55-64	35%	38%	33%	32%
65+	1%	<1%	<1%	<1%
Sex				
Male	48.2%	48.3%	49.0%	48.5%
Female	51.8%	51.7%	51.0%	51.5%

Note: Data reflects all QHP enrollment except SHOP enrollment.

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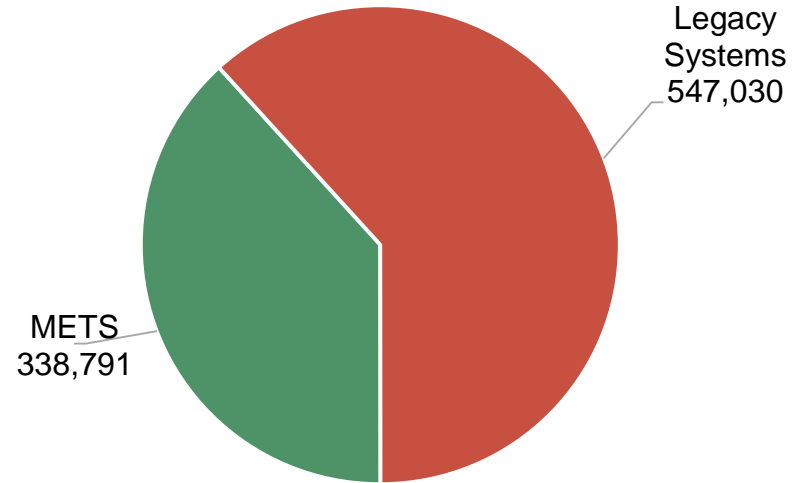# Enrollments by Program
OE 2014 – OE 2017

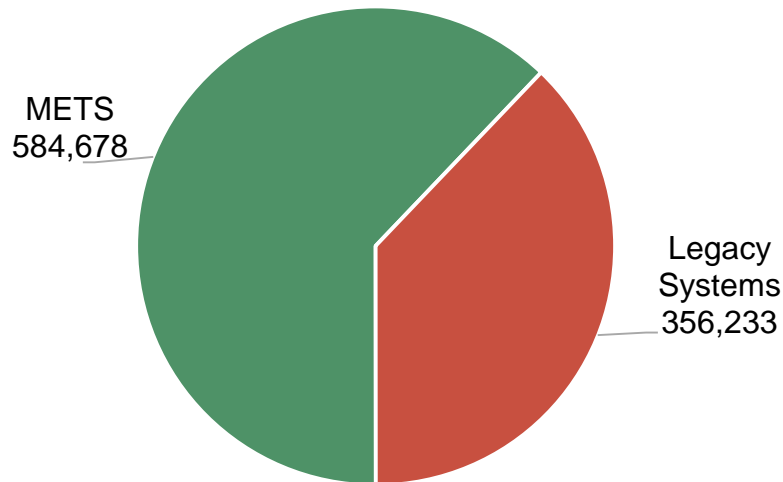Bar chart showing enrollments by program from OE 2014 to OE 2017.

Legend:
- Medical Assistance
- MinnesotaCare
- **QHP Enrollment via Individual Market**
- QHP Enrollment via SHOP

Category	OE 2014 ending 3/31/14	OE 2015 ending 2/15/15	OE 2016 ending 1/31/16	OE 2017 ending 2/8/17
Medical Assistance	87,986	72,017	73,173	114,511
MinnesotaCare	34,219	26,891	33,333	33,369
QHP Enrollment via Individual Market	47,046	58,673	83,499	114,810
QHP Enrollment via SHOP	1,071	1,419	1,891	2,844

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MA Enrollment Count

January 2014

Legacy Systems 635,366

METS 64,321

January 2015

Legacy Systems 547,030

METS 338,791

January 2016

METS 584,678

Legacy Systems 356,233

January 2017

METS 621,981

Legacy Systems 233,353

MinnesotaCare Enrollment Count

January 2014
METS 23,787
Legacy Systems 31,169
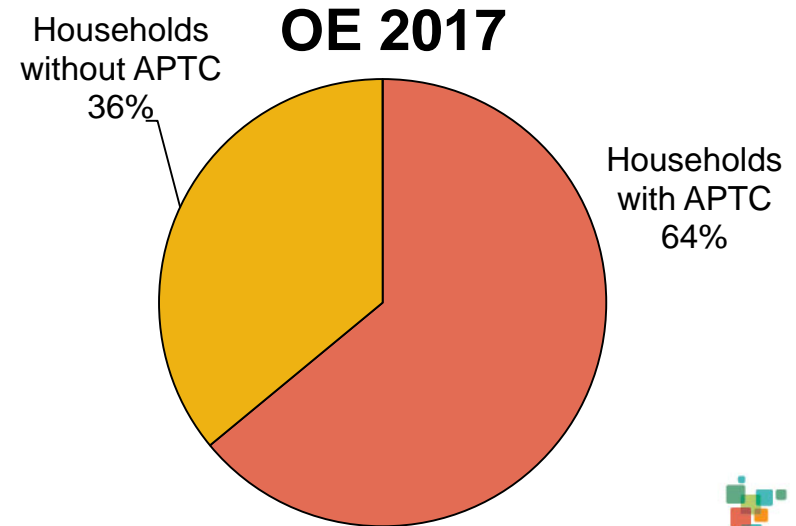
January 2015
METS 88,831
Legacy Systems 0

January 2016
METS 133,039
Legacy Systems 0

January 2017
METS 65,547
Legacy Systems 0
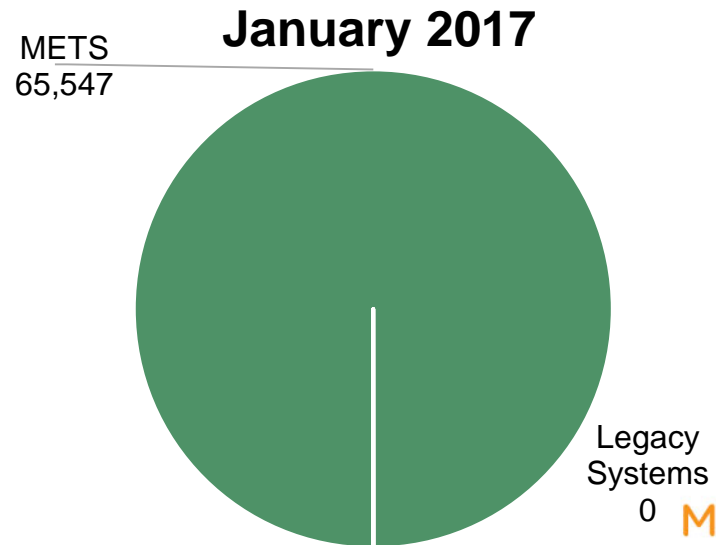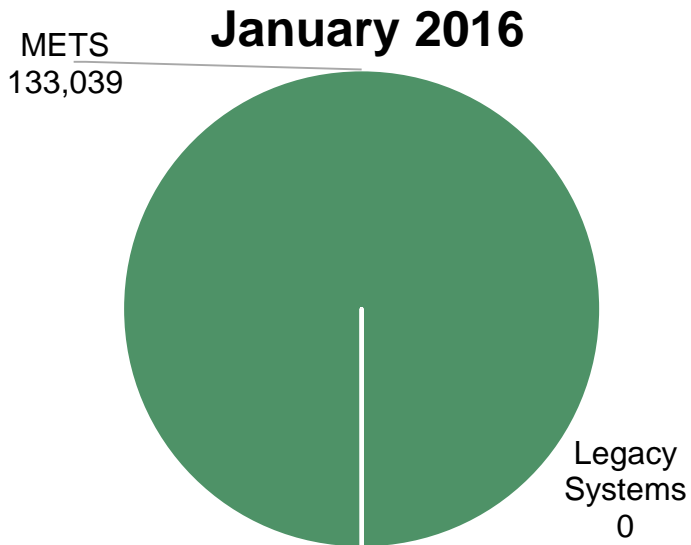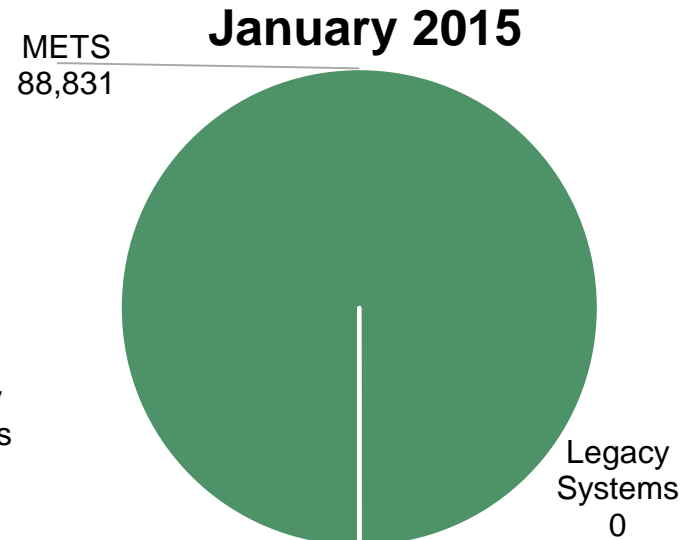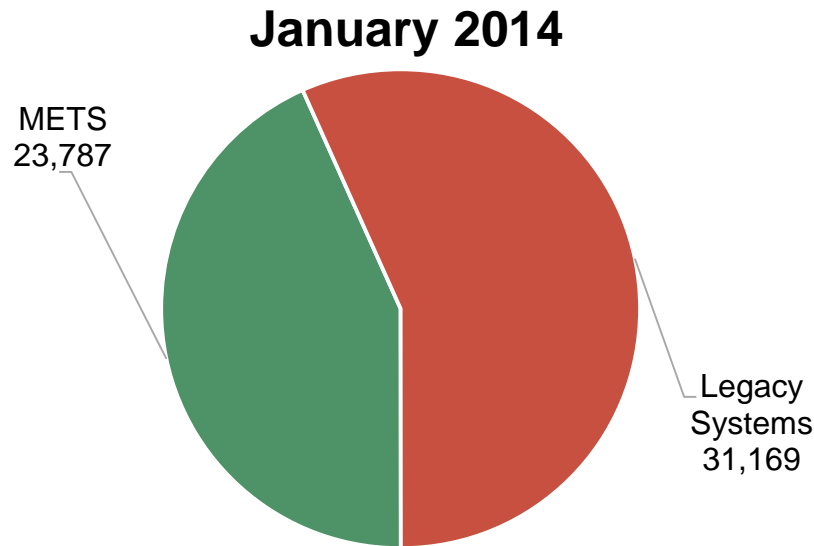
QHP Households Receiving Financial Help Advanced Premium Tax Credits (APTC)

OE 2014

Households without APTC 59%

Households with APTC 41%

OE 2015

Households without APTC 53%

Households with APTC 47%

OE 2016

Households without APTC 43%

Households with APTC 57%

OE 2017

Households without APTC 36%

Households with APTC 64%

Note: Data is based off of effectuated enrollment data received from carriers. Data reflects all QHP enrollment except SHOP enrollment.

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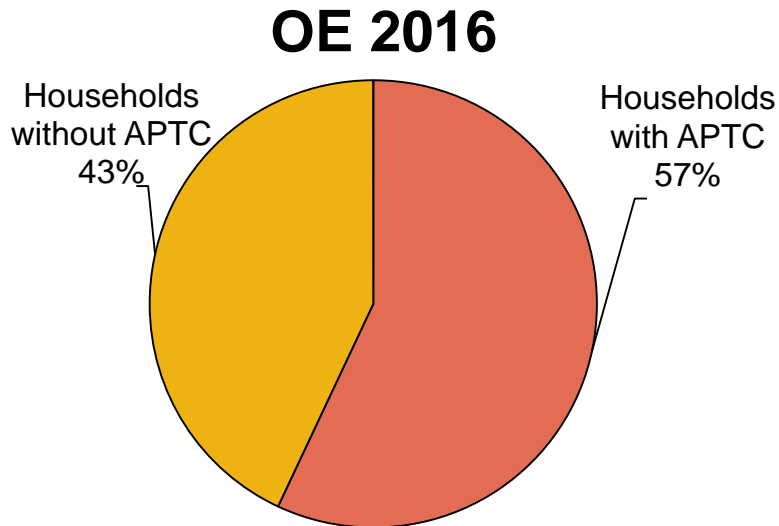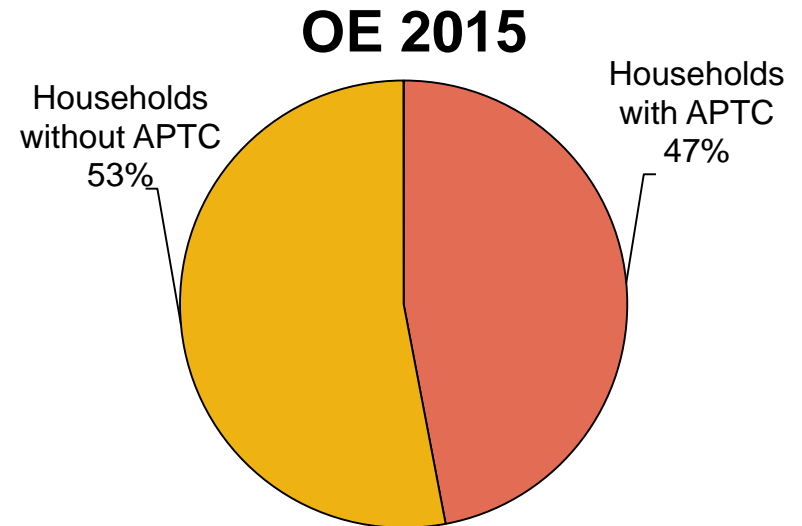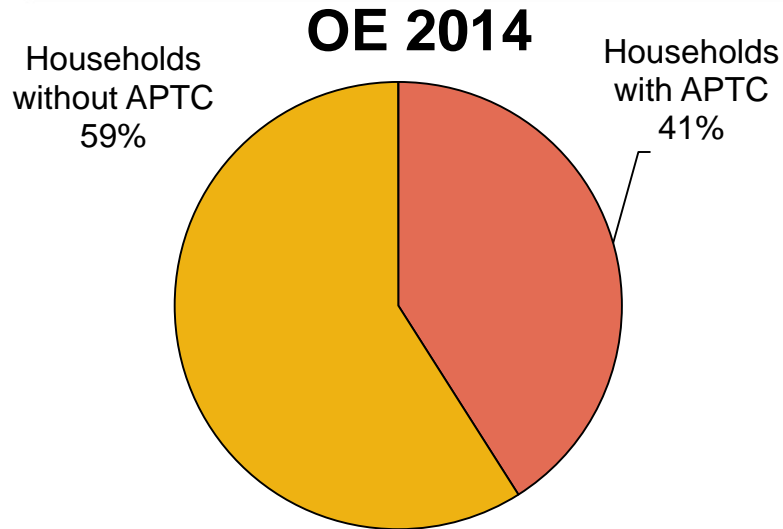
2017 QHP Metal Level Selection
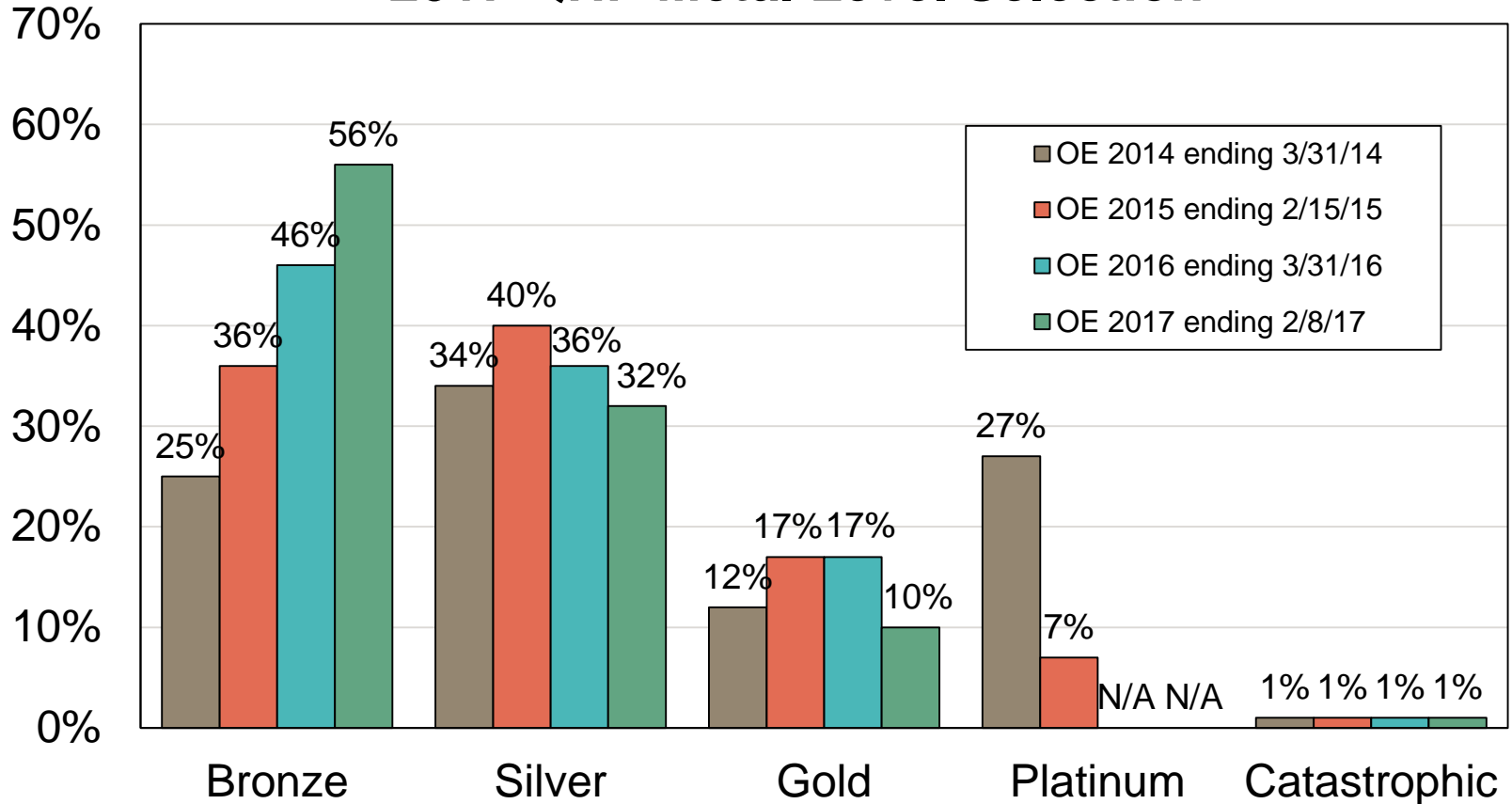
Legend:
- OE 2014 ending 3/31/14
- OE 2015 ending 2/15/15
- OE 2016 ending 3/31/16
- OE 2017 ending 2/8/17

Metal Level	OE 2014	OE 2015	OE 2016	OE 2017
Bronze	25%	36%	46%	56%
Silver	34%	40%	36%	32%
Gold	12%	17%	17%	10%
Platinum	27%	7%	N/A	N/A
Catastrophic	1%	1%	1%	1%

Note: Data reflects all QHP enrollment except SHOP enrollment.

Prepared for January 11, 2017 Board Meeting

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Customer Service Dashboard
1 of 3

Contact Center, Dec. 12, 2016 – Jan. 8, 2017				
	OE 2017 11/1/16 – 2/8/17	OE 2016 11/1/15 – 1/31/16	OE 2015 11/15/14 – 2/15/15	OE 2014 10/1/13 – 3/31/14
Average Daily Call Volume	2,437*	3,162	2,288	1,221
Service Level (% of calls answered in 5 min. or less)	92%	65%	67%	28%
Average Speed of Answer	0:01:38	0:08:29	0:03:09	0:28:14
Calls Abandoned while in Queue	6%	13%	11%	41%

*Includes initial dial attempts only

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Customer Service Dashboard 2 of 3

All Callers Top Call Inquiries							
OE 2017 11/1/16 – 2/8/17		**OE 2016 11/1/15 – 1/31/16**		**OE 2015 11/15/14 – 2/15/15**		**OE 2014 10/1/13 – 3/31/14**	
1. MA/MCRE	12%	1. MA/MCRE	13%	1. How Do I Apply?	19%	1. Application issues	14%
2. Password reset/Account unlock	8%	2. Password reset/Account unlock	10%	2. Password reset/Account unlock	12%	2. Application Status	9%
3. Status	5%	3. General Questions	10%	3. MA/MCRE	7%	3. Password reset/Account unlock	5%

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Customer Service Dashboard 3 of 3

Assister Resource Center (ARC) Top Call Inquiries							
OE 2017 11/1/16 – 2/8/17		OE 2016 11/1/15 – 1/31/16		OE 2015 11/15/14 – 2/15/15		OE 2014 10/1/13 – 3/31/14	
1. Existing/ pending inquiry	52%	1. Existing/ pending inquiry	42%	1.Technical Issues	21%	N/A – No ARC	N/A
2. Password reset/Account unlock	14%	2. Password reset/Account unlock	18%	2. Renewal questions	6%	N/A – No ARC	N/A
3. Determination Result	9%	3.Determination Result	14%	3. Password reset/Account unlock	5%	N/A – No ARC	N/A

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Contact Center
Call Volume and Wait Times

MNsure Contact Center Call Volume/Average Speed of Answer
October 1, 2013 – February 8, 2017
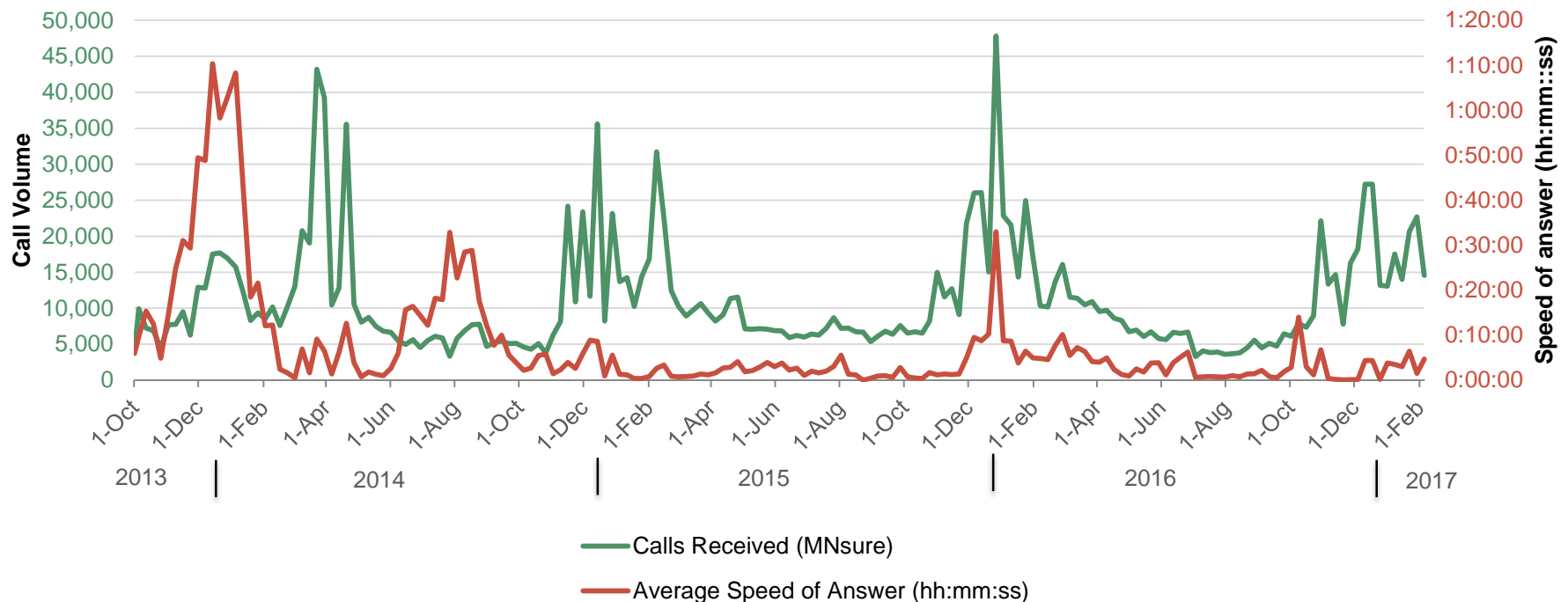
Service Level represents the percent of calls answered in 5 minutes or less.

Note: Call volumes represent weekly totals for week beginning with date.
         Average Speed of Answer represents weekly average for week beginning with date.