



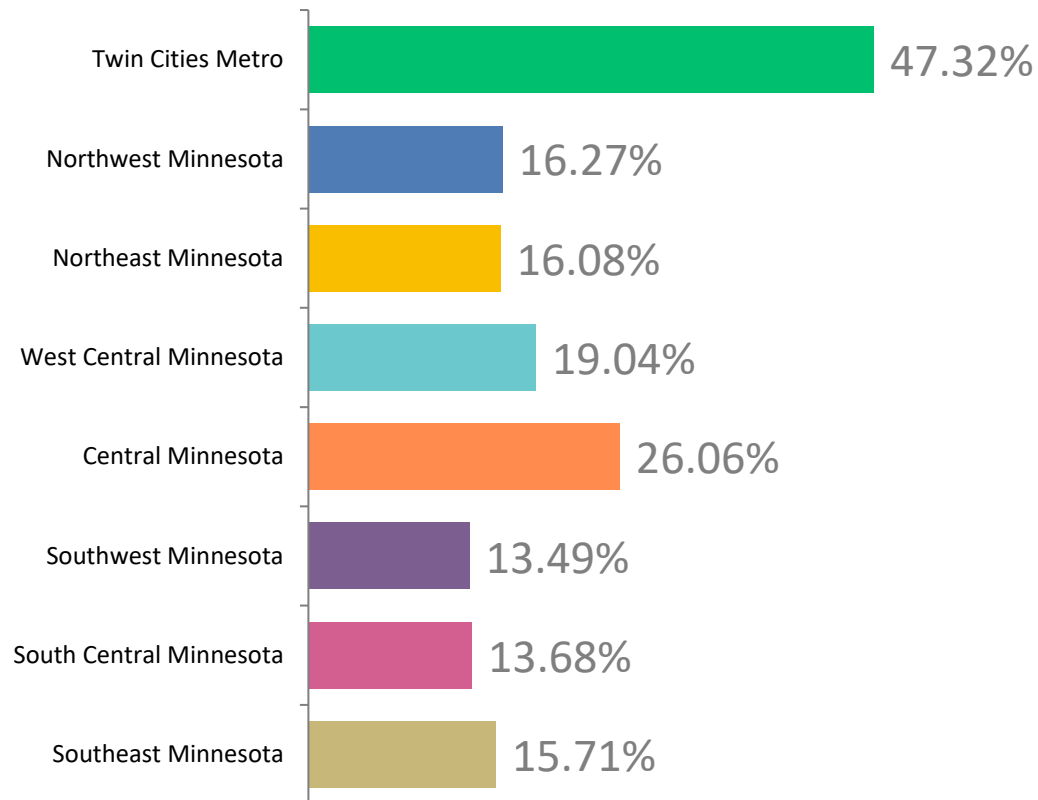
2024 Open Enrollment Assister Experience Survey



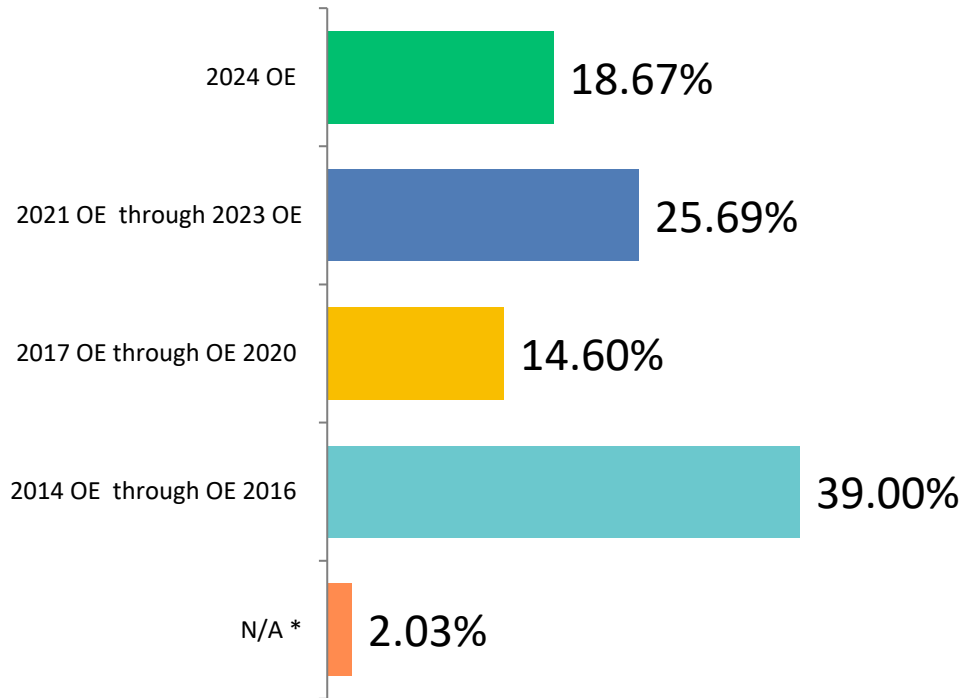
Who took the survey?

- 541 responses from all assisters (brokers, navigators and certified application counselors)
 - 256 complete responses from brokers
 - 197 complete responses from navigators and CACs
- Link to the survey was sent to all currently certified assisters (1,329 brokers and 1,061 navigators/CACs)

Where assistance is offered by survey respondents (by region)

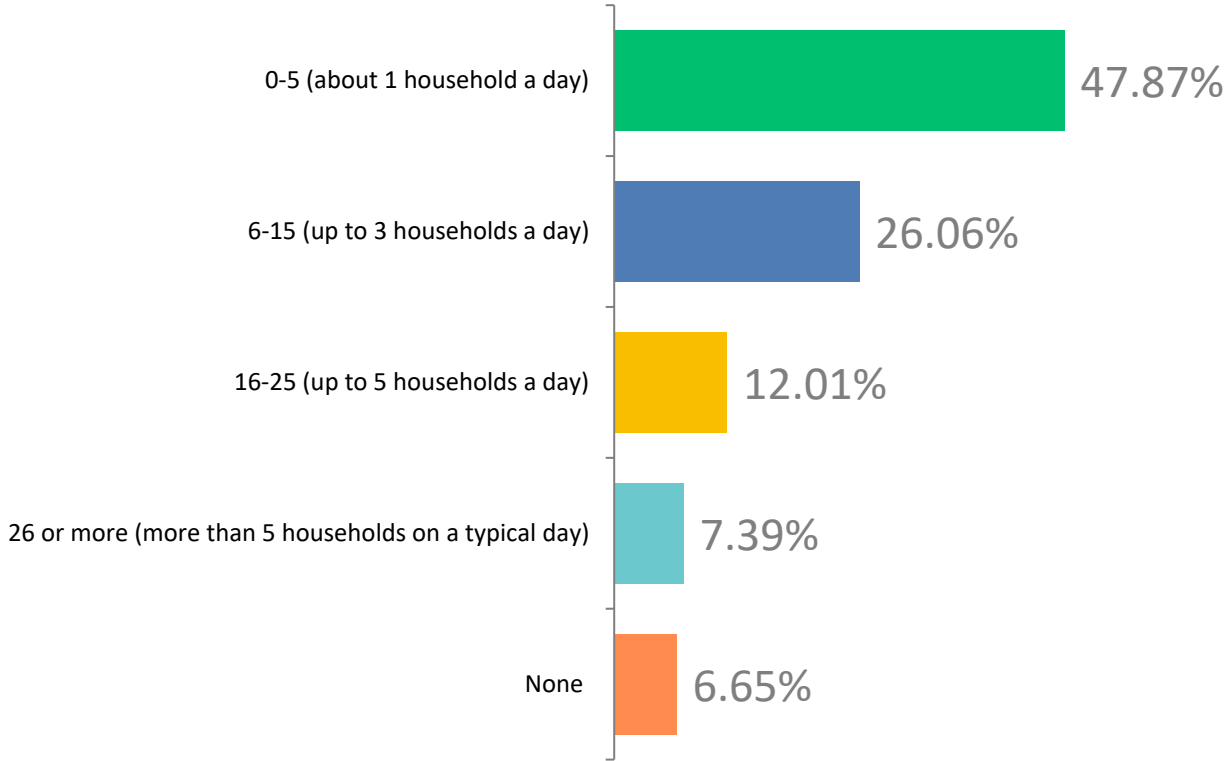


First open enrollment respondents were certified with MNsure

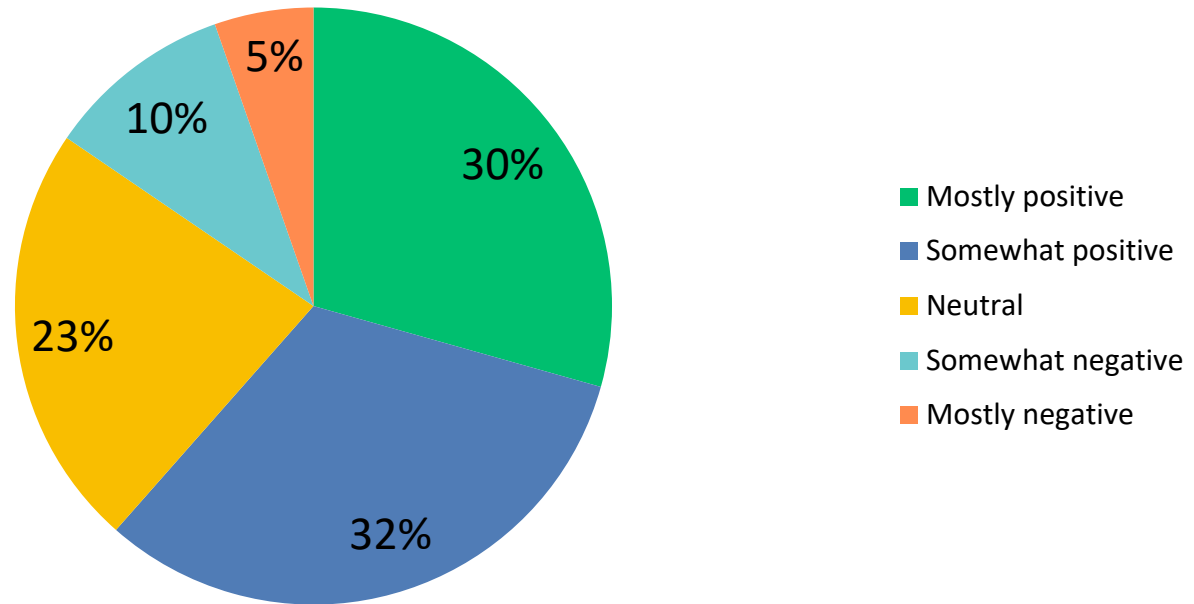


*assister certified after the close the most recent open enrollment

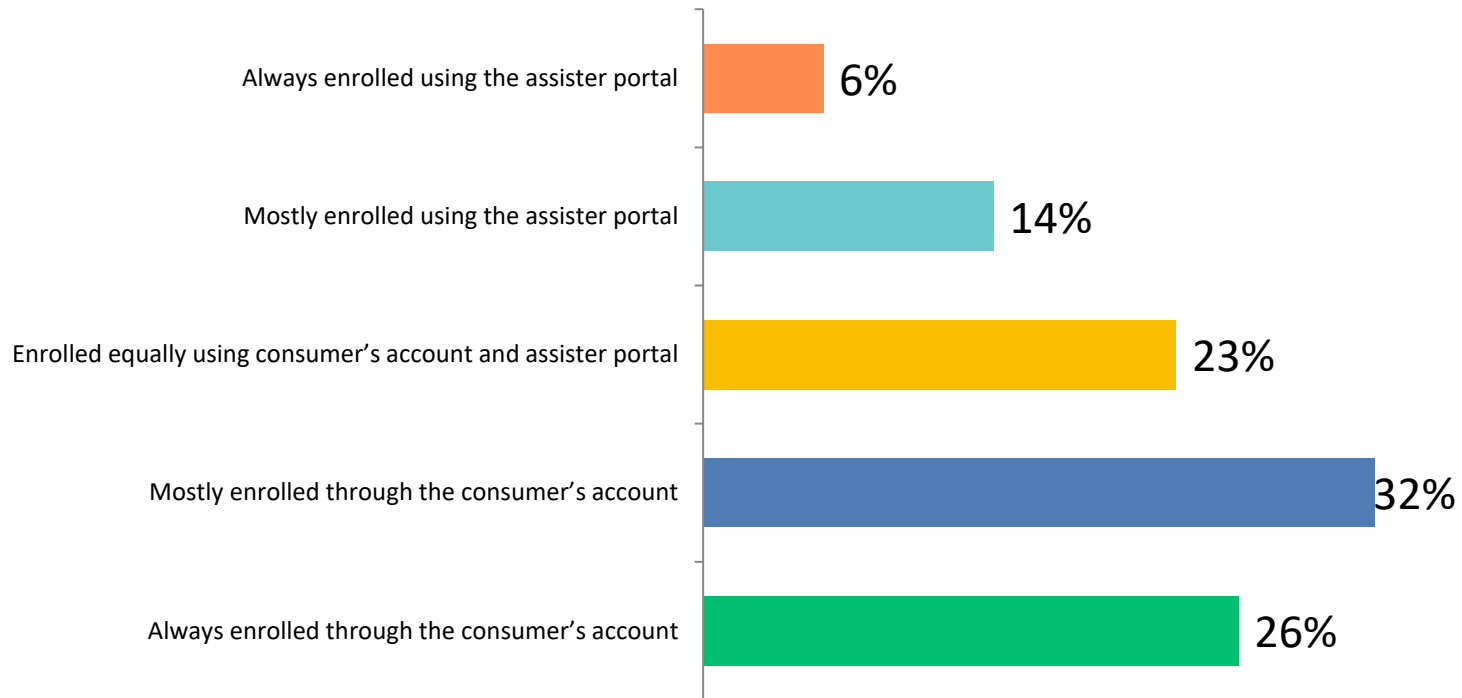
During OE, the number of households assisted with a MNsure application, renewal, life event, or other type of assistance per week



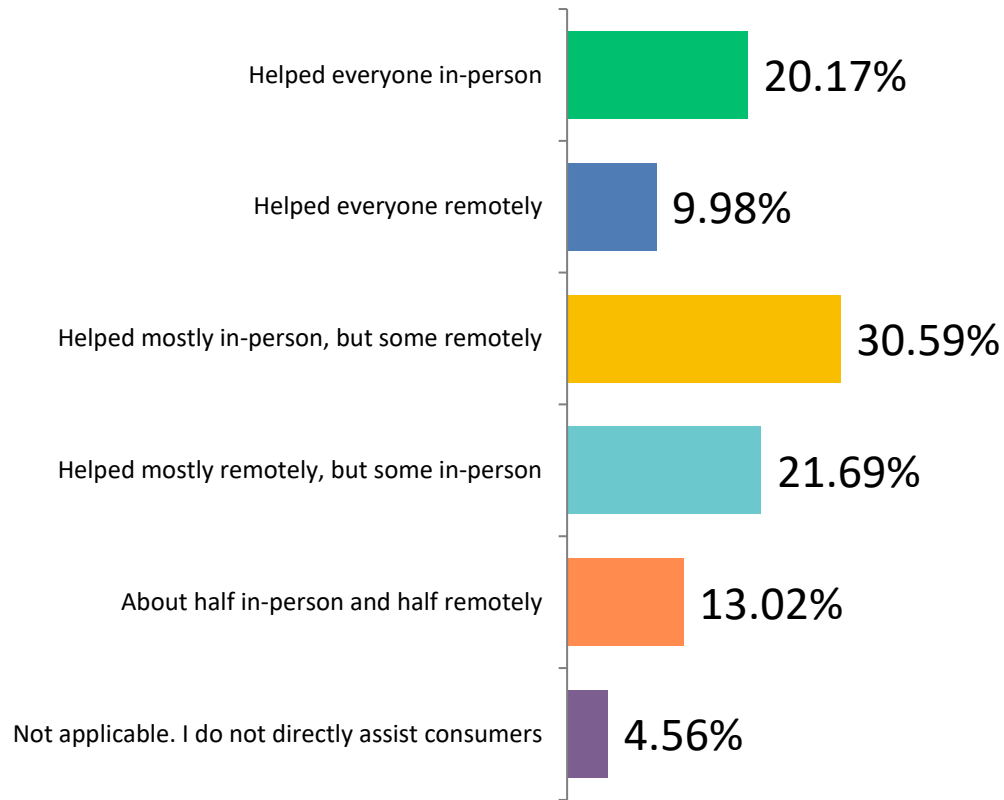
Assister Experience with Technology



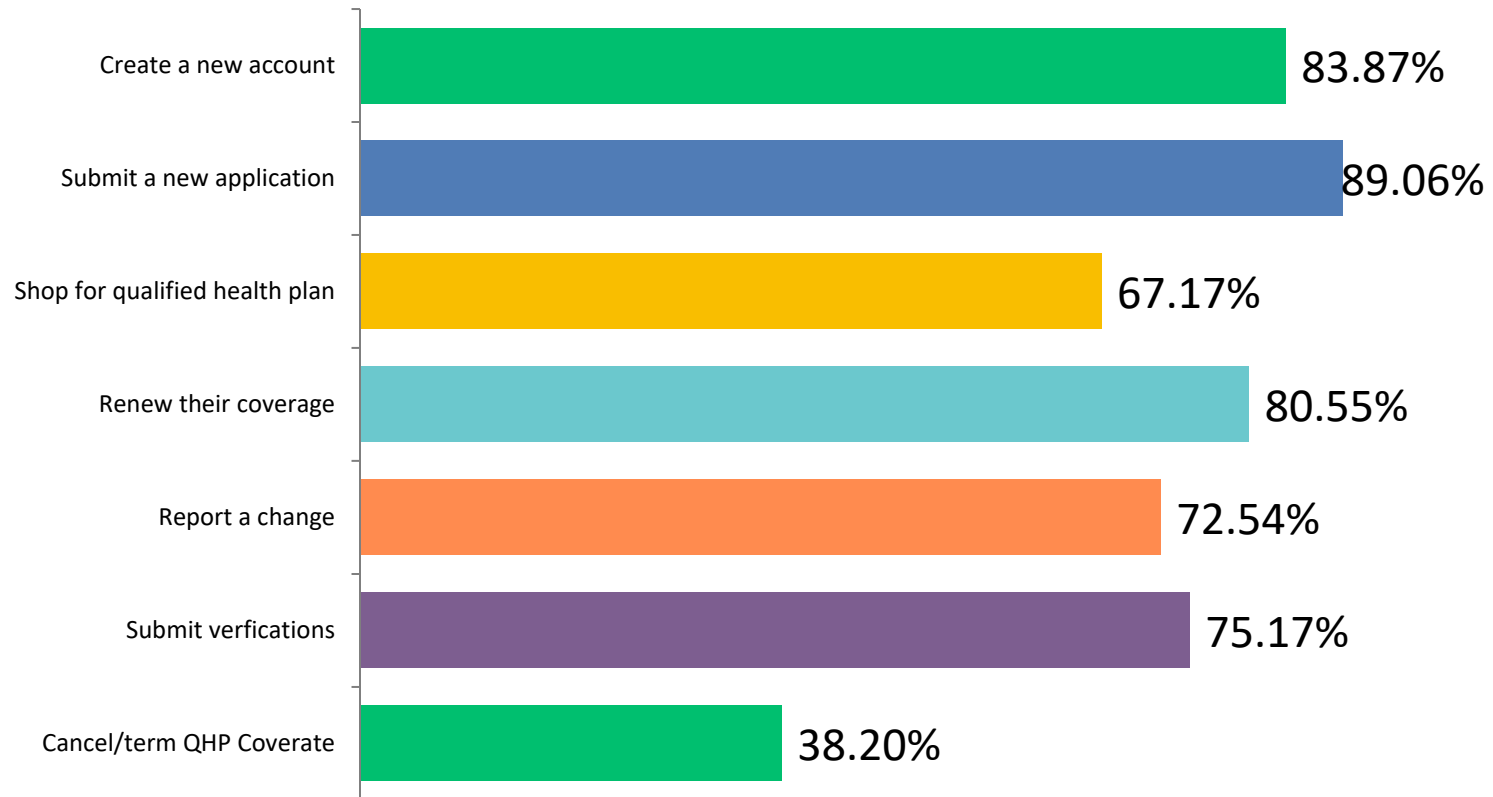
Used the assister portal versus consumer account to enroll consumers in coverage



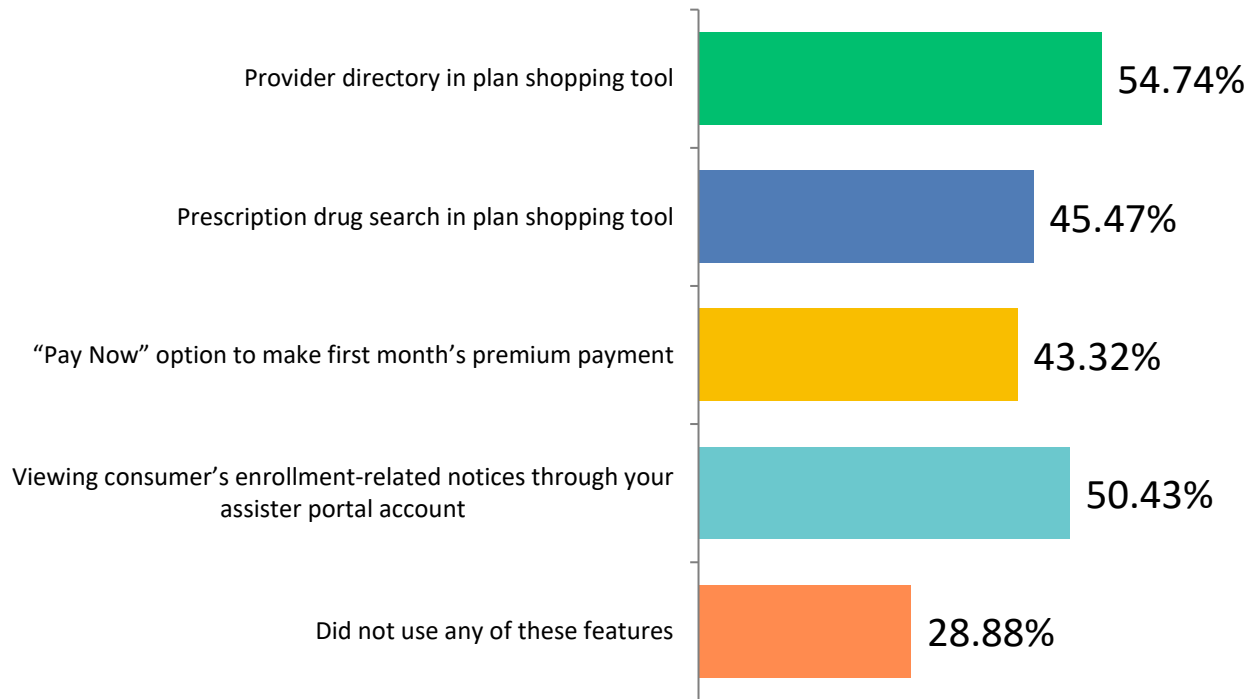
Remote assistance and/or in-person assistance



Frequency of assister activities during OE



Use of QHP shopping and enrollment features

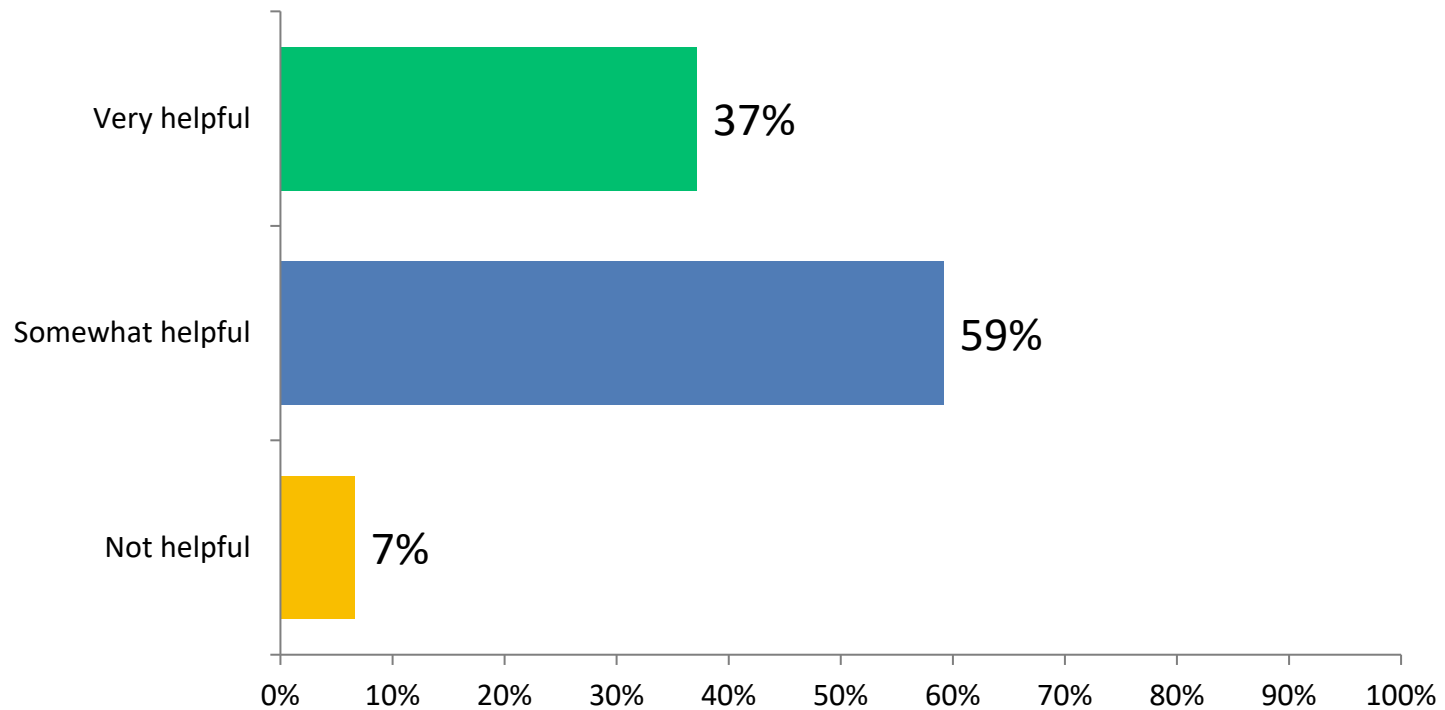


Usefulness of QHP shopping and enrollment features

	Very useful	Somewhat useful	Not very useful
Prescription drug search	45.63%	37.54%	16.83%
Provider Directory	45.51%	40.17%	14.33%
Viewing consumer notices	49.85%	36.47%	13.68%
“Pay Now” option	48.92%	38.85%	12.23%

Fall 2023 Assister Assemblies

About 48% of assisters participating in the survey attended an Assister Assembly or accessed the recording afterward and almost all those assisters found the information very helpful or somewhat helpful:

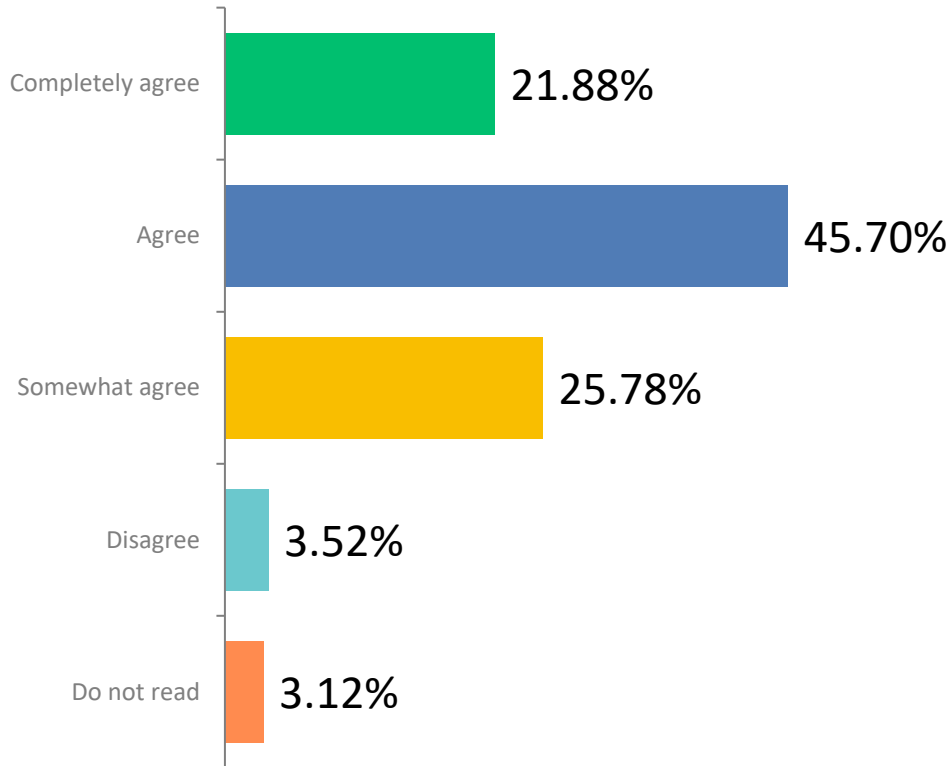




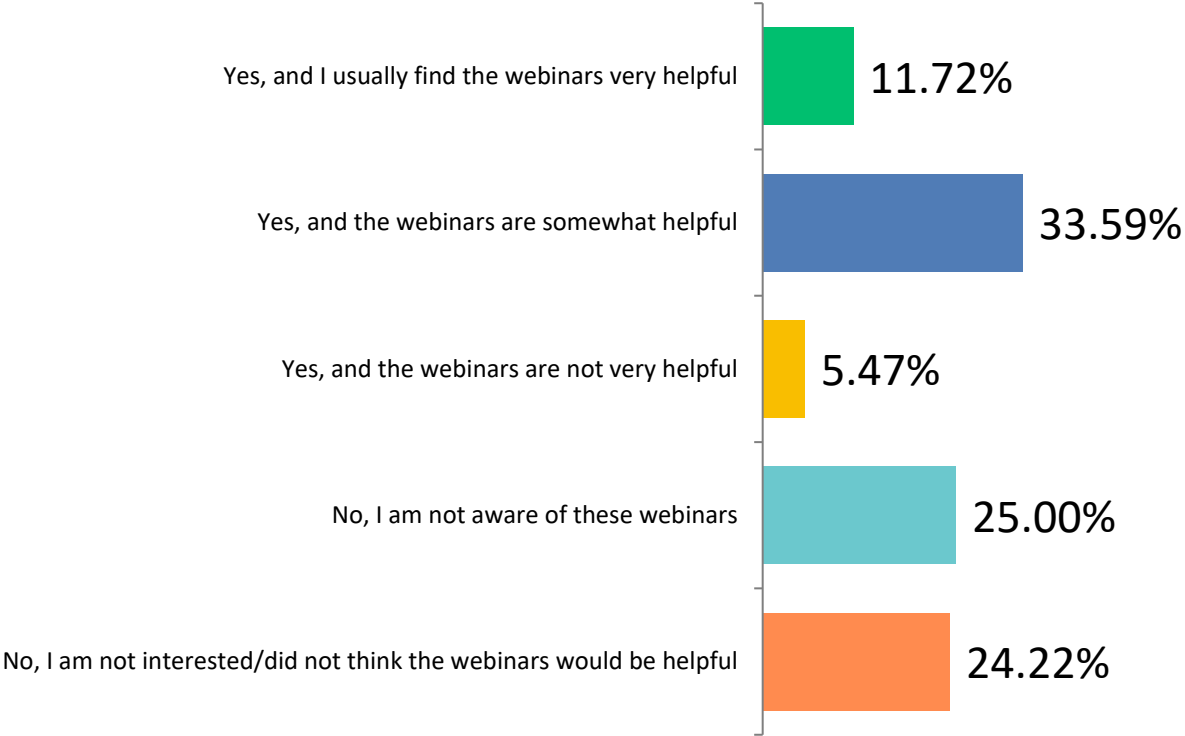
Broker Experience



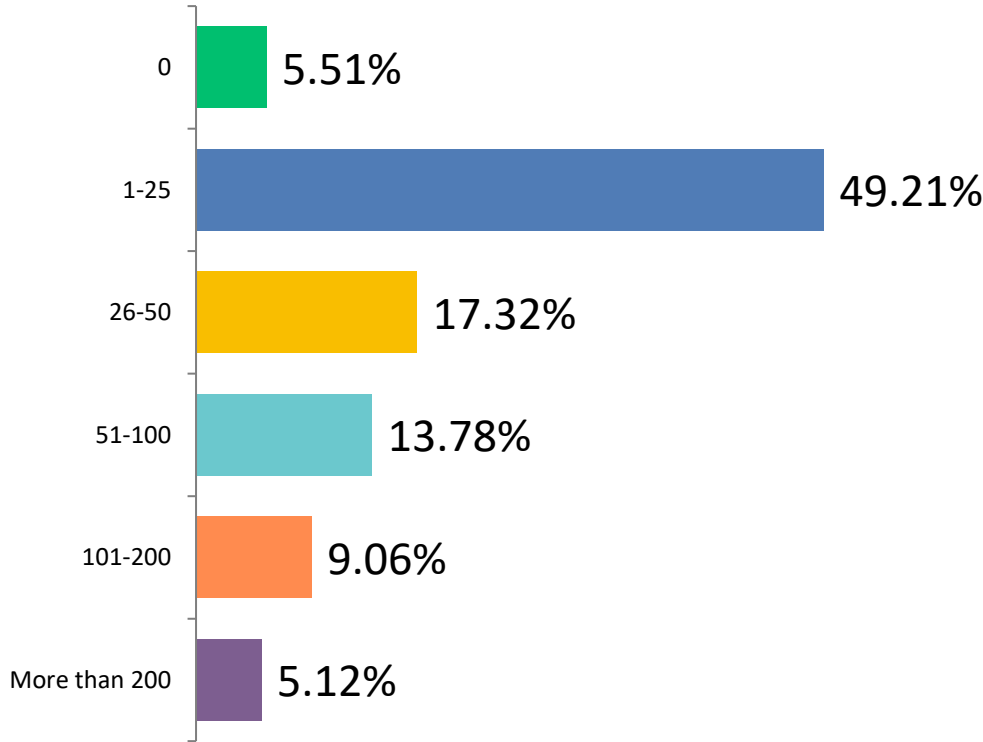
Broker communications provide relevant and timely information.



Are you aware of and do you attend the MNsure monthly broker calls/webinars?



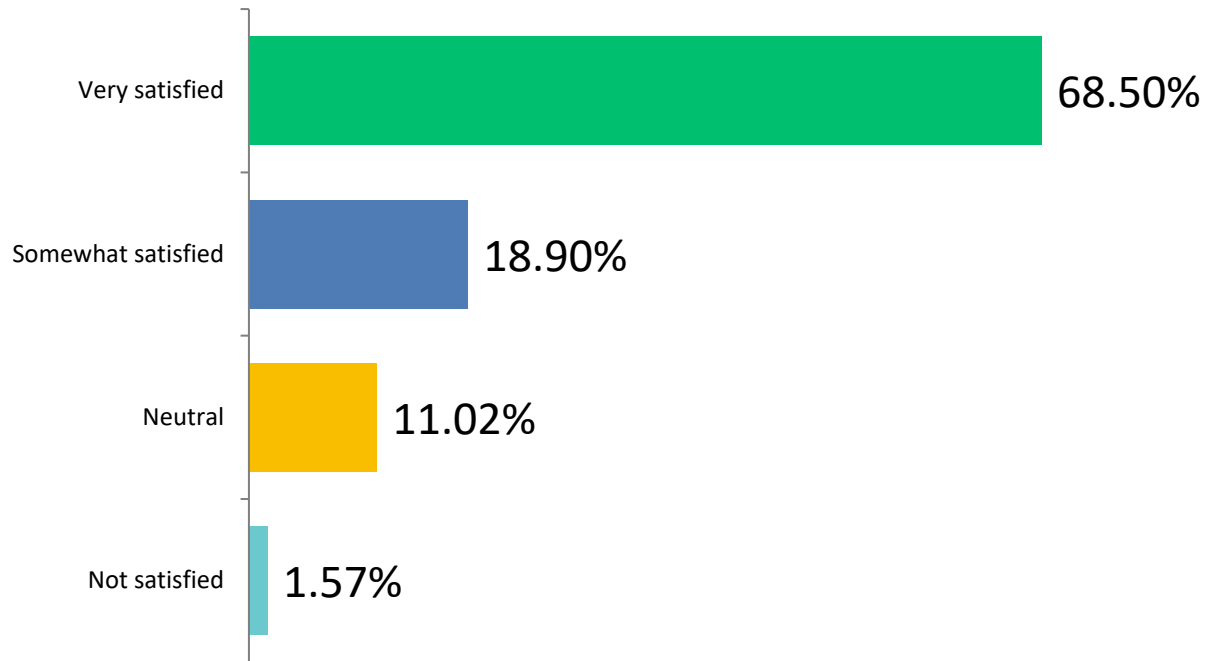
Approximately how many consumers did you help to enroll in plans or renew plans through MNsure during the most recent open enrollment?



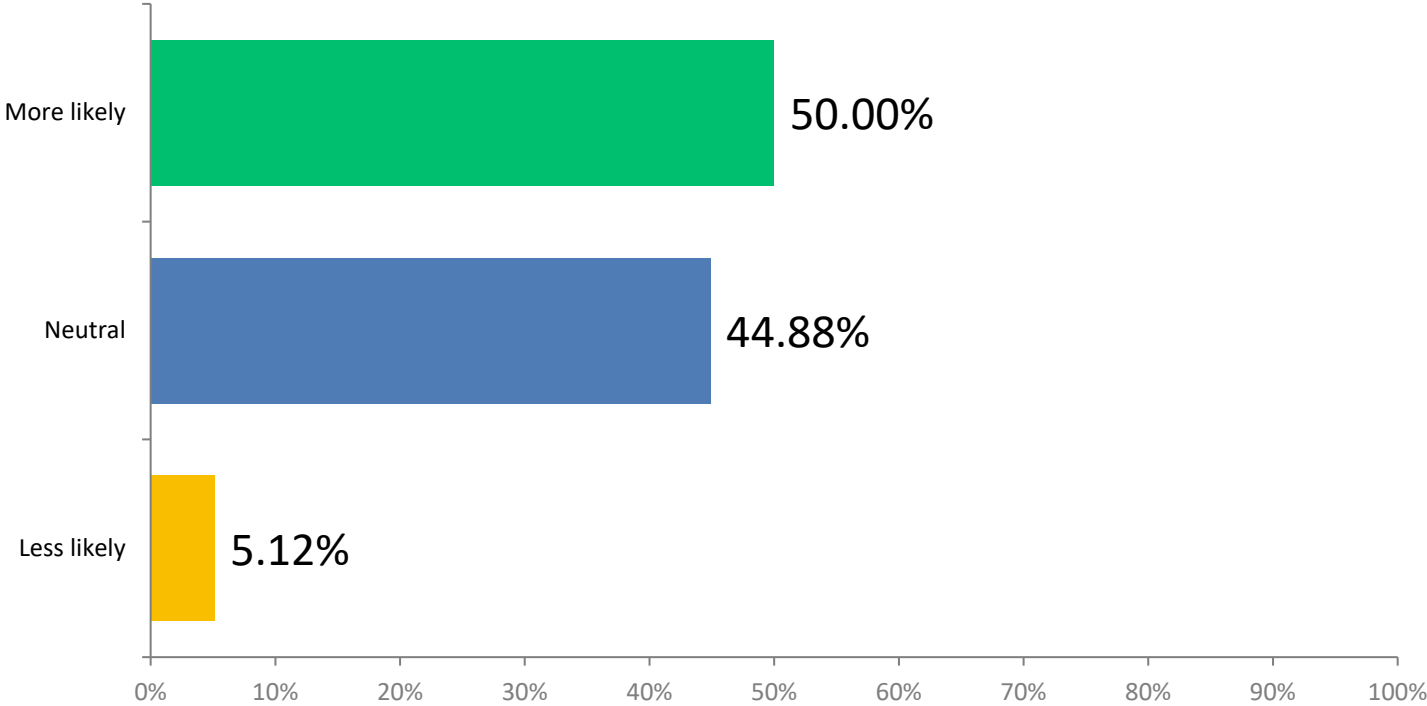
Reasons for off-exchange (not through MNsure) enrollment

	Frequently/Sometimes	Rarely/Never
Easier off-exchange	45.28%	54.72%
Better alternative off-exchange	22.44%	77.56%
Did not qualify for tax credits	62.60%	37.40%
Client chose to enroll off-exchange	51.97%	48.03%

Satisfaction with the Broker Service Line



Likely to return for next year based on experience this open enrollment





Thank you!

Submit questions via the chat feature, or
Use #6 to unmute your line and ask a question.
Remember to state your name and organization.
Use *6 to remute your line when you are done.

