Enrollment in Process

90,395 total enrollments

- MinnesotaCare
- Medical Assistance
- QHPs
- Total Number of Enrollments by MNsure
Applications and Enrollment through MNsure

- 155,545 accounts created
- 120,474 applications submitted
- 90,395 enrollments

Graph shows:
- Accounts Created
- Applications Submitted
- Total Enrollments

Key dates:
- Oct. 1, 2013
- Nov. 2, 2013
- Nov. 30, 2013
- Dec. 14, 2013
- Dec. 28, 2013
- Jan. 4, 2014
- Jan. 18, 2014
- Feb. 1, 2014
MinnesotaCare

- 21,167 individuals in MinnesotaCare

Medical Assistance

- 28,611 individuals in QHPs
- 40,617 individuals in Medical Assistance

QHP Enrollments

- 21,167 individuals in MinnesotaCare
- 28,611 individuals in QHPs
- 40,617 individuals in Medical Assistance
Total Enrollments in Process

Enrollments in Process

Total Enrollments by MNsure

Note: Enrollments in process means the consumer has chosen a plan and a payment method.
QHP Enrollments in Process

Note: Enrollments in process means the consumer has chosen a plan and a payment method.
Eligibility of QHP Applicants
February 1, 2014

Number of Applicants Applying for Coverage

- 24,442 individuals (Eligible for APTC)
- 36,561 individuals (Did Not Apply for Assistance)
- 33,789 individuals (Not Eligible for APTC)
Individual Market: Metal Levels
February 1, 2014

Projected Metal Level Selection

Actual Metal Level Selection

- Bronze
- Silver
- Gold
- Platinum
- Catastrophic

8% Bronze, 35% Silver, 20% Gold, 5% Platinum, 5% Catastrophic

1% Bronze, 22% Silver, 13% Gold, 29% Platinum, 1% Catastrophic
Individual Market: QHP Enrollee Demographics
February 1, 2014

Gender in QHPs
- Female: 53%
- Male: 47%

Ages in QHPs
- 0-18: 5%
- 19-25: 11%
- 26-34: 14%
- 35-44: 16%
- 45-54: 19%
- 55-64: 35%
Enrollment Records Sent to Carriers

Subscriber Level Records Sent to Carriers

- The same household is counted twice (appropriately) in these subscriber level records if the household chose both a medical and dental plan because the subscriber record has to be sent to each carrier.
- MNsure has manually enrolled 3,210 individuals as of February 1, 2014

20,198 total 834s sent
Call Center - Average Wait Time
Call Center - Calls Received

![Graph showing the number of calls received over time from 1-Oct to 21-Jan. The graph indicates a peak around 17-Dec, with a general increase from 1-Oct to 3-Dec and a decline from 10-Dec to 21-Jan.](image)
Call Center - Resolution and Talk Time

Average Call Handle Time

Average Call Talk Time

MNSure
Call Center - Type of Calls Received
October 2013 - January 2014

- Individual Market
- Technical
- MNsure - ACA
- MA
- MN Care
- NAB
- Finance
- SHOP
- Other
- Appeal

Oct-13
Nov-13
Dec-13
Jan-14
Call Center - Type of Calls Received
October 2013 - January 2014

Top 10 Inquiries:

- Application Status
- Payment Status
- Carrier Info/where are my cards
- Unable to Create Account
- General Questions/Eligibility
- Enrollment – Manual Process
- Online Application Process
- Why am I not getting a tax credit?
- Other programs (MA/MNcare packets)
- Login Info / Access
Top 10 Inquiries:

- Application Status
- General Questions/Eligibility
- Password Reset/Unlock Account
- Unable to Create Account
- Delayed Processing
- Inbound Inquiry
- Online Application Process
- Why is client not getting a tax credit?
- Web Training Issue
- Login Info / Access
System Uptime

Note: Values represent scheduled times
Placeholder: IT Functionality
Website Metrics
January 19 - February 1, 2014

Web Site New and Returning Visitors

- New Visitor: 94,478
- Returning Visitor: 40,289

Jan 19 to Feb 1
Website Metrics
January 19 - February 1, 2014

Total Visits By Geography

- Saint Paul: 34,419
- Minneapolis: 28,070
- Duluth: 4,568
- Rochester: 4,218
- Saint Cloud: 4,195
- Bloomington: 3,577
- Apple Valley: 3,436
- Roseville: 3,091
- Blaine: 2,808
- Mankato: 2,790
### 2014 Enrollment

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employers Enrolled</td>
<td>90</td>
<td>20</td>
<td>110</td>
</tr>
<tr>
<td>Employees on roster</td>
<td>680</td>
<td>102</td>
<td>782</td>
</tr>
<tr>
<td>Employees enrolled</td>
<td>469</td>
<td>72</td>
<td>541</td>
</tr>
<tr>
<td>Avg. Employees on roster</td>
<td>7.6</td>
<td>5.1</td>
<td></td>
</tr>
<tr>
<td>Avg. Employees enrolled</td>
<td>5.2</td>
<td>3.6</td>
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</tr>
</tbody>
</table>

### Enrollment Against Projections (Low)

<table>
<thead>
<tr>
<th></th>
<th>Employers</th>
<th>Employees</th>
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<tbody>
<tr>
<td>Projection</td>
<td>1,313</td>
<td>13,125</td>
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<tr>
<td>YTD Enrollment</td>
<td>110</td>
<td>541</td>
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<tr>
<td>Percent to projection</td>
<td>8.4%</td>
<td>4.1%</td>
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</table>
### Contribution Levels by Employers

<table>
<thead>
<tr>
<th>Contribution Level</th>
<th>January</th>
<th>February</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>0-24%</td>
<td>8</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>25% - 49%</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>50% - 74%</td>
<td>35</td>
<td>8</td>
<td>43</td>
</tr>
<tr>
<td>75% - 100%</td>
<td>71</td>
<td>12</td>
<td>83</td>
</tr>
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</table>

### Employer Enrollment by Group Size

<table>
<thead>
<tr>
<th>Employer Size</th>
<th>January</th>
<th>February</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>1-5</td>
<td>63</td>
<td>17</td>
<td>80</td>
</tr>
<tr>
<td>6-10</td>
<td>18</td>
<td>2</td>
<td>20</td>
</tr>
<tr>
<td>11-24</td>
<td>6</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>25-50</td>
<td>3</td>
<td>0</td>
<td>3</td>
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</tbody>
</table>
### Number of Plans Offered by Employer

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-15</td>
<td>73</td>
<td>16</td>
</tr>
<tr>
<td>16-30</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>31-45</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>46-63</td>
<td>8</td>
<td>1</td>
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</tbody>
</table>

### Plans Offered by Metal Level by Employer

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 metal levels</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>3 metals levels</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>2 metal levels</td>
<td>20</td>
<td>2</td>
</tr>
<tr>
<td>1 metal level</td>
<td>51</td>
<td>14</td>
</tr>
</tbody>
</table>

![Employees Enrolled by Metal Level Chart](chart.png)
Weekly Manual ID Verification Processing

- Account Requests Received
- Accounts Created
- Existing Account Found
Weekly Manual ID Verification Processing: Days to Complete

Average Days Between Receipt and Completed Processing (in calendar days)
Data Requests (in MB)

- October 12: 100
- November 12: 27
- December 12: 931
- January 13: 1
- February 13: 5,356
- March 13: 2,407
- April 13: 815
- May 13: 400
- June 13: 494
- July 13: 30,623
- August 13: 5,356
- September 13: 2,407
- October 13: 7
- November 13: 815
- December 13: 52
- January 14: 494

- Estimated Size Remaining
- Data Produced
## Data Requests - Estimated Staff Time in Hours

<table>
<thead>
<tr>
<th>Month</th>
<th>Estimated Staff Time (Hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>October-12</td>
<td>19.53</td>
</tr>
<tr>
<td>November-12</td>
<td>5.27</td>
</tr>
<tr>
<td>January-13</td>
<td>181.92</td>
</tr>
<tr>
<td>February-13</td>
<td>0.18</td>
</tr>
<tr>
<td>March-13</td>
<td>0.09</td>
</tr>
<tr>
<td>April-13</td>
<td>1,046.17</td>
</tr>
<tr>
<td>May-13</td>
<td>2,070.2</td>
</tr>
<tr>
<td>June-13</td>
<td>1.38</td>
</tr>
<tr>
<td>July-13</td>
<td>159.18</td>
</tr>
<tr>
<td>August-13</td>
<td>88.28</td>
</tr>
<tr>
<td>September-13</td>
<td>6,077.54</td>
</tr>
</tbody>
</table>

Note: 1 GB is roughly equivalent to 10,000 documents and 200 hours of staff time for review.
Data Request Sources
October 2012 - January 2014

- Media: 49%
- Legislators & Legis. Staff: 22%
- NFP Orgs & Priv. Cos.: 19%
- Gov't Entities: 6%
- Other: 2%
- Research: 2%
<table>
<thead>
<tr>
<th></th>
<th>April 2013</th>
<th>July 2013</th>
<th>October 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total findings</td>
<td>20</td>
<td>45</td>
<td>48</td>
</tr>
<tr>
<td>Total new findings</td>
<td></td>
<td>26</td>
<td>3</td>
</tr>
<tr>
<td>Total findings closed</td>
<td>3</td>
<td></td>
<td>6</td>
</tr>
<tr>
<td>Total findings showing progress from last report</td>
<td>10</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>Total findings showing no progress from last report</td>
<td>6</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Findings ranked 'urgent'</td>
<td>3</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>Findings ranked 'high'</td>
<td>8</td>
<td>20</td>
<td>21</td>
</tr>
<tr>
<td>Findings ranked 'medium'</td>
<td>9</td>
<td>12</td>
<td>14</td>
</tr>
</tbody>
</table>