Enrollment in Process

117,413 total enrollments

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

- **Accounts Created**: 191,313
- **Applications Submitted**: 142,373
- **Total Enrollments**: 115,013

<table>
<thead>
<tr>
<th>Date</th>
<th>Accounts Created</th>
<th>Applications Submitted</th>
<th>Total Enrollments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct. 1, 2013</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Nov. 2, 2013</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Nov. 30, 2013</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Dec. 14, 2013</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Dec. 28, 2013</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Jan. 4, 2014</td>
<td>191,313</td>
<td>142,373</td>
<td>115,013</td>
</tr>
<tr>
<td>Jan. 18, 2014</td>
<td>283,426</td>
<td>284,746</td>
<td>283,426</td>
</tr>
<tr>
<td>Feb. 1, 2014</td>
<td>375,543</td>
<td>416,039</td>
<td>375,543</td>
</tr>
<tr>
<td>Feb. 8, 2014</td>
<td>467,659</td>
<td>519,155</td>
<td>467,659</td>
</tr>
<tr>
<td>Feb. 24, 2014</td>
<td>559,775</td>
<td>612,965</td>
<td>559,775</td>
</tr>
<tr>
<td>March 8, 2014</td>
<td>651,891</td>
<td>706,091</td>
<td>651,891</td>
</tr>
</tbody>
</table>

*Data as of March 8, 2014.*
Enrollments

MinnesotaCare
Medical Assistance
QHP Enrollments completed

59,320 individuals in Medical Assistance
32,890 individuals in QHPs
22,803 individuals in MinnesotaCare

Total Enrollments in Process

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

115,013 enrollments
QHP Enrollments in Process

32,890 current QHP enrollments

Note: Enrollments in process means the consumer has chosen a plan and a payment method.
Eligibility of QHP Applicants
March 8, 2014

Number of Applicants Applying for Coverage

- Not Eligible for APTC: 25,721 individuals
- Eligible for APTC: 36,506 individuals
- Did Not Apply for Assistance: 34,066 individuals
Projected Metal Level Selection

- Bronze: 20%
- Silver: 35%
- Gold: 5%
- Platinum: 5%
- Catastrophic: 5%

Actual Metal Level Selection

- Bronze: 29%
- Silver: 36%
- Gold: 13%
- Platinum: 1%
- Catastrophic: 21%

Individual Market: Metal Levels
March 8, 2014
Individual Market: QHP Enrollee Demographics
March 8, 2014

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

Age of Enrollees
- 0-18: 11%
- 19-25: 14%
- 26-34: 19%
- 35-44: 35%
- 45-54: 16%
- 55-64: 5%
- 65+: 0%
Individual Market: Enrollees by Carrier
March 8, 2014

Percent of Enrollees by Carrier

- PreferredOne: 58%
- Blue Cross Blue Shield: 24%
- HealthPartners: 12%
- Medica: 4%
- UCare: 1%
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 sent 5,457 manual 834s as of March 8, 2014
MNsure Paper Applications
October 1, 2013 – March 6, 2014

MNsure Paper Applications Received: 10/1/13 – 3/6/14

20,601 total paper applications

- Volume of assisted MNsure paper applications received
- This information is compiled with information from a new database and is more inclusive than past versions
Call Center - Average Wait Time/ASA

MNsure Contact Center Call Volume/ASA Oct. 1, 2013-Mar. 6, 2014

- **Calls Received**
- **Average Speed of Answer (hh:mm:ss)**
Call Center - Resolution and Talk Time

Call Center Resolution and Talk Time Oct. 1, 2013 – Mar. 6, 2014

Talk Time (Avg)
Call Handle Time (Avg)
Call Center Abandon Rate/Goal


Abandon %
Abandon Goal (<5%)
Call Center SLA - Abandon Rate/SLA


Abandon % | Service Level %
--- | ---
16% | 77%
12% | 70%
43% | 53%
38% | 64%
19% | 64%
27% | 74%
19% | 74%
12% | 64%
11% | 64%
8% | 64%
10% | 64%
8% | 64%
10% | 64%
18% | 64%
21% | 64%
17% | 64%
23% | 64%
18% | 64%
20% | 64%
23% | 64%
22% | 64%
22% | 64%
31% | 64%
24% | 64%
43% | 64%
38% | 64%
27% | 64%
37% | 64%
11% | 64%
10% | 64%
8% | 64%
10% | 64%
6% | 64%
24% | 64%
20% | 64%
23% | 64%
22% | 64%
31% | 64%
48% | 64%
40% | 64%
11% | 64%
8% | 64%
2% | 64%
Call Center Service Level/Goal

## Call Center - First Call Resolution
### October 2013 - March 2014

<table>
<thead>
<tr>
<th>First Call Resolution</th>
<th>To Date</th>
<th>Oct-13</th>
<th>Nov-13</th>
<th>Dec-13</th>
<th>Jan-14</th>
<th>Feb-14</th>
<th>Mar-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cases</td>
<td>82,429</td>
<td>18,220</td>
<td>13,955</td>
<td>17,053</td>
<td>19,028</td>
<td>17,097</td>
<td>2,535</td>
</tr>
<tr>
<td># cases resolved within 4 hours</td>
<td>64,902</td>
<td>16,067</td>
<td>11,654</td>
<td>12,423</td>
<td>14,032</td>
<td>13,517</td>
<td>1,996</td>
</tr>
<tr>
<td>% cases resolved within 4 hours</td>
<td>78.74%</td>
<td>88.18%</td>
<td>83.51%</td>
<td>72.89%</td>
<td>73.74%</td>
<td>79.06%</td>
<td>78.74%</td>
</tr>
<tr>
<td>Average # calendar days</td>
<td>3.71</td>
<td>3.05</td>
<td>5.01</td>
<td>2.78</td>
<td>3.64</td>
<td>4.07</td>
<td>3.76</td>
</tr>
</tbody>
</table>

- There are 94 Open Cases as of March 6, 2014
- The average age is 26 days
Call Center – Type of Calls Received

October 2013 - March 2014

October to March Top Categories

<table>
<thead>
<tr>
<th>Date</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/1/2013</td>
<td>Individual Market</td>
</tr>
<tr>
<td>11/1/2013</td>
<td>Technical</td>
</tr>
<tr>
<td>12/1/2013</td>
<td>MNsure - ACA</td>
</tr>
<tr>
<td>1/1/2014</td>
<td>MA</td>
</tr>
<tr>
<td>1/1/2014</td>
<td>MN Care</td>
</tr>
<tr>
<td>1/1/2014</td>
<td>NAB</td>
</tr>
<tr>
<td>2/14/2014</td>
<td>Finance</td>
</tr>
<tr>
<td>3/14/2014</td>
<td>SHOP</td>
</tr>
<tr>
<td></td>
<td>Other</td>
</tr>
<tr>
<td></td>
<td>Appeal</td>
</tr>
</tbody>
</table>
Call Center – Type of Calls Received
March 2014

March - Top Categories

- Individual Market: 57%
- Technical: 22%
- MNSure - ACA: 7%
- MA: 8%
- MN Care: 5%
- Navigator, Agent, Broker, Finance, SHOP, Other, Appeal: 0%
Navigators/Broker Call Center
March 2014

March Top Categories

Individual Market: 58%
Technical: 22%
MNsure - ACA: 5%
MA: 3%
MNCare: 2%
NAB: 5%
Finance: 2%
SHOP: 3%
Other: 0%
Appeal: 0%
Call Center - Type of Calls Received General - March 2014

Top 10 Inquiries

1. General Online Application process - 16%
2. Application status/what is my status - 11%
3. Account/Password - 7%
4. Correcting App info (income, family members) - 5%
5. Page not loading - 4%
6. No contact from carrier - 4%
7. General Eligibility/Enrollment/Am I eligible - 3%
8. How do I fill out the application - 3%
9. MA/MNcare enrollment/How do I enroll - 2%
10. Paper Application Status - 2%
Call Center - Type of Calls Received
Navigator/Broker - March 2014

Top 10 Inquiries:
1. General Eligibility/Enrollment - 11%
2. Online App – 9%
3. Account/Password - 9%
4. Manual enrollment - 6%
5. Correcting App info - 6%
6. General Broker Account questions - 6%
7. APTC calculation - 5%
8. MNCare/MA enrollment - 5%
9. Application status - 4%
10. Reporting a Life Change Event 5%
System Uptime

Note: Values represent scheduled times
## Pended Cases in Eligibility Determination through March 1, 2014

<table>
<thead>
<tr>
<th>Date</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/21/2013</td>
<td>12322</td>
</tr>
<tr>
<td>12/28/2013</td>
<td>7103</td>
</tr>
<tr>
<td>1/1/2014</td>
<td>5753</td>
</tr>
<tr>
<td>1/4/2014</td>
<td>1823</td>
</tr>
<tr>
<td>1/11/2014</td>
<td>1445</td>
</tr>
<tr>
<td>1/18/2014</td>
<td>1386</td>
</tr>
<tr>
<td>1/25/2014</td>
<td>907</td>
</tr>
<tr>
<td>2/1/2014</td>
<td>847</td>
</tr>
<tr>
<td>2/8/2014</td>
<td>811</td>
</tr>
<tr>
<td>2/15/2014</td>
<td>909</td>
</tr>
<tr>
<td>2/22/2014</td>
<td>983</td>
</tr>
<tr>
<td>3/1/2014</td>
<td></td>
</tr>
</tbody>
</table>
Website Metrics
February 16 to March 1, 2014

Total unique visitors: 296,152 (February 23, 2014)
New unique visitors: 42,303 (February 23, 2014)
Pageviews: 27,079 (February 23, 2014)
Visits: 101,863 (February 23, 2014)
Website Metrics: Visitors
February 16 - March 1, 2014

109,758 Returning Visitors
77,100 New Visitors
Website Metrics: Top Cities
February 16 – March 1, 2013
Website Metrics: 5 Greater Minnesota Cities
February 16 - March 1, 2014
Error Rates for MNsure Marketplace by Week (number)
Error Rates for MNsure Marketplace by Week (%)
### 2014 Enrollment

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employers Enrolled</td>
<td>86</td>
<td>20</td>
<td>24</td>
<td>130</td>
</tr>
<tr>
<td>Employees on roster</td>
<td>635</td>
<td>98</td>
<td>228</td>
<td>961</td>
</tr>
<tr>
<td>Employees enrolled</td>
<td>438</td>
<td>68</td>
<td>154</td>
<td>660</td>
</tr>
<tr>
<td>Avg. Employees on roster</td>
<td>7.4</td>
<td>4.9</td>
<td>9.5</td>
<td>7.4</td>
</tr>
<tr>
<td>Avg. Employees enrolled</td>
<td>5.1</td>
<td>3.4</td>
<td>6.4</td>
<td>5.1</td>
</tr>
</tbody>
</table>

### Enrollment Against Projections (Low)

<table>
<thead>
<tr>
<th></th>
<th>Employers</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Projection</td>
<td>1,313</td>
<td>13,125</td>
</tr>
<tr>
<td>YTD Enrollment</td>
<td>130</td>
<td>660</td>
</tr>
<tr>
<td>Percent to projection</td>
<td>10%</td>
<td>5%</td>
</tr>
</tbody>
</table>
## Contribution Levels by Employers

<table>
<thead>
<tr>
<th>Contribution Level</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-24%</td>
<td>8</td>
<td>0</td>
<td>1</td>
<td>9</td>
</tr>
<tr>
<td>25% - 49%</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>50% - 74%</td>
<td>35</td>
<td>8</td>
<td>19</td>
<td>62</td>
</tr>
<tr>
<td>75% - 100%</td>
<td>67</td>
<td>12</td>
<td>11</td>
<td>90</td>
</tr>
</tbody>
</table>

## Employer Enrollment by Group Size

<table>
<thead>
<tr>
<th>Employer Size</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-5</td>
<td>59</td>
<td>17</td>
<td>14</td>
<td>90</td>
</tr>
<tr>
<td>6-10</td>
<td>19</td>
<td>3</td>
<td>5</td>
<td>27</td>
</tr>
<tr>
<td>11-24</td>
<td>6</td>
<td>0</td>
<td>5</td>
<td>11</td>
</tr>
<tr>
<td>25-50</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>
### Number of Plans Offered by Employer

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-15</td>
<td>77</td>
<td>15</td>
<td>18</td>
</tr>
<tr>
<td>16-30</td>
<td>6</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>31-45</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>46-63</td>
<td>7</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

### Plans Offered by Metal Level by Employer

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 metal levels</td>
<td>7</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>3 metal levels</td>
<td>12</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>2 metal levels</td>
<td>21</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>1 metal level</td>
<td>46</td>
<td>12</td>
<td>14</td>
</tr>
</tbody>
</table>

### Employees Enrolled by Metal Level

- **Platinum**
  - January: 75
  - February: 227
  - March: 75

- **Gold**
  - January: 12
  - February: 50
  - March: 29

- **Silver**
  - January: 19
  - February: 19
  - March: 0

- **Bronze**
  - January: 43
  - February: 43
  - March: 29
Weekly Manual ID Verification: Days to Complete

Average Days Between Receipt and Completed Processing (in calendar days)
Data Requests by Month: Received and Fulfilled
Data Requests Size: Cumulative In Process and Produced (in Gigabytes)

Note: 1 GB of data is equivalent to 10,000 documents and 200 hours of staff time to review and produce.
Data Request Sources
October 2013 - February 2014

- Media: 60%
- Nonprofit Orgs & Private Companies: 13%
- Legislators & Legislative Staff: 10%
- Government Entities: 11%
- Research: 3%
- Data Subjects: 3%
IV&V Audit Findings by Quarter

- Total findings
- Medium
- High
- Urgent
- No Progress
- Progress
- Closed
- New

Legend:
- October 2013
- July 2013
- April 2013
Number of Appeals by Week

- # of open appeals
- # of closed appeals

Dates range from 9/26 to 2/22.
Type of Closed Appeals

- 86% Withdrawn
- 5% Dismissed
- 5% Agency Decision Affirmed
- 0.5% Agency Decision Reversed
- 0.5% Failure to Appear
- 3% Double Docket
Appeals Duration: File Date to Closed

Median number of days from file to close