MNsure Proposed Metrics

Type of measure	Transaction type	Program	Description	Frequency	Measure	Goal	Population	CAP threshold	Expected action
NEW APPLICANTS									
Timeliness	Overall	Commercial	Percent complete in # business days of members completing enrollment (all methods) to being sent to health plan for commercial plans	Daily, weekly, monthly	% by # business days	Example: 90% in 2 business days, 95% in 7 business days, 99% in 30 days	All transactions for all commercial members	Example: < 90% in 2 business days, < 95% in 7 business days, < 99% in 30 days	Daily report to issuers if threshold exceeded. Weekly report to issuer on CAP, improvements, and expected completion. Monthly report to health plans, overall and specific to issuer.
		Public Programs	Percent complete in # business days of members completing enrollment (all methods) to being sent to health plan for public programs	Daily, weekly, monthly	% by # business days	Example: 90% in 2 business days, 95% in 7 business days, 99% in 30 days	All transactions for all public program members	Example: < 90% in 2 business days, < 95% in 7 business days, < 99% in 30 days	
	Paper	Commercial	Percent complete in # business days of members completing enrollment through paper application only to being sent to health plan for commercial plans	Daily, weekly, monthly	% by # business days	Example: 80% in 2 business days, 90% in 7 business days, 99% in 30 days	Paper transactions for all commercial members	Example: < 80% in 2 business days, < 90% in 7 business days, < 99% in 30 days	
		Public Programs	Percent complete in # business days of members completing enrollment through paper application only to being sent to health plan for public programs plans	Daily, weekly, monthly	% by # business days	Example: 80% in 2 business days, 90% in 7 business days, 99% in 30 days	Paper transactions for all public programs members	Example: < 80% in 2 business days, < 90% in 7 business days, < 99% in 30 days	
	Electronic	Commercial	Percent complete in # business days of members completing enrollment through online only to being sent to health plan for commercial plans	Daily, weekly, monthly	% by # business days	Example: 95% in 2 business days, 98% in 7 business days, 99% in 30 days	Electronic enrollment transactions for all commercial members	Example: < 95% in 2 business days, < 98% in 7 business days, < 99% in 30 days	
		Public Programs	Percent complete in # business days of members completing enrollment through online only to being sent to health plan for public programs plans	Daily, weekly, monthly	% by # business days	Example: 95% in 2 business days, 98% in 7 business days, 99% in 30 days	Electronic enrollment transactions for all public programs members	Example: < 95% in 2 business days, < 98% in 7 business days,< 99% in 30 days	

MNsure Proposed Metrics

Type of measure	Transaction type	Program	Description	Frequency	Measure	Goal	Population	CAP threshold	Expected action
NEW APPLICANTS									
Accuracy	Overall	Commercial	Percent of accurate and complete enrollment records sent to health plans for commercial plans	Monthly, quarterly, annuallly	%	Example: 98%	Statsically valid sample of paper/online transactions for commercial plans	Example: 96% or below	Monthly, quarterly, and annually report to health plans, overall and specific to issuer. If threshold is not met, complete root cause analysis and identify specific corrections to prevent the error in the future.
		Public Programs	Percent of accurate and complete enrollment records sent to health plans for public programs	Monthly, quarterly, annuallly	%	Example: 98%	Statsically valid sample of paper/online transactions for public programs plans	Example: 96% or below	
	Paper	Commercial	Percent of accurate and complete enrollment records generated from paper applications and sent to health plans for commercial plans	Monthly, quarterly, annuallly	%	Example: 96%	Statsically valid sample of paper transactions for commercial plans	Example: 90% or below	
		Public Programs	Percent of accurate and complete enrollment records generated from paper applications and sent to health plans for public programs	Monthly, quarterly, annuallly	%	Example: 96%	Statsically valid sample of paper transactions for public programs plans	Example: 90% or below	
	Electronic	Commercial	Percent of accurate and complete enrollment records generated from online applications and sent to health plans for public programs	Monthly, quarterly, annuallly	%	Example: 99%	Statsically valid sample of online transactions for commercial plans	Example: 98% or below	
		Public Programs	Percent of accurate and complete enrollment records generated from online applications and sent to health plans for public programs	Monthly, quarterly, annuallly	%	Example: 99%	Statsically valid sample of online transactions for public programs plans	Example: 98% or below	

MNsure Proposed Metrics

Type of measure	Transaction type	Program	Description	Frequency	Measure	Goal	Population	CAP threshold	Expected action
RENEWING APPLICANTS									
Timeliness	Overall	Commercial	Percent complete in # business days of members completing enrollment (all methods) to being sent to health plan for commercial plans	Daily, weekly, monthly	% by # business days	Example: 90% in 2 business days, 95% in 7 business days, 99% in 30 days	All transactions for all commercial members	Example: < 90% in 2 business days, < 95% in 7 business days, < 99% in 30 days	Daily report to issuers if threshold exceeded. Weekly report to issuer on CAP, improvements, and expected completion. Monthly report to health plans, overall and specific to issuer.
		Public Programs	Percent complete in # business days of members completing enrollment (all methods) to being sent to health plan for public programs	Daily, weekly, monthly	% by # business days	Example: 90% in 2 business days, 95% in 7 business days, 99% in 30 days	All transactions for all public program members	Example: < 90% in 2 business days, < 95% in 7 business days, < 99% in 30 days	
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MNsure Proposed Metrics

Type of measure	Transaction type	Program	Description	Frequency	Measure	Goal	Population	CAP threshold	Expected action
CHANGES IN CIRCUMSTANCES									
Timeliness	Overall	Commercial	Percent complete in # business days of members completing enrollment (all methods) to being sent to health plan for commercial plans	Daily, weekly, monthly	% by # business days	Example: 90% in 2 business days, 95% in 7 business days, 99% in 30 days	All transactions for all commercial members	Example: < 90% in 2 business days, < 95% in 7 business days, < 99% in 30 days	Daily report to issuers if threshold exceeded. Weekly report to issuer on CAP, improvements, and expected completion. Monthly report to health plans, overall and specific to issuer.
		Public Programs	Percent complete in # business days of members completing enrollment (all methods) to being sent to health plan for public programs	Daily, weekly, monthly	% by # business days	Example: 90% in 2 business days, 95% in 7 business days, 99% in 30 days	All transactions for all public program members	Example: < 90% in 2 business days, < 95% in 7 business days, < 99% in 30 days	
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MNsure Proposed Metrics

Type of measure	Transaction type	Program	Description	Frequency	Measure	Goal	Population	CAP threshold	Expected action
CHANGES IN CIRCUMSTANCES									
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MNsure Proposed Metrics

Type of measure	Transaction type	Program	Description	Frequency	Measure	Goal	Population	CAP threshold	Expected action
NEW, RENEW, CHANGE IN CIRCUMSTANCES WITH SPECIFIC QUESTIONS FOR EACH EXPERIENCE									
Customer Satisfaction	Overall	Commercial	Average satisfaction based on survey results of commercial enrollees.	Quarterly, annually	Average (scale 1-5)	Example: 3.5	Statsically valid sample of paper/online transactions for commercial plans	Example: < 3.0	Quarterly and annually report to health plans, overall and specific to issuer. If threshold is not met, complete root cause analysis and identify specific corrections to prevent the error in the future.
		Public Programs	Average satisfaction based on survey results of public program enrollees. Also may want to consider customer satisfaction survey of county workers.	Quarterly, annually	Average (scale 1-5)	Example: 3.5	Statsically valid sample of paper/online transactions for public programs plans	Example: < 3.0	
	Paper	Commercial	Average satisfaction based on survey results of commercial enrollees who enrolled through a paper application.	Quarterly, annually	Average (scale 1-5)	Example: 3.5	Statsically valid sample of paper transactions for commercial plans	Example: < 3.0	
		Public Programs	Average satisfaction based on survey results of public program enrollees. Also may want to consider customer satisfaction survey of county workers.	Quarterly, annually	Average (scale 1-5)	Example: 3.5	Statsically valid sample of paper transactions for public programs plans	Example: < 3.0	
	Electronic	Commercial	Average satisfaction based on survey results of commercial enrollees who enrolled through MNsure.	Quarterly, annually	Average (scale 1-5)	Example: 3.5	Statsically valid sample of online transactions for commercial plans	Example: < 3.0	
		Public Programs	Average satisfaction based on survey results of public program enrollees who enrolled through MNsure. Also may want to consider customer satisfaction survey of county workers.	Quarterly, annually	Average (scale 1-5)	Example: 3.5	Statsically valid sample of online transactions for public programs plans	Example: < 3.0	