MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

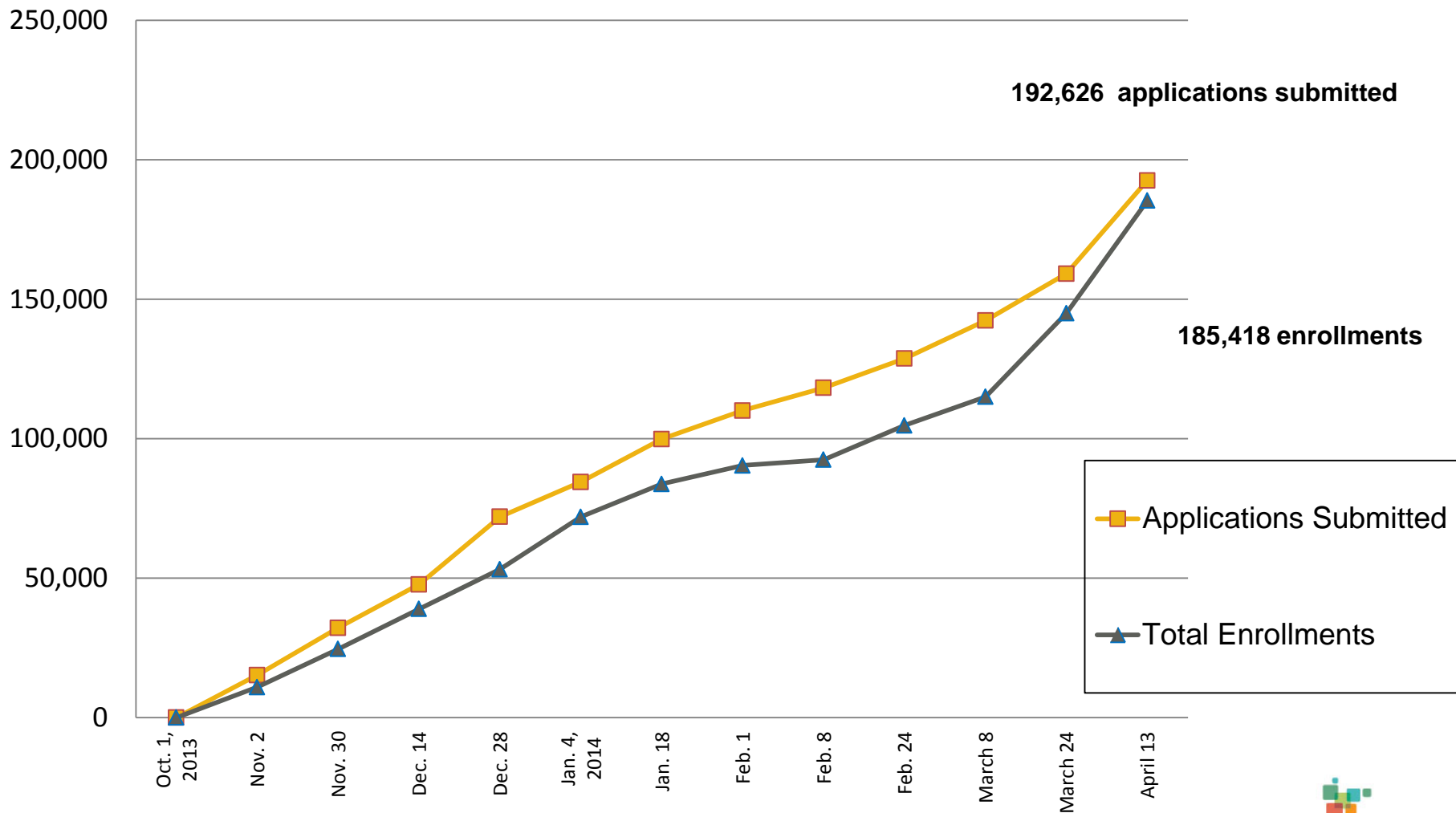**April 16, 2014**

Enrollment in Process
April 13, 2014

185,418 total enrollments

Legend:
- ■ MinnesotaCare
- ■ Medical Assistance
- ■ QHPs
- ■ Total Number of Enrollments by MNsure

X-axis: Oct. 1, Nov. 2, Nov. 30, Dec. 14, Dec. 28, Jan. 4, Jan. 18, Feb. 1, Feb. 8, Feb. 24, Mar. 10, Mar. 24, Apr. 13

Y-axis: 0 to 200,000
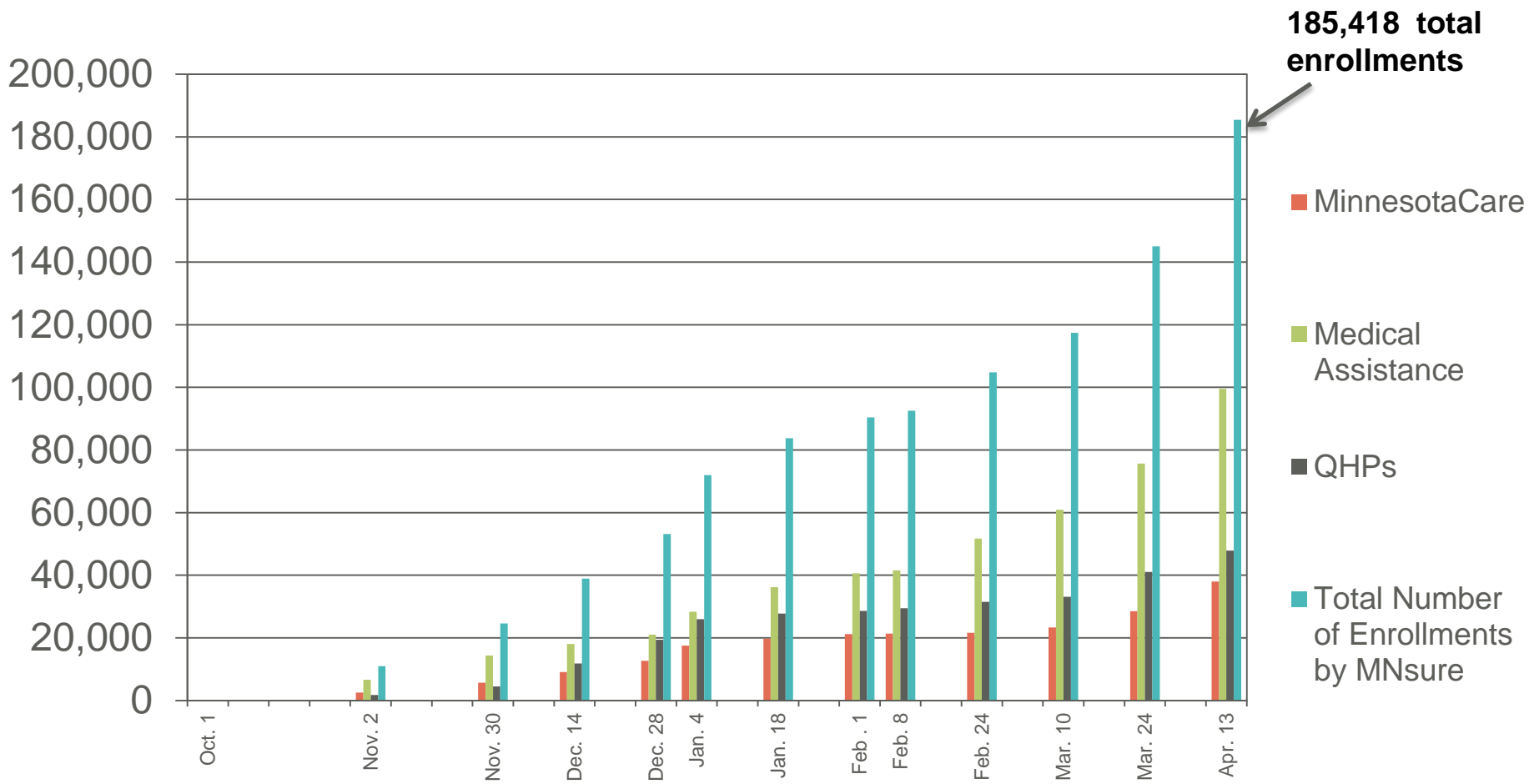
Note: Manual QHP enrollments have been included since March 23

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Applications and Enrollment through MNsure

192,626 applications submitted

185,418 enrollments

Legend:
- Applications Submitted
- Total Enrollments

Chart x-axis labels: Oct. 1, 2013 · Nov. 2 · Nov. 30 · Dec. 14 · Dec. 28 · Jan. 4, 2014 · Jan. 18 · Feb. 1 · Feb. 8 · Feb. 24 · March 8 · March 24 · April 13

Chart y-axis labels: 0 · 50,000 · 100,000 · 150,000 · 200,000 · 250,000

Note: Manual QHP enrollments have been included since March 23

Enrollments by Program
April 13, 2014

99,531 individuals in Medical Assistance

47,902 individuals in QHPs
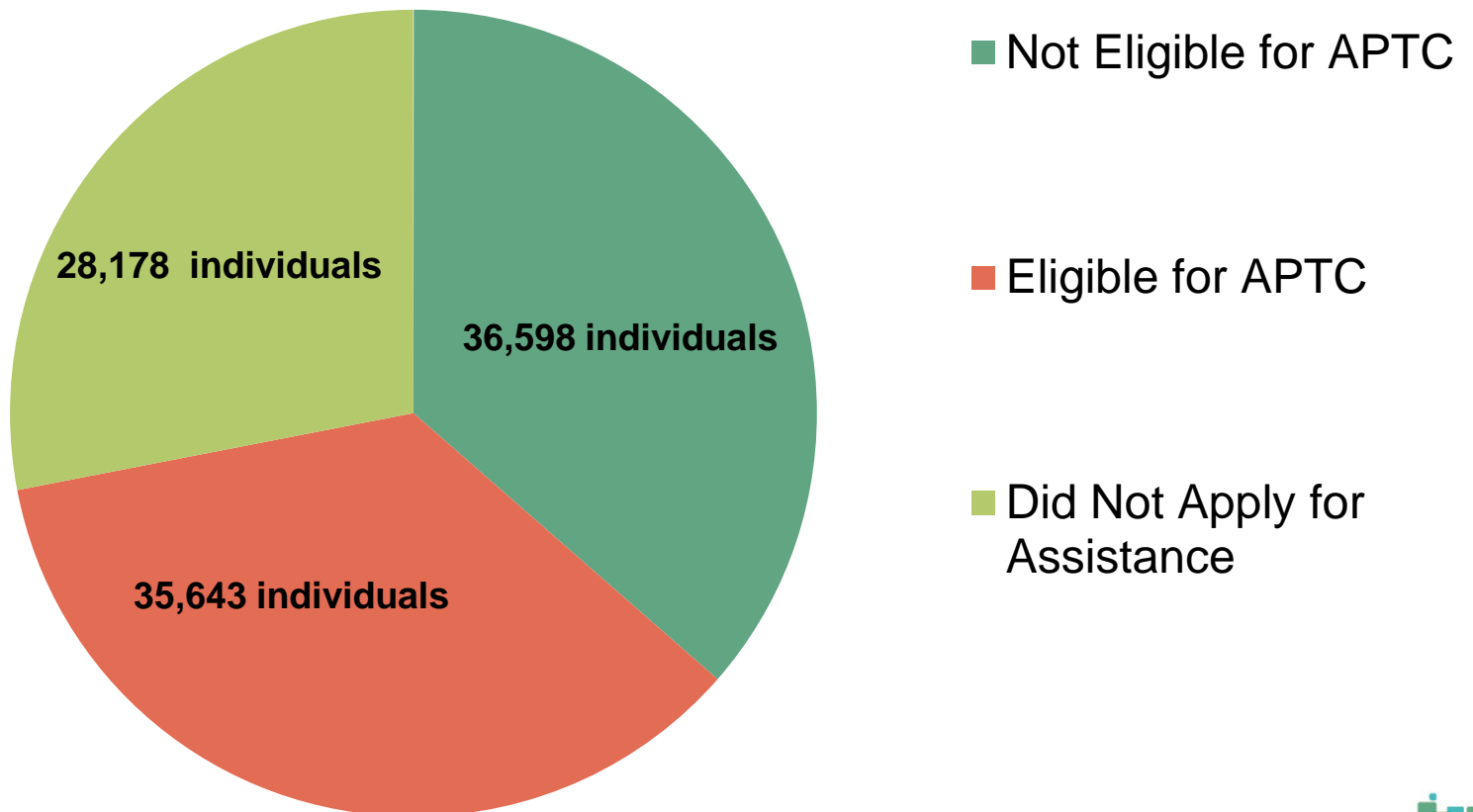
37,985 individuals in MinnesotaCare
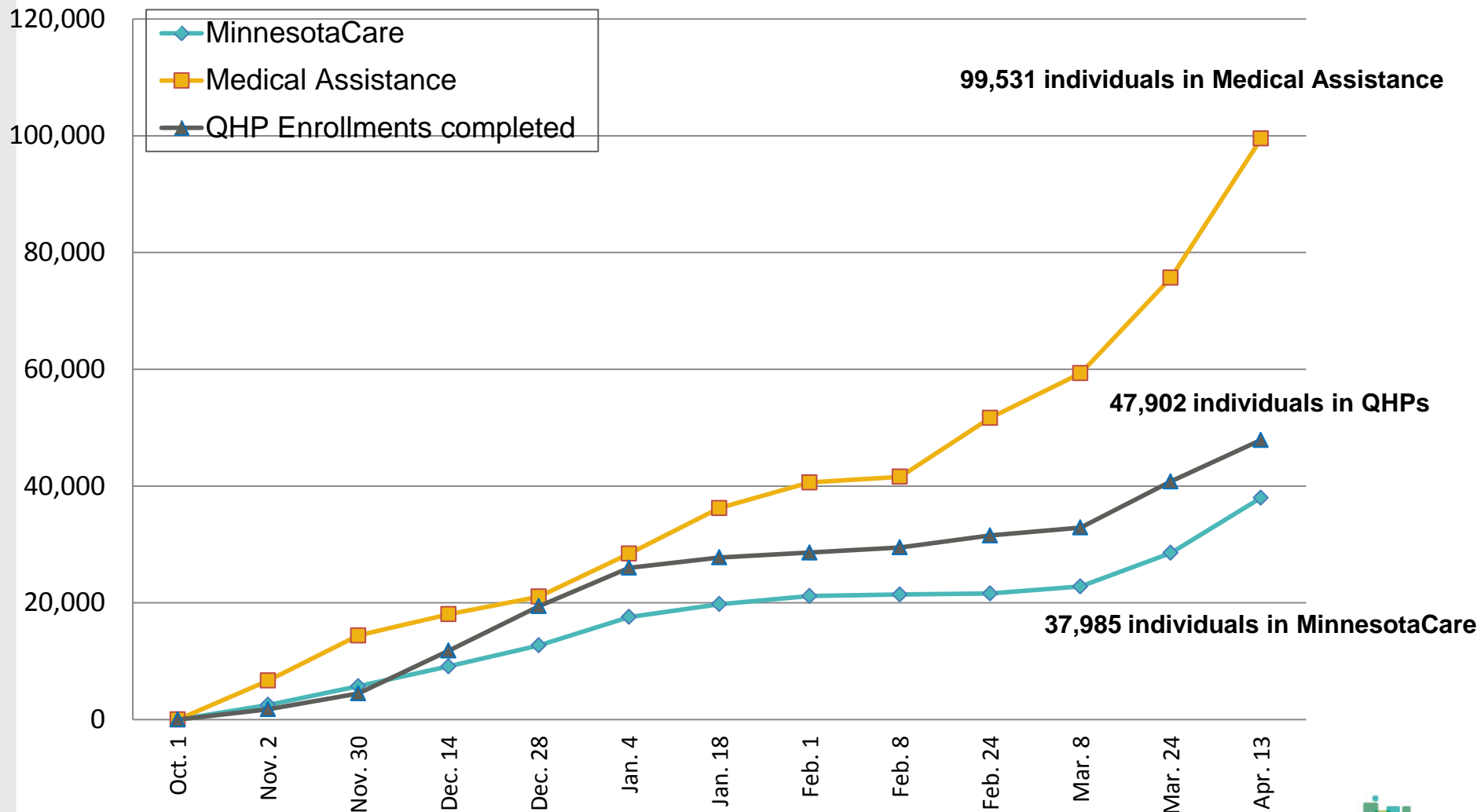
Note: Manual QHP enrollments have been included since March 23

Eligibility of QHP Applicants
April 13, 2014
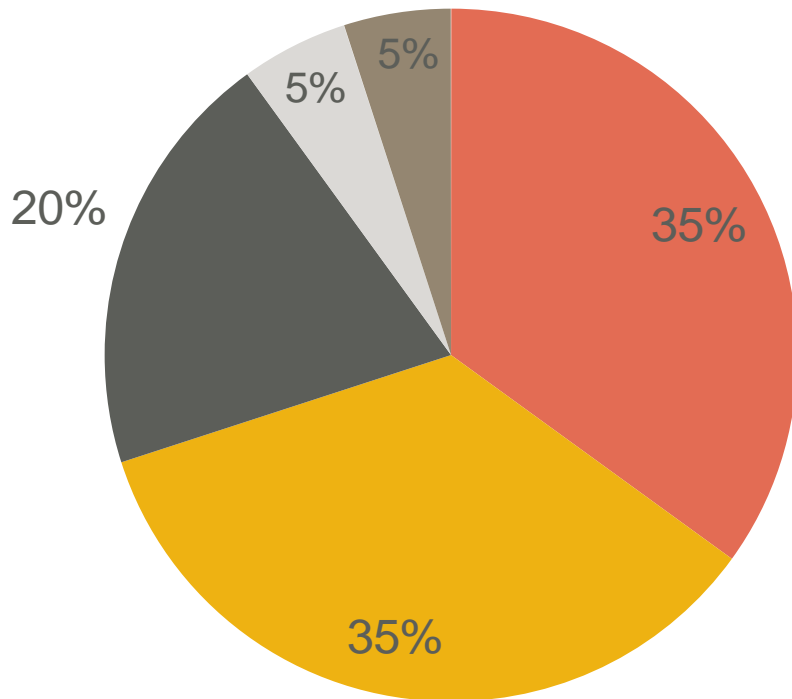
**Number of Applicants Applying for Coverage**

- 36,598 individuals — Not Eligible for APTC
- 35,643 individuals — Eligible for APTC
- 28,178 individuals — Did Not Apply for Assistance

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Individual Market: Metal Levels
April 13, 2014

Projected Metal Level Selection

Actual Metal Level Selection

Bronze ■ Silver ■ Gold ■ Platinum ■ Catastrophic

Projected: 35%, 35%, 20%, 5%, 5%

Actual: 25.3%, 33.9%, 12.4%, 27.5%, 0.9%
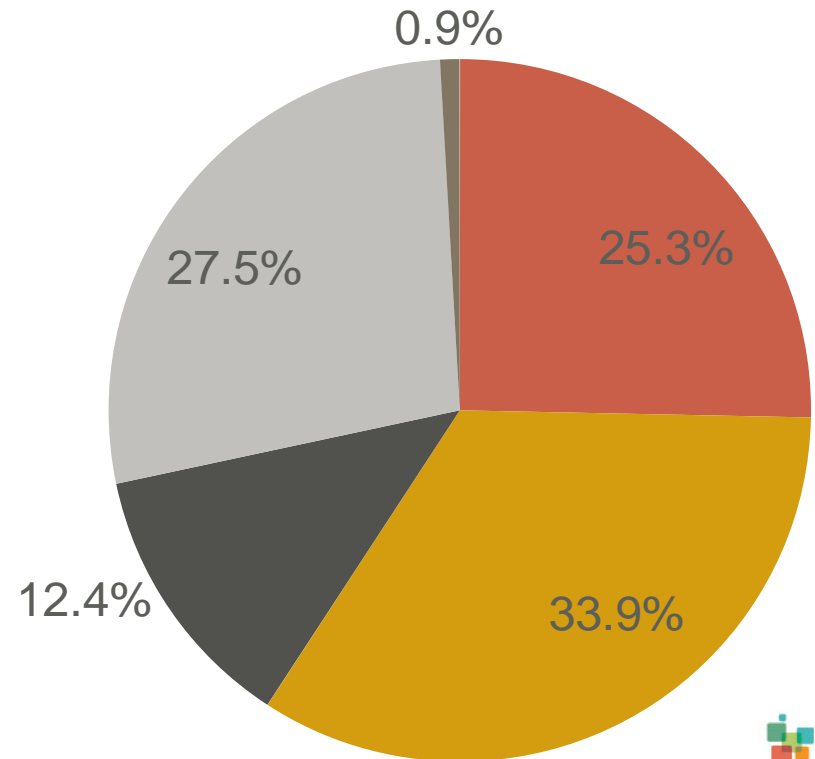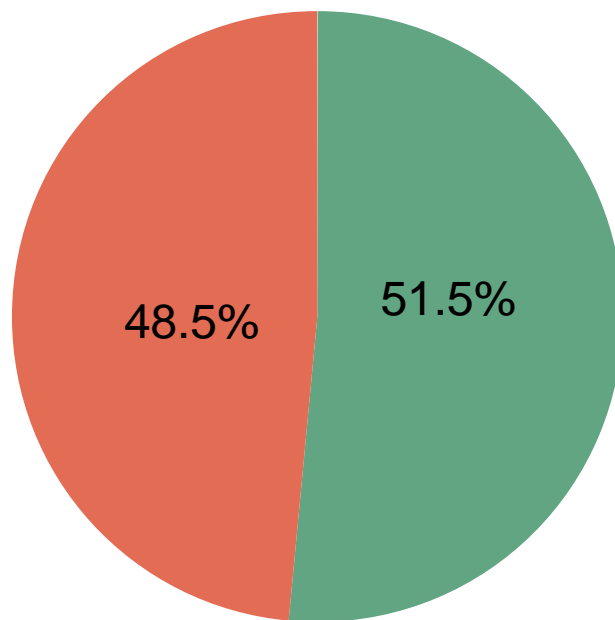
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Individual Market: QHP Enrollee Demographics
April 13, 2014

Gender in QHPs

■ Female ■ Male

51.5%
48.5%

Age of Enrollees

■ 0-18 ■ 19-25 ■ 26-34
■ 35-44 ■ 45-54 ■ 55-64

0.2%
10.0%
5.9%
31.7%
18.1%
19.2%
14.9%
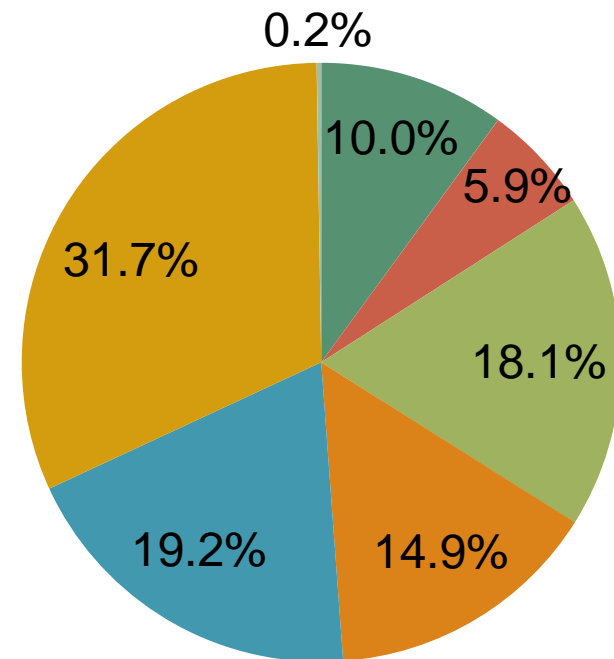
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Individual Market: Enrollees by Carrier April 13, 2014

Percent of Enrollees by Carrier

UCare 1%

Blue Cross Blue Shield 24%

HealthPartners 12%

Medica 4%
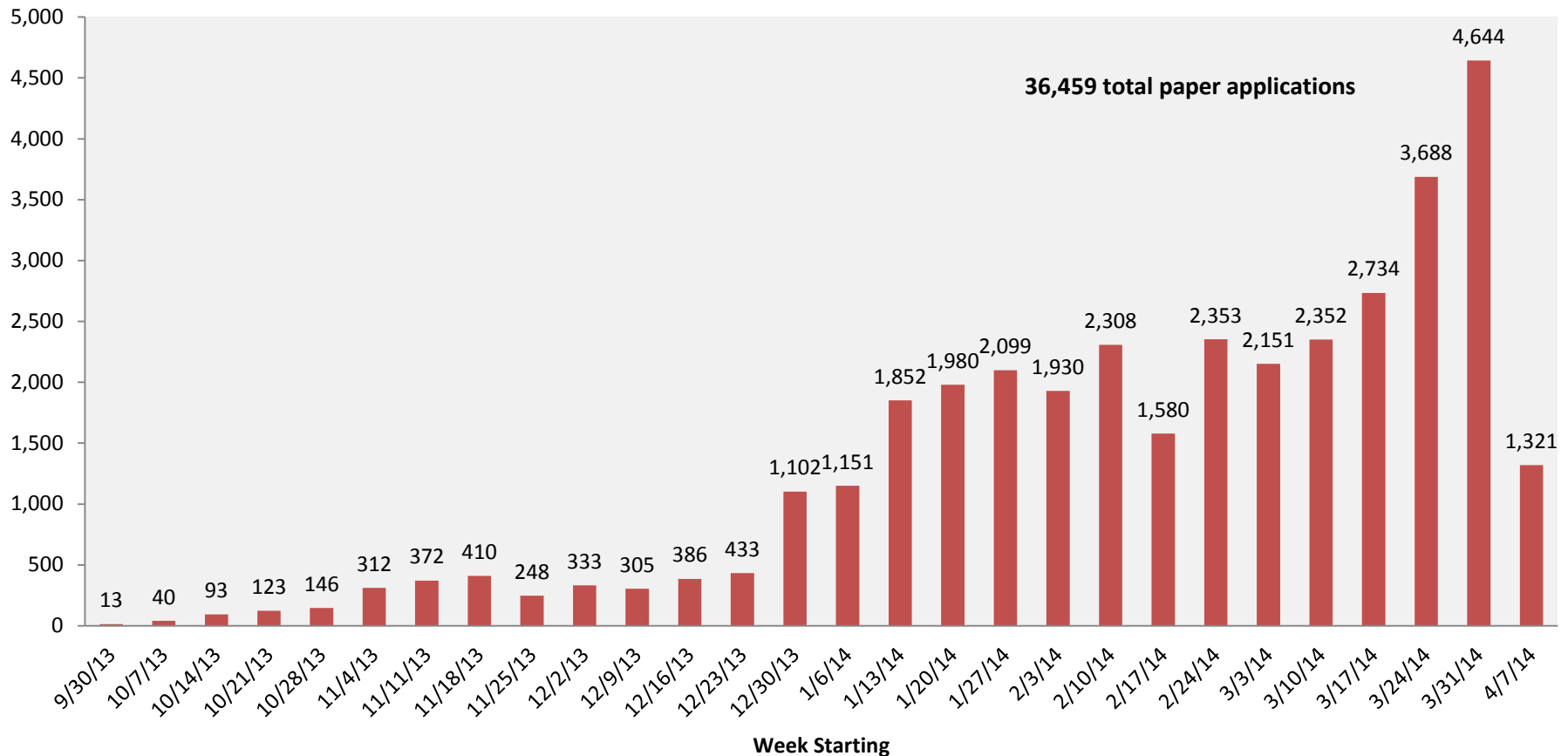
PreferredOne 59%
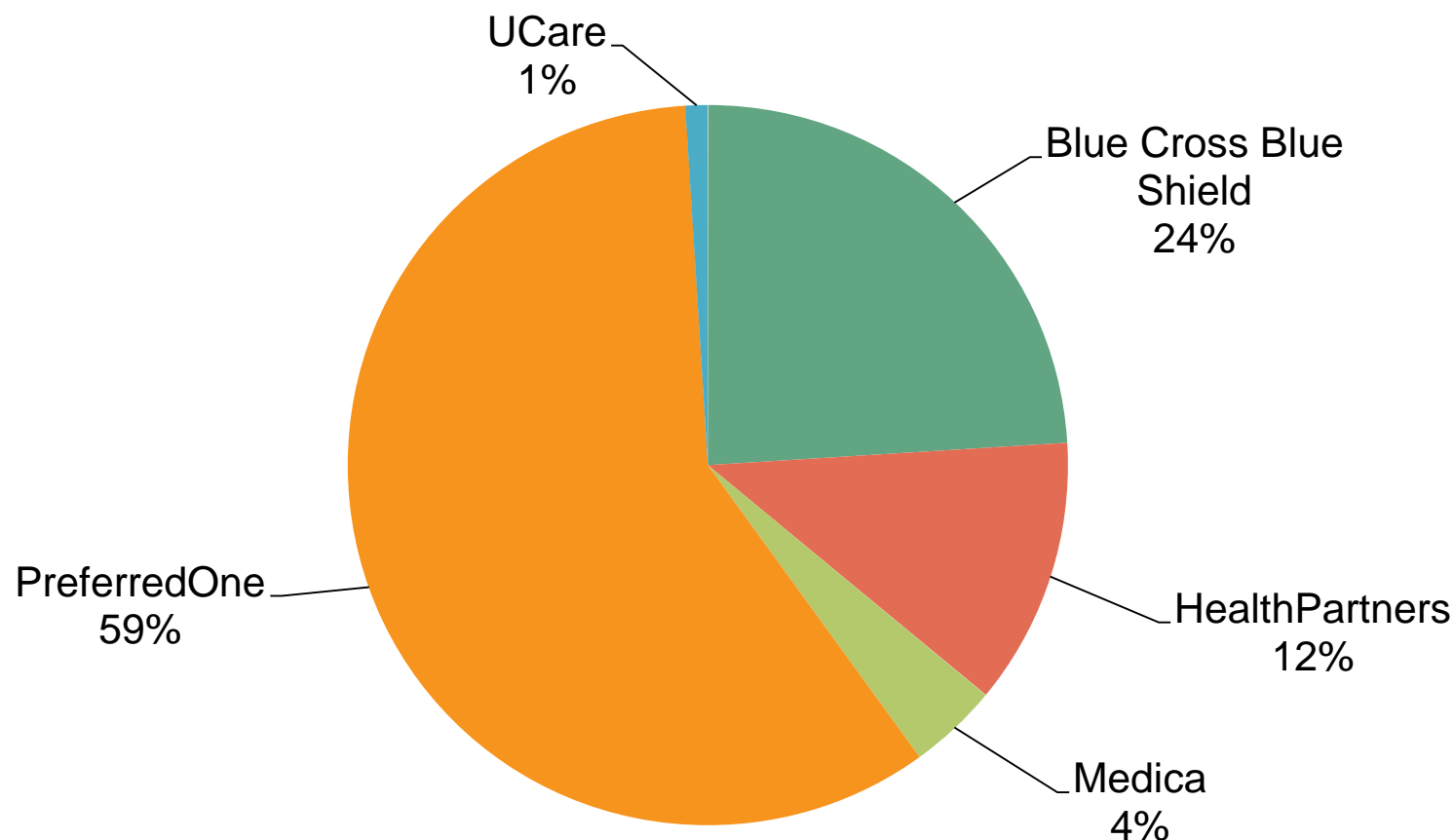
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MNsure Paper Applications
October 1, 2013 – April 10, 2014

MNsure Paper Applications Received: 10/1/13 - 4/10/14

36,459 total paper applications

Week Starting	Applications
9/30/13	13
10/7/13	40
10/14/13	93
10/21/13	123
10/28/13	146
11/4/13	312
11/11/13	372
11/18/13	410
11/25/13	248
12/2/13	333
12/9/13	305
12/16/13	386
12/23/13	433
12/30/13	1,102
1/6/14	1,151
1/13/14	1,852
1/20/14	1,980
1/27/14	2,099
2/3/14	1,930
2/10/14	2,308
2/17/14	1,580
2/24/14	2,353
3/3/14	2,151
3/10/14	2,352
3/17/14	2,734
3/24/14	3,688
3/31/14	4,644
4/7/14	1,321

- Volume of assisted MNsure paper applications received
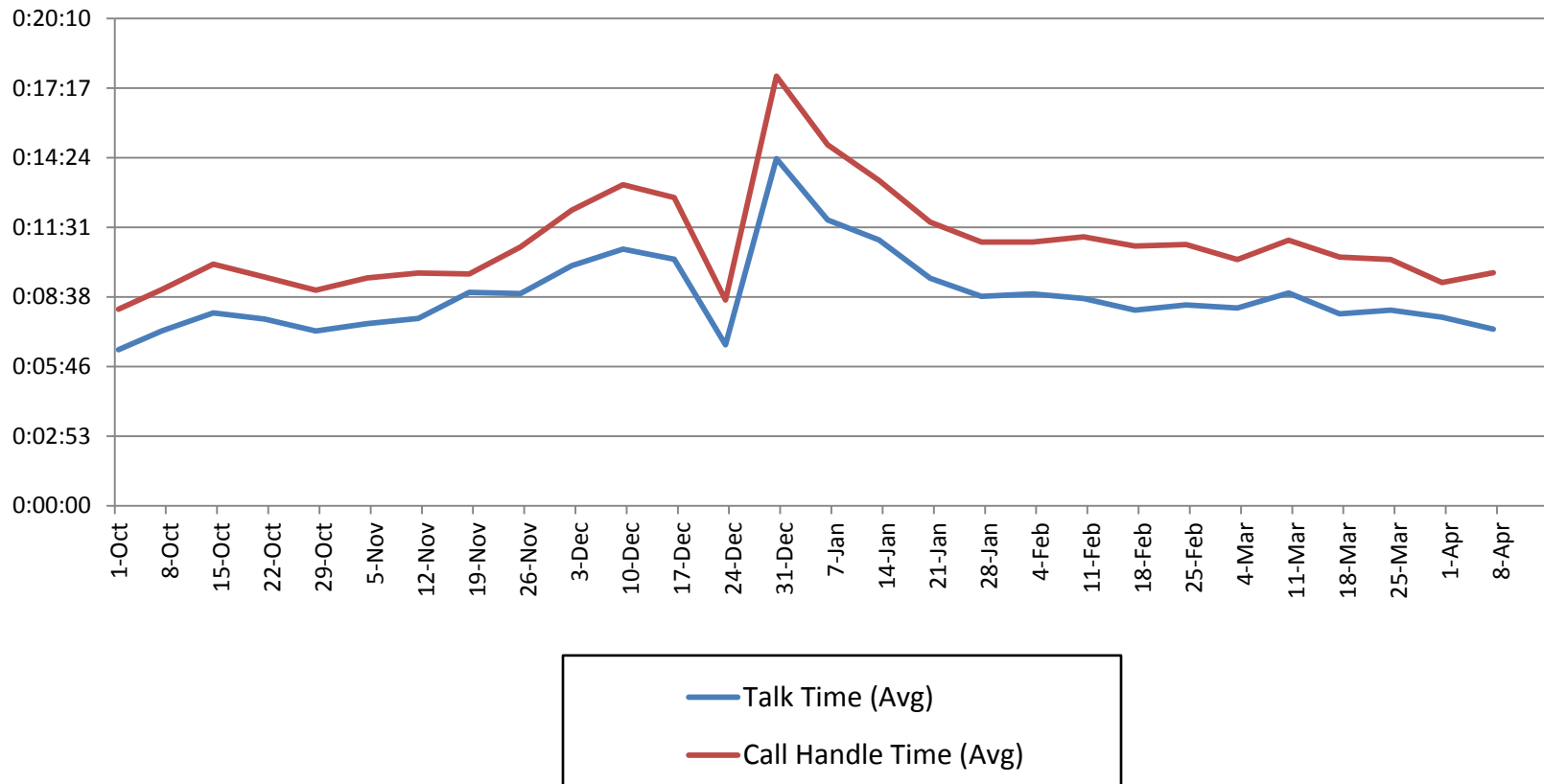- On 3/31/14, over 3,400 assisted MNsure paper applications received

9

Call Center – Average Wait Time/ASA

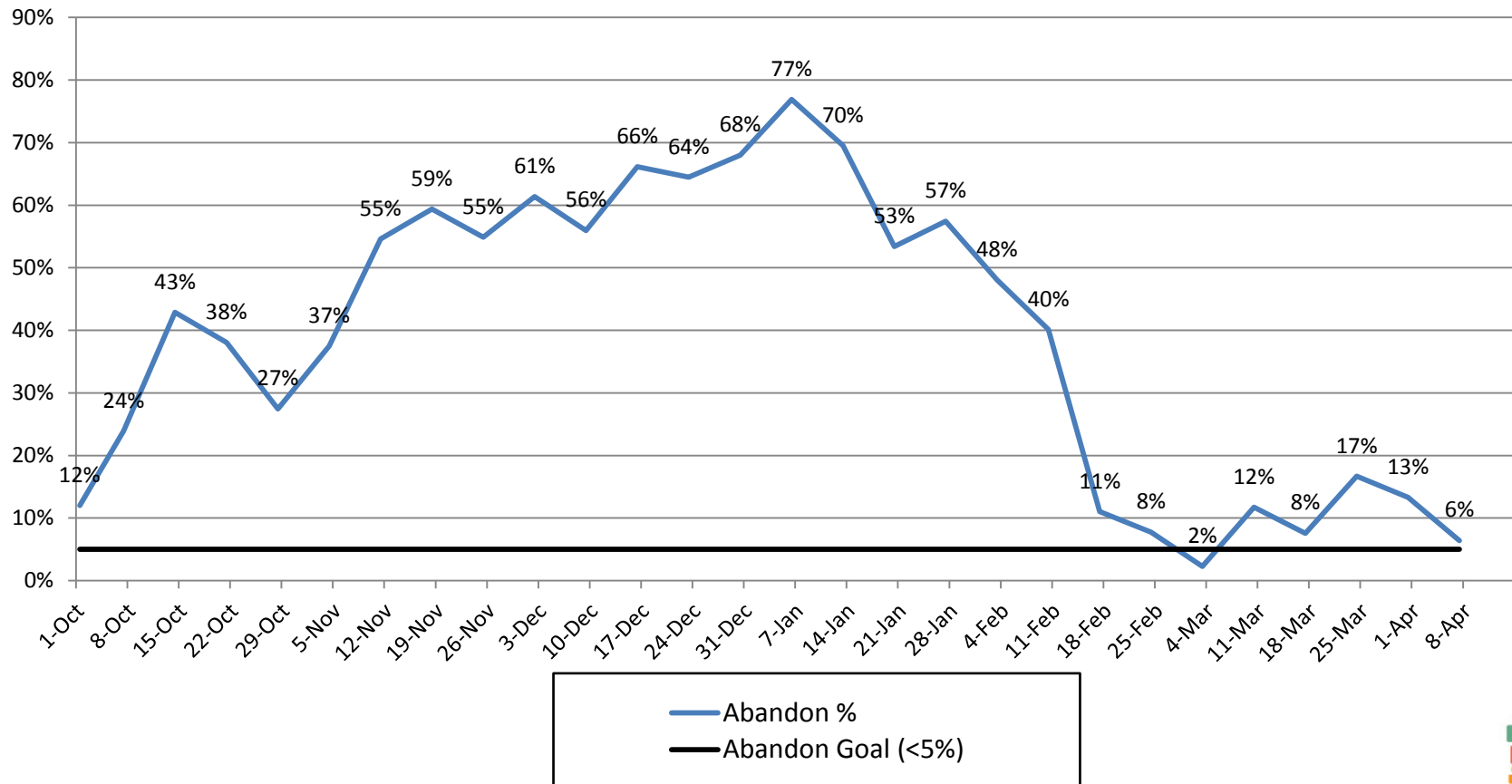**MNsure Contact Center Call Volume/ASA Oct 1, 2013 - Apr 10, 2014**
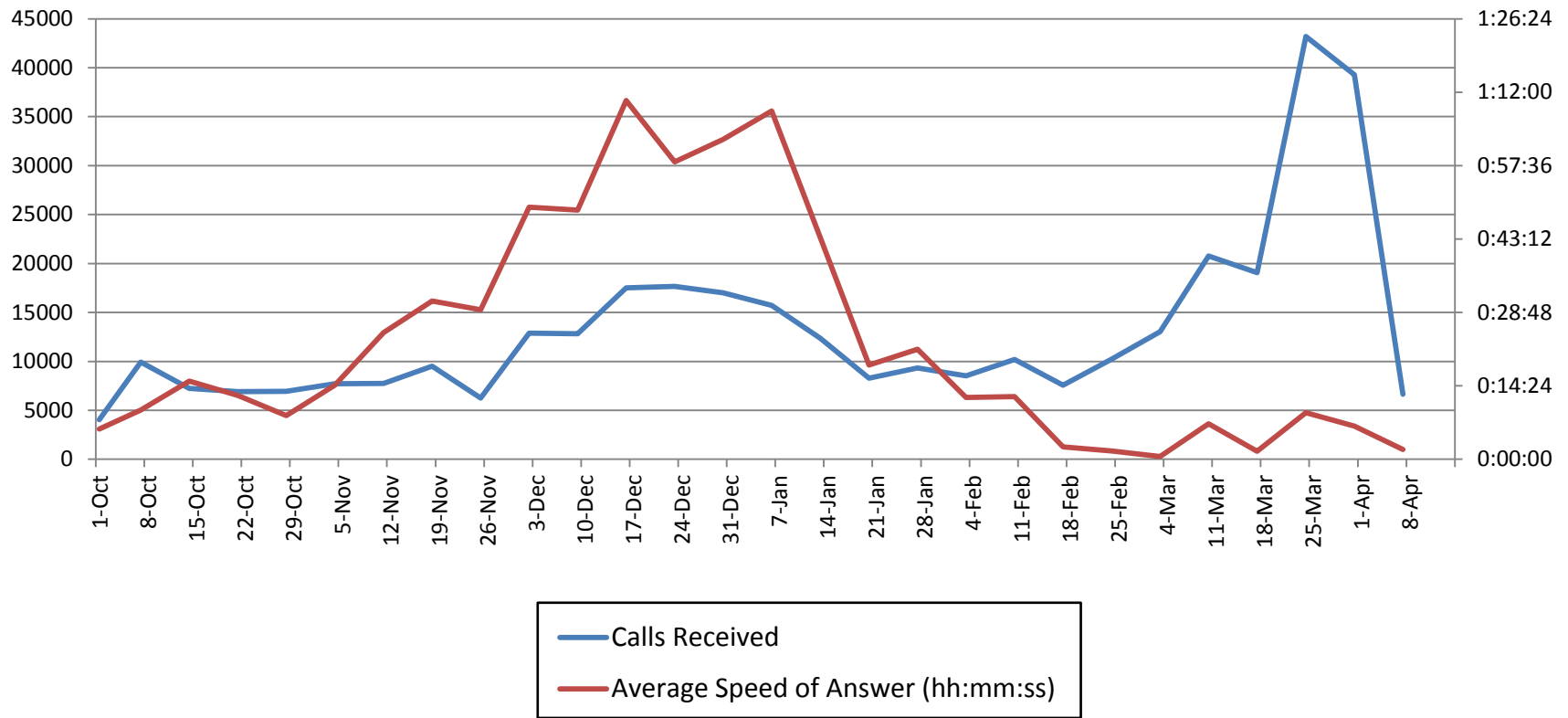
Call Center – Resolution and Talk Time

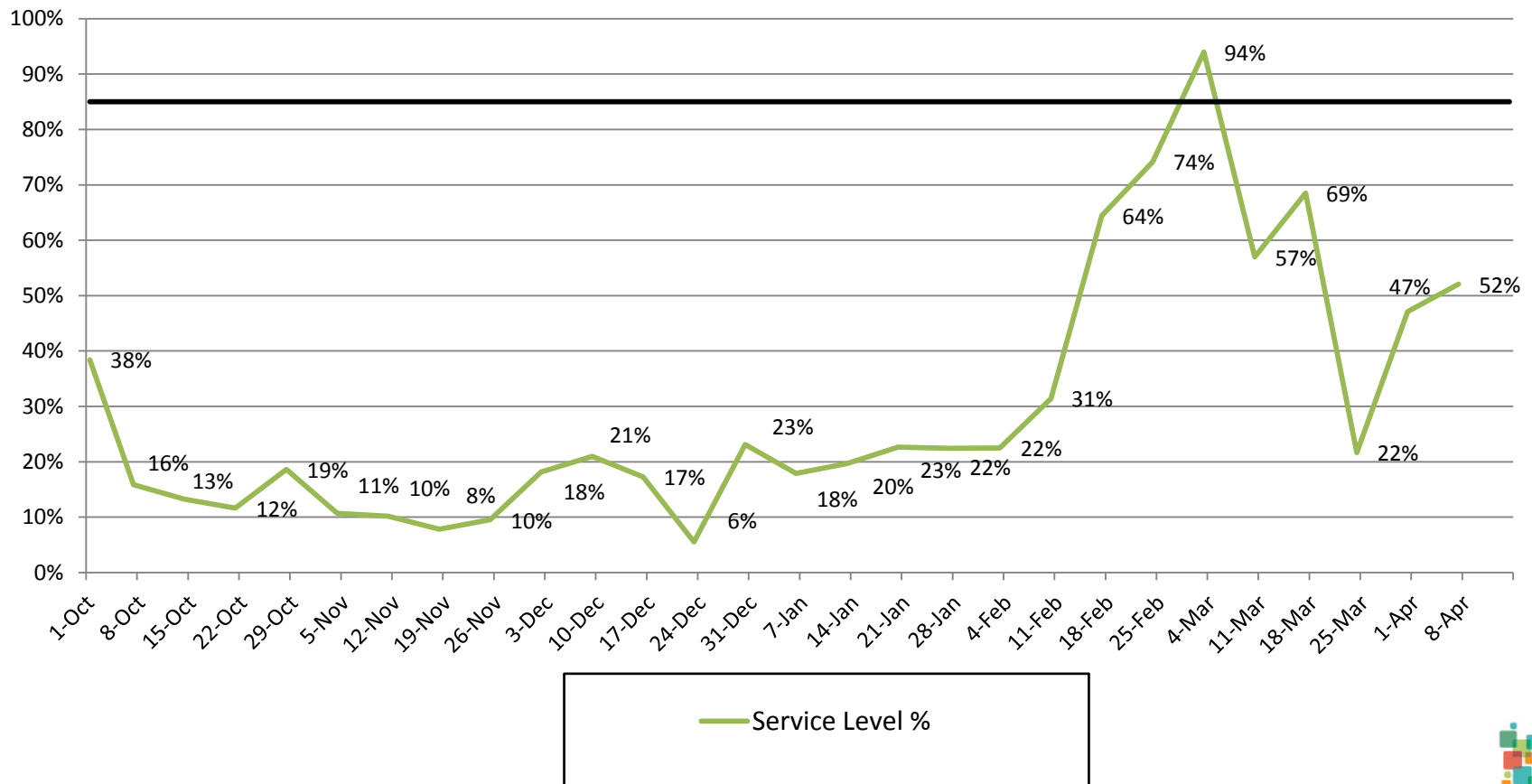**Call Center Resolution and Talk Time Oct 1, 2013 - Apr 10, 2014**

Call Center Abandon Rate/Goal

Abandon Rate vs Abandon Goal Oct 1, 2013 - Apr 10, 2014
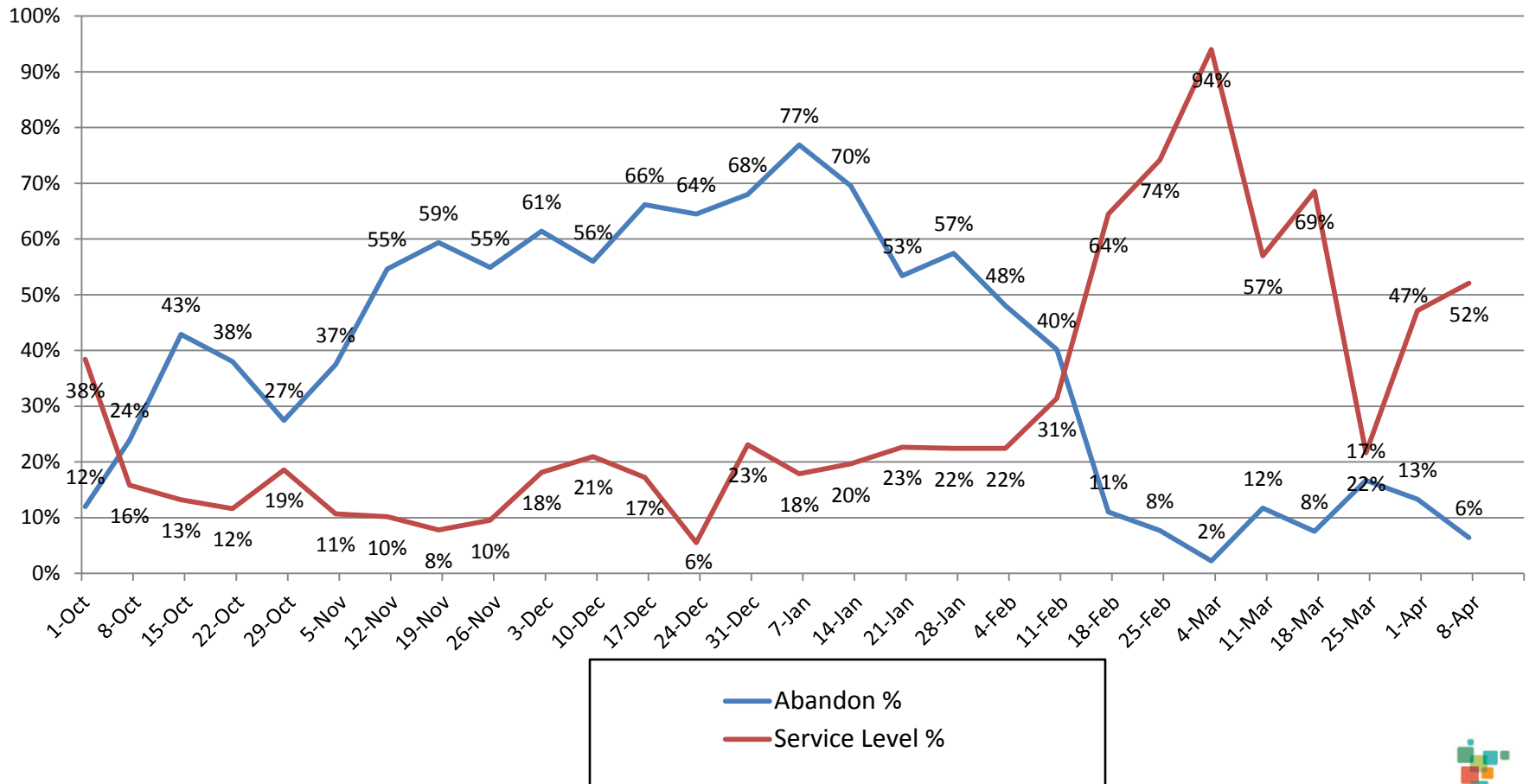**(Goal is less than 5%)**

Legend:
— Abandon %
— Abandon Goal (<5%)

Call Center Service Level/ Goal

Service Level vs Service Level Goal Oct 1, 2013 - Apr 10, 2014
(Goal is greater than 85%)

Legend: Service Level %

Call Center SLA –Abandon Rate/SLA

SLA - Abanbon Rate/Service Level Oct 1, 2013 - Apr 10, 2014

Legend: Abandon %, Service Level %

Call Center – First Call Resolution October 2013 – April 2014

First Call Resolution	To Date	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Total Cases	174,887	18,199	13,896	16,906	17,139	27,993	65,790	12,934
# cases resolved within 4 hours	140,185	15,571	11,276	12,128	13,929	22,012	54,469	10,747
% cases resolved within 4 hours	80.16%	86.55%	80.62%	71.74%	73.01%	78.63%	82.79%	83.09%
Average # calendar days	3.19	3.03	4.85	2.59	3.01	4.50	2.49	2.30

- There are 541 Open Cases as of April 10, 2014
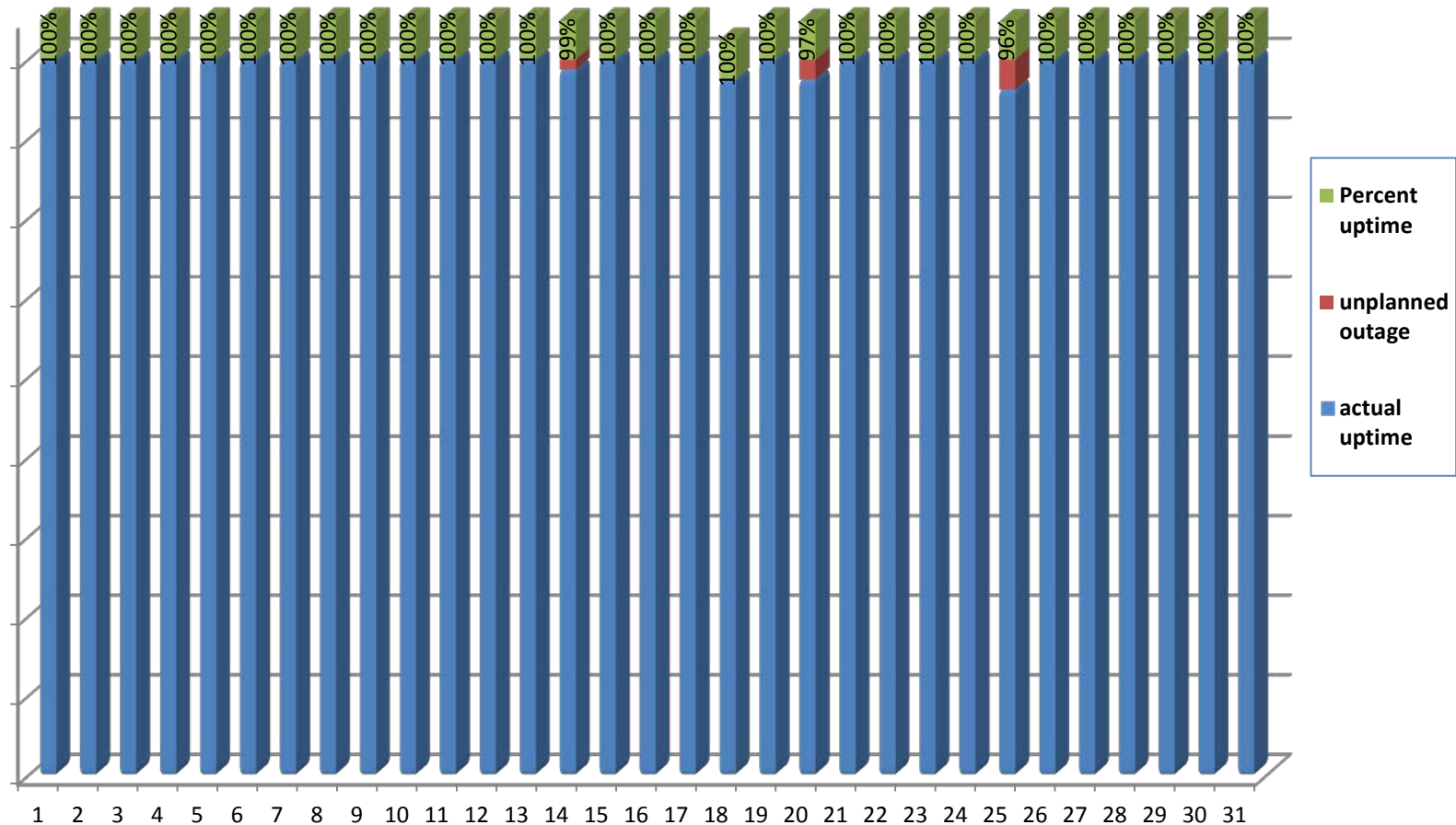- The average age is 44 days

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Call Center – Type of Calls Received October 2013 – April 2014

Oct - April Top Categories
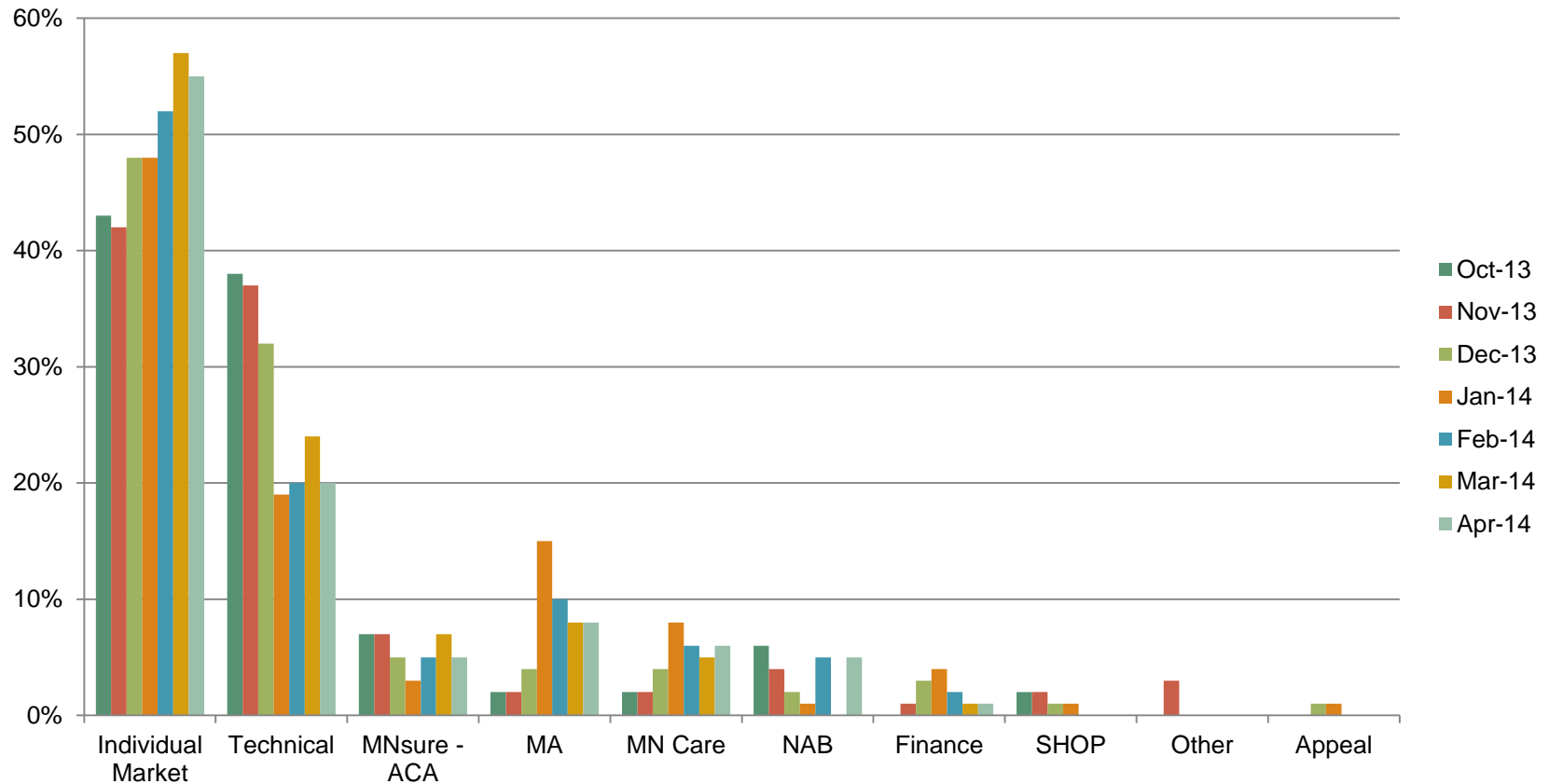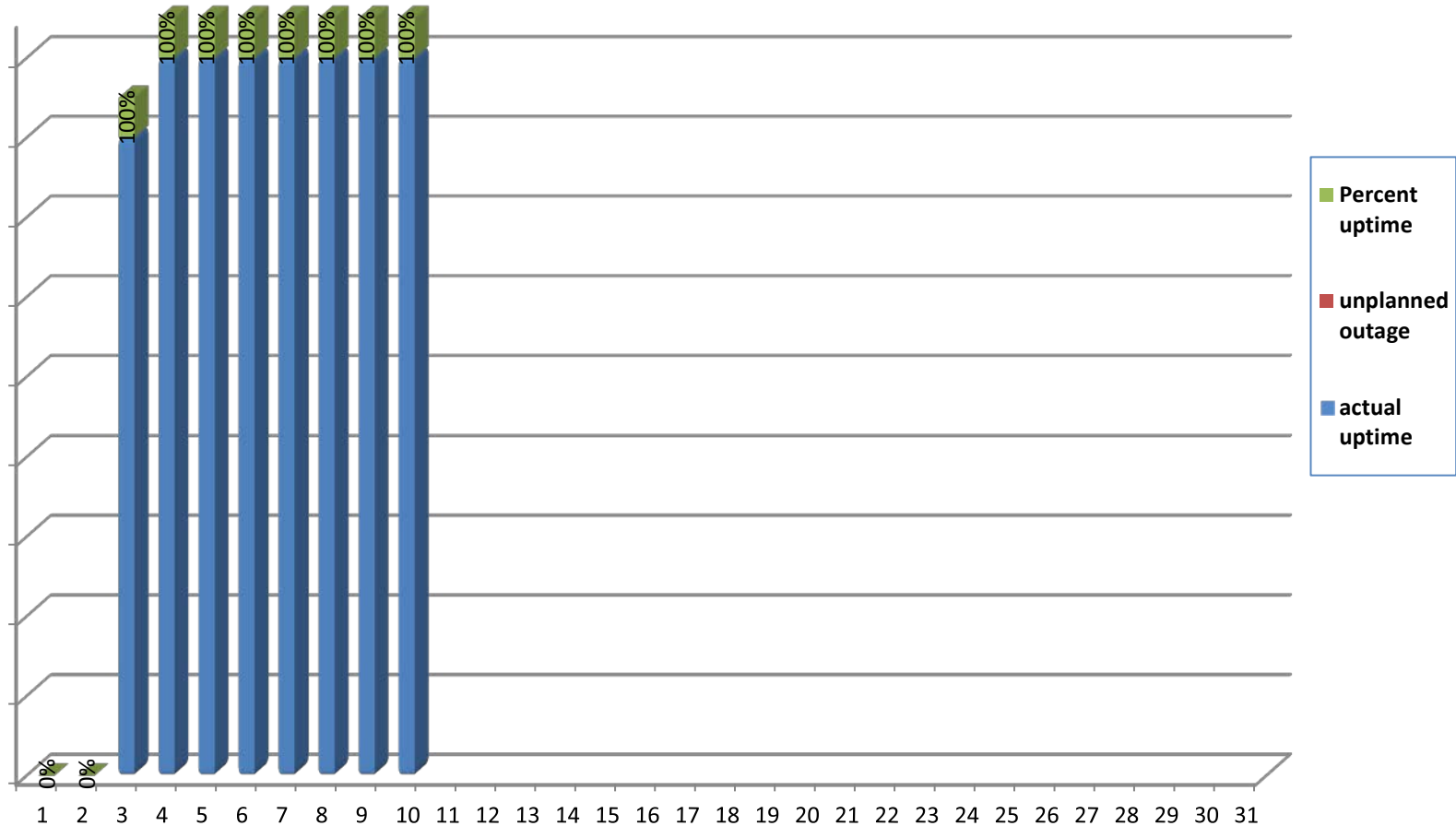
March 1 through March 31, 2014 MNsure Uptime

Note: Includes MNsure uptime/downtime only
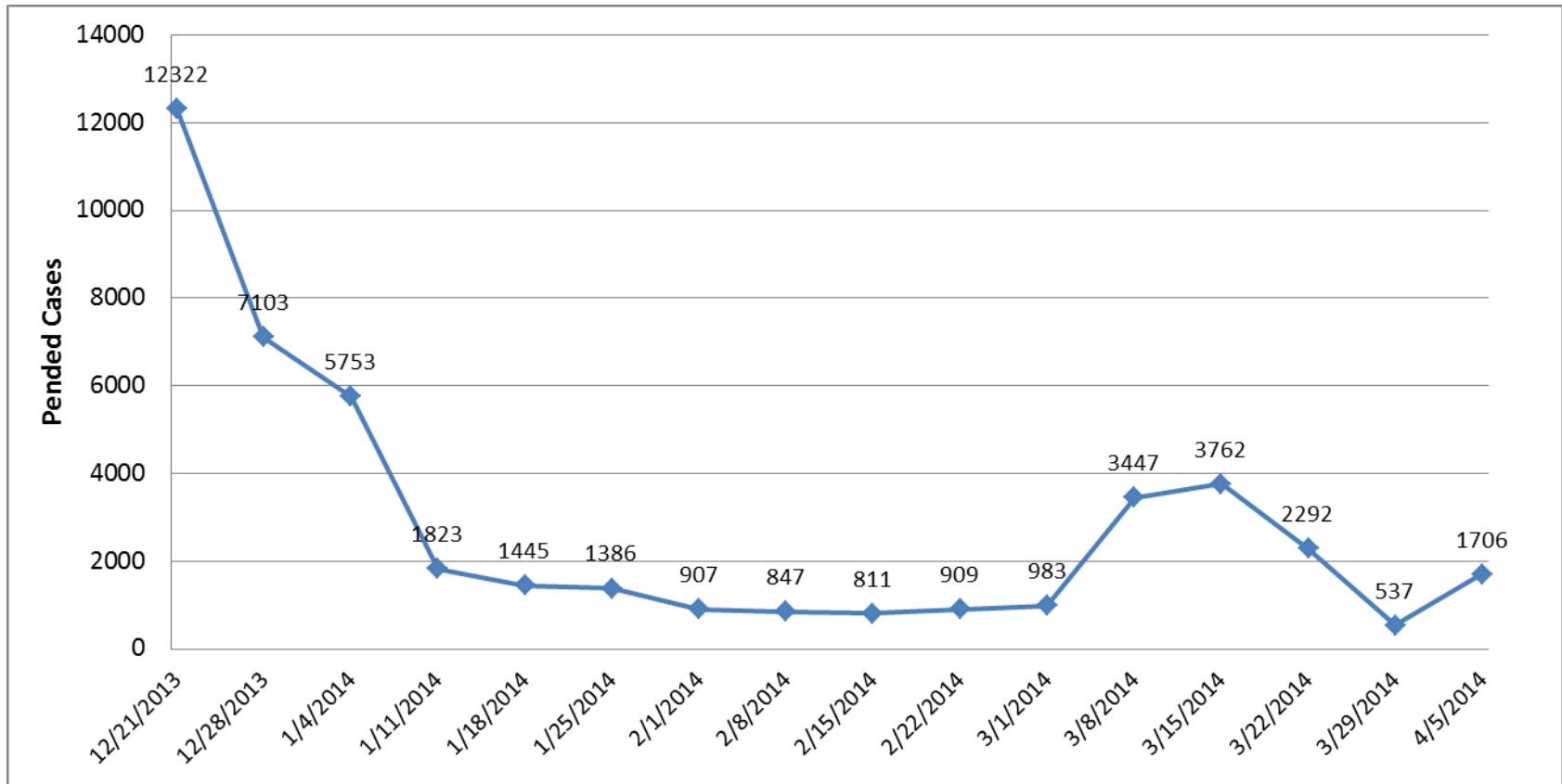
April 1 through April10, 2014 MNsure Uptime

- Includes MNsure uptime/downtime only
- MNsure website down for scheduled maintenance on April 1 and 2
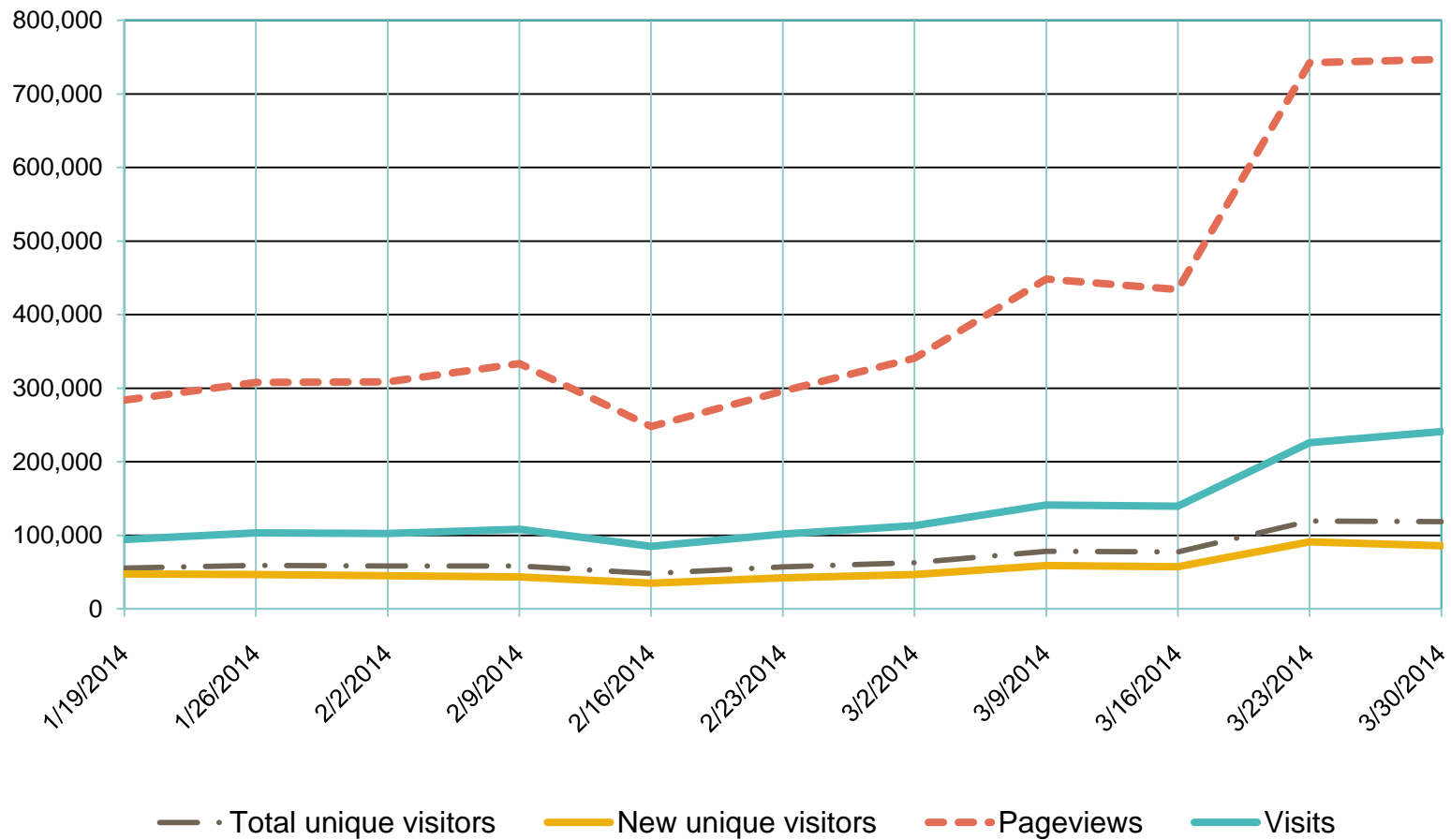
System Downtime – March and April 2014

- March 14, down for less than 30 minutes: Create account issues, restart Curam server due to heavy load

- March 18, down for less than 30 minutes: Feb Hub down – not considered unplanned outage

- March 20, down for roughly 30 minutes: Communication between COTS applications unavailable, ESB restarted due to heavy load

- March 25, down for less than 1 hour: Restart Curam server/service due to load; increased heap size to 12 gb; added two more nodes at midnight

- March 31, issues from 1:27 p.m. – 6:00 p.m.: CMS notifies states RIDP issues affecting Create Account; no redirect, no downtime

- April 1 and 2: Down for scheduled maintenance

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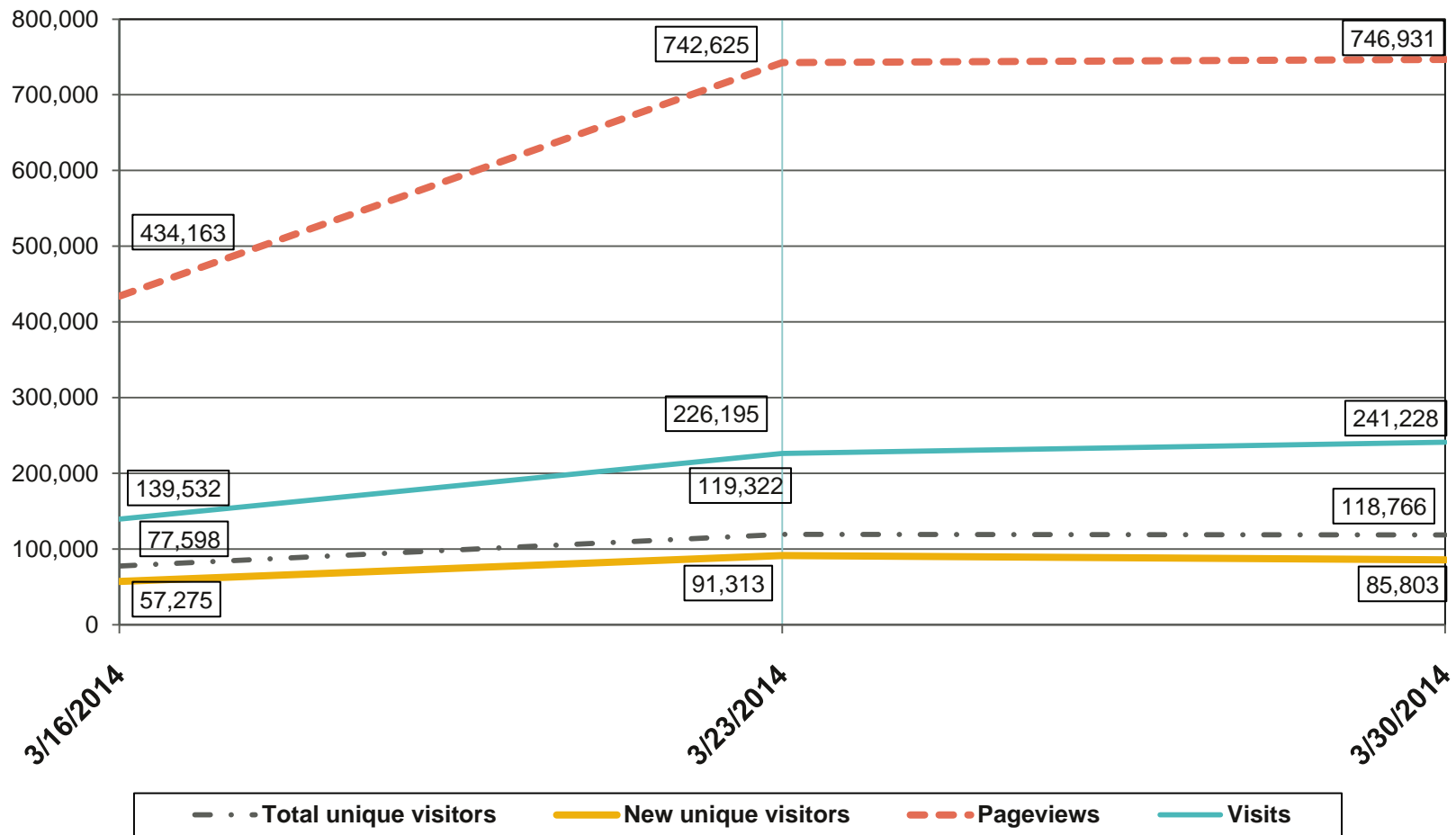# Pended Cases in Eligibility Determination through April 5, 2014

Website Metrics
January 19 – April 5, 2014

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Website Metrics
March 16 – April 5, 2014

Legend: Total unique visitors, New unique visitors, Pageviews, Visits

Data points:
- 3/16/2014: Pageviews 434,163; Visits 139,532; Total unique visitors 77,598; New unique visitors 57,275
- 3/23/2014: Pageviews 742,625; Visits 226,195; Total unique visitors 119,322; New unique visitors 91,313
- 3/30/2014: Pageviews 746,931; Visits 241,228; Total unique visitors 118,766; New unique visitors 85,803

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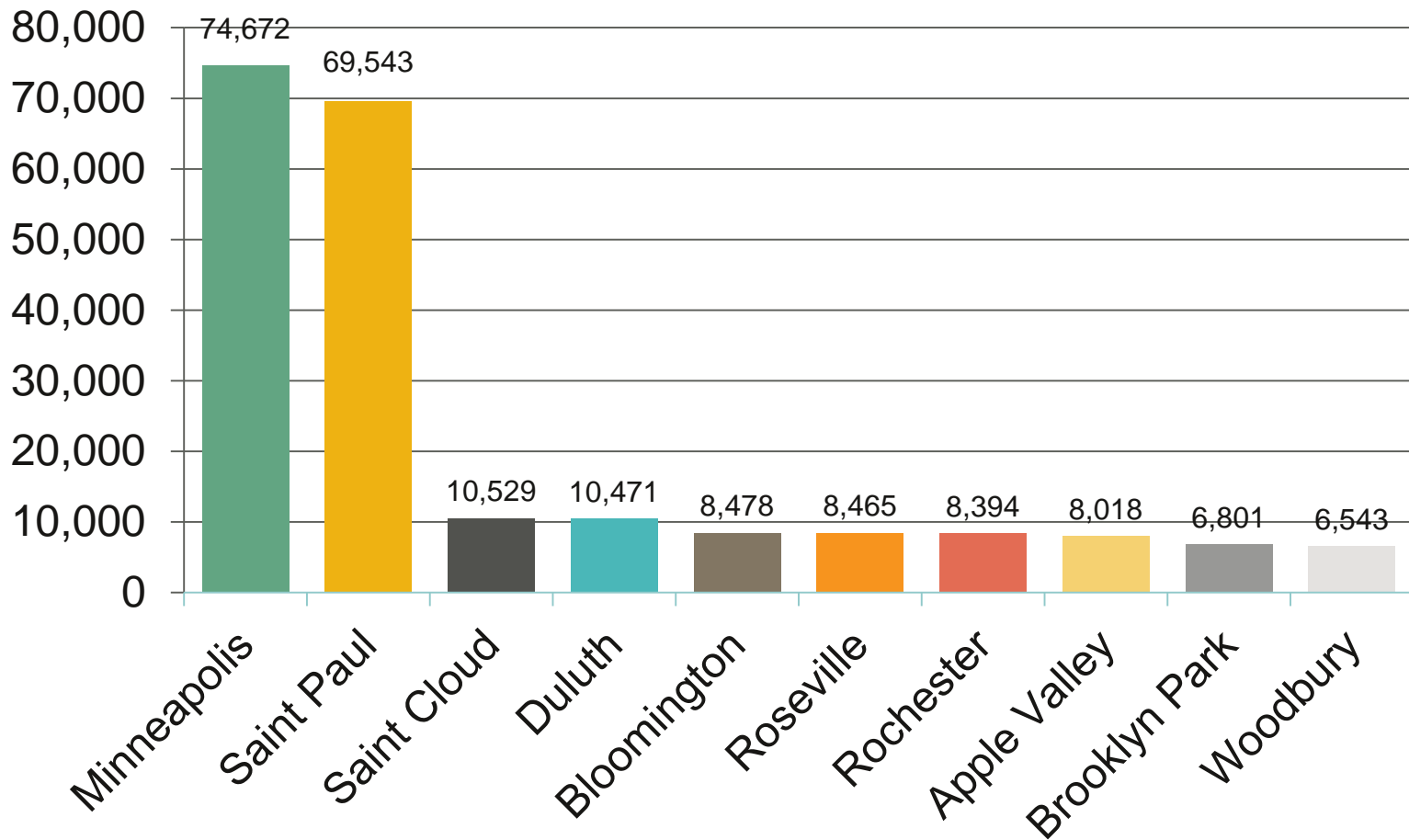# Website Metrics: New and Returning Visitors – March 23 to April 5, 2014
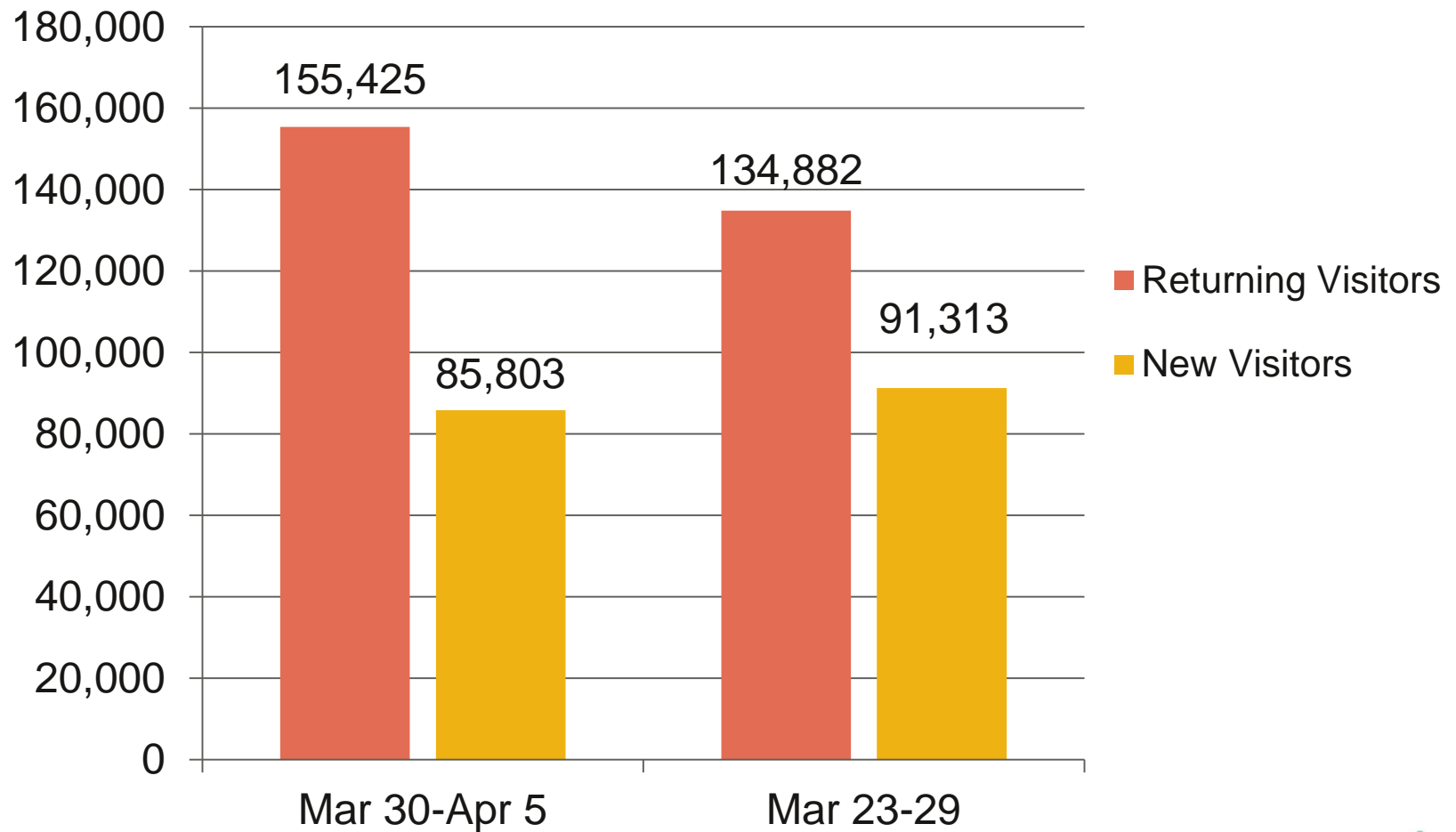
Website Metrics: Top Cities by Visits March 23 – April 5, 2014

Bar chart of visits by city:

City	Visits
Minneapolis	74,672
Saint Paul	69,543
Saint Cloud	10,529
Duluth	10,471
Bloomington	8,478
Roseville	8,465
Rochester	8,394
Apple Valley	8,018
Brooklyn Park	6,801
Woodbury	6,543

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Website Metrics: Visits for 5 Greater Minnesota Cities - March 23 – April 5

Bar chart of website visits:
- Winona: 2,166
- Alexandria: 1,562
- Austin: 1,346
- Northfield: 595
- Grand Marais: 174
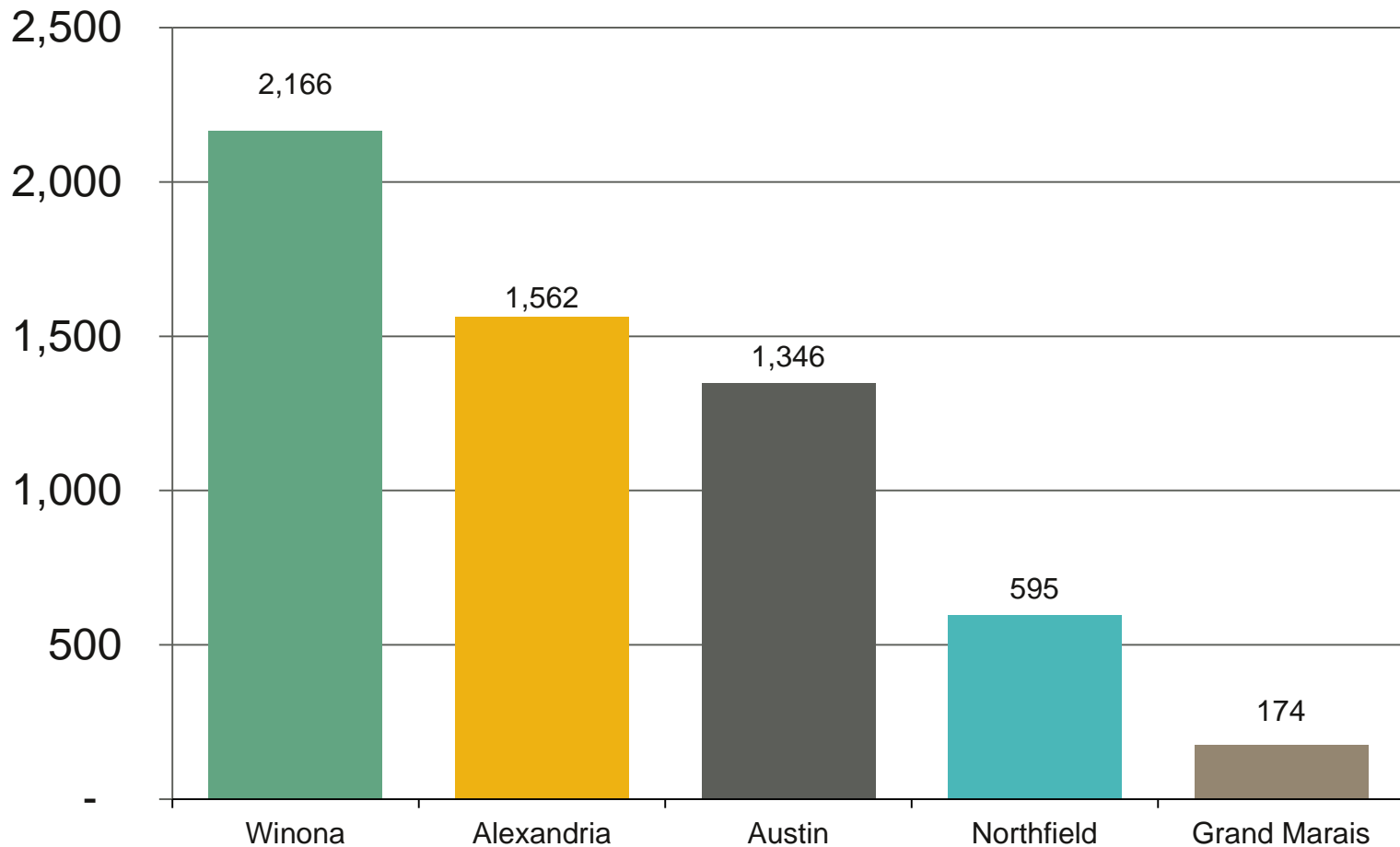
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Error Rates for MNsure Marketplace
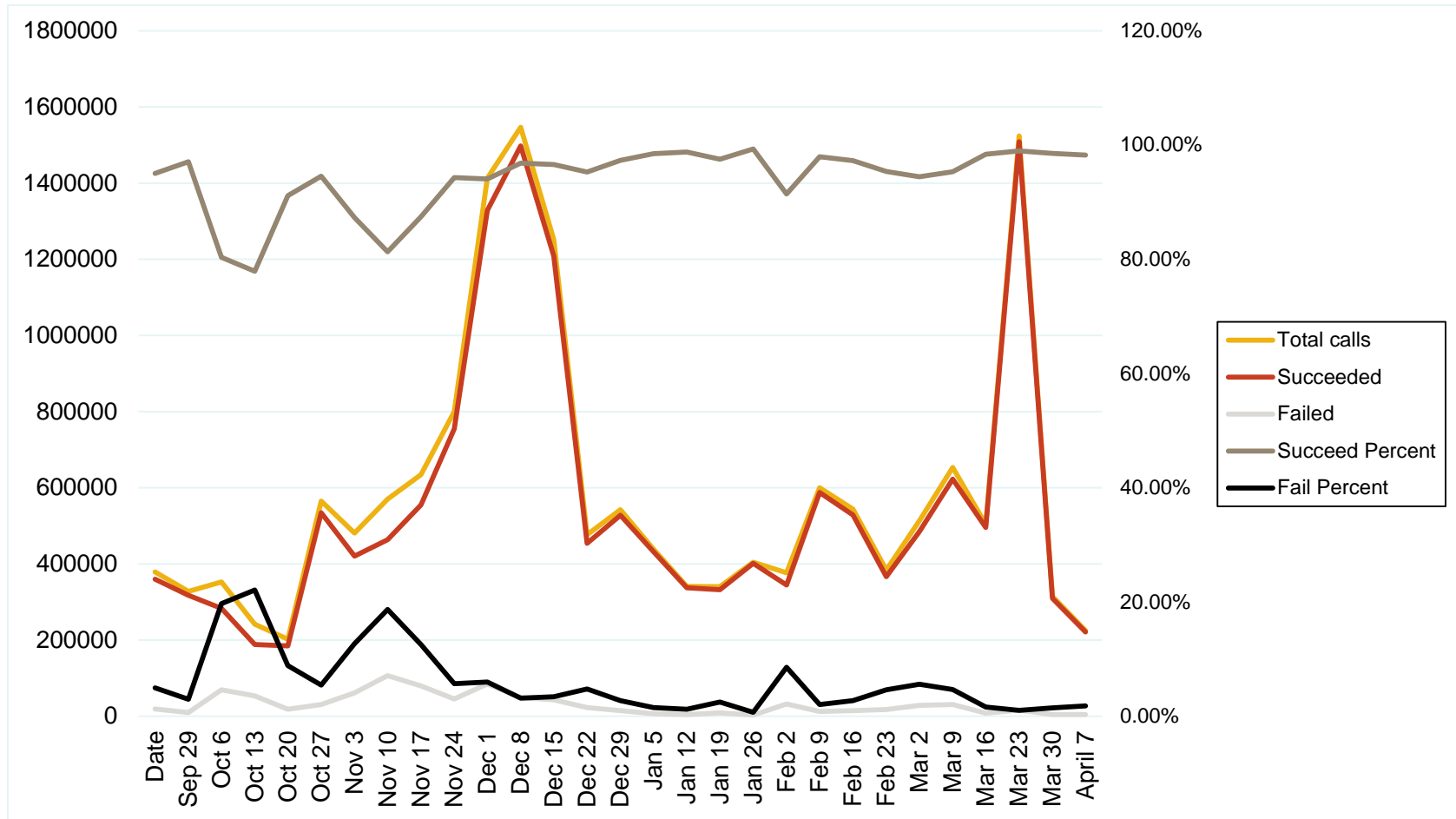
SHOP

2014 Enrollment					
	January	February	March	April	Total
Employers Enrolled	86	19	21	18	144
Employees on roster	642	97	200	131	1070
Employees enrolled	446	67	128	85	726
Avg. Employees on roster	7.5	5.1	9.5	7.3	7.4
Avg. Employees enrolled	5.2	3.5	6.2	4.7	5.0

Enrollment Against Projections (Low)		
	Employers	Employees
Projection	1,313	13,125
YTD Enrollment	144	726
Percent to projection	11%	6%

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Contribution Levels by Employers					
Contribution Level	January	February	March	April	Total
0-24%	8	0	1	0	9
25% - 49%	1	0	0	0	1
50% - 74%	35	8	16	8	67
75% - 100%	67	11	10	10	98

Employer Enrollment by Group Size					
Employer Size	January	February	March	April	Total
1-5	59	16	13	13	100
6-10	18	3	5	4	30
11-24	7	0	4	1	12
25-50	2	0	0	0	2

SHOP

Number of Plans Offered by Employer				
	January	February	March	April
1-15	71	15	16	11
16-30	6	2	2	3
31-45	2	1	2	2
46-63	7	0	1	2

Plans Offered by Metal Level by Employer				
	January	February	March	April
4 metal levels	7	1	3	3
3 metal levels	11	2	3	1
2 metal levels	19	2	1	5
1 metal level	49	13	14	9

SHOP

Employees Enrolled by Metal Level

	April	March	February	January
Platinum	15	15	16	77
Gold	34	49	30	228
Silver	19	31	20	94
Bronze	12	28	0	43
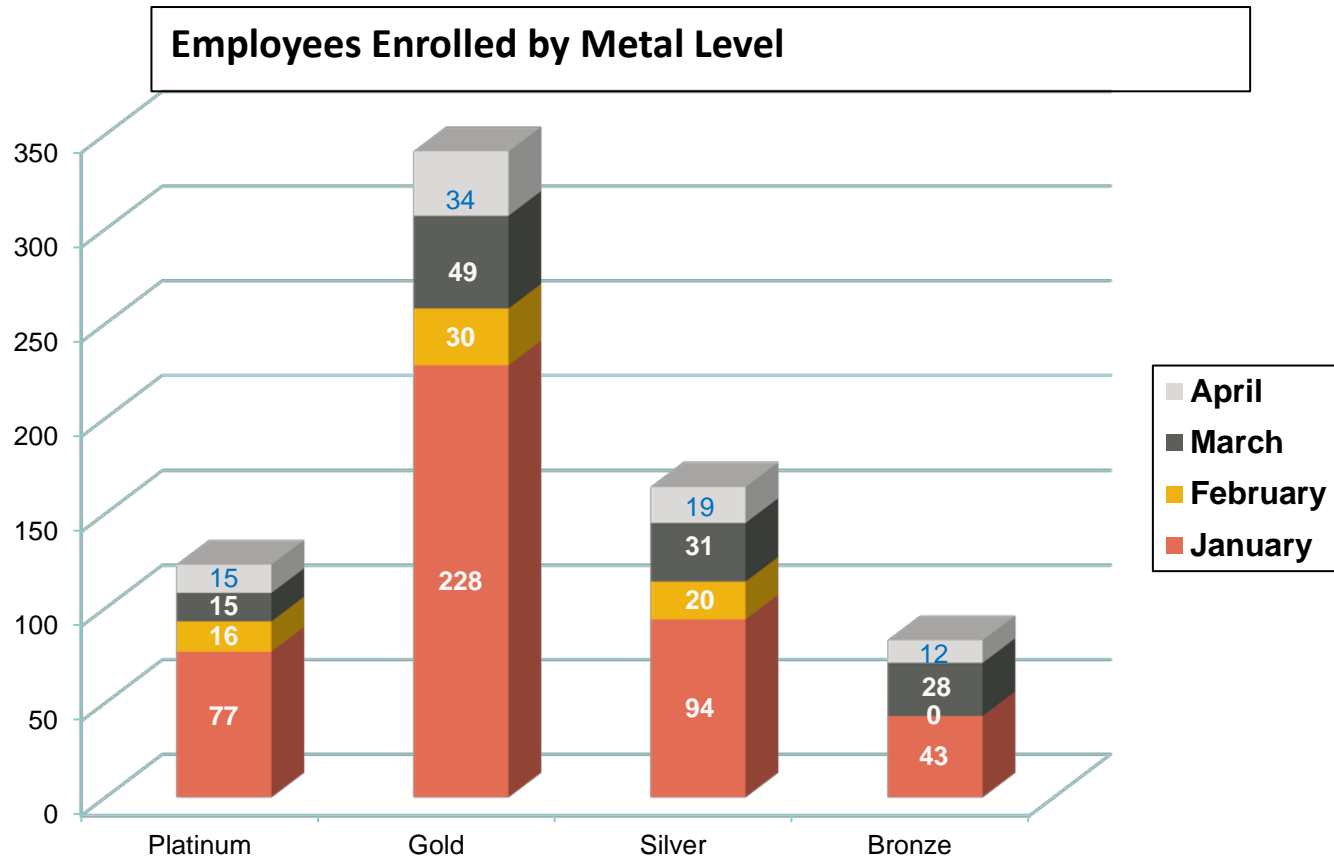
Manual ID Verification by Week
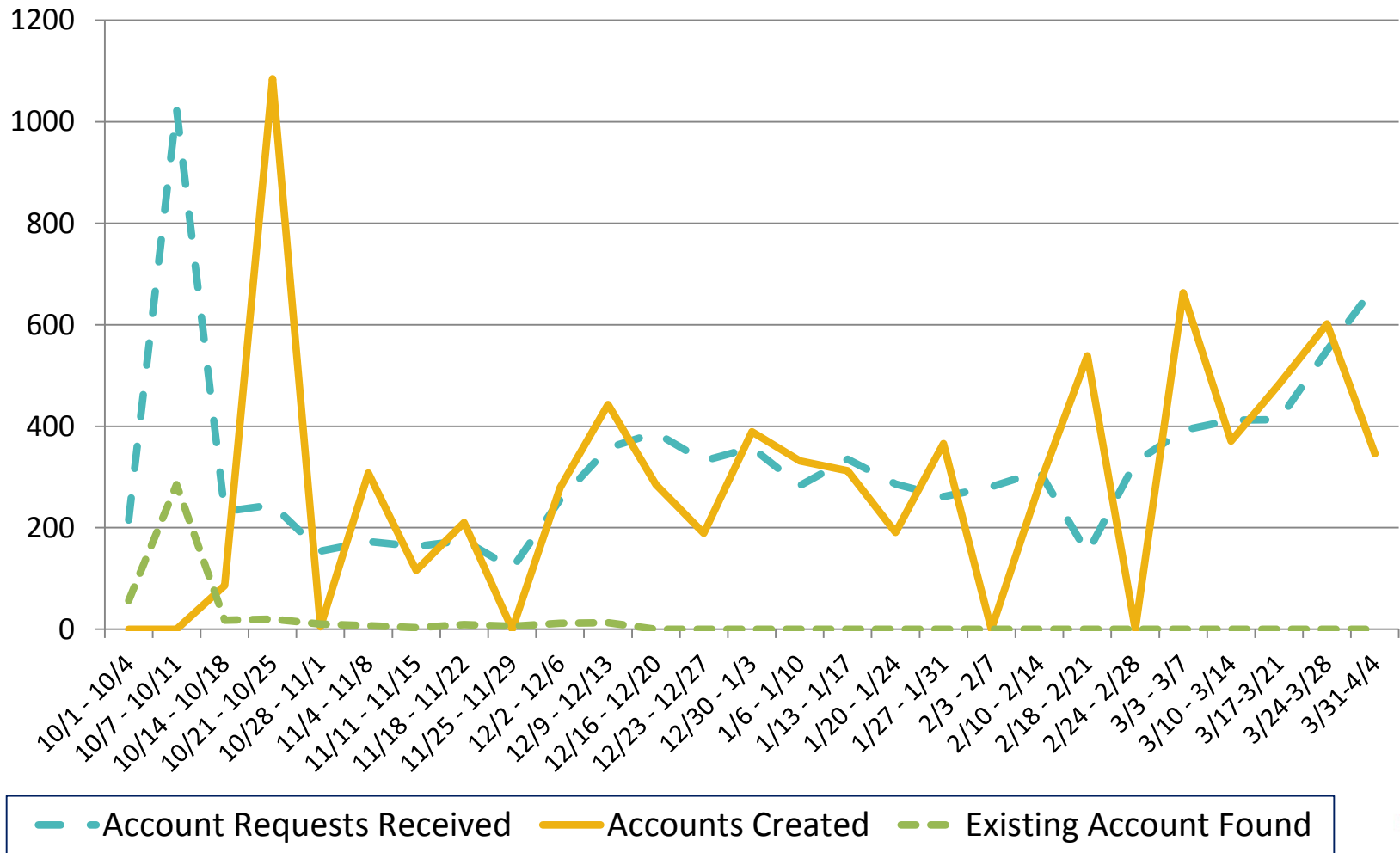
Weekly Manual ID Verification: Days to Complete

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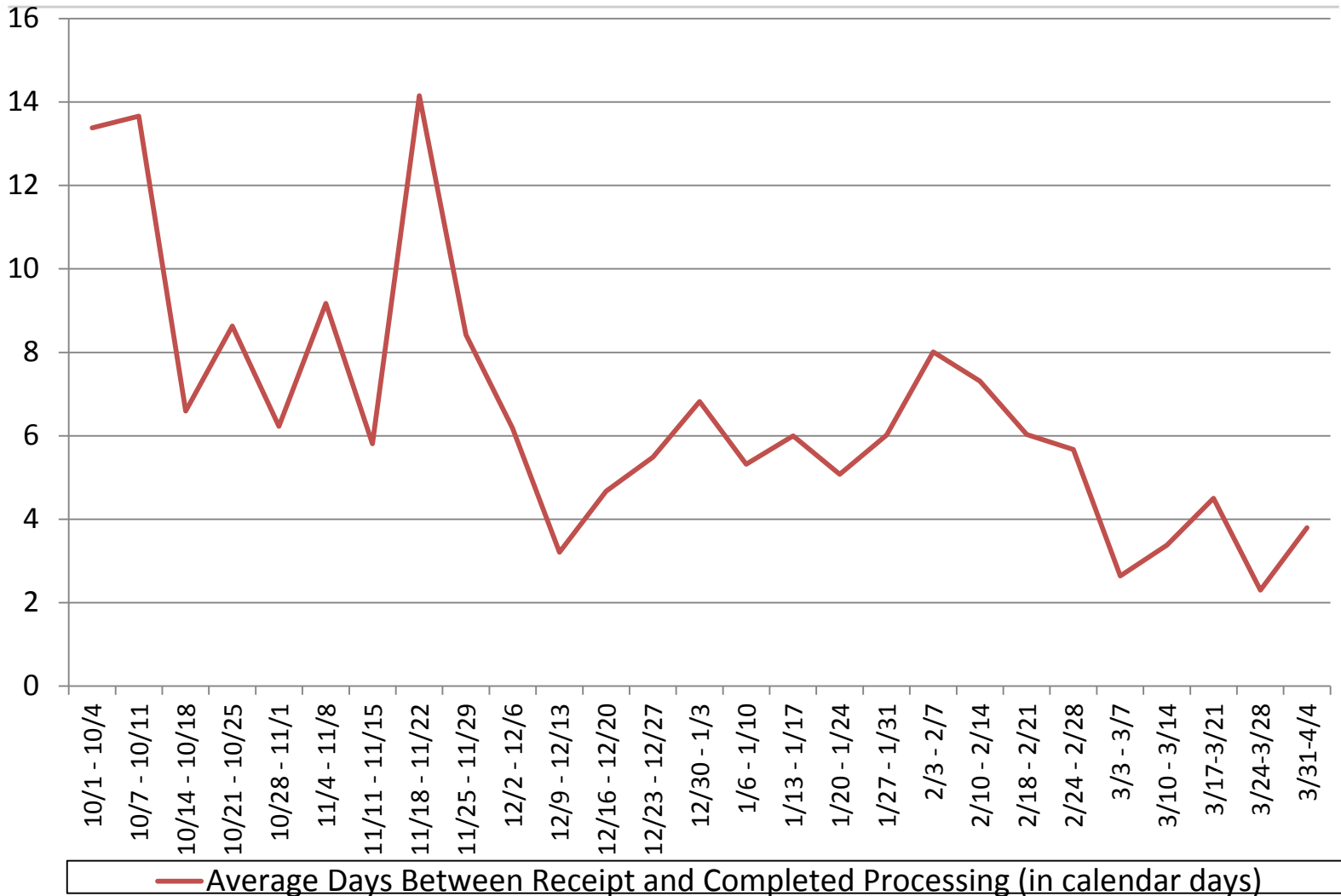
Data Requests by Month: Received and Fulfilled
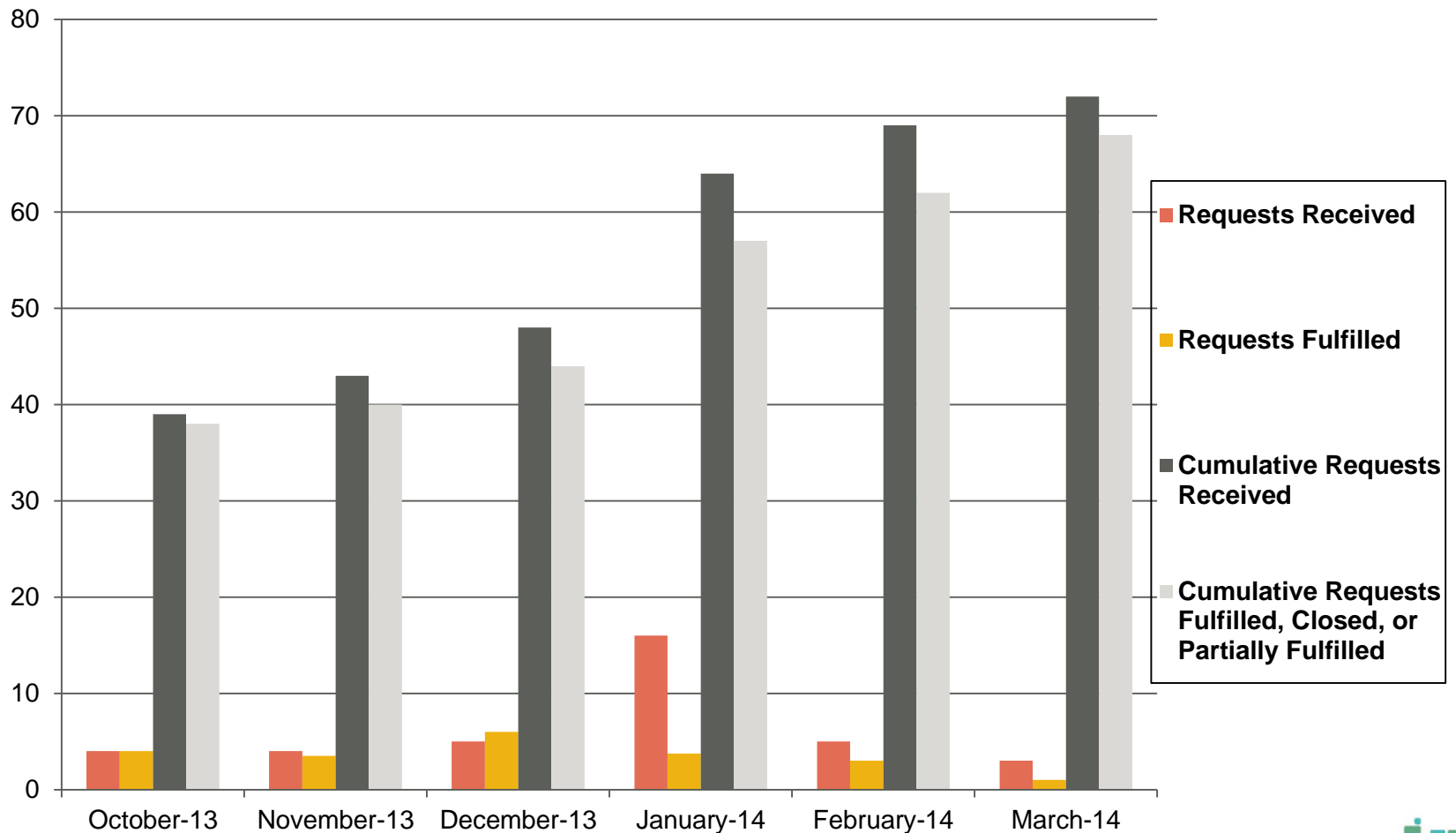
Data Requests Size: Cumulative In Process and Produced (in Gigabytes)

Size of Data (GB)

Legend:
- Cumulative Data Currently In Process
- Cumulative Data Produced

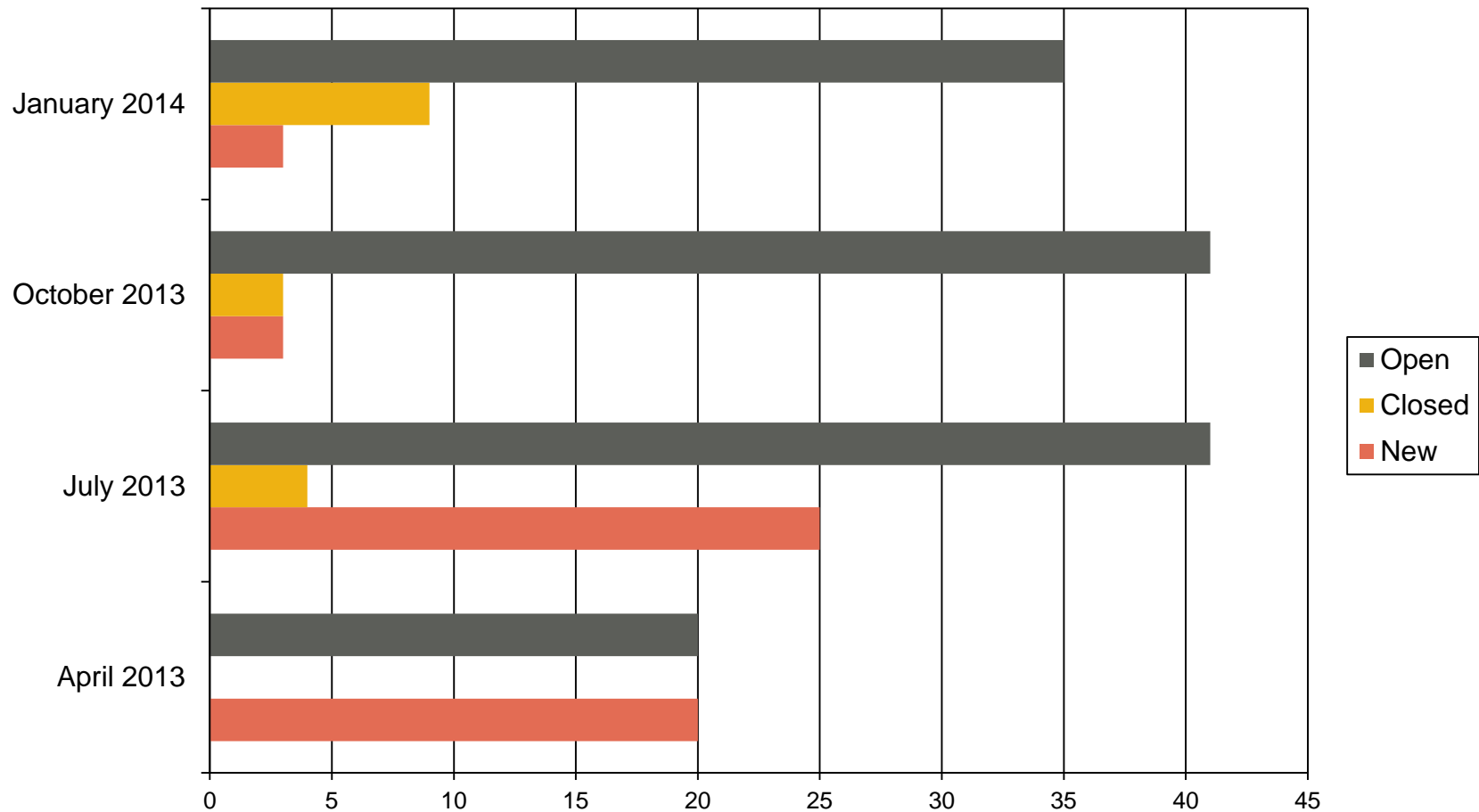(Horizontal axis: 0, 10, 20, 30, 40)
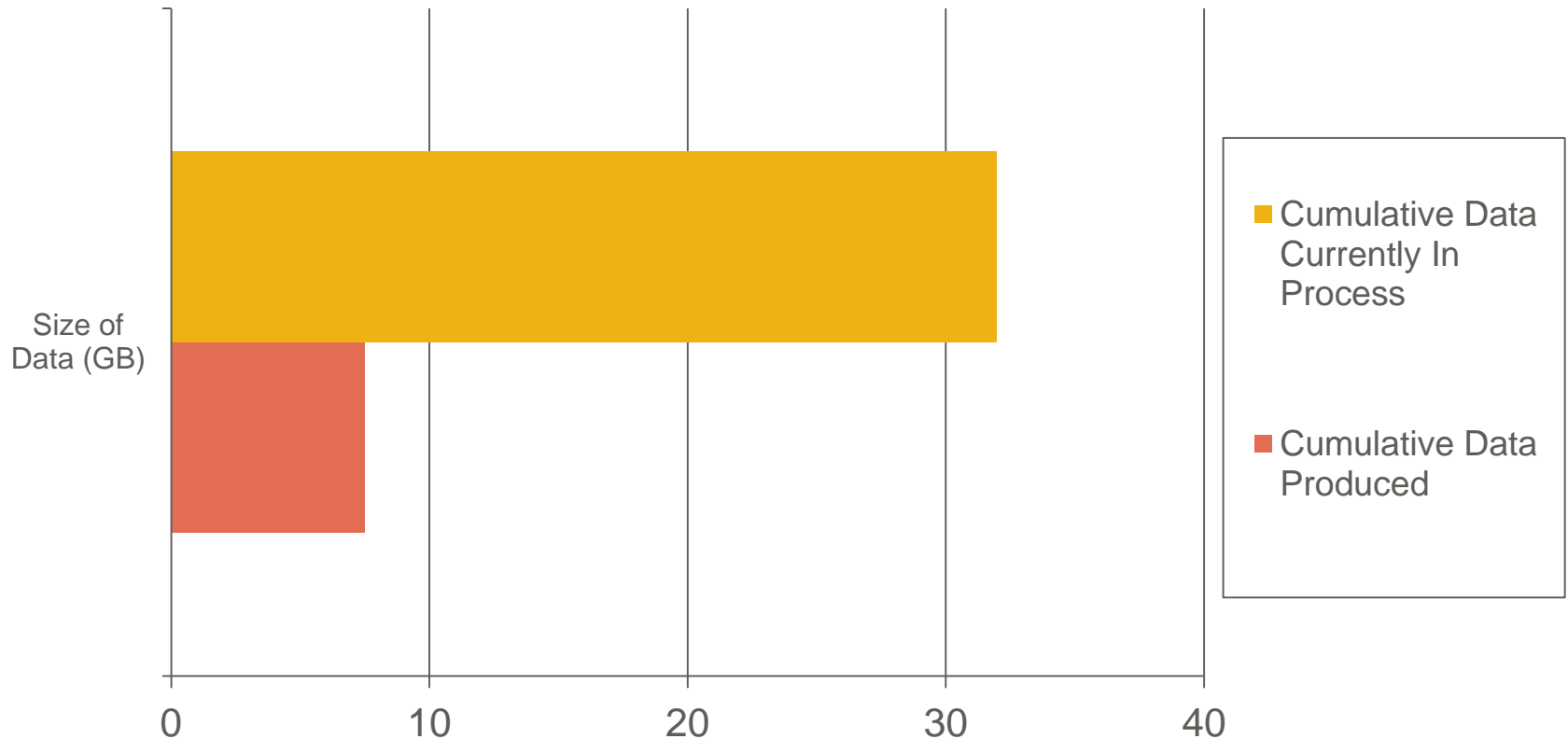
Note: 1 GB of data is equivalent to 10,000 documents and 200 hours of staff time to review and produce.
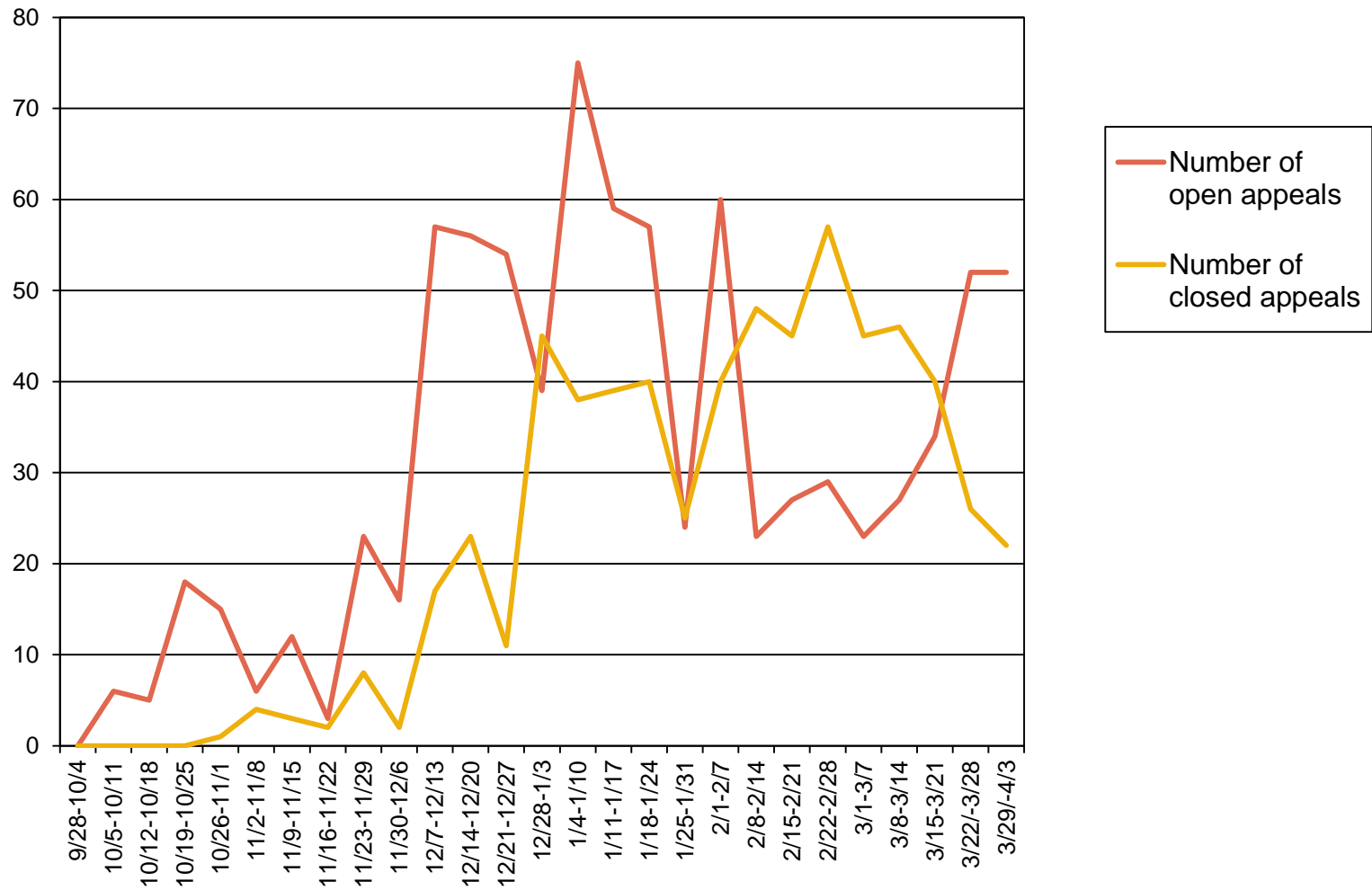
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Data Request Sources
October 2013 – March 2014

Research
2%

Data Subjects
2%

Government
Entites
10%

Legislators &
Legislative Staff
12%

Nonprofit Orgs &
Private Companies
15%

Media
59%

Legend:
- Media
- Nonprofit Orgs & Private Companies
- Legislators & Legislative Staff
- Government Entites
- Research
- Data Subjects
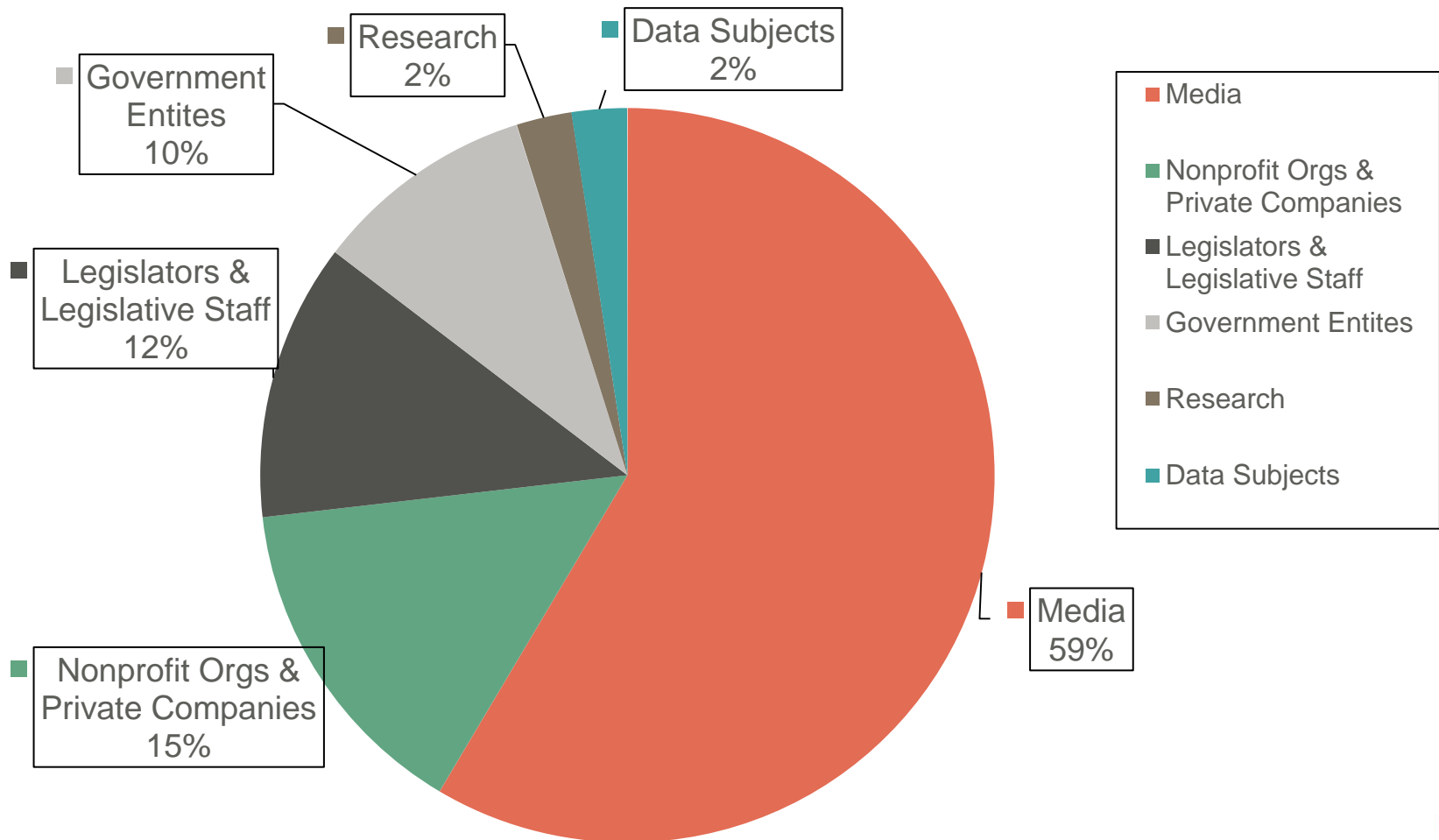
IV&V Audit Findings by Quarter

Number of Appeals by Week

Type of Closed Appeals

- Withdrawn
- Dismissed
- Agency Decision Affirmed
- Agency Decision Reversed
- Failure to Appear
- Double Docket

6% 1%
2%
36%
3%
82%

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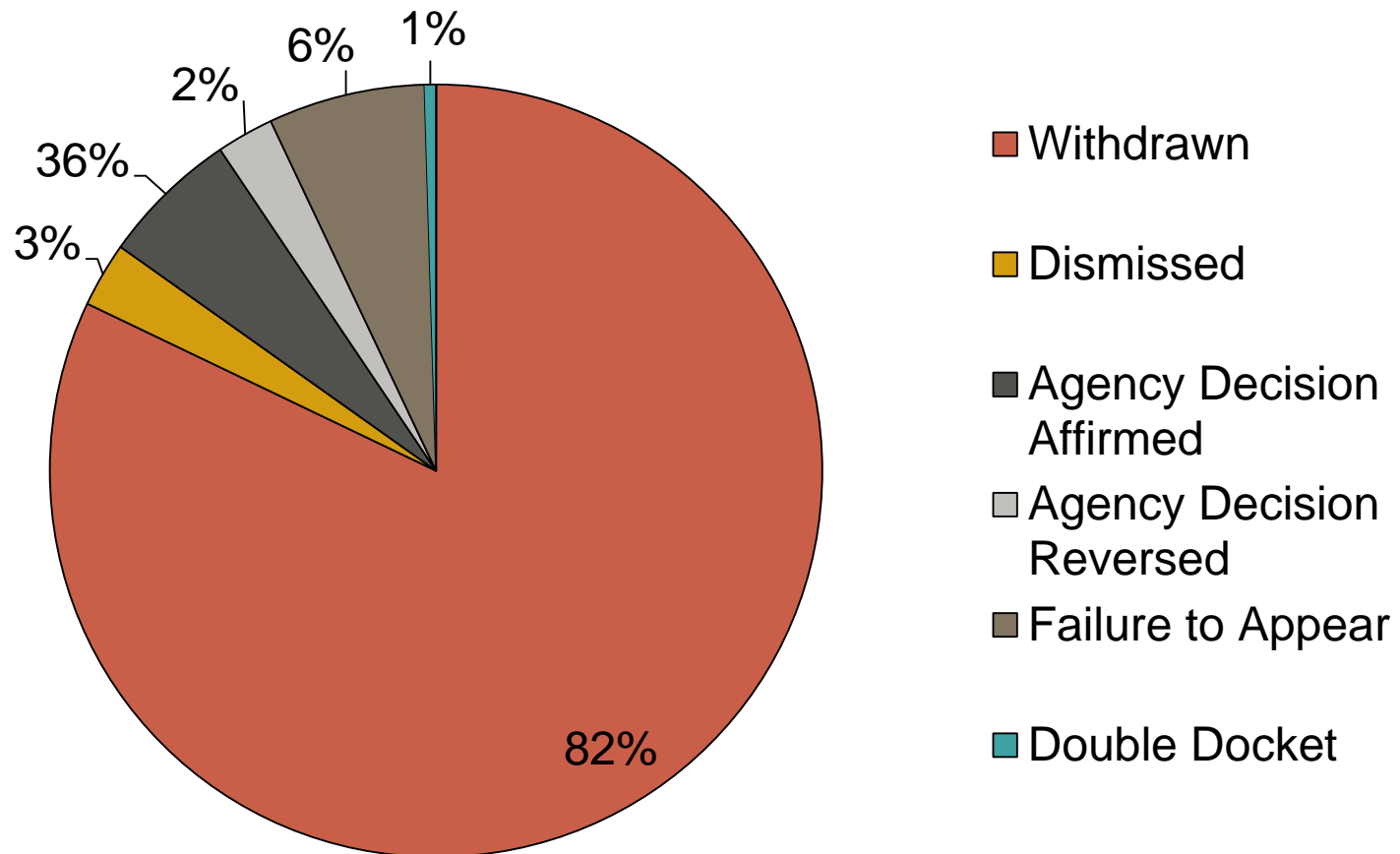
Appeals Duration: File Date to Closed