



# MNsure Metrics Dashboard

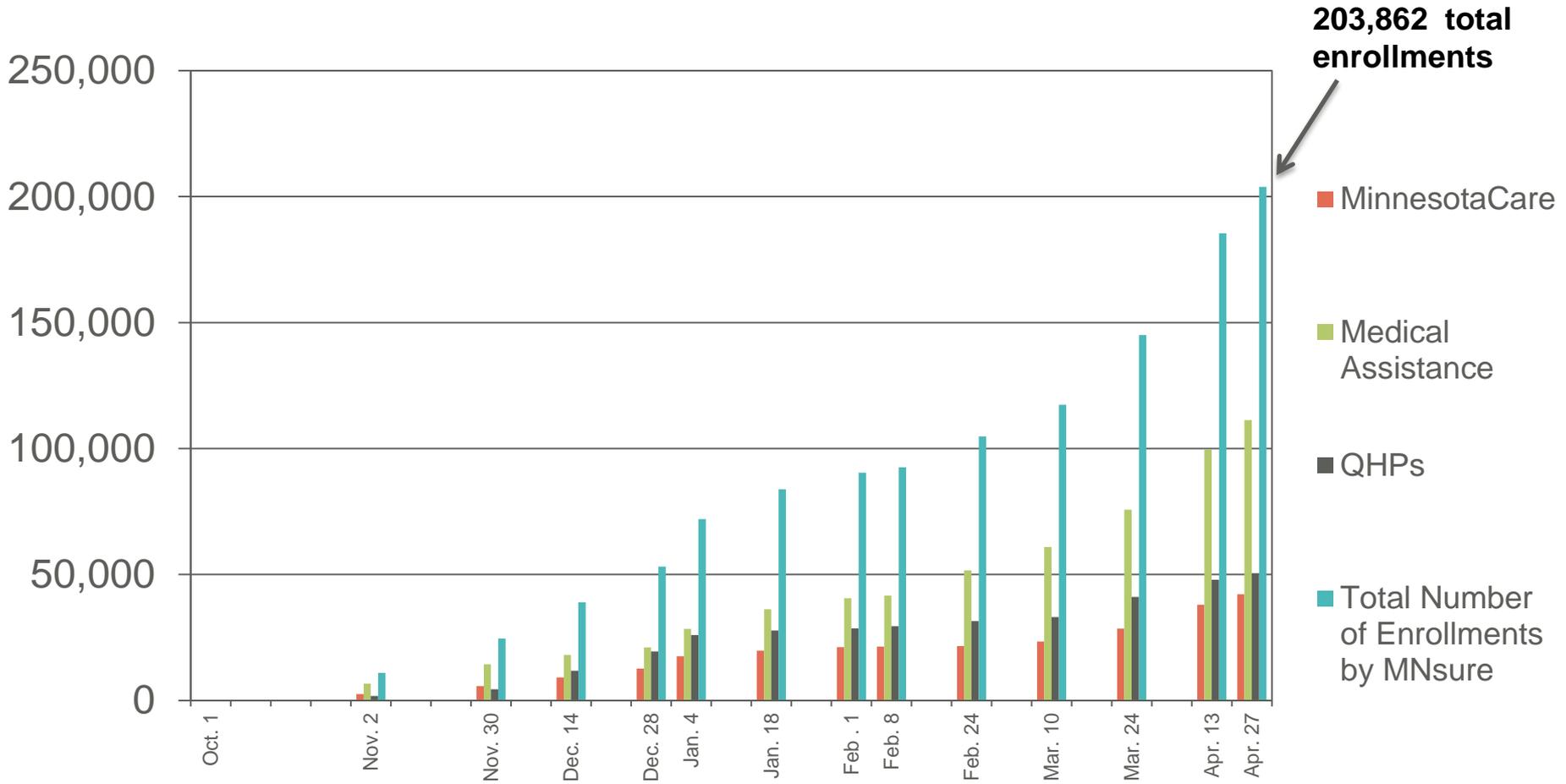
Prepared for Board of Directors Meeting

April 30, 2014



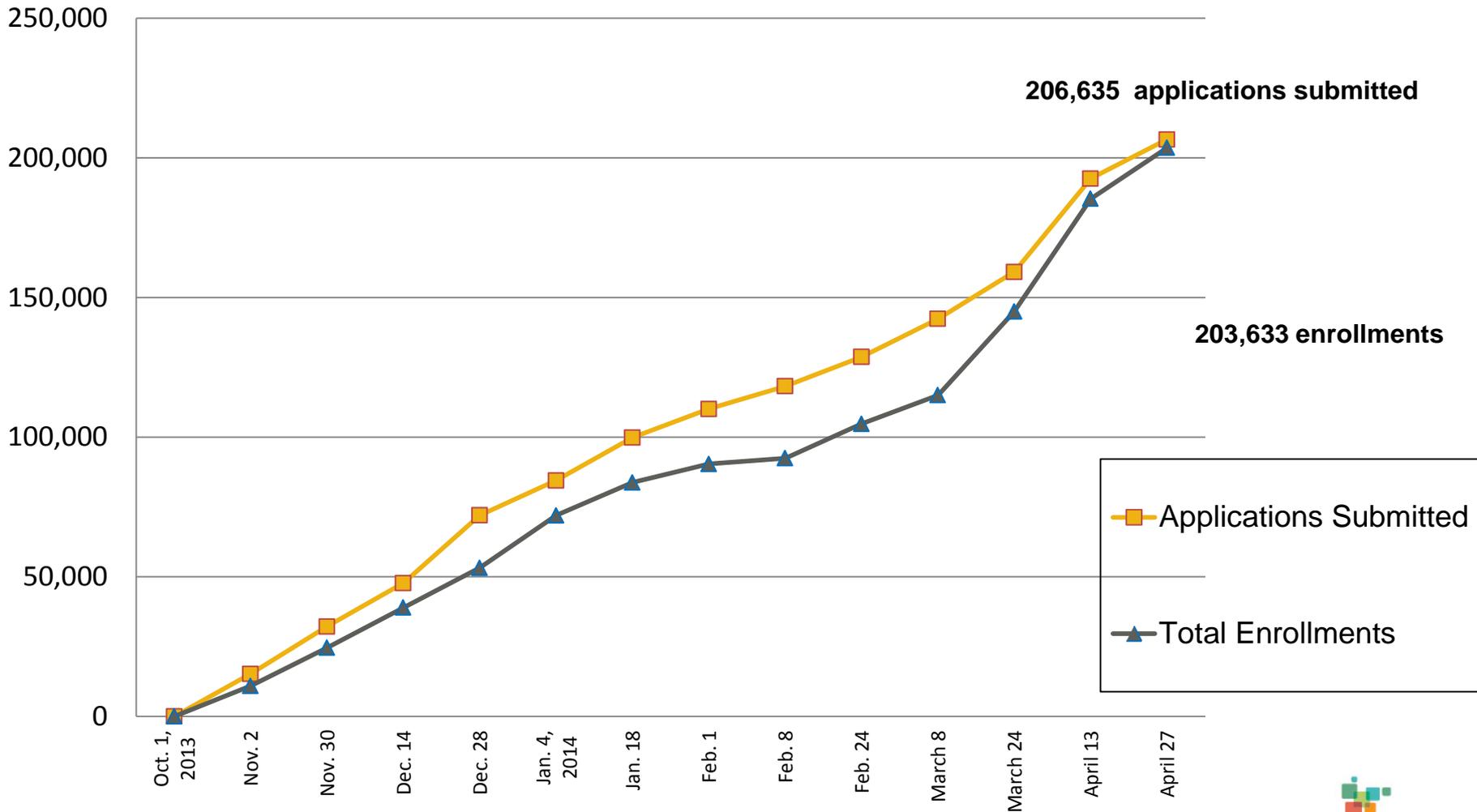
# Enrollment in Process

## April 27, 2014



Note: Manual QHP enrollments have been included since March 23

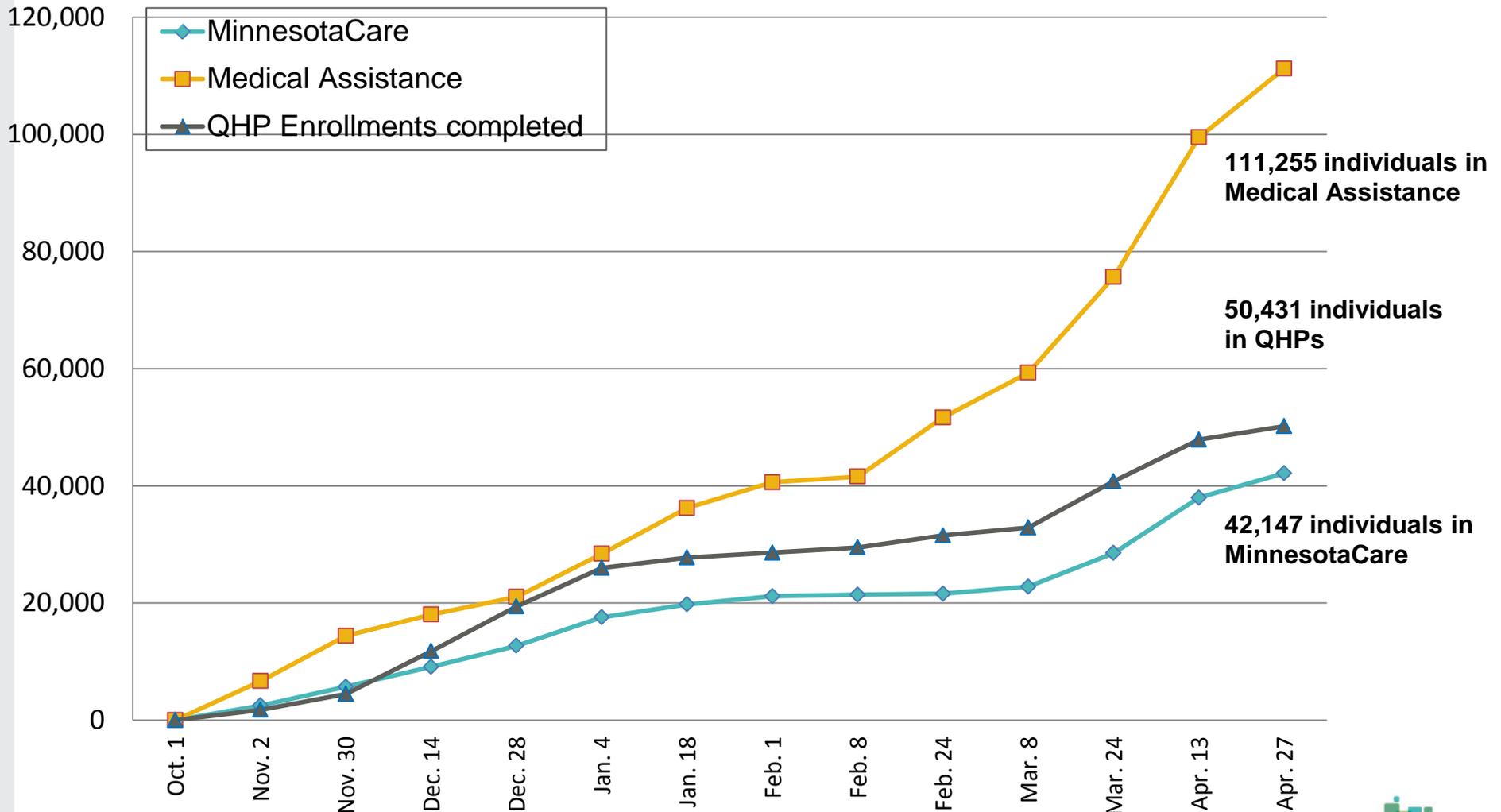
# Applications and Enrollment through MNsure



Note: Manual QHP enrollments have been included since March 23

# Enrollments by Program

## April 27, 2014

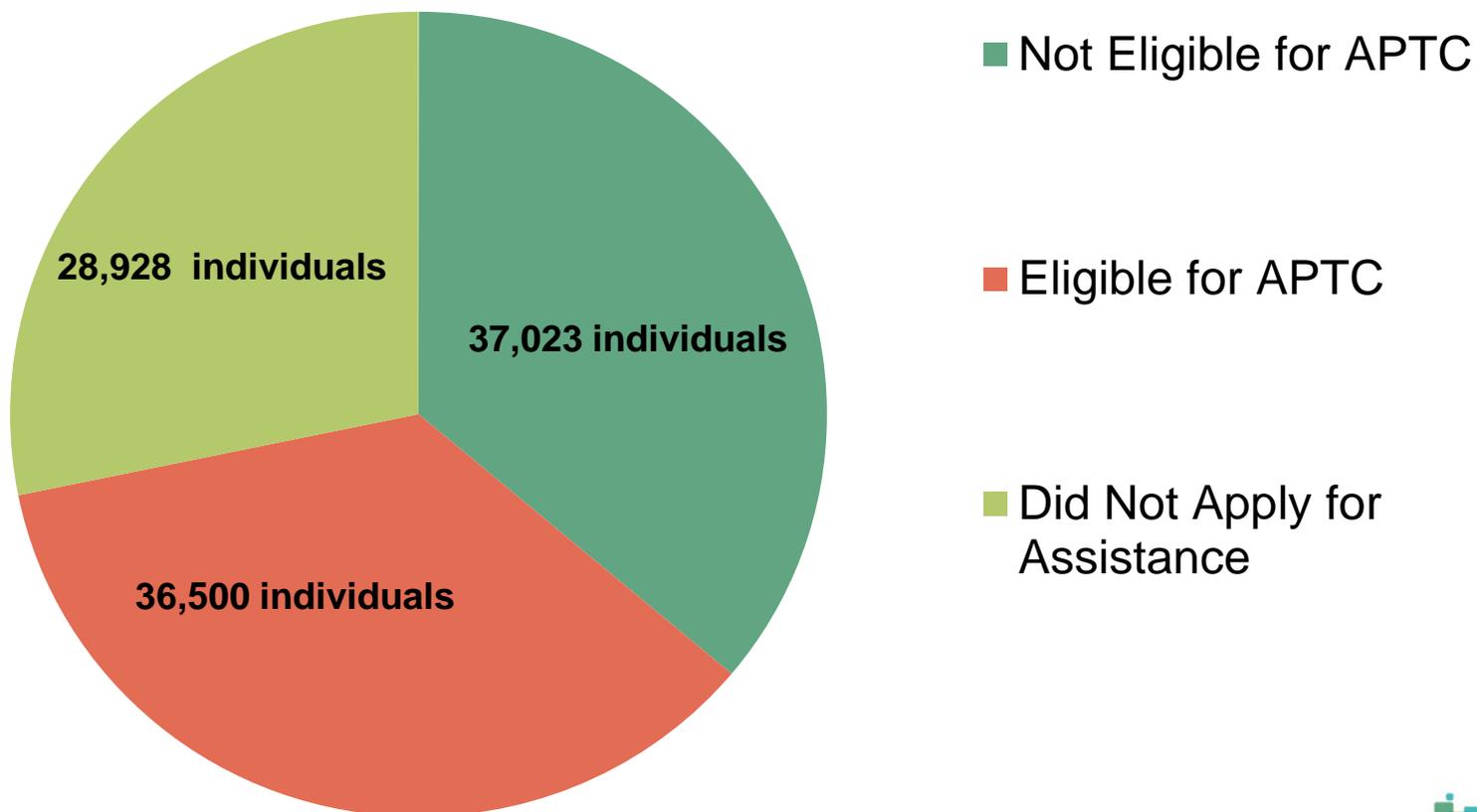


Note: Manual QHP enrollments have been included since March 23

# Eligibility of QHP Applicants

## April 27, 2014

### Number of Applicants Applying for Coverage



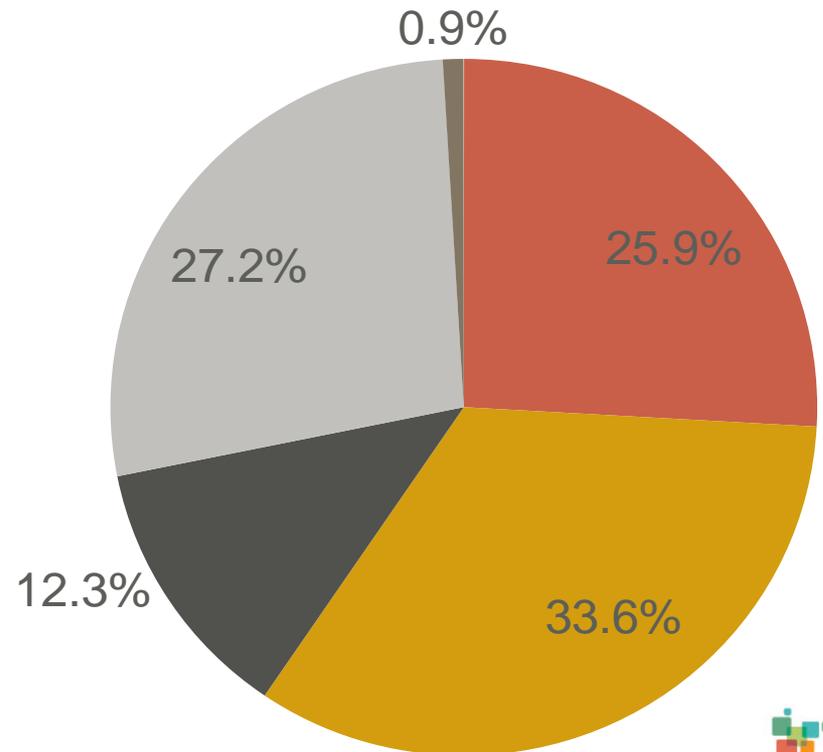
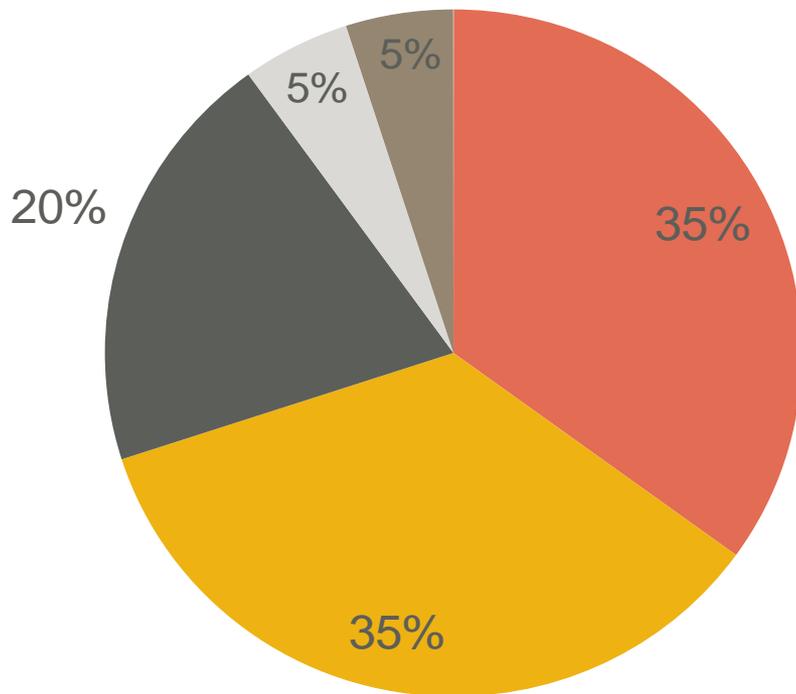
# Individual Market: Metal Levels

## April 27, 2014

### Projected Metal Level Selection

### Actual Metal Level Selection

■ Bronze ■ Silver ■ Gold ■ Platinum ■ Catastrophic

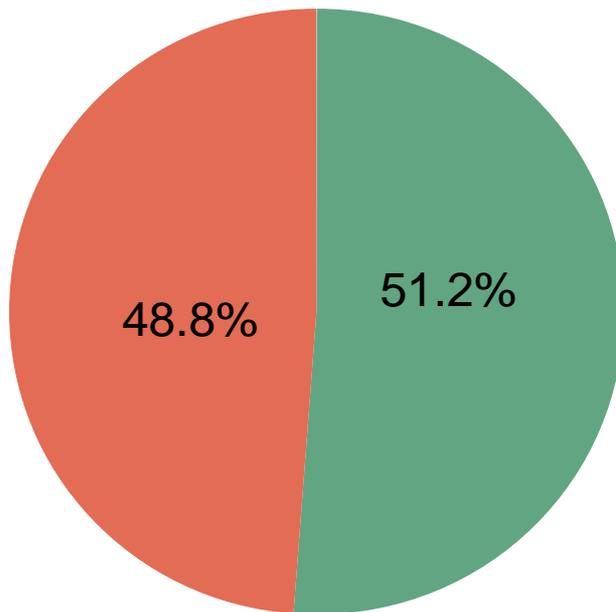


# Individual Market: QHP Enrollee Demographics

## April 27, 2014

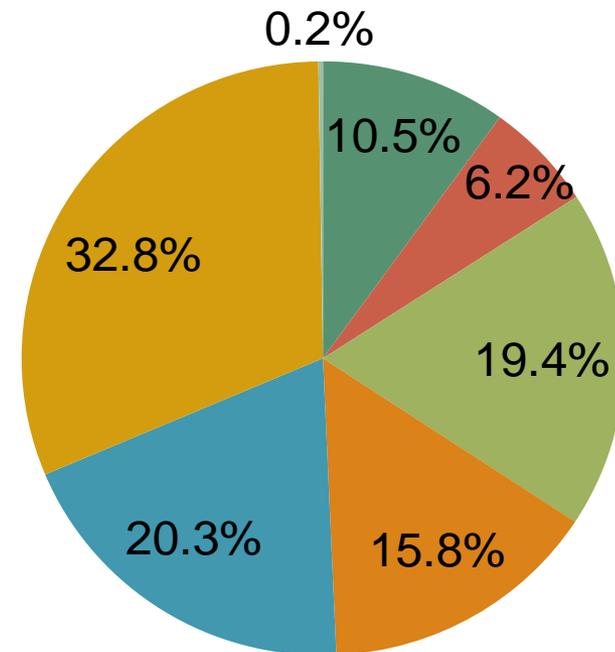
### Gender in QHPs

■ Female ■ Male



### Age of Enrollees

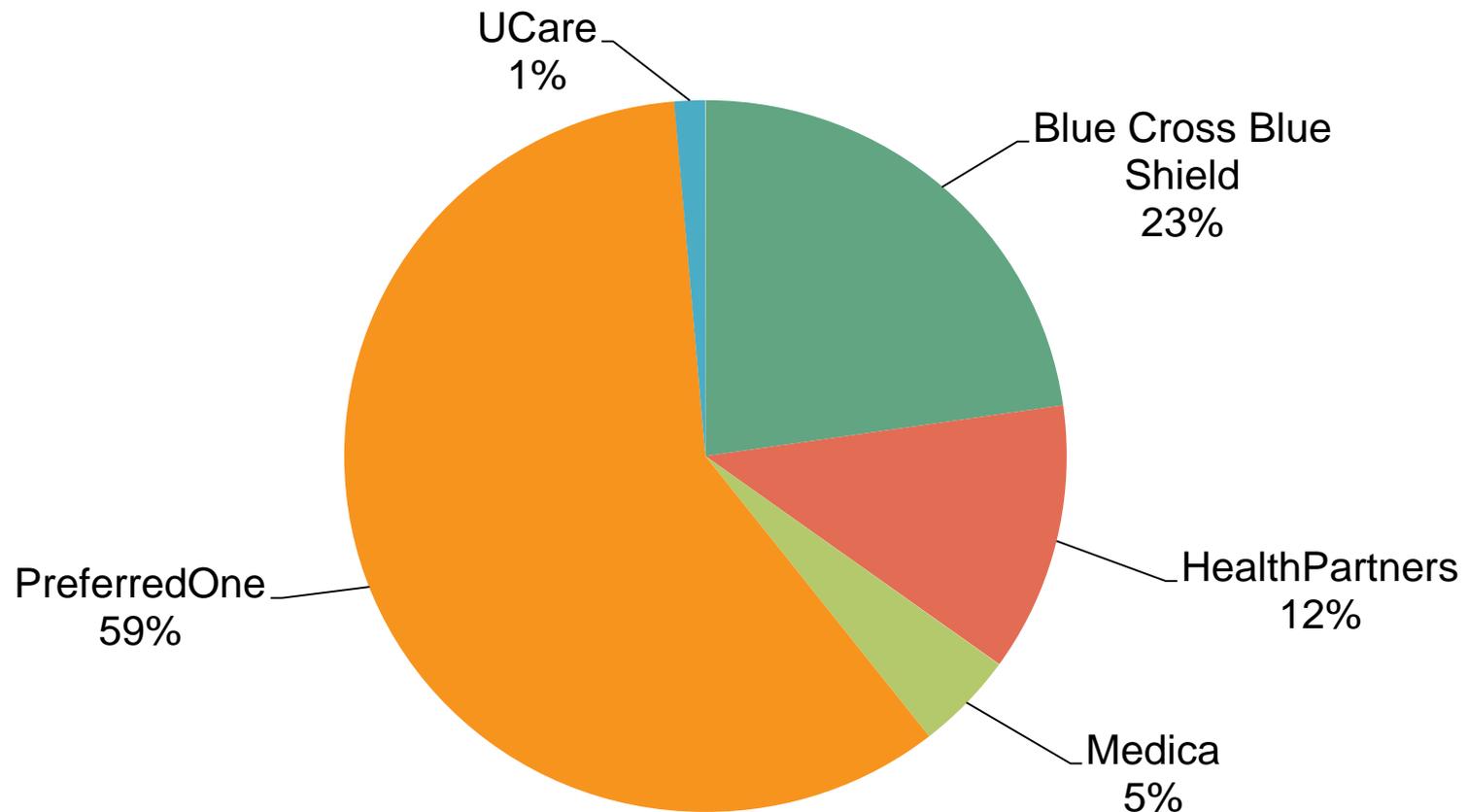
■ 0-18 ■ 19-25 ■ 26-34  
■ 35-44 ■ 45-54 ■ 55-64



# Individual Market: Enrollees by Carrier

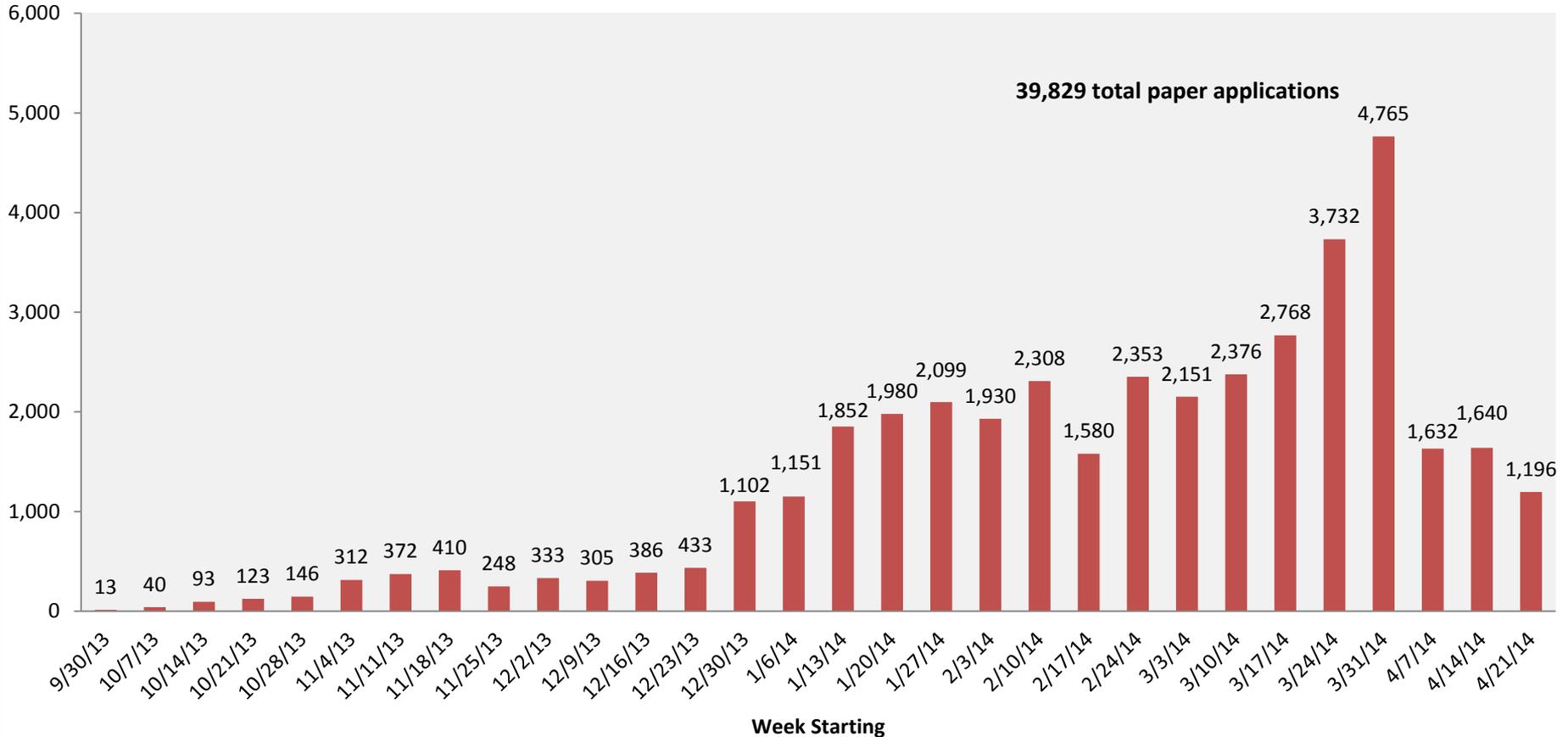
## April 27, 2014

### Percent of Enrollees by Carrier



# MNsure Paper Applications Received October 1, 2013 – April 25, 2014

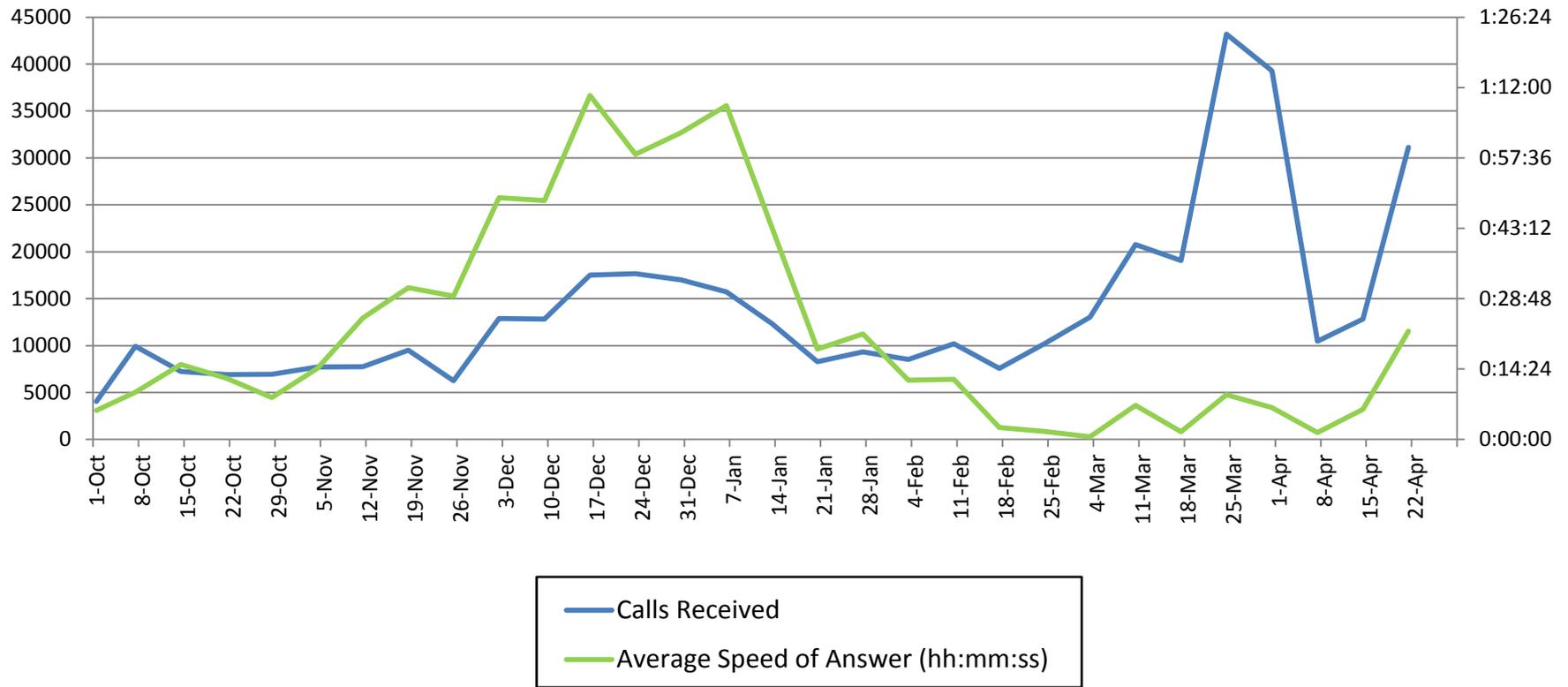
## MNsure Paper Applications Received: 10/1/13 - 4/25/14



- Volume of assisted MNsure paper applications received

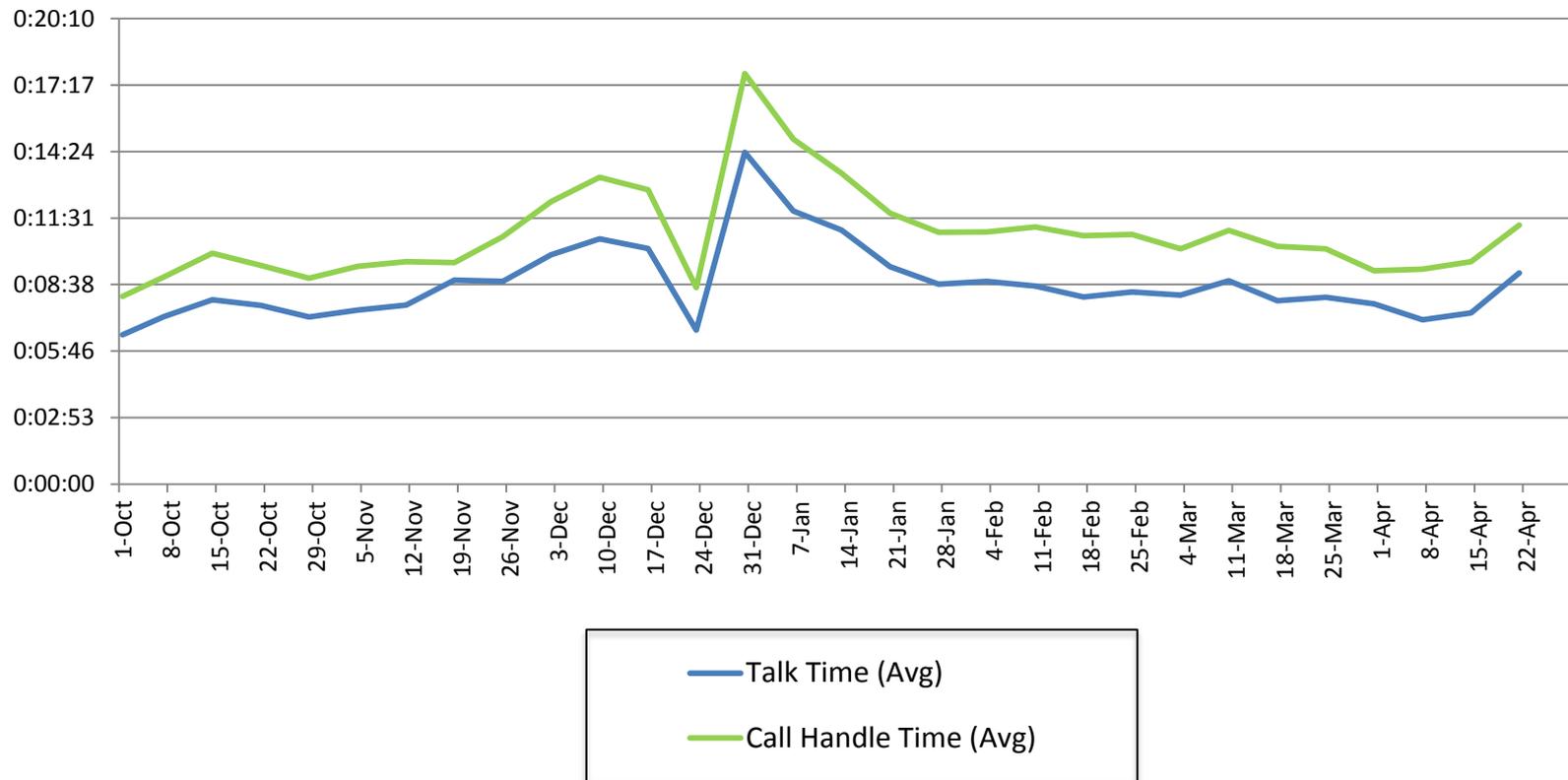
# Call Center – Average Wait Time/ASA

MNsure Contact Center Call Volume/ASA Oct 1, 2013 - Apr 23, 2014



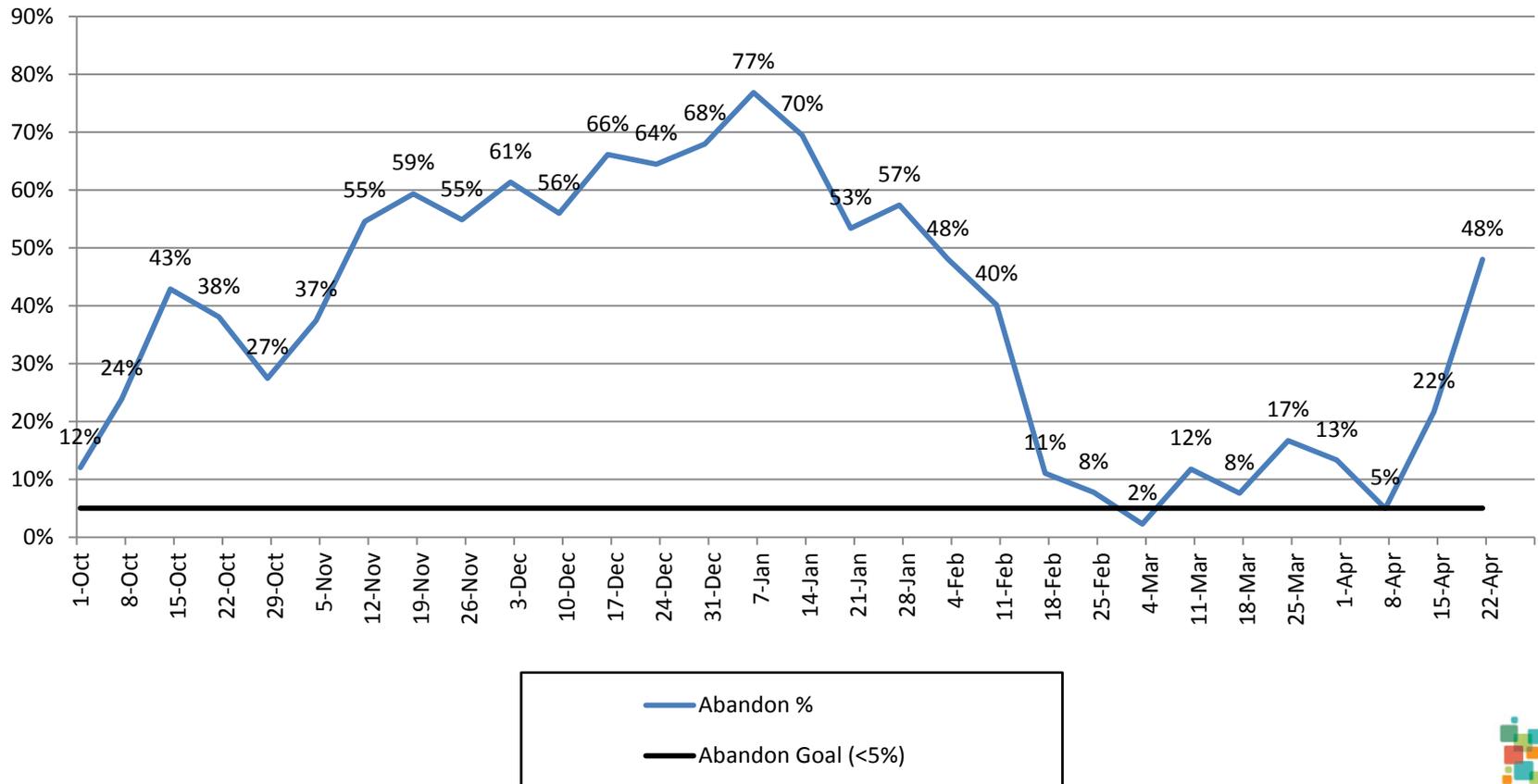
# Call Center – Resolution and Talk Time

Call Center Resolution and Talk Time Oct 1, 2013 - Apr 23, 2014



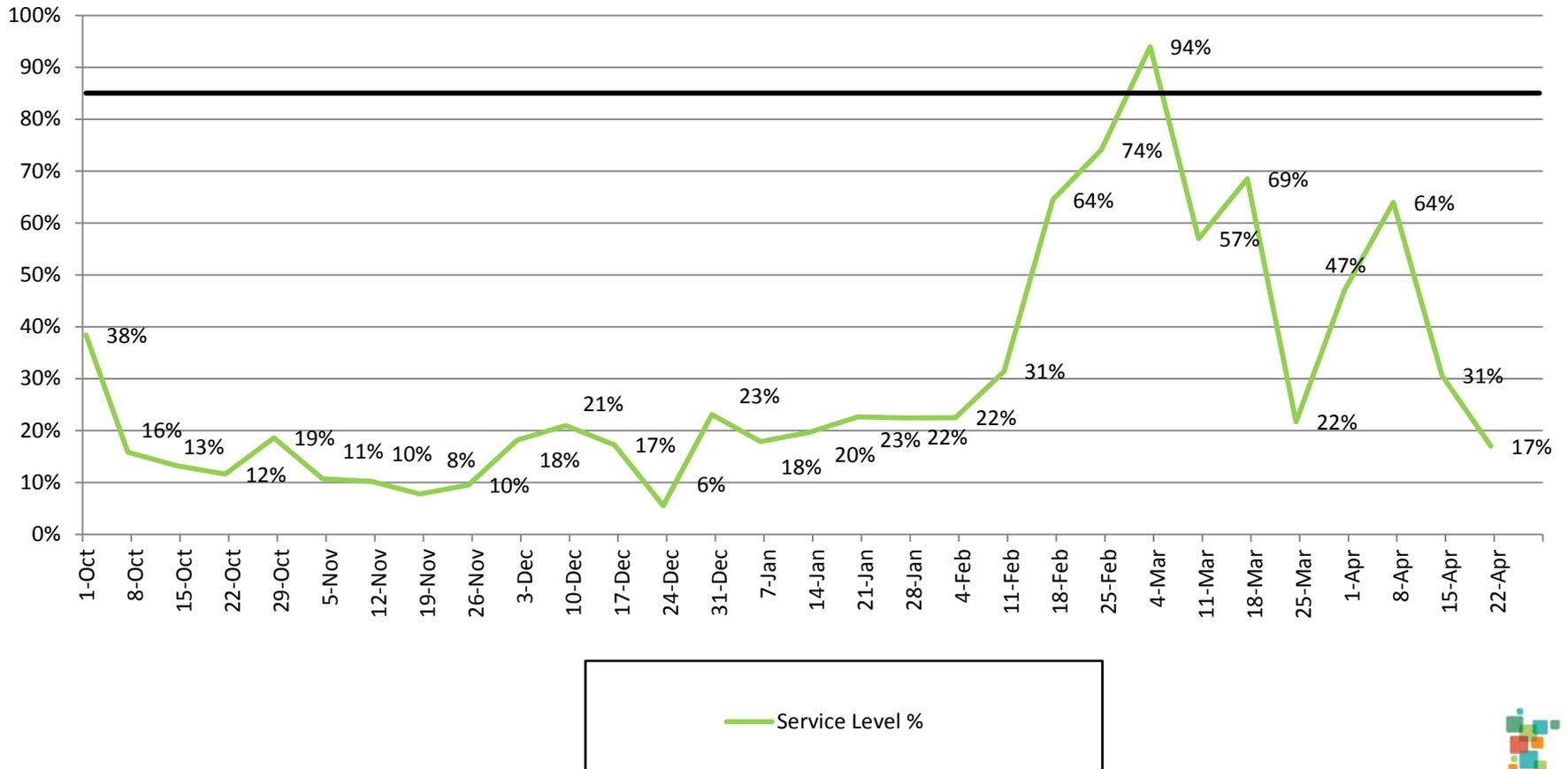
# Call Center Abandon Rate/Goal

**Abandon Rate vs Abandon Goal Oct 1, 2013 - Apr 23, 2014  
(Goal is less than 5%)**



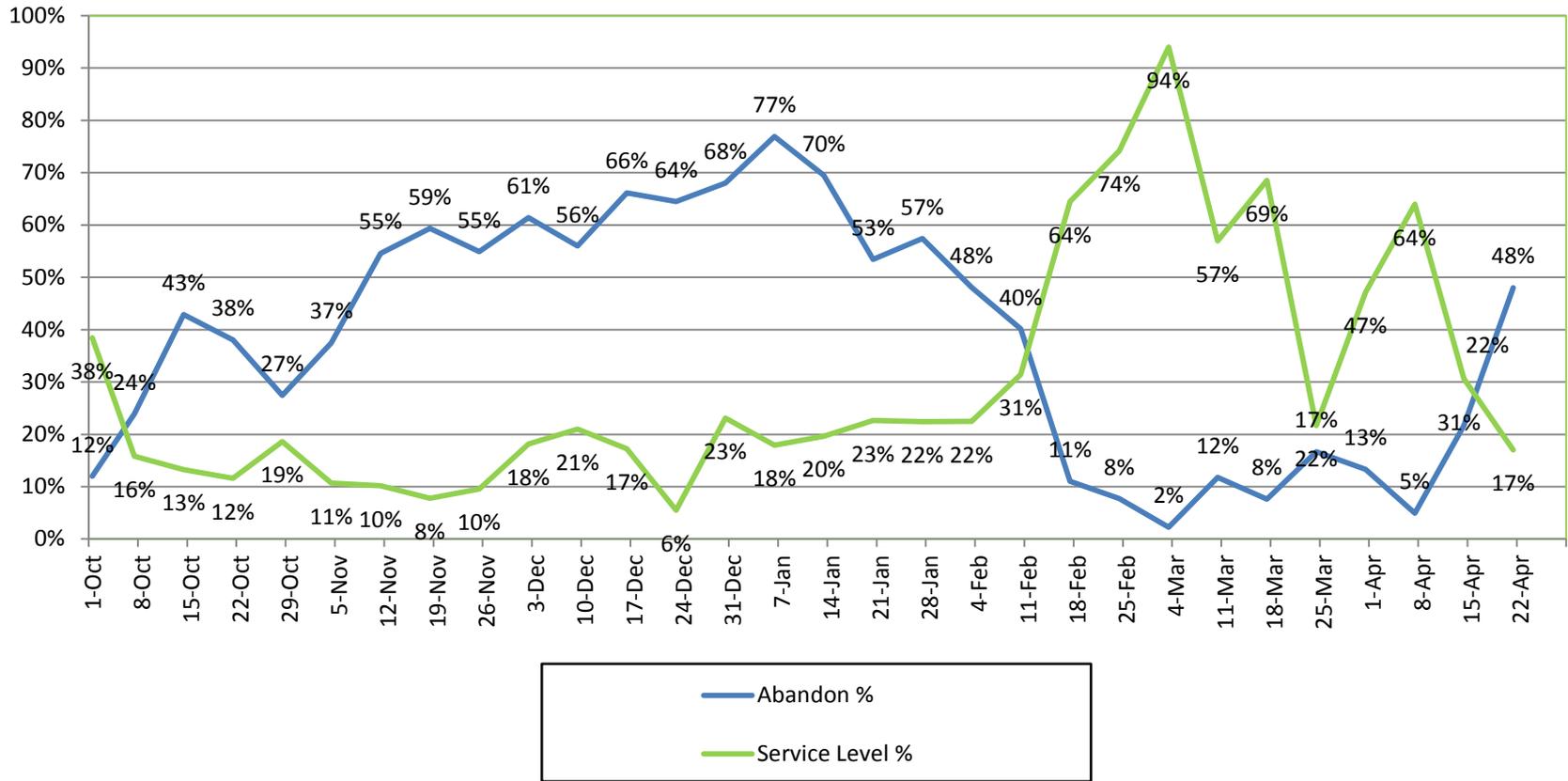
# Call Center Service Level/ Goal

**Service Level vs Service Level Goal Oct 1, 2013 - Apr 23, 2014**  
(Goal is greater than 85%)



# Call Center SLA - Abandon Rate/SLA

## SLA - Abandon Rate/Service Level Oct 1, 2013 - Apr 23, 2014



# Call Center – First Call Resolution

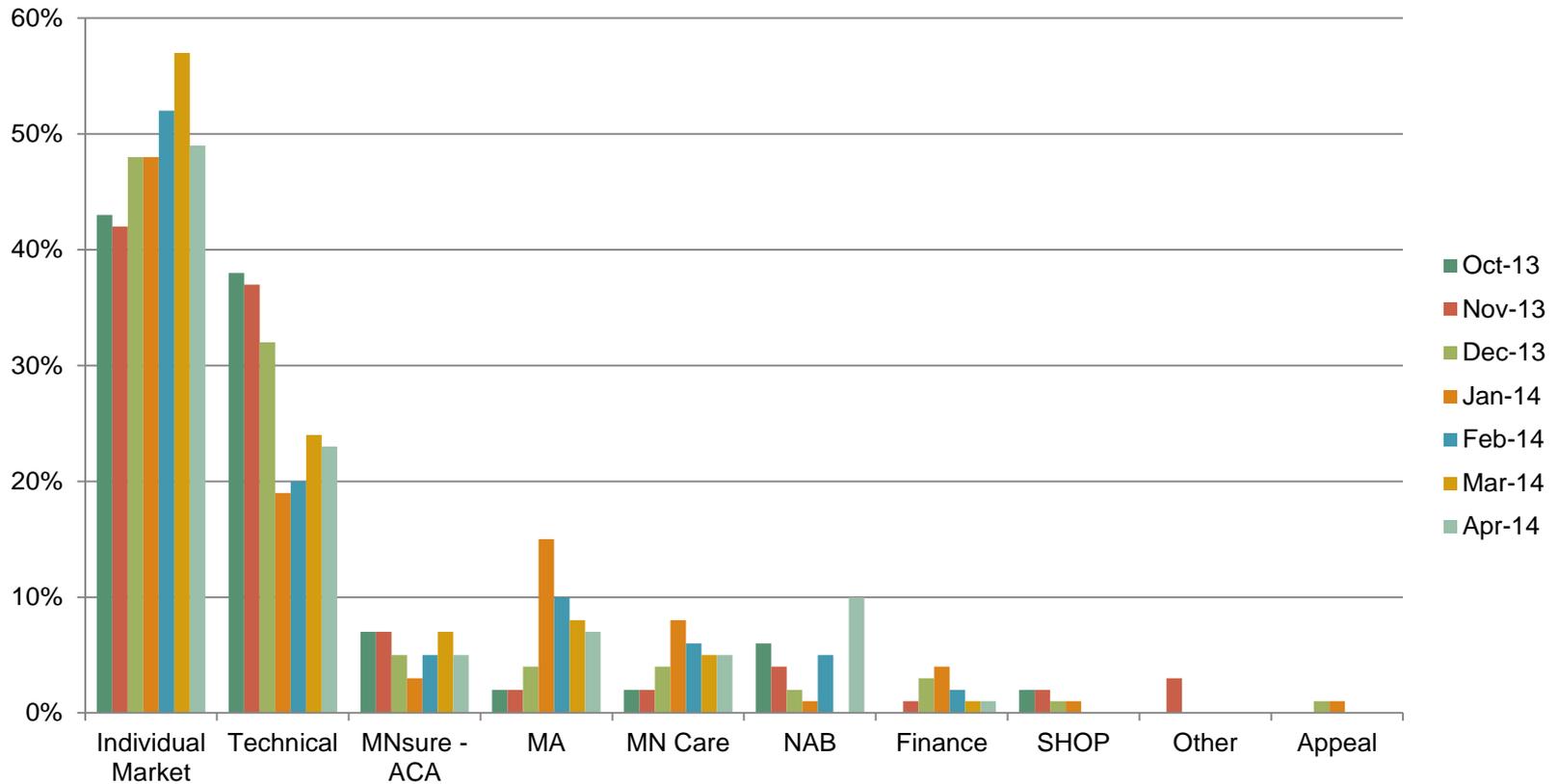
## October 2013 – April 2014

<i>First Call Resolution</i>	To Date	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
<b>Total Cases</b>	<b>189,449</b>	<b>18,199</b>	<b>13,896</b>	<b>16,906</b>	<b>17,139</b>	<b>27,993</b>	<b>65,790</b>	<b>29,526</b>
<b># cases resolved within 4 hours</b>	<b>153,848</b>	<b>15,571</b>	<b>11,276</b>	<b>12,128</b>	<b>13,929</b>	<b>22,012</b>	<b>54,469</b>	<b>24,463</b>
<b>% cases resolved within 4 hours</b>	<b>80.24%</b>	<b>86.55%</b>	<b>80.62%</b>	<b>71.74%</b>	<b>73.01%</b>	<b>78.63%</b>	<b>82.79%</b>	<b>82.85%</b>
<b>Average # calendar days</b>	<b>3.17</b>	<b>3.03</b>	<b>4.85</b>	<b>2.59</b>	<b>3.01</b>	<b>4.50</b>	<b>2.49</b>	<b>2.06</b>

- There are 510 Open Cases as of April 23, 2014
- The average age is 44 days
- The percentage of cases closed within 4 hours continues to increase
- The average number of calendar days open cases remain open continues to decrease

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

## Oct - April Top Categories



# Call Center – Type of Calls Received General - April 2014

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## Top 10 Inquiries

1. General Online Application process - 13%
2. Account/Password - 10%
3. MA/MNcare enrollment/How do I enroll - 10%
4. Reporting Life Event - 7%
5. Application status/what is my status - 5%
6. Status of Life Event - 4%
7. No contact from carrier - 4%
8. How do I fill out the application - 4%
9. What am I eligible for – 3%
10. Paper Application Status - 3 %

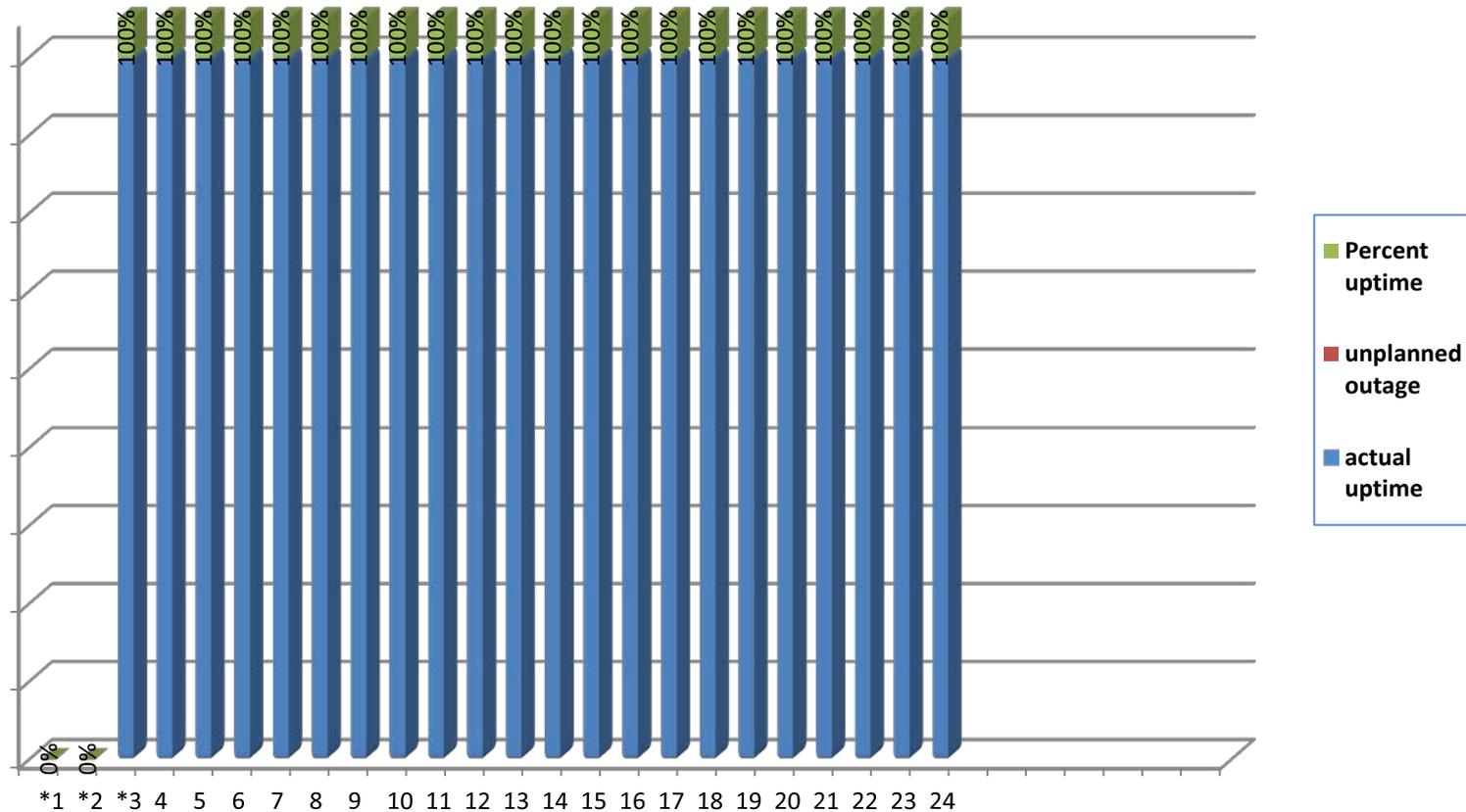
# Call Center – Type of Calls Received Navigator - April 2014

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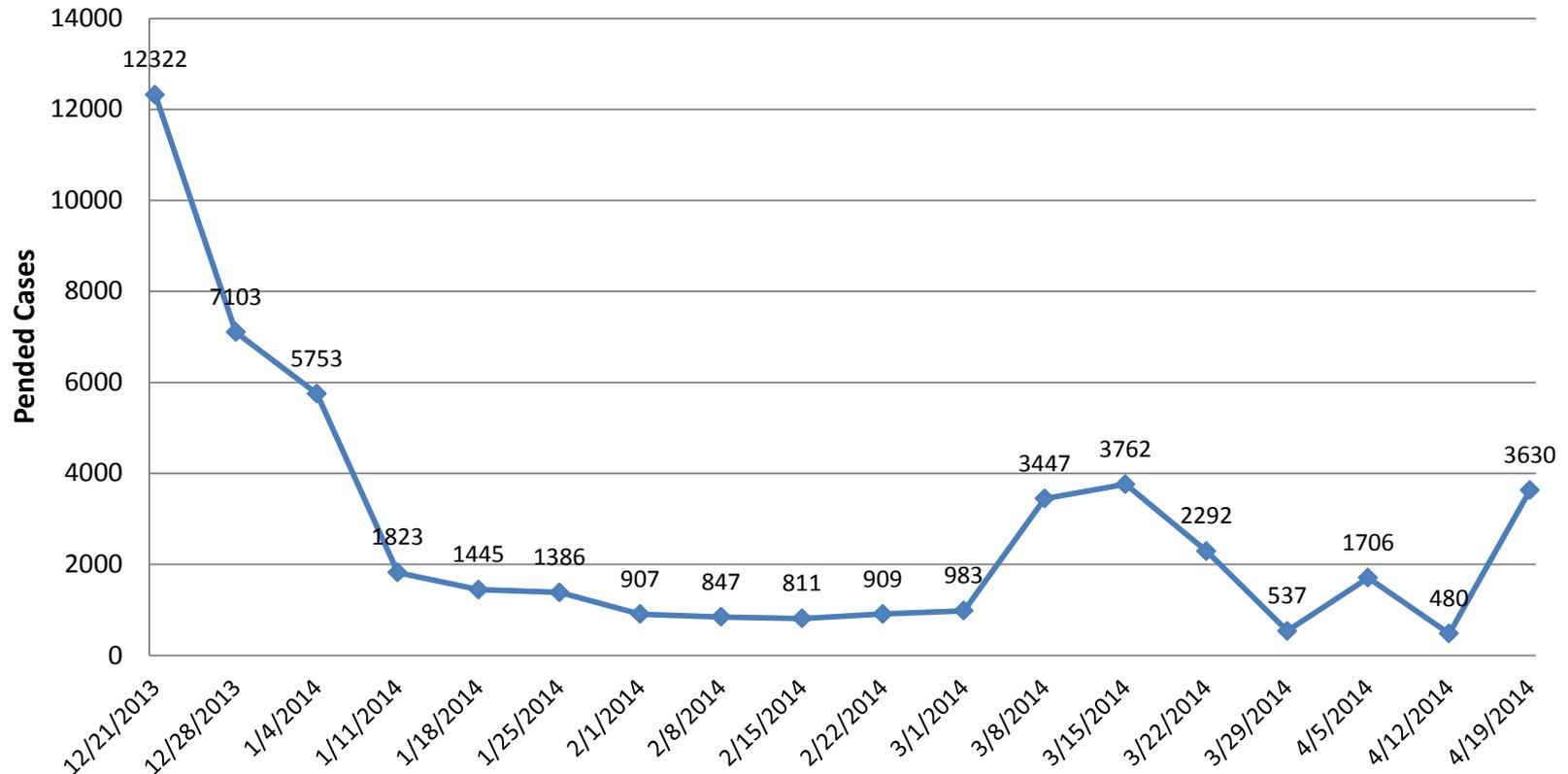
## Top Inquiries

1. Agent of Record Form - 50%
2. Application status/what is case status - 34%
3. Life Event change - 6%
4. Agent of record listing – 5%
5. Coverage/Eligibility – 1%
6. MNsure policy question – 1%
7. Account/Password - 1%
8. PMI/case number request - 1%

# April 1 through April 24, 2014 MNsure Uptime

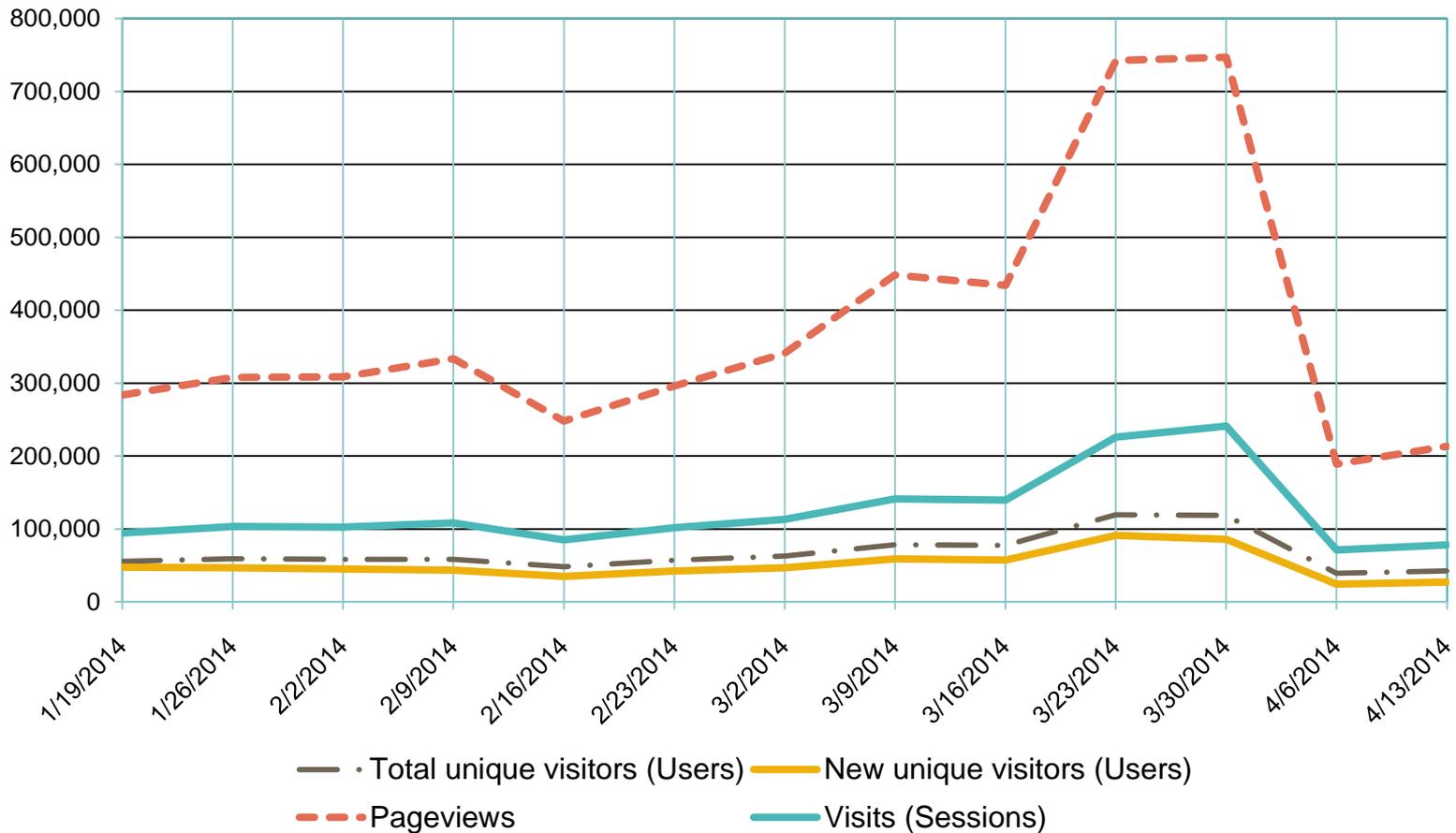


# Pended Cases in Eligibility Determination through April 19, 2014



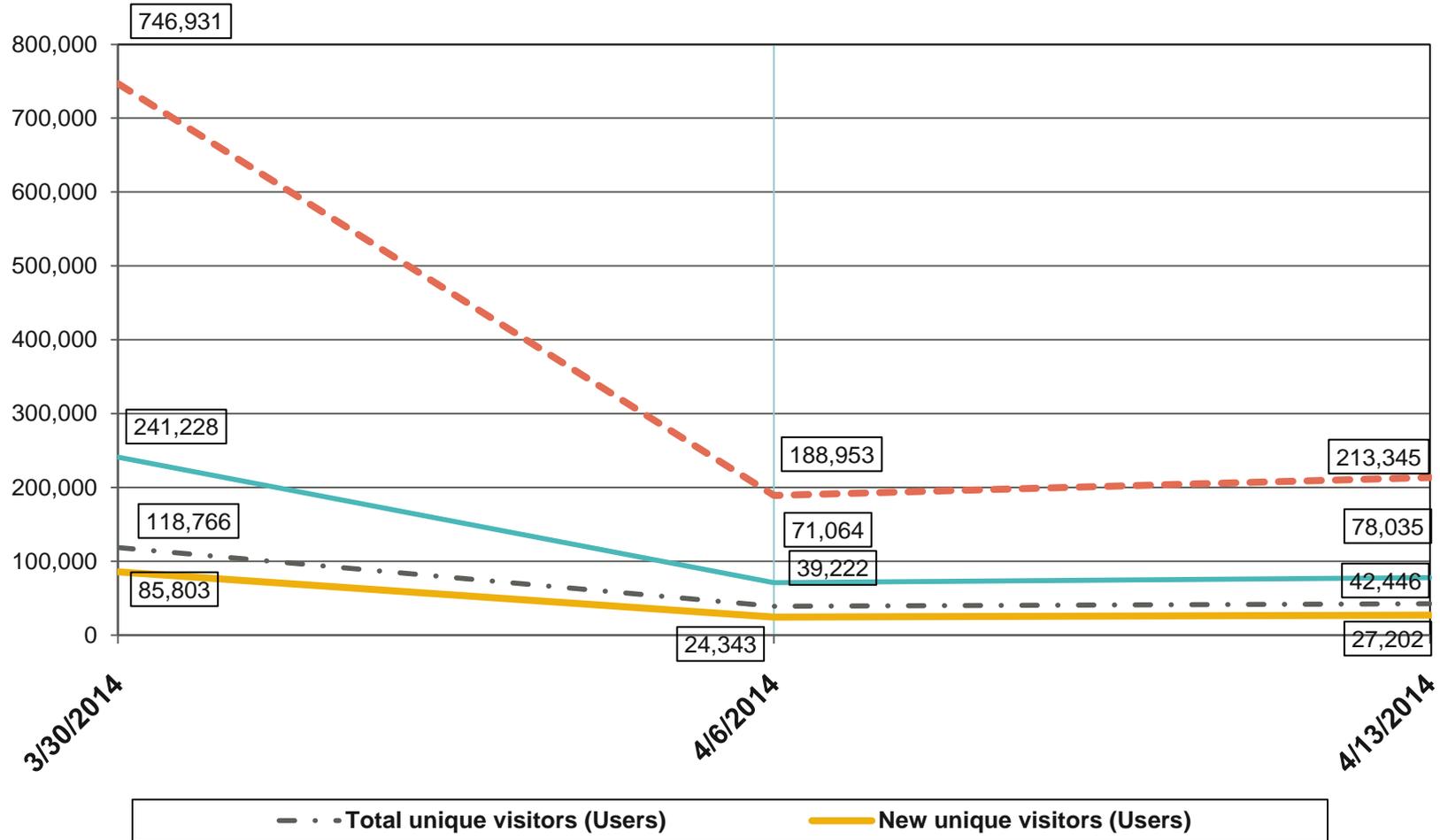
# Website Metrics

## January 19 – April 19, 2014

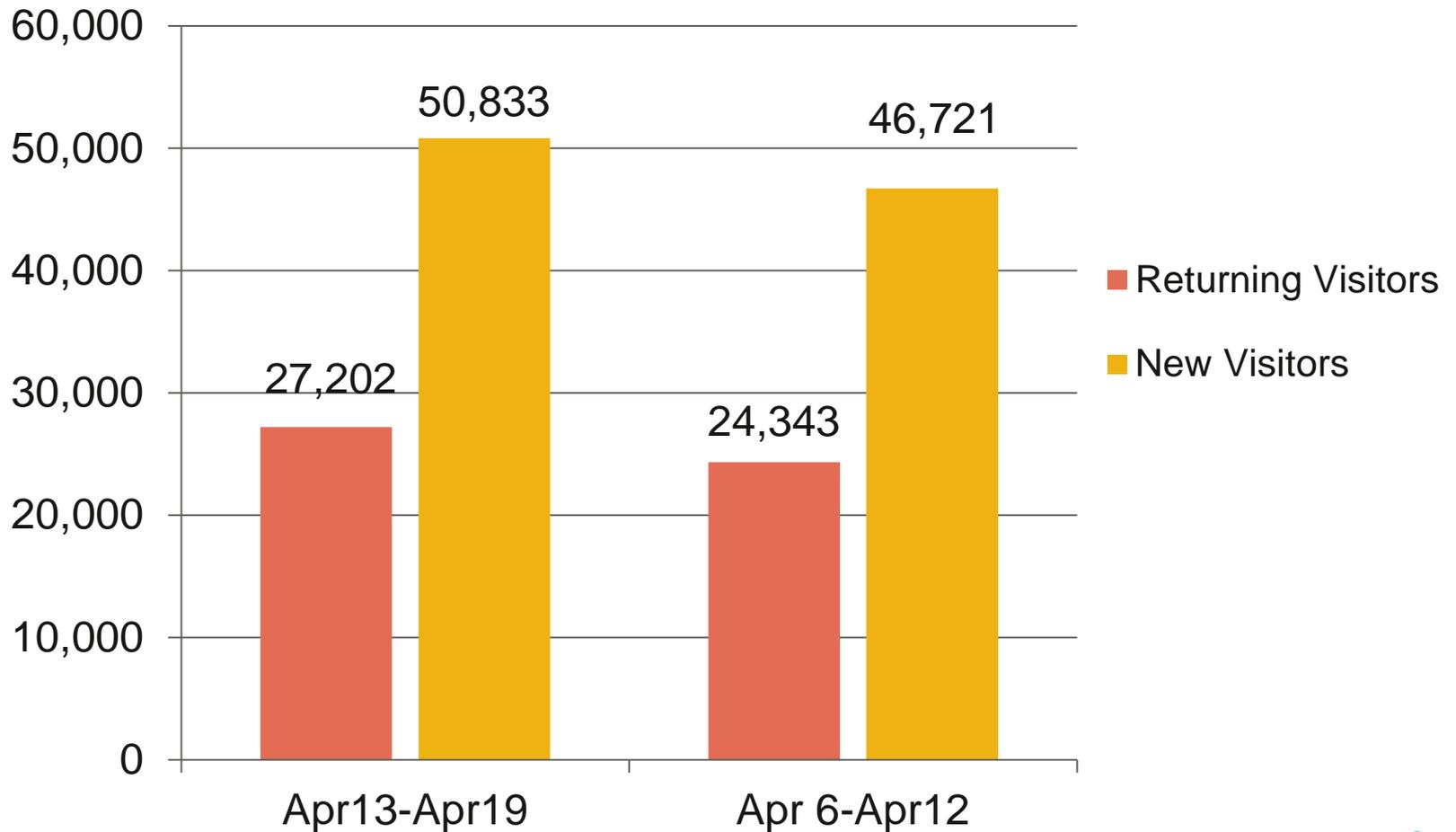


# Website Metrics

## March 30 - April 19, 2014

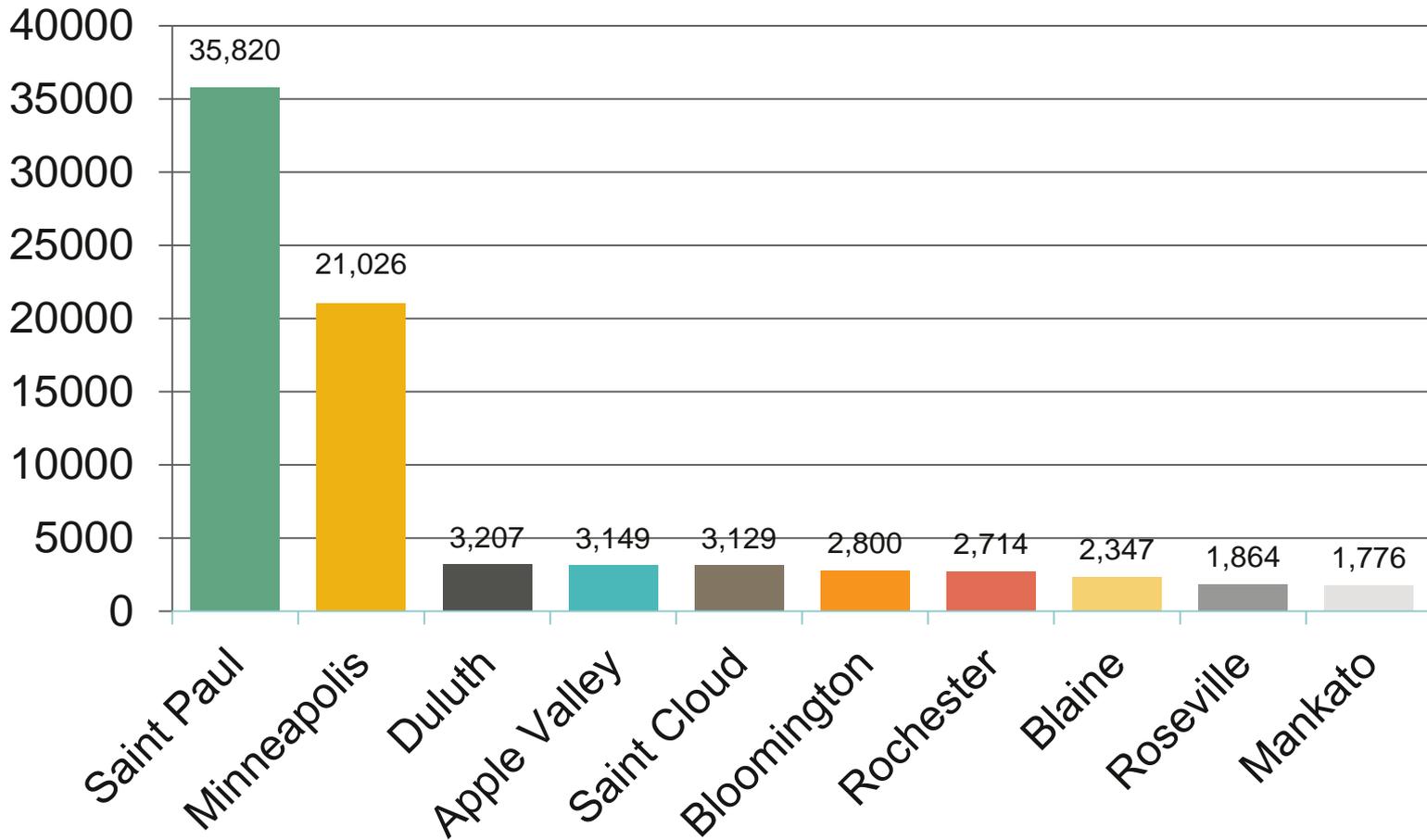


# Website Metrics: New & Returning Visitors by Week, April 6 -19, 2014

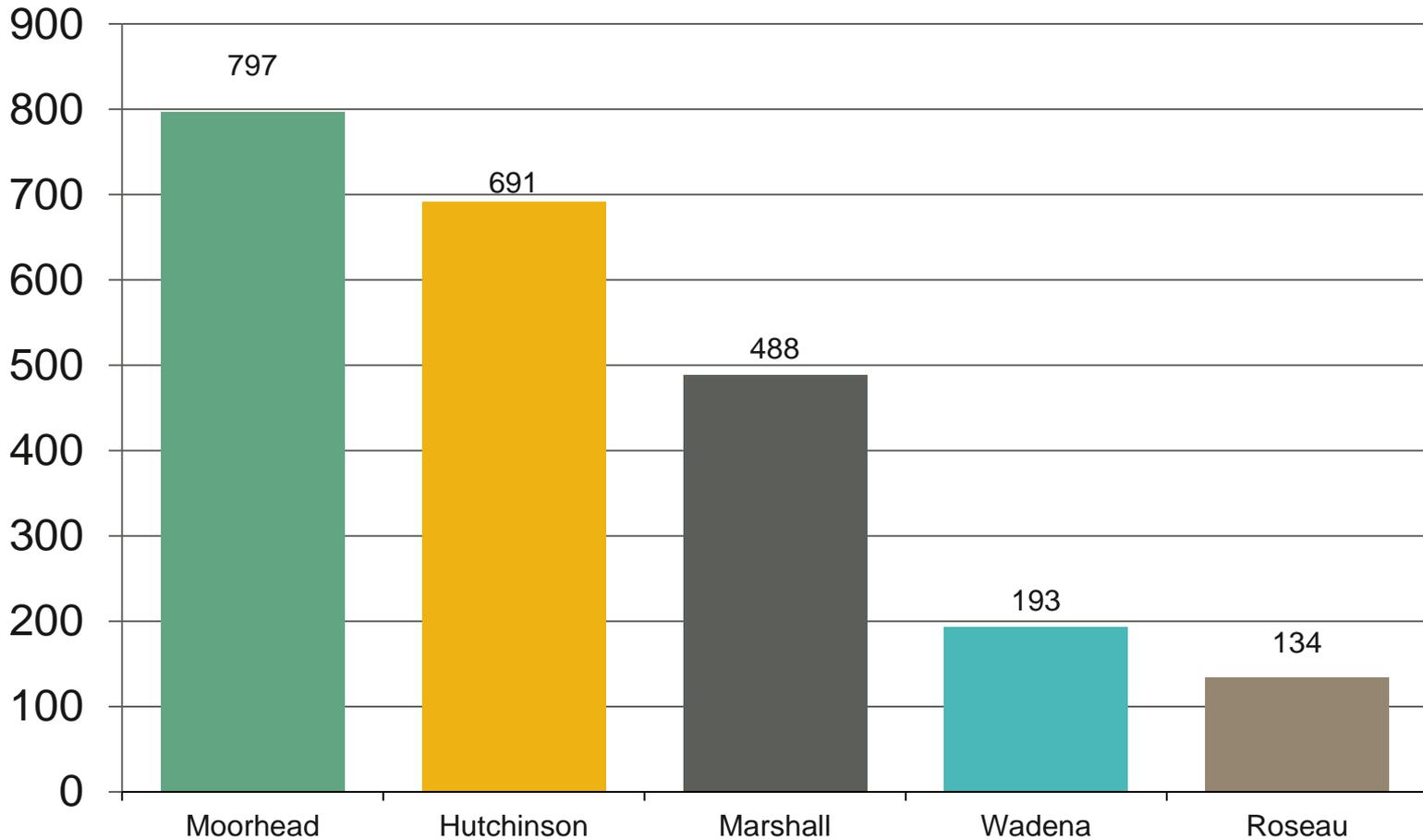


# Website Metrics: Top Cities by Visits

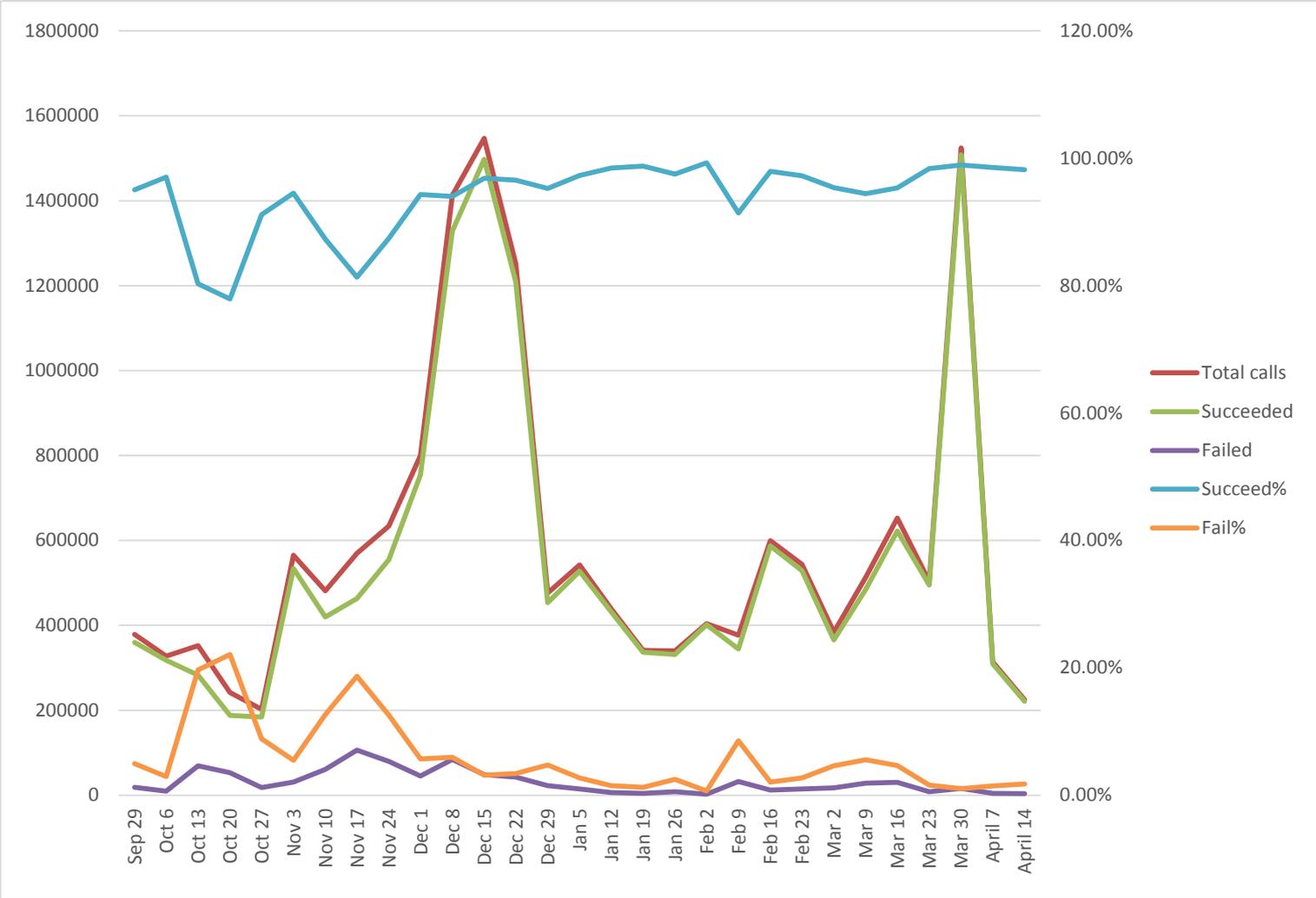
## April 6 -19, 2014



# Website Metrics: Visits for 5 Greater Minnesota Cities April 6 -19, 2014



# Error Rates for MNsure Marketplace



# SHOP

2014 Enrollment					
	January	February	March	April	Total
Employers Enrolled	86	19	22	17	144
Employees on roster	644	98	219	121	1082
Employees enrolled	448	67	138	78	731
Avg. Employees on roster	7.5	5.2	10.0	7.1	7.5
Avg. Employees enrolled	5.2	3.5	6.3	4.6	5.1

Enrollment Against Projections (Low)		
	Employers	Employees
Projection	1,313	13,125
YTD Enrollment	144	731
Percent to projection	11%	6%



<b>Contribution Levels by Employers</b>					
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	17	8	68
75% - 100%	67	11	10	10	98

<b>Employer Enrollment by Group Size</b>					
Employer Size	January	February	March	April	Total
1-5	59	16	14	13	102
6-10	18	3	4	3	28
11-24	7	0	4	1	12
25-50	2	0	0	0	2

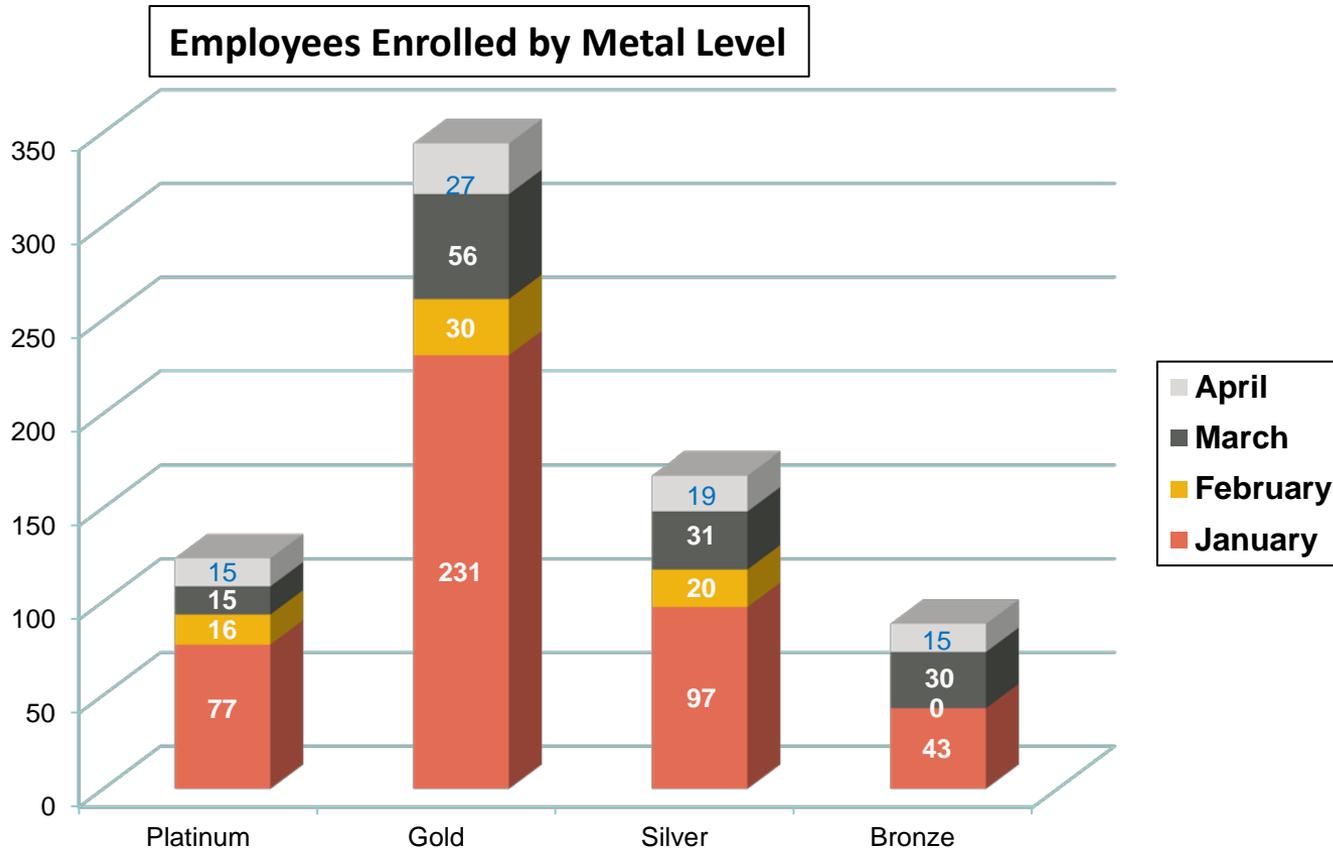
## Number of Plans Offered by Employer

	January	February	March	April
1-15	71	15	17	11
16-30	6	2	2	3
31-45	2	1	2	2
46-63	7	0	1	2

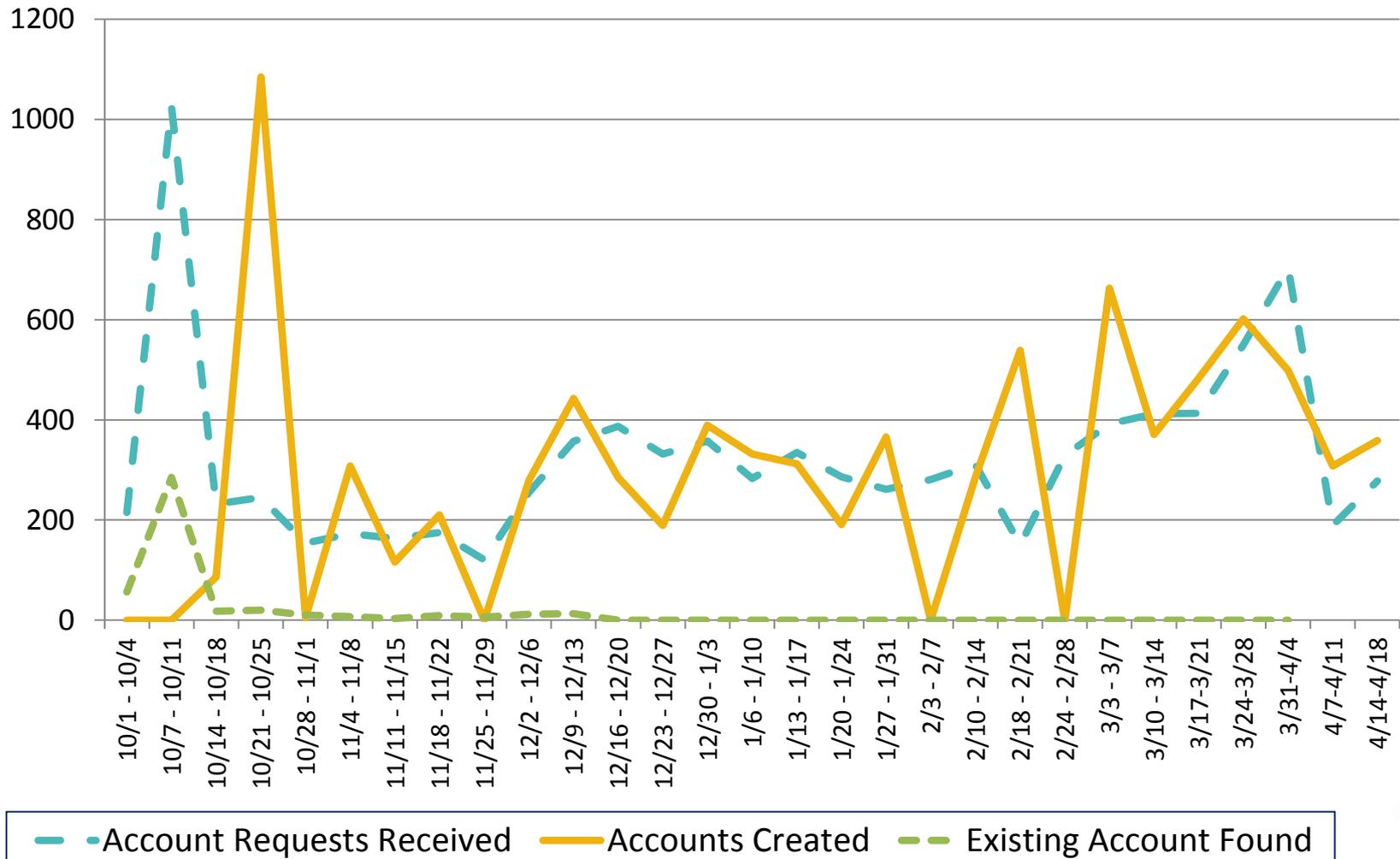
## Plans Offered by Metal Level by Employer

	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	15	9

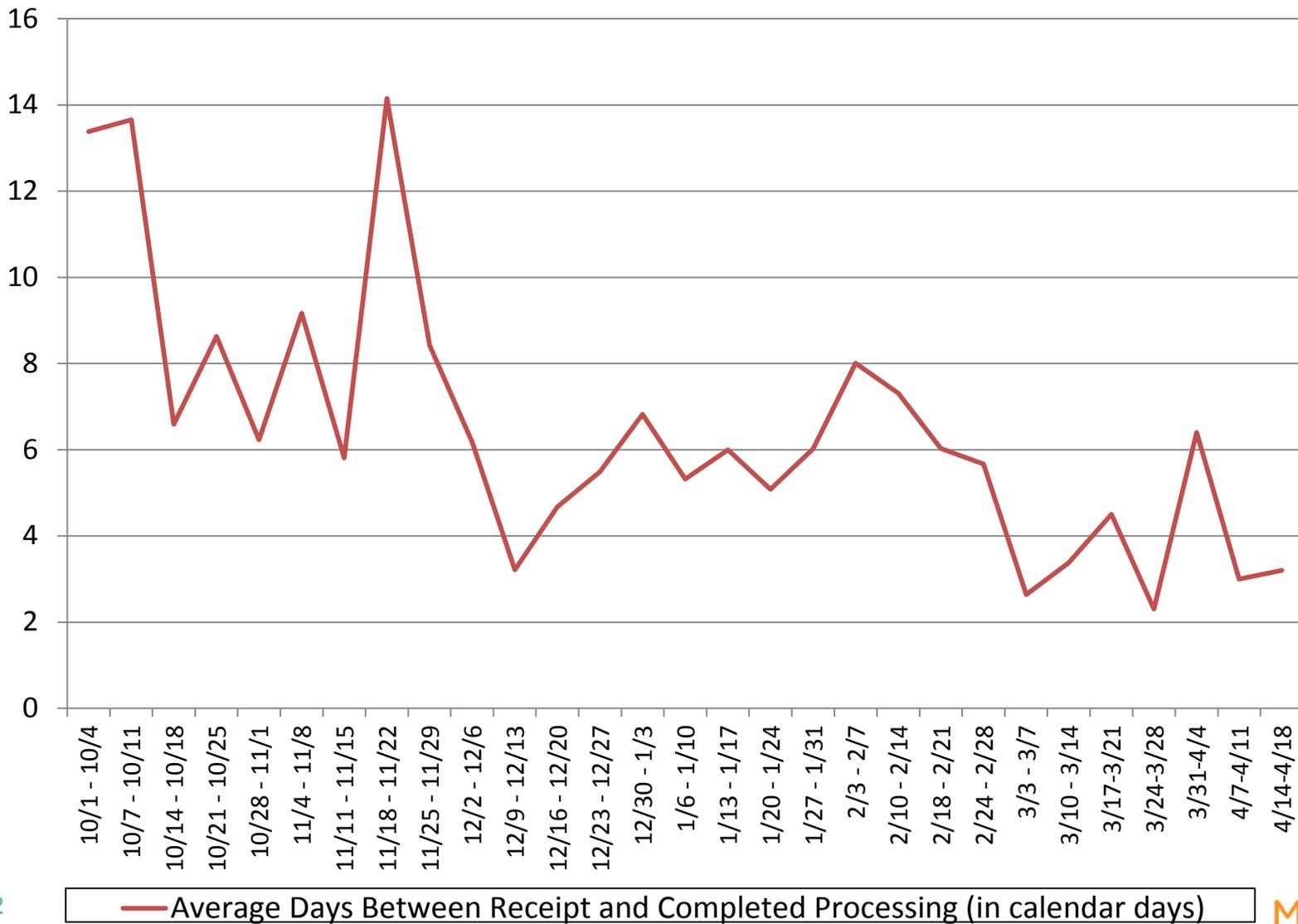
# SHOP



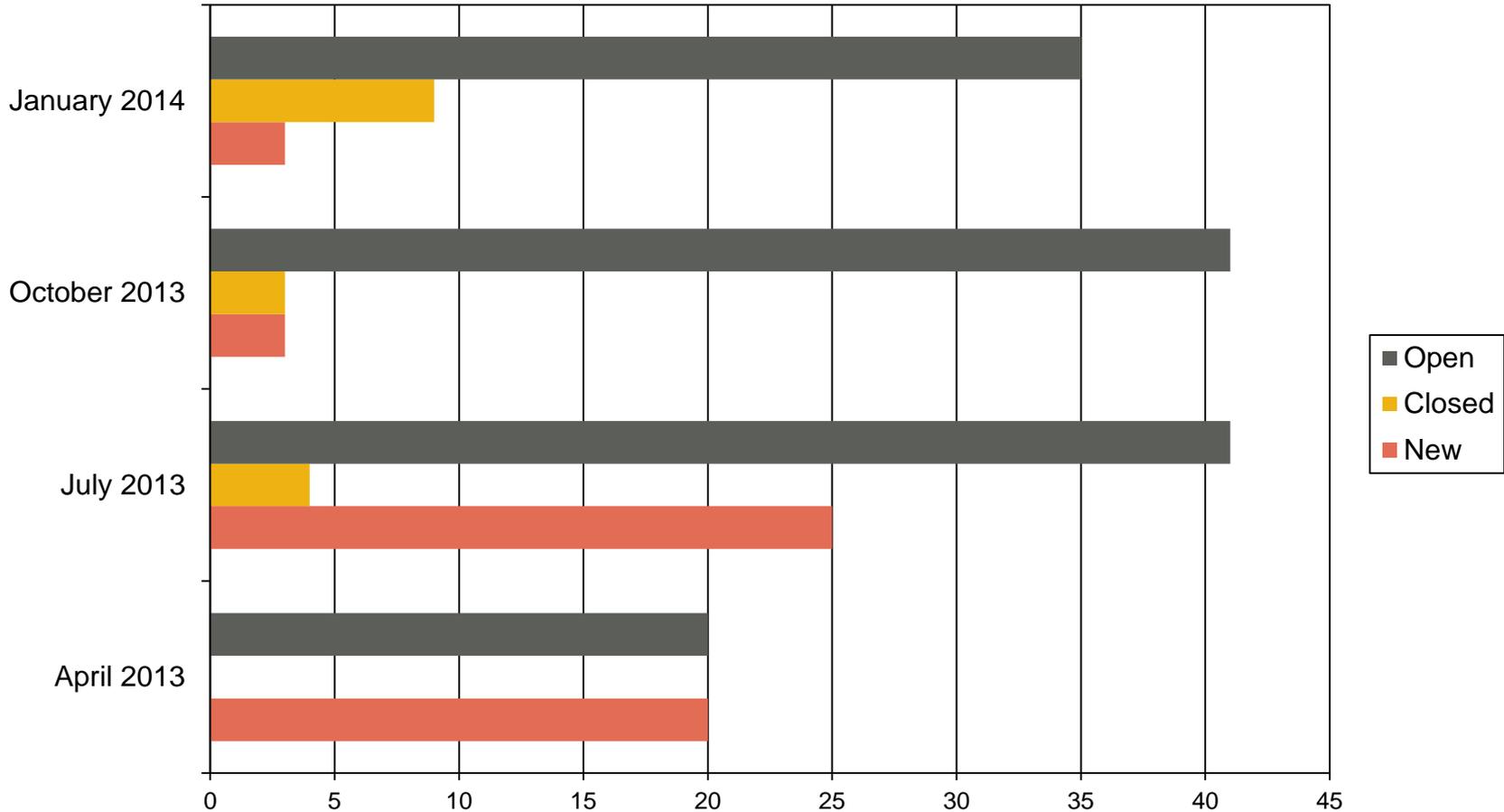
# Manual ID Verification by Week



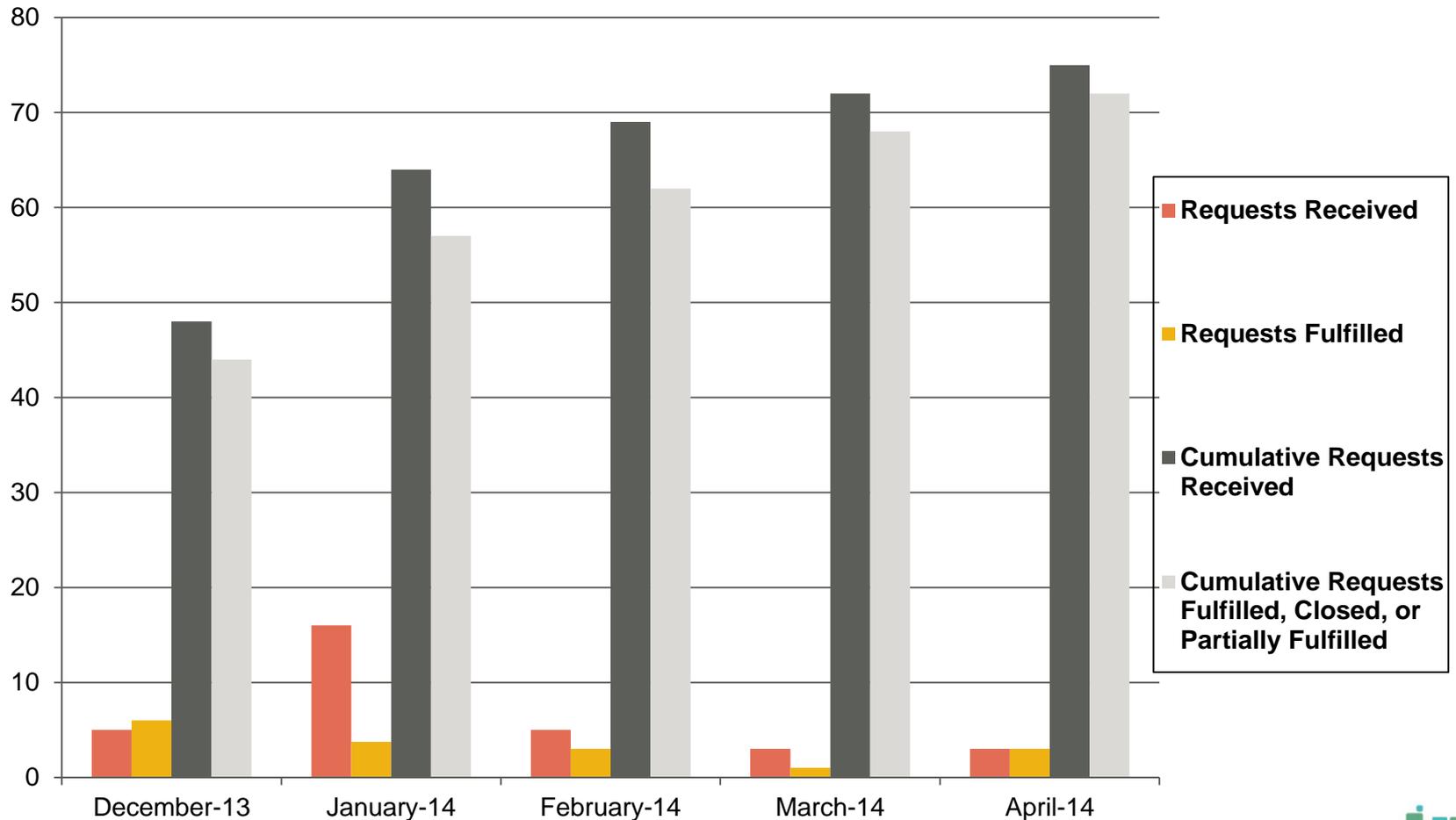
# Weekly Manual ID Verification: Days to Complete



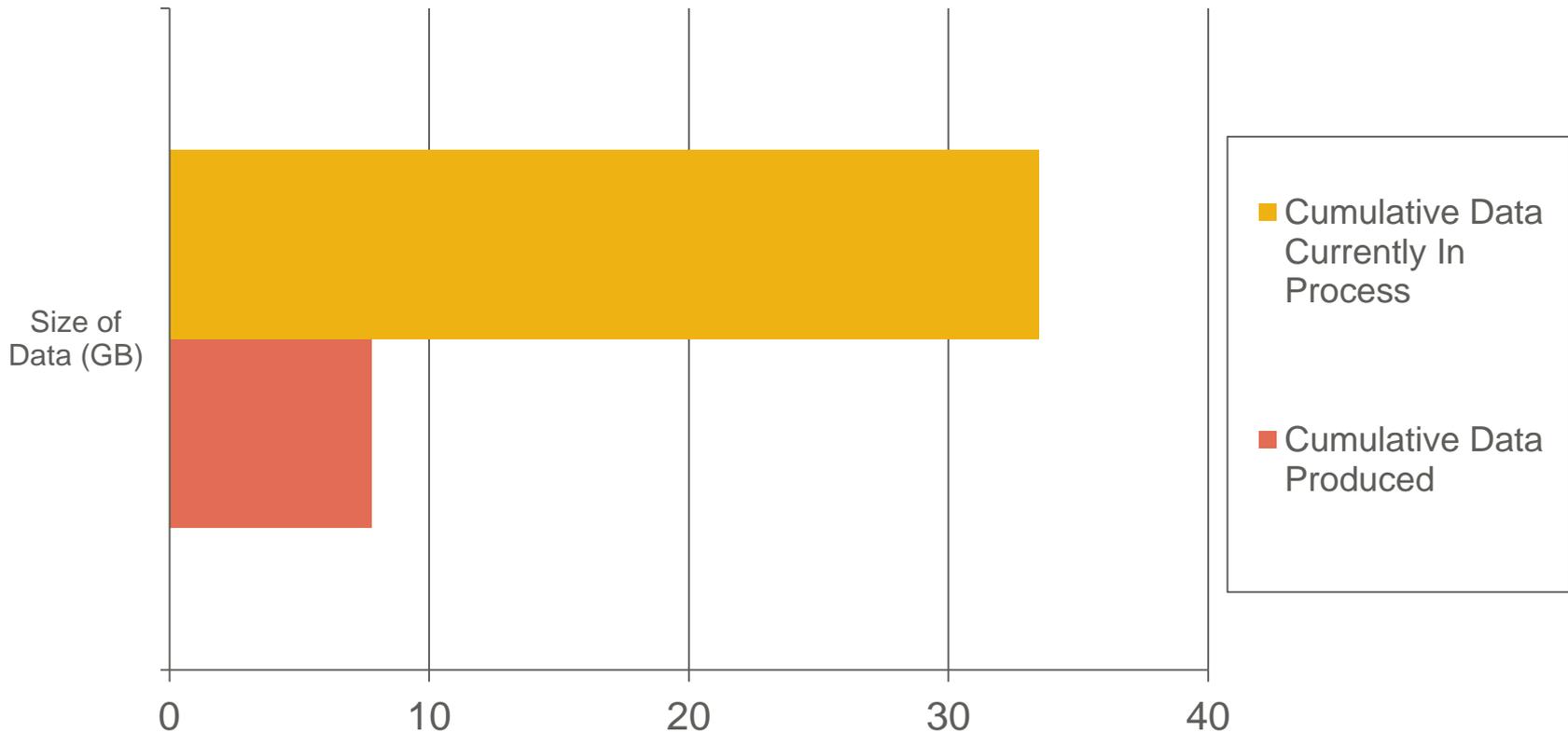
# IV&V Audit Findings by Quarter



# Data Requests by Month: Received and Fulfilled



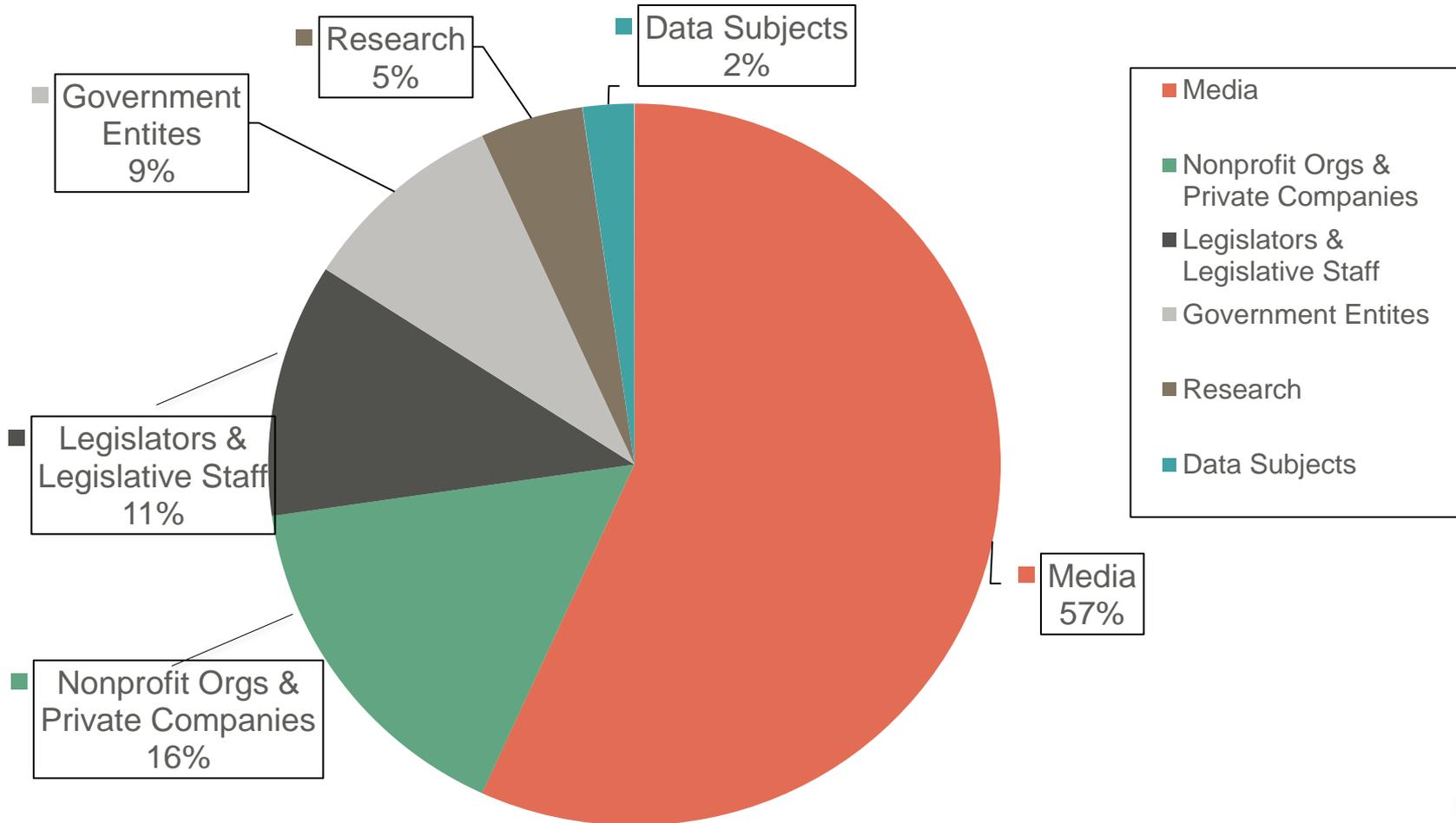
# Data Requests Size: Cumulative In Process and Produced (in Gigabytes)



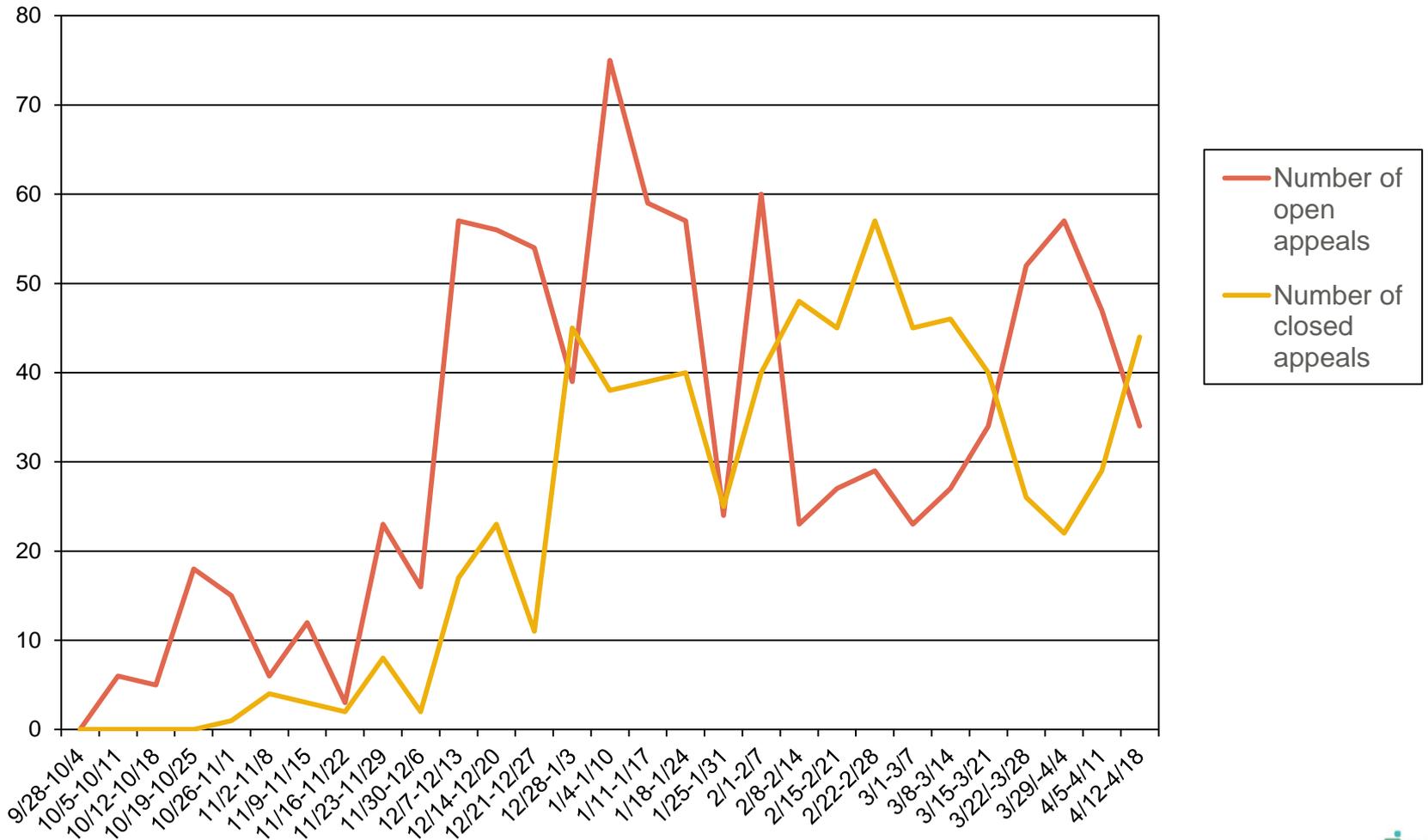
**Note: 1 GB of data is equivalent to 10,000 documents and 200 hours of staff time to review and produce.**

# Data Request Sources

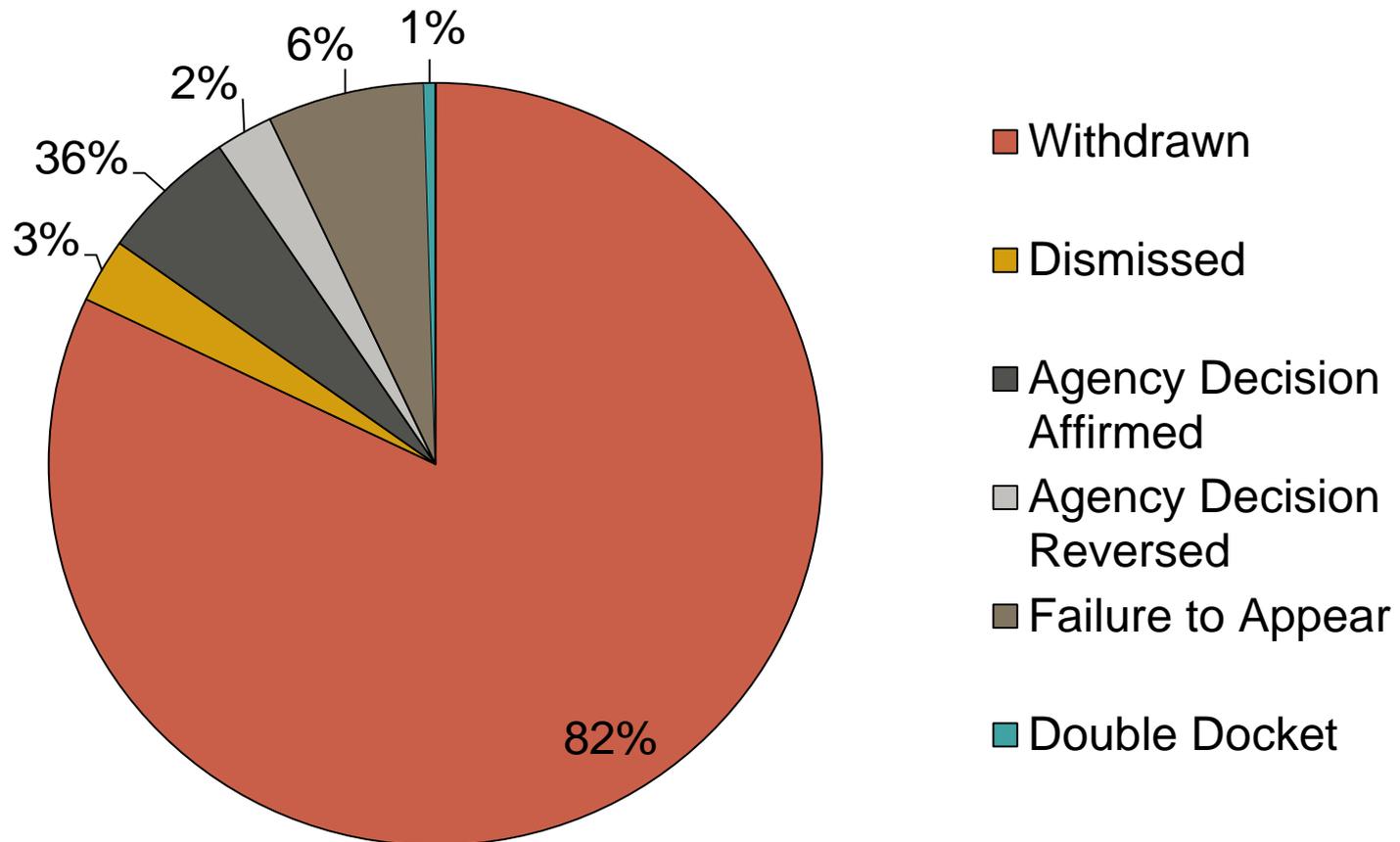
## October 2013 – April 2014



# Number of Appeals by Week



# Type of Closed Appeals



Note: A double docket occurs when 2 files and docket numbers are assigned to the same appeal

# Appeals Duration: File Date to Closed

