Applications and Enrollment through MNsure

Applications are for a household level, and our enrollment count is at an individual level.

Note: Manual QHP enrollments have been included since March 23
Enrollments by Program
May 11, 2014

- MinnesotaCare
- Medical Assistance
- QHP Enrollments completed

214,194 Total Enrollments

- 119,020 individuals in Medical Assistance
- 50,540 individuals in QHPs
- 44,634 individuals in MinnesotaCare

Note: Manual QHP enrollments have been included since March 23
Eligibility of QHP Applicants
May 11, 2014

Number of Applicants Applying for Coverage

- Not Eligible for APTC: 29,098 individuals
- Eligible for APTC: 37,245 individuals
- Did Not Apply for Assistance: 37,138 individuals
Projected Metal Level Selection

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

Actual Metal Level Selection

- Bronze: 25.9%
- Silver: 33.6%
- Gold: 12.3%
- Platinum: 1.0%
- Catastrophic: 27.2%
Individual Market: QHP Enrollee Demographics
May 11, 2014

Gender in QHPs
- Female: 51.2%
- Male: 48.8%

Age of Enrollees
- 0-18: 18.4%
- 19-25: 15.0%
- 26-34: 31.1%
- 35-44: 19.3%
- 45-54: 10.0%
- 55-64: 5.9%
- 65+: 0.2%
Individual Market Enrollees by Carrier
May 11, 2014

Percent of Enrollees by Carrier

- PreferredOne: 59%
- Blue Cross Blue Shield: 23%
- HealthPartners: 12%
- Medica: 5%
- UCare: 1%
MNsure Paper Applications
October 1, 2013 - May 9, 2014

MNsure Paper Applications Received: 10/1/13 - 5/9/14

43,112 total paper applications

- Volume of assisted MNsure paper applications received
- On 3/31/14, over 3,400 assisted MNsure paper applications received
Call Center - Average Wait Time/ASA

MNsure Contact Center Call Volume/ASA Oct 1, 2013 - May 8th, 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 - May 8, 2014

Talk Time (Avg) Time spent on phone with caller

Call Handle Time (Avg) Includes time spent with caller, and time researching issue and creating case in CRM for tracking
Call Center SLA - Abandon Rate/SLA

SLA - Abandon Rate/Service Level Oct 1, 2013 - May 8, 2014

- Abandon % (Goal is no more than 5% of calls abandon)
- Service Level % (Goal is 85% of calls should be answered in 2 minutes or less)
Call Center - First Call Resolution  
October 2013 - May 2014

- There are 545 Open Cases as of May 8, 2014
- The average age is 44 days
- Definitions:
  - Resolved – we do not owe the consumer a return call
  - Average # calendar days – if a case is not resolved within 4 hours, the average time it take to research the answer and get a response to the consumer

<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>
<th>Apr-14</th>
<th>May-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cases</td>
<td>203,202</td>
<td>18,199</td>
<td>13,896</td>
<td>16,906</td>
<td>17,139</td>
<td>27,993</td>
<td>65,790</td>
<td>36,837</td>
<td>6,442</td>
</tr>
<tr>
<td># cases resolved within 4 hours</td>
<td>164,931</td>
<td>15,571</td>
<td>11,276</td>
<td>12,128</td>
<td>13,929</td>
<td>22,012</td>
<td>54,469</td>
<td>30,304</td>
<td>5,242</td>
</tr>
<tr>
<td>% cases resolved within 4 hours</td>
<td>80.13%</td>
<td>86.55%</td>
<td>80.62%</td>
<td>71.74%</td>
<td>73.01%</td>
<td>78.63%</td>
<td>82.79%</td>
<td>82.27%</td>
<td>81.56%</td>
</tr>
<tr>
<td>Average # calendar days</td>
<td>3.13</td>
<td>3.03</td>
<td>4.85</td>
<td>2.59</td>
<td>3.01</td>
<td>4.50</td>
<td>2.49</td>
<td>1.76</td>
<td>2.40</td>
</tr>
</tbody>
</table>
Call Center – Top Categories of Calls Received May 2014

- Individual Market: 54%
- MA: 11%
- Technical: 10%
- NAB: 6%
- MNCare: 5%
- MNsure - ACA: 1%
- Finance: 13%
Top Five Inquiries

1. Application status/what is my status - 12%
2. General Online Application process - 8%
3. MA/MinnesotaCare enrollment/status - 7%
4. Reporting Life Event - 7%
5. Account help/Password reset - 6%
Top Five Inquiries

1. Obtaining/completing an Agent of Record Form - 50%
2. Case status - 32%
3. Application status (is there an active application) - 7%
4. Life Event change - 6%
5. General NAB account questions - 1%
April 1 through April 30, 2014
MNsure Uptime

![Uptime Chart]

- **Percent uptime**
- **unplanned outage**
- **actual uptime**
May 1 through May 8, 2014
MNsure Uptime

Percent uptime

unplanned outage

actual uptime
Pended Cases in Eligibility Determination through May 3, 2014
Public Website Metrics

Page views, visits and visitors by month

- January: 806,866 pageviews, 258,695 visits, 129,346 users
- February: 1,187,592 pageviews, 398,153 visits, 190,923 users
- March: 2,535,655 pageviews, 790,739 visits, 358,503 users
- April: 1,005,054 pageviews, 364,496 visits, 165,093 users

The public website does not include anonymous shopping or marketplace system pages.
Public Website Metrics: Unique Visitors

New vs returning visitors by month

The public website does not include anonymous shopping or marketplace system pages
Public Website Metrics: Top Pages

Top pages* by page views: Quarter 1, 2014

*Does not include error pages launched by system pages. The public website does not include anonymous shopping or marketplace system pages.
Public Website Metrics: Top Cities

Top Cities by Visits
Quarter 1, 2014

Visits

City population

Saint Paul 252071
Minneapolis 290,770
Saint Cloud 32250
Duluth 65,986
Rochester 28801
Bloomington 26406
Apple Valley 23959
Roseville 23007
Golden Valley 21832
Blaine 21576

The public website does not include anonymous shopping or marketplace system pages
Public Website Metrics: 5 Greater Minnesota Cities

Visits for Minnesota Cities, Quarter 1, 2014

<table>
<thead>
<tr>
<th>City</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bemidji</td>
<td>9,109</td>
</tr>
<tr>
<td>Albert Lea</td>
<td>4,516</td>
</tr>
<tr>
<td>International Falls</td>
<td>3,735</td>
</tr>
<tr>
<td>Worthington</td>
<td>3,139</td>
</tr>
<tr>
<td>Little Falls</td>
<td>2,357</td>
</tr>
</tbody>
</table>

The public website does not include anonymous shopping or marketplace system pages
Error Rates for MNsure Marketplace
### 2014 Enrollment

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>Total</th>
<th>Projection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employers Enrolled</td>
<td>86</td>
<td>19</td>
<td>22</td>
<td>17</td>
<td>5</td>
<td>149</td>
<td>1313</td>
</tr>
<tr>
<td>Employees on roster</td>
<td>644</td>
<td>98</td>
<td>219</td>
<td>121</td>
<td>37</td>
<td>1119</td>
<td>N/A</td>
</tr>
<tr>
<td>Employees enrolled</td>
<td>448</td>
<td>67</td>
<td>138</td>
<td>78</td>
<td>22</td>
<td>761</td>
<td>13,125</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>April</th>
<th>May</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-24%</td>
<td>8</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>25% - 49%</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>50% - 74%</td>
<td>35</td>
<td>8</td>
<td>17</td>
<td>8</td>
<td>2</td>
<td>68</td>
</tr>
<tr>
<td>75% - 100%</td>
<td>67</td>
<td>11</td>
<td>10</td>
<td>10</td>
<td>3</td>
<td>98</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>April</th>
<th>May</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-5</td>
<td>59</td>
<td>16</td>
<td>14</td>
<td>13</td>
<td>4</td>
<td>102</td>
</tr>
<tr>
<td>6-10</td>
<td>18</td>
<td>3</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>28</td>
</tr>
<tr>
<td>11-24</td>
<td>7</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>25-50</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>

### Employees Enrolled by Metal Level

- **Platinum**: January - 23, February - 27, March - 56, April - 30, May - 20, Total - 160
- **Gold**: January - 77, February - 0, March - 0, April - 0, May - 0, Total - 77
- **Silver**: January - 2, February - 19, March - 20, April - 31, May - 23, Total - 103
- **Bronze**: January - 15, February - 0, March - 0, April - 0, May - 0, Total - 15
Manual ID Verification by Week

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

- 10/1 - 10/4
- 10/7 - 10/11
- 10/14 - 10/18
- 10/21 - 10/25
- 10/28 - 11/1
- 11/4 - 11/8
- 11/11 - 11/15
- 11/18 - 11/22
- 11/25 - 11/29
- 12/2 - 12/6
- 12/9 - 12/13
- 12/16 - 12/20
- 12/23 - 12/27
- 12/30 - 1/3
- 1/6 - 1/10
- 1/13 - 1/17
- 1/20 - 1/24
- 1/27 - 1/31
- 2/2 - 2/6
- 2/9 - 2/13
- 2/16 - 2/20
- 2/23 - 2/27
- 2/28 - 3/1
- 3/5 - 3/9
- 3/12 - 3/16
- 3/19 - 3/23
- 3/26 - 3/30
- 4/2 - 4/6
- 4/9 - 4/13
- 4/16 - 4/20
- 4/23 - 4/27
- 4/30 - 5/3

Average Days Between Receipt and Completed Processing (in calendar days)
Data Requests Size: Cumulative In Process and Produced (in hours)

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

- Media: 56%
- Nonprofit Orgs & Private Companies: 16%
- Legislators & Legislative Staff: 11%
- Government Entities: 11%
- Research: 4%
- Data Subjects: 2%
Type of Closed Appeals

- 81% Withdrawn
- 6% Dismissed
- 2% Agency Decision Affirmed
- 1% Agency Decision Reversed
- 7% Failure to Appear
- 3% Double Docket

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