MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

July 16, 2014
Applications and Enrollment through MNsure - July 10, 2014

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

259,049 Total enrollments
243,511 Applications submitted

Note: Manual QHP enrollments have been included since March 23
Enrollments by Program
July 10, 2014

259,049 Total Enrollments

- 152,662 individuals in Medical Assistance
- 54,154 individuals in MinnesotaCare
- 52,233 individuals in QHPs

Note: Manual QHP enrollments have been included since March 23
Eligibility of QHP Applicants
July 10, 2014

Number of QHP eligible applicants applying for assistance

- Not Eligible for APTC: 40,119 individuals
- Eligible for APTC: 39,189 individuals

Notes: 79,308 persons applied for assistance. These numbers reflect eligible applicants applying for assistance since October 1, 2013.
Enrollees Receiving Subsidies

APTC subsidies
- Enrollees with APTC: 41%
- Enrollees without APTC: 59%

CSR subsidies
- Enrollees with CSR: 13%
- Enrollees without CSR: 87%

Note: We used the most recent files submitted by the carriers which reflect May enrollment information.
Actual Metal Level Selection

- Bronze: 27.3%
- Silver: 33.3%
- Gold: 12.4%
- Platinum: 26.0%
- Catastrophic: 1.0%
Individual Market: QHP Enrollee Demographics
June 10, 2014

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

Age of Enrollees
- <18: 30.8%
- 18-25: 9.6%
- 26-34: 6.4%
- 45-54: 18.6%
- 55-64: 15.1%
- 65+: 19.2%
- 0.2%
Individual Market: Enrollees by Carrier

June 10, 2014

Percent of Enrollees by Carrier

- PreferredOne: 59%
- Blue Cross Blue Shield: 23%
- HealthPartners: 12%
- Medica: 5%
- UCare: 1%
- Volume of assisted MNsure paper applications received
- On 3/31/14, over 3,400 assisted MNsure paper applications received
MNsure Contact Center Call Volume/ASA Oct 1, 2013 - July 8, 2014

Call Center – Average Wait Time/ASA

Speed of answer (hh:mm:ss)

Call Volume

Calls Received

ASA - Average Speed of Answer (hh:mm:ss)
Call Center Resolution and Talk Time Oct 1, 2013 - July 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 - Abandon Rate/Service Level

Calls Answered (Service Level)/Abandon Rate Oct 1, 2013 - July 8, 2014

- Abandon % (Goal is no more than 5% of calls abandon)
- SLA - Service Level % (Goal is 85% of calls should be answered in 2 minutes or less)
Call Center - First Call Resolution
October 2013 - June 9, 2014 (slide 1 of 2)

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

As of 7/8/2014:
Cases currently open – 536
Average Age is 5 days

<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>
<th>Jun-14</th>
<th>Jul-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Cases</td>
<td>241,030</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>25,989</td>
<td>18,281</td>
<td>3,301</td>
</tr>
<tr>
<td>Average # calendar days to resolve (3 days is standard)</td>
<td>2.94</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>1.46</td>
<td>1.55</td>
<td>3</td>
</tr>
</tbody>
</table>
For July:
- 375 cases were forwarded on to Tier III Teams: Plan and Provider, NAB, Eligibility and Enrollment, Special Enrollment Period, Finance, etc.)
- 63 cases were escalated to Supervisors within the Call Center
- 536 were internal to MNsure Call Center and needed more than 4 hours to resolve

Four hours indicates the time allowed to an agent to research questions and get back to the caller. If the time frame exceeds four hours, the case was either transferred or escalated for resolution.
84% of cases were resolved within 4 hours - 87% resolution was possible.

<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>
<th>Jun-14</th>
<th>Jul-14</th>
</tr>
</thead>
<tbody>
<tr>
<td># cases resolved within 4 hours</td>
<td>194,315</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>20,712</td>
<td>13,914</td>
<td>2,770</td>
</tr>
<tr>
<td>% cases resolved within 4 hours</td>
<td>79.58%</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>79.70%</td>
<td>76.11%</td>
<td>83.91%</td>
</tr>
</tbody>
</table>
Top Reasons for Calls to be Escalated:
- Caller reporting life event change 30%
- Caller reporting loss of current health care coverage 22%
- Carrier missing info - 12%
- Caller needs to update case/provide more information 9%
- COBRA 6/16-7/15 Opt Out Exception - 4%
Call Center - Top Categories of Calls Received July 2014

Top Call Categories

- Individual Market 50%
- Technical 19%
- MA 13%
- MNCare 7%
- NAB 7%
- MNsure - ACA 4%
Call Center - Type of Calls Received (All callers) July 2014

Top Five Inquiries for all callers

1. Special Enrollment period questions – 13%
2. Account help/Password reset – 13%
3. General Online Application process – 10%
4. Reporting Life Event – 7%
5. Application status/what is my status – 5%
Call Center - Type of Calls Received from Navigators and Assisters, July 2014

Top Five Inquiries

1. Obtaining/completing an Agent of Record Form – 34%
2. SEP Application status – 9%
3. Special Enrollment Period changes/questions – 5%
4. Account help/password reset – 5%
5. Life Event change – 3%
June 1 through June 30, 2014
MNsure Uptime

Percent uptime
unplanned outage
actual uptime
Pended Cases in Eligibility Determination through July 5, 2014

<table>
<thead>
<tr>
<th>Date</th>
<th>Pended Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/4/2014</td>
<td>5753</td>
</tr>
<tr>
<td>1/11/2014</td>
<td>1823</td>
</tr>
<tr>
<td>1/18/2014</td>
<td>1445</td>
</tr>
<tr>
<td>1/25/2014</td>
<td>1386</td>
</tr>
<tr>
<td>2/1/2014</td>
<td>907</td>
</tr>
<tr>
<td>2/8/2014</td>
<td>847</td>
</tr>
<tr>
<td>2/15/2014</td>
<td>811</td>
</tr>
<tr>
<td>2/22/2014</td>
<td>909</td>
</tr>
<tr>
<td>3/1/2014</td>
<td>988</td>
</tr>
<tr>
<td>3/8/2014</td>
<td>3447</td>
</tr>
<tr>
<td>3/15/2014</td>
<td>3762</td>
</tr>
<tr>
<td>3/29/2014</td>
<td>2292</td>
</tr>
<tr>
<td>4/5/2014</td>
<td>1706</td>
</tr>
<tr>
<td>4/12/2014</td>
<td>537</td>
</tr>
<tr>
<td>4/19/2014</td>
<td>480</td>
</tr>
<tr>
<td>4/26/2014</td>
<td>2454</td>
</tr>
<tr>
<td>5/3/2014</td>
<td>2441</td>
</tr>
<tr>
<td>5/10/2014</td>
<td>2485</td>
</tr>
<tr>
<td>5/17/2014</td>
<td>2322</td>
</tr>
<tr>
<td>5/31/2014</td>
<td>2290</td>
</tr>
<tr>
<td>6/7/2014</td>
<td>1420</td>
</tr>
<tr>
<td>6/14/2014</td>
<td>1113</td>
</tr>
<tr>
<td>6/21/2014</td>
<td>1097</td>
</tr>
<tr>
<td>6/28/2014</td>
<td>1087</td>
</tr>
<tr>
<td>7/5/2014</td>
<td>1125</td>
</tr>
<tr>
<td>7/12/2014</td>
<td>1142</td>
</tr>
</tbody>
</table>
The public website does not include anonymous shopping or marketplace system pages.
Public Website Metrics: Unique Visitors

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

Top pages by pageviews: Quarter 2, 2014

*Combined count for three pages that contain the same content on MA & MinnesotaCare. Does not include error/notification pages launched by marketplace system pages. (The public website does not include anonymous shopping or marketplace system pages.)
Public Website Metrics: Top Cities

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

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

![Graph showing error rates over time]
### 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>June</th>
<th>July</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-5</td>
<td>60</td>
<td>16</td>
<td>14</td>
<td>13</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>112</td>
</tr>
<tr>
<td>6-10</td>
<td>18</td>
<td>3</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>34</td>
</tr>
<tr>
<td>11-24</td>
<td>7</td>
<td>0</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td>25-50</td>
<td>2</td>
<td>0</td>
<td>0</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**
  - July: 14
  - June: 22
  - May: 2
  - April: 33
  - March: 54
  - February: 30
  - January: 73

- **Gold**
  - July: 4
  - June: 30
  - May: 20
  - April: 21
  - March: 0
  - February: 224
  - January: 16

- **Silver**
  - July: 5
  - June: 20
  - May: 24
  - April: 27
  - March: 1
  - February: 88
  - January: 17

- **Bronze**
  - July: 2
  - June: 20
  - May: 24
  - April: 27
  - March: 1
  - February: 41
  - January: 0
# 2014 Enrollment

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Total</th>
<th>Projection</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employers Enrolled</strong></td>
<td>87</td>
<td>19</td>
<td>22</td>
<td>18</td>
<td>7</td>
<td>8</td>
<td>7</td>
<td>168</td>
<td>1313</td>
</tr>
<tr>
<td><strong>Employees on roster</strong></td>
<td>664</td>
<td>101</td>
<td>220</td>
<td>134</td>
<td>64</td>
<td>66</td>
<td>44</td>
<td>1293</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Employees enrolled</strong></td>
<td>426</td>
<td>69</td>
<td>134</td>
<td>93</td>
<td>41</td>
<td>43</td>
<td>39</td>
<td>845</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>June</th>
<th>July</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-24%</td>
<td>7</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>8</td>
</tr>
<tr>
<td>25% - 49%</td>
<td>1</td>
<td>0</td>
<td>0</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>5</td>
<td>4</td>
<td>4</td>
<td>81</td>
</tr>
<tr>
<td>75% - 100%</td>
<td>70</td>
<td>11</td>
<td>10</td>
<td>10</td>
<td>3</td>
<td>6</td>
<td>4</td>
<td>114</td>
</tr>
</tbody>
</table>
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 - June 2014

- Media: 48%
- Nonprofit Orgs & Private Companies: 23%
- Legislators & Legislative Staff: 11%
- Government Entities: 11%
- Research: 4%
- Data Subjects: 2%

Legend:
- Media
- Nonprofit Orgs & Private Companies
- Legislators & Legislative Staff
- Government Entities
- Research
- Data Subjects
Type of Closed Appeals

- Withdrawn: 78%
- Dismissed: 6%
- Agency Decision Affirmed: 3%
- Agency Decision Reversed: 1%
- Failure to Appear: 7%
- Double Docket: 5%

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