MNsure Metrics Dashboard
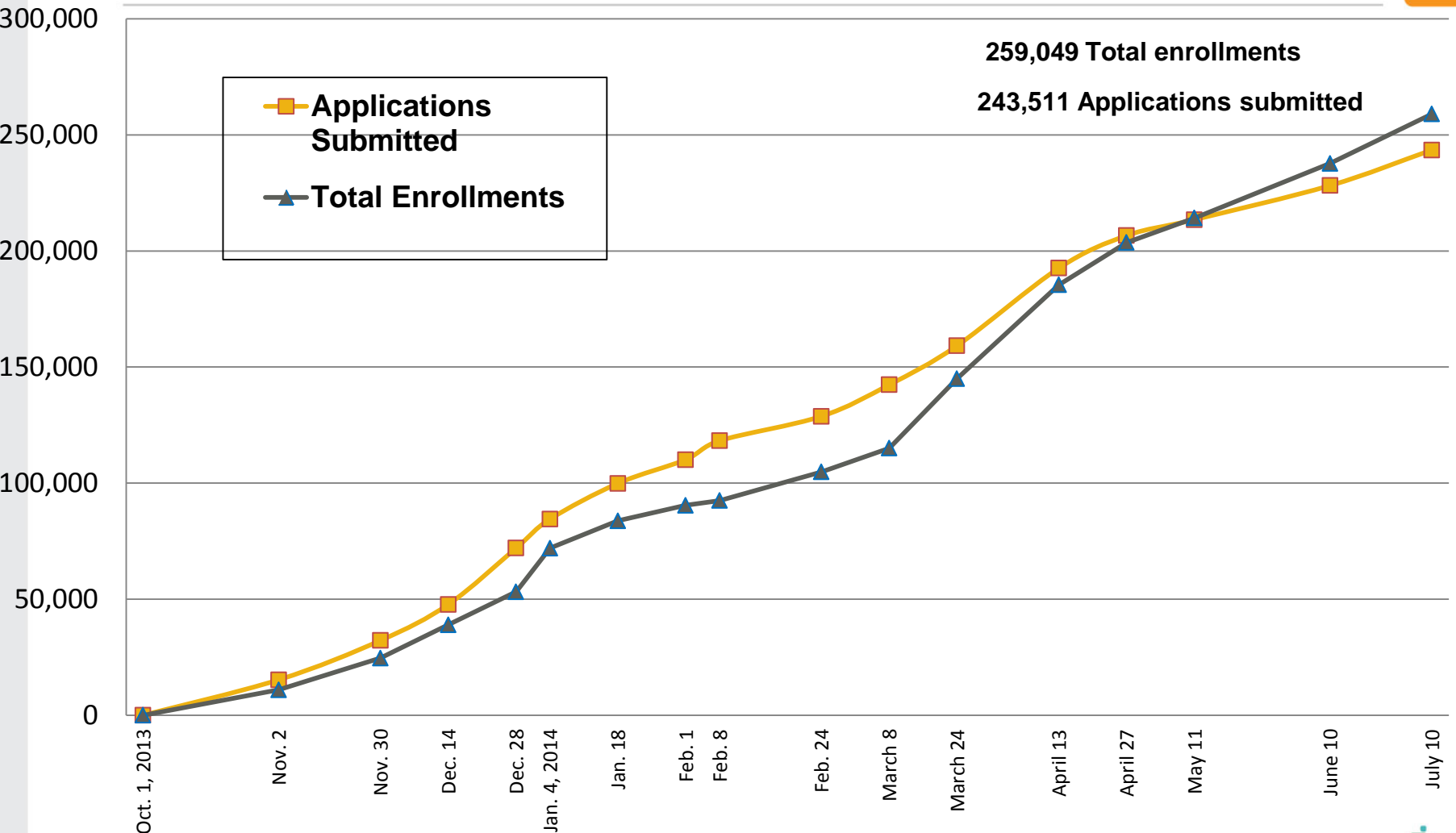
Prepared for Board of Directors Meeting

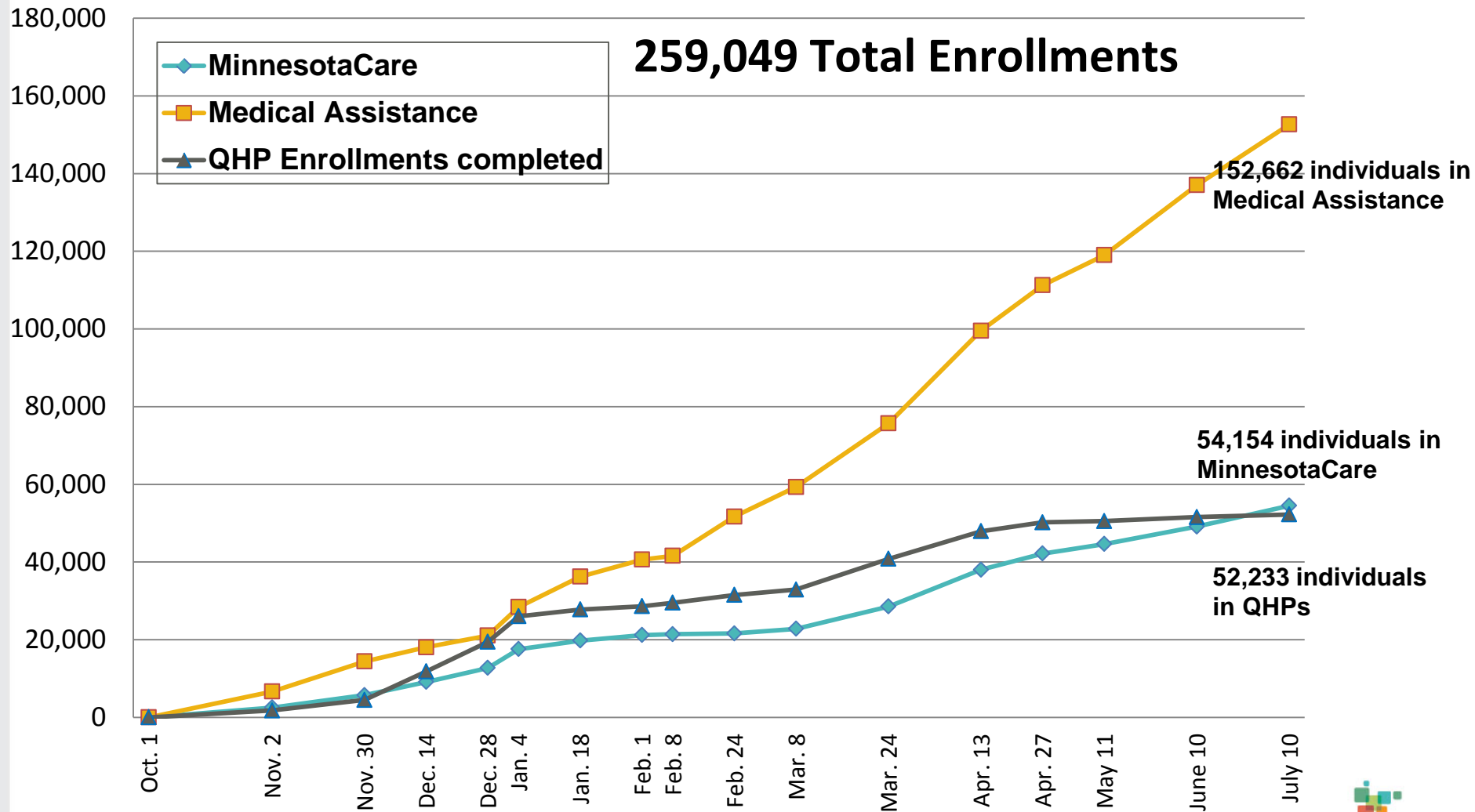**July16, 2014**

Applications and Enrollment through MNsure – July 10, 2014

259,049 Total enrollments

243,511 Applications submitted

Legend:
- Applications Submitted
- Total Enrollments

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
July 10, 2014

259,049 Total Enrollments

Legend:
- MinnesotaCare
- Medical Assistance
- QHP Enrollments completed

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

MNsure

Eligibility of QHP Applicants
July 10, 2014

Number of *QHP eligible applicants* applying for assistance

40,119 individuals

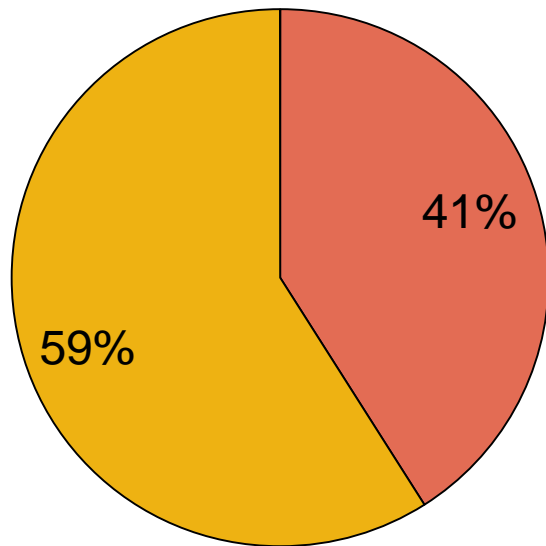**39,189 individuals**

Legend:
- Not Eligible for APTC
- Eligible for APTC
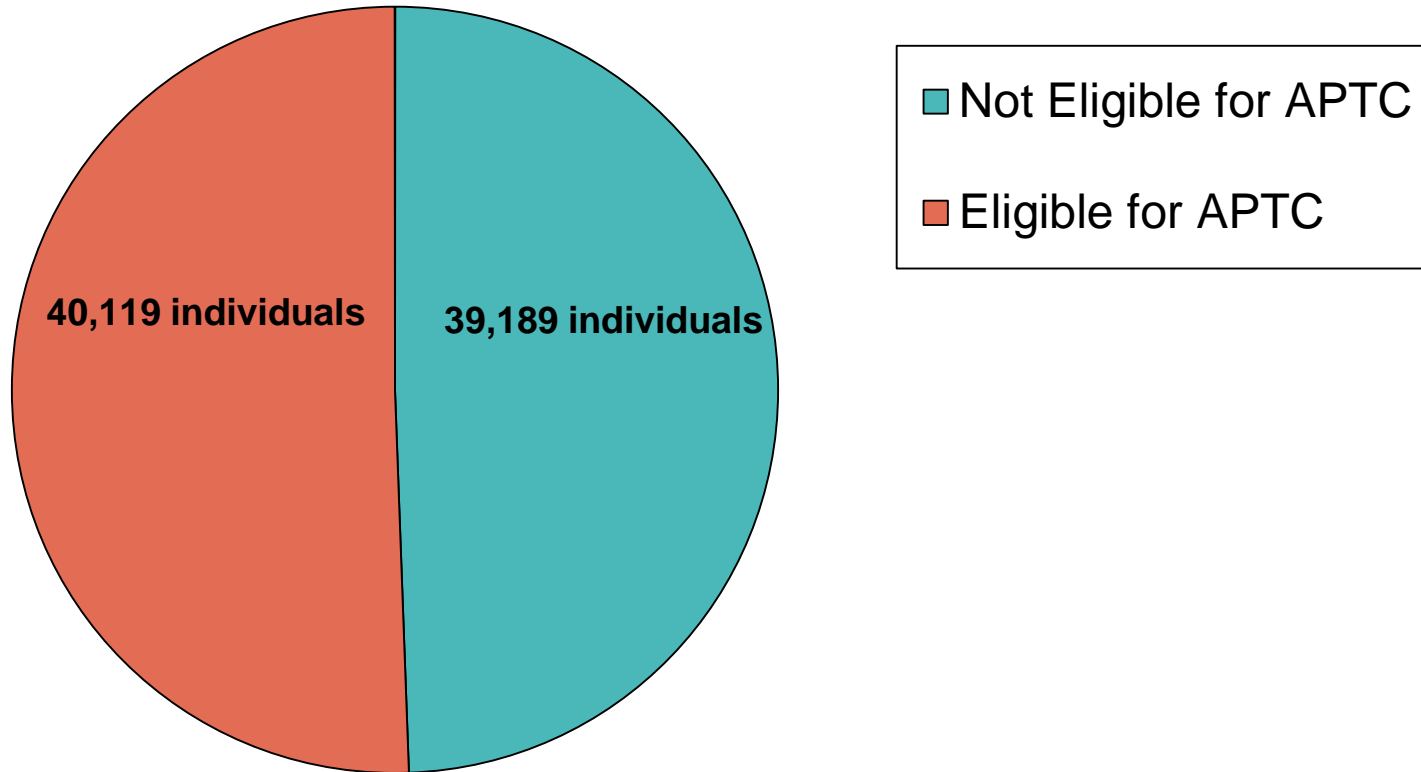
Notes: 79,308 persons applied for assistance.
These numbers reflect eligible applicants applying for assistance since October 1, 2013.
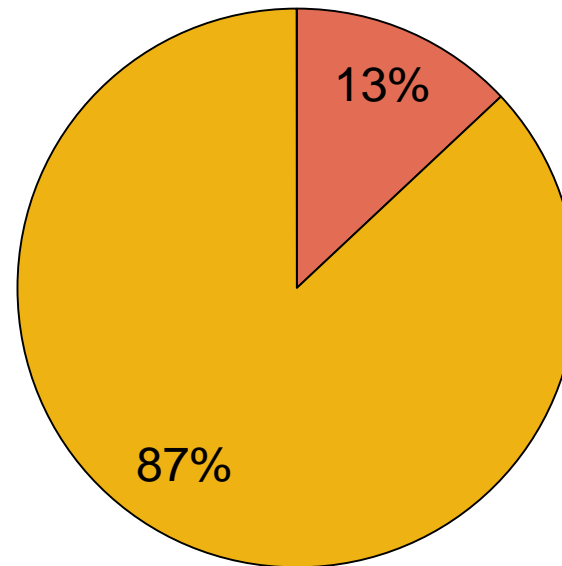
MNsure

Enrollees Receiving Subsidies

APTC subsidies

- ■ Enrollees with APTC
- ■ Enrollees without APTC

CSR subsidies

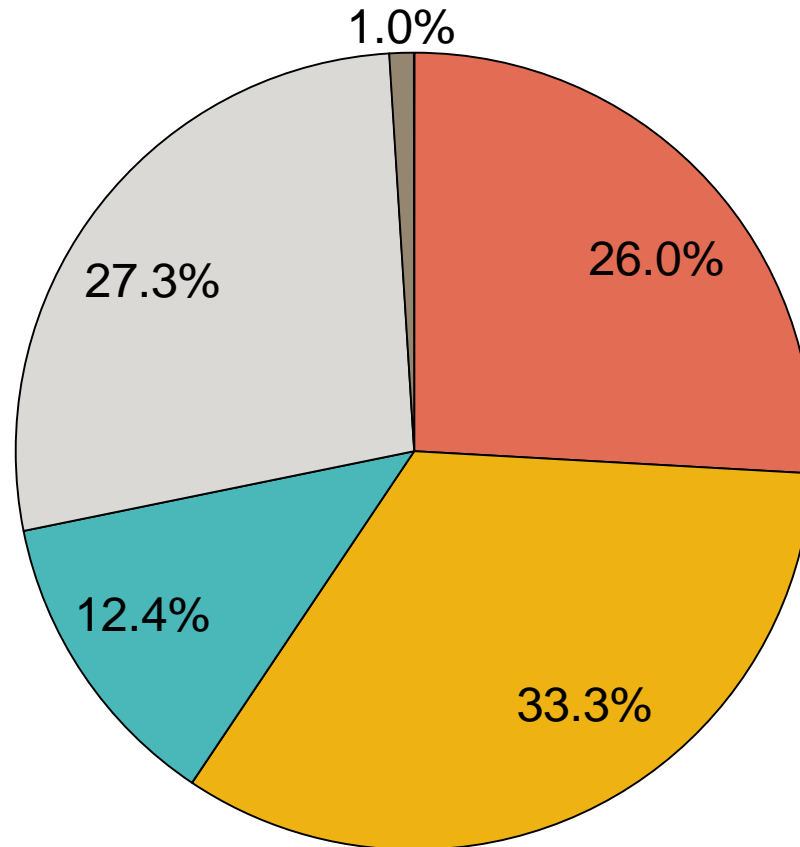- ■ Enrollees with CSR
- ■ Enrollees without CSR

41%

59%

13%

87%

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

MNsure

Individual Market: Metal Levels
July 10, 2014

Actual Metal Level Selection

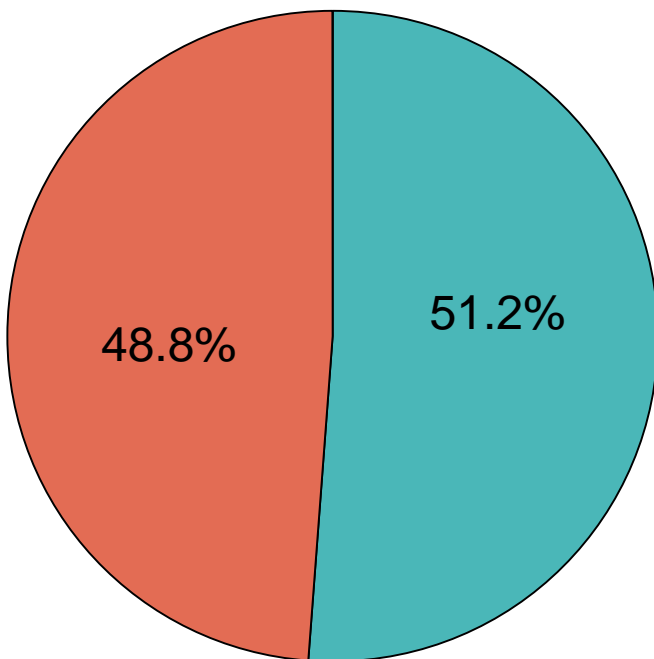■ Bronze   ■ Silver   ■ Gold   ☐ Platinum   ■ Catastrophic

- 1.0%
- 26.0%
- 27.3%
- 12.4%
- 33.3%

MNsure

Individual Market: QHP Enrollee Demographics June 10, 2014

Gender in QHPs

- Female
- Male

51.2%
48.8%

Age of Enrollees

- <18
- 18-25
- 26-34
- 35-44
- 45-54
- 55-64
- 65+

0.2%
9.6%
6.4%
18.6%
15.1%
19.2%
30.8%
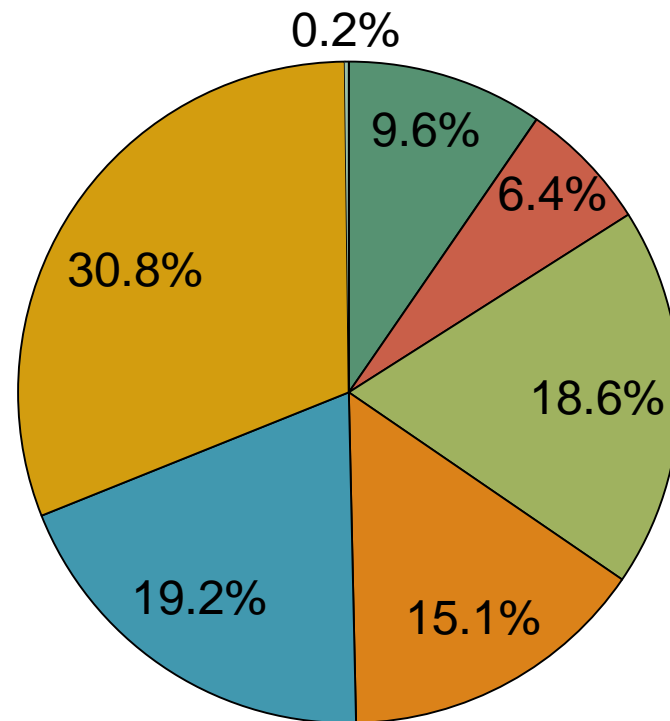
MNsure

Individual Market: Enrollees by Carrier
June 10, 2014

Percent of Enrollees by Carrier

- UCare 1%
- Blue Cross Blue Shield 23%
- HealthPartners 12%
- Medica 5%
- PreferredOne 59%
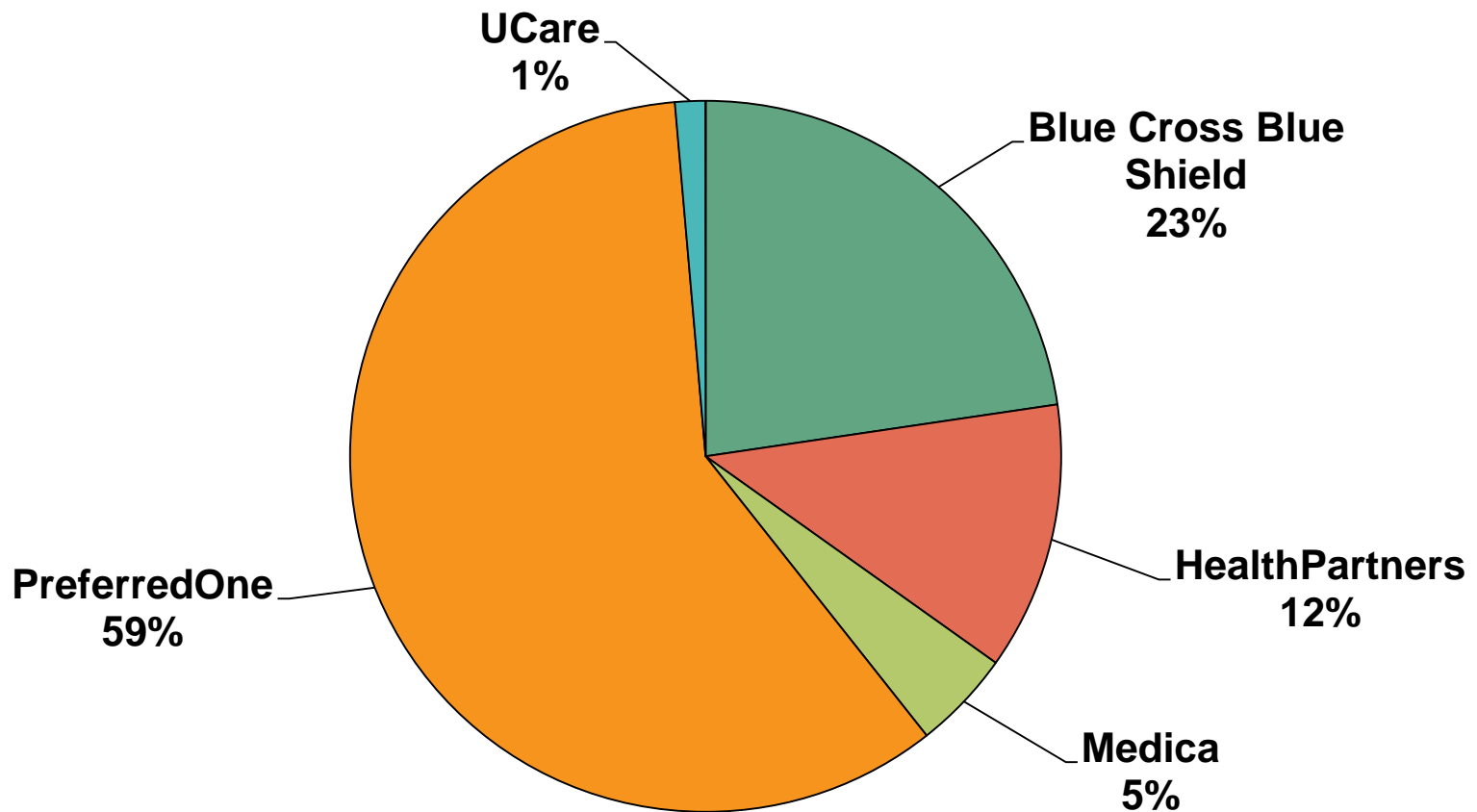
MNsure™

MNsure Paper Applications
October 1, 2013 – July 3, 2014

MNsure Paper Applications Received: 10/1/13 - 7/3/14

52,547 total paper applications
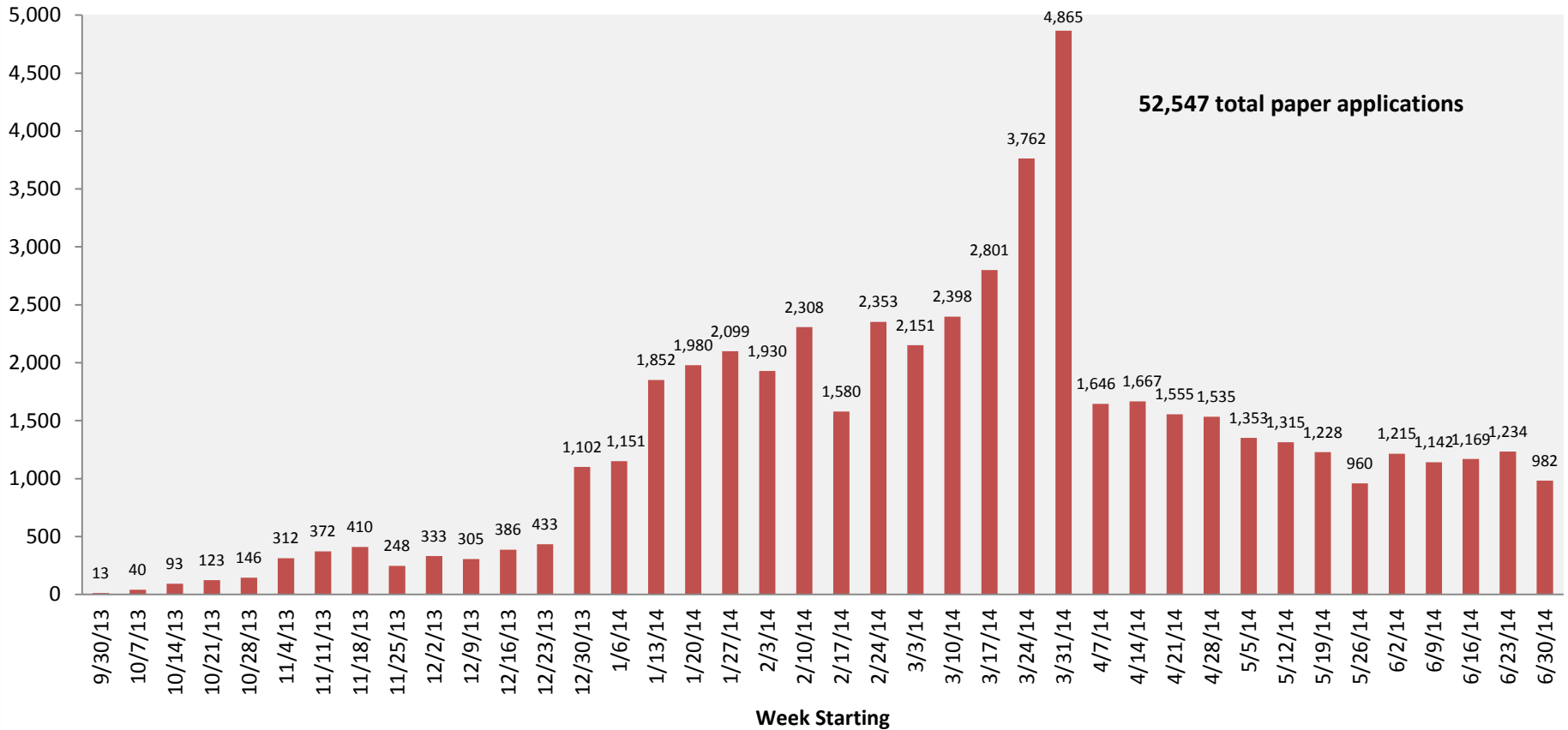
- Volume of assisted MNsure paper applications received
- On 3/31/14, over 3,400 assisted MNsure paper applications received

Call Center – Average Wait Time/ASA

MNsure Contact Center Call Volume/ASA Oct 1, 2013 - July 8, 2014
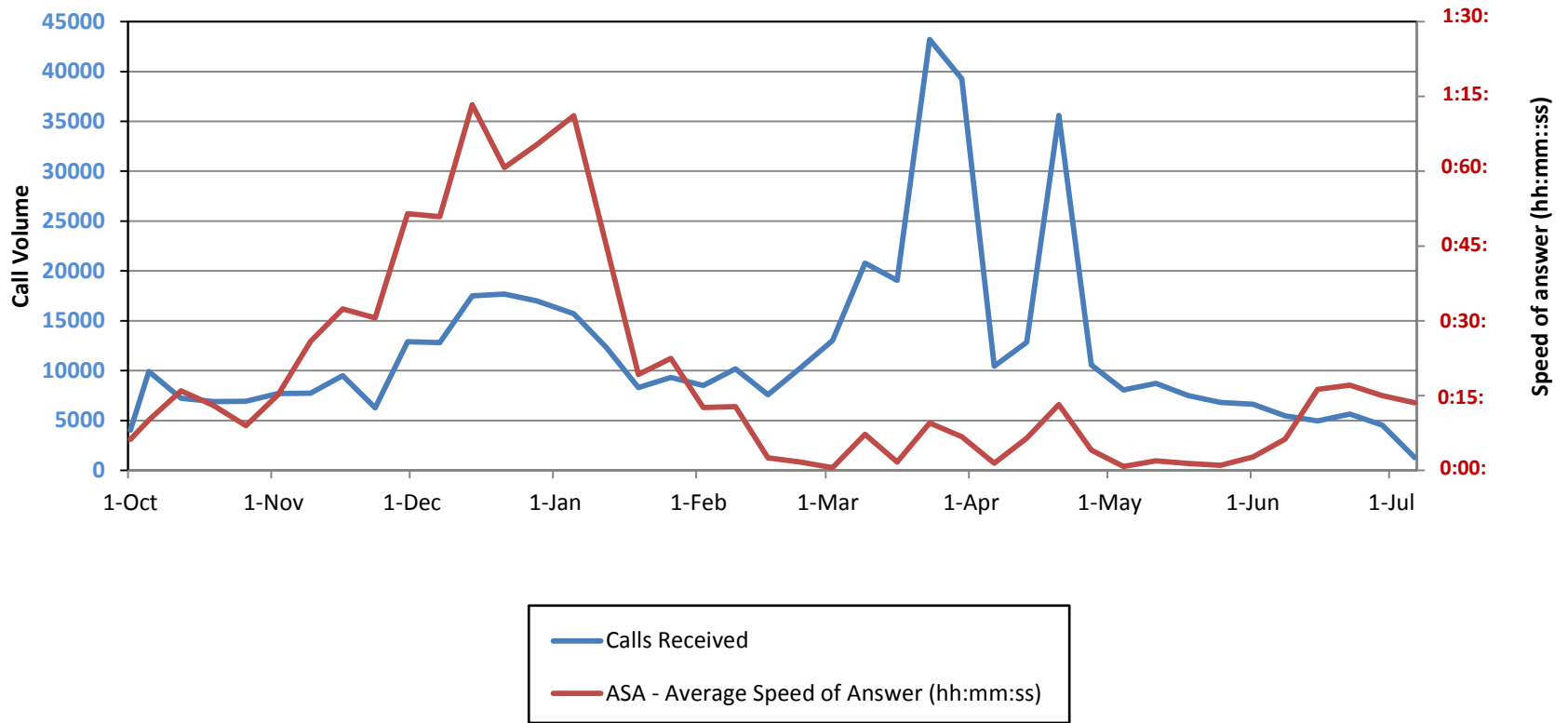
Call Center – Resolution and Talk Time

Call Center Resolution and Talk Time Oct 1, 2013 - July 8, 2014
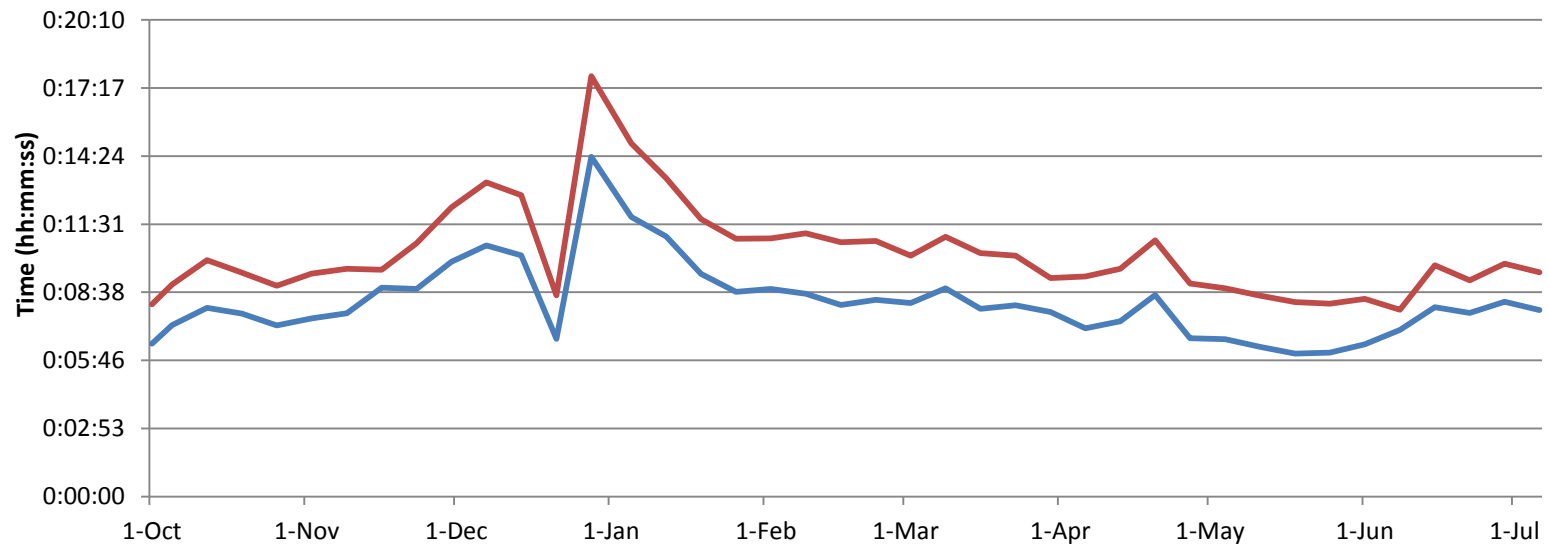
Legend:
- — Talk Time (Avg) Time spent on phone with caller
- — Call Handle Time (Avg) Includes time spent with caller, and time researching issue and creating case in CRM for tracking

Call Center – Abandon Rate/ Service Level

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

Legend:
- 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)
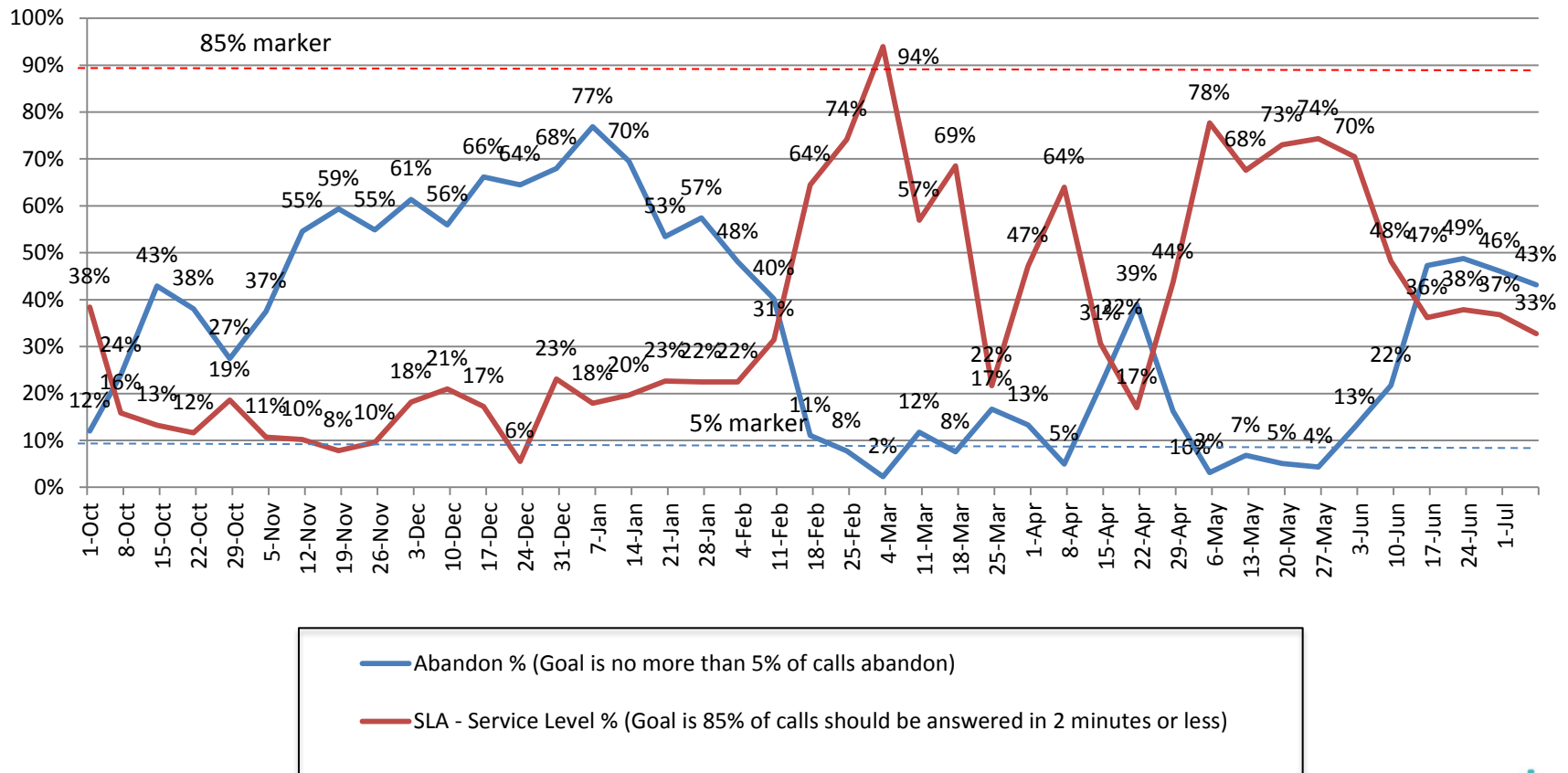
Call Center – First Call Resolution
October 2013 – June 9, 2014 (slide 1 of 2)

First Call Resolution	To Date	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Total Cases	241,030	18,199	13,896	16,906	17,139	27,993	65,790	36,837	25,989	18,281	3,301
Average # calendar days to resolve (3 days is standard)	2.94	3.03	4.85	2.59	3.01	4.50	2.49	1.76	1.46	1.55	3

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

MNsure

Call Center – First Call Resolution
October 2013 – June 9, 2014 (slide 2 of 2)

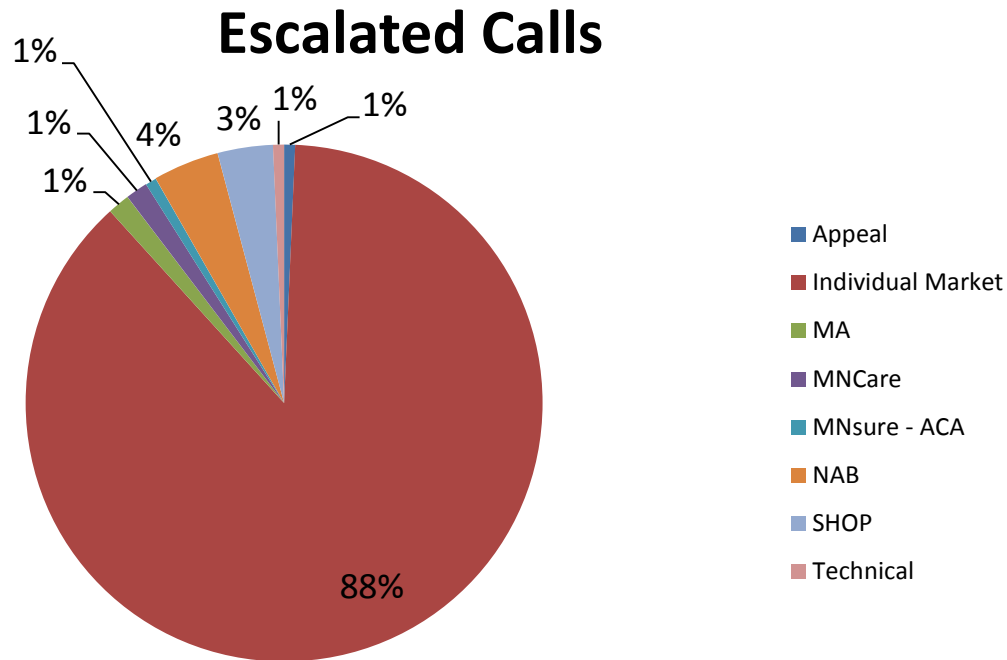| First Call Resolution	To Date	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
# cases resolved within 4 hours	194,315	15,571	11,276	12,128	13,929	22,012	54,469	30,304	20,712	13,914	2,770
% cases resolved within 4 hours	79.58%	86.55%	80.62%	71.74%	73.01%	78.63%	82.79%	82.27%	79.70%	76.11%	83.91%

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 with in 4 hours - 87% resolution was possible.

MNsure

Call Center – Escalated Calls

Escalated Calls

Legend:
- Appeal
- Individual Market
- MA
- MNCare
- MNsure - ACA
- NAB
- SHOP
- Technical

Top Reasons for Calls to be Escalated:
- Caller reporting life event change 30%
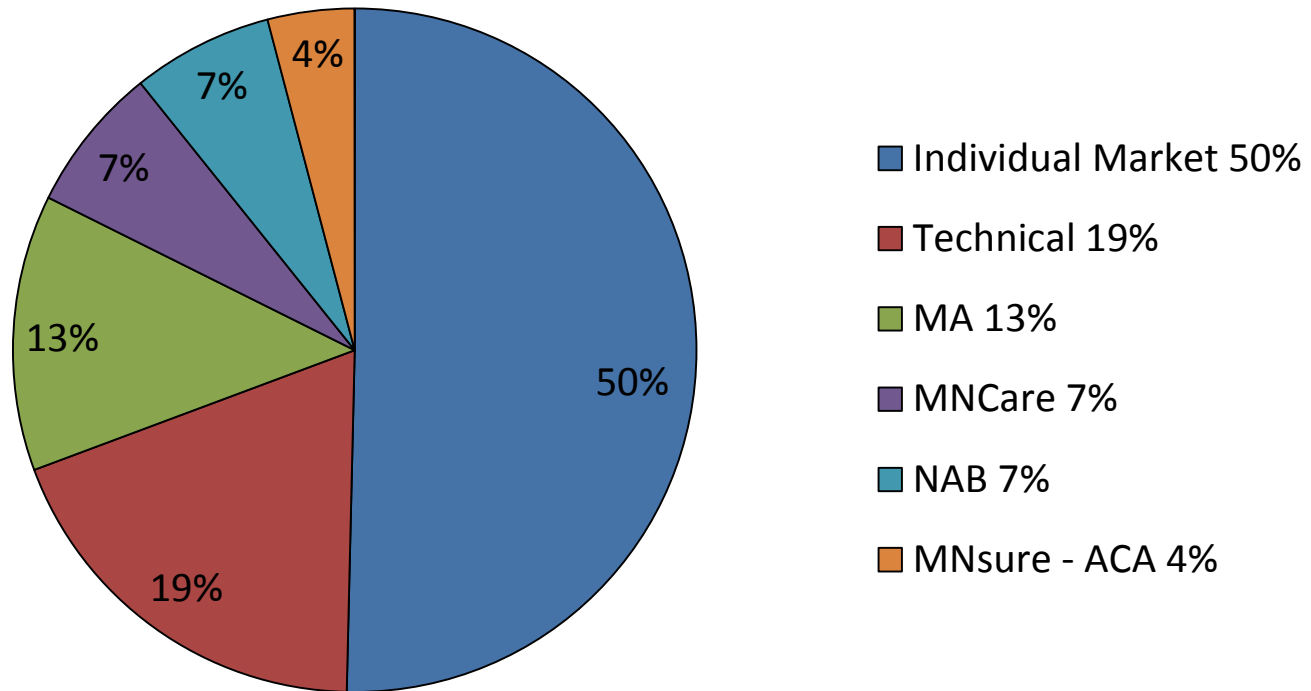- Caller reporting loss of current health care coverage 22%
- Carrier missing info - 12%
- Caller needs to update case/provide more information 9%
- COBRA 6/16-7/15 Opt Out Exception - 4%

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%

MNsure

Call Center – Type of Calls Received from Navigators and Assisters, July 2014

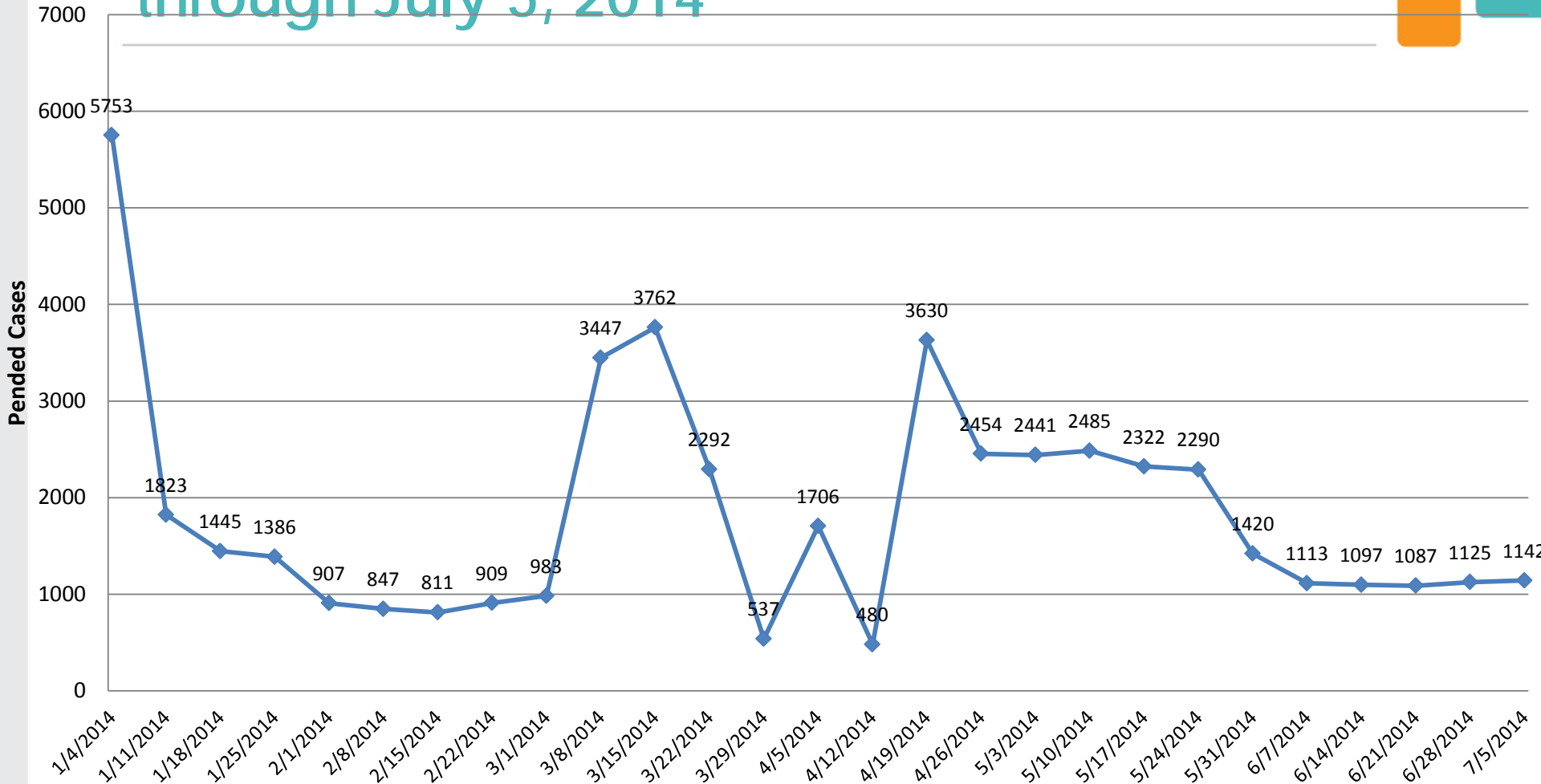**Top Five Inquiries**

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
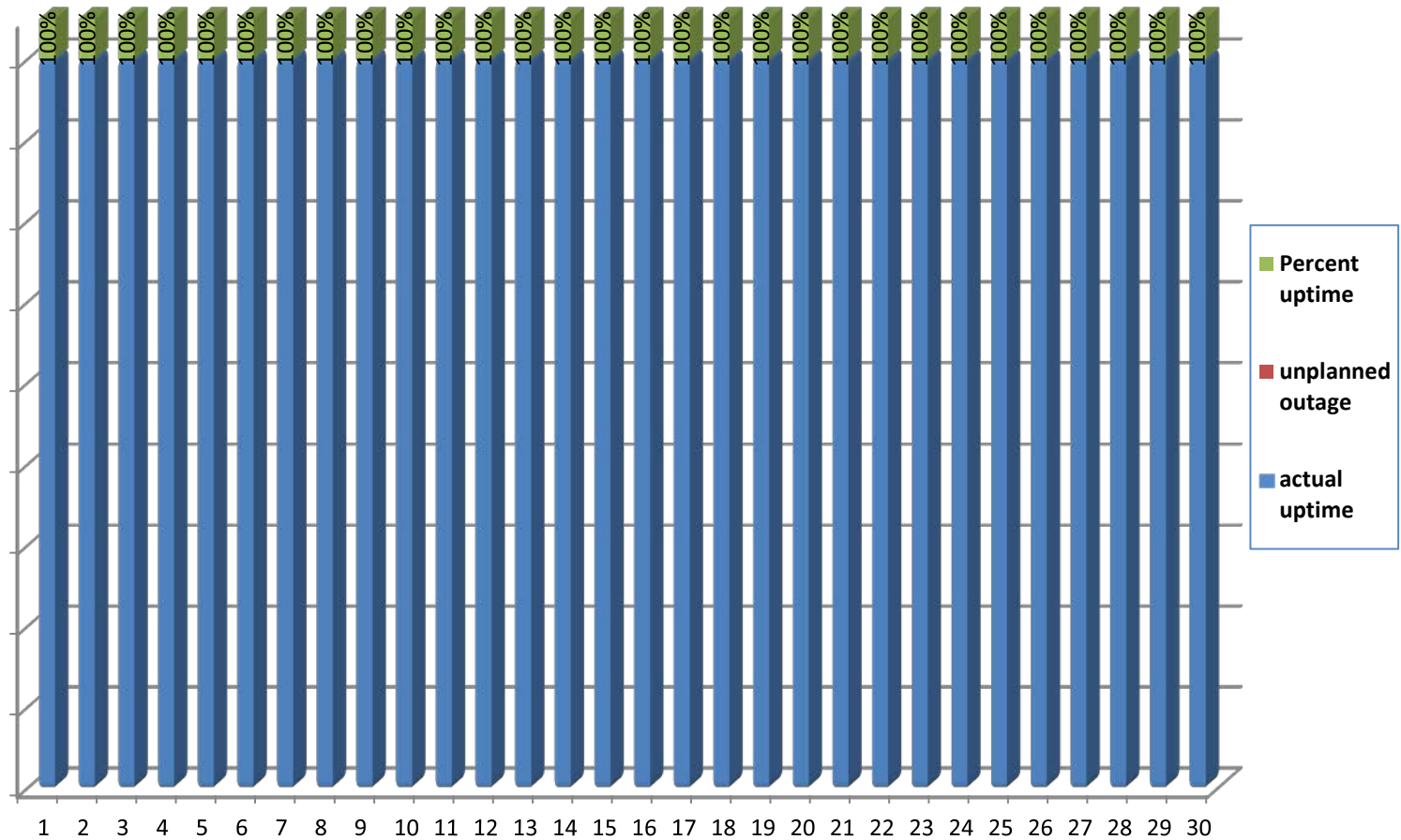
Pended Cases in Eligibility Determination through July 5, 2014

Public Website Metrics
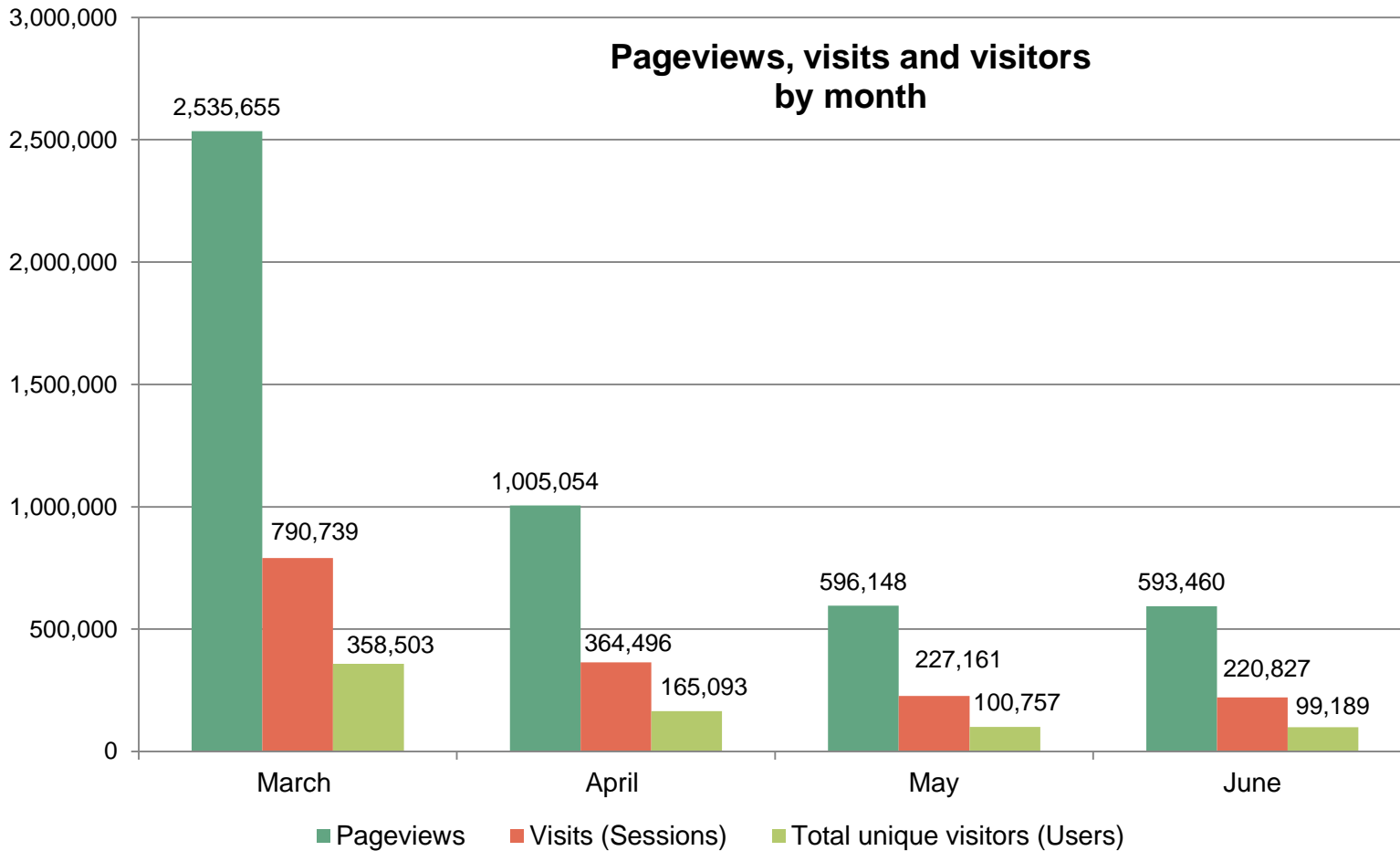
Pageviews, visits and visitors by month

	March	April	May	June
Pageviews	2,535,655	1,005,054	596,148	593,460
Visits (Sessions)	790,739	364,496	227,161	220,827
Total unique visitors (Users)	358,503	165,093	100,757	99,189

■ Pageviews ■ Visits (Sessions) ■ Total unique visitors (Users)

The public website does not include anonymous shopping or marketplace system pages.

Public Website Metrics: Unique Visitors

New vs returning visitors by month

Chart: New vs returning visitors by month

Month	New unique visitors (Users)	Returning visitors (Users)
March	319,800	470,939
April	120,578	243,918
May	79,474	147,687
June	81,680	139,147

■ New unique visitors (Users) ■ Returning visitors (Users)
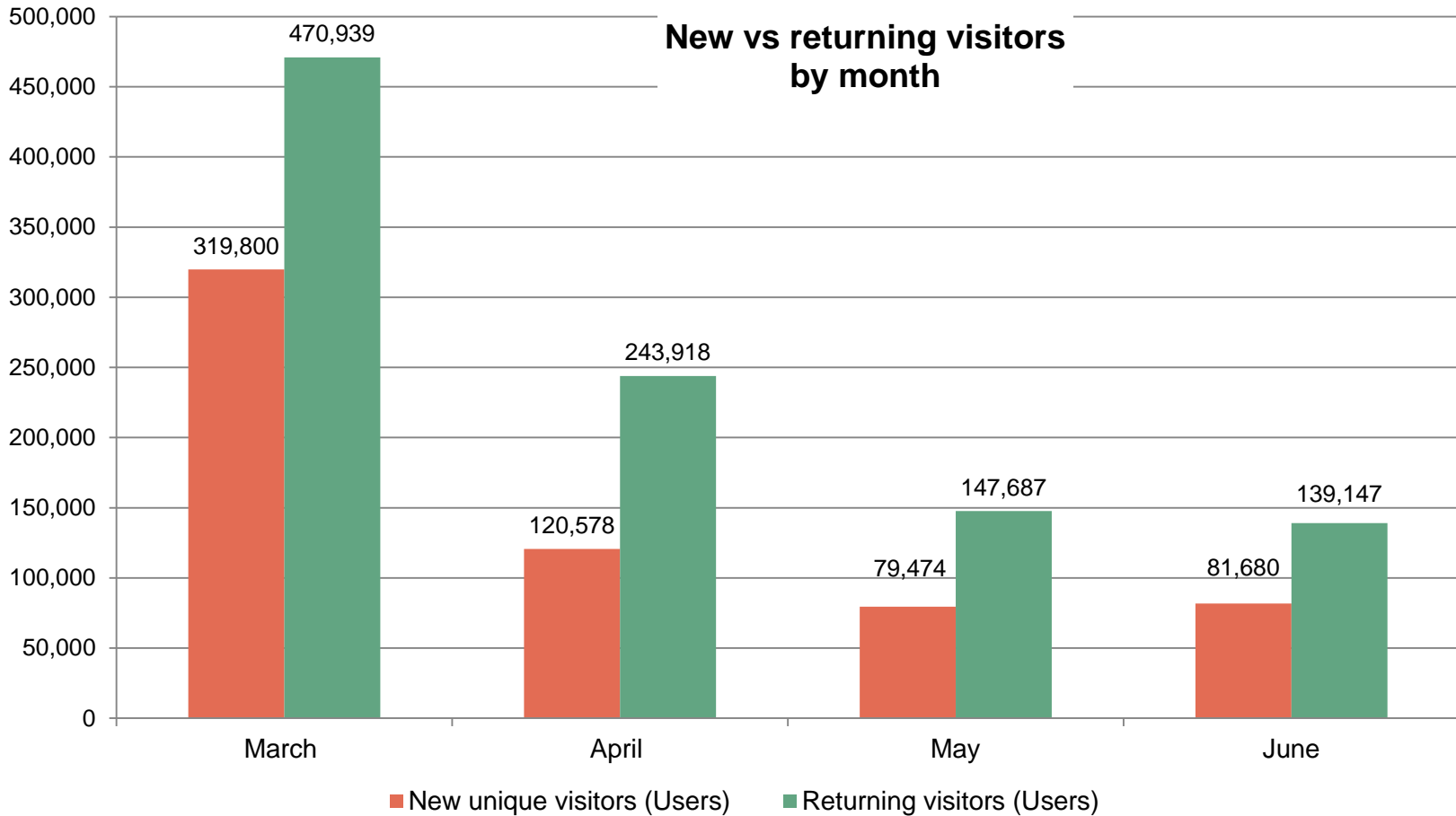
The public website does not include anonymous shopping or marketplace system pages.

Public Website Metrics: Top Pages

Top pages by pageviews: Quarter 2, 2014

Page	Pageviews
MNsure Home Page	902,289
Families or Individuals	292,908
Help	86,402
MA & MinnesotaCare*	80,504
Cost Overview	31,289
Search Results	27,205
Find an Assister	23,000
Learn More	21,051
News and tips about MNsure	15,288
Small Business	10,740

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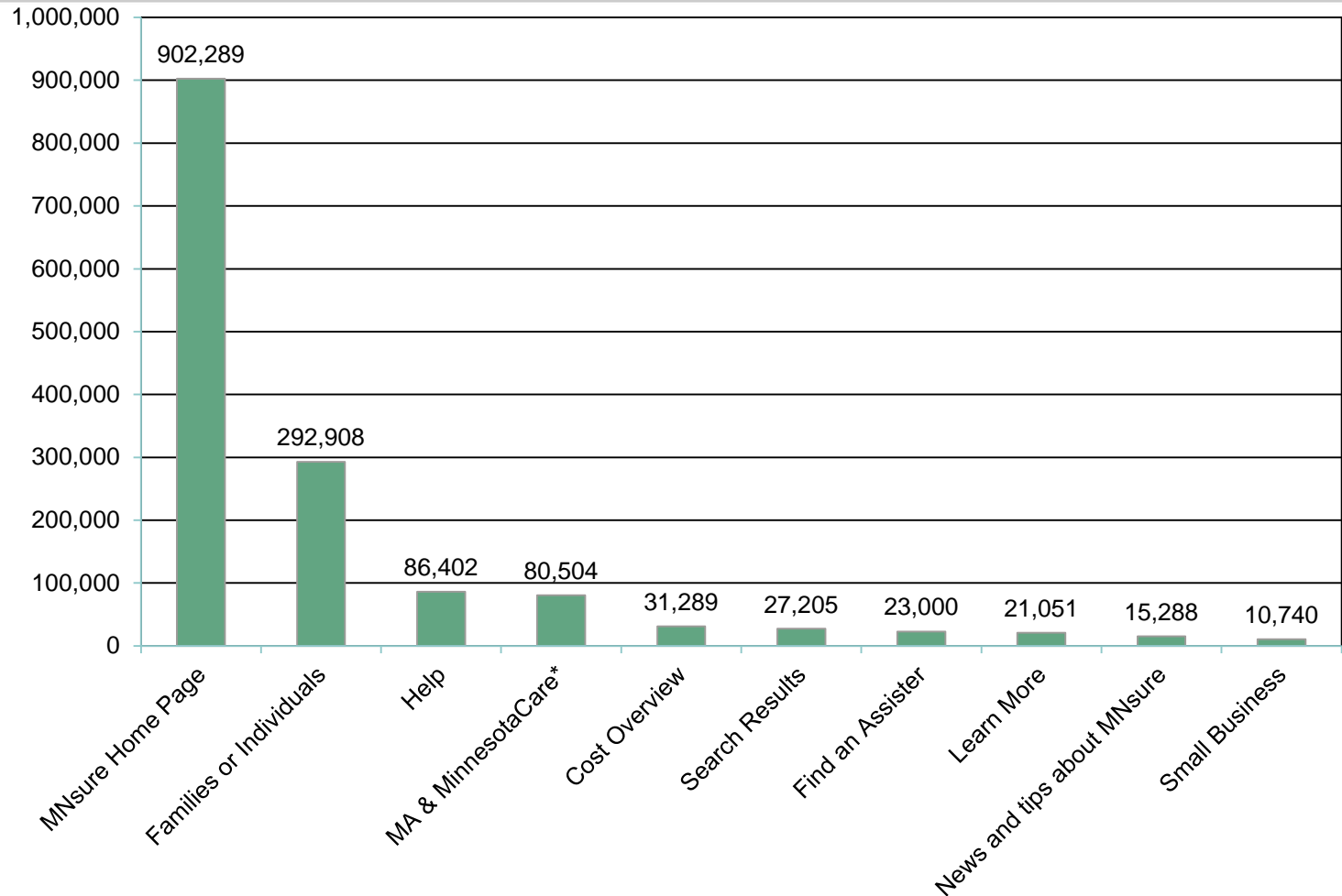(The public website does not include anonymous shopping or marketplace system pages.)*

Public Website Metrics: Top Cities


Top MN Cities Quarter 2

682
268
367
185
239
183
297
196
141
237

Saint Paul • Minneapolis • Apple Valley • Bloomington • Saint Cloud • Duluth • Rochester • Blaine • Roseville • Mankato

Legend: Visits - Q2 | City population | Visits per every 1000 people

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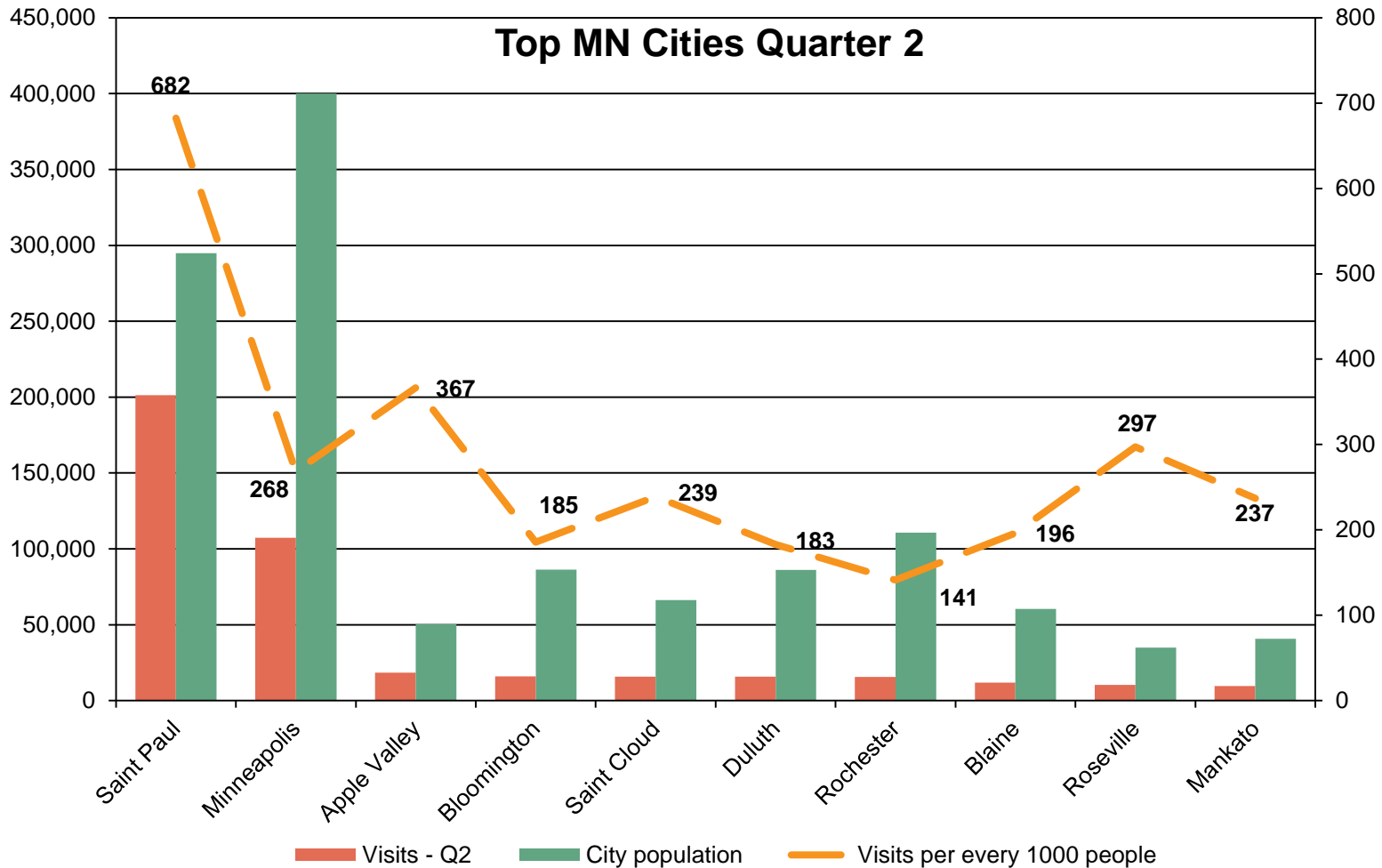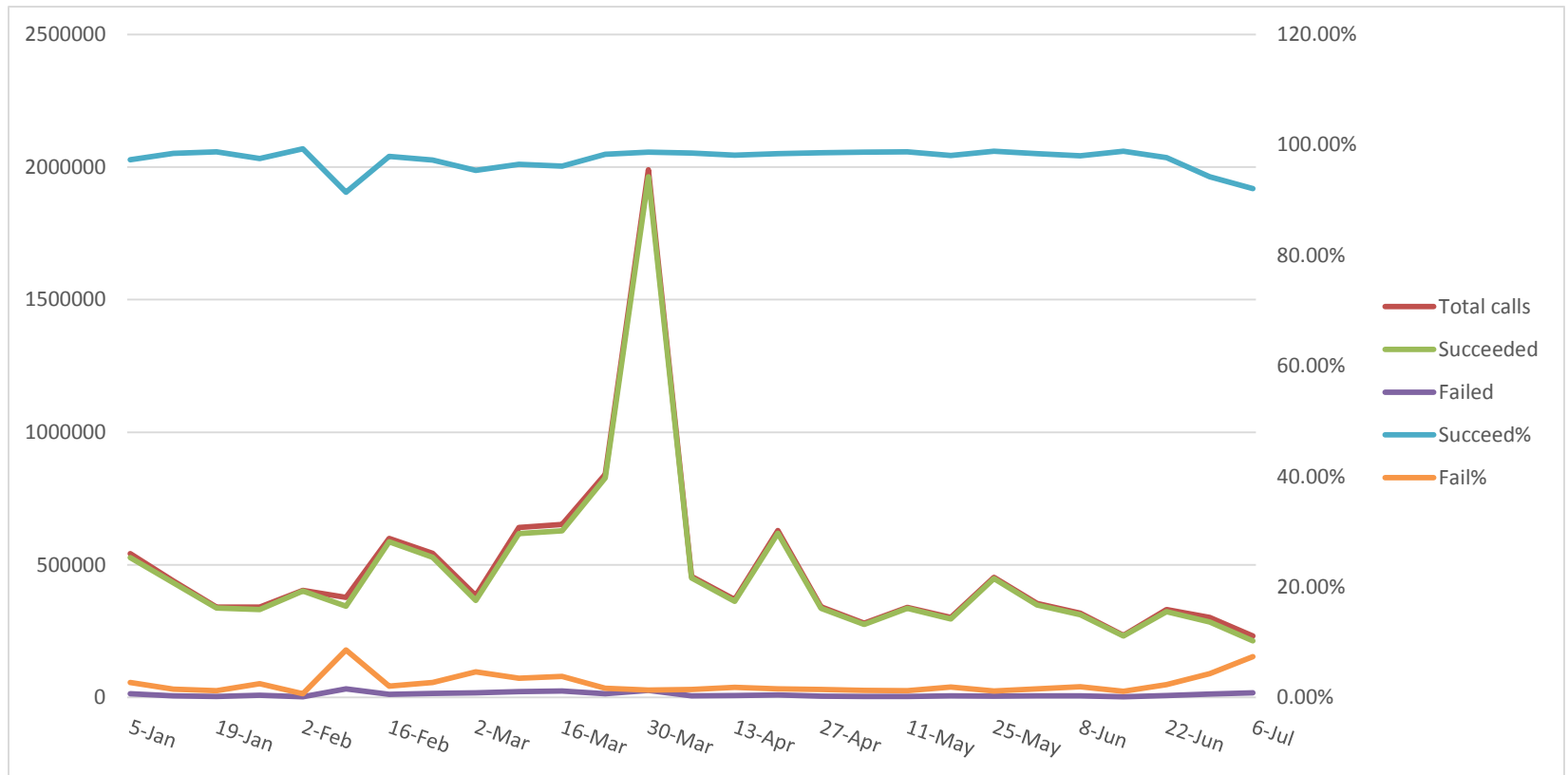
Public Website Metrics: 5 Greater Minnesota Cities
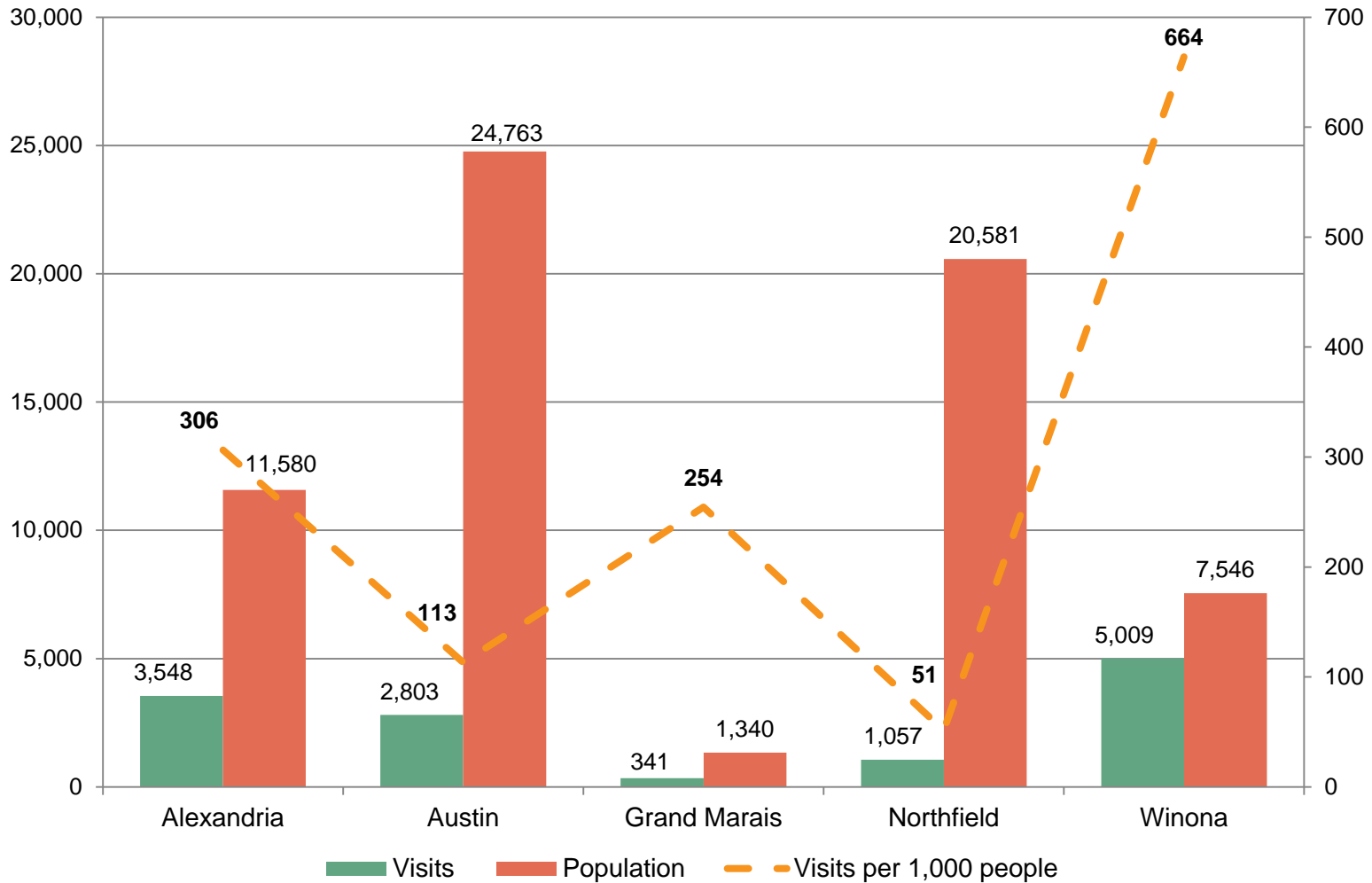
The public website does not include anonymous shopping or marketplace system pages.
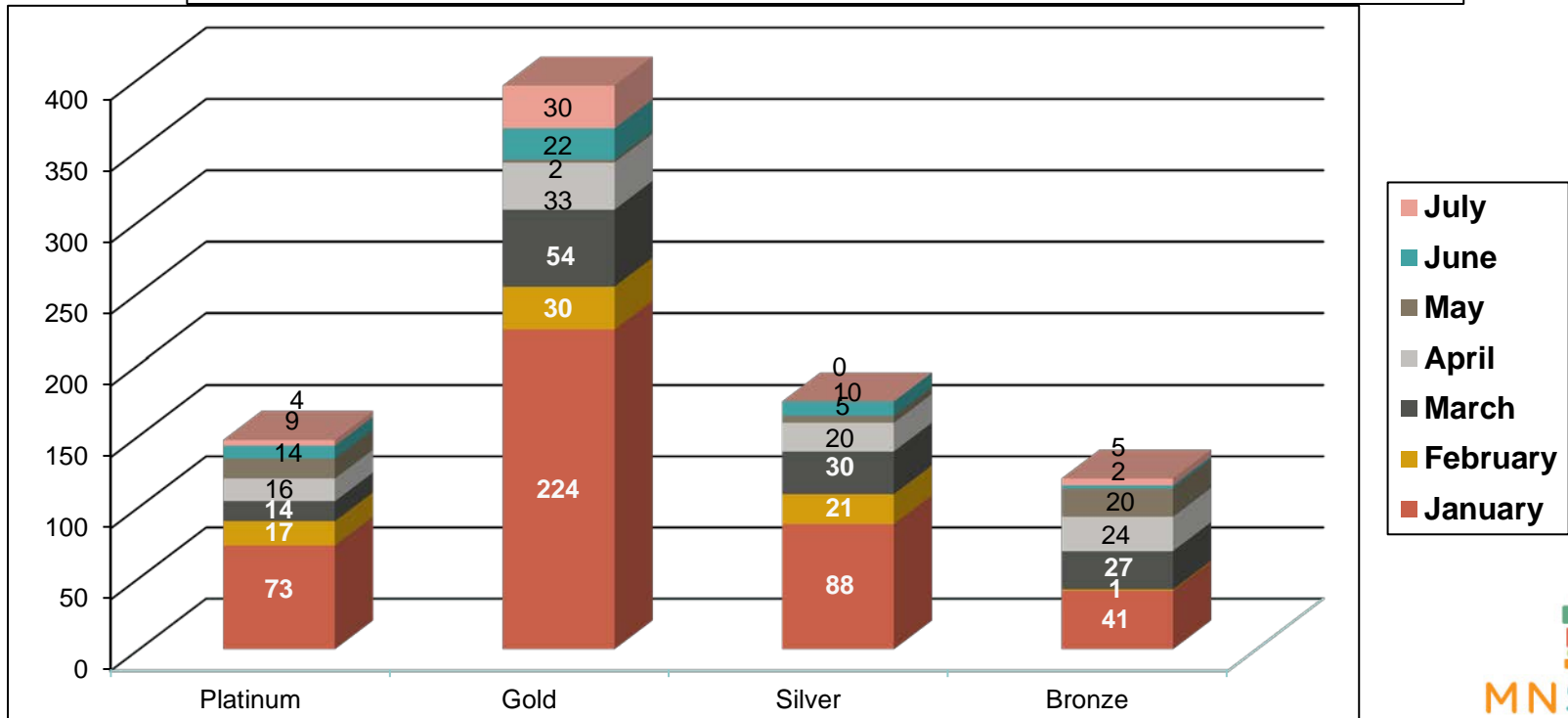
Error Rates for MNsure Marketplace

SHOP

Employer Enrollment by Group Size							
Employer Size	January	February	March	April	May	June	July	Total
1-5	60	16	14	13	3	3	3	112
6-10	18	3	4	3	2	1	3	34
11-24	7	0	4	2	2	4	1	20
25-50	2	0	0	0	0	0	0	2

Employees Enrolled by Metal Level

SHOP

2014 Enrollment									
	January	February	March	April	May	June	July	Total	Projection
Employers Enrolled	87	19	22	18	7	8	7	168	1313
Employees on roster	664	101	220	134	64	66	44	1293	N/A
Employees enrolled	426	69	134	93	41	43	39	845	13,125

Contribution Levels by Employers								
Contribution Level	January	February	March	April	May	June	July	Total
0-24%	7	0	1	0	0	0	0	8
25% - 49%	1	0	0	0	0	0	0	1
50% - 74%	35	8	17	8	5	4	4	81
75% - 100%	70	11	10	10	3	6	4	114

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

Horizontal bar chart:
- **Cumulative Data Currently In Process** (teal): approximately 7000 hours of staff time
- **Cumulative Data Produced** (red): approximately 1700 hours of staff time

X-axis: 0, 2000, 4000, 6000, 8000
Y-axis label: Hours of staff time
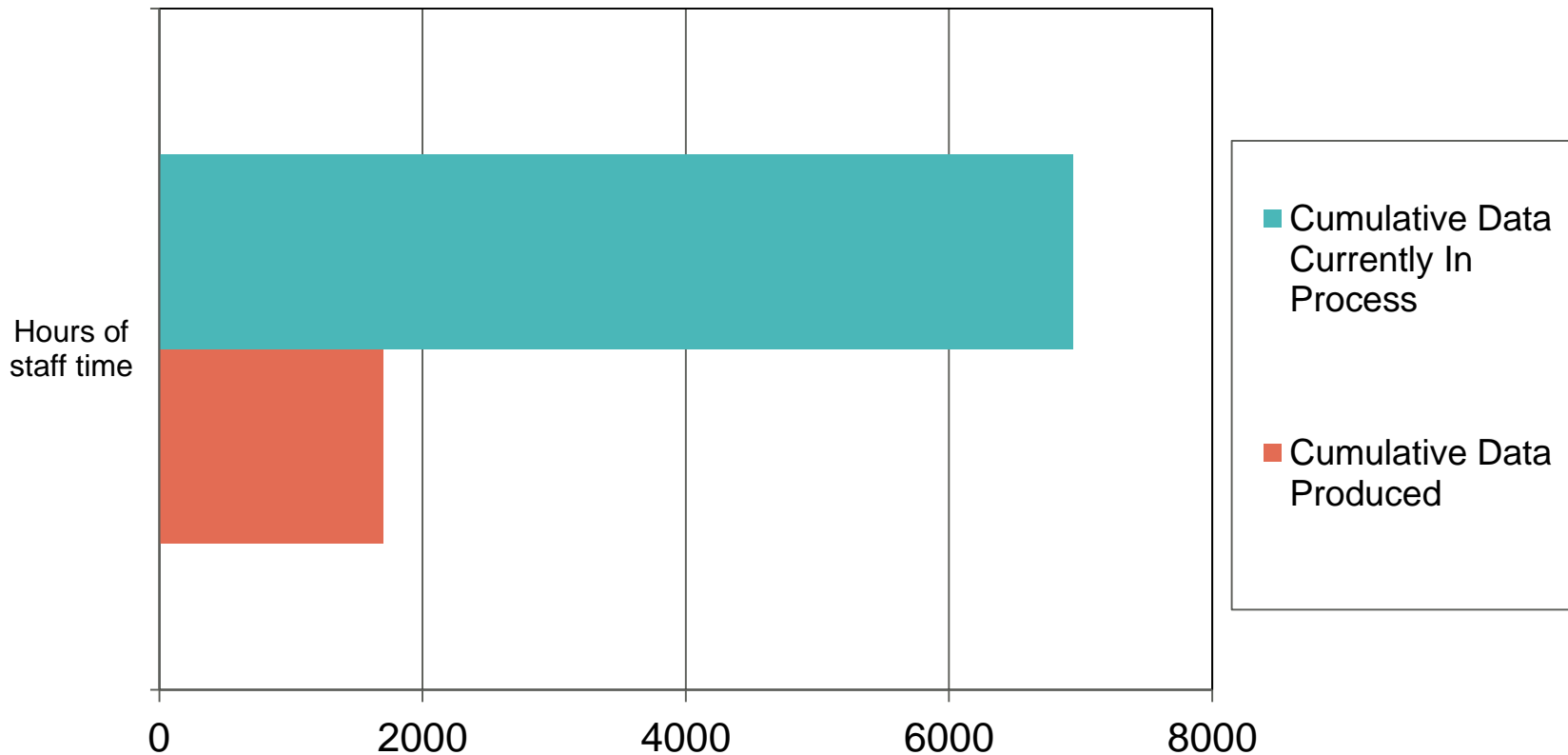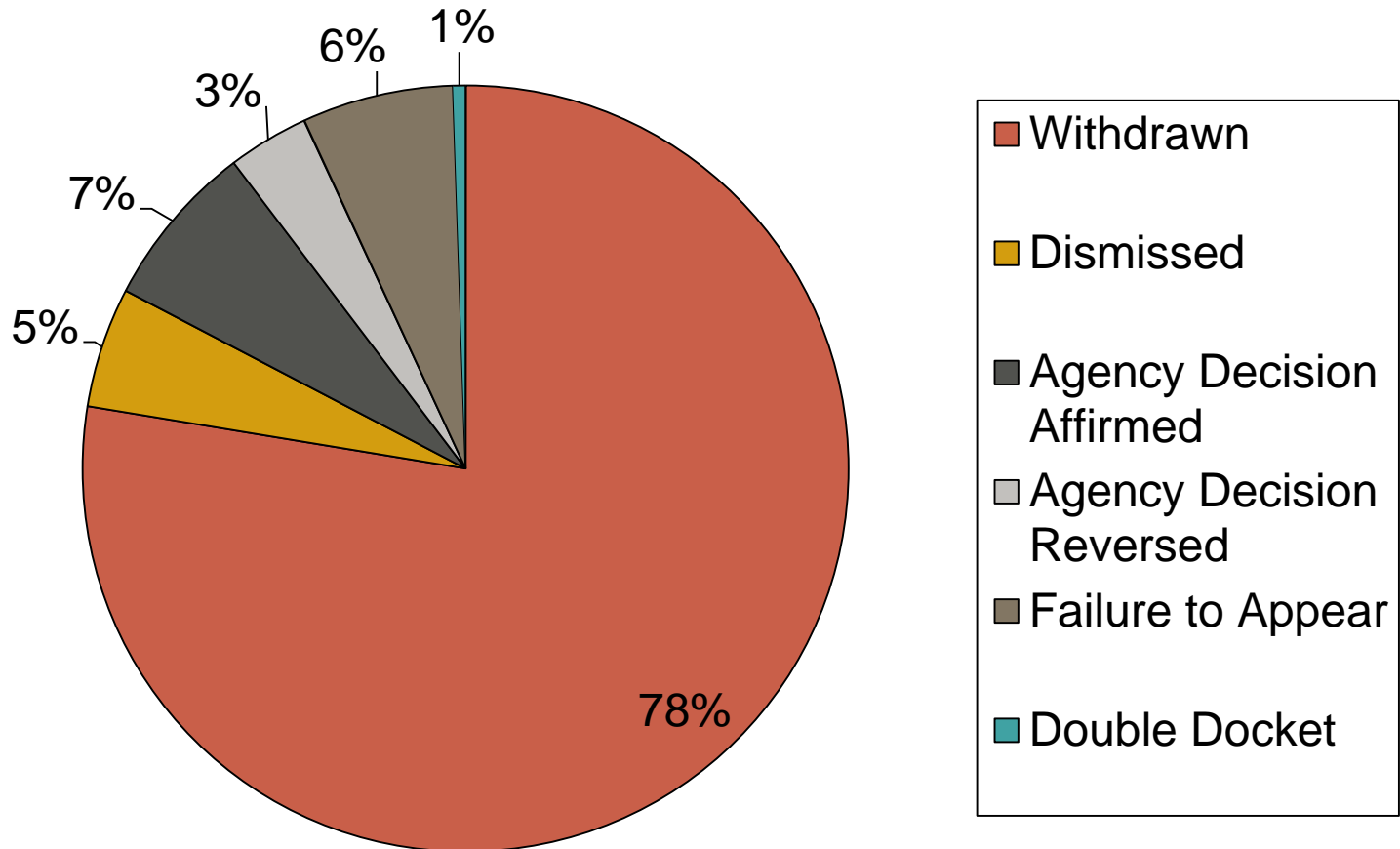
Note: 1 GB of data is equivalent to 10,000 documents and 200 hours of staff time to review and produce.

MNsure

Data Request Sources
October 2013 – June 2014

Type of Closed Appeals

Pie chart legend:
- Withdrawn
- Dismissed
- Agency Decision Affirmed
- Agency Decision Reversed
- Failure to Appear
- Double Docket

Pie chart values: 78%, 5%, 7%, 3%, 6%, 1%
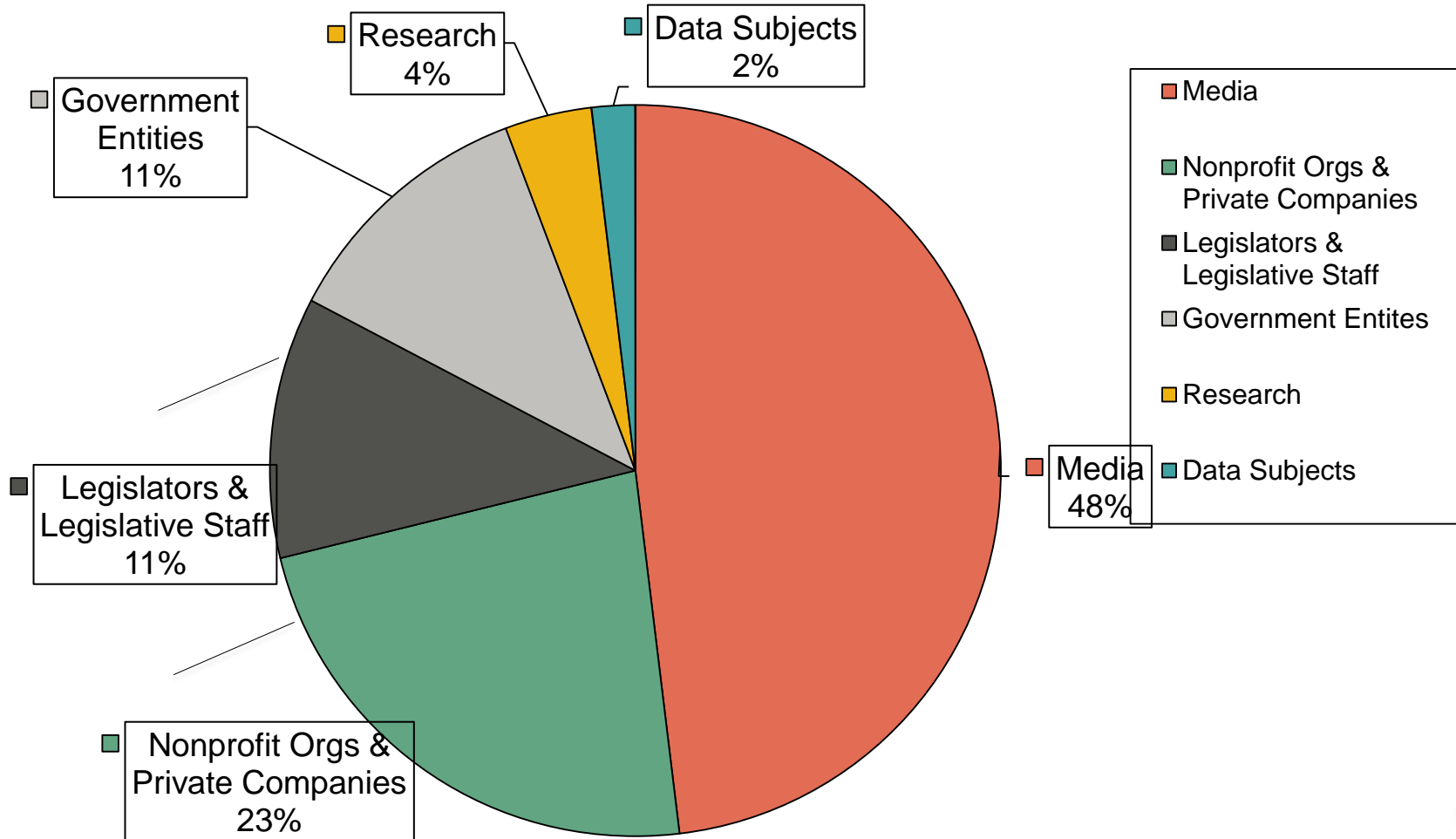
Note: A double docket occurs when 2 files and docket numbers are assigned to the same appeal

MNsure