



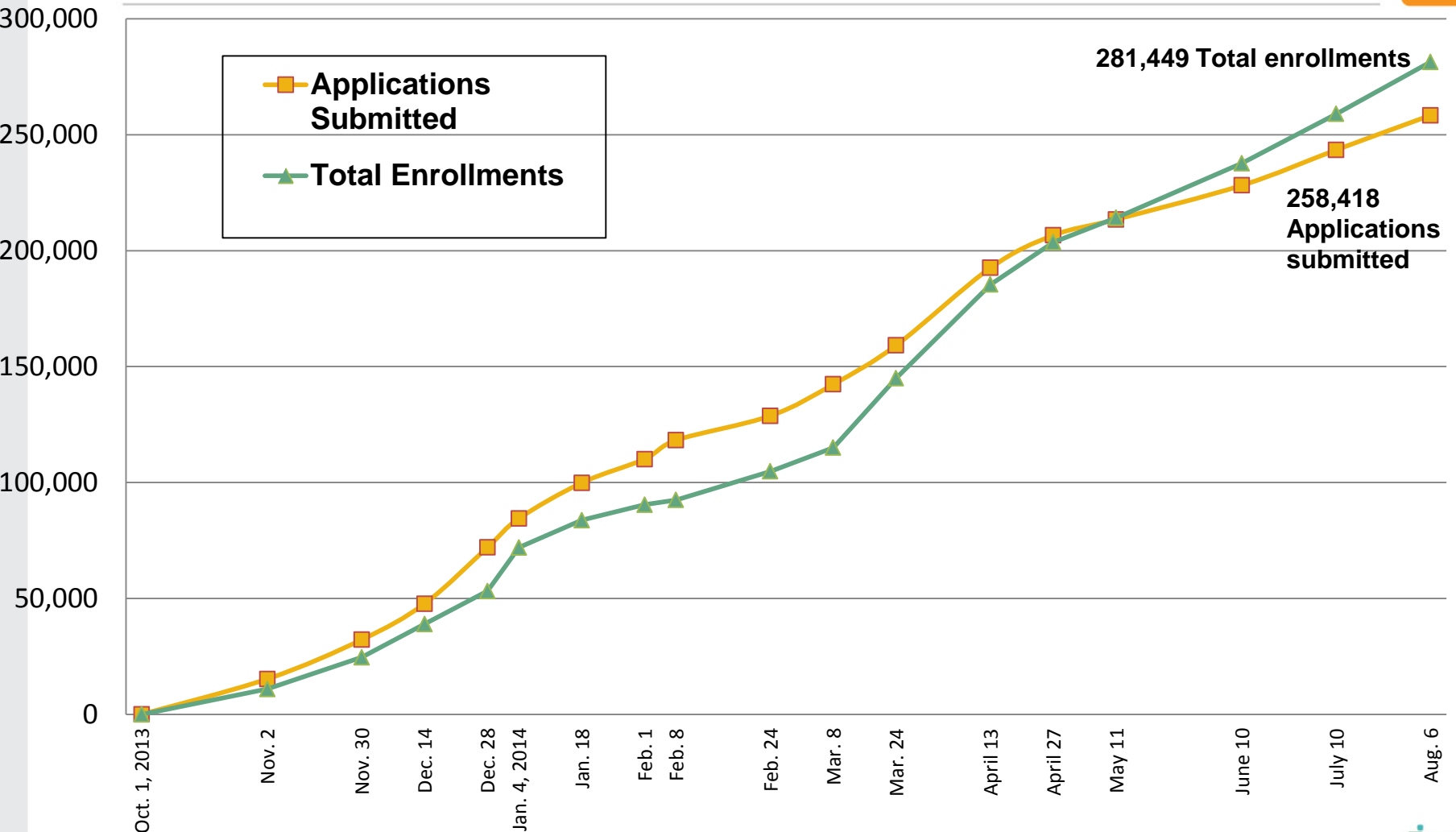
MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

August 13, 2014



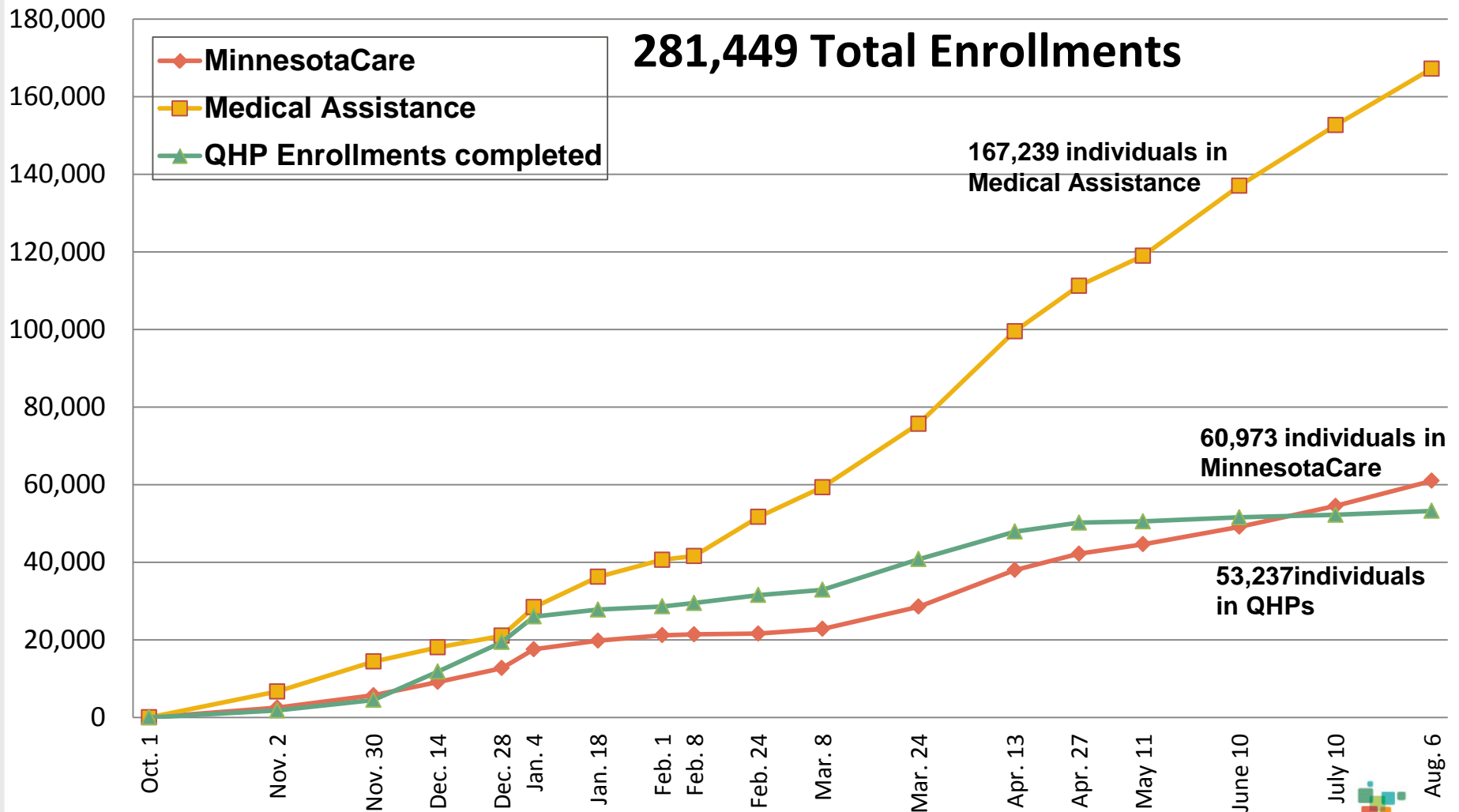
Applications and Enrollment through MNsure – August 6, 2014



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

Enrollments by Program

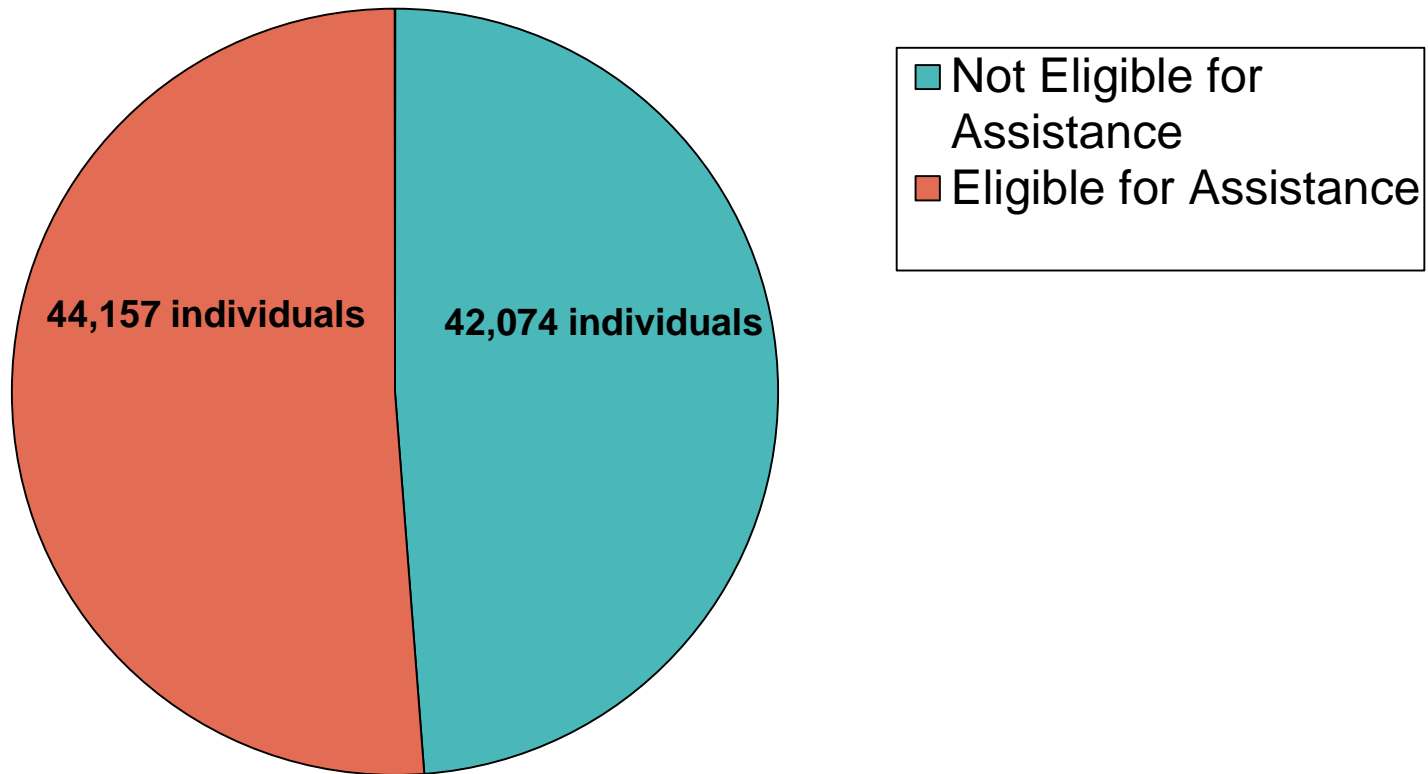
August 6, 2014



Eligibility of QHP Applicants

August 6, 2014

Number of *QHP eligible applicants* applying for assistance



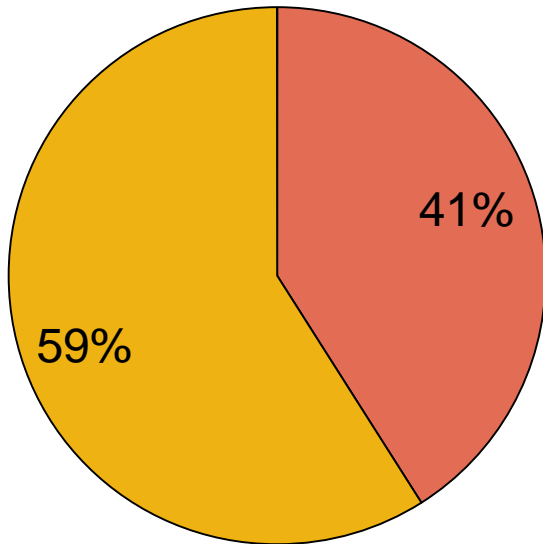
Notes: 79,308 persons applied for assistance.

These numbers reflect eligible applicants applying for assistance since October 1, 2013.

Enrollees Receiving Subsidies

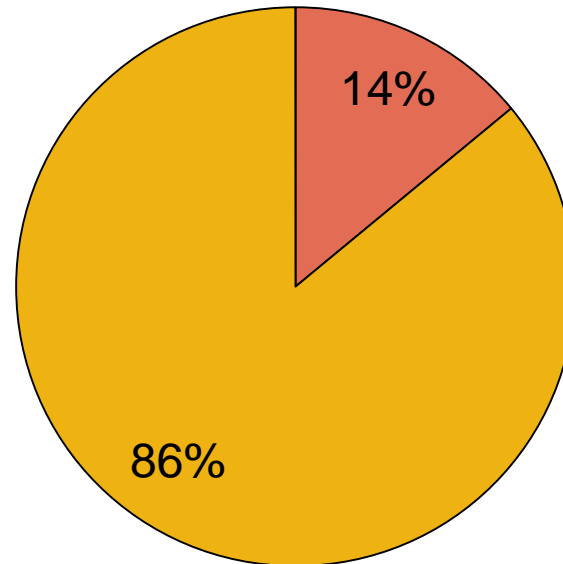
APTC subsidies

- Enrollees with APTC
- Enrollees without APTC



CSR subsidies

- Enrollees with CSR
- Enrollees without CSR



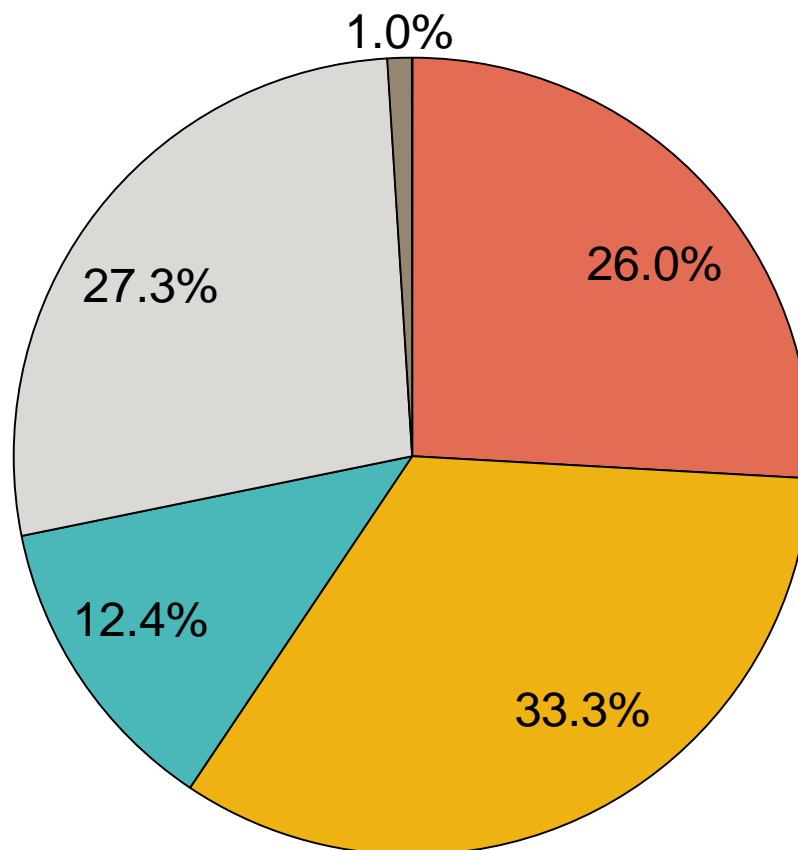
Note: We used the most recent files submitted by the carriers which reflect June enrollment information.

Individual Market: Metal Levels

August 6, 2014

Actual Metal Level Selection

■ Bronze ■ Silver ■ Gold ■ Platinum ■ Catastrophic

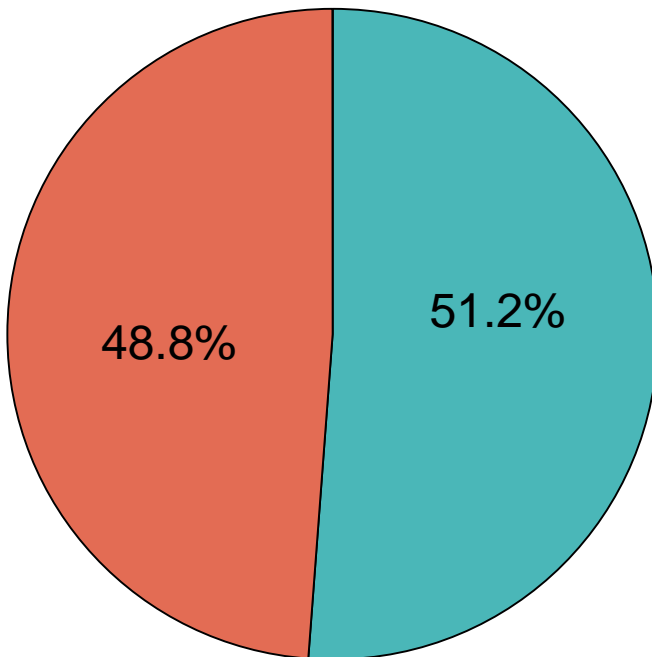


Individual Market: QHP Enrollee Demographics

August 6, 2014

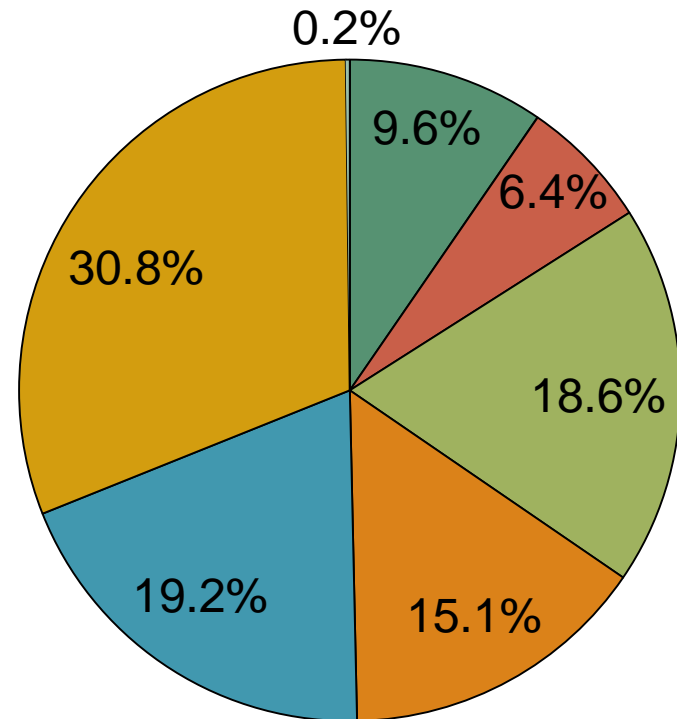
Gender in QHPs

■ Female ■ Male



Age of Enrollees

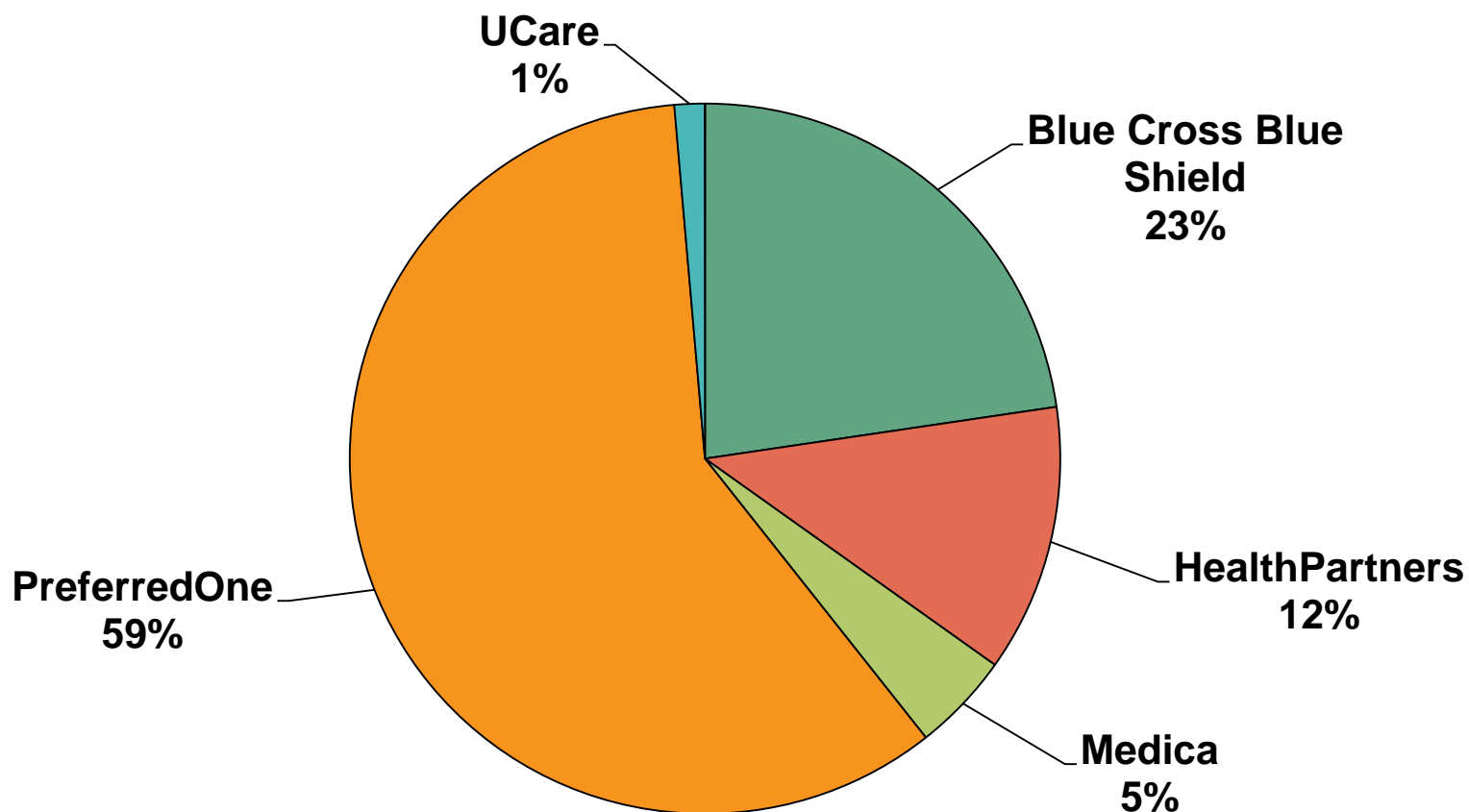
■ <18 ■ 18-25 ■ 26-34 ■ 35-44
■ 45-54 ■ 55-64 ■ 65+



Individual Market: Enrollees by Carrier

August 6, 2014

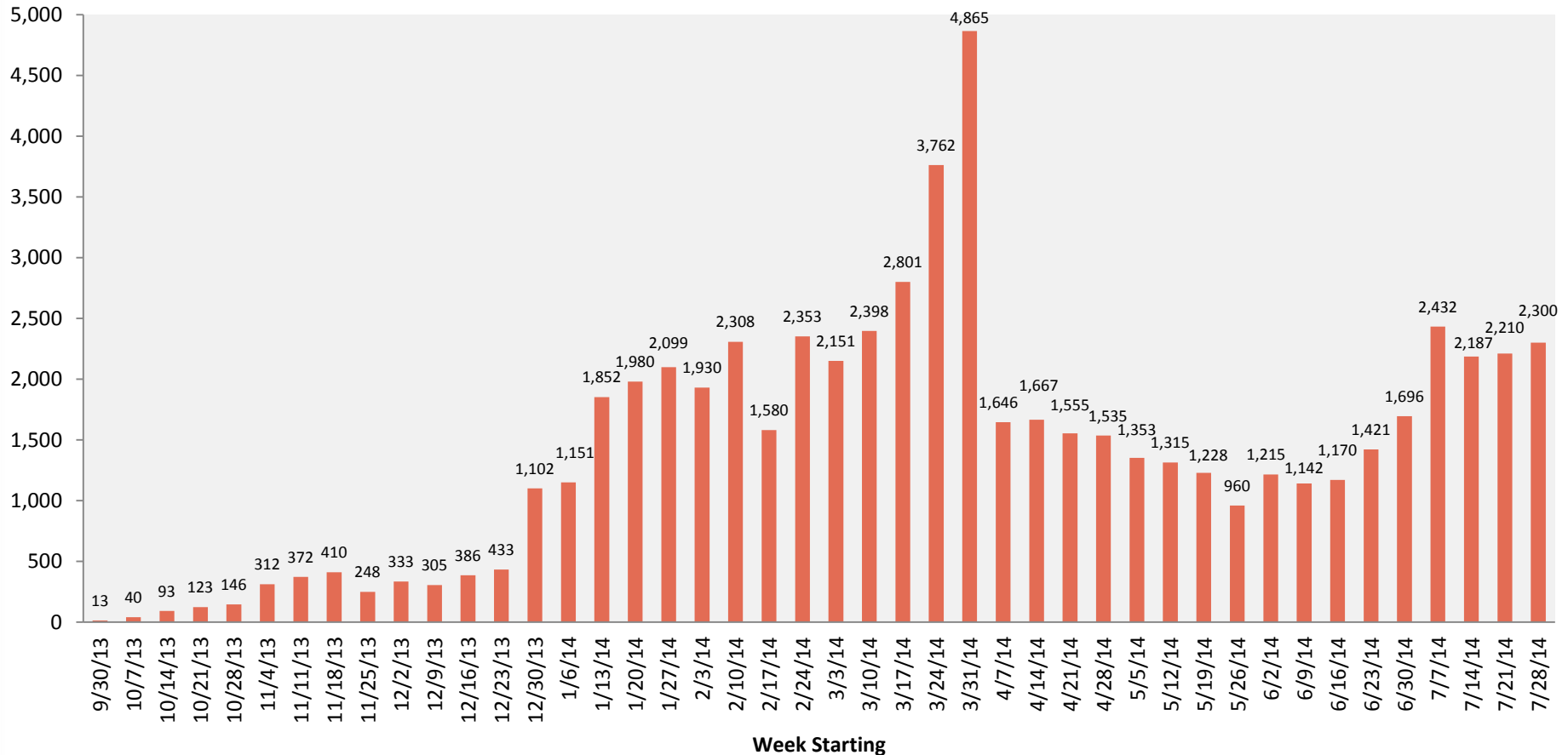
Percent of Enrollees by Carrier



MNsure Paper Applications

October 1, 2013 – August 1, 2014

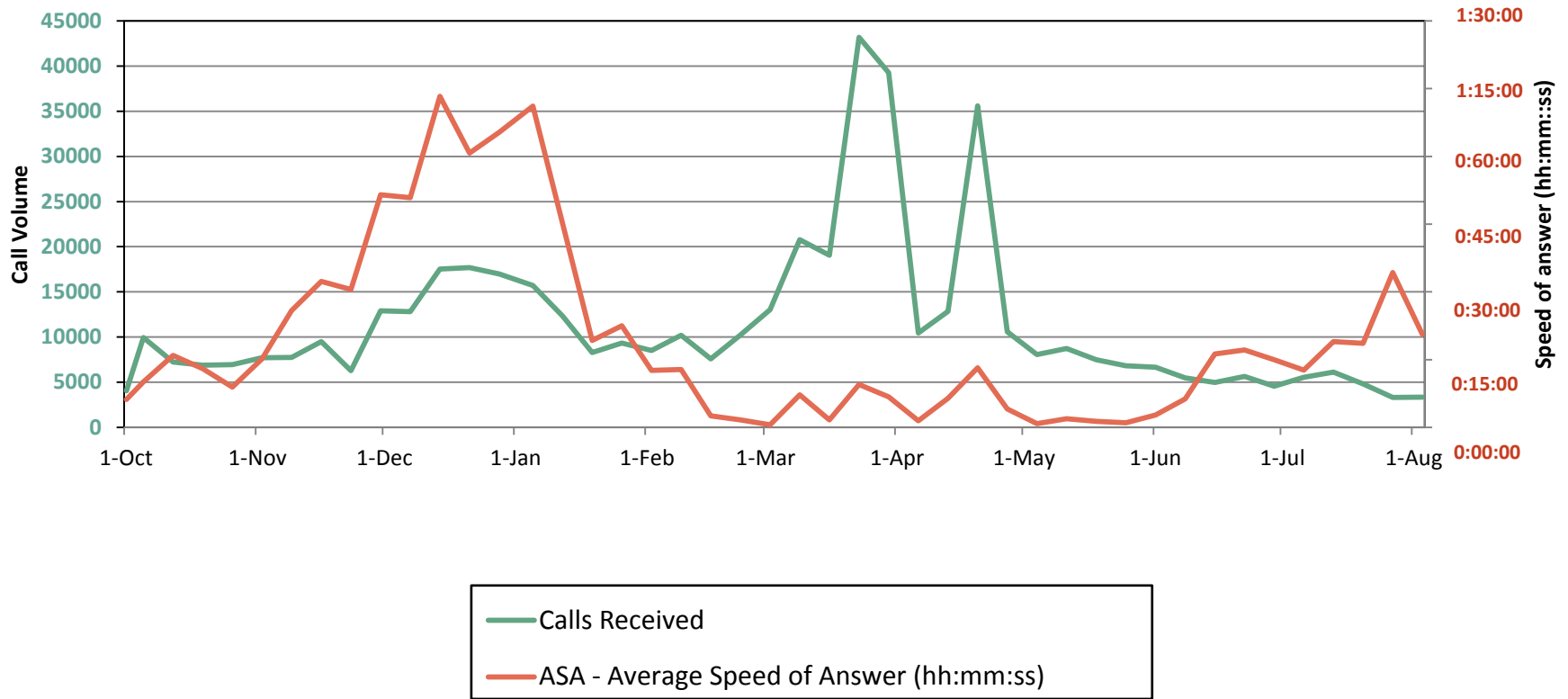
MNsure Paper Applications Received: 10/1/13 - 8/1/14



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

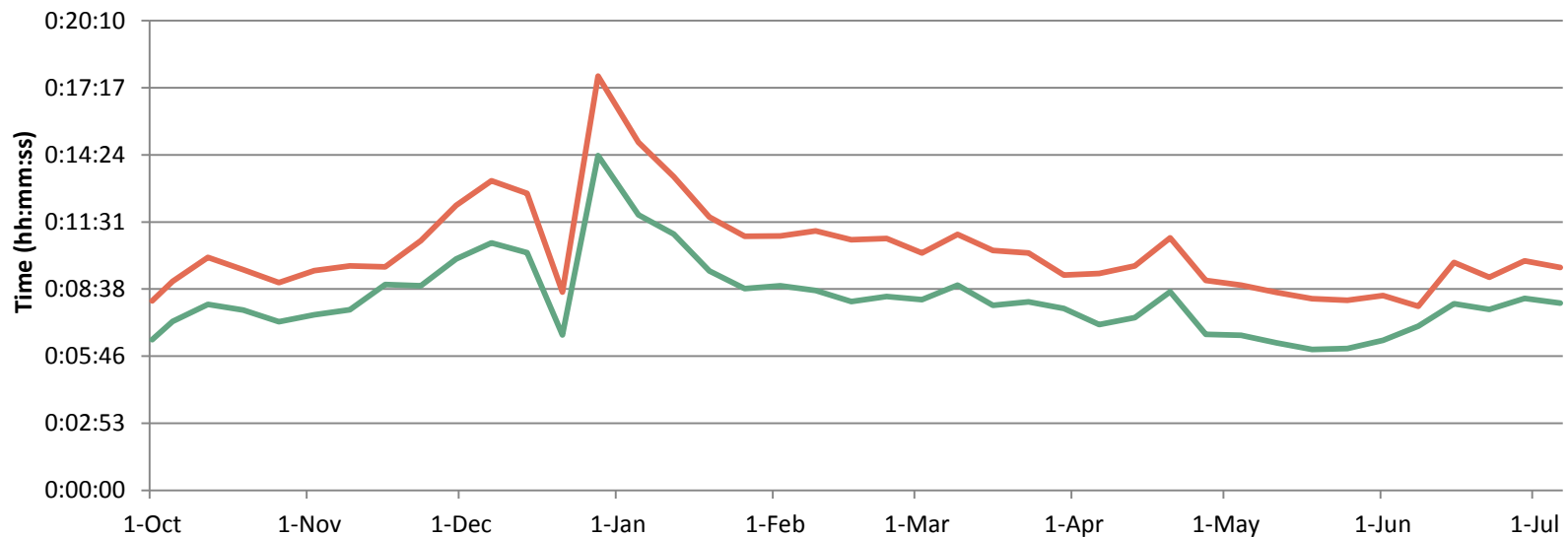
Call Center – Average Wait Time/ASA

MNsure Contact Center Call Volume/ASA Oct 1, 2013 - July 31, 2014



Call Center – Resolution and Talk Time

Call Center Resolution and Talk Time Oct 1, 2013 - July 31, 2014

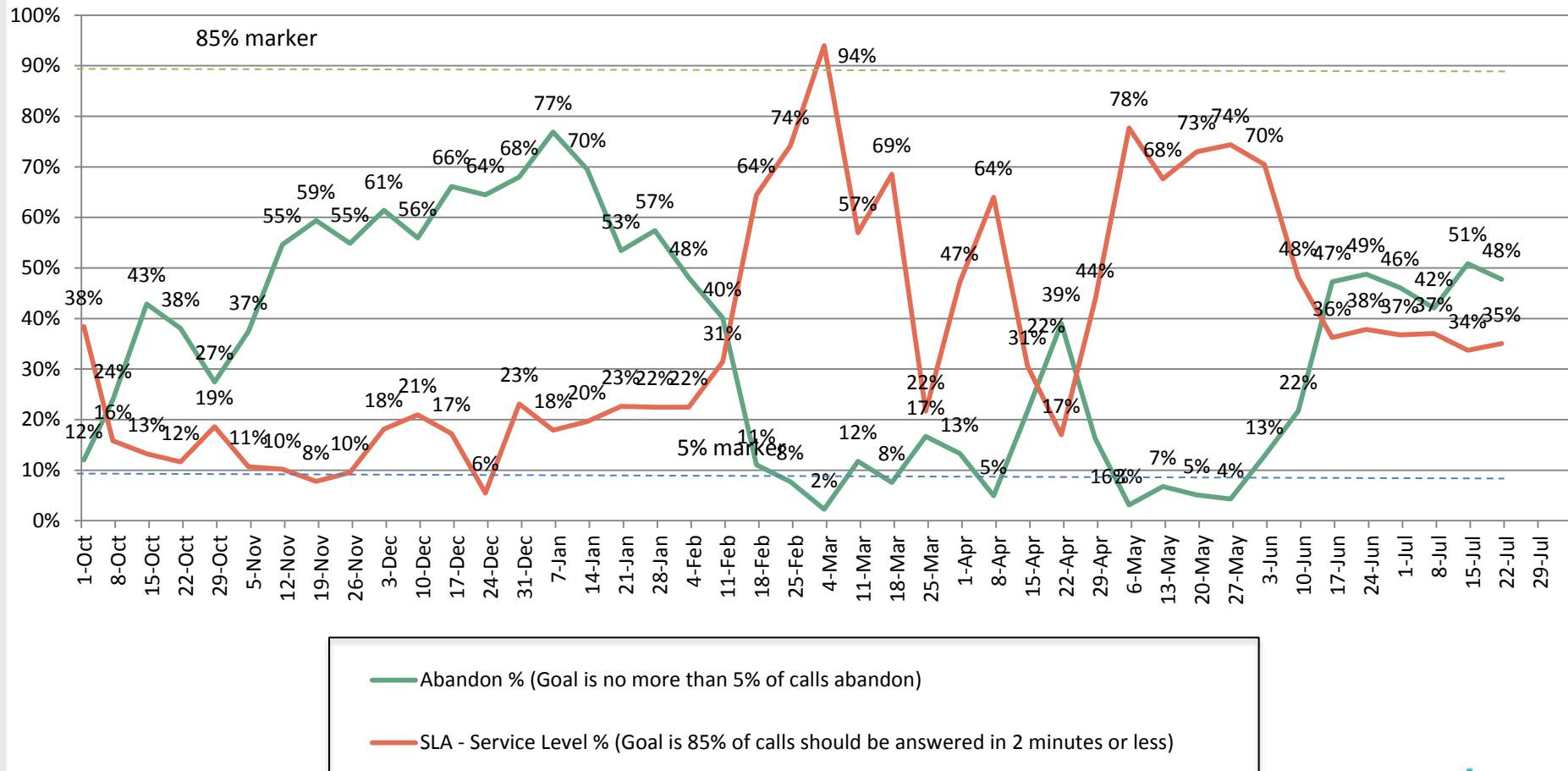


— Talk Time (Avg) Time spent on phone with caller

— 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 31, 2014



Call Center – First Call Resolution

October 2013 – July 2014 (slide 1 of 2)

<i>First Call Resolution</i>	To Date	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Total Cases	257,216	18,199	13,896	16,906	17,139	27,993	65,790	36,837	25,989	18,281	16,186
Average # calendar days to resolve (3 days is standard)	2.88	3.03	4.85	2.59	3.01	4.50	2.49	1.76	1.46	1.55	2.89

For July:

Cases currently open – 1,584

Average Age of open cases is 14 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

Call Center – First Call Resolution

October 2013 – July 2014 (slide 2 of 2)

<i>First Call Resolution</i>	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	13,047
% 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%	80.61%

For July:

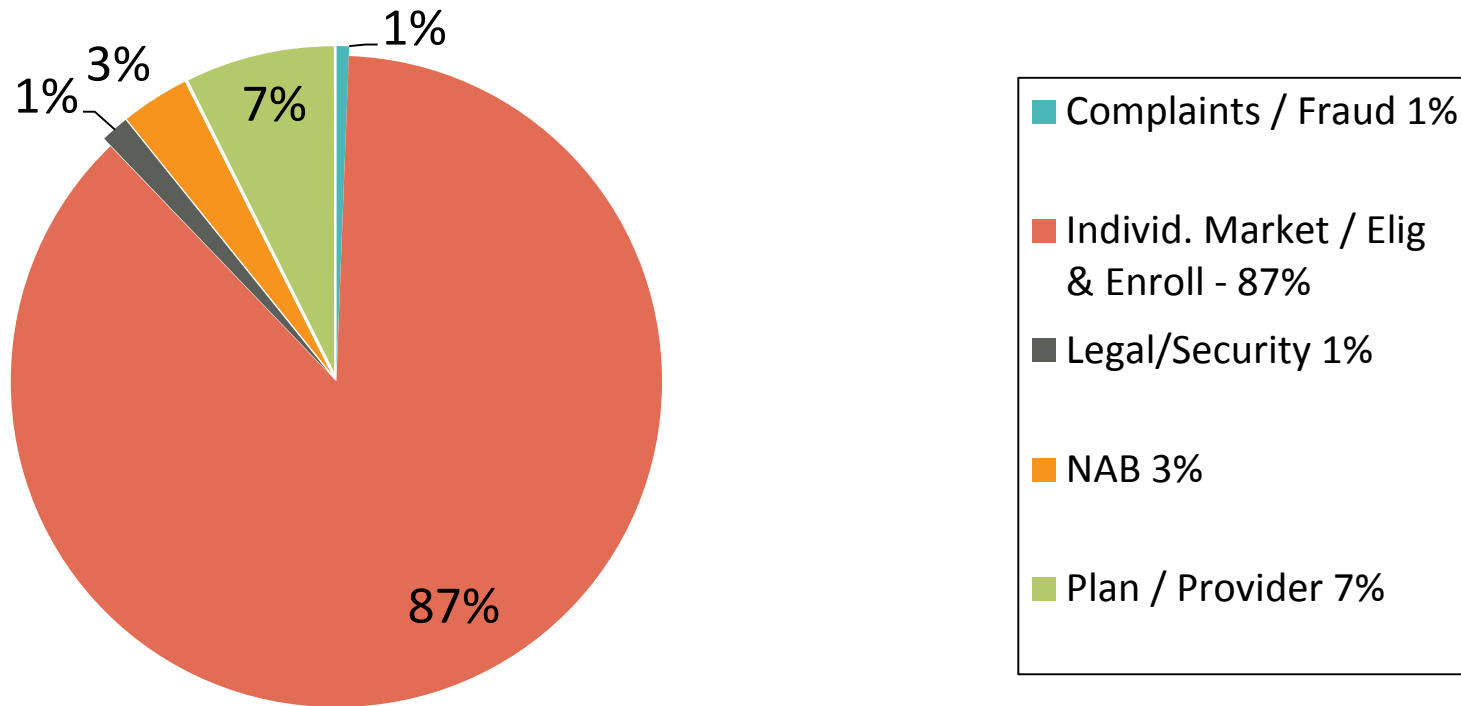
- 375 cases were forwarded on to Tier III Teams: Plan and Provider, NAB, Eligibility and Enrollment, Special Enrollment Period, Finance, etc.)
- 63 cases were escalated to Supervisors within the Call Center
- 536 were internal to MNSure Call Center and needed more than 4 hours to resolve

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.

81% of cases were resolved within 4 hours - 94% resolution was possible.

Call Center – Escalated Calls

July, 2014

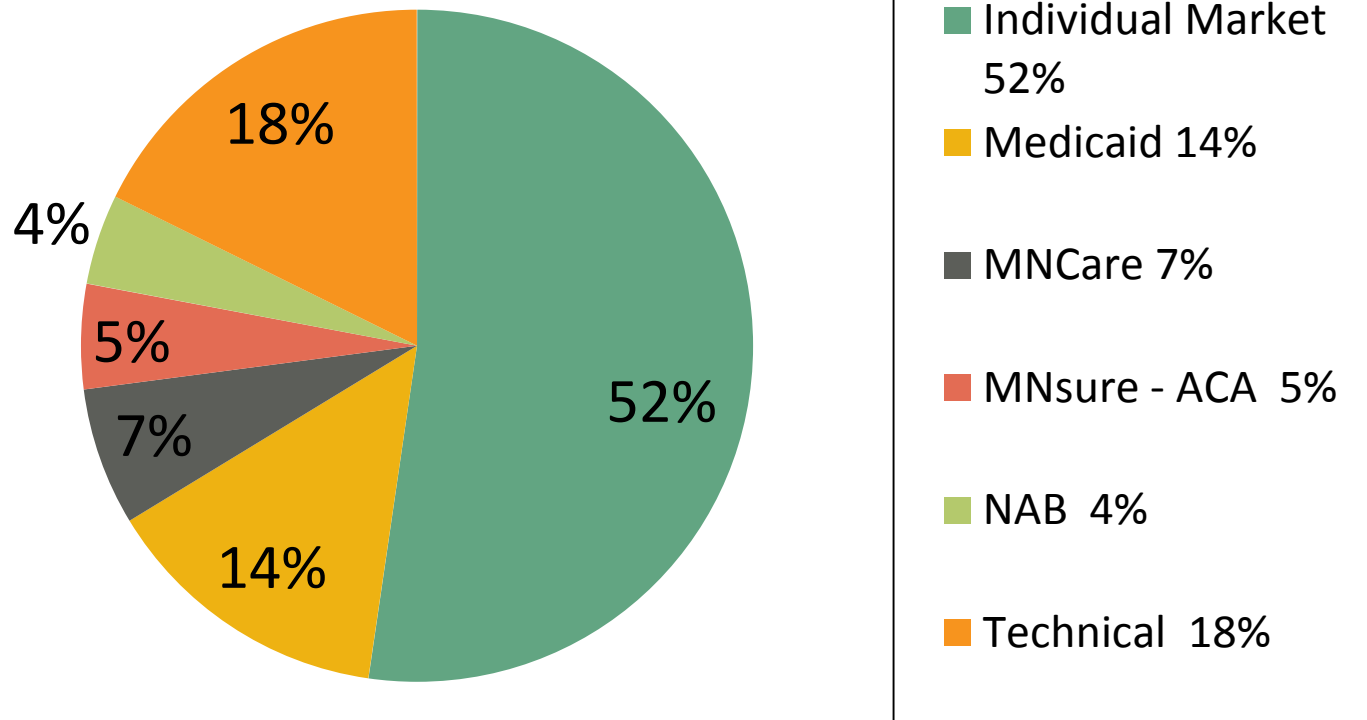


Top Reasons for Calls to be Escalated:

- Caller reporting income change 16%
- Caller reporting loss of current health care coverage 14%
- Caller reporting multiple life event changes 7%
- Caller needs to update case/provider more information 6%
- Caller reporting tax filer status change 6%

Call Center – Top Categories of Calls Received July 2014

Top Call Categories



Call Center – Type of Calls Received (All callers) July 2014



Top Five Inquiries for all callers

1. Account help/Password reset – 12%
2. Application status/what is my status – 12%
3. Loss of health care coverage– 10%
4. Verification request/questions – 7%
5. General Application questions – 3%

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

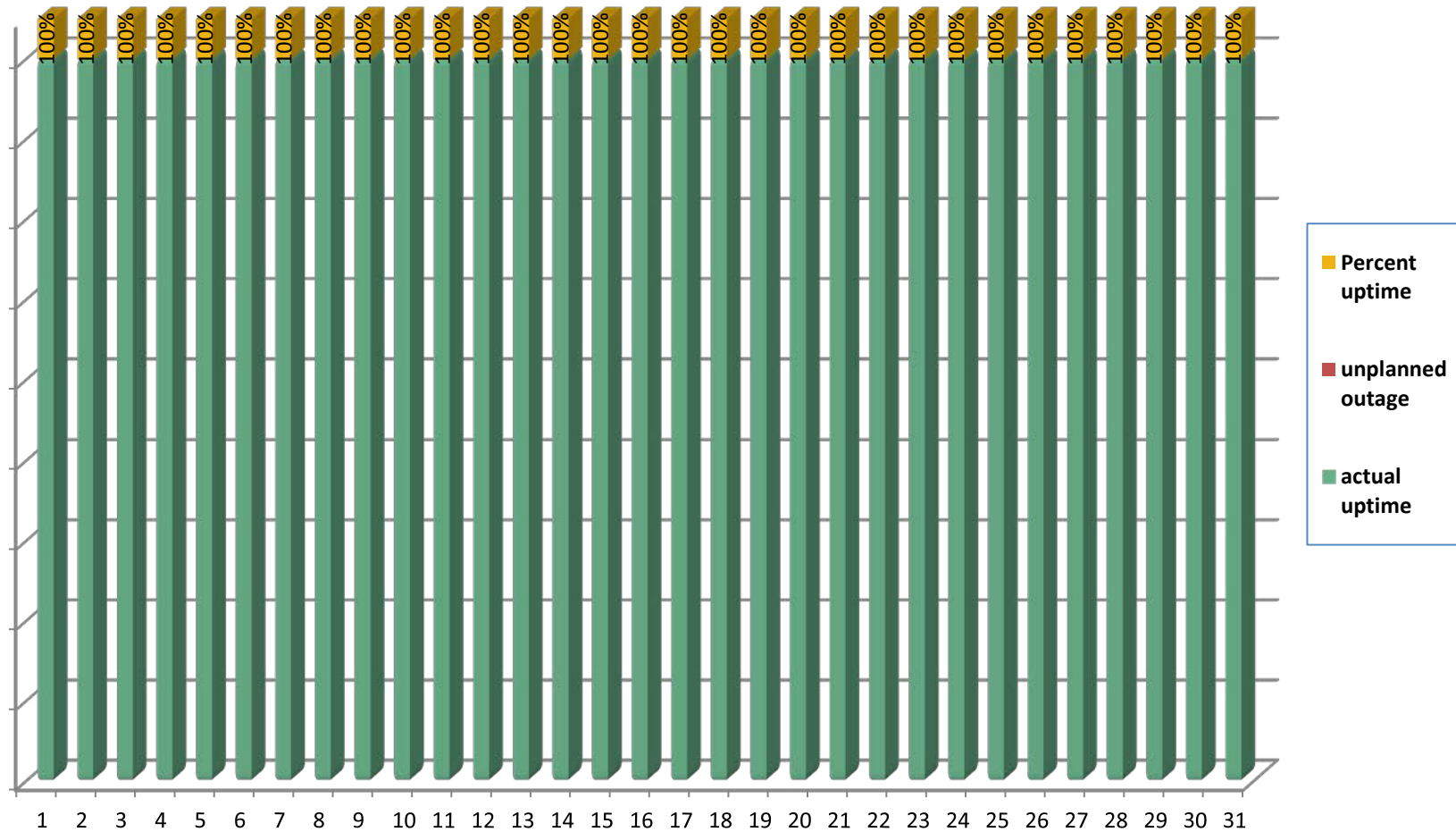


Top Inquiries

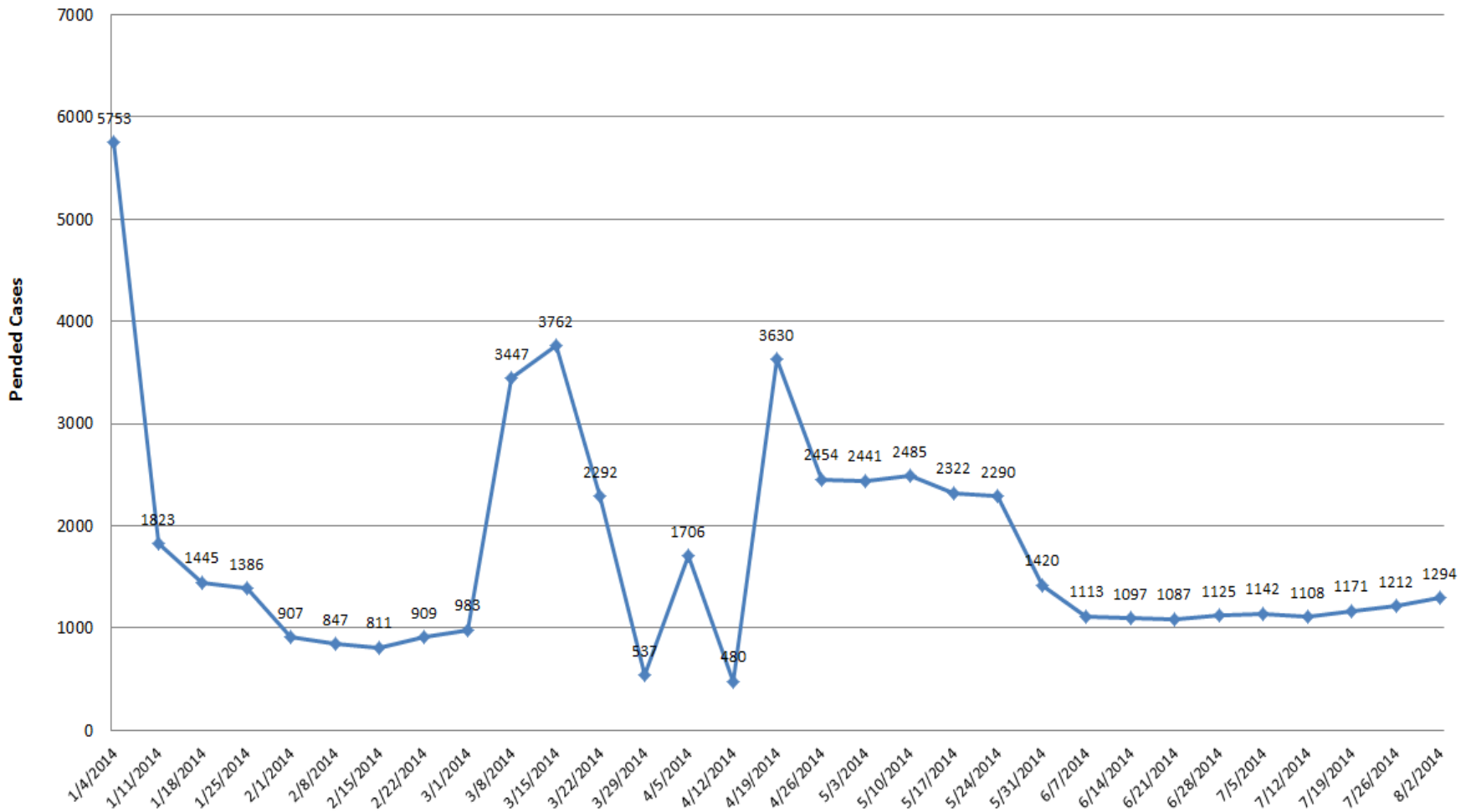
1. Case status request – 40%
2. Obtaining/completing an Agent of Record Form – 37%
3. Application status request – 8%
4. General question – 3%
5. Policy question – 3%

July 1 through July 31, 2014

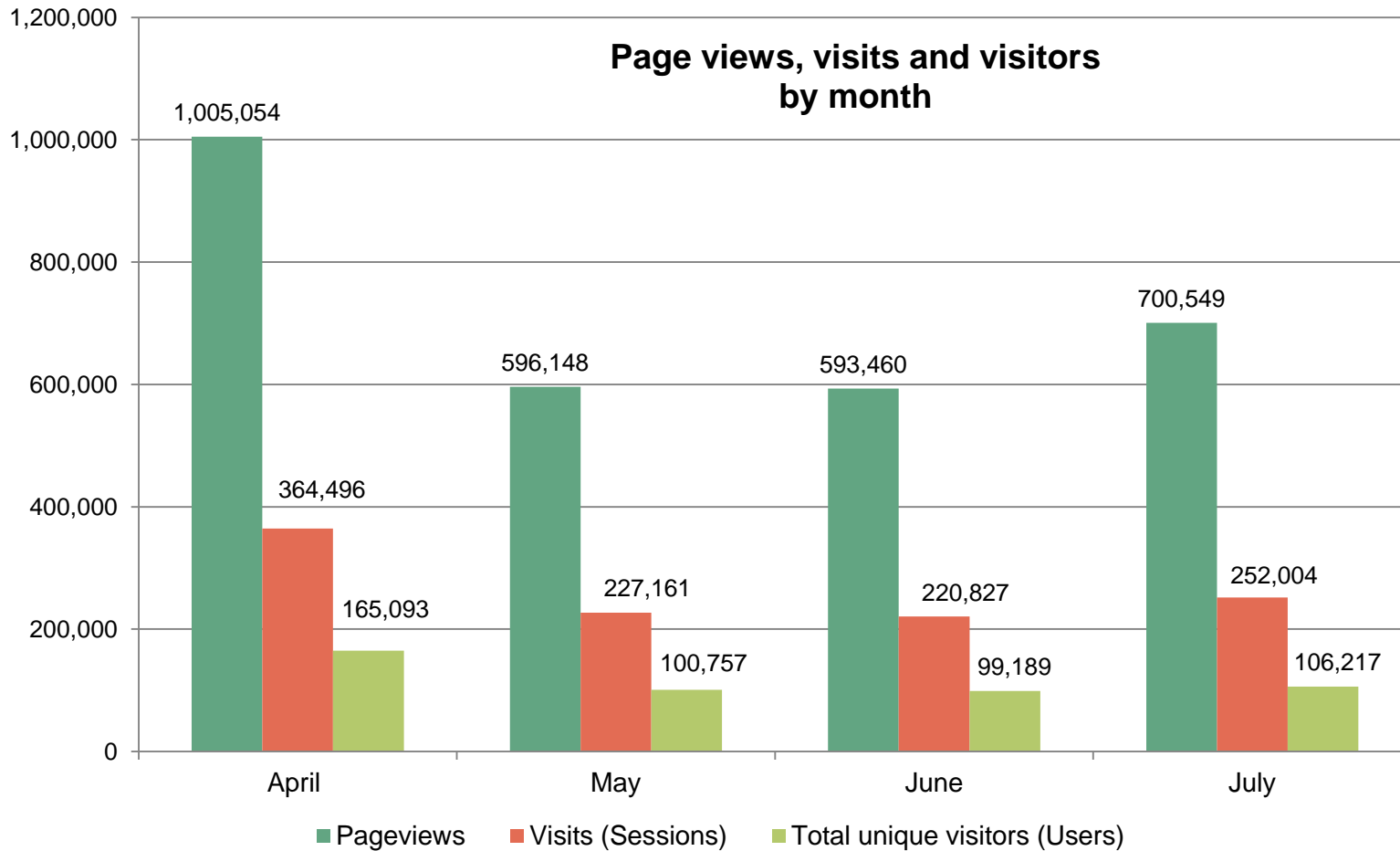
MNsure Uptime



Pended Cases in Eligibility Determination through August 2, 2014

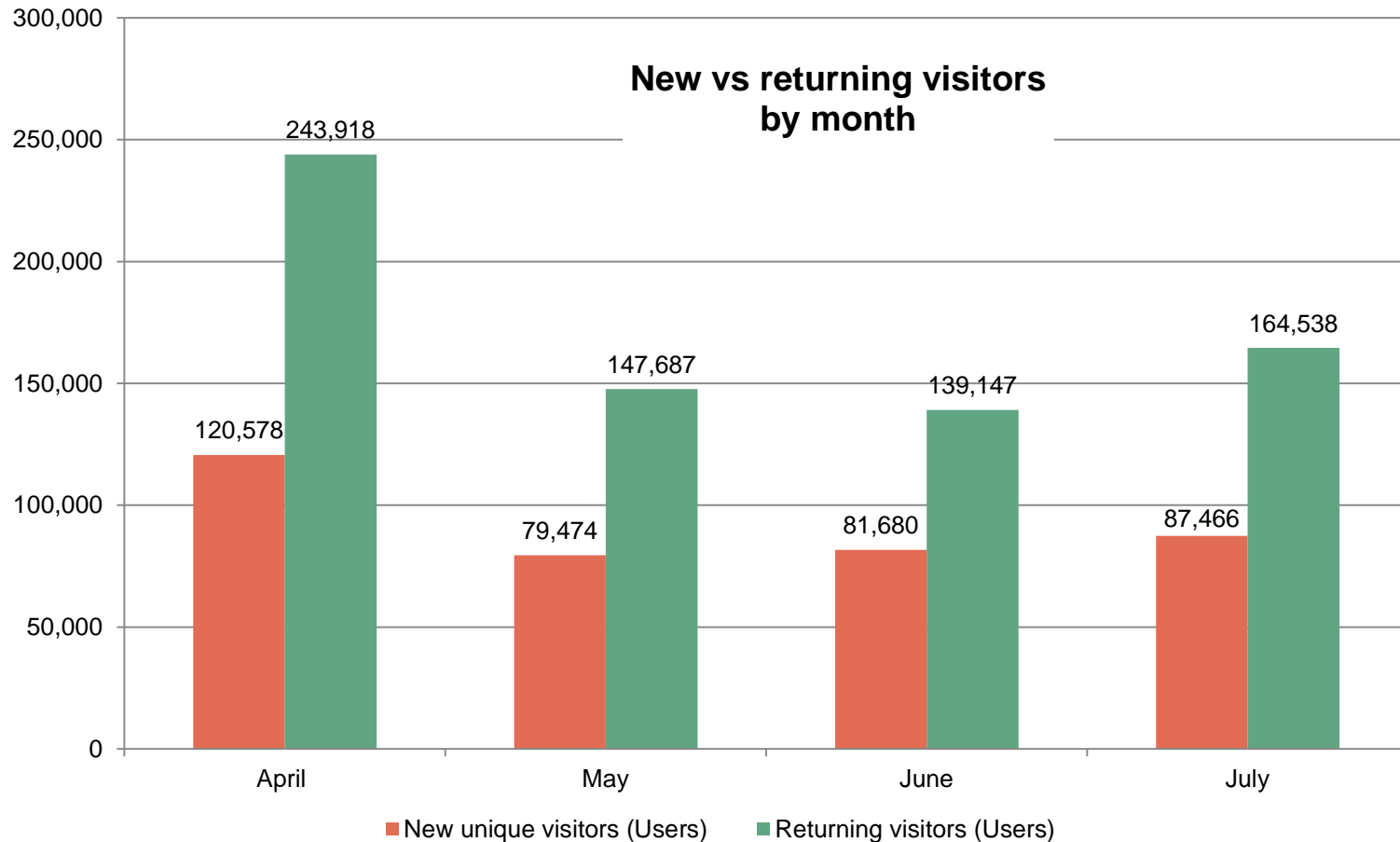


Public Website Metrics



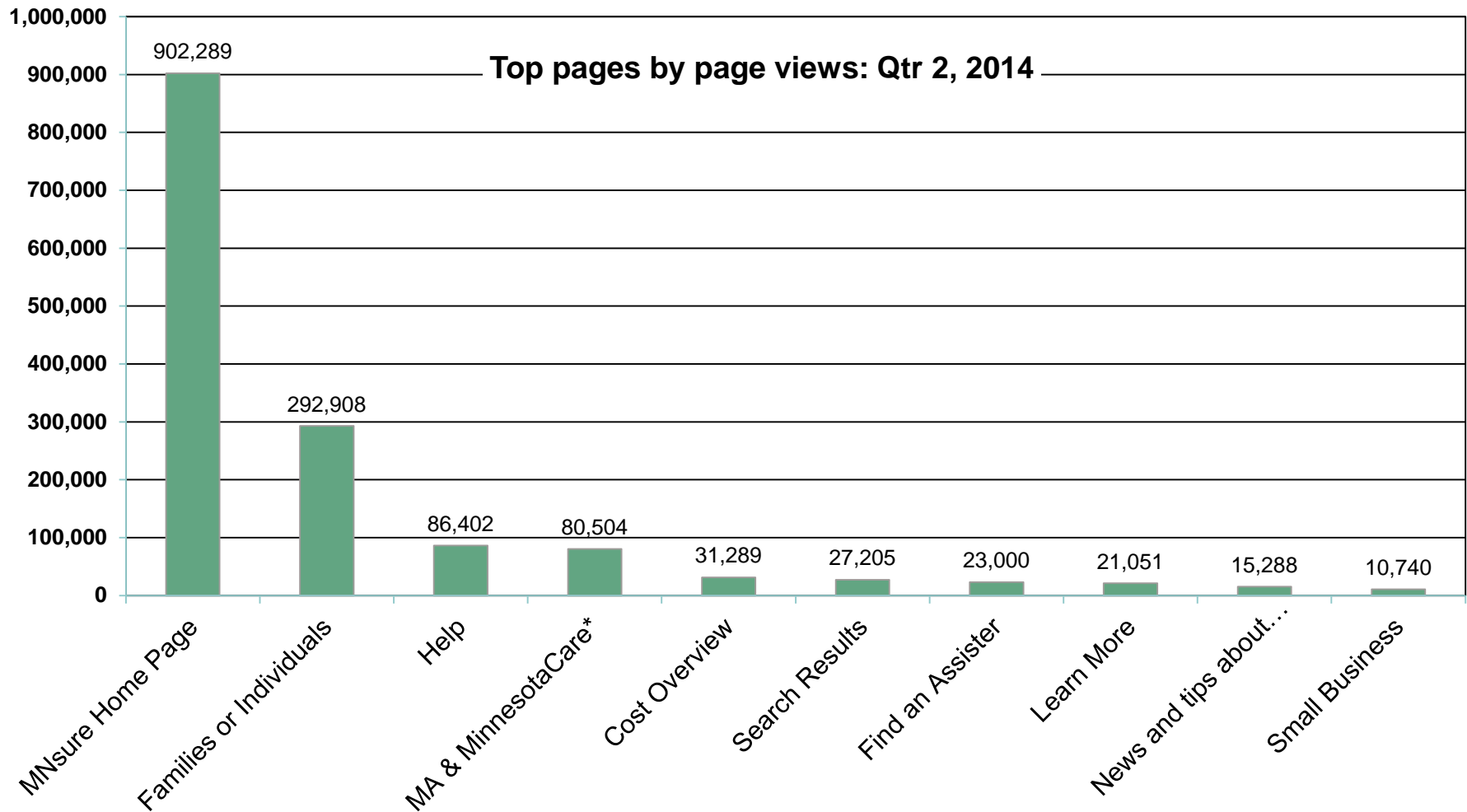
The public website does not include anonymous shopping or marketplace system pages.

Public Website Metrics: Unique Visitors



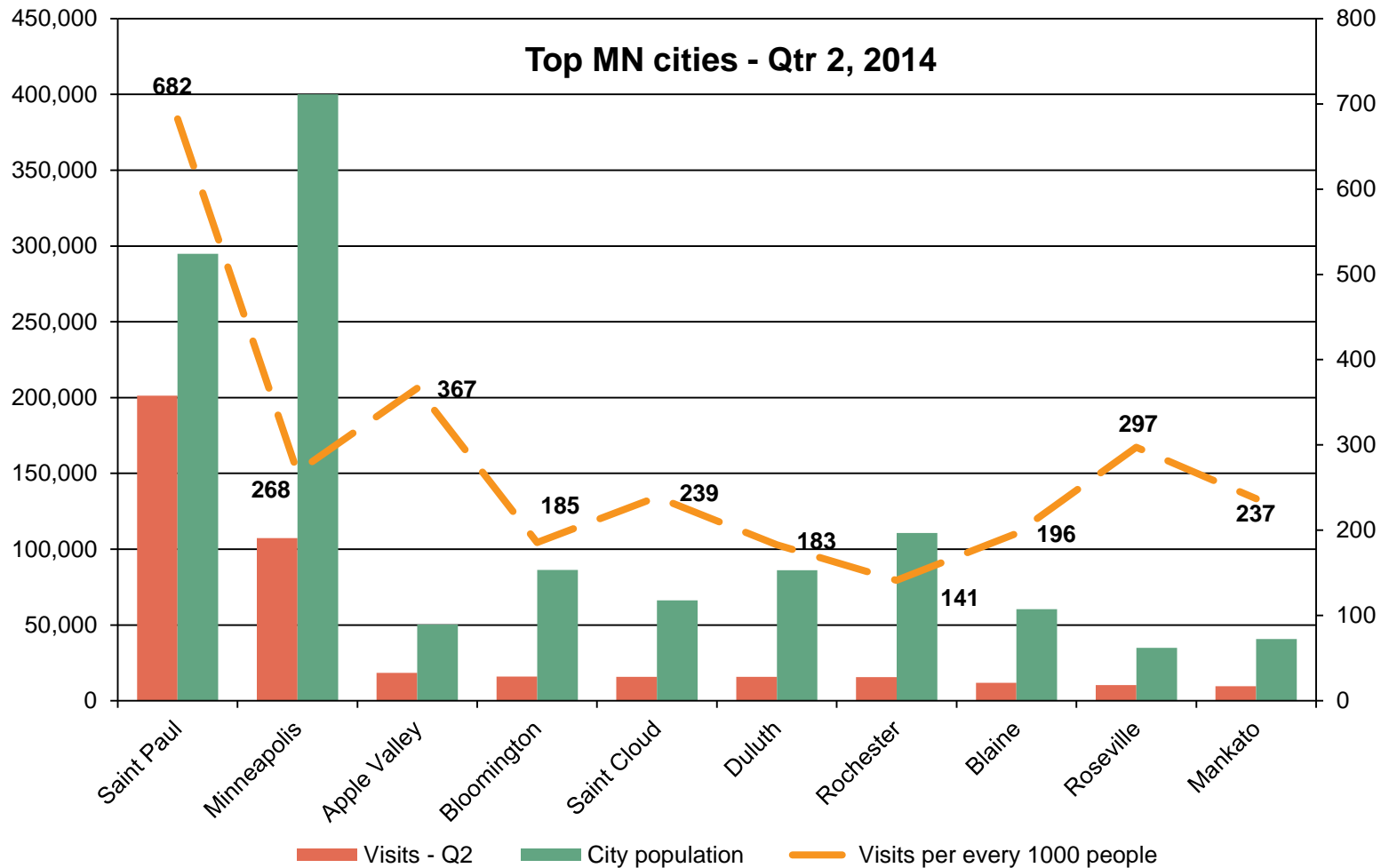
The public website does not include anonymous shopping or marketplace system pages.

Public Website Metrics: Top Pages

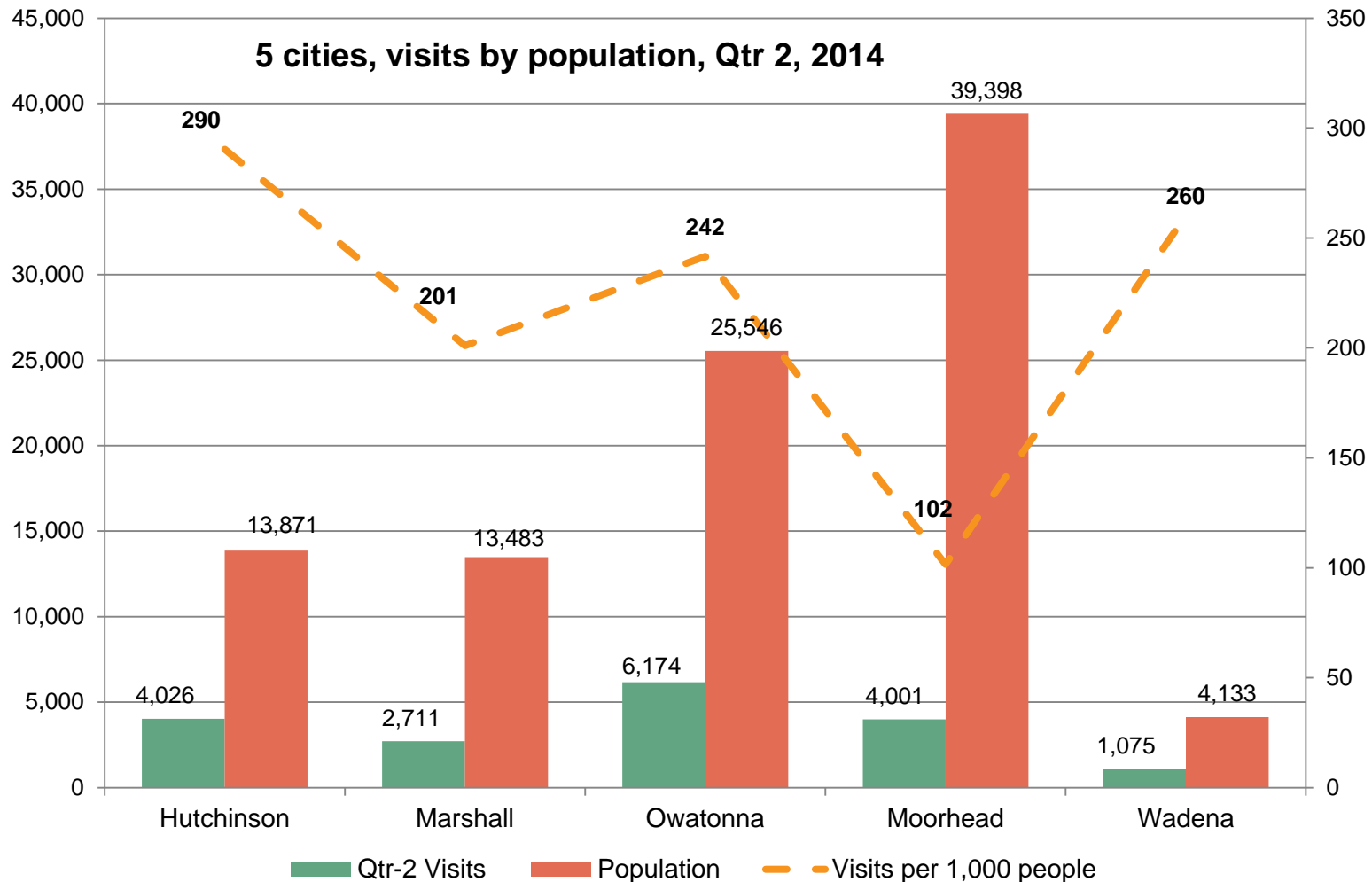


**Combined count for three pages that contain the same content on MA & MinnesotaCare.
Does not include error/notification pages launched by marketplace system pages.
(The public website does not include anonymous shopping or marketplace system pages.)*

Public Website Metrics: Top Cities

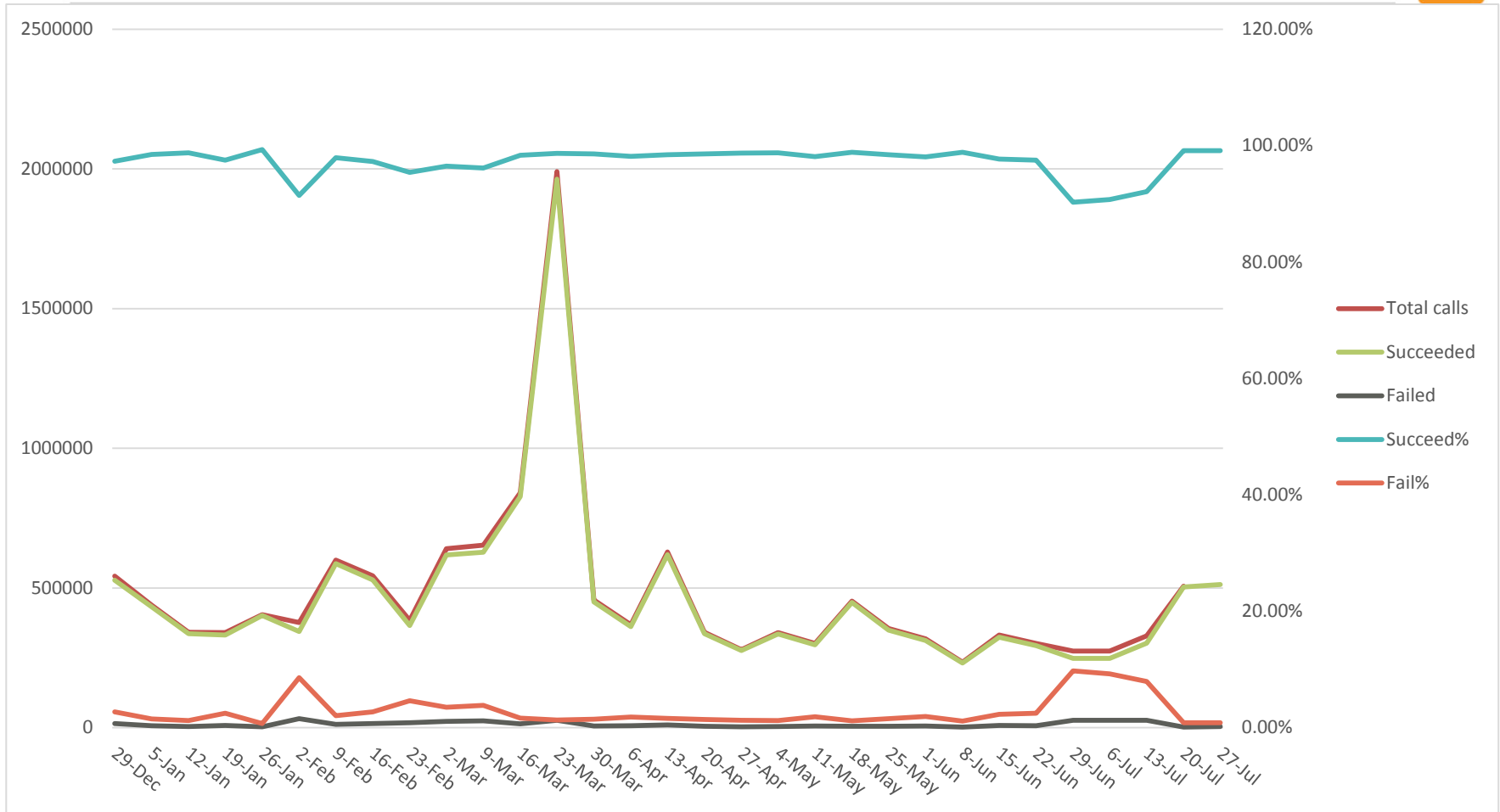


Public Website Metrics: 5 Greater Minnesota Cities



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

Error Rates for MNsure Marketplace

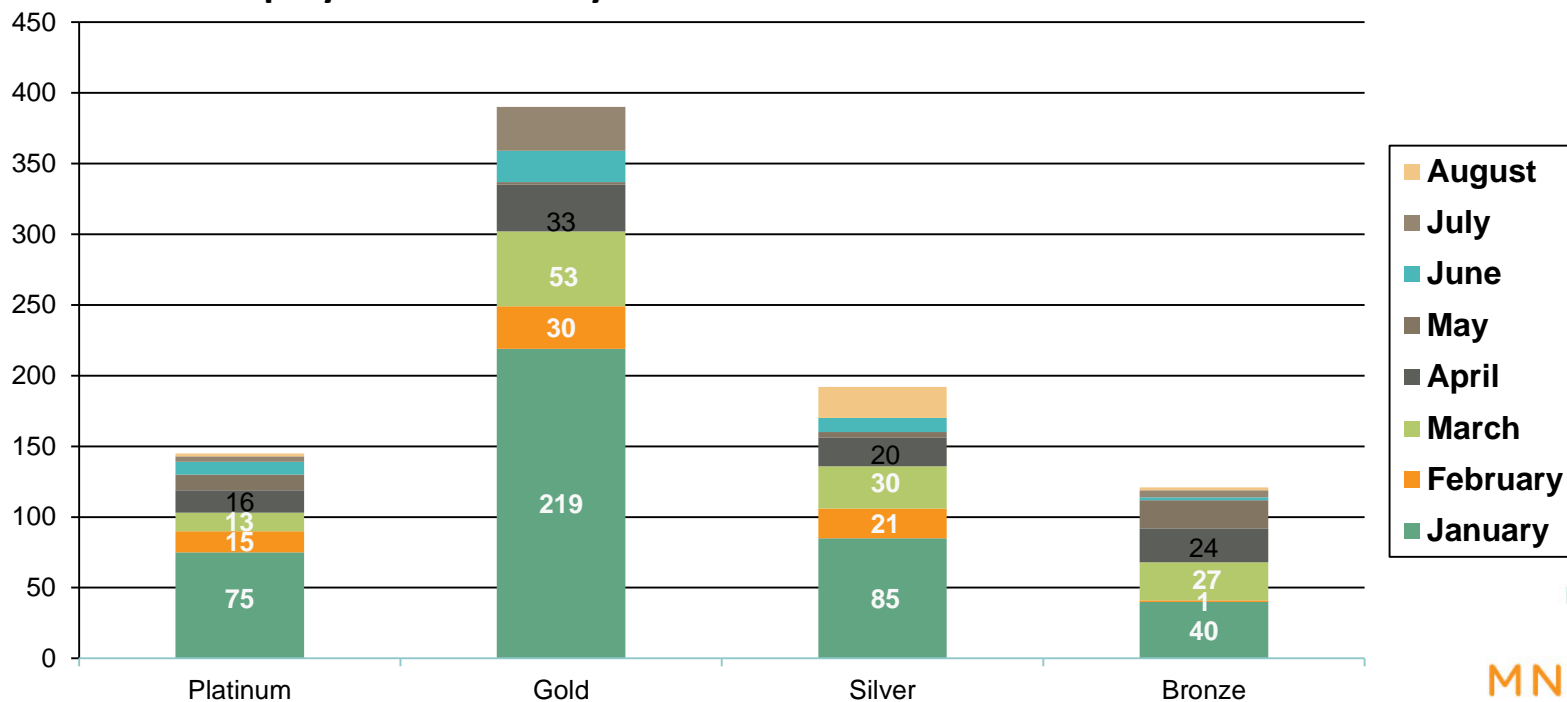


SHOP

Employer Enrollment by Group Size

Employer Size	January	February	March	April	May	June	July	August	Total
1-5	60	16	14	13	3	3	3	4	116
6-10	18	3	4	3	2	1	3	1	35
11-24	7	0	4	2	2	4	1	1	21
25-50	2	0	0	0	0	0	0	0	2

Employees Enrolled by Metal Level

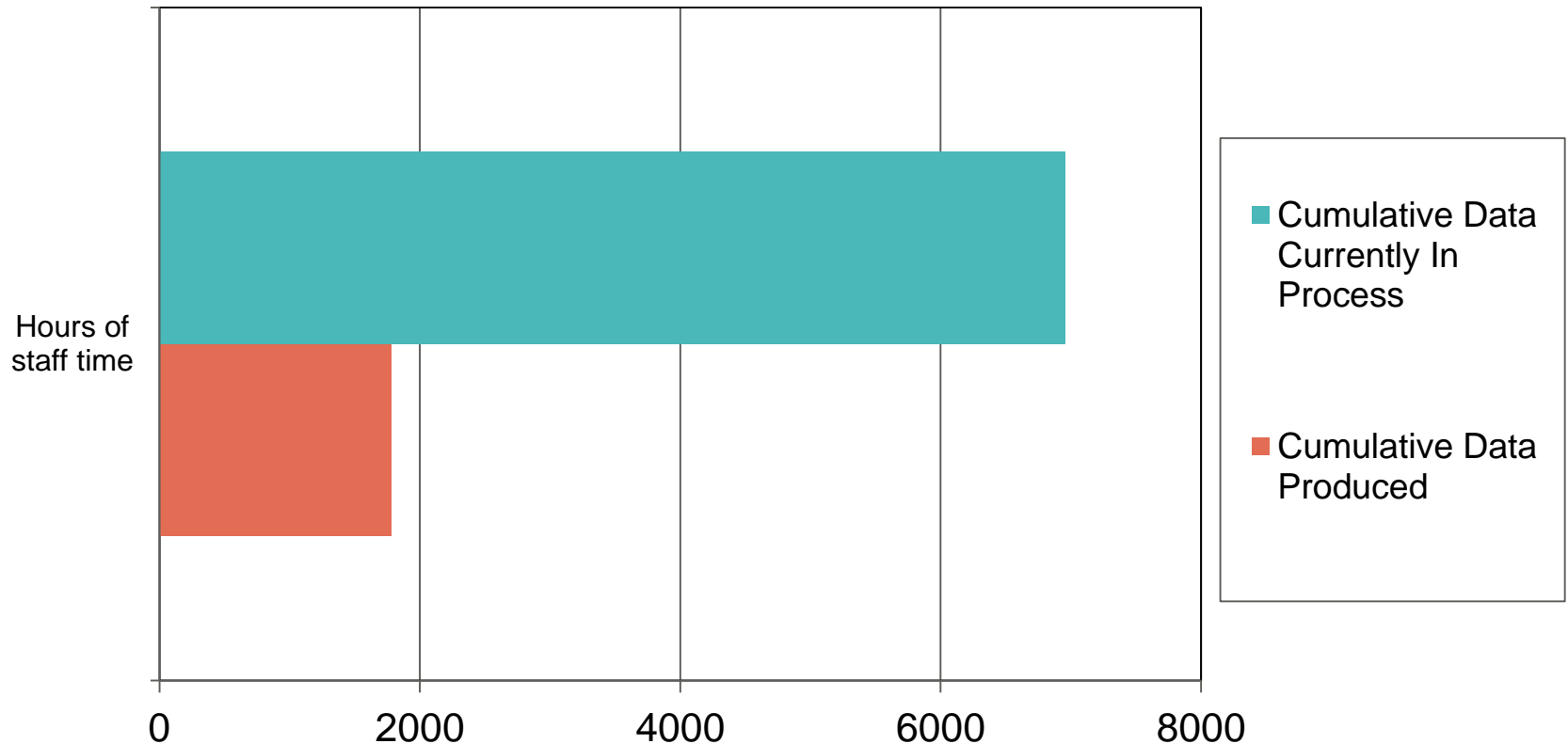




2014 Enrollment										
	January	February	March	April	May	June	July	August	Total	Projection
Employers Enrolled	87	19	22	18	7	8	8	6	175	1313
Employees on roster	667	101	221	134	64	65	46	45	1343	N/A
Employees enrolled	419	67	131	93	37	43	40	26	856	13,125

Contribution Levels by Employers										
Contribution Level	January	February	March	April	May	June	July	August	Total	
0-24%	7	0	1	0	1	0	0	1	10	
25% - 49%	1	0	0	0	0	0	0	0	1	
50% - 74%	35	8	17	8	5	4	5	3	85	
75% - 100%	70	11	10	10	3	6	4	2	116	

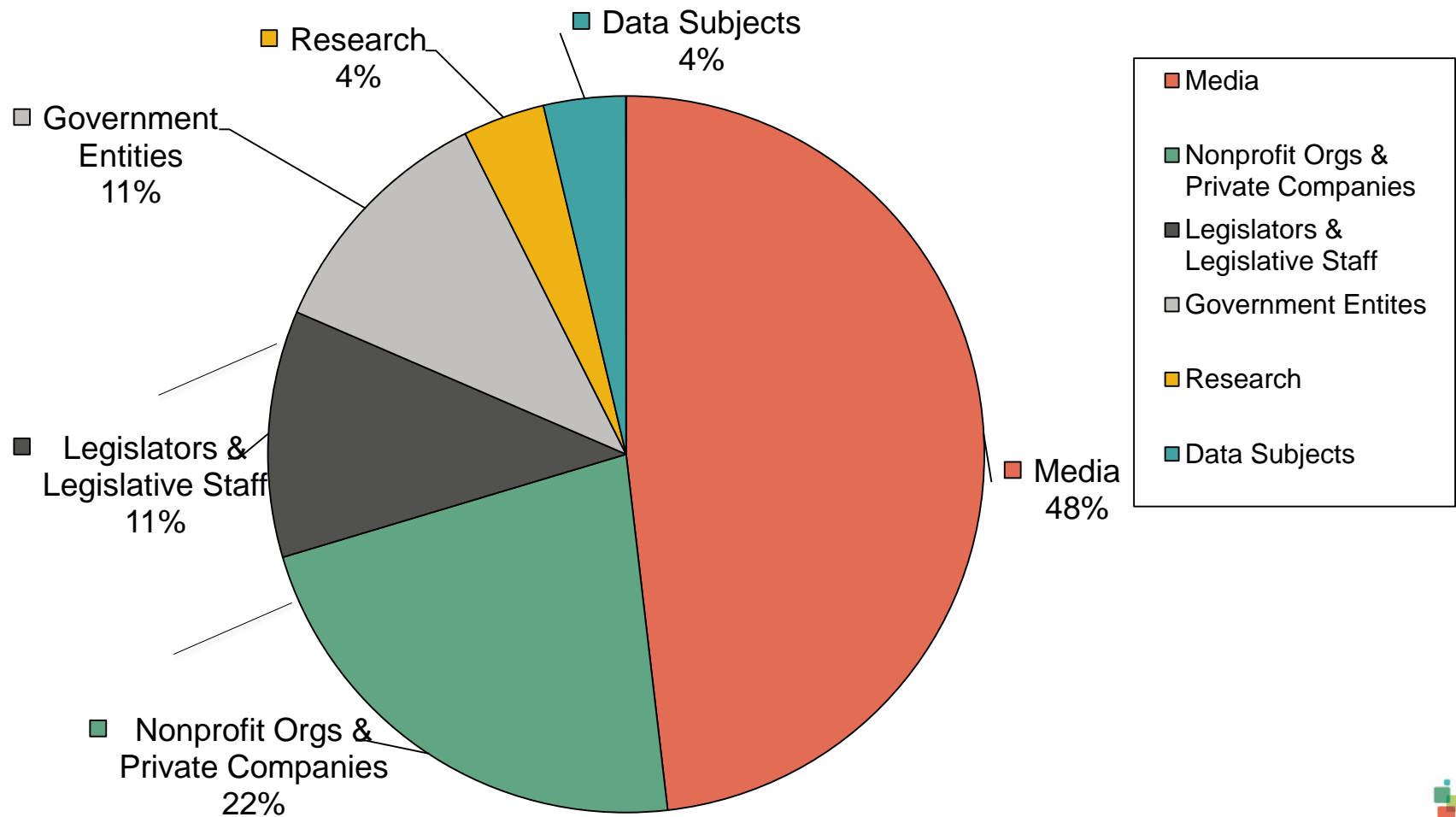
Data Requests Size: Cumulative In Process and Produced (in hours)



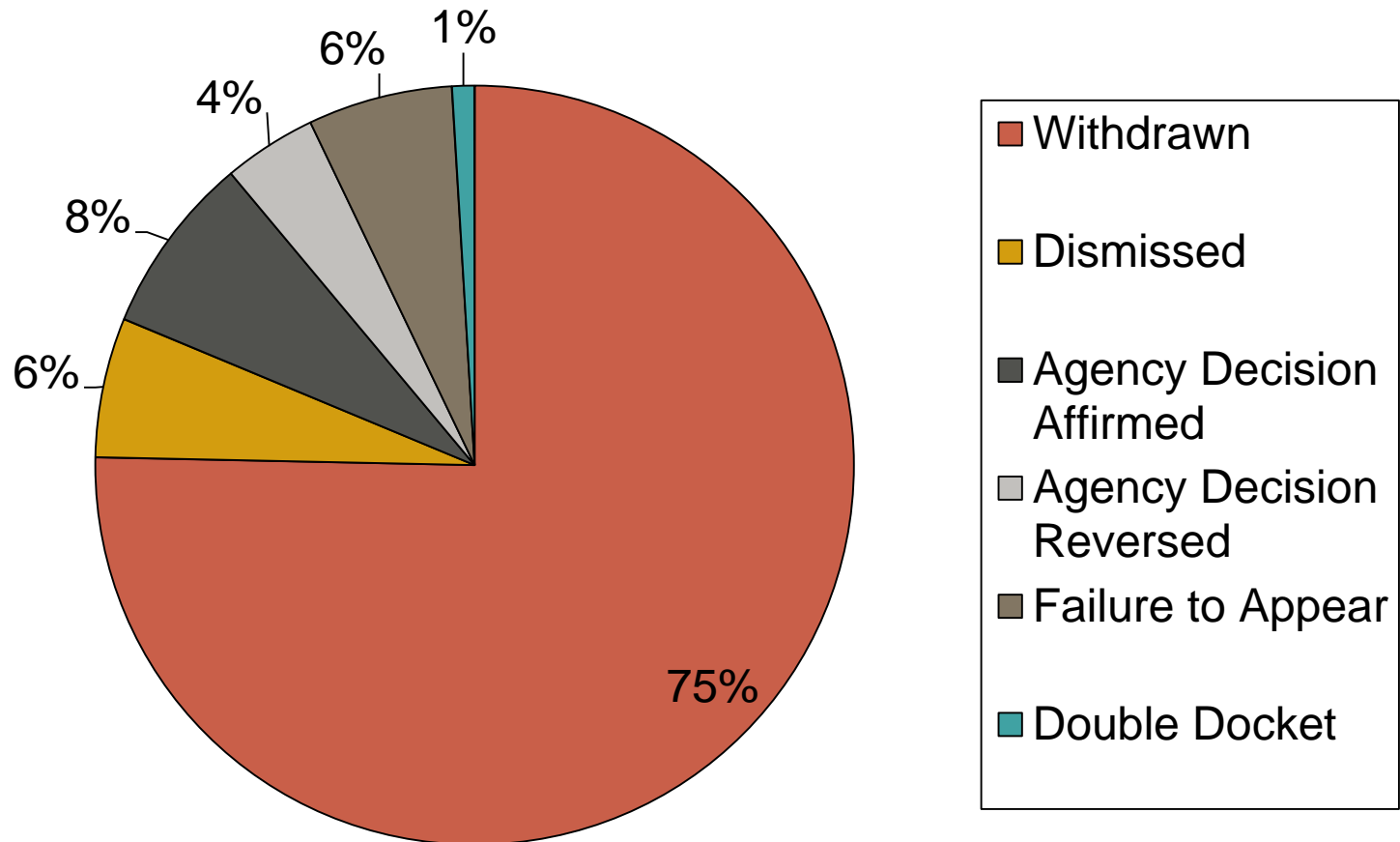
Note: 1 GB of data is equivalent to 10,000 documents and 200 hours of staff time to review and produce.

Data Request Sources

October 2013 – July 2014



Type of Closed Appeals



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