MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

September 17, 2014

Dashboard – September 2014

Enrollment – Sept. 8, 2014	
Total Enrollments	**321,430**
MA	196,027
MinnesotaCare	70,893
QHP	54,510

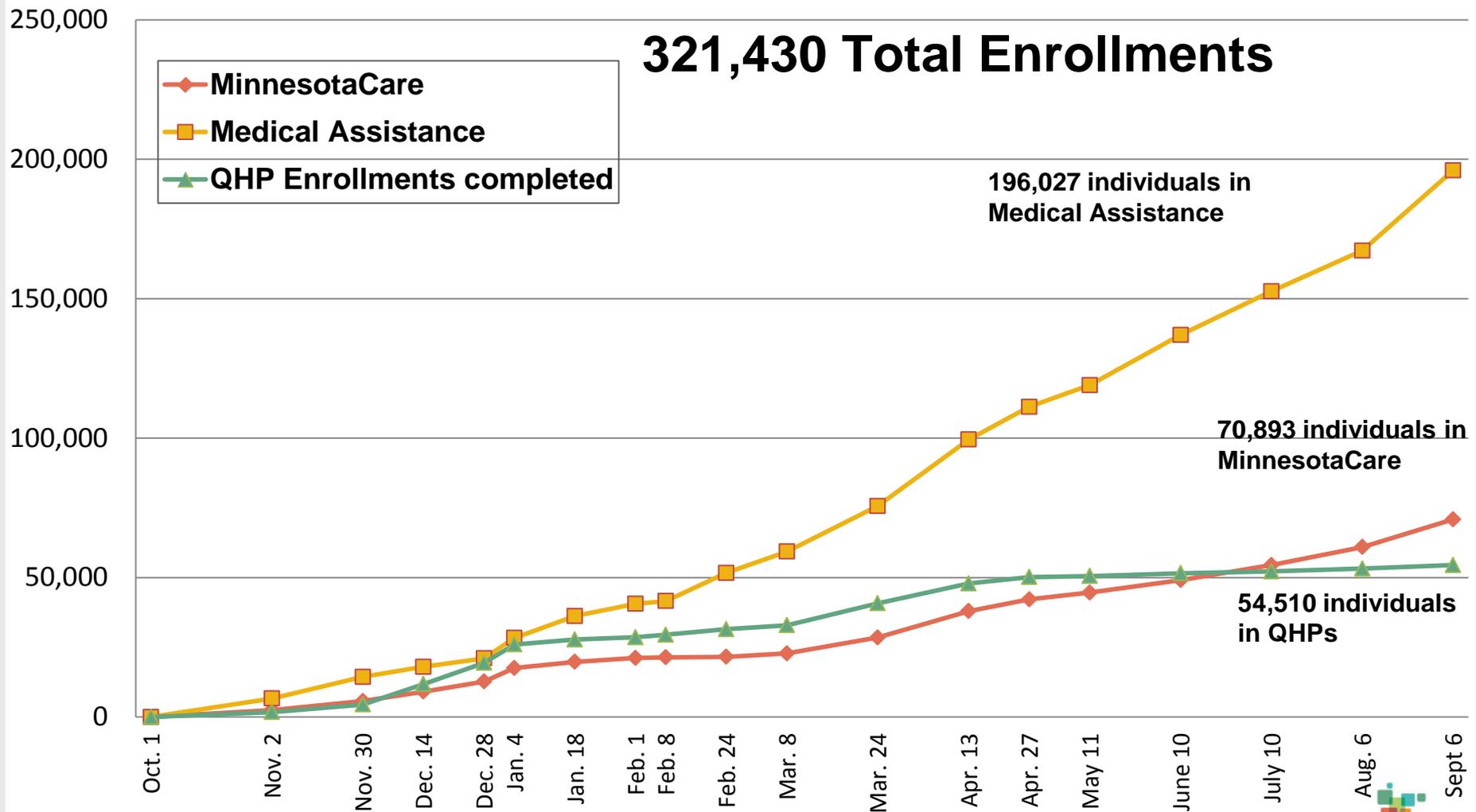| SHOP – Sept. 10, 2014	
Employers enrolled	181
Employees enrolled	902
Individuals enrolled (incl. dependents)	1,341

Contact Center – August 2014	
# of calls	29,232
Avg. Speed of Answer	00:24:57
Avg. Talk Time	00:08:15
Service Level	37.81%

| Plans & Carriers – Sept. 8, 2014	
Carrier	
Blue Cross Blue Shield	22.3%
HealthPartners	12.3%
Medica	4.5%
PreferredOne	59.5%
UCare	1.4%
Metal Level	
Platinum	27.4%
Gold	12.5%
Silver	33.2%
Bronze	26.0%
Catastrophic	1.0%

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Enrollments by Program
September 8, 2014

321,430 Total Enrollments

Legend:
- MinnesotaCare
- Medical Assistance
- QHP Enrollments completed

196,027 individuals in Medical Assistance

70,893 individuals in MinnesotaCare

54,510 individuals in QHPs

X-axis: Oct. 1, Nov. 2, Nov. 30, Dec. 14, Dec. 28, Jan. 4, Jan. 18, Feb. 1, Feb. 8, Feb. 24, Mar. 8, Mar. 24, Apr. 13, Apr. 27, May 11, June 10, July 10, Aug. 6, Sept 6

Y-axis: 0, 50,000, 100,000, 150,000, 200,000, 250,000

Note: Manual QHP enrollments have been included since March 23

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Eligibility of QHP Applicants September 8, 2014

Number of *QHP eligible applicants* applying for assistance

49,696 individuals — Eligible for Assistance

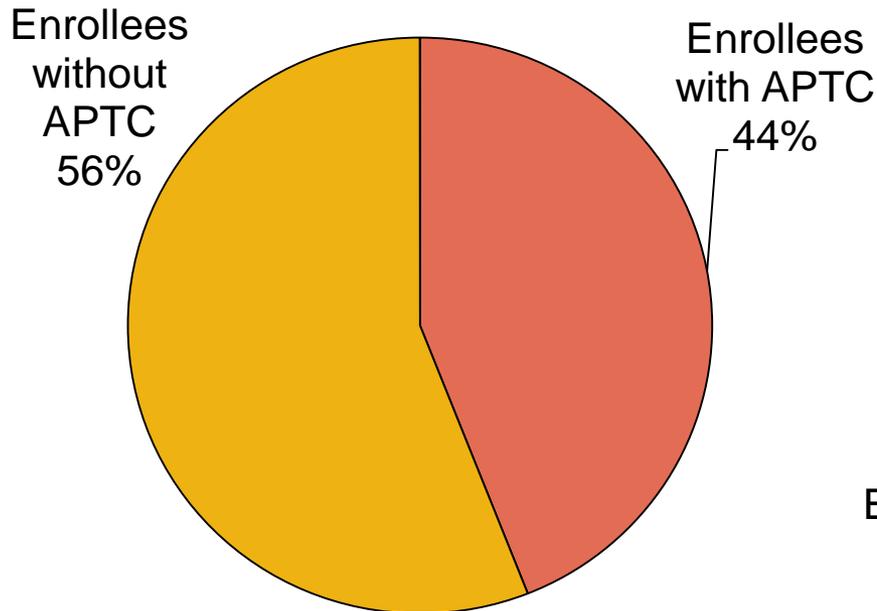44,723 individuals — Not Eligible for Assistance
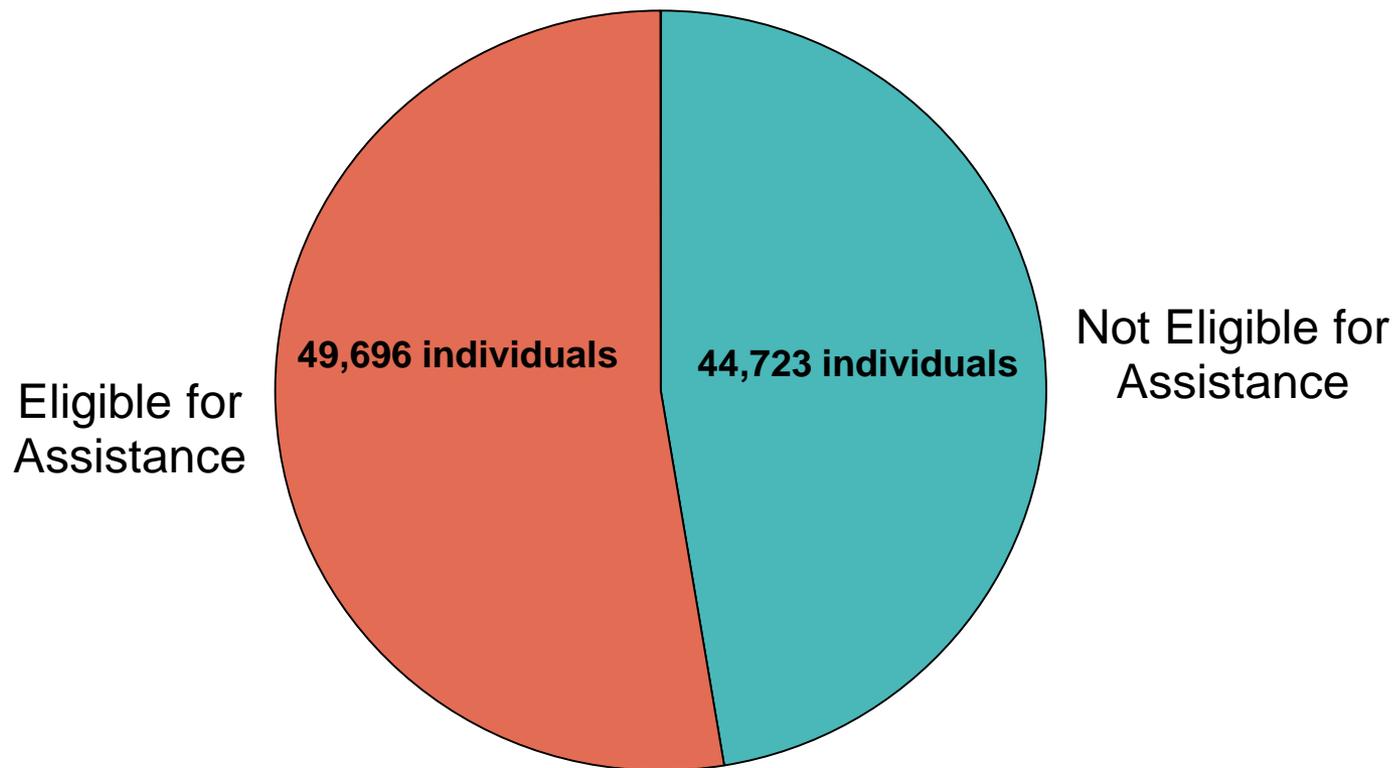
These numbers reflect eligible applicants applying for assistance since October 1, 2013.

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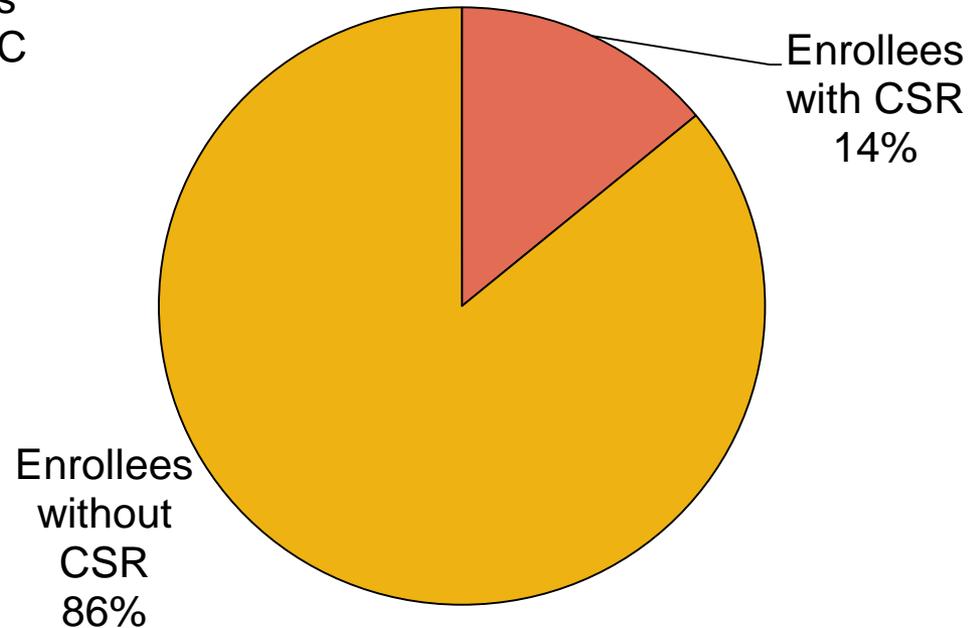# Enrollees Receiving Subsidies in July 2014

Advanced Premium Tax Credit subsidies

Enrollees without APTC 56%

Enrollees with APTC 44%

Cost Sharing Reduction subsidies

Enrollees with CSR 14%
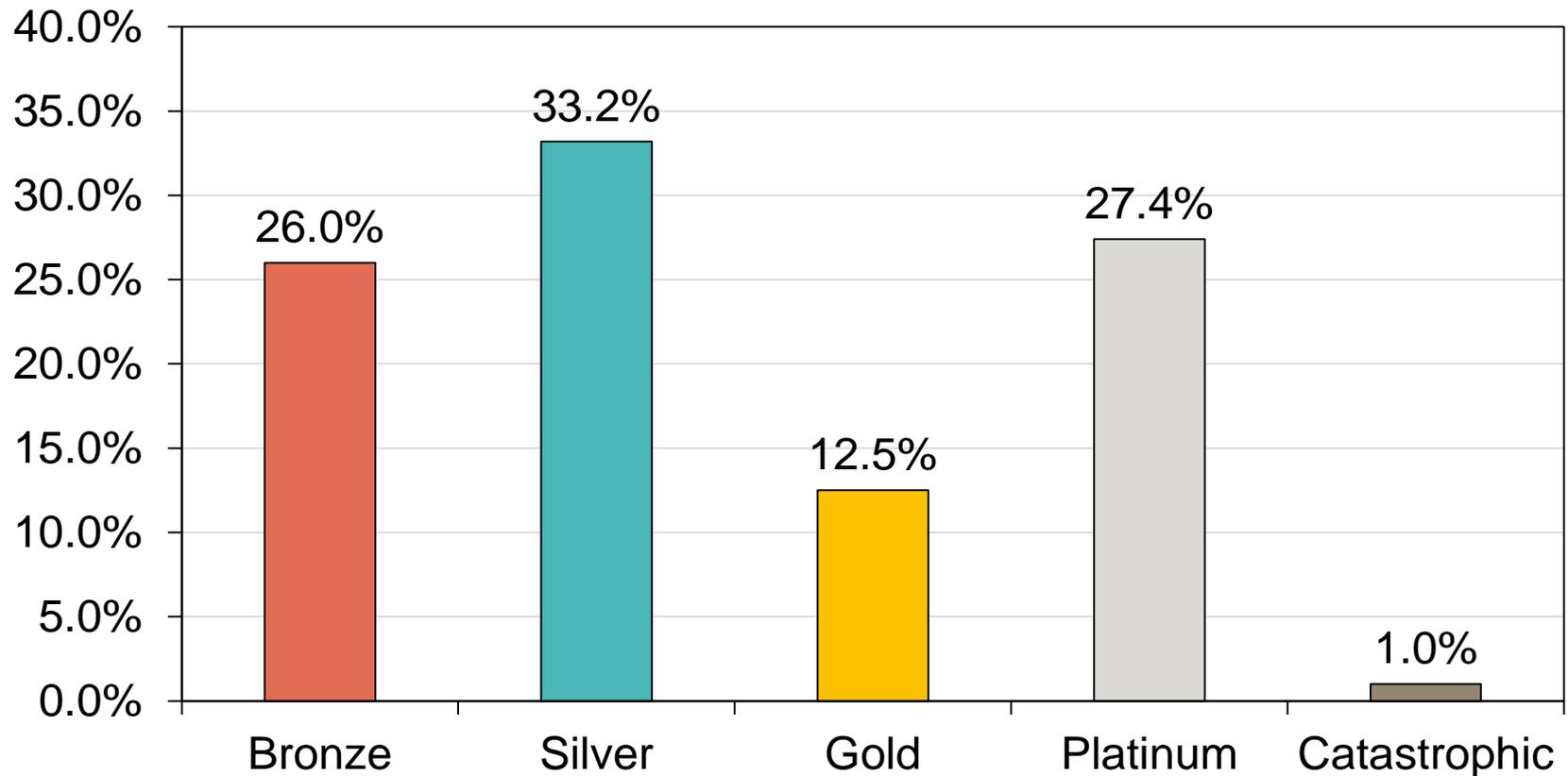
Enrollees without CSR 86%

Note: This data is based on the most recent files submitted by the carriers, which currently reflect July enrollment information.

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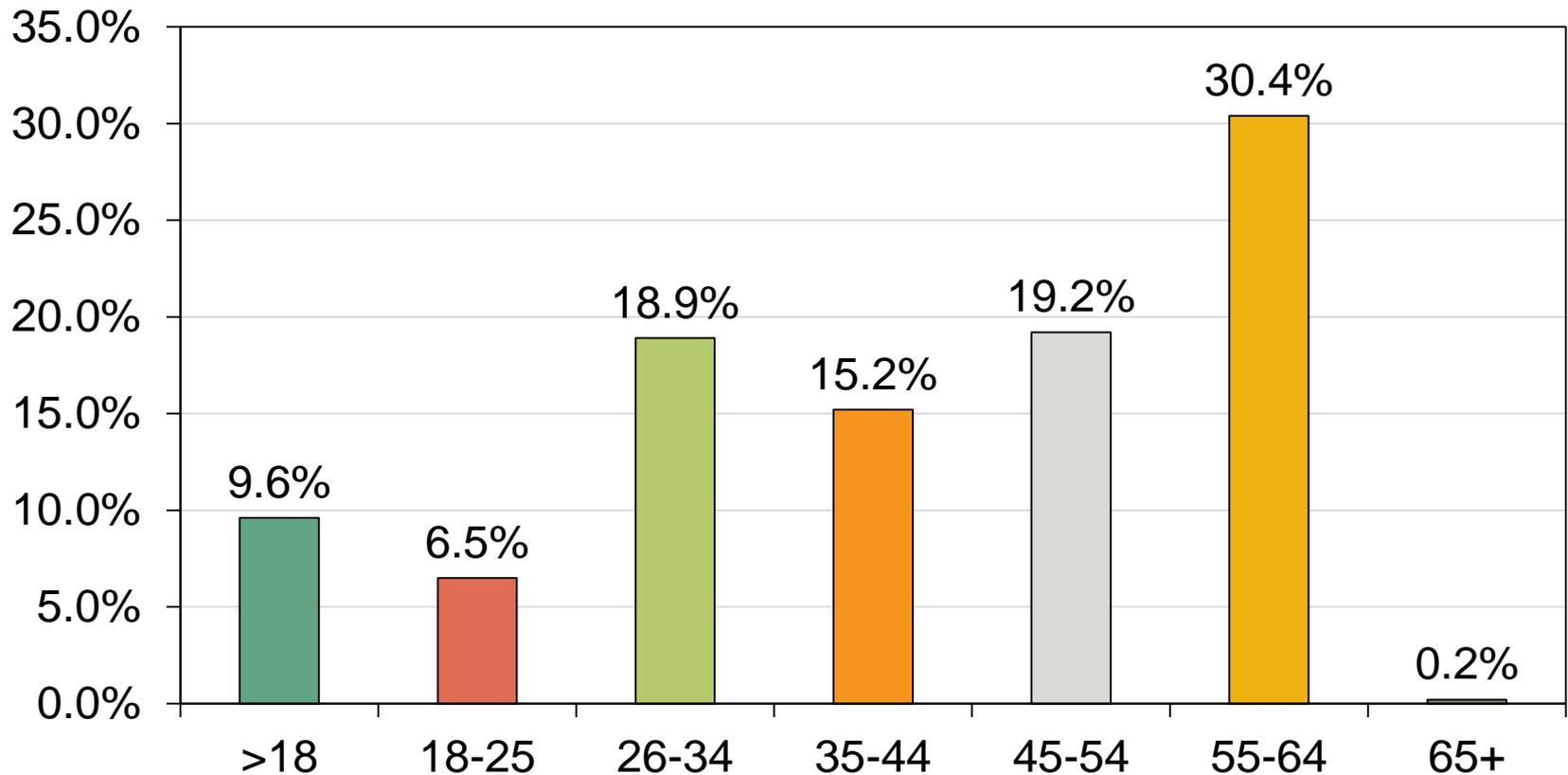# Individual Market: Metal Levels September 8, 2014

Actual Metal Selection

Metal	Percentage
Bronze	26.0%
Silver	33.2%
Gold	12.5%
Platinum	27.4%
Catastrophic	1.0%

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Individual Market: QHP Enrollee Demographics September 8, 2014

QHP Enrollment by age

Age	Enrollment
>18	9.6%
18-25	6.5%
26-34	18.9%
35-44	15.2%
45-54	19.2%
55-64	30.4%
65+	0.2%

QHP Enrollment by sex:	Male – 48.7%	Female – 51.3%

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Individual Market: Enrollees by Carrier September 8, 2014

Percent of Enrollees By Carrier

Carrier	Percent
Blue Cross Blue Shield	22.3%
HealthPartners	12.3%
Medica	4.5%
PreferredOne	59.5%
UCare	1.4%
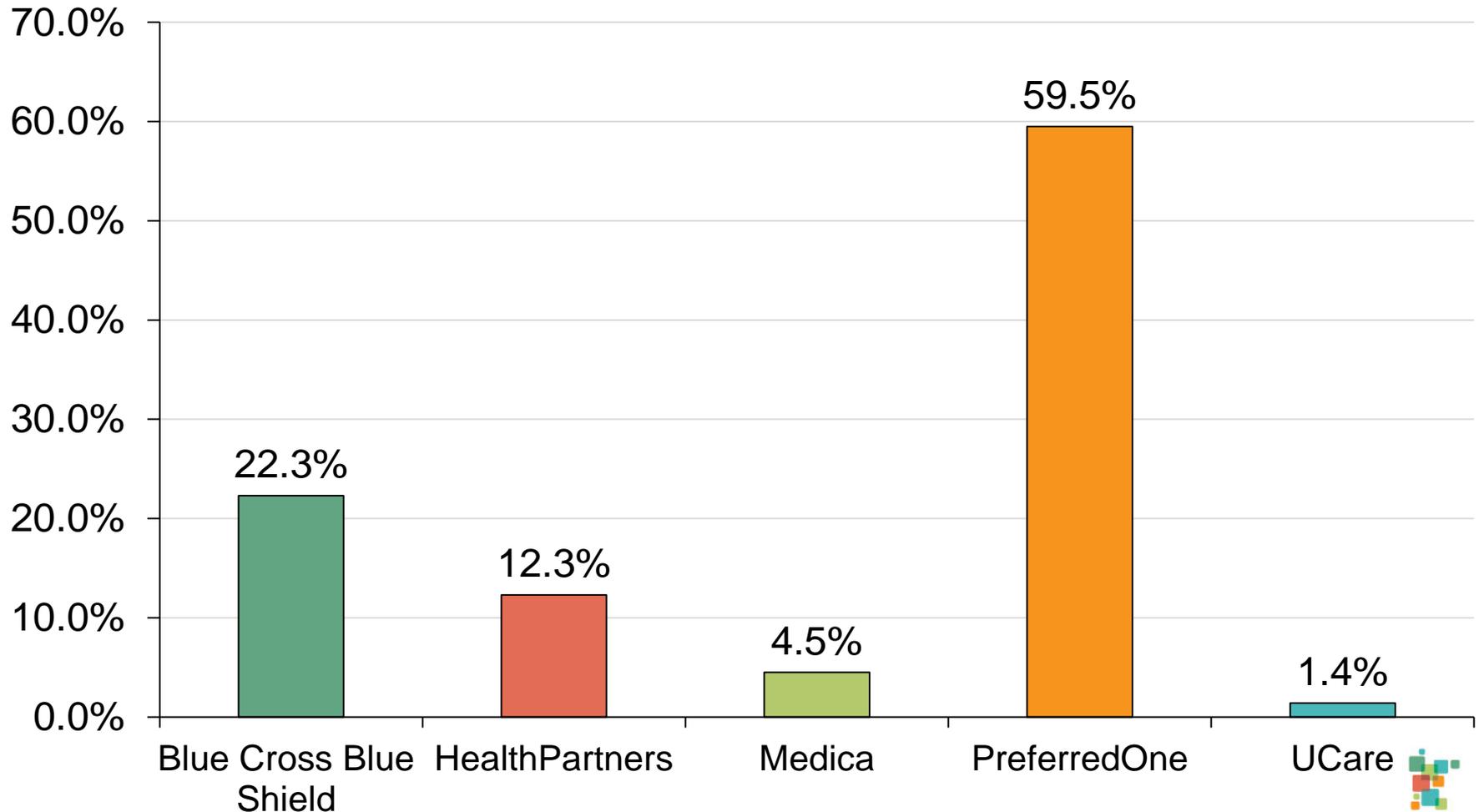
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MNsure Paper Applications
January 1, 2014 – August 31, 2014

Bar chart of MNsure paper applications by month:

| Month	Applications
January	7,544
February	7,827
March	11,157
April	6,827
May	5,309
June	5,510
July	9,932
August	10,370
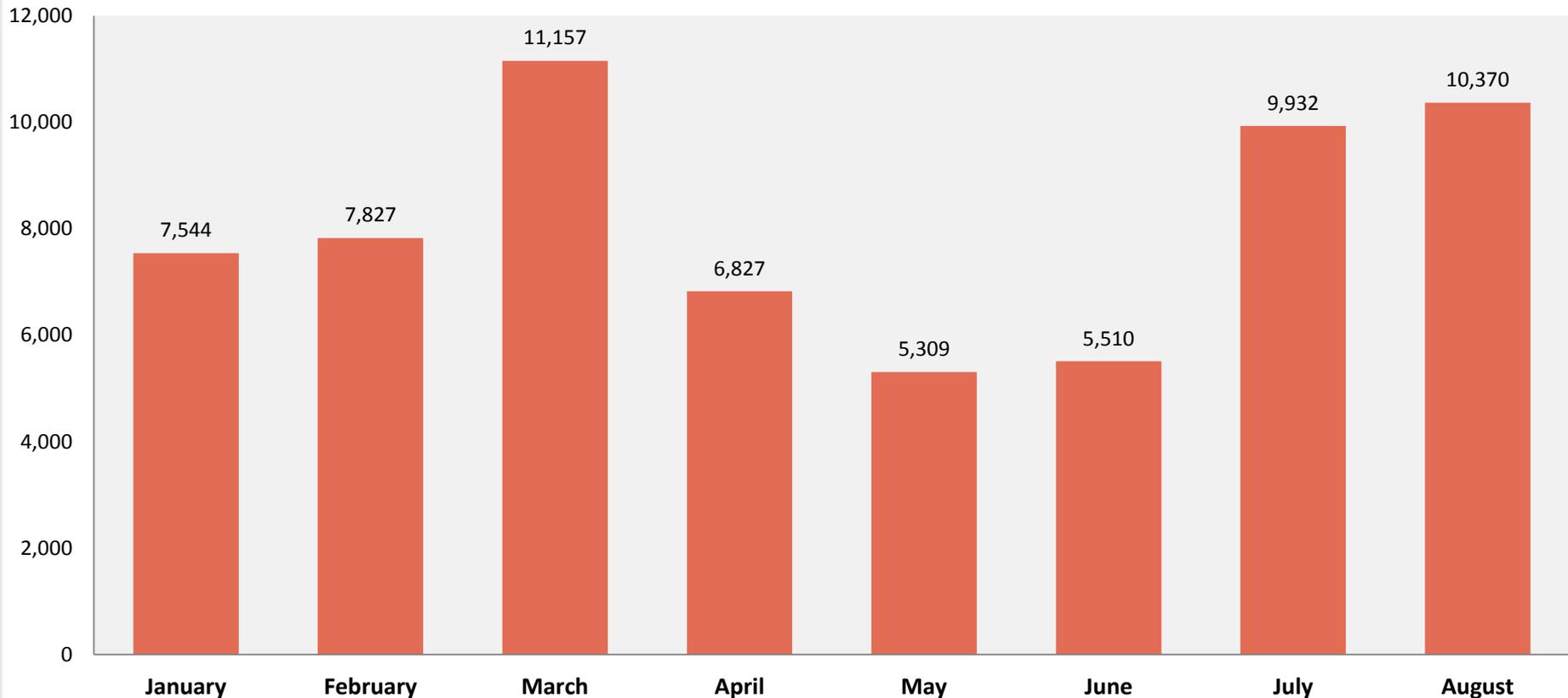
- Volume of assisted MNsure paper applications received
- On 3/31/14, over 3,400 assisted MNsure paper applications received
- July and August totals are higher due to MinnesotaCare transition process
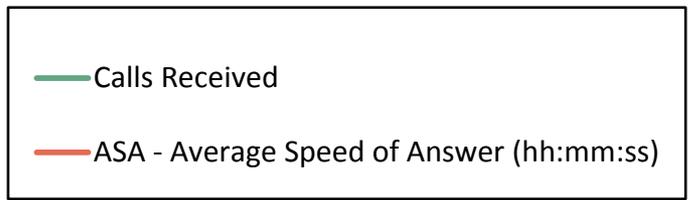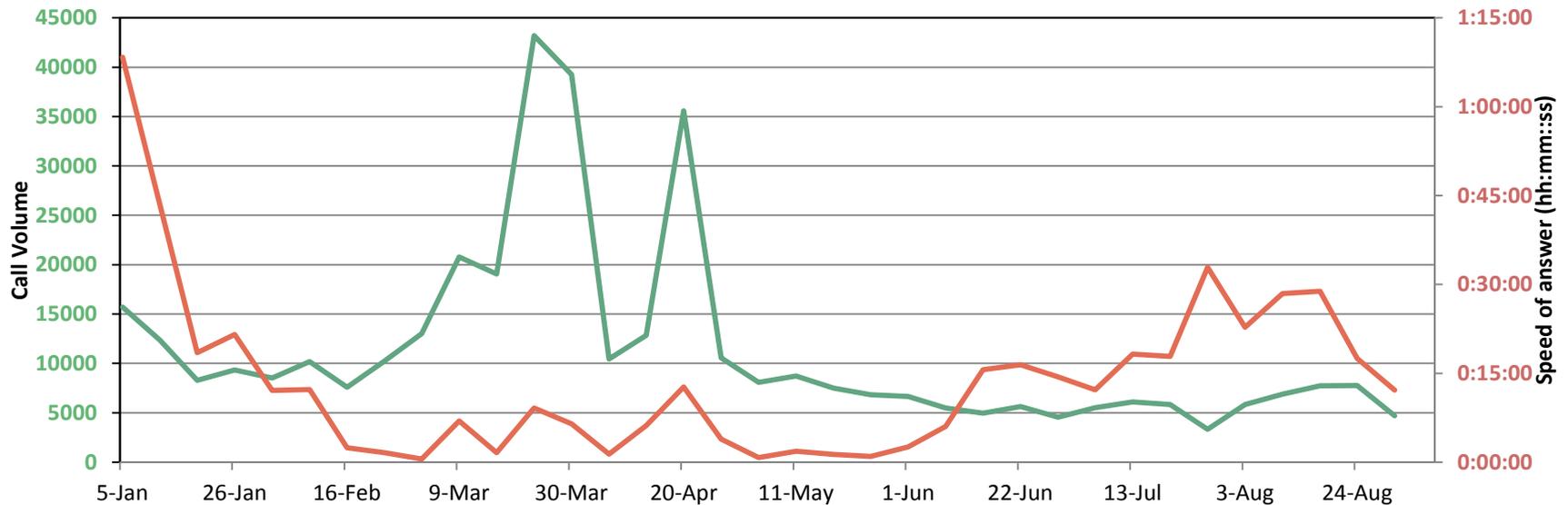
Call Center – Service Level/Abandon Rate

Calls Answered (Service Level) / Abandon Rate Jan 1 - Sep 6, 2014
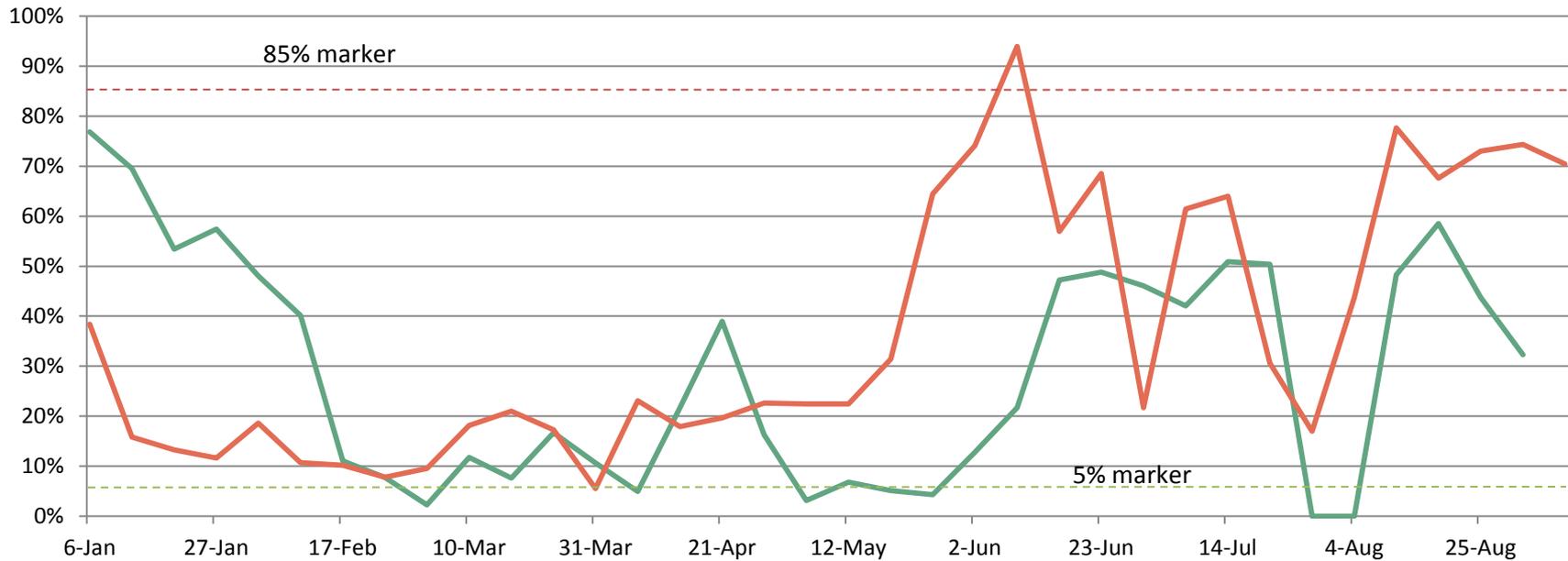
Abandon % (Goal is no more than 5% of calls abandon)

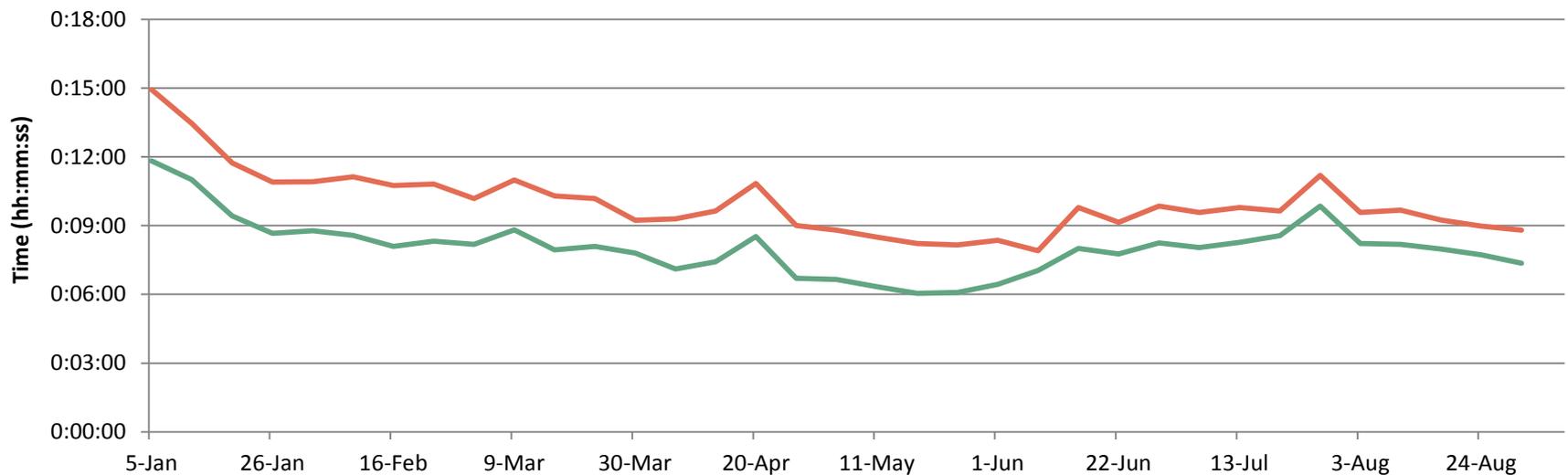SLA - Service Level % (Goal is 85% of calls should be answered in 2 minutes or less)

Call Center – Average Wait Time/ASA

MNsure Contact Center Call Volume/ASA Jan 1 - Sep 6, 2014

Call Center – Resolution and Talk Time

Call Center Resolution and Talk Time Jan 1, 2014 - Sep 6, 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 – First Call Resolution
January 2014 – August 2014 (slide 1 of 2)

First Call Resolution	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Total Cases	17,139	27,993	65,790	36,837	25,989	18,281	16,186	15,405
Average # calendar days to resolve (3 days is standard)	3.01	4.50	2.49	1.76	1.46	1.55	2.89	1.9

For August:

Cases currently open – 1,502

Average Age of open cases is 23 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

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Call Center – First Call Resolution January 2014 – July 2014 (slide 2 of 2)

First Call Resolution	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
# cases resolved within 4 hours	13,929	22,012	54,469	30,304	20,712	13,914	13,047	12,406
% cases resolved within 4 hours	73.01%	78.63%	82.79%	82.27%	79.70%	76.11%	80.61%	80.53%

For August:
- 694 cases were forwarded on to Tier III Teams: Plan and Provider; Navigators, Assisters & Brokers; Eligibility and Enrollment; Special Enrollment Period; Finance; etc.)
- 134 cases were escalated to Supervisors within the Call Center
- 2,171 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 with in 4 hours - 93% resolution was possible.

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

Top Inquiries for All Callers

1. Online application status/what is my status – 28%

2. Reporting life event change/status update– 21%

3. SEP request/inquiry – 16%

4. Paper application status/what is my status – 6%

5. General application questions – 4%

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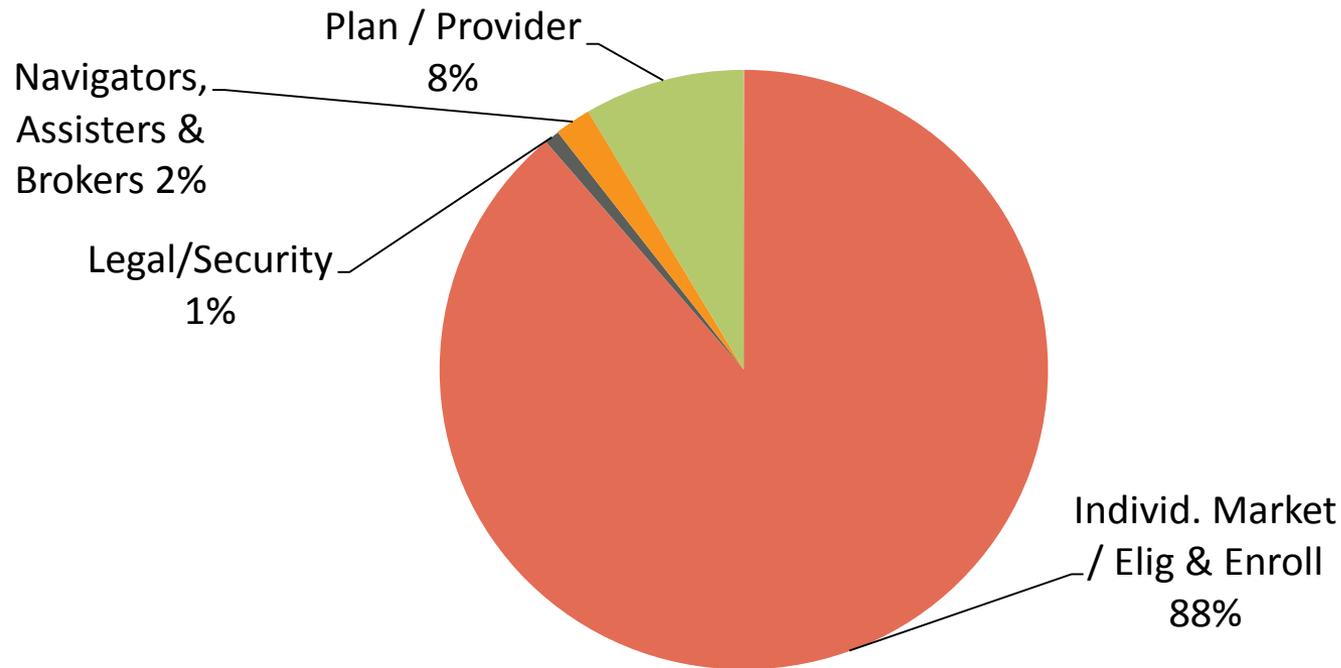# Call Center – Type of Calls Received from Navigators and Assisters, August 2014

Top Inquiries

1. Case status request – 50%

2. Obtaining/completing an Agent of Record form – 14%

3. Application status request – 14%

4. Policy question – 7%

5. General question – 6%

Call Center – Escalated Calls August 2014

Plan / Provider 8%

Navigators, Assisters & Brokers 2%

Legal/Security 1%

Individ. Market / Elig & Enroll 88%

Top Reasons for Calls to be Escalated:

Caller reporting income change 25%
Caller reporting multiple life event changes 15%
Caller needs to add household member (not birth or marriage) 6%
Caller reporting loss of current health care coverage 5%
Caller reporting address change 4%

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MNsure Uptime
August 1 – August 31, 2014

- **August 2014 appears to have been a very stable month for System Uptime – there were no unplanned outages due to MN.IT or IT system errors**

- **There were a few instances of CMS/Fed Hub Maintenance activities where a redirect was needed**
    - 08/03   CP/CW redirected at 6:00 a.m. – 5:00 p.m. due to CMS maintenance.
    - 08/09   CP/CW redirected at 10:00 p.m. – Midnight due to IRS maintenance.
    - 08/10   CP/CW remained in redirect until 7:00 a.m. due to IRS maintenance.
    - 08/23   CP/CW redirected at 7:00 a.m. – 7:00 p.m. due to IRS maintenance.
    - 08/30   CP/CW redirected at 10:00 p.m. - Midnight due to CMS maintenance.
    - 08/31   CP/CW remained in redirect until 7:00 a.m. due to CMS maintenance.

- **Planned Redirects of CP/CW Portal Due to Basic Health Plan processing or Code Deploys**
    - 08/15   CP/CW redirected at 10:00 p.m. - Midnight
    - 08/16   CP/CW remained in redirect until 8:00 a.m.
    - 08/22   CP/CW redirected at 10:00 p.m. – 8:00 a.m. on 8/23
    - 08/23   CP/CW redirected at 9:00 p.m. – 6:00 a.m. on 8/25

Note: CP/CW stands for Citizen Portal and Case Worker Portal, respectively.
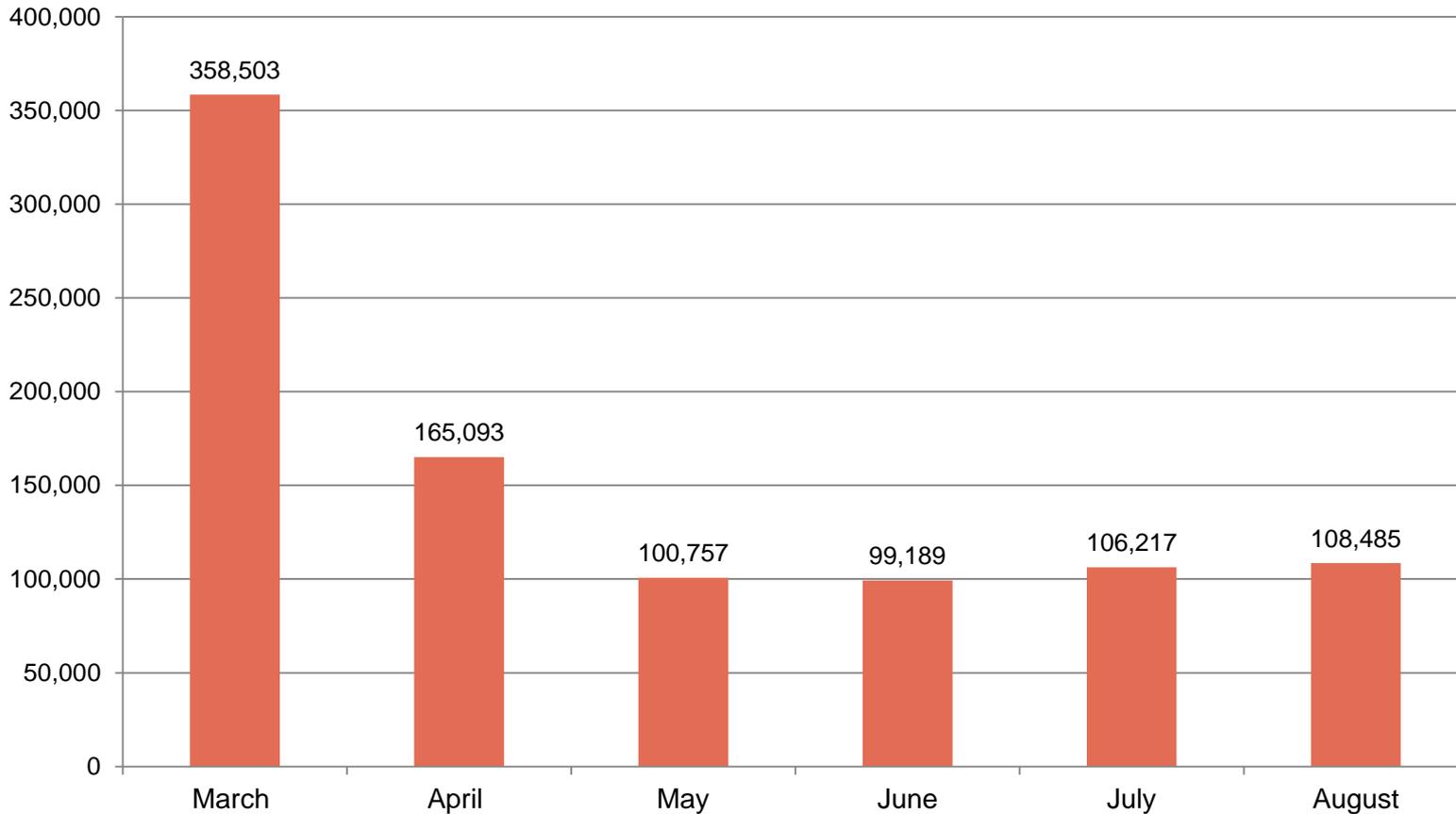
Pended Cases in Eligibility Determination through September 6, 2014
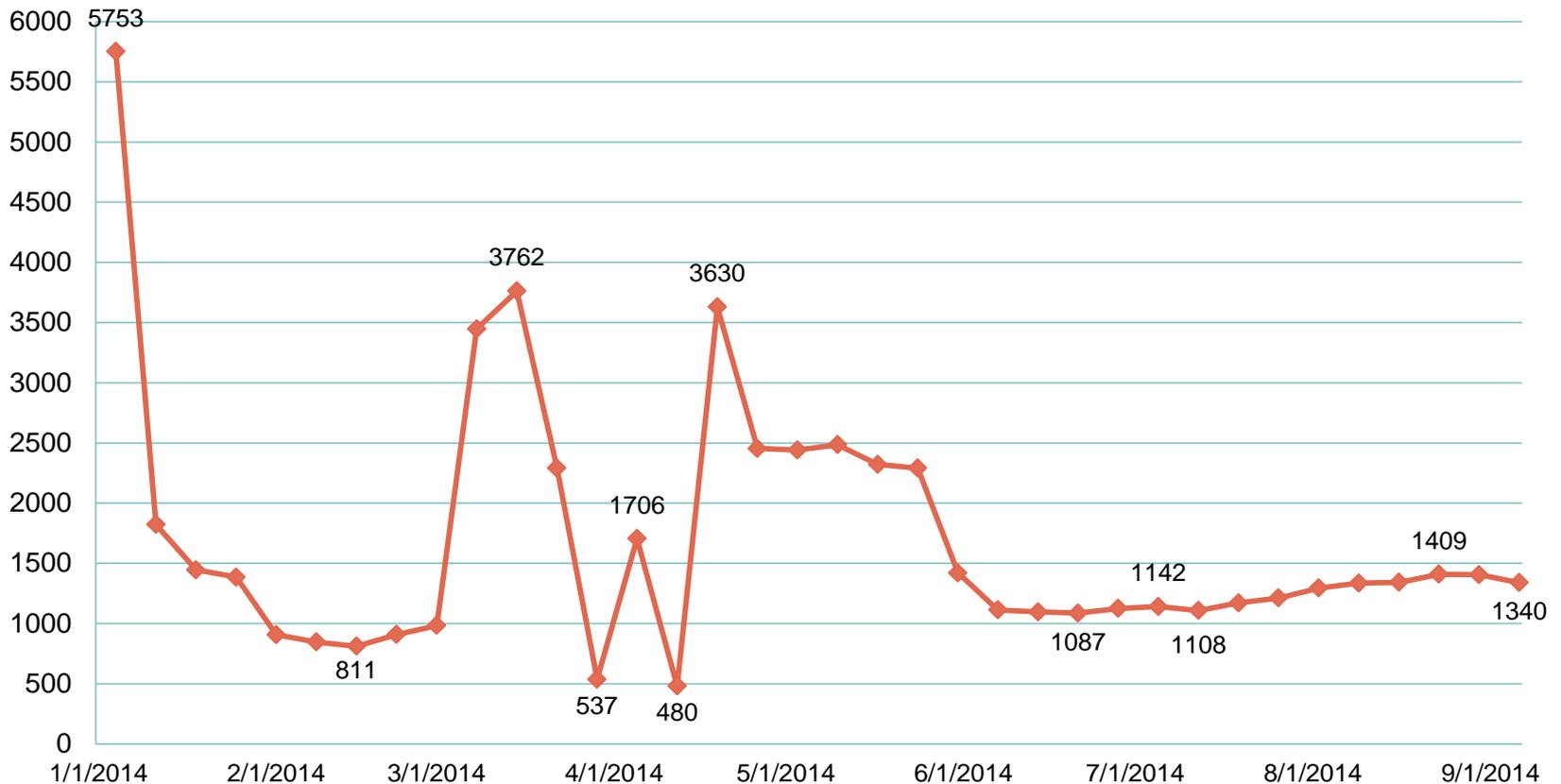
Pended Cases in Eligibility Determination are cases requiring manual intervention.
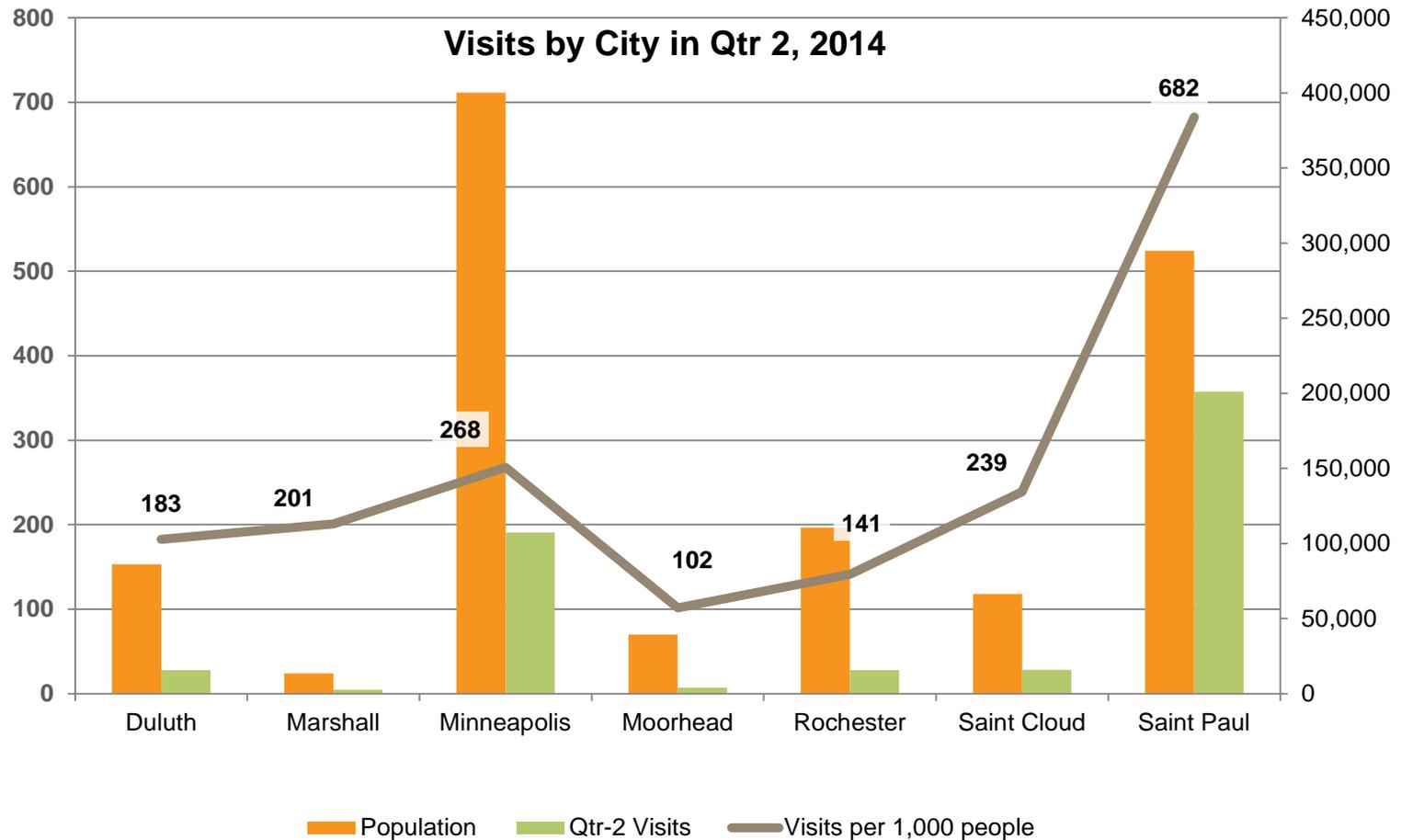
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# Public Website Metrics

Total unique visitors by month

- March: 358,503
- April: 165,093
- May: 100,757
- June: 99,189
- July: 106,217
- August: 108,485

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

Public Website Metrics: Visits by City

Visits by City in Qtr 2, 2014

183, 201, 268, 102, 141, 239, 682

Legend: Population, Qtr-2 Visits, Visits per 1,000 people

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

Error Rates for MNsure Marketplace
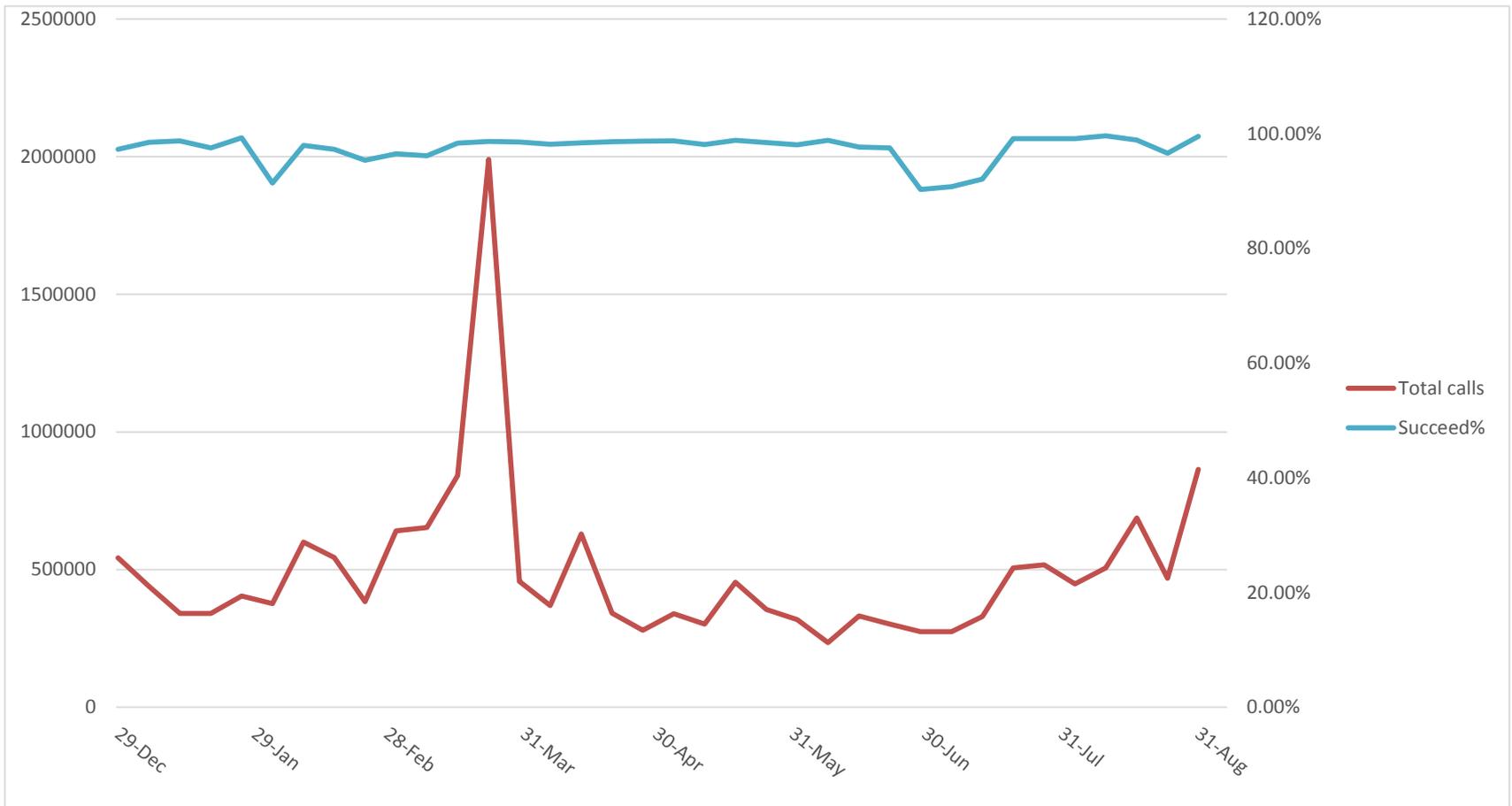
SHOP
September 10, 2014

Total Enrollment

	Q1 2014	Q2 2014	Q3 2014 (to date)	Current Total
Employers Enrolled	127	34	20	181
Employees Enrolled	630	170	102	902
Total Enrollees, incl. Dependents	952	242	147	1,341

Enrollees by Metal Level

Metal Level	Q1 2014	Q2 2014	Q3 2014 (to date)	Current Total
Platinum	156	43	31	230
Gold	454	88	41	583
Silver	212	45	47	304
Bronze	110	66	25	201

Employer Enrollment by Group Size

Employer Size	Q1 2014	Q2 2014	Q3 2014 (to date)	Current Total
1-5	91	24	12	127
6-10	24	8	6	38
11-24	10	2	2	14
25-50	2	0	0	2

Contribution Levels by Employers

Contribution Level	Q1 2014	Q2 2014	Q3 2014 (to date)	Current Total
0-24%	8	2	1	11
25% - 49%	1	0	0	1
50% - 74%	60	17	8	85
75% - 100%	91	20	12	123

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Type of Closed Appeals
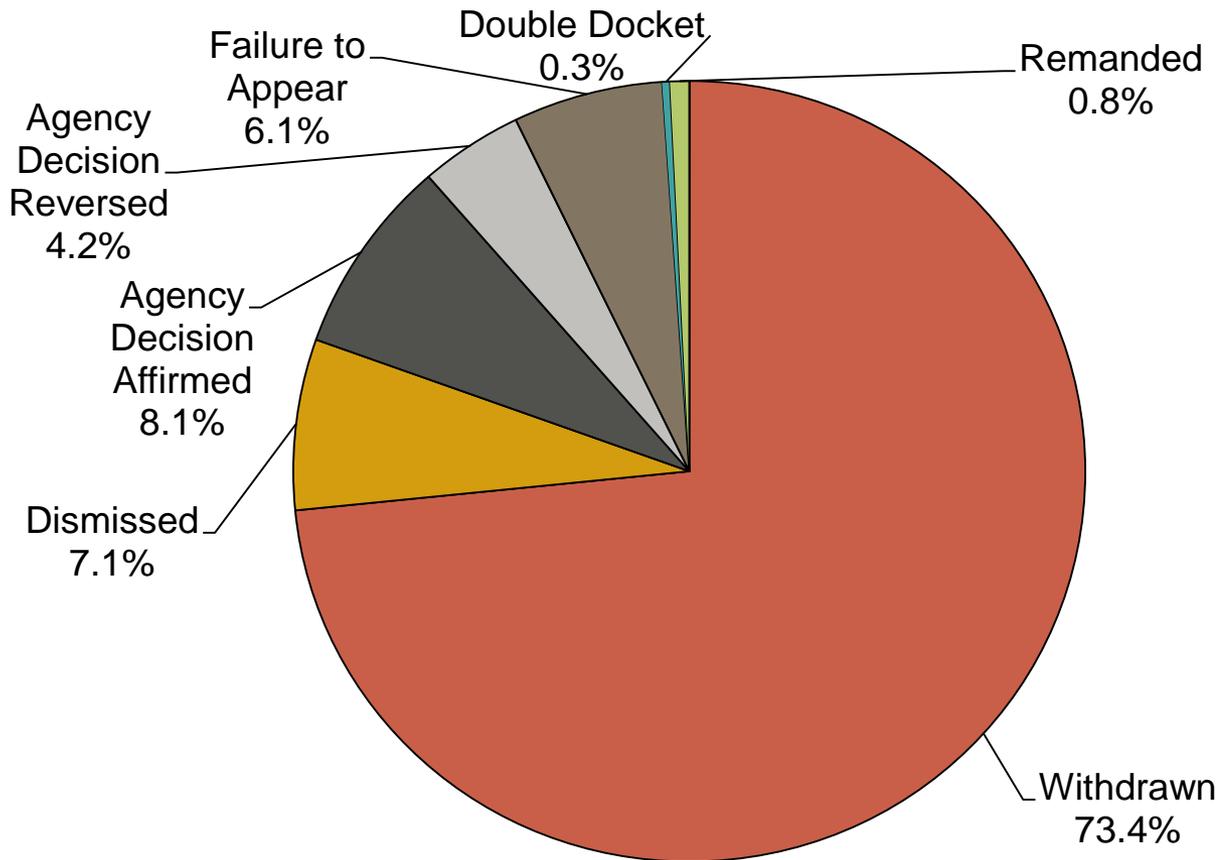
Number of pending appeals: 288

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