



# MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

October 15, 2014



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# Dashboard



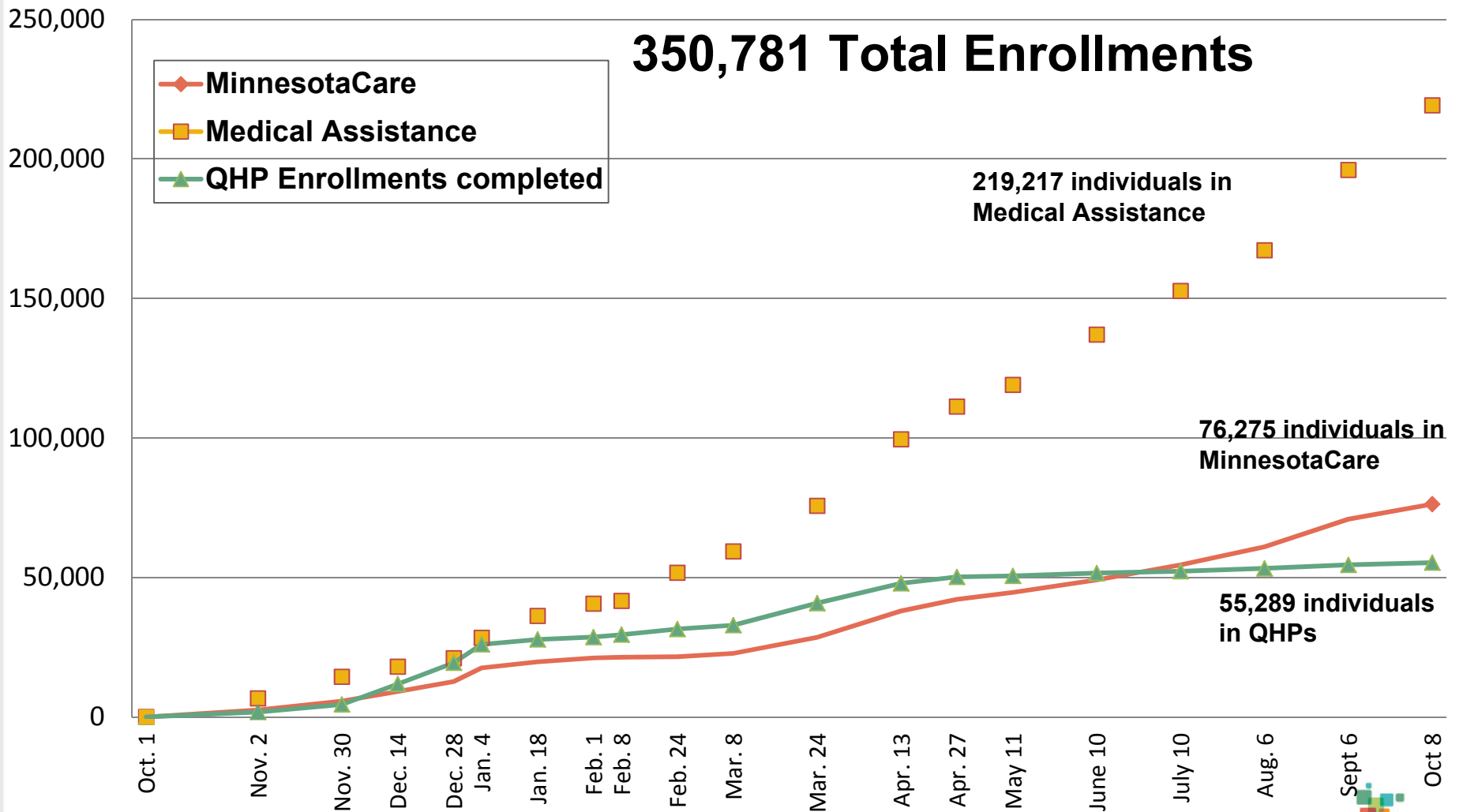
Enrollment – Oct. 8, 2014	
<b>Total Enrollments</b>	<b>350,781</b>
Medical Assistance	219,217
MinnesotaCare	76,275
QHP	55,289

SHOP – Oct. 7, 2014	
Employers enrolled	191
Employees enrolled	998
Individuals enrolled (incl. dependents)	1,459

Contact Center – September 2014	
# of calls	22,272
Avg. Speed of Answer	00:07:58
Service Level (% of calls answered in 2 min. or less)	42.58%
Avg. Talk Time	00:07:35

Plans & Carriers – Oct. 8, 2014	
<b>Carrier</b>	
Blue Cross Blue Shield	22.3%
HealthPartners	12.4%
Medica	4.6%
PreferredOne	59.3%
UCare	1.5%
<b>Metal Level</b>	
Platinum	27.3%
Gold	12.5%
Silver	33.2%
Bronze	26.0%
Catastrophic	1.0%

# Enrollments by Program October 8, 2014



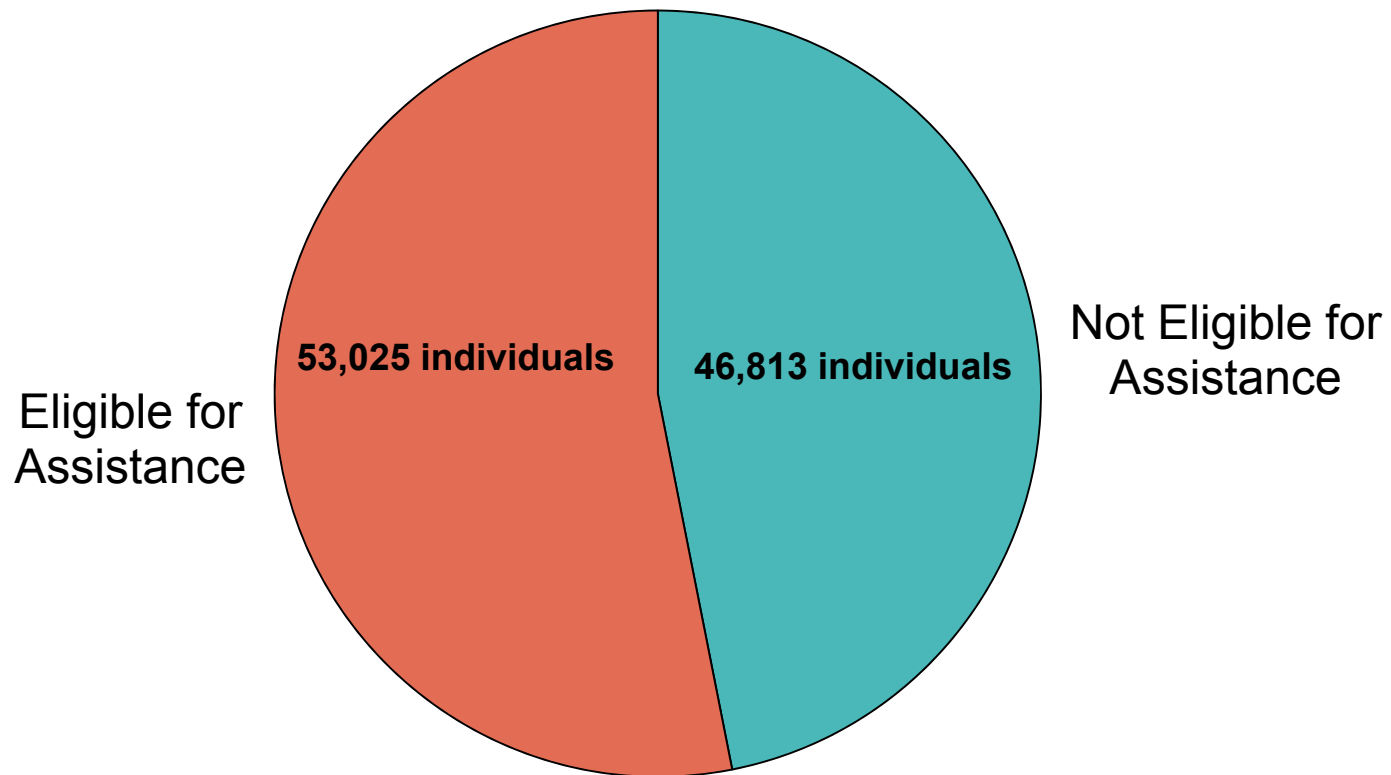
Note: Manual QHP enrollments have been included since March 23

# Eligibility of QHP Applicants

## October 8, 2014



Number of *QHP eligible applicants* applying for assistance

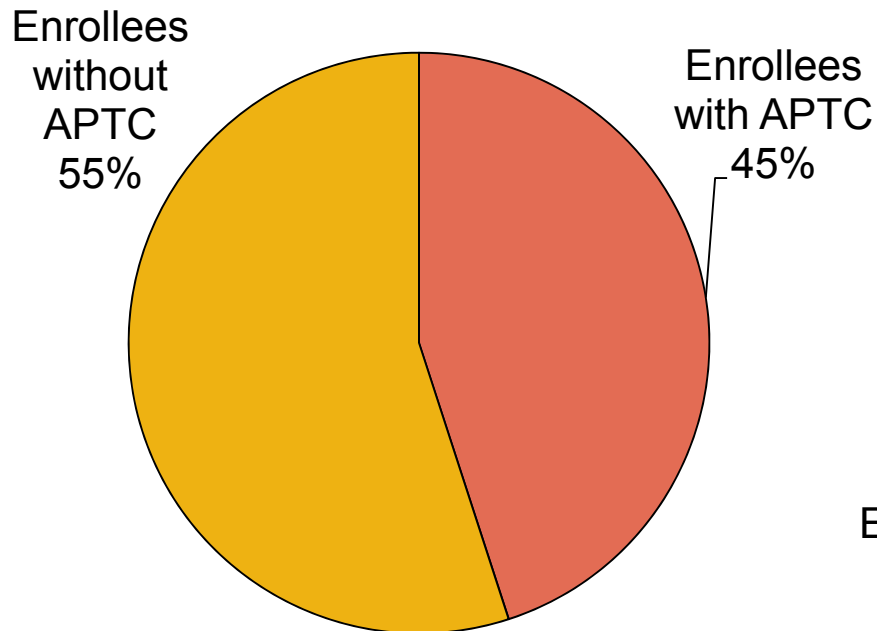


These numbers reflect eligible applicants applying for assistance since October 1, 2013.

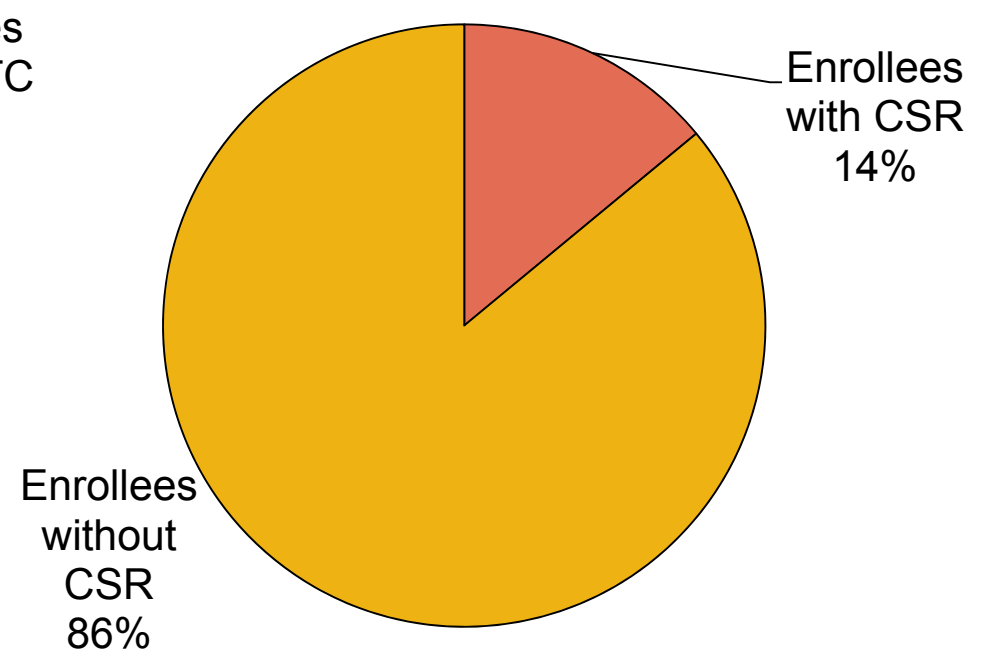
# Enrollees Receiving Subsidies in August 2014



## Advanced Premium Tax Credit subsidies



## Cost Sharing Reduction subsidies



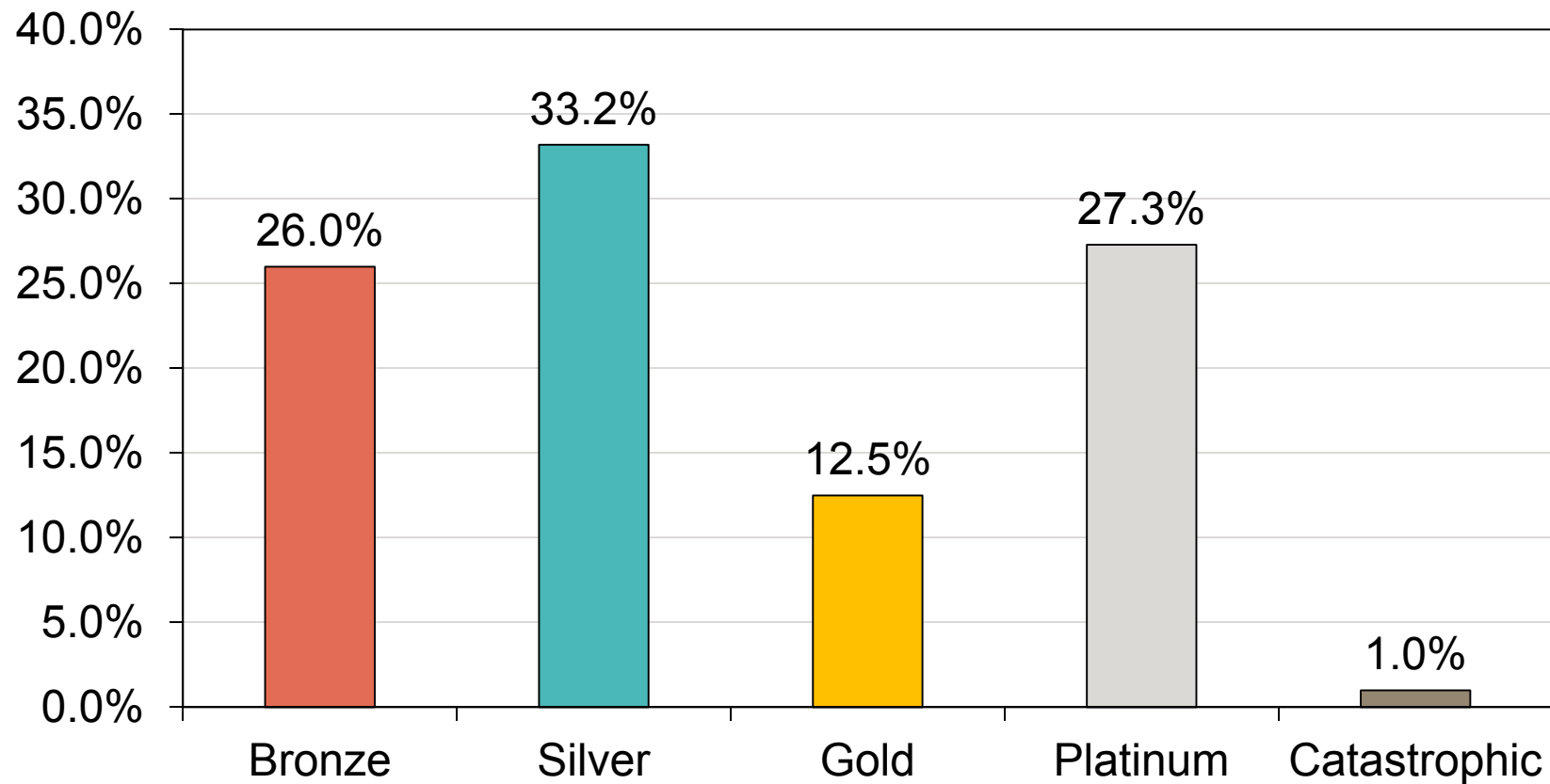
Note: This data is based on the most recent files submitted by the carriers, which currently reflect August enrollment information.

# Individual Market: Metal Levels

## October 8, 2014



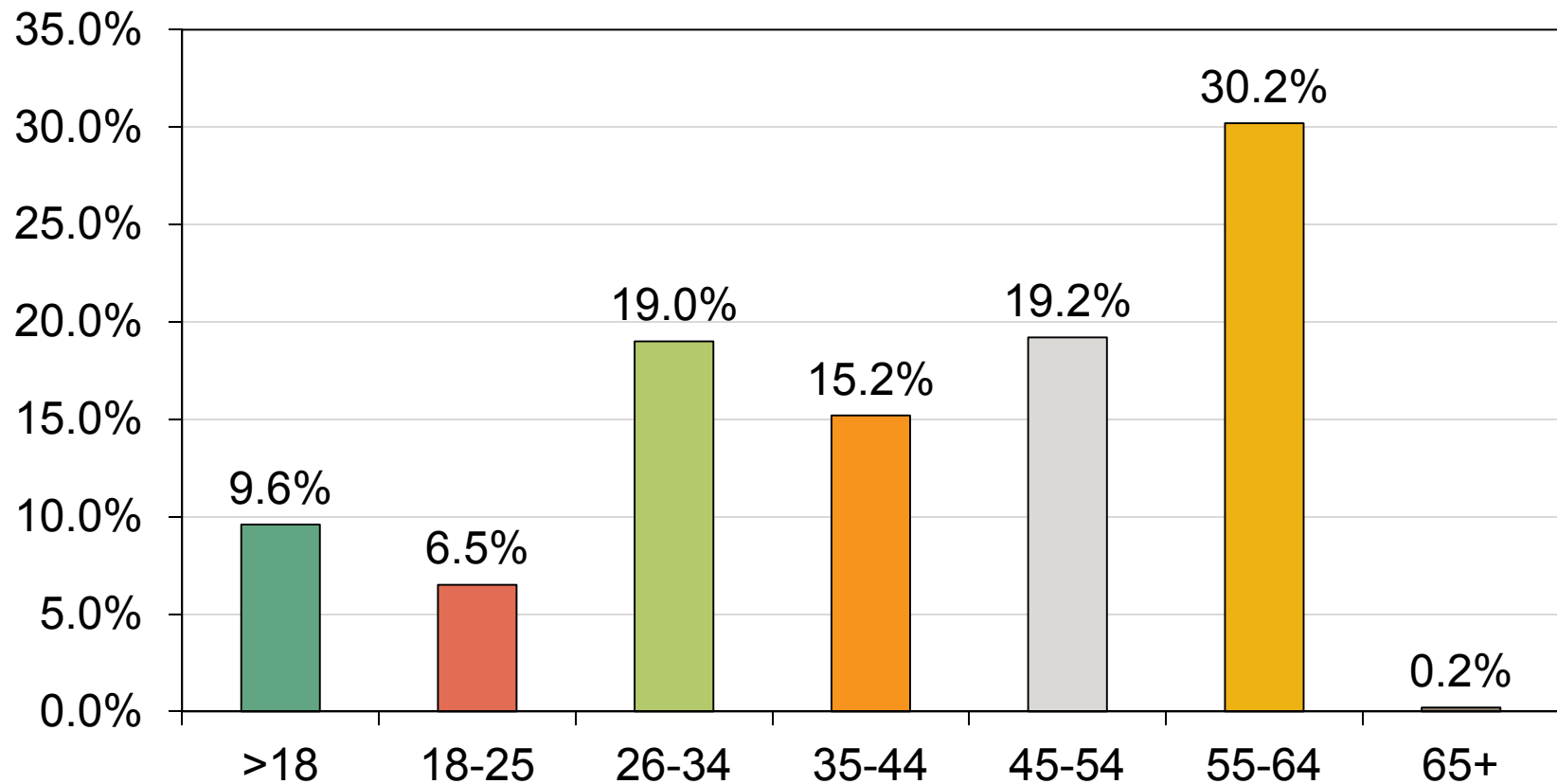
### Actual Metal Selection



# Individual Market: QHP Enrollee Demographics

## October 8, 2014

### QHP Enrollment by age



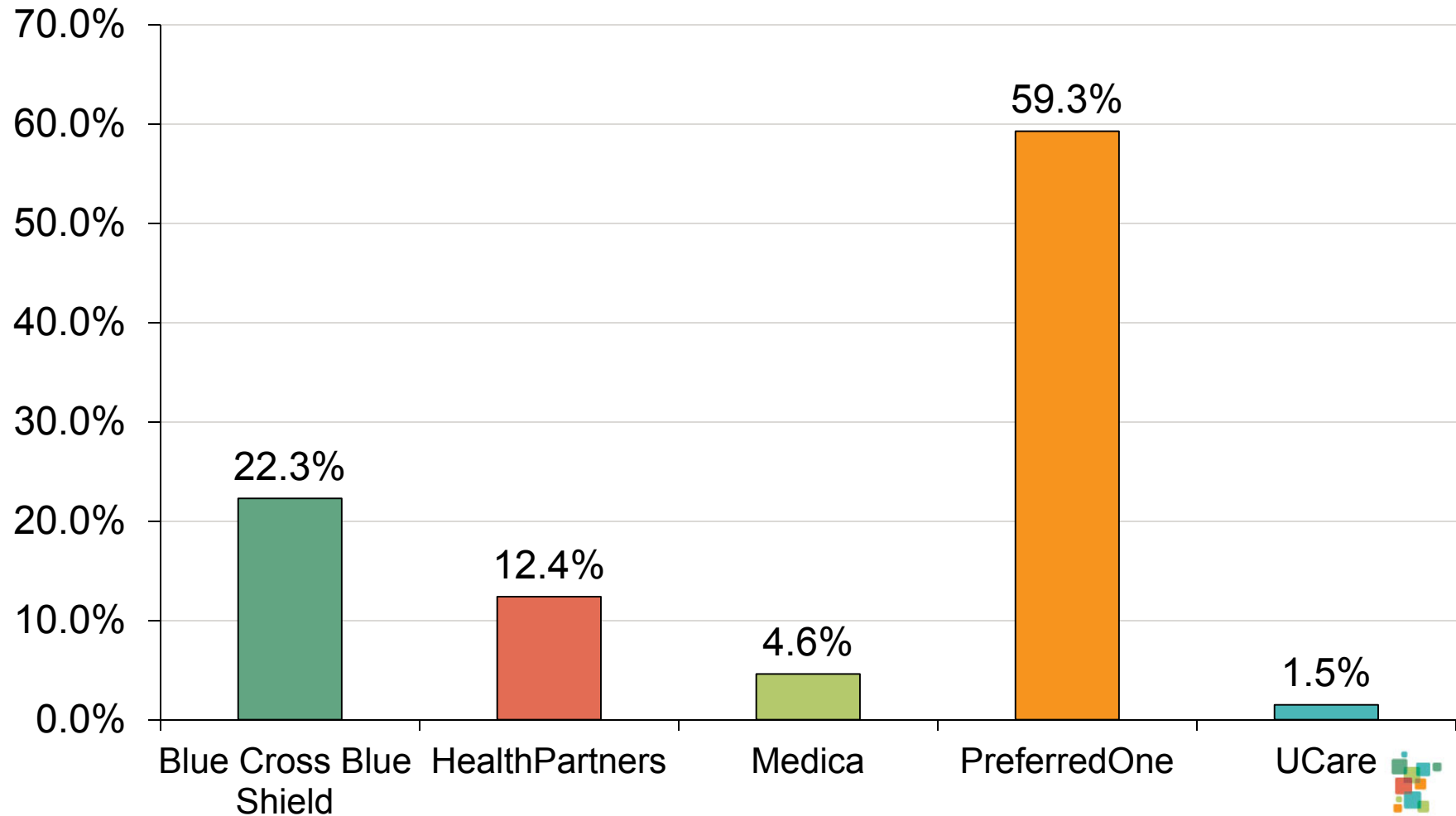
QHP Enrollment by sex: Male – 48.7% Female – 51.3%

# Individual Market: Enrollees by Carrier

## October 8, 2014

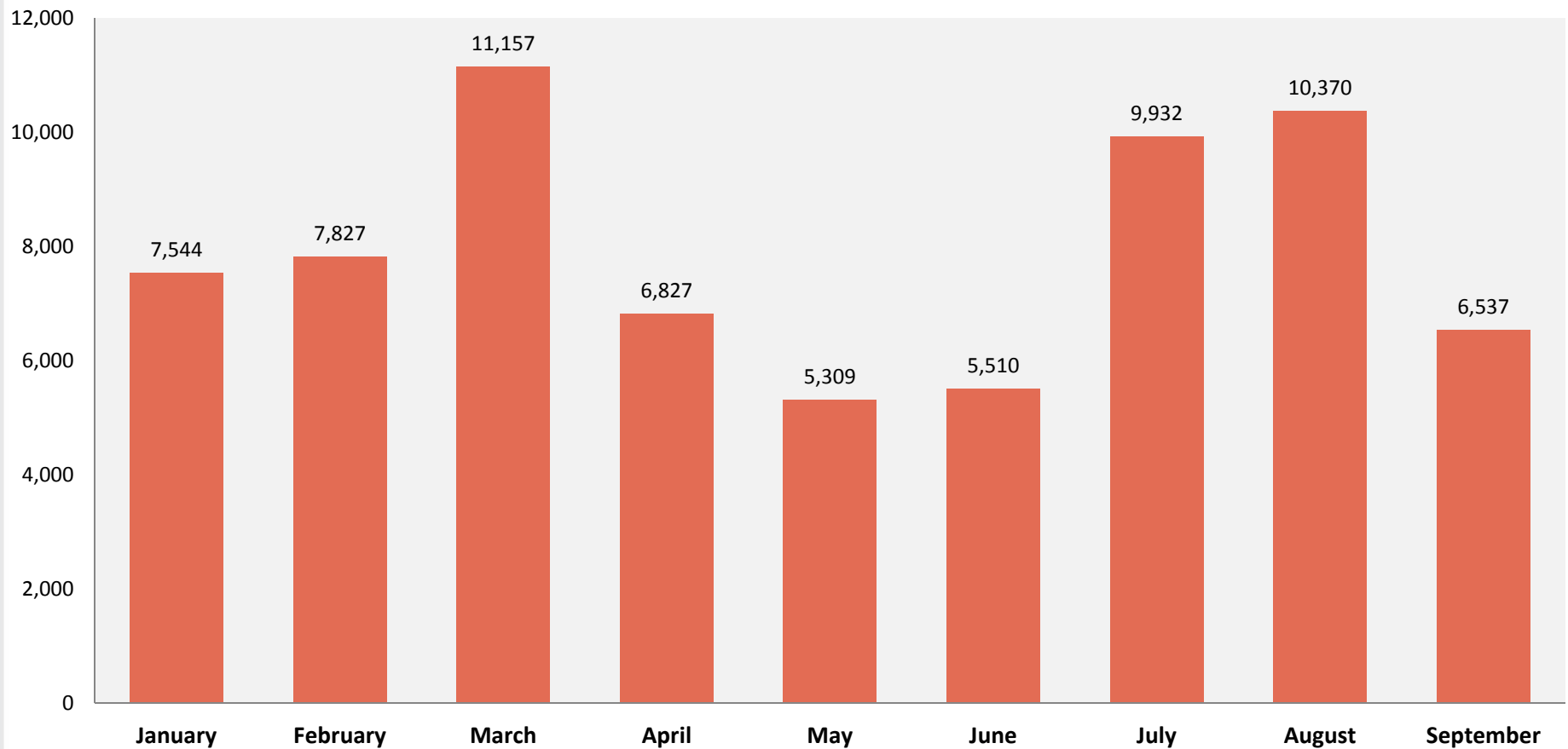


### Percent of Enrollees By Carrier





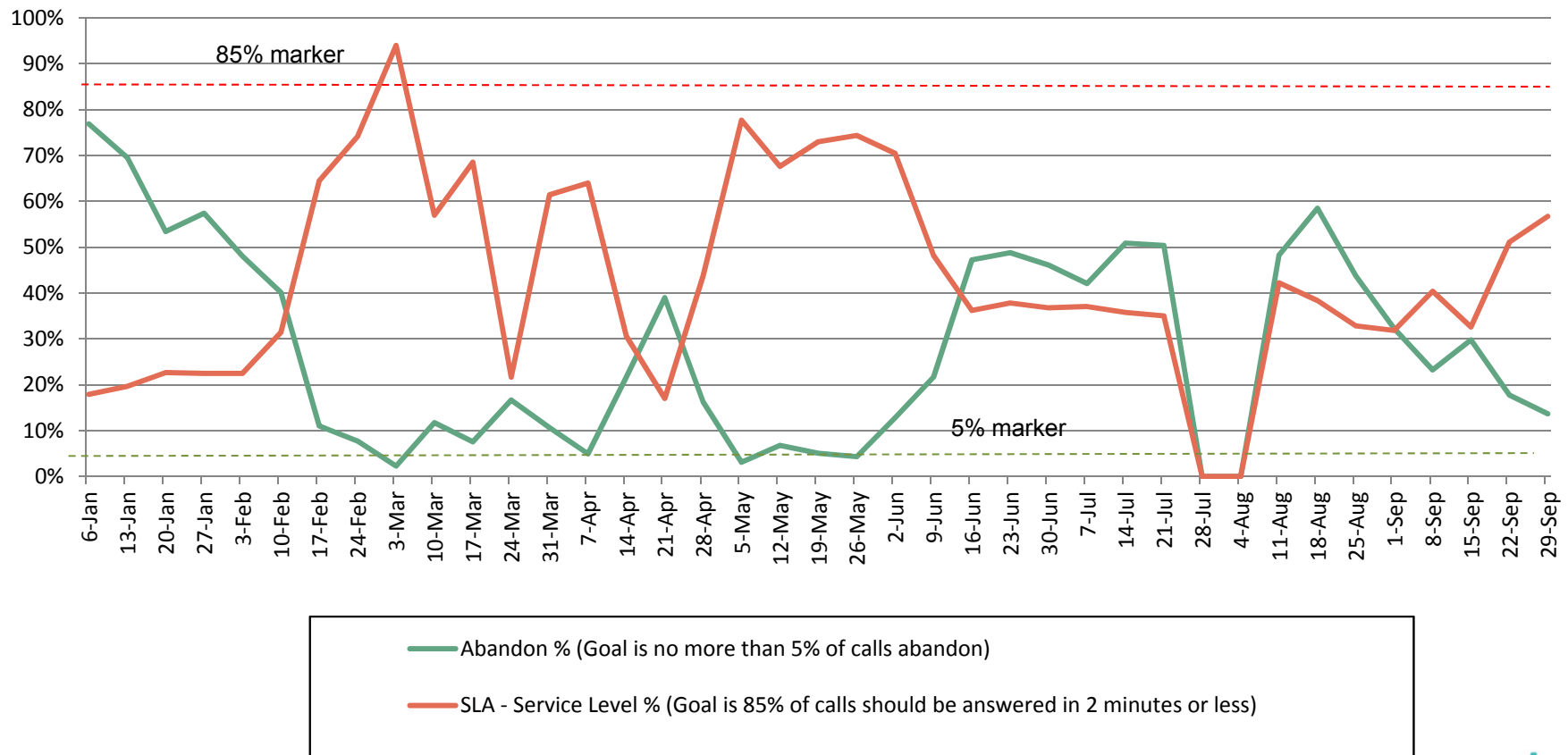
# MNsure Paper Applications January 1, 2014 – September 30, 2014



- 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

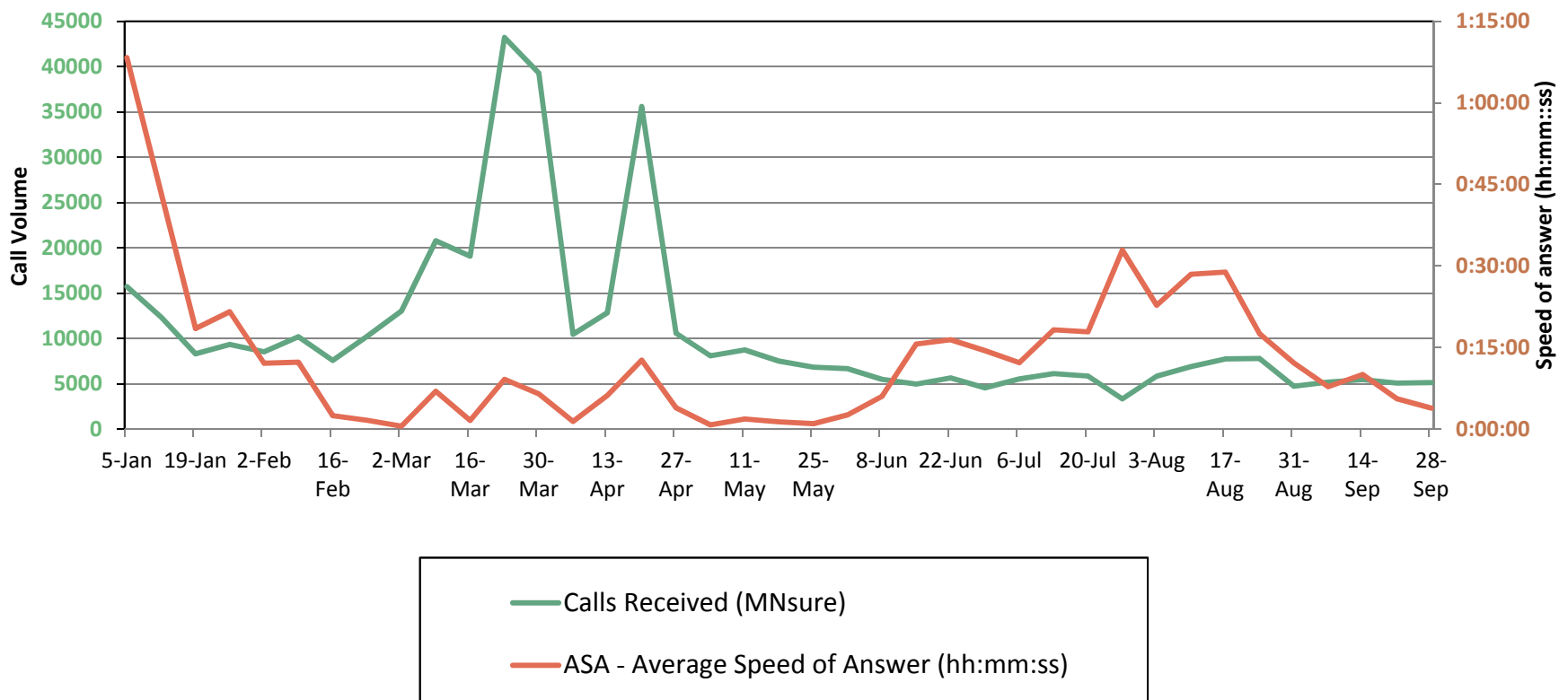
# Contact Center – Service Level/Abandon Rate

Calls Answered (Service Level) / Abandon Rate Jan 1, 2014 - Oct 4, 2014



# Contact Center – Average Wait Time/ASA

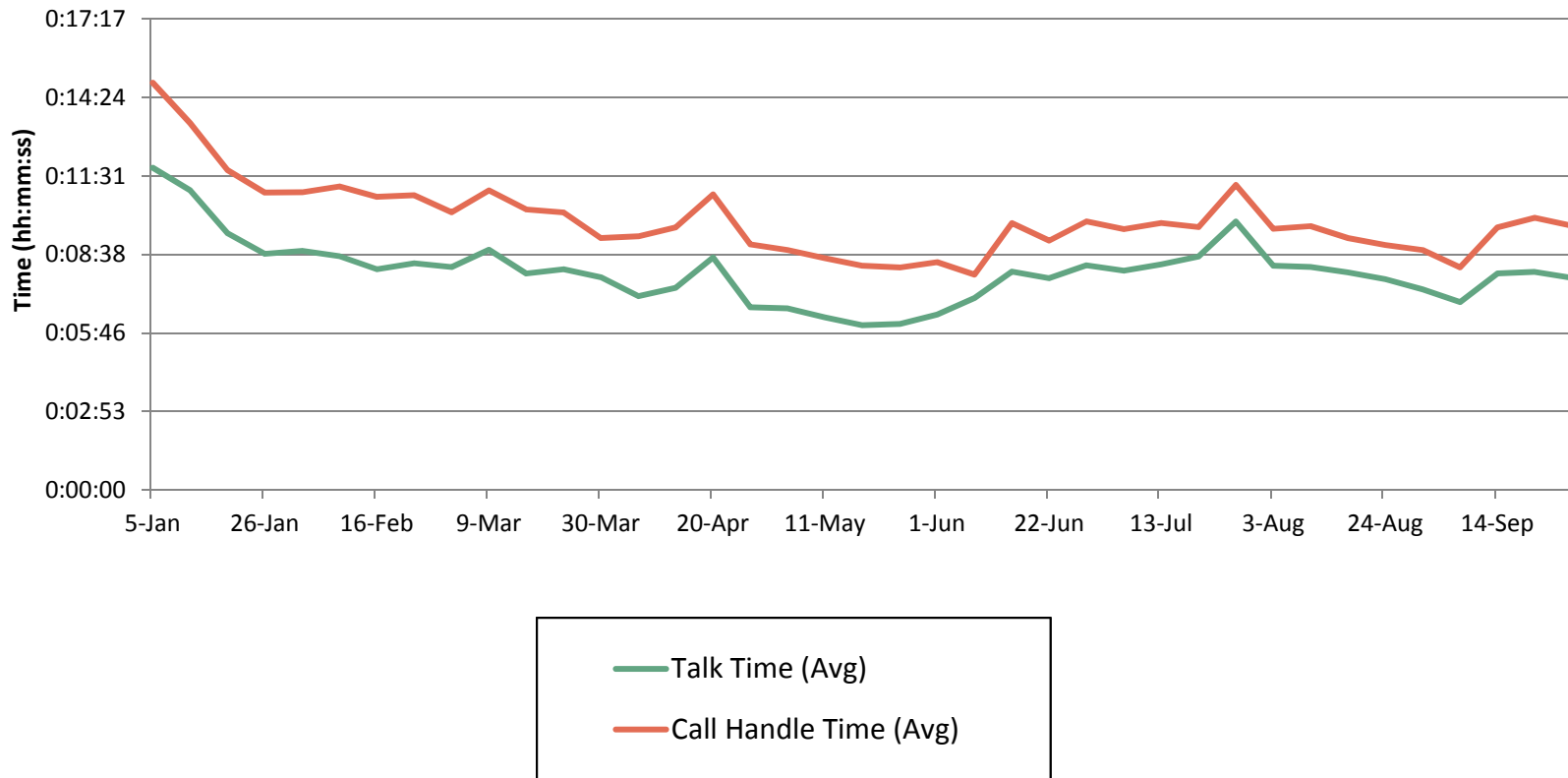
MNsure Contact Center Call Volume/ASA Jan 1, 2014 - Oct 4, 2014



# Contact Center – Resolution and Talk Time



## Call Center Resolution and Talk Time Jan 1, 2014 - Oct 4, 2014



# Contact Center – First Call Resolution

## Jan 2014 – Sep 2014 (slide 1 of 2)



First Call Resolution	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14
<b>Total Cases</b>	17,139	27,993	65,790	36,837	25,989	18,281	16,186	15,405	19,527
<b>Average # calendar days to resolve (3 days is standard)</b>	3.01	4.50	2.49	1.76	1.46	1.55	2.89	1.9	1.5

For September:

Cases currently open – 1,455

Average Age of open cases is 68 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

# Contact Center – First Call Resolution

## Jan 2014 – Sep 2014 (slide 2 of 2)



<i>First Call Resolution</i>	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
<b># cases resolved within 4 hours</b>	13,929	22,012	54,469	30,304	20,712	13,914	13,047	12,406	16,532
<b>% cases resolved within 4 hours</b>	73.01%	78.63%	82.79%	82.27%	79.70%	76.11%	80.61%	80.53%	85.13%

For September:

- 563 cases were forwarded on to Tier III Teams: Plan and Provider; Navigators, Assistors & Brokers; Eligibility and Enrollment; Special Enrollment Period; Finance; etc.)
- 166 cases were escalated to Supervisors within the Contact Center
- 1,455 were internal to MNsure Contact 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.

86% of cases were resolved within 4 hours - 96% resolution was possible.

# Contact Center – Type of Calls Received (All callers) September 2014

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## Top Inquiries for All Callers

1. Online application status/what is my status – 19%
2. Reporting life event change – 12%
3. Password reset/account unlock– 7%
4. Paper application status/what is my status – 5%
5. Special Enrollment Period request/inquiry – 3%

# Contact Center – Type of Calls Received from Navigators and Assisters, September 2014

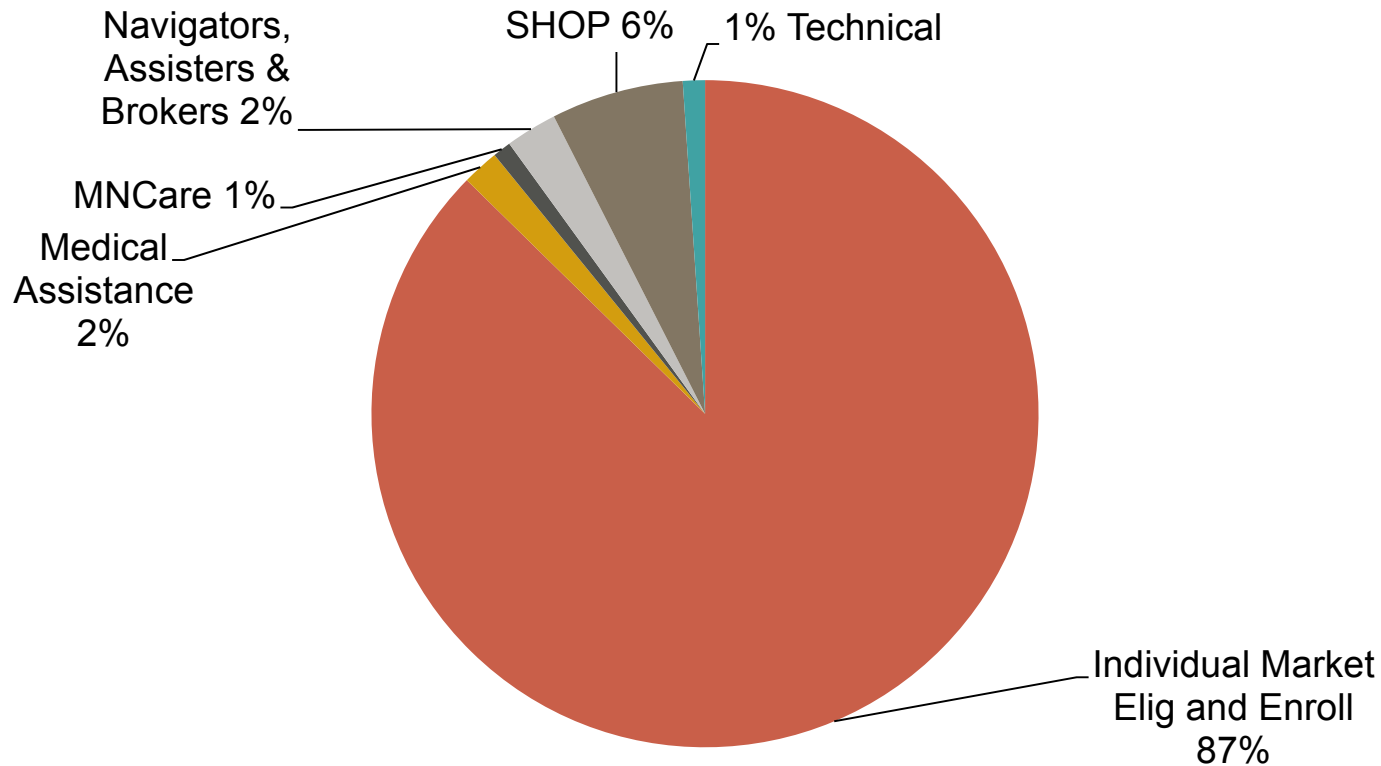


## Top Inquiries

1. Case status request – 29%
2. General account question – 12%
3. General certification question – 12%
4. Communication from MNsure– 7%
5. Training – 6%



# Contact Center – Escalated Calls September 2014



## Top Reasons for Calls to be Escalated:

- Caller reporting income change 22%
- Caller reporting multiple life event changes 13%
- Caller reporting change in tax filer status 7%
- Caller reporting address change 5%
- Caller inquiring about application status 3%

# MNsure Uptime

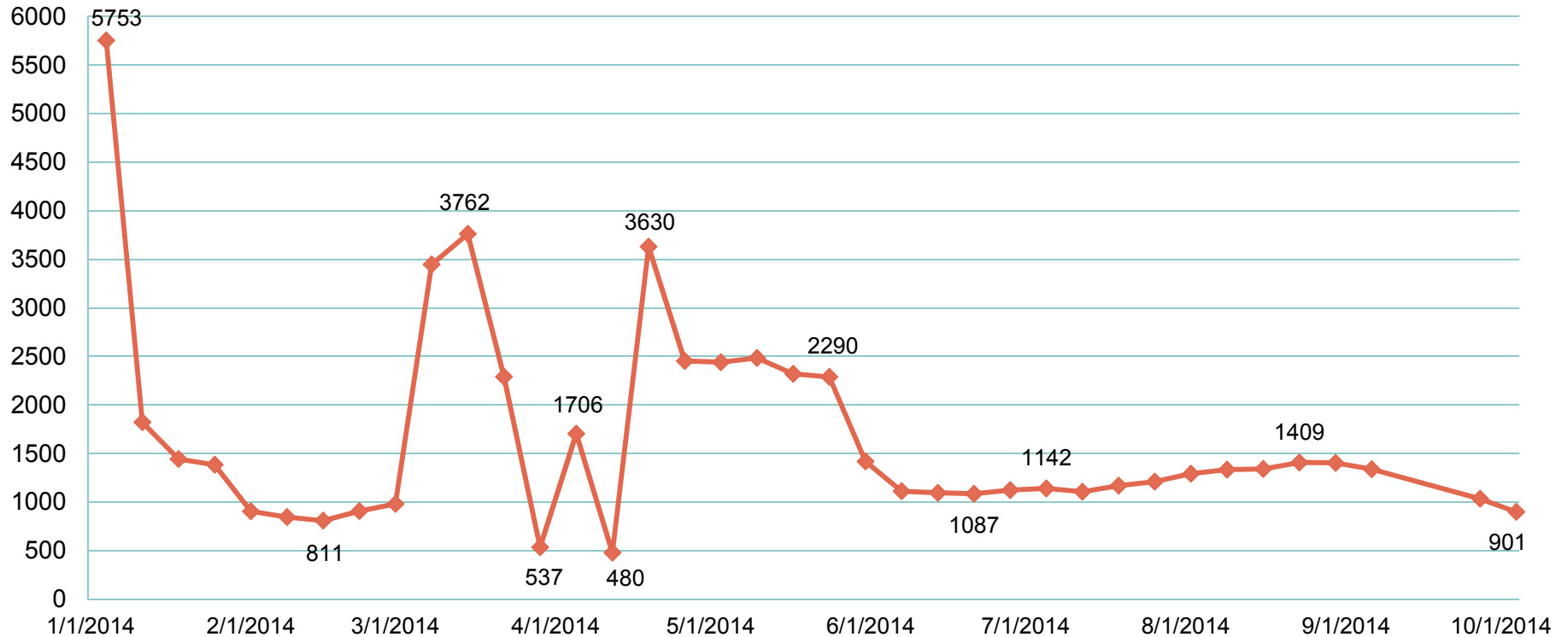
## September 1 – September 30, 2014



- **September 2014 – there were no unplanned outages due to MN.IT or IT system errors.**
- **There were CMS Upgrades for CMS Open Enrollment (OE) preparation work, and a few CMS Social Security Administration (SSA) maintenance activities**
  - 09/01 CP/CW redirected 10:30 p.m. – midnight due to SSA/IRS maintenance.
  - 09/06 CP/CW redirected 4:00 p.m. – midnight due to CMS upgrade for OE.
  - 09/07 CP/CW redirected 6:00 a.m. – midnight due to CMS upgrade for OE.
  - 09/13 CP/CW redirected 6:00 a.m. – midnight due to CMS upgrade for OE.
  - 09/14 CP/CW redirected 6:00 a.m. – 8:00 a.m. due to CMS upgrade for OE.
  - 09/14 CP/CW redirected 10:00 p.m. – midnight due to SSA/IRS maintenance.
  - 09/21 CP/CW redirected 10:30 p.m. – midnight due to SSA/IRS maintenance.
  - 09/27 CP/CW redirected 10:00 p.m. – midnight due to SSA/IRS maintenance.
  - 09/28 CP/CW redirected 6:00 a.m. – 7:00 a.m. due to SSA/IRS maintenance.
  - 09/28 CP/CW redirected 10:30 p.m. – midnight due to SSA/IRS maintenance.
- **Planned redirects of CP/CW Portal due to Basic Health Plan processing or code deploys**
  - 09/20 CP/CW redirected 9:00 p.m. – midnight
  - 09/21 CP/CW remained in redirect until 9:00 a.m.

Note: CP/CW stands for Citizen Portal and Case Worker Portal, respectively.

# Pended Cases in Eligibility Determination through October 4, 2014

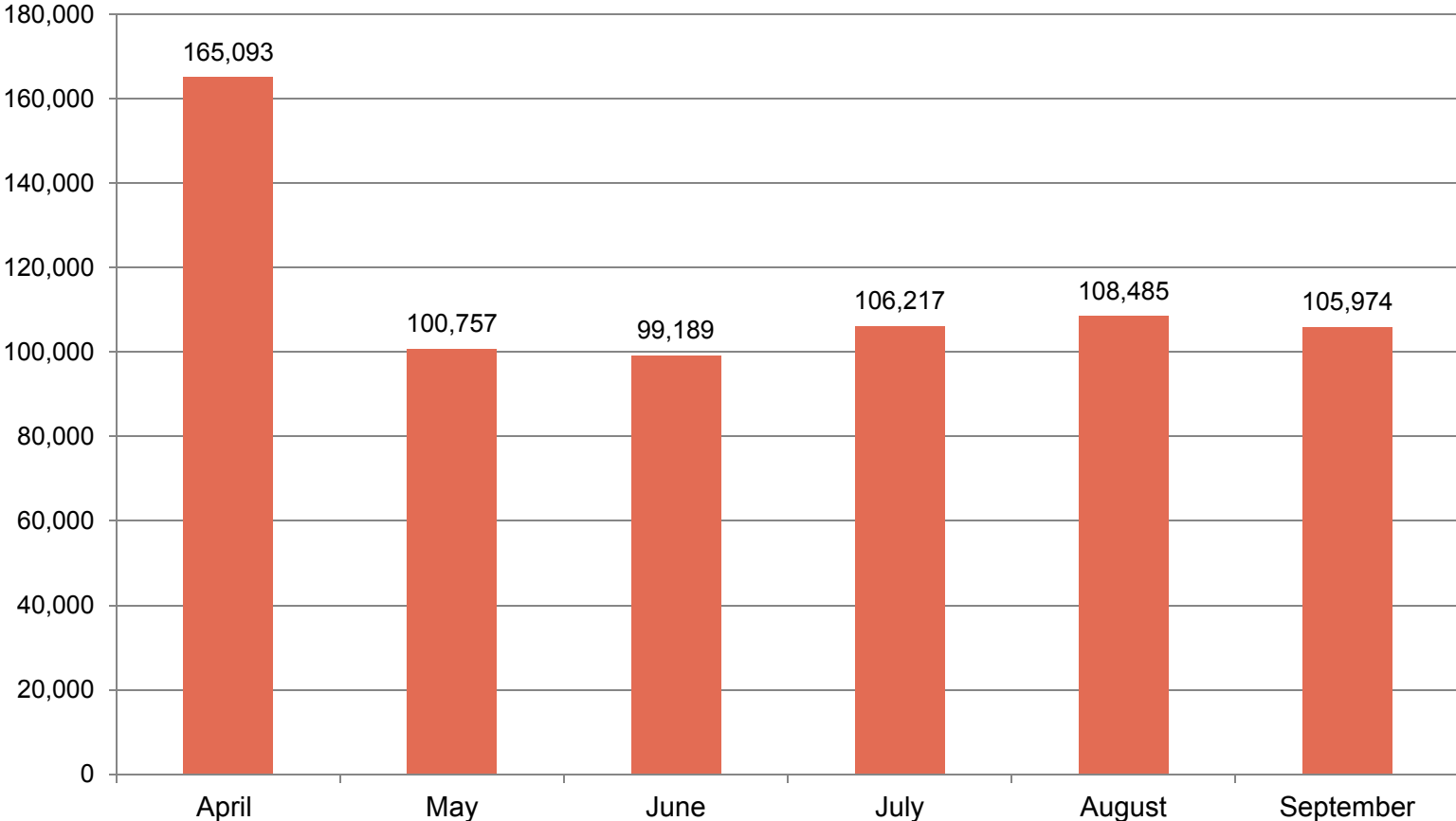


Pended Cases in Eligibility Determination are cases requiring manual intervention.

# Public Website Metrics

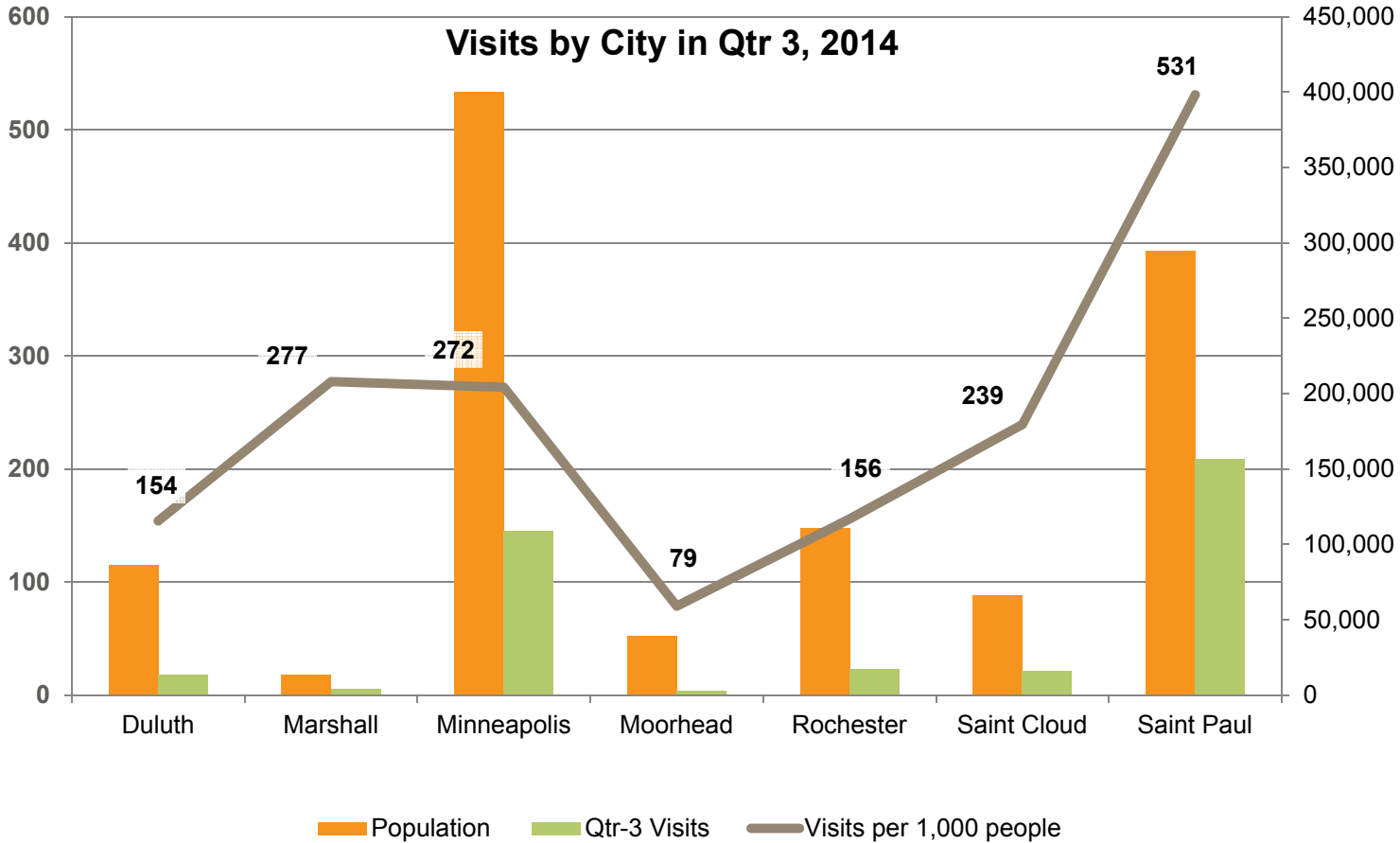


Total unique visitors by month



*The public website does not include marketplace system pages (shop, apply, enroll).*

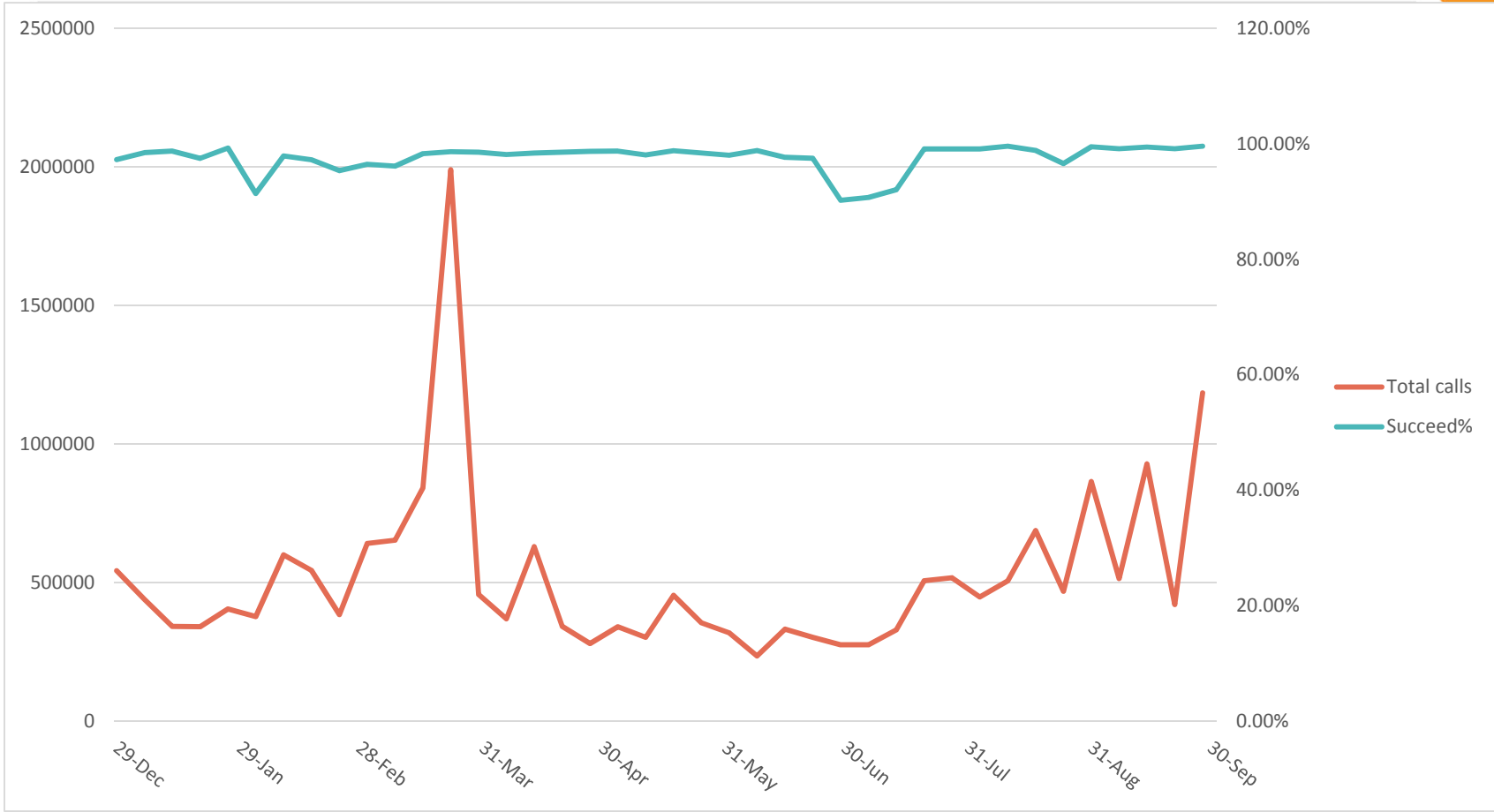
# Public Website Metrics: Visits by City



*The public website does not include marketplace system pages (shop, apply, enroll).*



# Error Rates for MNsure Marketplace



# SHOP

## October 7, 2014



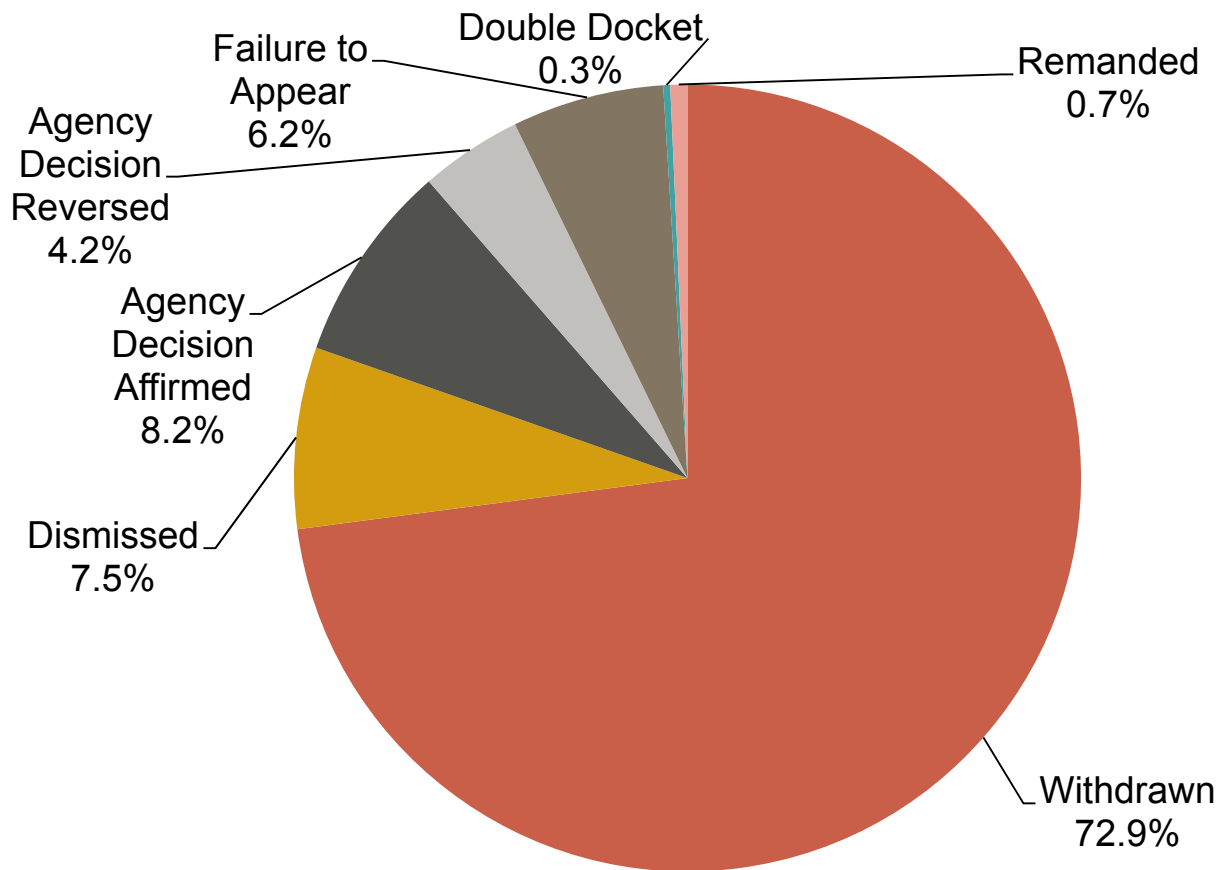
Total Enrollment					
	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
Employers Enrolled	127	34	23	7	191
Employees Enrolled	625	165	156	52	998
Total Enrollees, inc. Dependents	950	235	204	71	1,460

Enrollees by Metal Level					
	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
Platinum	155	43	33	4	235
Gold	455	83	58	13	609
Silver	212	45	82	50	389
Bronze	109	65	24	2	200

Employer Enrollment by Group Size					
	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
1-5	91	24	12	3	130
6-10	24	8	8	2	42
11-24	10	2	2	2	16
25-50	2	0	1	0	3

Contribution Levels by Employers					
	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
0-24%	10	2	2	0	14
25% - 49%	1	0	0	0	1
50% - 74%	60	17	10	0	87
75% - 100%	91	20	13	7	131

# Type of Closed Appeals



Number of pending appeals:  
290

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