



MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

December 3, 2014



Dashboard

Enrollment – Dec. 1, 2014

Total Enrollments	16,497
Medical Assistance	7,986
MinnesotaCare	2,532
QHP	5,979

SHOP – Nov. 24, 2014

Employers enrolled	199
Employees enrolled	1,052
Individuals enrolled (incl. dependents)	1,537

Contact Center – Nov. 1-22, 2014

# of calls	39,399
Avg. Speed of Answer	0:02:34
Service Level (% of calls answered in 2 min. or less)	65.71%
Avg. Talk Time	0:07:06

Metal Level – Dec. 1, 2014

Metal Level	
Platinum	8.8%
Gold	21.3%
Silver	35.7%
Bronze	33.2%
Catastrophic	1.0%

The above Metal Level data is reflective of a snapshot of QHP cases within the system of record and is not representative of all current QHP enrollments.

Enrollments by Program

December 1, 2014

16,497 Total Enrollments

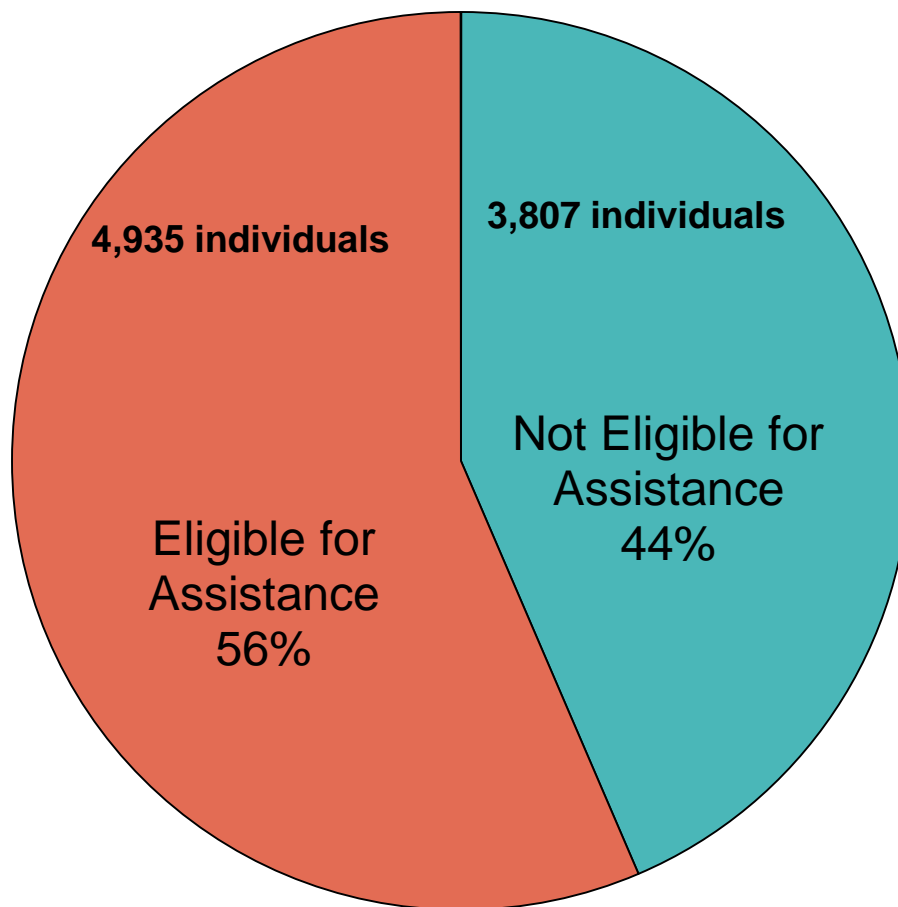


Program enrollment began at zero for all programs starting November 15, 2014.

Eligibility of QHP Applicants

December 1, 2014

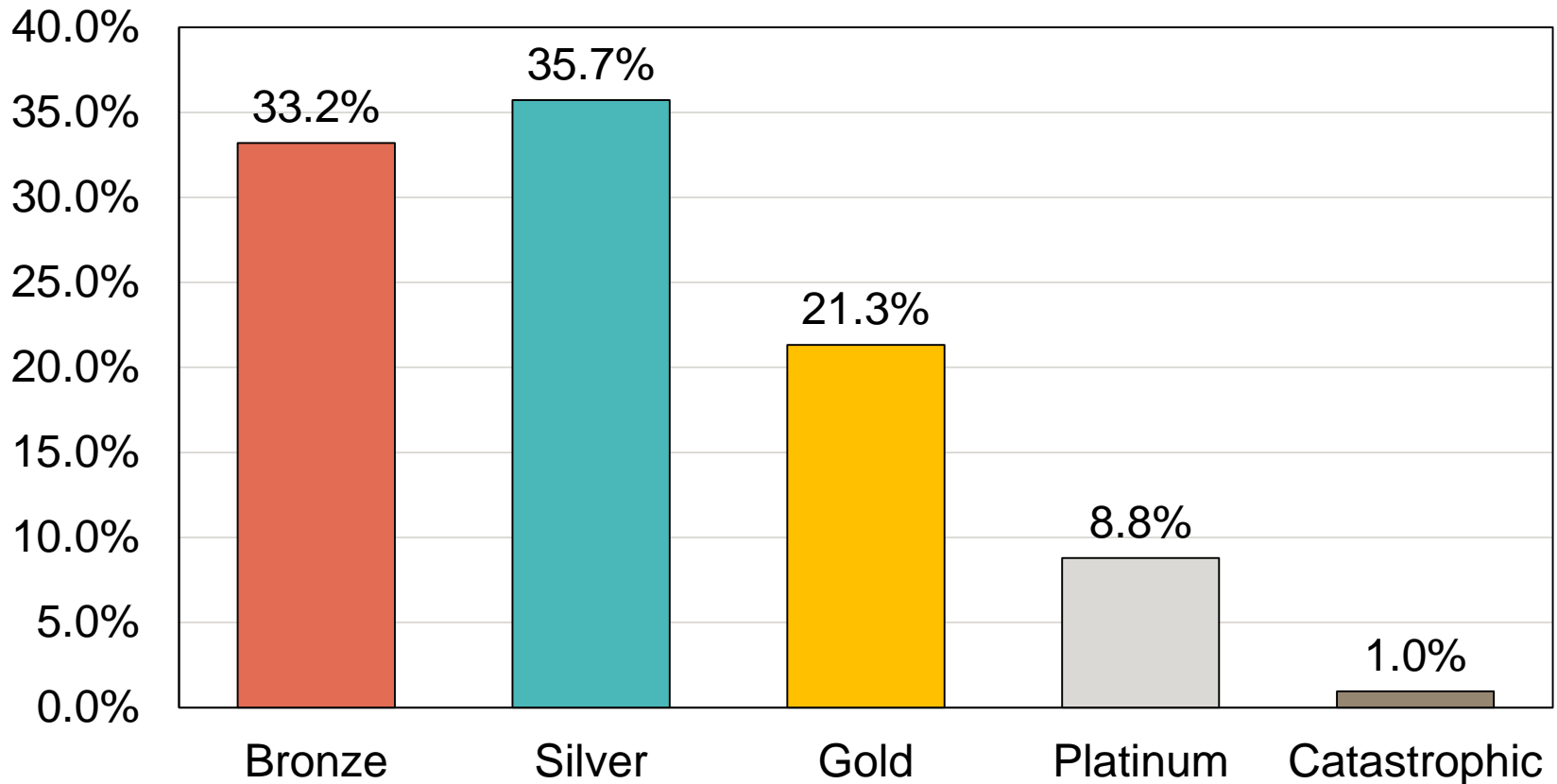
Number of *QHP eligible applicants* applying for assistance



Individual Market: Metal Levels

December 1, 2014

2015 QHP Metal Level Selection

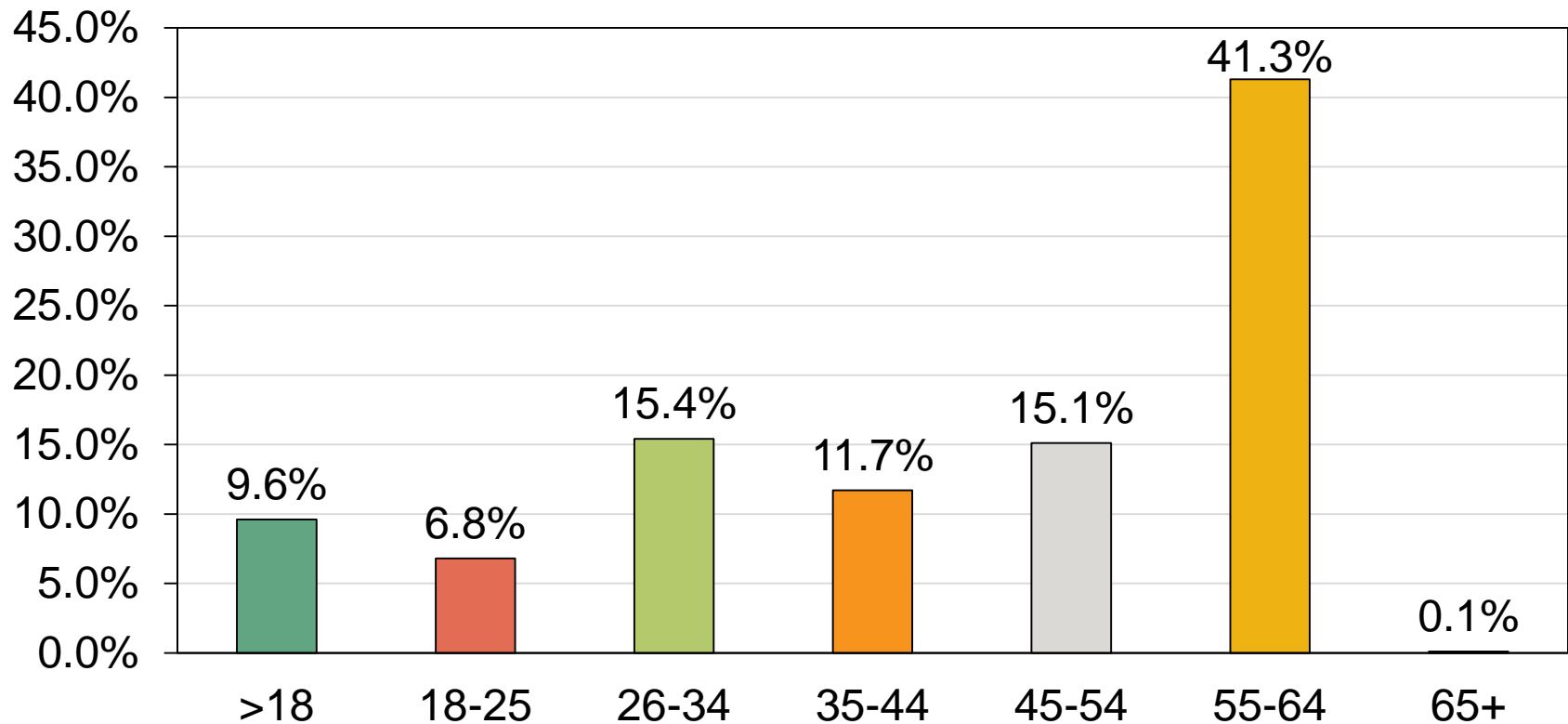


Data is reflective of a snapshot of QHP cases within the system of record and is not representative of all current QHP enrollments.

Individual Market: QHP Enrollee Demographics

December 1, 2014

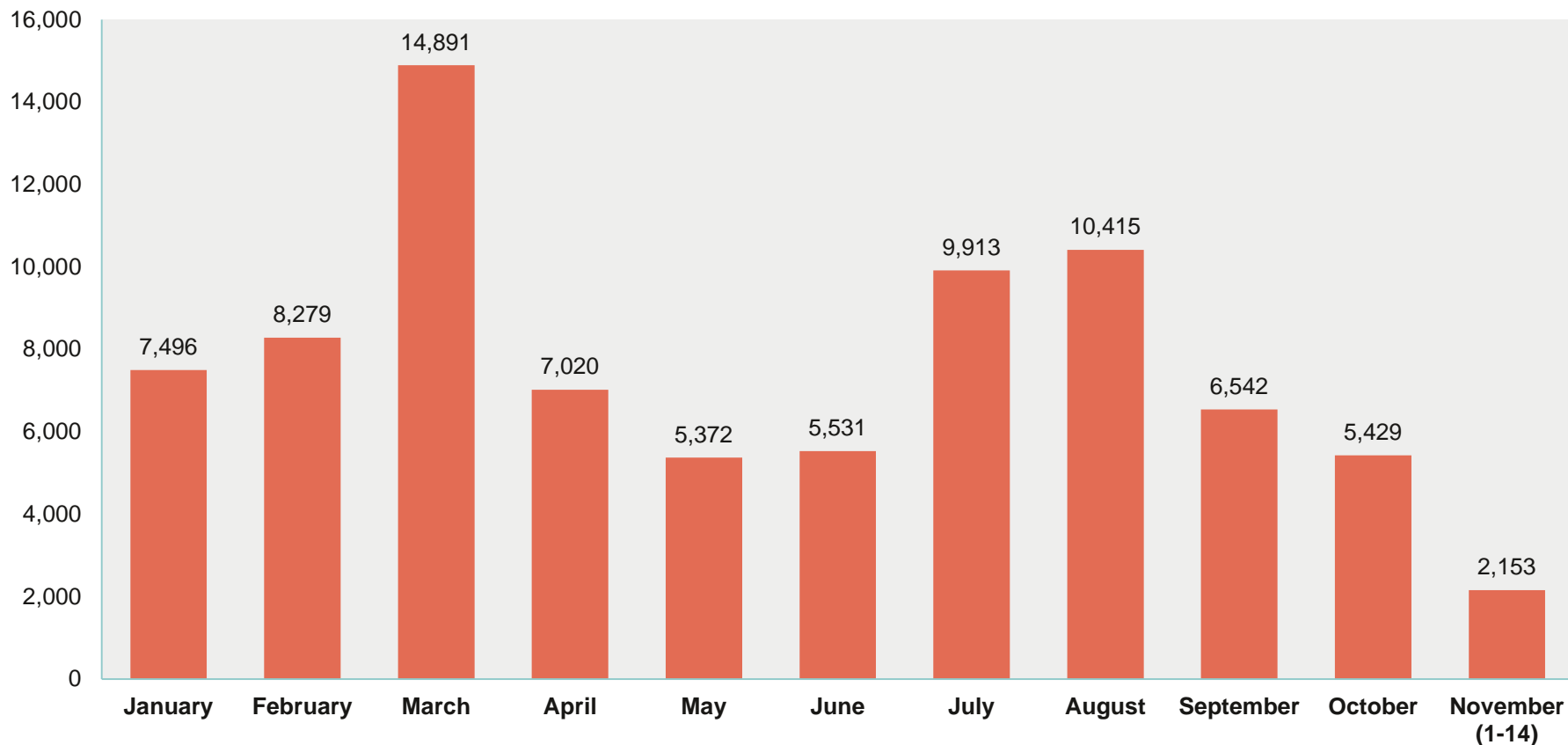
QHP Enrollment by age



QHP Enrollment by sex: Male – 48% Female – 52%

Data is reflective of a snapshot of QHP cases within the system of record and is not representative of all current QHP enrollments.

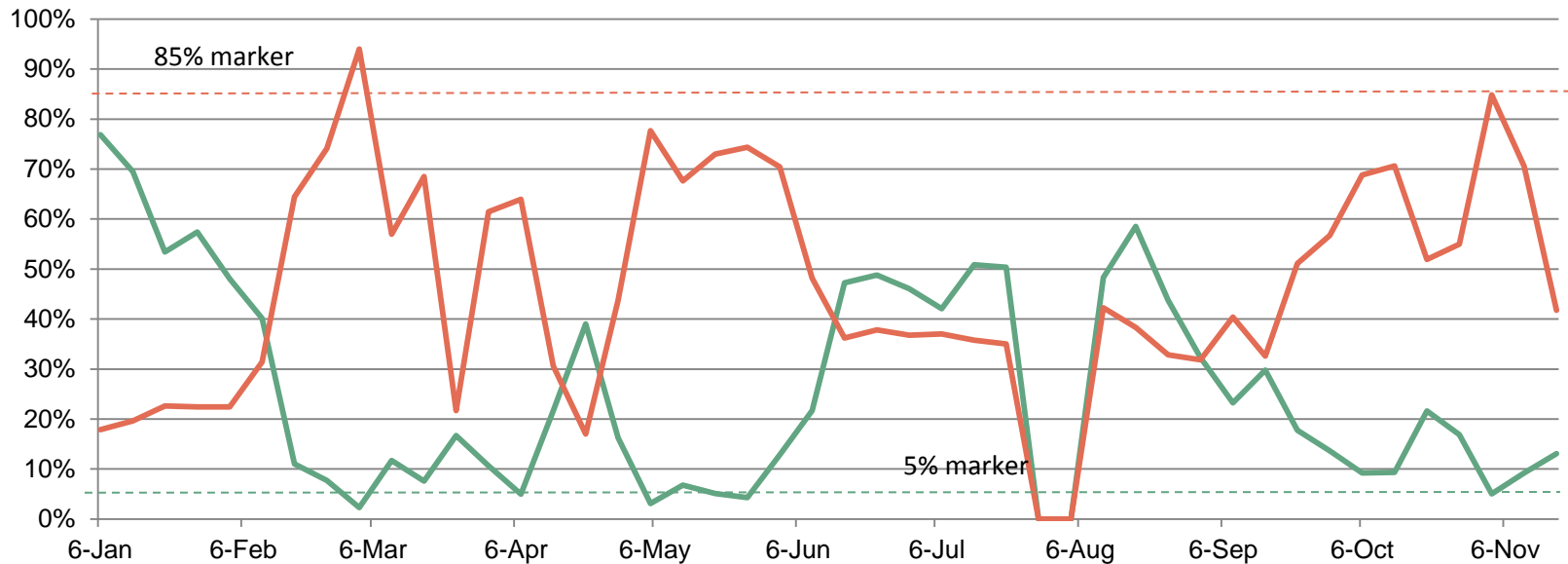
MNsure Paper Applications Received January 1, 2014 – November 14, 2014



- 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

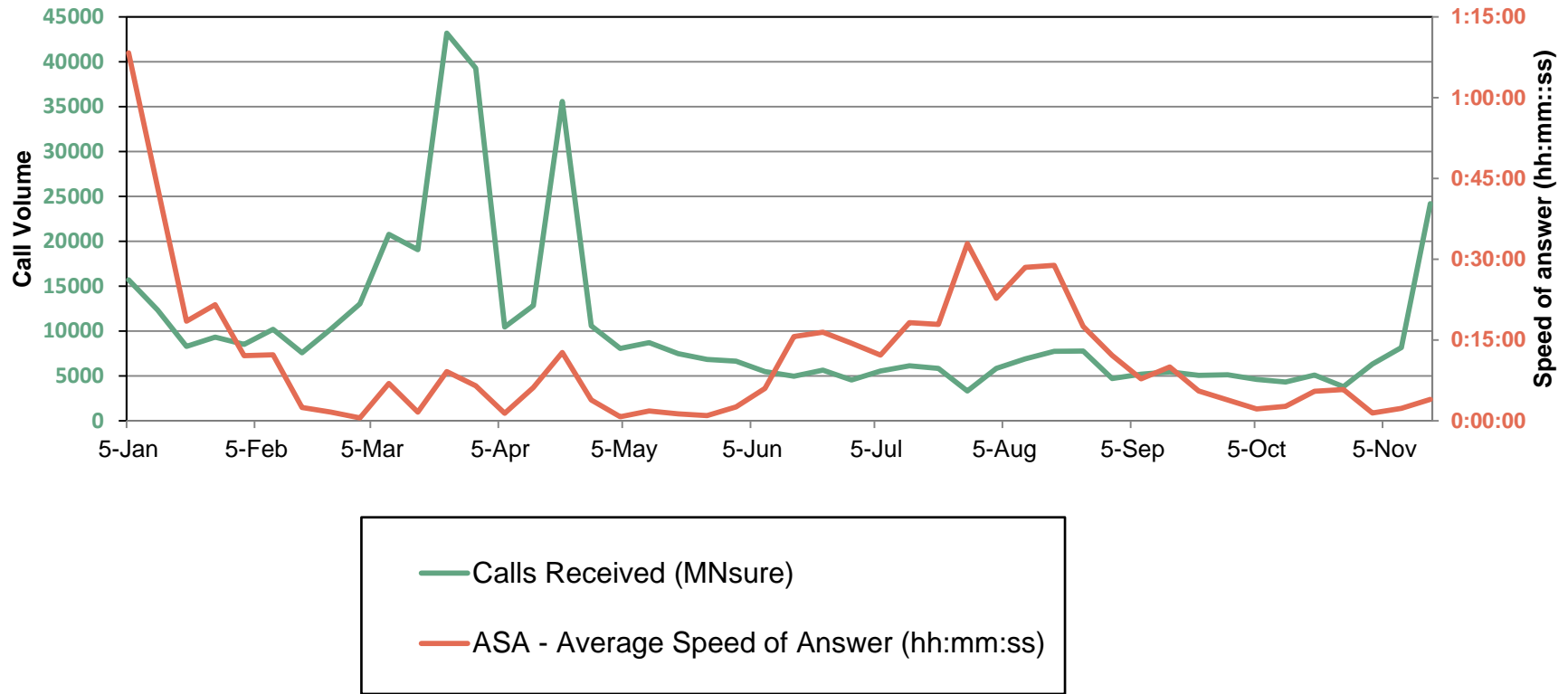
**Calls Answered (Service Level) / Abandon Rate
Jan 1, 2014 - Nov 22, 2014**



— 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)

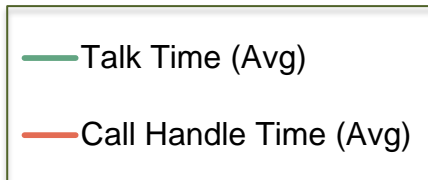
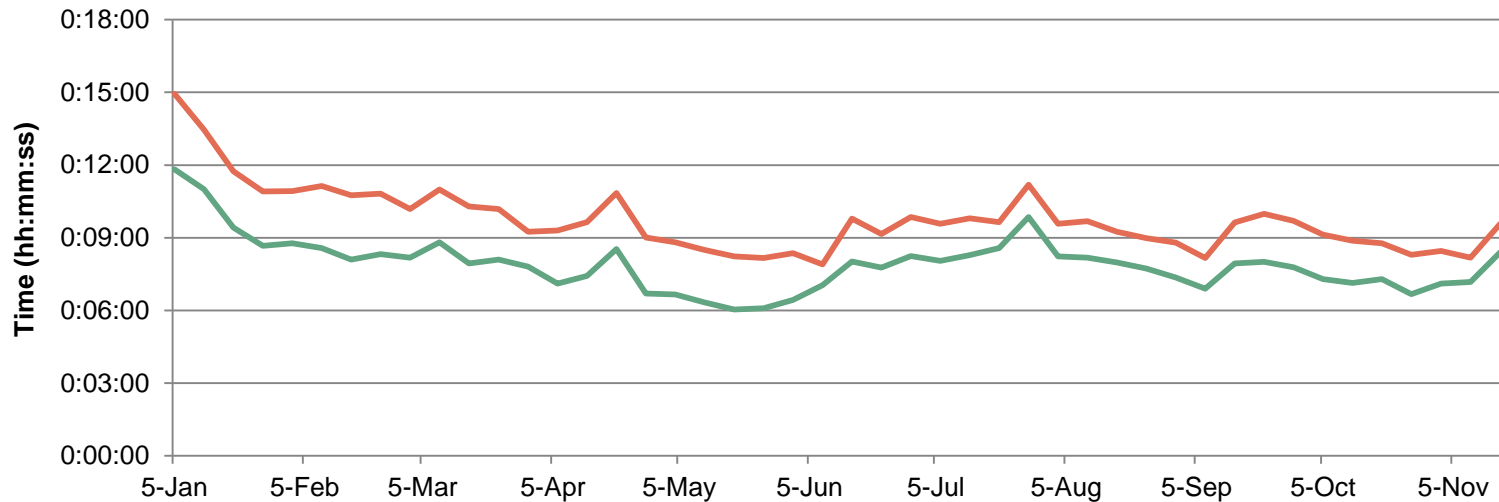
Contact Center – Call Volume/ASA

MNsure Contact Center Call Volume/ASA
Jan 1, 2014 - Nov 22, 2014



Contact Center – Resolution and Talk Time

**Call Center Resolution and Talk Time
Jan 1, 2014 - Nov 22, 2014**



Contact Center – First Call Resolution

Jan 2014 – Nov 2014 (slide 1 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	Oct-14	Nov-14 (to 11/22)
Total Cases	17,139	27,993	65,790	36,837	25,989	18,281	16,186	15,405	19,527	22,345	33,806
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	1.5	1	0

For November Through 11/22:

Cases currently active – 1,881

Cases active within the Contact Center – 809

Average Age of open case in Contact Center is 7 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 – Nov 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	Oct-14	Nov-14 (to 11/22)
# cases resolved within 4 hours	13,929	22,012	54,469	30,304	20,712	13,914	13,047	12,406	16,623	19,105	29,987
% cases resolved within 4 hours	73.01%	78.63%	82.79%	82.27%	79.70%	76.11%	80.61%	80.53%	85.13%	85.50%	88.70%

For November Through 11/22:

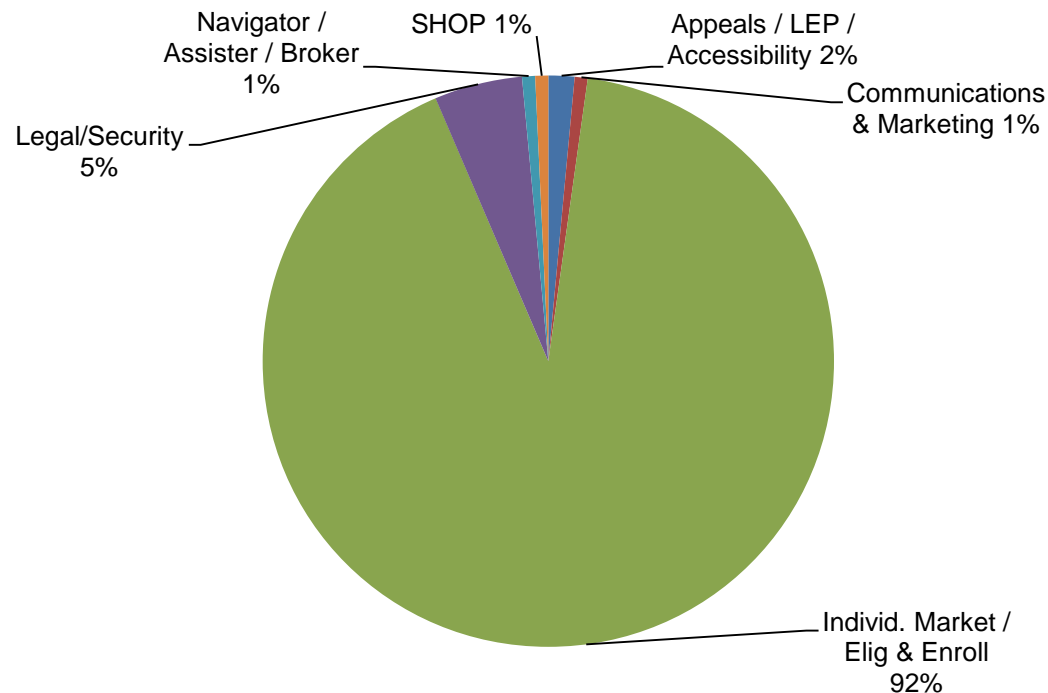
- 208 cases were forwarded on to Tier III Teams (Plan and Provider; Navigators, Assisters & Brokers; Eligibility and Enrollment; Special Enrollment Period; Finance; etc.)
- 96 cases were escalated to Supervisors within the Contact Center

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.

88.7% of cases were resolved within 4 hours – 89.02% resolution was possible.

Contact Center – Escalated Calls

November 1-22, 2014



Top Reasons for Calls to be Escalated:

- Caller reporting removal of household member 17%
- Caller reporting income change 8%
- Caller reporting loss of health care coverage 5%
- Caller requesting multiple changes 3%
- Caller reporting divorce 3%

Contact Center – Type of Calls Received (All callers) November 1-22, 2014



Top Inquiries for All Callers

1. How do I apply– 25%
2. Technical: password/login – 15%
3. Public programs (MCRE/MA) – 13%
4. Renewal 9%
5. Status request – 9%

Contact Center – Type of Calls Received from Navigators and Assisters, November 1-22, 2014

Top Inquiries

1. Renewal – 17%
2. Case status request – 14%
3. How do I apply – 12%
4. Password reset/Account unlock– 10%
5. Certification questions – 6%

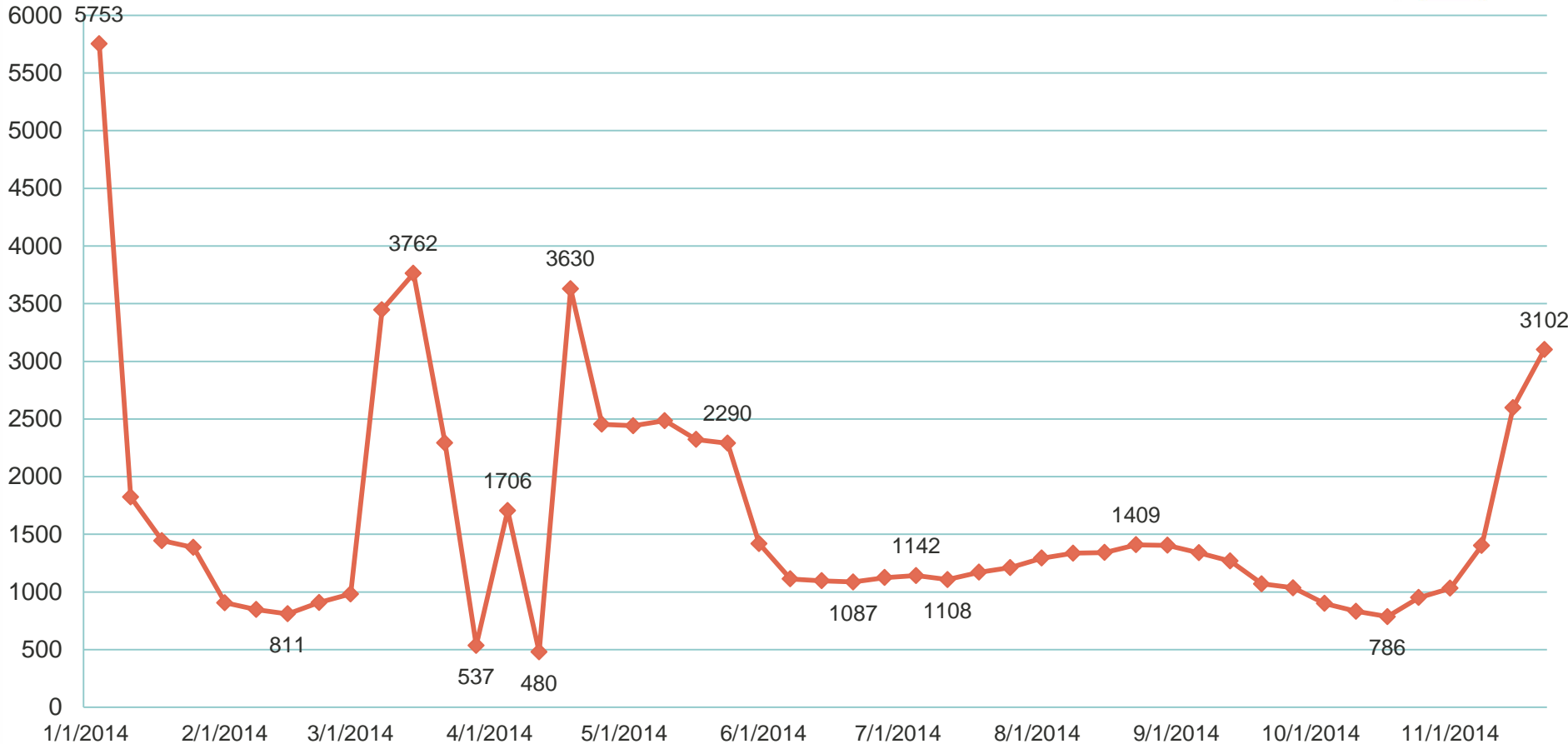
MNsure Redirect

November 1, 2014 – November 22, 2014

- **November 2014 – there were a few unplanned outages due to Case Worker overload during pre-Open Enrollment activities**
 - 11/06 CP/CW redirected 9:40 a.m. – 10:54 a.m. Case Worker Overload
 - 11/13 CP/CW redirected 2:10 p.m. – 4:47 p.m. Case Worker Overload
- **CMS related redirects for CMS Open Enrollment (OE) preparation work, or CMS, Social Security Administration (SSA), IRS or Fed Hub maintenance activities and Homeland Security maintenance**
 - 11/01 CP/CW redirected 10:00 pm. – midnight. SSA Maintenance
 - 11/02 CP/CW redirected 6:00 a.m. – 5:00 p.m. SSA & VLP Unavailable
 - 11/03 CP/CW redirected 2:54 p.m. – 3:35 p.m. IRS Maintenance
 - 11/04 CP/CW redirected 10:34 a.m. – 3:50 p.m. Fed Data Services Hub unavailable
 - 11/09 CP redirected starting at 6:00 p.m. Production deploys for Open Enrollment
 - 11/10 CP redirected Production deploys continued
 - 11/11 CP redirected Production deploys continued
 - 11/12 CP redirected Production deploys continued
 - 11/13 CP redirected until 8:00 a.m.
 - CMS, SSA, and Fed Data Services maintenance during the product deploys as well

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

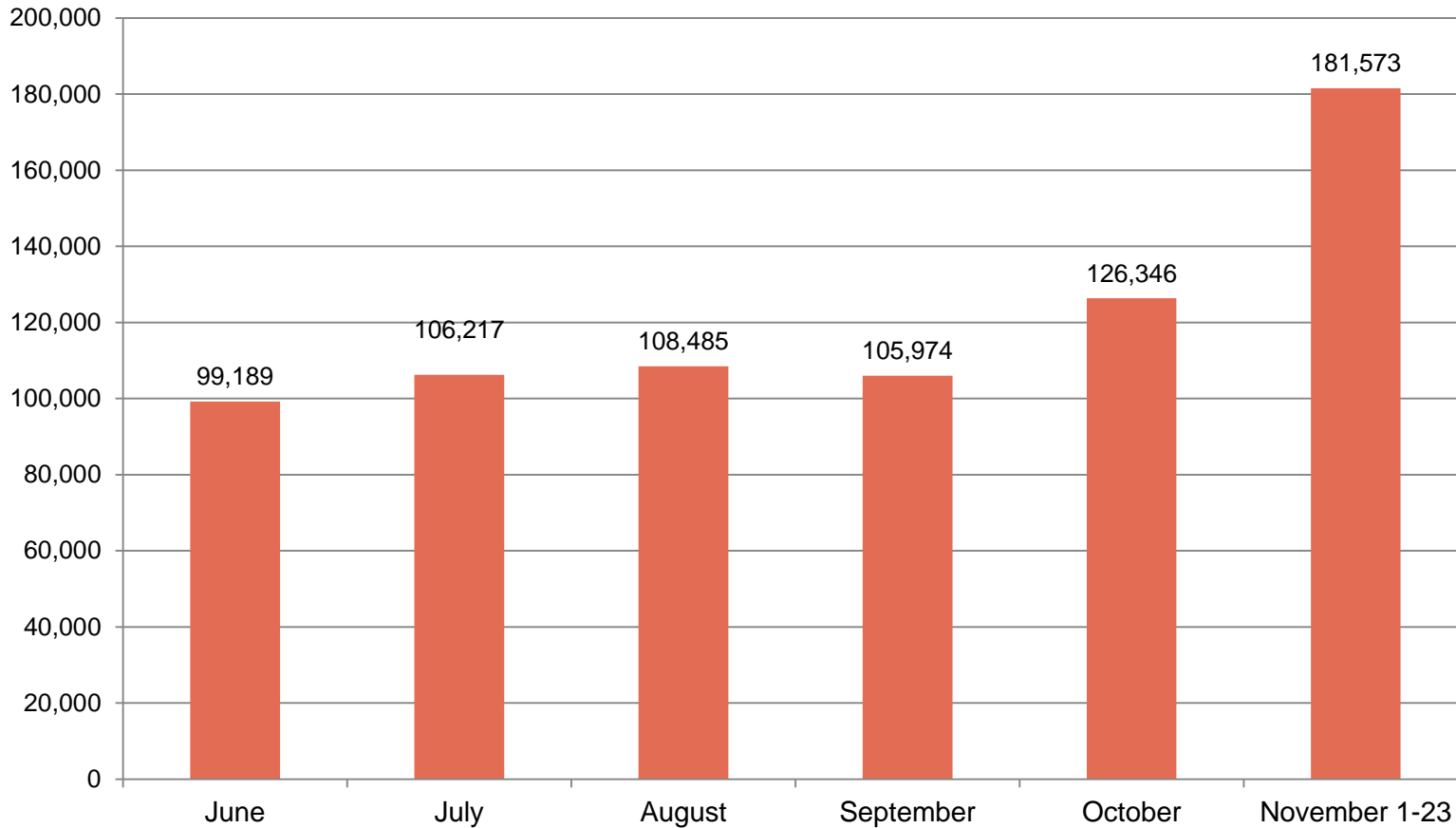
Pended Cases in Eligibility Determination through November 22, 2014



Pended Cases in Eligibility Determination are cases in the system requiring manual intervention.

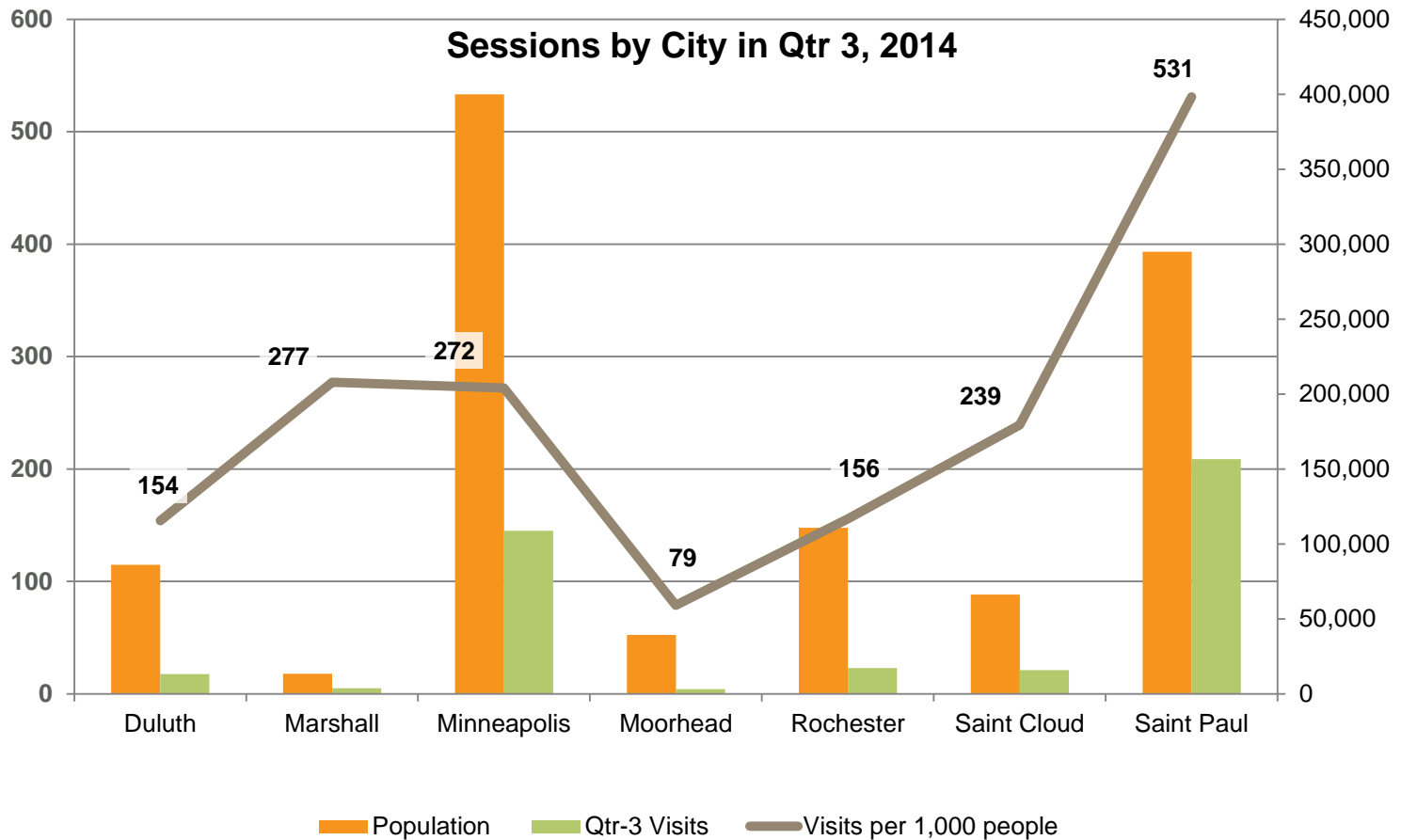
Public Website Metrics

Total users by month (2014)



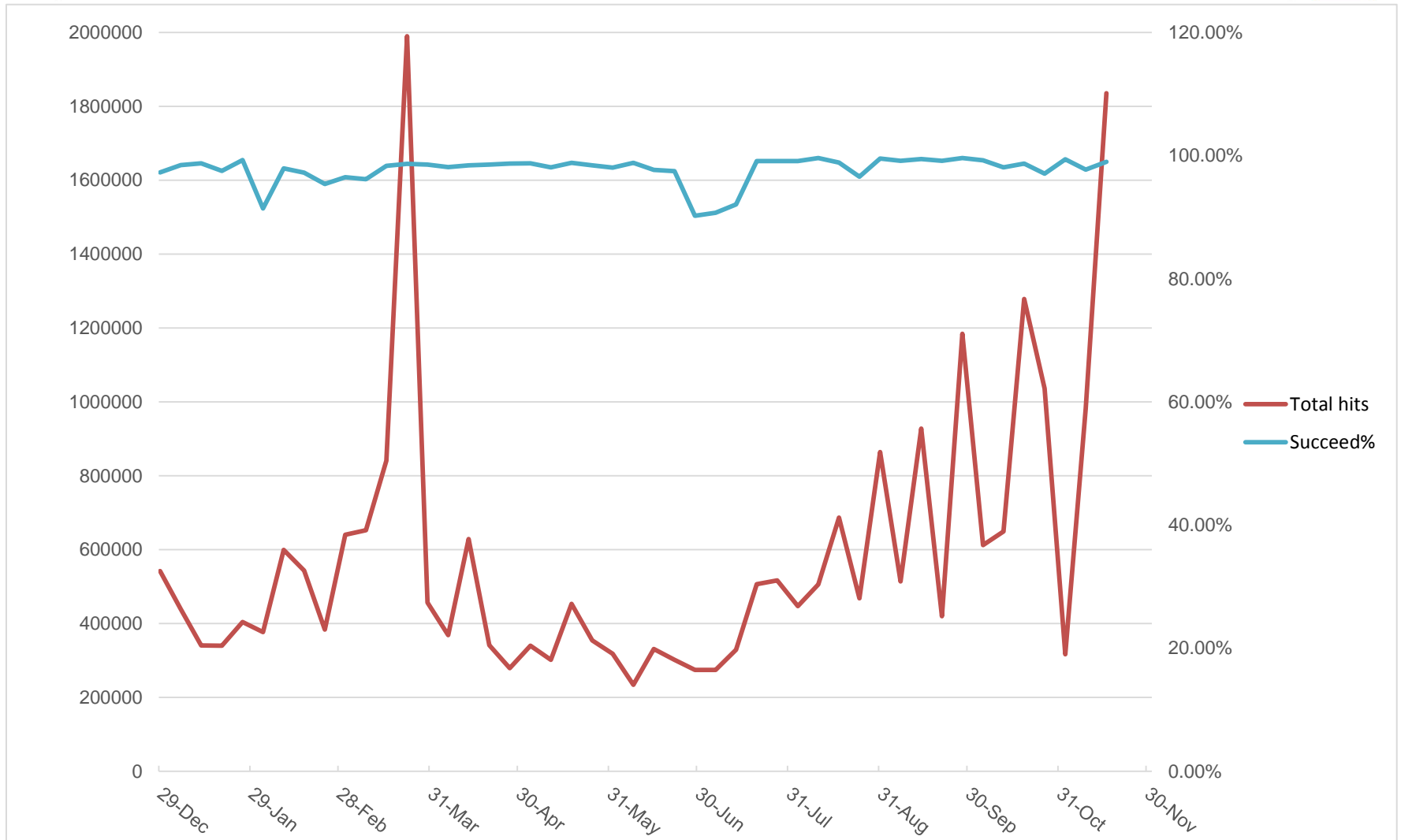
The public website does not include marketplace system pages (shop, apply, enroll).

Public Website Metrics: Visits by City



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

Error Rates for MNsure Marketplace through November 22, 2014



SHOP

November 24, 2014



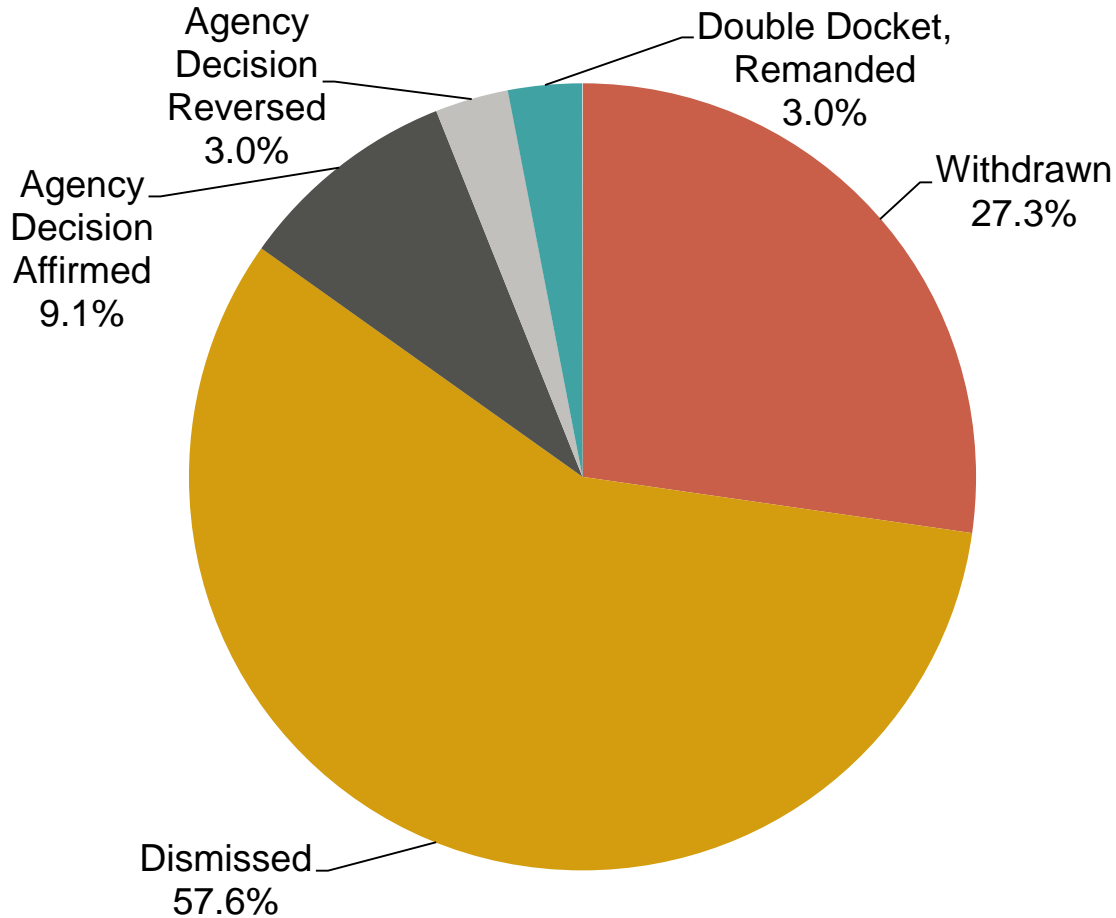
Total Enrollment					
	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
Employers Enrolled	125	34	23	17	199
Employees Enrolled	610	171	154	117	1,052
Total Enrollees, inc. Dependents	931	241	198	167	1,537

Enrollees by Metal Level					
Metal Level	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
Platinum	156	40	28	6	230
Gold	445	81	55	48	629
Silver	208	53	91	73	425
Bronze	111	67	22	43	243

Employer Enrollment by Group Size					
Employer Size	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
1-5	90	25	13	8	136
6-10	25	7	7	8	47
11-24	8	3	2	3	16
25-50	2	0	1	0	3

Contribution Levels by Employers					
Contribution Level	Q1 2014	Q2 2014	Q3 2014	Q4 2014 (to date)	Current Total
0-24%	14	3	2	0	19
25% - 49%	1	0	0	0	1
50% - 74%	61	17	9	7	94
75% - 100%	95	20	14	12	141

Type of Closed Eligibility Appeals During Current Enrollment Period



Number of closed appeals:
33

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