



MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

April 15, 2015



Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 15, 2014 – Apr. 13, 2015	
Total Enrollments	219,772
Medical Assistance	120,129
MinnesotaCare	37,769
QHP	61,874
QHP active renewals	15,545
QHP passive renewals	8,274
QHP via SHOP	1,369
Dental enrollments	8,363

QHP Households Receiving Financial Help, Nov. 15, 2014 – Apr. 13, 2015

Households with Advanced Premium Tax Credits	47%
Households with Cost Sharing Reductions	15%

Current SHOP Enrollment – Apr. 13, 2015

Employers enrolled	183
Employees enrolled	977
Individuals enrolled (including dependents)	1,369

Enrollment Dashboard – 2 of 2

Plans & Carriers – Nov. 15, 2014 – Apr. 13, 2015		
Carrier	2015 Enrollment To Date	2014 Enrollment
Blue Cross Blue Shield	42.9%	22.3%
BluePlus	7.3%	--
HealthPartners	24.2%	12.5%
Medica	5.1%	4.6%
UCare	20.5%	1.5%
PreferredOne	--	59.2%
Metal Level		
Platinum	6.9%	27.2%
Gold	16.6%	12.6%
Silver	39.5%	33.1%
Bronze	35.9%	26.1%
Catastrophic	1.0%	1.0%

QHP Enrollee Demographics – Nov. 15, 2014 – Apr. 13, 2015		
Age	2015 Enrollment To Date	2014 Enrollment
<18	10.2%	9.6%
18-25	7.2%	6.3%
26-34	17.9%	18.0%
35-44	14.1%	14.9%
45-54	18.1%	19.3%
55-64	32.4%	31.7%
65+	0.1%	0.2%
Sex		
Male	49.0%	48.5%
Female	51.0%	51.5%

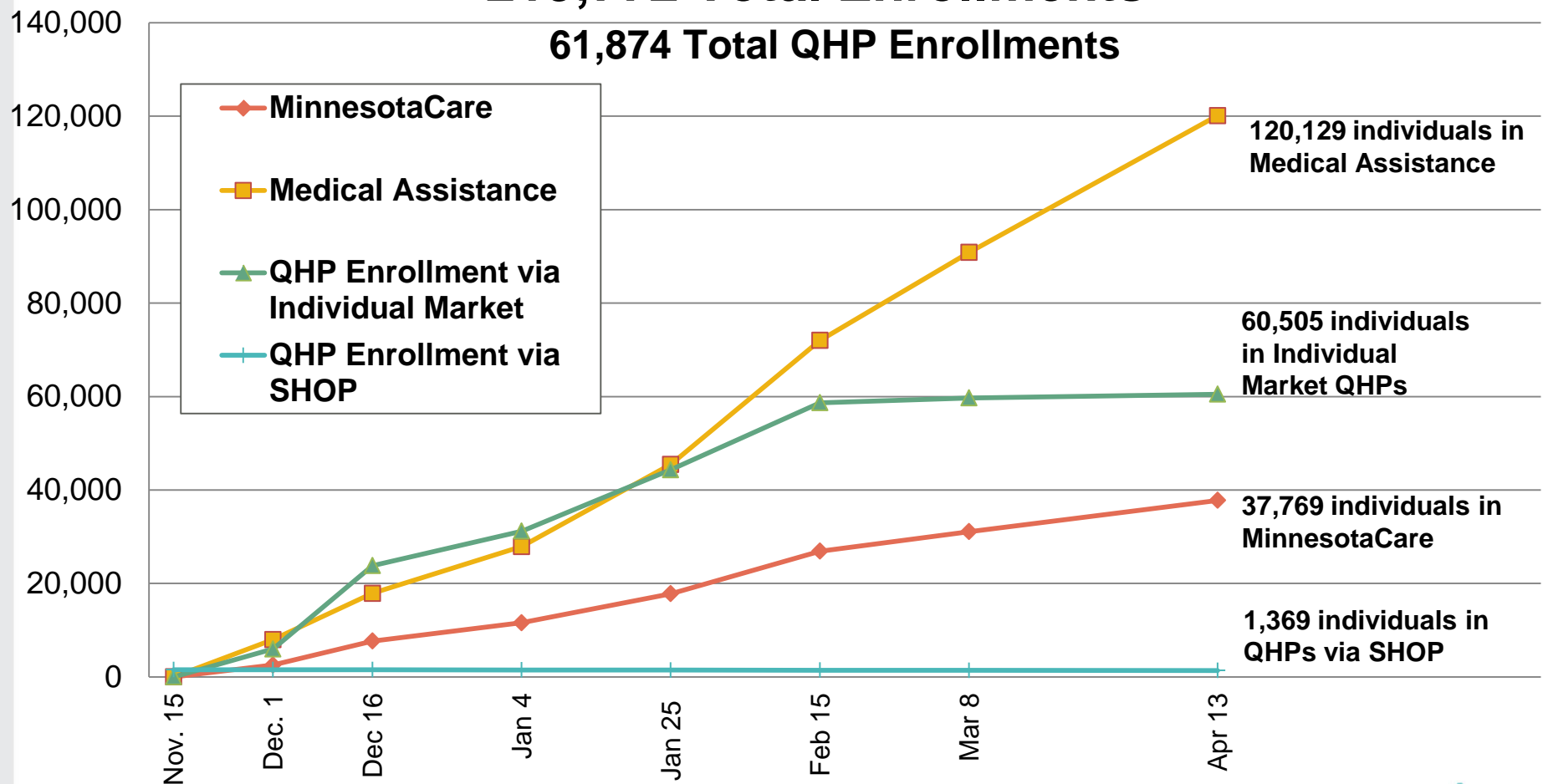
Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

Enrollments by Program

November 15, 2014 – April 13, 2015

219,772 Total Enrollments

61,874 Total QHP Enrollments



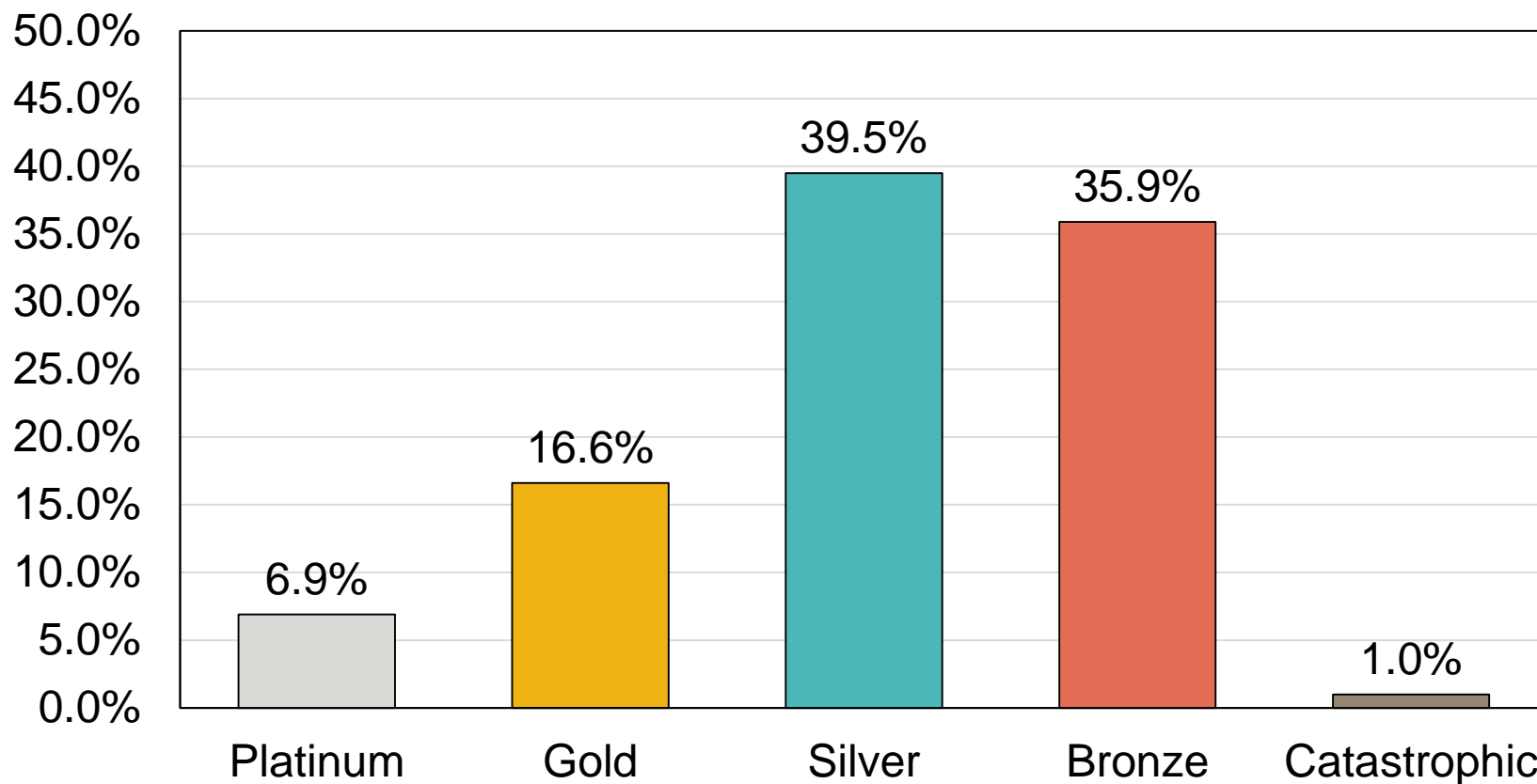
Program enrollment began at zero for all programs excepting SHOP starting November 15, 2014.

Numbers prepared for Apr. 15 Board Meeting

Individual Market: Metal Levels

November 15, 2014 – April 13, 2015

2015 QHP Metal Level Selection

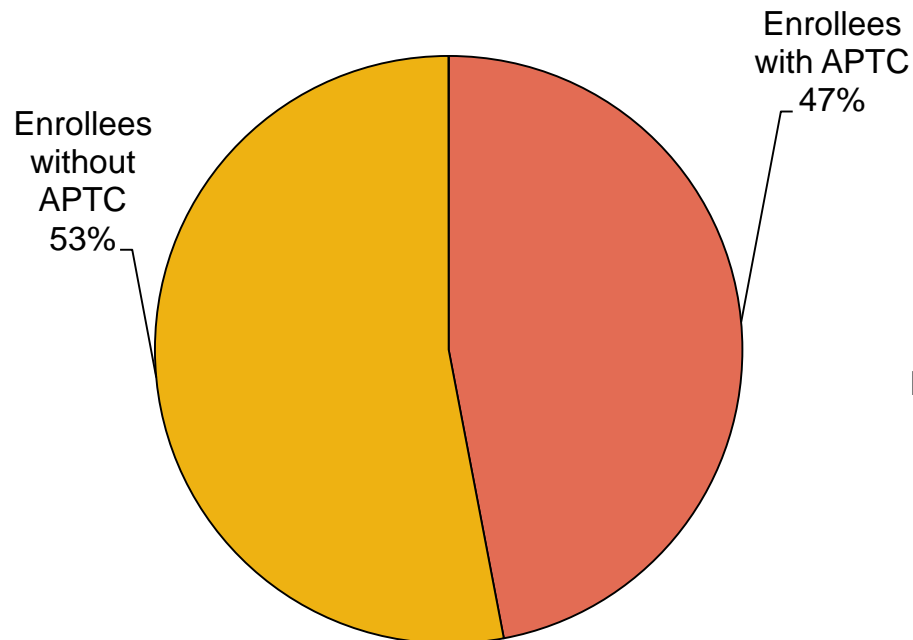


Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

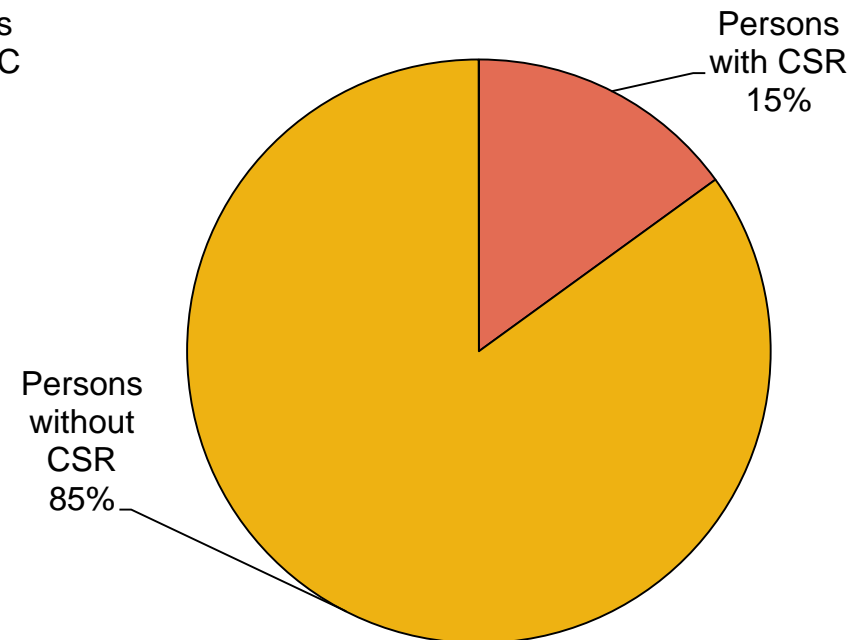
QHP Households Receiving Financial Help

November 15, 2014 – April 13, 2015

Advanced Premium Tax Credit subsidies



Cost Sharing Reduction subsidies



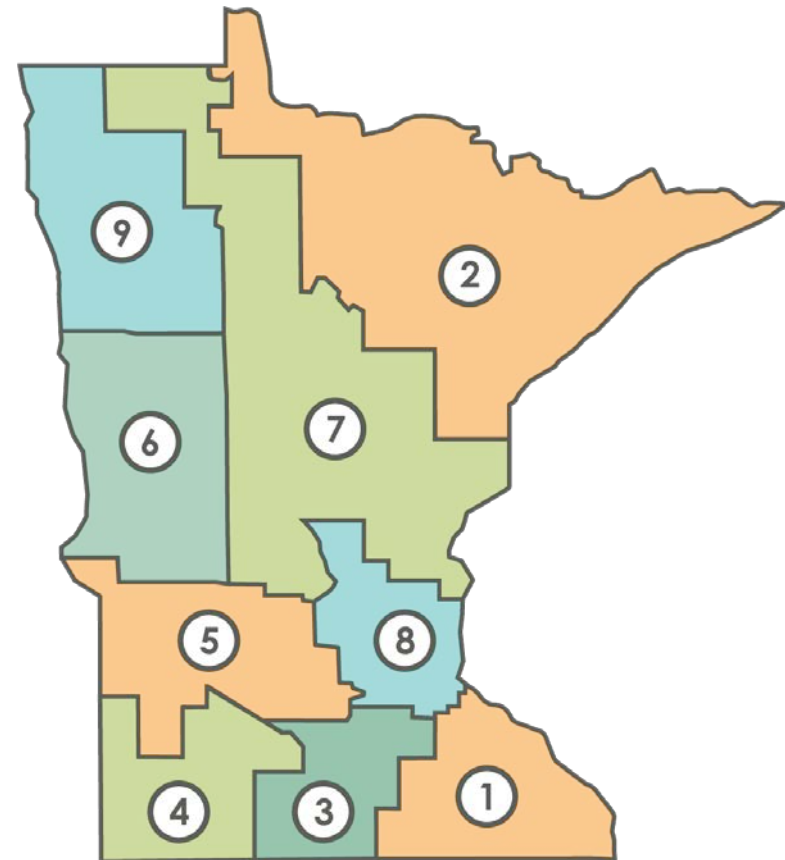
Note: Based on cumulative QHP enrollment for 2015 plan year. Subsidies are applied to payments for March 2015 enrollment.

Note: Data reflects all QHP enrollment excepting SHOP enrollment.

QHP Enrollment by Rating Region

November 15 – April 13, 2015

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	8.1%	9.5%
2	5.9%	6.3%
3	4.7%	4.5%
4	2.2%	1.8%
5	3.8%	3.5%
6	4.2%	4.2%
7	7.9%	9.1%
8	61.6%	60.3%
9	1.6%	0.9%



Customer Service Dashboard

Contact Center –

Mar. 9 – Apr. 12, 2015

Call Volume	41,213
Average Wait Time	0:01:15
Service Level (% of calls answered in 2 min. or less)	85.51%
Calls Abandoned while on Hold	3.39%
Average Talk Time	0:08:16

MNsure System Downtime –

Mar. 9 – Apr. 12, 2015

Unplanned outages	0.0%
MNsure-planned redirects	1.3%
CMS-related redirects	0.0%

MNsure redirect used for maintenance work.

All Callers

Top Contact Center Inquiries –

Mar. 9 – Apr. 12, 2015

1. How do I apply?	13.07%
2. Medical Assistance inquiry	11.84%
3. Password reset/account unlock	8.04%

Navigators & Assisters

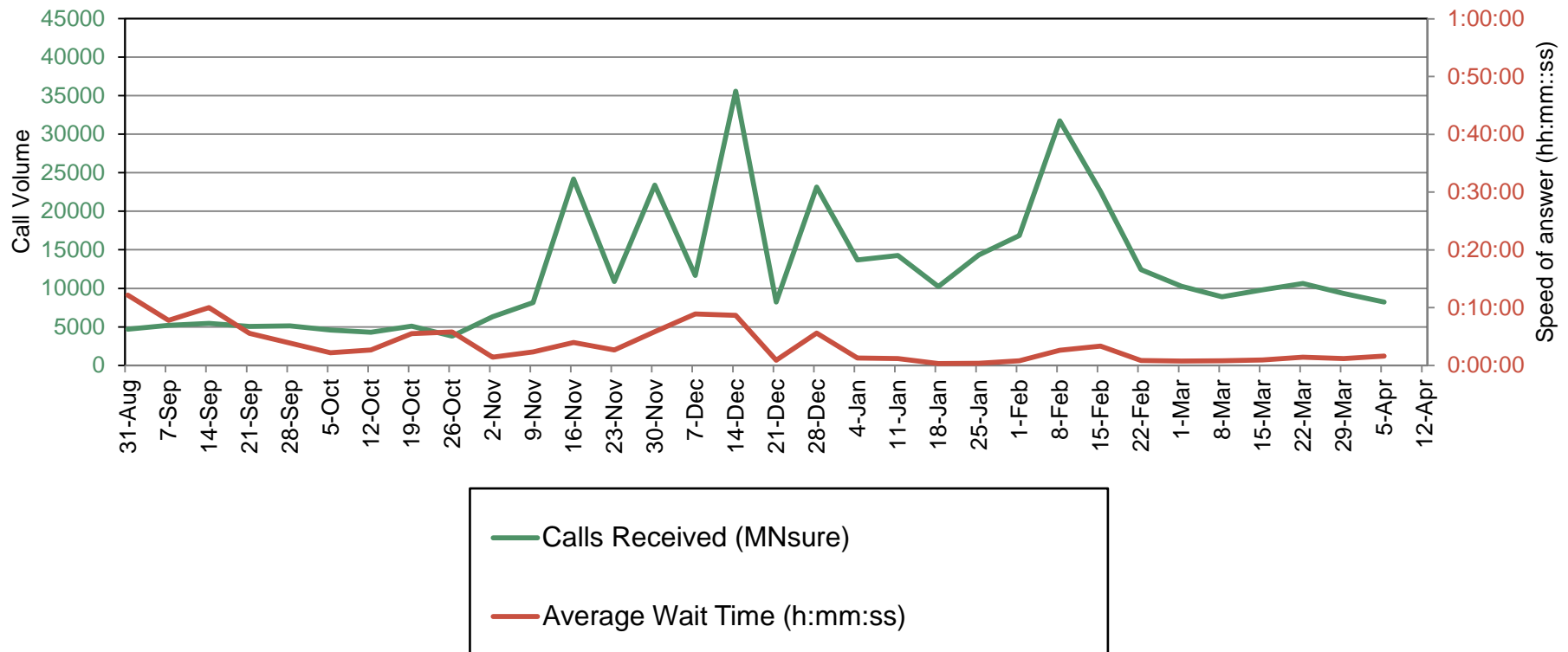
Top Contact Center Inquiries –

Mar. 9 – Apr. 12, 2015

1. Existing/pending inquiry	34.46%
2. Password reset/account unlock	14.28%
3. Determination result	12.24%

Contact Center – Call Volume/Wait Time

MNsure Contact Center Call Volume / Wait Time Aug. 31, 2014 – Apr. 12, 2015



Note: Call volumes represent weekly totals for week beginning with date.