



# MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

May 19, 2015



# Enrollment Dashboard – 1 of 2

<b>Cumulative Enrollment, Nov. 15, 2014 – May 14, 2015</b>	
<b>Total Enrollments</b>	<b>256,436</b>
Medical Assistance	148,530
MinnesotaCare	43,906
QHP	64,000
QHP active renewals	16,673
QHP passive renewals	8,274
QHP via SHOP	1,405
Dental enrollments	8,450

<b>QHP Individuals Receiving Financial Help, Nov. 15, 2014 – May 14, 2015</b>	
Enrollees with Advanced Premium Tax Credits	45%
Enrollees with Cost Sharing Reductions	15%

<b>Current SHOP Enrollment – May 14, 2015</b>	
Employers enrolled	185
Employees enrolled	1012
Individuals enrolled (including dependents)	1,405

# Enrollment Dashboard – 2 of 2

Plans & Carriers – Nov. 15, 2014 – May 14, 2015		
Carrier	2015 Enrollment To Date	2014 Enrollment
Blue Cross Blue Shield	42.8%	22.3%
BluePlus	7.4%	--
HealthPartners	24.3%	12.5%
Medica	5.0%	4.6%
UCare	20.5%	1.5%
PreferredOne	--	59.2%
Metal Level		
Platinum	7.0%	27.2%
Gold	16.6%	12.6%
Silver	39.4%	33.1%
Bronze	36.1%	26.1%
Catastrophic	1.0%	1.0%

QHP Enrollee Demographics – Nov. 15, 2014 – May 14, 2015		
Age	2015 Enrollment To Date	2014 Enrollment
<18	9.2%	9.6%
18-25	6.9%	6.3%
26-34	17.0%	18.0%
35-44	14.9%	14.9%
45-54	18.3%	19.3%
55-64	32.8%	31.7%
65+	1.8%	0.2%
Sex		
Male	48.9%	48.5%
Female	51.1%	51.5%

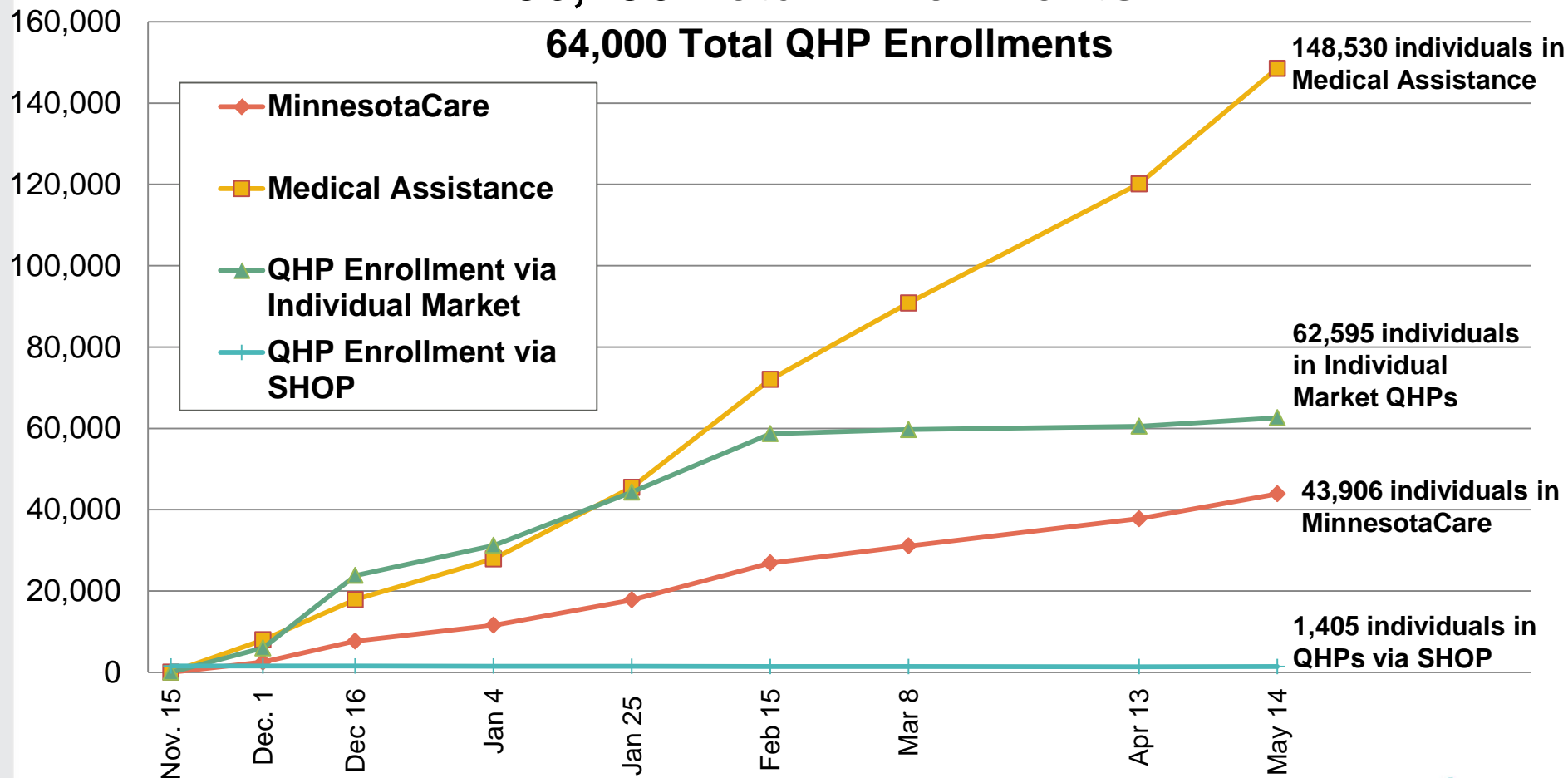
Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

# Enrollments by Program

## November 15, 2014 – May 14, 2015

**256,436 Total Enrollments**

**64,000 Total QHP Enrollments**



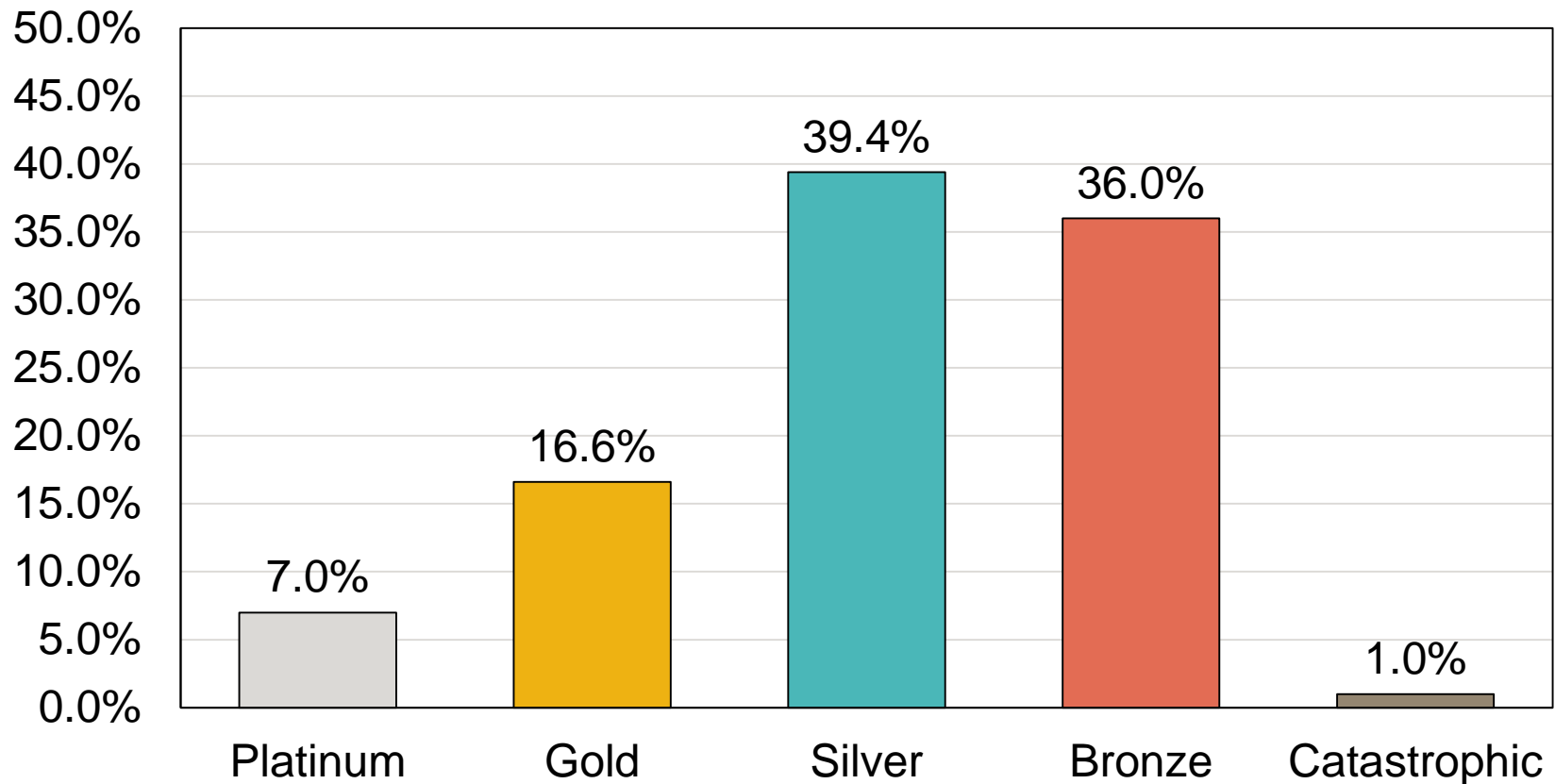
Program enrollment began at zero for all programs excepting SHOP starting November 15, 2014.

*Numbers prepared for May 19 Board Meeting*

# Individual Market: Metal Levels

## November 15, 2014 – May 14, 2015

### 2015 QHP Metal Level Selection

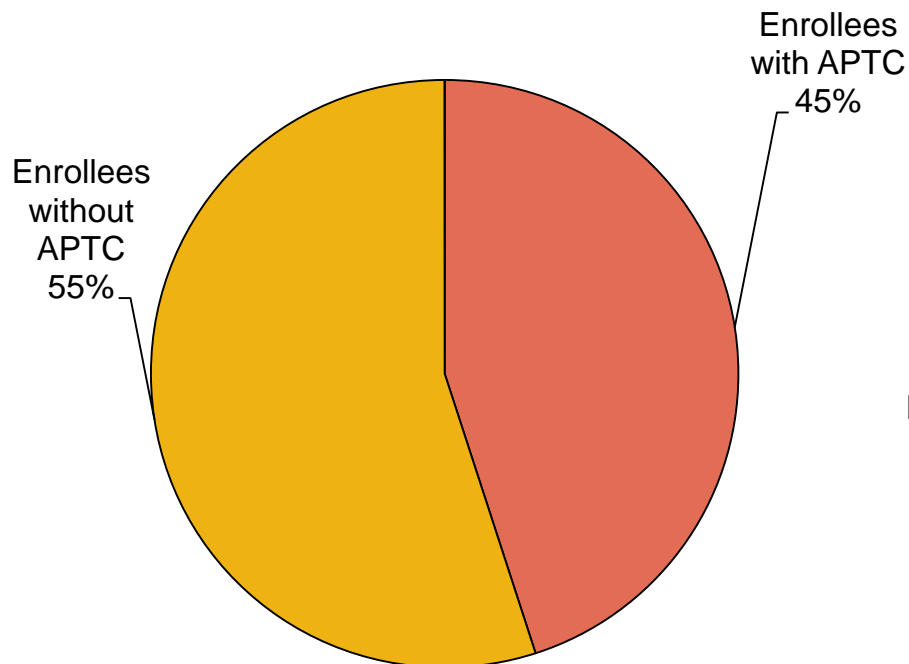


Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

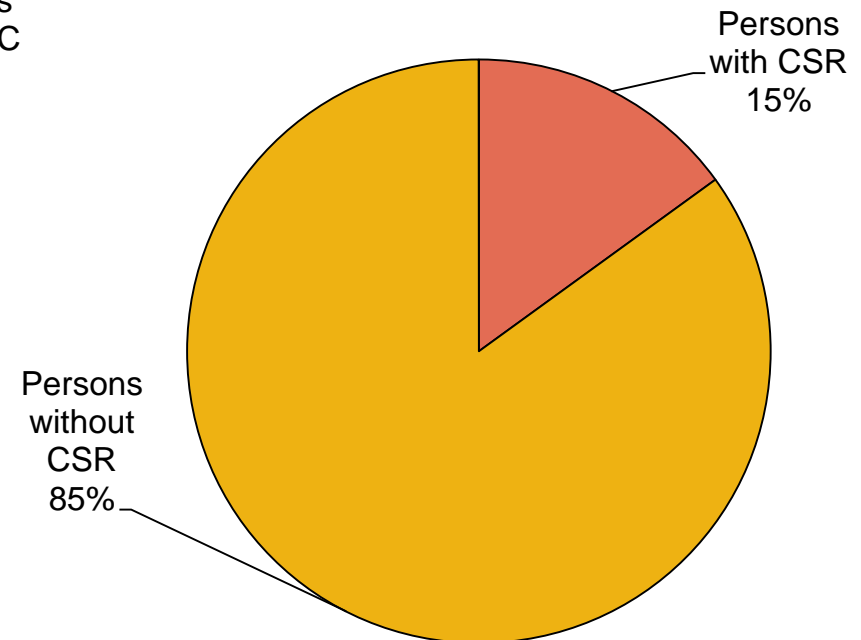
# QHP Households Receiving Financial Help

## November 15, 2014 – May 14, 2015

### Advanced Premium Tax Credit subsidies



### Cost Sharing Reduction subsidies



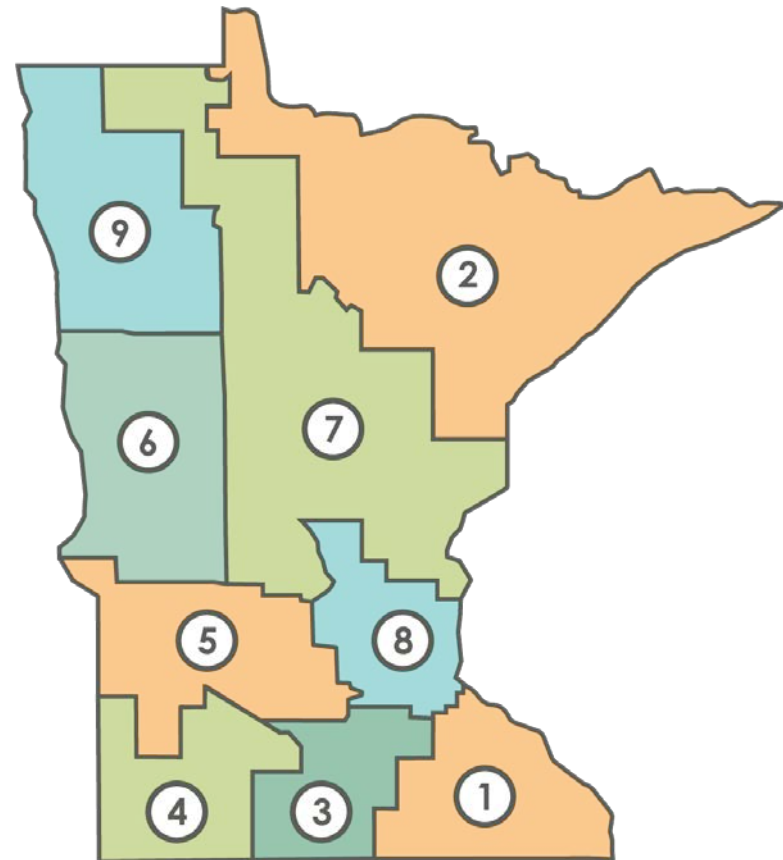
Note: This data is based off of effectuated enrollment for April 2015

Note: Data reflects all QHP enrollment excepting SHOP enrollment.

# QHP Enrollment by Rating Region

## November 15 – May 14, 2015

Rating Area	Percent of State's Population in Region	Percent of QHP Enrollees in Region
1	8.1%	9.1%
2	5.9%	6.3%
3	4.7%	4.6%
4	2.2%	1.9%
5	3.8%	3.6%
6	4.2%	4.2%
7	7.9%	9.0%
8	61.6%	60.4%
9	1.6%	0.9%



# Customer Service Dashboard

<b>Contact Center – Apr. 13 – May 14, 2015</b>	
Call Volume	45,005
Average Wait Time	0:02:48
Service Level (% of calls answered in 2 min. or less)	71.96%
Calls Abandoned while on Hold	8.19%
Average Talk Time	0:08:41

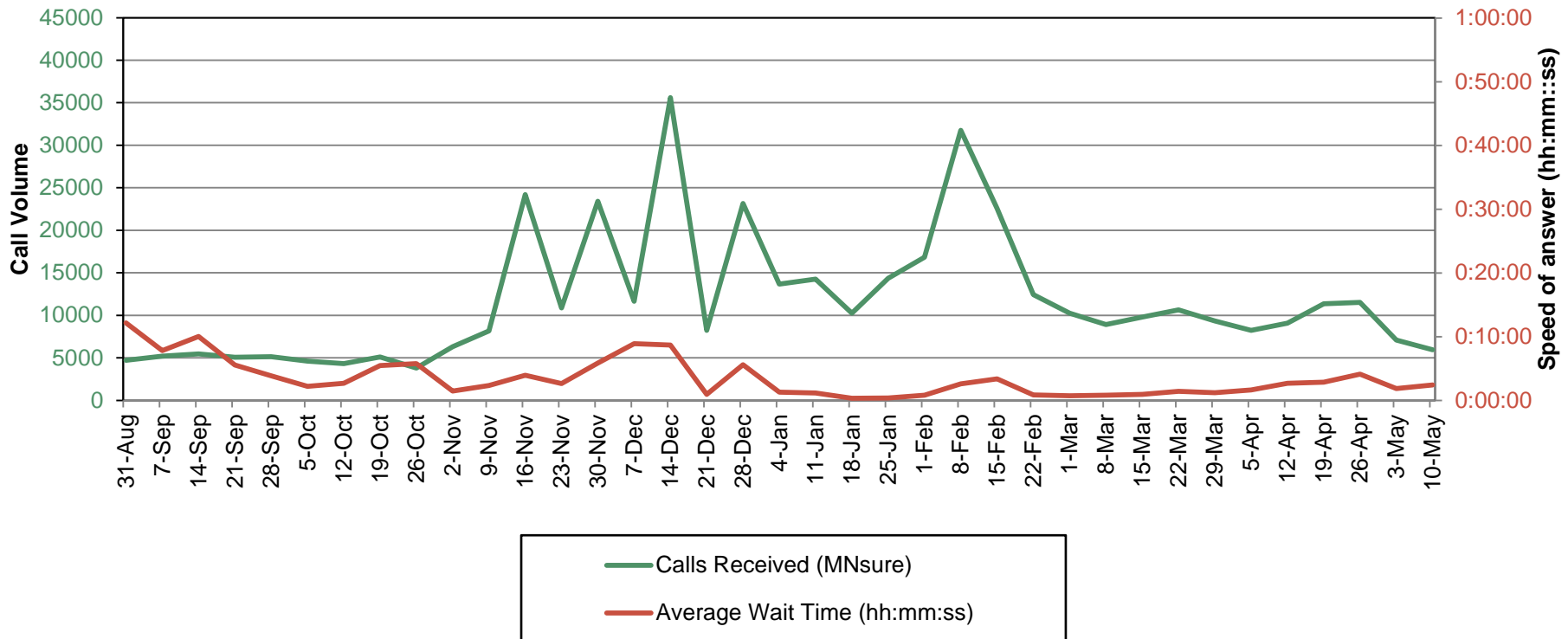
<b>All Callers Top Contact Center Inquiries – Apr. 13 – May 14, 2015</b>	
1. Medical Assistance inquiry	18.84%
2. How Do I Apply	14.97%
3. Password reset/account unlock	12.24%

<b>Navigators &amp; Assisters Top Contact Center Inquiries – Apr. 13 – May 14, 2015</b>	
1. Existing/pending inquiry	25.02%
2. Password reset/account unlock	9.94%
3. Determination result	7.67%



# Contact Center – Call Volume/Wait Time

## MNsure Contact Center Call Volume / Wait Time Aug. 31, 2014 – May 14, 2015



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

Numbers prepared for May 19 Board Meeting