



MNsure Metrics Dashboard

Prepared for Board of Directors Meeting

June 17, 2015



Enrollment Dashboard – 1 of 2

Cumulative Enrollment, Nov. 15, 2014 – June 14, 2015	
Total Enrollments	282,854
Medical Assistance	168,589
MinnesotaCare	48,143
QHP	66,122
QHP active renewals	16,673
QHP passive renewals	8,274
QHP via SHOP	1,385
Dental enrollments	8,729

QHP Individuals Receiving Financial Help, Nov. 15, 2014 – June 14, 2015	
Enrollees with Advanced Premium Tax Credits	51%
Enrollees with Cost Sharing Reductions	15%

Current SHOP Enrollment – June 14, 2015	
Employers enrolled	184
Employees enrolled	994
Individuals enrolled (including dependents)	1,385

Enrollment Dashboard – 2 of 2

Plans & Carriers – Nov. 15, 2014 – June 14, 2015		
Carrier	2015 Enrollment To Date	2014 Enrollment
Blue Cross Blue Shield	42.7%	22.3%
BluePlus	7.4%	--
HealthPartners	24.3%	12.5%
Medica	5.0%	4.6%
UCare	20.6%	1.5%
PreferredOne	--	59.2%
Metal Level		
Platinum	7.0%	27.2%
Gold	16.7%	12.6%
Silver	39.2%	33.1%
Bronze	36.1%	26.1%
Catastrophic	1.0%	1.0%

QHP Enrollee Demographics – Nov. 15, 2014 – June 14, 2015		
Age	2015 Enrollment To Date	2014 Enrollment
<18	9.7%	9.6%
18-25	7.3%	6.3%
26-34	17.3%	18.0%
35-44	14.7%	14.9%
45-54	18.8%	19.3%
55-64	31.8%	31.7%
65+	0.3%	0.2%
Sex		
Male	48.8%	48.5%
Female	51.2%	51.5%

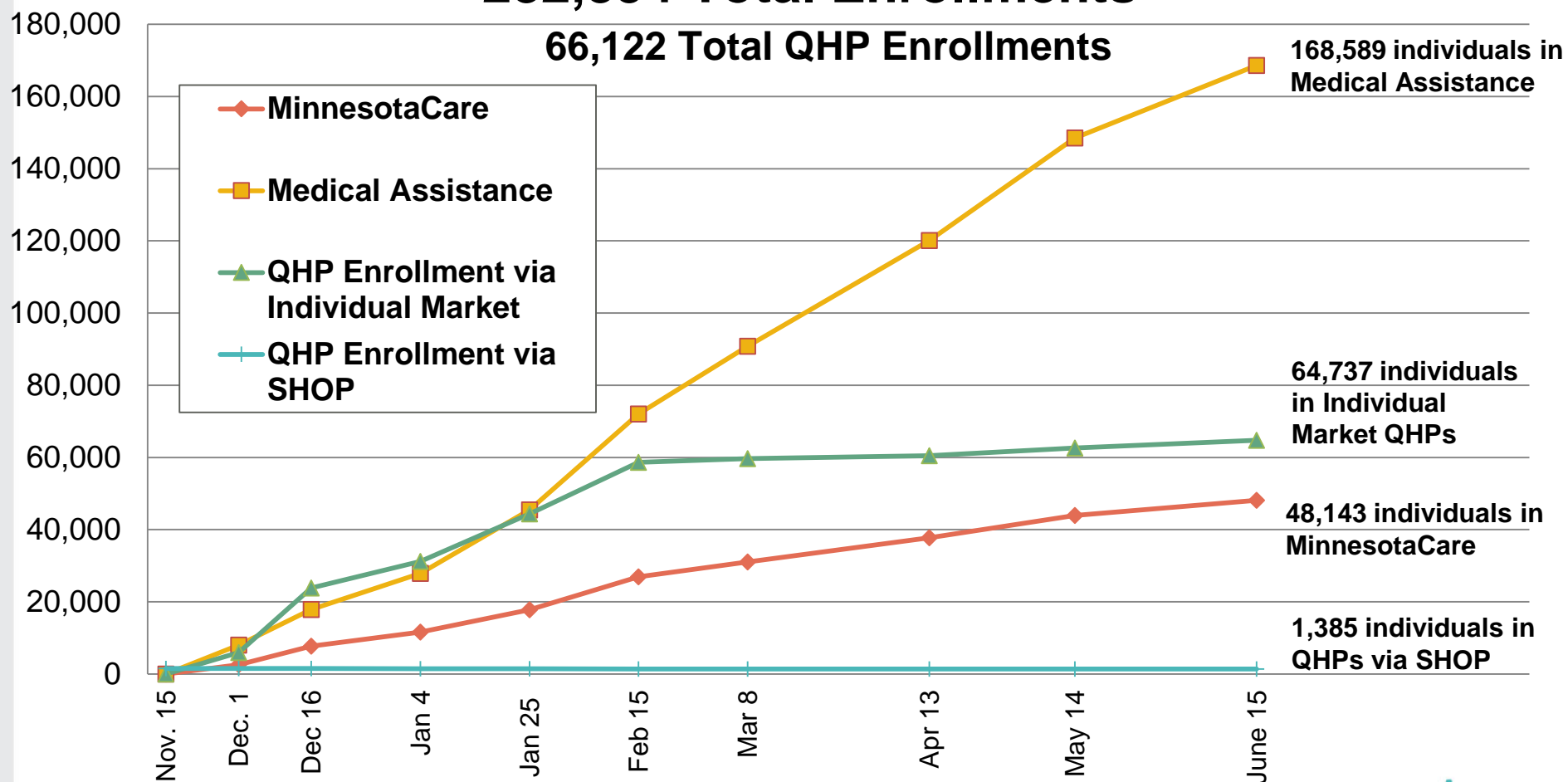
Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

Enrollments by Program

November 15, 2014 – June 14, 2015

282,854 Total Enrollments

66,122 Total QHP Enrollments

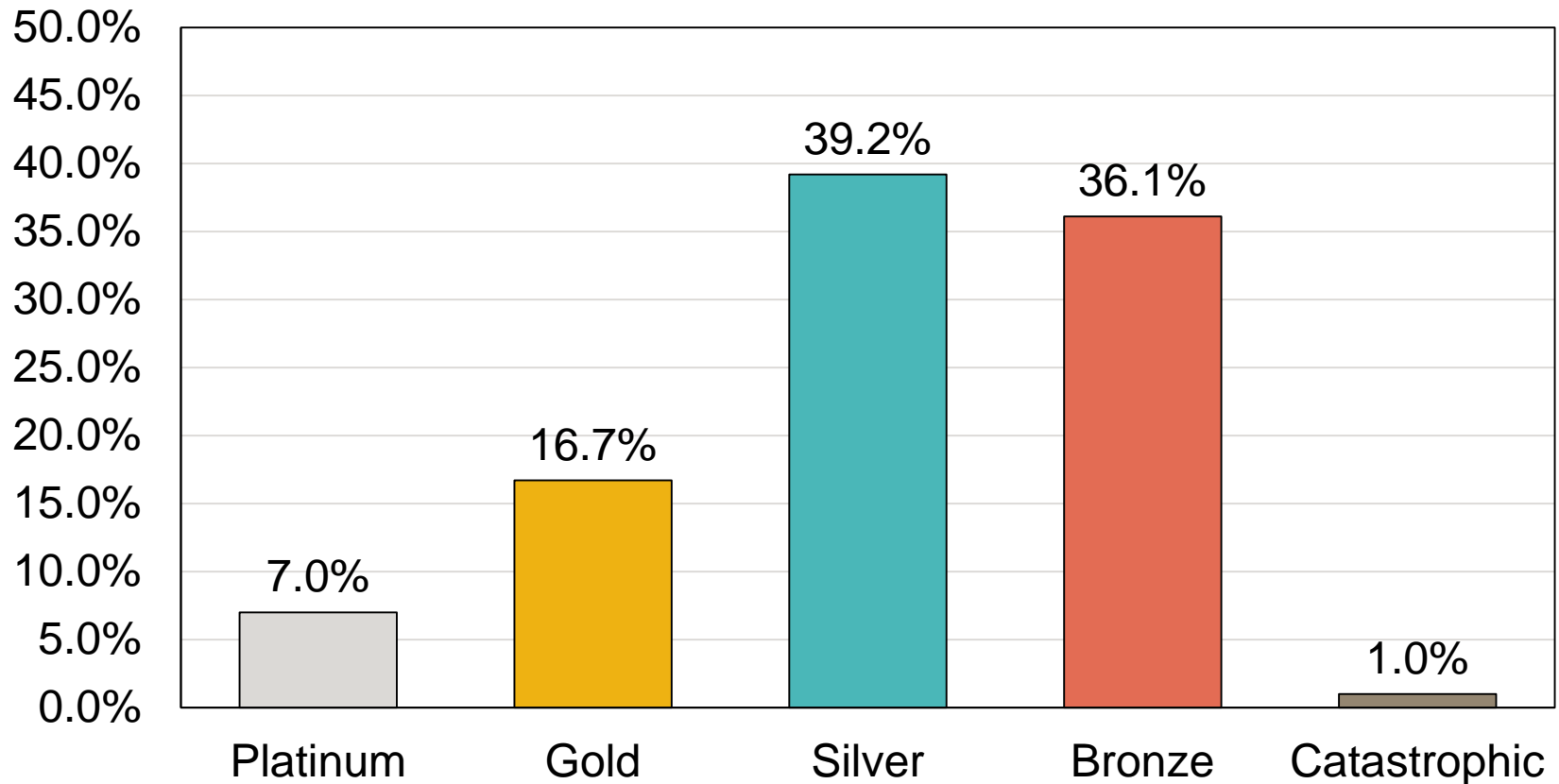


Program enrollment began at zero for all programs excepting SHOP starting November 15, 2014.

Individual Market: Metal Levels

November 15, 2014 – June 14, 2015

2015 QHP Metal Level Selection

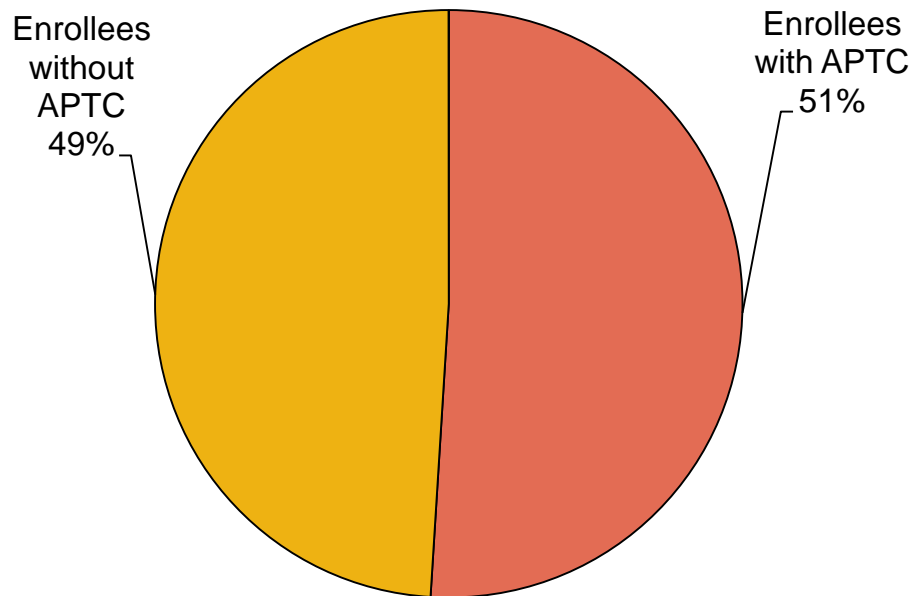


Note: Data reflects all QHP enrollment excepting SHOP enrollment and cases currently in queue.

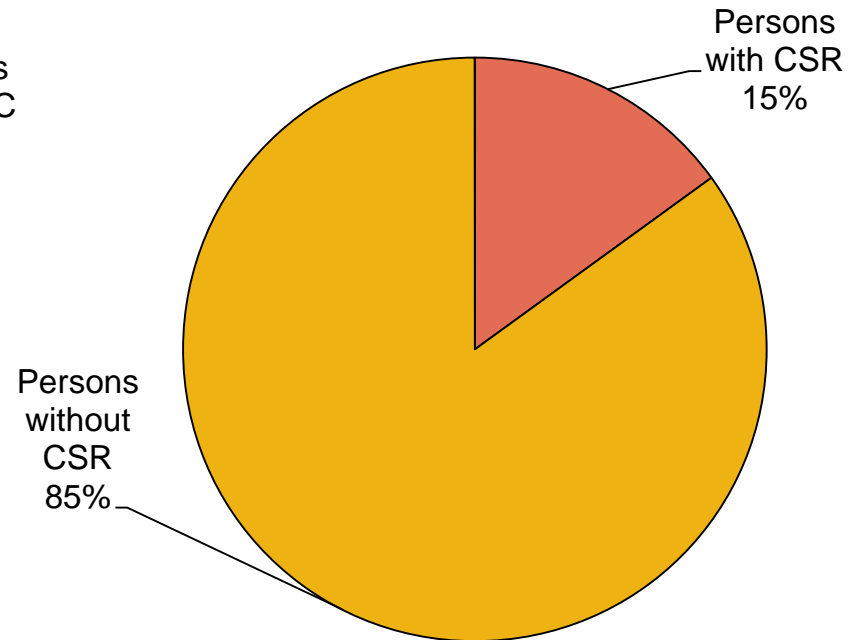
QHP Households Receiving Financial Help

November 15, 2014 – June 14, 2015

Advanced Premium Tax Credit subsidies



Cost Sharing Reduction subsidies

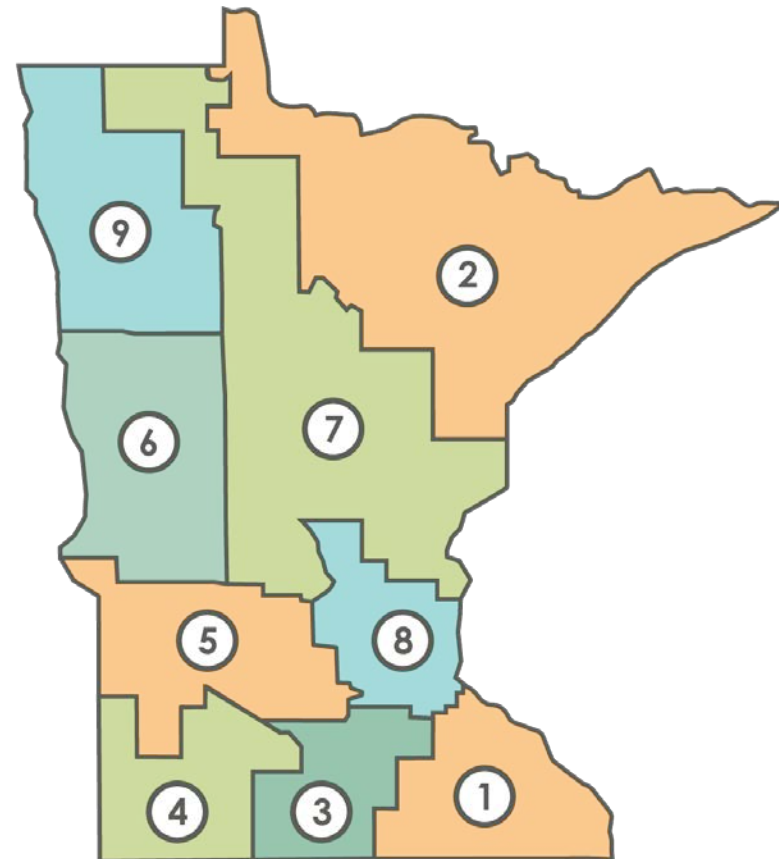


Note: This data is based off of effectuated enrollment for May 2015.

Note: Data reflects all QHP enrollment excepting SHOP enrollment.

QHP Enrollment by Rating Region November 15 – June 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



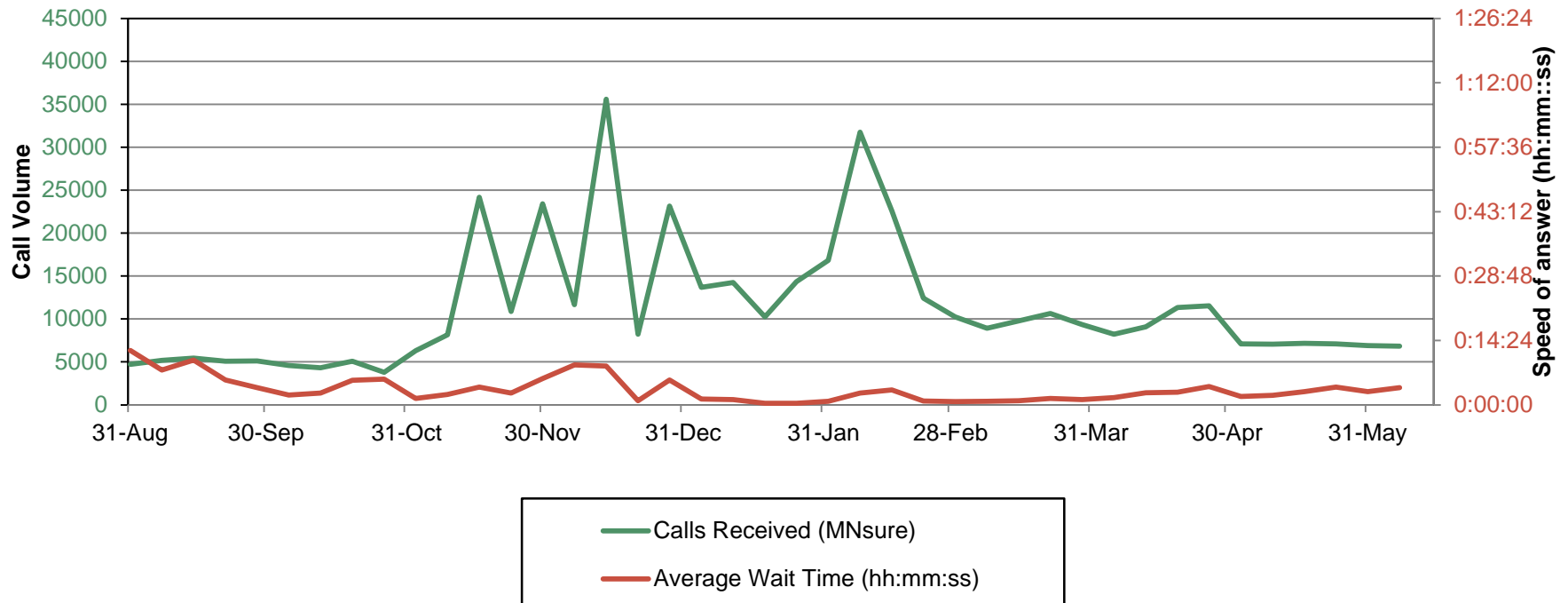
Contact Center – May 15 – June 14, 2015	
Call Volume	29,130
Average Wait Time	0:02:49
Service Level (% of calls answered in 2 min. or less)	62.05%
Calls Abandoned while on Hold	11.87%
Average Talk Time	0:07:54

All Callers Top Contact Center Inquiries – May 15 – June 14, 2015	
1. Medical Assistance inquiry	13.25%
2. Password Reset/Account Unlock	8.75%
3. How Do I Apply	8.62%

Navigators & Assisters Top Contact Center Inquiries – May 15 – June 14, 2015	
1. Existing/pending inquiry	29.90%
2. Password reset/account unlock	8.93%
3. Account Status	7.21%

Contact Center – Call Volume/Wait Time

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



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

Numbers prepared for June 17, 2015 Board Meeting