



**Coordinated Care Initiative (CCI)/Cal MediConnect Advisory Committee
Meeting Agenda**

August 3, 2016 - 9:30 a.m. to 11:30 a.m.

**San Diego County Medical Society
5575 Ruffin Road, Suite 250, San Diego, CA 92123
Call-In Phone Number: 888-689-5577 Passcode: 7356959#**

- I. Welcome
- II. Introductions
- III. Additions to the Agenda
- IV. Cal MediConnect Provider Opt Out Analysis – Kristin Montgomery
- V. UCLA Choice Study - Kathryn Kietzman
- VI. Review/Approval of the February 3, 2016 Meeting Minutes
- VII. CCI Consumer Feedback Updates
 - Ombudsman
 - HICAP
 - CCI Advisory Committee Members
- VIII. CCI Updates
 - CCI Health Plans
 - Harbage Consulting (Regional Coordinator)
 - SNF Workgroup
 - Healthy San Diego Behavioral Health Workgroup
 - CBAS
 - Communication Workgroup
 - Cal MediConnect Enrollment Dashboard
 - Member Testimonials – Care Coordination Success Stories
 - Long Term Services and Supports (LTSS)
 - AIS Care Coordination Unit Update
- IX. Open Discussion
- X. Next Meeting: November 2, 2016 from 9:30am-11:30am at the San Diego County Medical Society



Coordinated Care Initiative (CCI)/ Cal MediConnect Advisory Committee

Wednesday, May 4, 2016

Member Attendance: James Beaubeaux, San Diego County Medical Society; Joe Diaz, California Association of Health Facilities (CAHF); Haley Erikson, Care1st; Kim Fritz, Care1st; Joe Garbanzos, Harbage Consulting; Pam Hoye, In-Home Support Services (IHSS) Consumer; Greg Knoll, Consumer Center for Health Education and Advocacy (CCHEA); Jenel Lim, Aging & Independence Services (AIS); Rogelio Lopez, Health Net; Jenna MacRae, Elder Law and Advocacy-HICAP; Pamela Mokler, Care1st; Vickie Molzen, IHSS, Public Authority; Kristin Montgomery-Garrett, Molina Healthcare; Carol Castillon, AIS ; George Scolari, Community Health Group; Mark Sellers,AIS; Kristen Smith, AIS; and Noah Solomon, Care1st.

Guest Attendance: Raffie Barsamian, SynerMed; Sergio Calderon, Molina Healthcare; Terrance Henson, Molina Healthcare; and Kimberly Williams, IHSS Provider.

Welcome and Introductions

Additions to the Agenda

- New AIS Staffing
 - Kristen Smith will be the new AIS representative for this committee meeting. She is the manager of the Long Term Care Integration Project at AIS and has taken over Brenda Schmitthenner's position. She was welcomed to the group.
- SCAN/UCLA Report Discussion
 - The Los Angeles CCI Advisory Committee recently had a presentation from UCLA on the latest Choice report. Joe Diaz, Rogelio Lopez, Jenel Lim, and Sergio Calderon will speak to Katherine Kietzman concerning her presenting on the latest Choice study report via video conference for the San Diego CCI Cal MediConnect committee.
- Special Treatment Programs (STP) Work Group Update
 - There is a severe lack of beds for those who are severely mentally ill in San Diego County.
 - A work team was created to research the feasibility of opening two new STP facilities in the county. This would increase capacity by up to 400 hundred beds and would be funded by the county.
- Enrollment Initiative Feedback Discussion
 - Information concerning the DHCS enrollment process going forward has been sent out to the committee.
 - Annual passive enrollment is to continue. Notices will be sent out in June for September/October enrollments. DHCS will be sending the same notification packet with a new toolkit.
 - Health Plans may now assist in the enrollment process for their current members.
 - The Harbage consulting May19th webinar will focus on the Enrollment Initiative.

Review and Approval of Meeting Minutes

- The February 3, 2016 meeting minutes are approved as corrected.
 - The next meeting date should read May 4, 2016.

CCI Consumer Feedback Updates

- Ombudsman
 - The April report has not been compiled as of today.
 - There were 237 CCI/Cal MediConnect calls statewide for March 2016 (15 of those calls were for San Diego).
 - Year to date 53 CCI/Cal MediConnect calls have been received for San Diego.
 - CCHEA is currently working on all balance billing issues. The UCSD balance billing issue has been resolved.
- HICAP
 - HICAP reported that they are not receiving many calls concerning CCI/Cal MediConnect issues at the moment.

CCI Updates

- CCI Health Plans
 - HealthNet/ Centene
 - The HealthNet/Centene merger has been approved.
 - The organization is currently working on IT systems implementation.
 - For now they will remain HealthNet in San Diego.
 - Care1st
 - Care1st will soon have their audit exit interview with DHCS.
 - Their DMHC audit report will be released later in May.
 - CHG
 - Elma Torres is the new CHG Long Term Care Coordinator. She will be attending the AIS meetings with George.
 - CHG is currently working on behavioral health quality withholds for Cal-MediConnect.
 - Molina
 - Kristen Montgomery-Garrett is the new Market Leader for Molina.
 - Christine LaSaud is the new Director of Contracting.
- Harbage Consulting
 - Harbage works with AIS, AARP, FQHCs, Faith Based Organizations, Senior Homes, Consumer and Beneficiary groups, and UDW to provide an average of three outreach and education activities a week.
 - Harbage produces two monthly webinar series, one that is focused on the Department of Health Care Services and one is a local webinar focused on individual counties.
 - CCI/Cal MediConnect success stories, enrollment dashboard data, and Enrollment Initiative issues have all been discussed during these webinars.
- SNF Ad Hoc Workgroup

- Joe Diaz is working with Crestwood concerning the feasibility of new STP sites in San Diego.
- Healthy San Diego Behavioral Health Workgroup
 - Discussions continue on prescription drug abuse.
 - They are in the process of identifying a new credentialing verifying organization (CVO).
 - An overview of Laura's Law was presented by the program administrator from Telecare Corporation.
- CBAS
 - No report.
- Communication Workgroup
 - Cal MediConnect Enrollment Dashboard
 - The demographic data still does not include details on the number of people in each ethnicity categories.
 - Member Testimonials – Care Coordination Success Stories
 - It was suggested that member success stories be included in the enrollment notification packets.
 - Jenel Lim is working on the Care Coordination explanation summary.
- Long Term Services and Supports
 - AIS Care Coordination Unit Update
 - MSSP is still at 99% enrollment.
 - The audit from CDA at the beginning of the year resulted in no corrective action plans.
 - IHSS has had some staffing changes. Vickie Molzen has moved to the Public Authority. Brenda Schmitthenner retired from the County and is now at the Gary and Mary West Foundation.
 - AIS now has a dedicated team to deal with issues as they arise as it pertains to the FLSA overtime rules.
 - YTD the AIS call center has received 39,856 calls. The average wait time is currently around four minutes.

Open Discussion

- Lightbridge Hospice noted that the Medi-Cal rate for in-home palliative care visits have gone from \$150 to \$57, making it very difficult to contract with physicians for these visits.
- Harvest Pepper and Jenel Lim will update the meeting roster and will send out the committee members.

Suggested Next Meeting Agenda Items

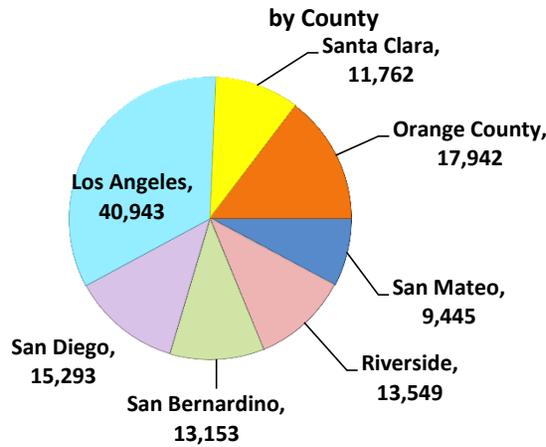
- None.

Next Meeting

Next meeting will be on Wednesday, August 3, 2016 from 9:30am–11:30am at the San Diego County Medical Society.

Meeting minutes transcribed by Harvest Pepper

Total Active Enrollments Effective April 1, 2016



Total Active Enrollments
122,087

Total Active Enrollments Effective April 1, 2016



Orange County Mailing Schedule

For Coverage Effective	90-day		60-day		30-day	
	Date	Volume	Date	Volume	Date	Volume
Aug 1	4/23/15	3,088	5/22/15	2,719	6/19/15	1,950
Sep 1	5/22/15	3,034	6/19/15	2,605	7/17/15	1,820
Oct 1	6/23/15	3,687	7/21/15	2,992	8/24/15	1,994
Nov 1	7/21/15	2,947	8/20/15	2,405	9/22/15	1,667
Dec 1	8/24/15	4,408	9/18/15	3,568	10/23/15	2,446
Jan 1	9/24/15	17,591	10/23/15	16,261	11/19/15	14,505
Feb 1	10/23/15	3,818	12/01/15	3,124	12/18/15	2,373
Mar 1	11/24/15	3,820	12/22/15	3,153	1/20/16	2,333
Apr 1	12/22/15	3,566	1/20/16	2,854	2/16/16	2,330
May 1	1/22/16	3,707	2/16/16	2,958	3/21/16	1,908
Jun 1	2/22/16	3,054	3/21/16	2,446		
Jul 1	3/25/16	3,512				

HCO Call Center Stats March 2016

For Week Ending	Total Calls Received ¹	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Minutes)
3/4/2016	1,612	1,585	0	0.00%	9.07	0.29
3/11/2016	2,158	2,124	5	0.24%	8.69	0.29
3/18/2016	2,034	2,005	1	0.05%	11.23	0.30
3/25/2016	1,840	1,809	4	0.20%	8.75	0.29
3/30/2016	1,177	1,166	2	0.17%	9.69	0.31
Totals for Month	8,821	8,689	12	0.14%	8.98	0.29

1. Total calls received are hits to the call center system. Members that receive assistance in the automated phone tree are not accounted for in the call answered or abandoned counts.

April 2016 CMC Enrollment, Opt Out and Disenrollment Percentages⁴

County	Overall				IHSS				Non-IHSS			
	Enrolled	Opt out	Disenrolled ¹	Other Disenrollments ²	Enrolled	Opt out	Disenrolled ¹	Other Disenrollments ²	Enrolled	Opt out	Disenrolled ¹	Other Disenrollments ²
Los Angeles	19%	58%	8%	15%	10%	69%	7%	15%	24%	51%	9%	16%
Riverside	45%	37%	7%	11%	37%	44%	6%	13%	49%	34%	7%	10%
San Bernardino	43%	39%	7%	11%	36%	45%	6%	13%	45%	36%	8%	11%
San Diego	33%	42%	7%	19%	23%	50%	6%	21%	35%	40%	7%	18%
Santa Clara	40%	41%	11%	8%	29%	50%	12%	9%	45%	37%	11%	7%
San Mateo	77%	10%	1%	12%	78%	9%	1%	12%	76%	11%	1%	12%
Orange ³	41%	49%	2%	7%	31%	58%	2%	9%	44%	47%	2%	7%
Total	29%	50%	7%	14%	18%	61%	6%	14%	35%	44%	8%	13%
Total w/o LA	42%	40%	6%	12%	33%	47%	6%	13%	45%	38%	6%	11%

1. Member requested disenrollment through the State's enrollment broker or COHS after the enrollment effective date.

2. Member disenrolled due to actions outside of the State's enrollment broker/COHS control. Of total other disenrollments, 93% are due to member enrollment into another Medicare Advantage or Part D plan, 6% are due to changes in Medi-Cal eligibility and 1% are due to changes in Medicare eligibility.

3. Orange County is responsible for its own enrollment. Voluntary enrollment started in July 2015. Orange County passively enrolled its eligible D-SNP and LIS members into CMC effective 1/1/2016.

4. All enrollment, opt out and disenrollment data is aggregated as of the inception of the program. As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.

Data Sources: Call Center Statistics: HCO Weekly CCI Call Center Report dated 3/31/16. MCOD Opt out metrics report dated 3/29/16.

**Cal MediConnect Opt out Breakdown by Language, Ethnicity and Age by County
As of April 2016****

Opt outs by Language %*													
Los Angeles	Opt Out	Riverside	Opt Out	San Bernardino	Opt Out	San Diego	Opt Out	Santa Clara	Opt Out	Orange	Opt Out	San Mateo	Opt Out
Russian	94%	Korean	69%	Armenian	92%	Russian	81%	Russian	73%	Hindi	88%	Russian	25%
Hebrew	88%	Mandarin	66%	Mandarin	71%	Farsi	63%	Korean	60%	Korean	78%	Cantonese	13%
Armenian	82%	Farsi	51%	Other Chinese Dialects	68%	Mandarin	62%	Mandarin	53%	Chinese	77%	English	11%
Farsi	82%	Vietnamese	48%	Cantonese	62%	Other Chinese Dialects	57%	Vietnamese	53%	Vietnamese	72%	Mandarin	10%
Korean	78%	Tagalog	41%	Korean	61%	Arabic	56%	Other Chinese Dialects	47%	Russian	68%	Spanish	8%
Turkish	77%	English	40%	Farsi	56%	Korean	52%	Cantonese	46%	Cantonese	58%	Tagalog	8%
Mandarin	75%	Arabic	36%	Vietnamese	53%	Cantonese	47%	Farsi	44%	Farsi	56%		
Other Chinese Dialects	70%	Spanish	30%	Arabic	48%	English	46%	Portuguese	43%	Mandarin	53%		
Cantonese	68%			Tagalog	47%	Cambodian	38%	English	34%	English	44%		
Arabic	64%			English	41%	Vietnamese	37%	Spanish	27%	Arabic	43%		
Vietnamese	63%			Spanish	31%	Tagalog	33%	Cambodian	27%	Tagalog	42%		
English	56%					Spanish	32%	Tagalog	22%	Cambodian	40%		
Thai	54%					Lao	28%			Other Chinese Languages	38%		
Japanese	50%									Spanish	25%		
Tagalog	48%												
Cambodian	46%												
Spanish	43%												
Lao	38%												
American Sign Language	34%												

*Populations with less than 20 individuals are excluded

**As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.

**Cal MediConnect Opt out Breakdown by Language, Ethnicity and Age by County
As of April 2016****

Opt outs by Race/Ethnicity %*													
Los Angeles	Opt Out	Riverside	Opt Out	San Bernardino	Opt Out	San Diego	Opt Out	Santa Clara	Opt Out	Orange	Opt Out	San Mateo	Opt Out
Korean	79%	Korean	67%	Chinese	68%	Asian Indian	52%	Korean	60%	Korean	73%	Chinese	14%
Chinese	72%	Chinese	57%	Korean	67%	Chinese	52%	Vietnamese	53%	Vietnamese	70%	White	13%
Amerasian	72%	Alaskan Native or American Indian	51%	Asian Indian	56%	White	51%	Chinese	52%	Asian or Pacific Islander	60%	Black	11%
White	72%	Vietnamese	48%	Vietnamese	52%	Korean	50%	Japanese	48%	Chinese	48%	Hispanic	9%
Japanese	63%	Asian or Pacific Islander	44%	Filipino	48%	Japanese	50%	Asian or Pacific Islander	46%	White	35%	Filipino	7%
Asian or Pacific Islander	63%	Filipino	43%	Asian or Pacific Islander	47%	African-American or Black	43%	White	42%	Filipino	34%	Asian or Pacific Islander	7%
Vietnamese	62%	Asian Indian	42%	White	45%	Vietnamese	40%	Asian Indian	32%	Cambodian	33%		
Asian Indian	56%	White	42%	Alaskan Native or American Indian	40%	Alaskan Native or American Indian	39%	African-American or Black	30%	Asian Indian	33%		
Filipino	52%	African-American or Black	37%	African-American or Black	37%	Asian or Pacific Islander	37%	Hispanic	28%	Black	25%		
Alaskan Native or American Indian	52%	Hispanic	33%	Hispanic	34%	Filipino	37%	Alaskan Native or American Indian	27%	Hispanic	21%		
African-American or Black	51%					Cambodian	37%	Filipino	27%				
Cambodian	47%					Laotian	36%	Cambodian	24%				
Laotian	46%					Hispanic	34%						
Hispanic	45%												
Samoan	36%												

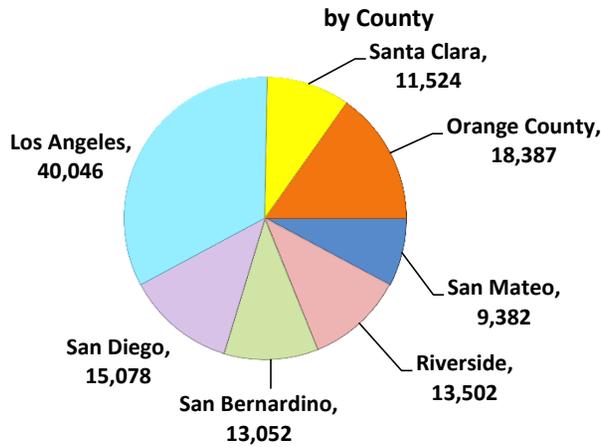
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Opt outs by Age Range													
Los Angeles		Riverside		San Bernardino		San Diego		Santa Clara		Orange		San Mateo	Opt Out
21-64	53%	21-64	36%	21-64	37%	21-64	45%	21-64	31%	21-64	39%	21-64	10%
65-75	55%	65-75	34%	65-75	36%	65-75	38%	65-75	41%	65-75	49%	65-75	10%
76-89	63%	76-89	42%	76-89	45%	76-89	42%	76-89	46%	76-89	54%	76-89	10%
90+	67%	90+	46%	90+	53%	90+	46%	90+	45%	90+	56%	90+	14%

**As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.

Total Active Enrollments Effective May 1, 2016



Total Active Enrollments
120,971

Total Active Enrollments Effective May 1, 2016



Orange County Mailing Schedule

For Coverage Effective	90-day		60-day		30-day	
	Date	Volume	Date	Volume	Date	Volume
Aug 1	4/23/15	3,088	5/22/15	2,719	6/19/15	1,950
Sep 1	5/22/15	3,034	6/19/15	2,605	7/17/15	1,820
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Jun 1	2/22/16	3,054	3/21/16	2,446	4/19/16	1,767
Jul 1	3/25/16	3,512	4/20/16	2,828		

HCO Call Center Stats April 2016

For Week Ending	Total Calls Received ¹	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Minutes)
4/1/2016	488	477	4	0.82%	8.57	0.30
4/8/2016	1,887	2,812	8	0.00%	8.79	0.29
4/15/2016	1,945	1,922	3	0.14%	8.71	0.30
4/22/2016	1,947	1,915	5	0.00%	8.61	0.29
4/29/2016	1,874	1,849	1	0.00%	8.78	0.29
Totals for Month	8,141	8,021	13	0.16%	8.72	0.29

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May 2016 CMC Enrollment, Opt Out and Disenrollment Percentages⁴

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Riverside	45%	37%	7%	11%	37%	44%	6%	13%	49%	34%	7%	10%
San Bernardino	43%	39%	7%	11%	36%	45%	6%	13%	45%	36%	8%	11%
San Diego	33%	42%	7%	19%	23%	50%	6%	21%	35%	40%	7%	18%
Santa Clara	40%	41%	11%	8%	29%	50%	12%	9%	45%	37%	11%	7%
San Mateo	77%	10%	1%	12%	78%	9%	1%	12%	76%	11%	1%	12%
Orange ³	39%	50%	2%	9%	29%	58%	3%	10%	41%	48%	2%	8%
Total	29%	50%	7%	14%	18%	61%	6%	14%	35%	44%	8%	13%
Total w/o LA	41%	41%	6%	12%	33%	47%	6%	13%	44%	38%	6%	11%

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4. All enrollment, opt out and disenrollment data is aggregated as of the inception of the program. As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.

Data Sources: Call Center Statistics: HCO Weekly CCI Call Center Report dated 4/30/16. MCOD Opt out metrics report dated 4/26/16.

**Cal MediConnect Opt out Breakdown by Language, Ethnicity and Age by County
As of May 2016****

Opt outs by Language %*													
Los Angeles	Opt Out	Riverside	Opt Out	San Bernardino	Opt Out	San Diego	Opt Out	Santa Clara	Opt Out	Orange	Opt Out	San Mateo	Opt Out
Russian	94%	Korean	69%	Armenian	92%	Russian	81%	Russian	73%	Hindi	88%	Russian	25%
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Armenian	82%	Farsi	51%	Other Chinese Dialects	68%	Mandarin	62%	Mandarin	53%	Chinese	74%	English	11%
Farsi	82%	Vietnamese	48%	Cantonese	62%	Other Chinese Dialects	57%	Vietnamese	53%	Vietnamese	72%	Mandarin	10%
Korean	78%	Tagalog	41%	Korean	61%	Arabic	56%	Other Chinese Dialects	47%	Russian	69%	Spanish	8%
Turkish	77%	English	40%	Farsi	56%	Korean	52%	Cantonese	46%	Cantonese	58%	Tagalog	8%
Mandarin	75%	Arabic	36%	Vietnamese	53%	Cantonese	47%	Farsi	44%	Farsi	57%		
Other Chinese Dialects	70%	Spanish	30%	Arabic	48%	English	46%	Portuguese	43%	Mandarin	53%		
Cantonese	68%			Tagalog	47%	Cambodian	38%	English	34%	Arabic	46%		
Arabic	64%			English	41%	Vietnamese	37%	Spanish	27%	English	45%		
Vietnamese	63%			Spanish	31%	Tagalog	33%	Cambodian	27%	Cambodian	42%		
English	56%					Spanish	32%	Tagalog	22%	Other Chinese Languages	42%		
Thai	54%					Lao	28%			Tagalog	42%		
Japanese	50%									Spanish	26%		
Tagalog	48%												
Cambodian	46%												
Spanish	43%												
Lao	38%												
American Sign Language	34%												

*Populations with less than 20 individuals are excluded

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**Cal MediConnect Opt out Breakdown by Language, Ethnicity and Age by County
As of May 2016****

Opt outs by Race/Ethnicity %*													
Los Angeles	Opt Out	Riverside	Opt Out	San Bernardino	Opt Out	San Diego	Opt Out	Santa Clara	Opt Out	Orange	Opt Out	San Mateo	Opt Out
Korean	79%	Korean	67%	Chinese	68%	Asian Indian	52%	Korean	60%	Korean	74%	Chinese	14%
Chinese	72%	Chinese	57%	Korean	67%	Chinese	52%	Vietnamese	53%	Vietnamese	71%	White	13%
Amerasian	72%	Alaskan Native or American Indian	51%	Asian Indian	56%	White	51%	Chinese	52%	Asian or Pacific Islander	61%	Black	11%
White	72%	Vietnamese	48%	Vietnamese	52%	Korean	50%	Japanese	48%	Chinese	50%	Hispanic	9%
Japanese	63%	Asian or Pacific Islander	44%	Filipino	48%	Japanese	50%	Asian or Pacific Islander	46%	Japanese	49%	Filipino	7%
Asian or Pacific Islander	63%	Filipino	43%	Asian or Pacific Islander	47%	African-American or Black	43%	White	42%	White	36%	Asian or Pacific Islander	7%
Vietnamese	62%	Asian Indian	42%	White	45%	Vietnamese	40%	Asian Indian	32%	Filipino	35%		
Asian Indian	56%	White	42%	Alaskan Native or American Indian	40%	Alaskan Native or American Indian	39%	African-American or Black	30%	Cambodian	35%		
Filipino	52%	African-American or Black	37%	African-American or Black	37%	Asian or Pacific Islander	37%	Hispanic	28%	Asian Indian	34%		
Alaskan Native or American Indian	52%	Hispanic	33%	Hispanic	34%	Filipino	37%	Alaskan Native or American Indian	27%	Laotian	30%		
African-American or Black	51%					Cambodian	37%	Filipino	27%	Black	26%		
Cambodian	47%					Laotian	36%	Cambodian	24%	Hispanic	22%		
Laotian	46%					Hispanic	34%						
Hispanic	45%												
Samoan	36%												

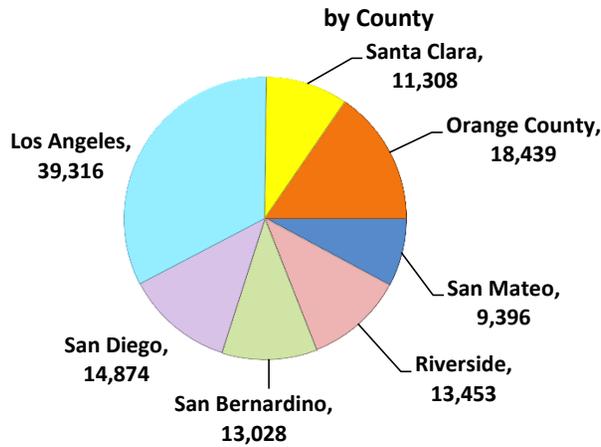
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**As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.

Opt outs by Age Range													
Los Angeles		Riverside		San Bernardino		San Diego		Santa Clara		Orange		San Mateo	Opt Out
21-64	53%	21-64	36%	21-64	37%	21-64	45%	21-64	31%	21-64	40%	21-64	10%
65-75	55%	65-75	34%	65-75	36%	65-75	38%	65-75	41%	65-75	50%	65-75	10%
76-89	63%	76-89	42%	76-89	45%	76-89	42%	76-89	46%	76-89	55%	76-89	10%
90+	67%	90+	46%	90+	53%	90+	46%	90+	45%	90+	57%	90+	14%

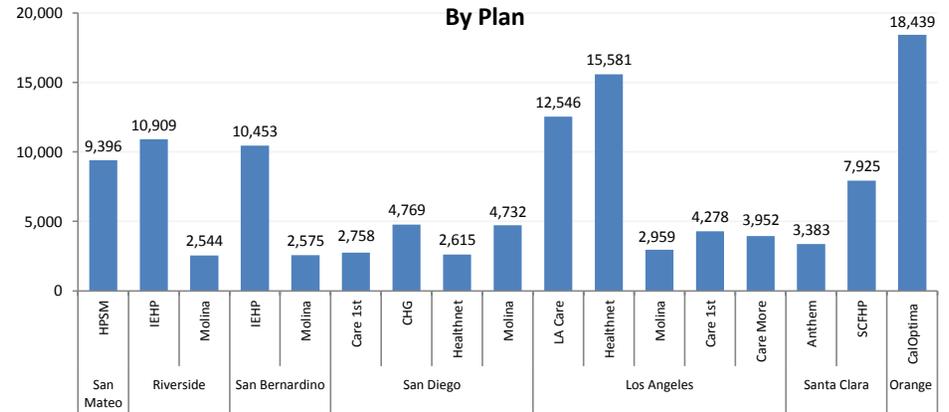
**As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.

Total Active Enrollments Effective June 1, 2016



Total Active Enrollments
119,814

Total Active Enrollments Effective June 1, 2016



Orange County Mailing Schedule

For Coverage Effective	90-day		60-day		30-day	
	Date	Volume	Date	Volume	Date	Volume
Aug 1	4/23/15	3,088	5/22/15	2,719	6/19/15	1,950
Sep 1	5/22/15	3,034	6/19/15	2,605	7/17/15	1,820
Oct 1	6/23/15	3,687	7/21/15	2,992	8/24/15	1,994
Nov 1	7/21/15	2,947	8/20/15	2,405	9/22/15	1,667
Dec 1	8/24/15	4,408	9/18/15	3,568	10/23/15	2,446
Jan 1	9/24/15	17,591	10/23/15	16,261	11/19/15	14,505
Feb 1	10/23/15	3,818	12/01/15	3,124	12/18/15	2,373
Mar 1	11/24/15	3,820	12/22/15	3,153	1/20/16	2,333
Apr 1	12/22/15	3,566	1/20/16	2,854	2/16/16	2,330
May 1	1/22/16	3,707	2/16/16	2,958	3/21/16	1,908
Jun 1	2/22/16	3,054	3/21/16	2,446	4/19/16	1,767
Jul 1	3/25/16	3,512	4/20/16	2,828	5/25/16	2,127

HCO Call Center Stats May 2016

For Week Ending	Total Calls Received ¹	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Minutes)
5/6/2016	1,803	1,768	7	0.41%	8.46	0.29
5/13/2016	1,825	1,795	3	0.17%	8.50	0.30
5/20/2016	1,732	1,704	1	0.06%	8.28	0.30
5/27/2016	1,670	1,649	4	0.24%	8.16	0.29
5/31/2016	368	362	0	0.00%	9.37	0.28
Totals for Month	7,398	7,278	15	0.20%	8.40	0.29

1. Total calls received are hits to the call center system. Members that receive assistance in the automated phone tree are not accounted for in the call answered or abandoned counts.

June 2016 CMC Enrollment, Opt Out and Disenrollment Percentages⁴

County	Overall				IHSS				Non-IHSS			
	Enrolled	Opt out	Disenrolled ¹	Other Disenrollments ²	Enrolled	Opt out	Disenrolled ¹	Other Disenrollments ²	Enrolled	Opt out	Disenrolled ¹	Other Disenrollments ²
Los Angeles	19%	58%	8%	15%	10%	69%	7%	15%	24%	51%	9%	16%
Riverside	45%	37%	7%	11%	37%	44%	6%	13%	49%	34%	7%	10%
San Bernardino	43%	39%	7%	11%	36%	45%	6%	13%	45%	36%	8%	11%
San Diego	33%	42%	7%	19%	23%	50%	6%	21%	35%	40%	7%	18%
Santa Clara	40%	41%	11%	8%	29%	50%	12%	9%	45%	37%	11%	7%
San Mateo	77%	10%	1%	12%	78%	9%	1%	12%	76%	11%	1%	12%
Orange ³	37%	51%	3%	9%	27%	58%	3%	12%	39%	50%	2%	9%
Total	29%	50%	7%	14%	18%	61%	6%	14%	34%	45%	8%	13%
Total w/o LA	41%	41%	6%	12%	33%	47%	6%	14%	43%	39%	6%	12%

1. Member requested disenrollment through the State's enrollment broker or COHS after the enrollment effective date.

2. Member disenrolled due to actions outside of the State's enrollment broker/COHS control. Of total other disenrollments, 93% are due to member enrollment into another Medicare Advantage or Part D plan, 6% are due to changes in Medi-Cal eligibility and 1% are due to changes in Medicare eligibility.

3. Orange County is responsible for its own enrollment. Voluntary enrollment started in July 2015. Orange County passively enrolled its eligible D-SNP and LIS members into CMC effective 1/1/2016.

4. All enrollment, opt out and disenrollment data is aggregated as of the inception of the program. As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.

Data Sources: Call Center Statistics: HCO Weekly CCI Call Center Report dated 5/31/16. MCOD Opt out metrics report dated 5/26/16.

Cal MediConnect Opt out Breakdown by Language, Ethnicity and Age by County
As of June 2016**

Opt outs by Language %*													
Los Angeles	Opt Out	Riverside	Opt Out	San Bernardino	Opt Out	San Diego	Opt Out	Santa Clara	Opt Out	Orange	Opt Out	San Mateo	Opt Out
Russian	94%	Korean	69%	Armenian	92%	Russian	81%	Russian	73%	Hindi	81%	Russian	25%
Hebrew	88%	Mandarin	66%	Mandarin	71%	Farsi	63%	Korean	60%	Korean	78%	Cantonese	13%
Armenian	82%	Farsi	51%	Other Chinese Dialects	68%	Mandarin	62%	Mandarin	53%	Chinese	76%	English	11%
Farsi	82%	Vietnamese	48%	Cantonese	62%	Other Chinese Dialects	57%	Vietnamese	53%	Vietnamese	73%	Mandarin	10%
Korean	78%	Tagalog	41%	Korean	61%	Arabic	56%	Other Chinese Dialects	47%	Russian	70%	Spanish	8%
Turkish	77%	English	40%	Farsi	56%	Korean	52%	Cantonese	46%	Cantonese	59%	Tagalog	8%
Mandarin	75%	Arabic	36%	Vietnamese	53%	Cantonese	47%	Farsi	44%	Farsi	57%		
Other Chinese Dialects	70%	Spanish	30%	Arabic	48%	English	46%	Portuguese	43%	Mandarin	53%		
Cantonese	68%			Tagalog	47%	Cambodian	38%	English	34%	Arabic	47%		
Arabic	64%			English	41%	Vietnamese	37%	Spanish	27%	English	46%		
Vietnamese	63%			Spanish	31%	Tagalog	33%	Cambodian	27%	Other Chinese Languages	45%		
English	56%					Spanish	32%	Tagalog	22%	Tagalog	43%		
Thai	54%					Lao	28%			Cambodian	42%		
Japanese	50%									Spanish	27%		
Tagalog	48%												
Cambodian	46%												
Spanish	43%												
Lao	38%												
American Sign Language	34%												

*Populations with less than 20 individuals are excluded

**As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.

Cal MediConnect Opt out Breakdown by Language, Ethnicity and Age by County
As of June 2016**

Opt outs by Race/Ethnicity %*													
Los Angeles	Opt Out	Riverside	Opt Out	San Bernardino	Opt Out	San Diego	Opt Out	Santa Clara	Opt Out	Orange	Opt Out	San Mateo	Opt Out
Korean	79%	Korean	67%	Chinese	68%	Asian Indian	52%	Korean	60%	Korean	74%	Chinese	14%
Chinese	72%	Chinese	57%	Korean	67%	Chinese	52%	Vietnamese	53%	Vietnamese	71%	White	13%
Amerasian	72%	Alaskan Native or American Indian	51%	Asian Indian	56%	White	51%	Chinese	52%	Asian or Pacific Islander	62%	Black	11%
White	72%	Vietnamese	48%	Vietnamese	52%	Korean	50%	Japanese	48%	Japanese	52%	Hispanic	9%
Japanese	63%	Asian or Pacific Islander	44%	Filipino	48%	Japanese	50%	Asian or Pacific Islander	46%	Chinese	51%	Filipino	7%
Asian or Pacific Islander	63%	Filipino	43%	Asian or Pacific Islander	47%	African-American or Black	43%	White	42%	White	37%	Asian or Pacific Islander	7%
Vietnamese	62%	Asian Indian	42%	White	45%	Vietnamese	40%	Asian Indian	32%	Filipino	36%		
Asian Indian	56%	White	42%	Alaskan Native or American Indian	40%	Alaskan Native or American Indian	39%	African-American or Black	30%	Asian Indian	36%		
Filipino	52%	African-American or Black	37%	African-American or Black	37%	Asian or Pacific Islander	37%	Hispanic	28%	Cambodian	35%		
Alaskan Native or American Indian	52%	Hispanic	33%	Hispanic	34%	Filipino	37%	Alaskan Native or American Indian	27%	Laotian	32%		
African-American or Black	51%					Cambodian	37%	Filipino	27%	Black	26%		
Cambodian	47%					Laotian	36%	Cambodian	24%	Hispanic	23%		
Laotian	46%					Hispanic	34%						
Hispanic	45%												
Samoan	36%												

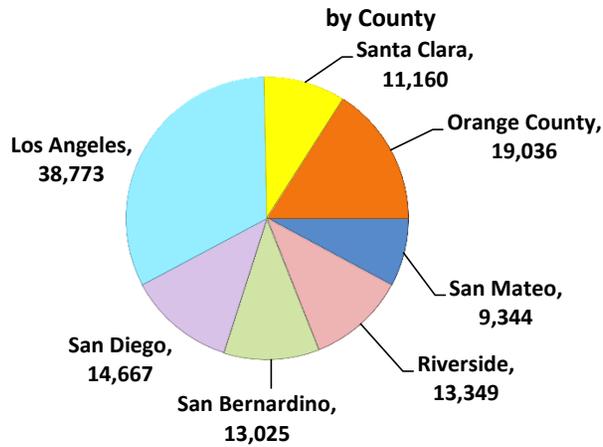
*Populations with less than 20 individuals are excluded

**As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.

Opt outs by Age Range													
Los Angeles		Riverside		San Bernardino		San Diego		Santa Clara		Orange		San Mateo	Opt Out
21-64	53%	21-64	36%	21-64	37%	21-64	45%	21-64	31%	21-64	40%	21-64	10%
65-75	55%	65-75	34%	65-75	36%	65-75	38%	65-75	41%	65-75	51%	65-75	10%
76-89	63%	76-89	42%	76-89	45%	76-89	42%	76-89	46%	76-89	56%	76-89	10%
90+	67%	90+	46%	90+	53%	90+	46%	90+	45%	90+	57%	90+	14%

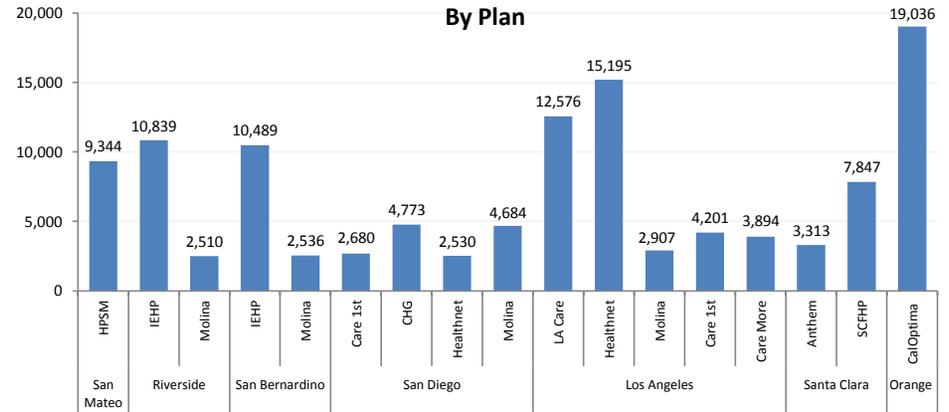
**As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.

Total Active Enrollments Effective July 1, 2016



Total Active Enrollments
119,354

Total Active Enrollments Effective July 1, 2016



Orange County Mailing Schedule

For Coverage Effective	90-day		60-day		30-day	
	Date	Volume	Date	Volume	Date	Volume
Aug 1	4/23/15	3,088	5/22/15	2,719	6/19/15	1,950
Sep 1	5/22/15	3,034	6/19/15	2,605	7/17/15	1,820
Oct 1	6/23/15	3,687	7/21/15	2,992	8/24/15	1,994
Nov 1	7/21/15	2,947	8/20/15	2,405	9/22/15	1,667
Dec 1	8/24/15	4,408	9/18/15	3,568	10/23/15	2,446
Jan 1	9/24/15	17,591	10/23/15	16,261	11/19/15	14,505
Feb 1	10/23/15	3,818	12/01/15	3,124	12/18/15	2,373
Mar 1	11/24/15	3,820	12/22/15	3,153	1/20/16	2,333
Apr 1	12/22/15	3,566	1/20/16	2,854	2/16/16	2,330
May 1	1/22/16	3,707	2/16/16	2,958	3/21/16	1,908
Jun 1	2/22/16	3,054	3/21/16	2,446	4/19/16	1,767
Jul 1	3/25/16	3,512	4/20/16	2,828	5/25/16	2,127

HCO Call Center Stats June 2016

For Week Ending	Total Calls Received ¹	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Minutes)
6/3/2016	931	916	0	0.00%	8.29	0.29
6/10/2016	1,827	1,790	7	0.43%	8.07	0.36
6/17/2016	1,600	1,583	2	0.13%	8.59	0.31
6/24/2016	1,570	1,541	4	0.26%	8.43	0.29
6/30/2016	1,308	1,293	2	0.15%	8.23	0.30
Totals for Month	7,236	7,123	15	0.19%	8.32	0.31

1. Total calls received are hits to the call center system. Members that receive assistance in the automated phone tree are not accounted for in the call answered or abandoned counts.

July 2016 CMC Enrollment, Opt Out and Disenrollment Percentages⁴

County	Overall				IHSS				Non-IHSS			
	Enrolled	Opt out	Disenrolled ¹	Other Disenrollments ²	Enrolled	Opt out	Disenrolled ¹	Other Disenrollments ²	Enrolled	Opt out	Disenrolled ¹	Other Disenrollments ²
Los Angeles	19%	58%	8%	15%	10%	69%	7%	15%	24%	51%	9%	16%
Riverside	45%	37%	7%	11%	37%	44%	6%	13%	49%	34%	7%	10%
San Bernardino	43%	39%	7%	11%	36%	45%	6%	13%	45%	36%	8%	11%
San Diego	33%	42%	7%	19%	23%	50%	6%	21%	35%	40%	7%	18%
Santa Clara	40%	41%	11%	8%	29%	50%	12%	9%	45%	37%	11%	7%
San Mateo	73%	10%	1%	16%	74%	9%	1%	17%	73%	11%	1%	15%
Orange ³	35%	52%	3%	10%	26%	59%	3%	12%	37%	51%	3%	9%
Total	29%	50%	7%	14%	18%	61%	6%	14%	34%	45%	8%	14%
Total w/o LA	40%	41%	6%	12%	32%	48%	6%	14%	43%	39%	6%	12%

- Member requested disenrollment through the State's enrollment broker or COHS after the enrollment effective date.
 - Member disenrolled due to actions outside of the State's enrollment broker/COHS control. Of total other disenrollments, 93% are due to member enrollment into another Medicare Advantage or Part D plan, 6% are due to changes in Medi-Cal eligibility and 1% are due to changes in Medicare eligibility.
 - Orange County is responsible for its own enrollment. Voluntary enrollment started in July 2015. Orange County passively enrolled its eligible D-SNP and LIS members into CMC effective 1/1/2016.
 - All enrollment, opt out and disenrollment data is aggregated as of the inception of the program. As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.
- Data Sources:** Call Center Statistics: HCO Weekly CCI Call Center Report dated 6/30/16. MCOD Opt out metrics report dated 6/29/16.

**Cal MediConnect Opt out Breakdown by Language, Ethnicity and Age by County
As of July 2016****

Opt outs by Language %*													
Los Angeles	Opt Out	Riverside	Opt Out	San Bernardino	Opt Out	San Diego	Opt Out	Santa Clara	Opt Out	Orange	Opt Out	San Mateo	Opt Out
Russian	94%	Korean	69%	Armenian	92%	Russian	81%	Russian	73%	Chinese	75%	Russian	24%
Hebrew	88%	Mandarin	66%	Mandarin	71%	Farsi	63%	Korean	60%	Korean	74%	Cantonese	13%
Armenian	82%	Farsi	51%	Other Chinese Dialects	68%	Mandarin	62%	Mandarin	53%	Hindi	72%	Mandarin	11%
Farsi	82%	Vietnamese	48%	Cantonese	62%	Other Chinese Dialects	57%	Vietnamese	53%	Vietnamese	69%	English	10%
Korean	78%	Tagalog	41%	Korean	61%	Arabic	56%	Other Chinese Dialects	47%	Russian	66%	Spanish	8%
Turkish	77%	English	40%	Farsi	56%	Korean	52%	Cantonese	46%	Farsi	56%	Tagalog	7%
Mandarin	75%	Arabic	36%	Vietnamese	53%	Cantonese	47%	Farsi	44%	Cantonese	55%		
Other Chinese Dialects	70%	Spanish	30%	Arabic	48%	English	46%	Portuguese	43%	Mandarin	52%		
Cantonese	68%			Tagalog	47%	Cambodian	38%	English	34%	Arabic	45%		
Arabic	64%			English	41%	Vietnamese	37%	Spanish	27%	Other Chinese Languages	44%		
Vietnamese	63%			Spanish	31%	Tagalog	33%	Cambodian	27%	Tagalog	43%		
English	56%					Spanish	32%	Tagalog	22%	English	42%		
Thai	54%					Lao	28%			Cambodian	35%		
Japanese	50%									Lao	33%		
Tagalog	48%									Spanish	26%		
Cambodian	46%												
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Lao	38%												
American Sign Language	34%												

*Populations with less than 20 individuals are excluded

**As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.

**Cal MediConnect Opt out Breakdown by Language, Ethnicity and Age by County
As of July 2016****

Opt outs by Race/Ethnicity %*													
Los Angeles	Opt Out	Riverside	Opt Out	San Bernardino	Opt Out	San Diego	Opt Out	Santa Clara	Opt Out	Orange	Opt Out	San Mateo	Opt Out
Korean	79%	Korean	67%	Chinese	68%	Asian Indian	52%	Korean	60%	Korean	69%	Chinese	14%
Chinese	72%	Chinese	57%	Korean	67%	Chinese	52%	Vietnamese	53%	Vietnamese	67%	White	13%
Amerasian	72%	Alaskan Native or American Indian	51%	Asian Indian	56%	White	51%	Chinese	52%	Asian or Pacific Islander	59%	Other	13%
White	72%	Vietnamese	48%	Vietnamese	52%	Korean	50%	Japanese	48%	Japanese	49%	Black	10%
Japanese	63%	Asian or Pacific Islander	44%	Filipino	48%	Japanese	50%	Asian or Pacific Islander	46%	Chinese	48%	Hispanic	8%
Asian or Pacific Islander	63%	Filipino	43%	Asian or Pacific Islander	47%	African-American or Black	43%	White	42%	Other	39%	Filipino	7%
Vietnamese	62%	Asian Indian	42%	White	45%	Vietnamese	40%	Asian Indian	32%	Asian Indian	36%	Asian or Pacific Islander	7%
Asian Indian	56%	White	42%	Alaskan Native or American Indian	40%	Alaskan Native or American Indian	39%	African-American or Black	30%	White	35%		
Filipino	52%	African-American or Black	37%	African-American or Black	37%	Asian or Pacific Islander	37%	Hispanic	28%	Filipino	34%		
Alaskan Native or American Indian	52%	Hispanic	33%	Hispanic	34%	Filipino	37%	Alaskan Native or American Indian	27%	Cambodian	32%		
African-American or Black	51%					Cambodian	37%	Filipino	27%	Laotian	32%		
Cambodian	47%					Laotian	36%	Cambodian	24%	Black	23%		
Laotian	46%					Hispanic	34%			Hispanic	22%		
Hispanic	45%												
Samoan	36%												

*Populations with less than 20 individuals are excluded

**As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.

Opt outs by Age Range													
Los Angeles		Riverside		San Bernardino		San Diego		Santa Clara		Orange		San Mateo	Opt Out
21-64	53%	21-64	36%	21-64	37%	21-64	45%	21-64	31%	21-64	38%	21-64	10%
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76-89	63%	76-89	42%	76-89	45%	76-89	42%	76-89	46%	76-89	53%	76-89	10%
90+	67%	90+	46%	90+	53%	90+	46%	90+	45%	90+	52%	90+	14%

**As of 3/1/16, all counties, except Orange, have frozen reporting metrics due to the end of passive enrollment.