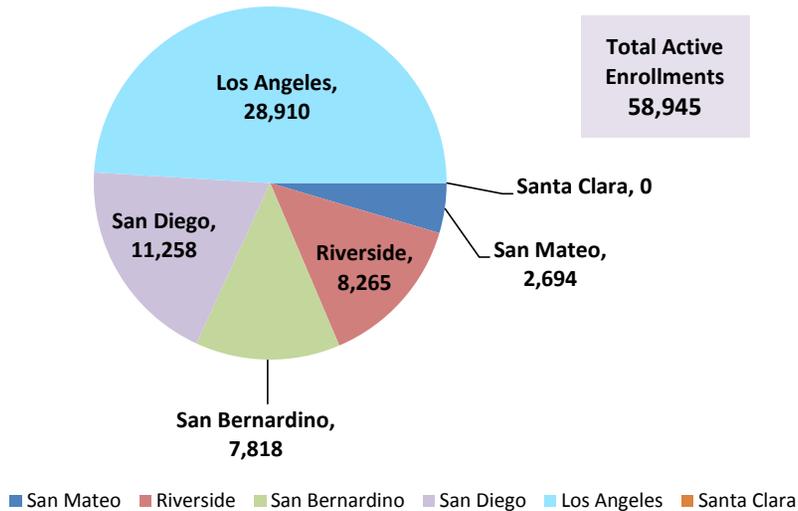


**Total Active Enrollments Effective December 1, 2014 by County**

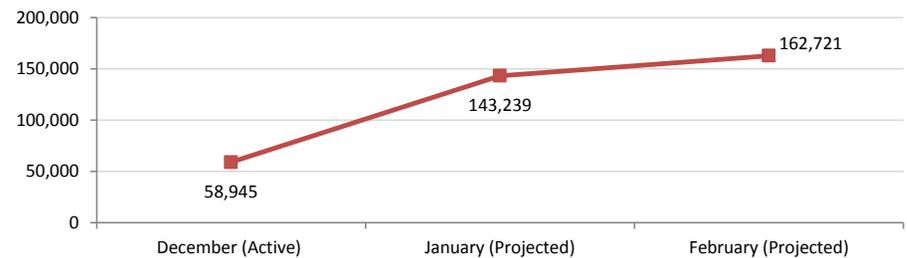


**Projected Enrollments - Two Month Look Ahead**

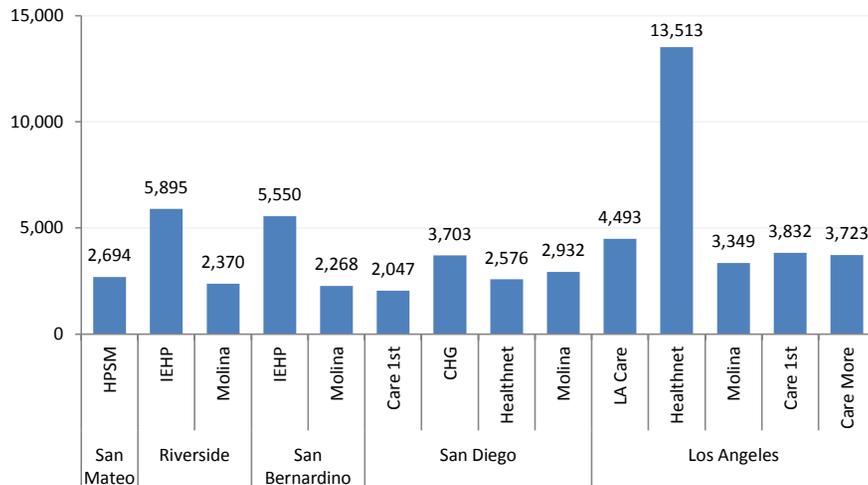
County	Active Enrollments as of 12/1/14	January Pending Enrollments	February Pending Enrollments	Total Projected Enrollments for February Month of Eligibility*
San Mateo	2,694	7,784	0	10,478
Riverside	8,265	7,098	1,443	16,806
San Bernardino	7,818	7,570	1,402	16,790
San Diego	11,258	11,892	2,389	25,539
Los Angeles	28,910	40,377	12,295	81,582
Santa Clara	0	9,573	1,953	11,526
<b>Total</b>	<b>58,945</b>	<b>84,294</b>	<b>19,482</b>	<b>162,721</b>

\* Projected enrollments are based on passive enrollment transactions submitted 60-days prior to the enrollment effective month. Voluntary (Opt-in) enrollment projections are not included in these statistics.

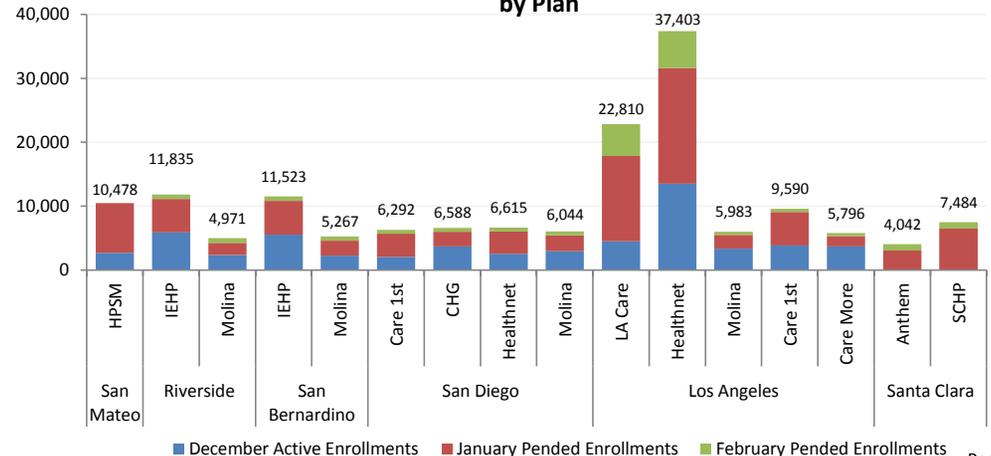
**Monthly Enrollment Trend**



**Total Active Enrollments Effective December 1, 2014 By Plan**



**Projected Enrollment Estimates for February 2015 Month of Eligibility by Plan**





# Cal MediConnect Monthly Enrollment Dashboard As of December 1, 2014

Creation Date: 12/09/14

DHCS Health Care Options Mailing Schedule <sup>1</sup>														
Phase -->	2014								2015					
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
For Coverage Effective Date -->	May 1 <sup>2</sup>	Jun 1	Jul 1	Aug 1	Sep 1	Oct 1	Nov 1	Dec 1	Jan 1	Feb 1	Mar 1	Apr 1	May 1	Jun 1
<b>90-day Notice --&gt;</b>	Jan 2 & Feb 3	Feb 26	Mar 28	Apr 28	May 22	Jun 26	Jul 29	Aug 27	Sep 26-29	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25
90-day notice volume-->	21,805	7,763	53,625	22,927	21,157	22,263	19,596	20,778	120,958	22,256	23,347			
<b>60-day Notice --&gt;</b>	Feb 26	Mar 28	Apr 28	May 27	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	Mar 28
<b>Choice Packet --&gt;</b>	Mar 6 - Mar 11	Mar 31	Apr 30	May 29	June 30	Jul 31	Aug 29	Sep 29	Oct 31	Nov 26	Dec 31	Jan 30	Feb 27	Mar 31
60-day+choice packet volume-->	18,122	6,907	49,046	24,054	20,193	20,934	18,241	19,118	106,596	20,824				
<b>30-day Notice--&gt;</b>	Mar 28	Apr 28	May 28	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	Mar 28	Apr 28
30-day notice volume-->	15,360	5,391	36,644	19,341	15,273	15,976	11,699	13,946	95,394					

- Health Care Options (HCO) Maximus sends mailings for Riverside, San Bernardino, San Diego, Los Angeles and Santa Clara Counties. Santa Clara mailings commenced in Phase 9 for Jan 1, 2015 coverage date. San Mateo Notices are sent by the Health Plan of San Mateo.
- Mailings for May 1, 2014 coverage start date include April and May birth months.

San Mateo Mailing Schedule* for 1/1/15 Coverage Effective Date -->	90-day	60-day	30-day
Mail Date -->	Sep 29	Oct 31	Nov 21
Volume -->	8,166	7,129	6,922

\* The San Mateo mailing schedule for the 4/1/14 passive enrollment phase is reported in earlier versions of the Dashboard from September 2014 and prior.

### HCO Call Center Statistics November 2014

For Week Ending	Total Calls Received <sup>1</sup>	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Minutes)
11/07/14	23,149	18,205	1,327	5.28%	10.68	1.61
11/14/14	18,721	15,612	725	3.79%	10.15	1.09
11/21/14	17,877	15,794	516	2.70%	9.97	0.94
11/26/14	8,728	7,931	180	1.87%	10.07	0.57
<b>Totals for Month</b>	<b>68,475</b>	<b>57,542</b>	<b>2,748</b>	<b>4.01%</b>	<b>10.24</b>	<b>1.11</b>

- Total calls received are hits to the call center system. Members may receive assistance in an automated phone tree, therefore are not accounted for in the call answered or abandoned counts.

### Opt-out Requests by Month/County<sup>1</sup>

County	Sept	Oct	Nov	Totals <sup>2</sup>	% of Passive <sup>3</sup>
San Mateo	7	29	97	1,558	13.34%
San Bernardino	974	1,411	1,395	9,395	30.14%
San Diego	1,842	2,805	3,236	18,125	34.12%
Riverside	973	1,437	1,440	9,103	30.14%
Los Angeles	11,864	15,343	16,279	91,234	44.98%
Santa Clara		717	2,306	3,023	19.14%
<b>Total</b>	<b>15,660</b>	<b>21,742</b>	<b>24,753</b>	<b>132,438</b>	<b>38.41%</b>

- Table includes the most recent three months of opt out counts (which includes voluntary disenrollments).
- Totals are cumulative opt-out requests from the start of the Cal MediConnect program.
- The Opt-out % is calculated based on the total number of opt-out and voluntary disenrollment requests divided by the total number of beneficiaries who received a 90-day notice through Phase 10.

### Monthly Opt-Out Trend (Most Recent Three Months)

