Total Active Enrollments Effective January 1, 2016 by County

Total Active Enrollments 125,257

Pie chart showing:
- Los Angeles, 43,346
- Santa Clara, 12,643
- Orange County, 16,336
- San Mateo, 9,605
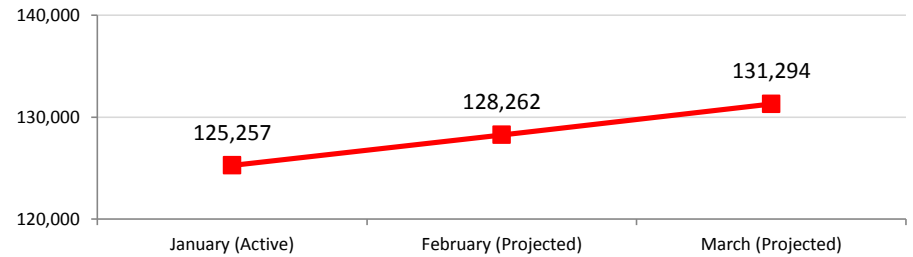- Riverside, 13,727
- San Bernardino, 13,510
- San Diego, 16,090

Legend: San Mateo, Riverside, San Bernardino
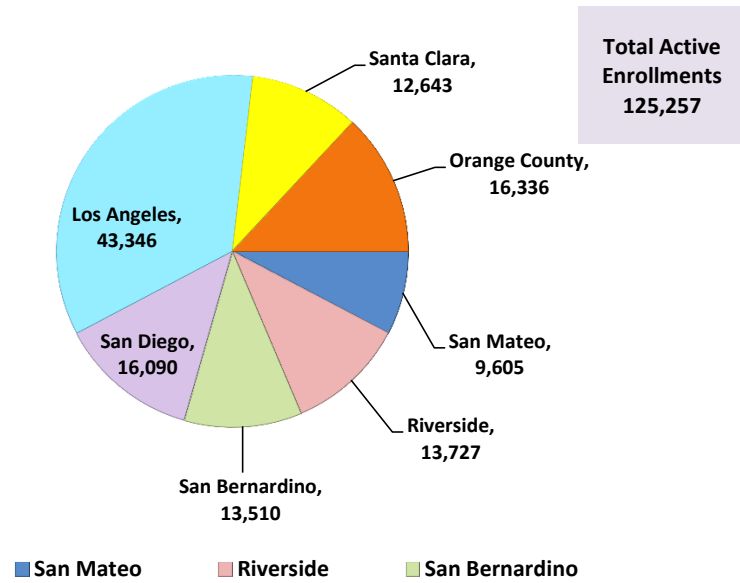
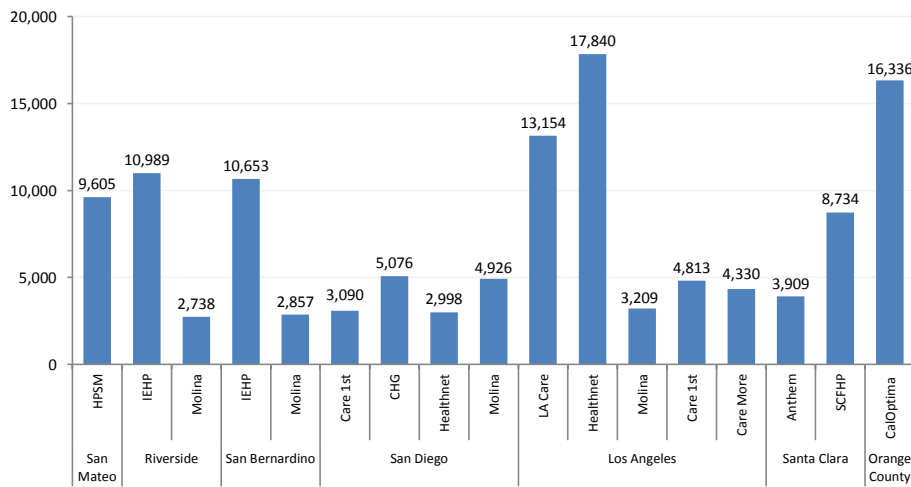## Projected Enrollments - Two Month Look Ahead

County	Active Enrollments as of 1/1/16	February Pending Enrollments	March Pending Enrollments	Total Projected Enrollments for March Month of Eligibility[1]
San Mateo	9,605	48	0	9,653
Riverside	13,727	166	0	13,893
San Bernardino	13,510	204	0	13,714
San Diego	16,090	165	0	16,255
Los Angeles	43,346	253	0	43,599
Santa Clara	12,643	217	0	12,860
Orange County	16,336	1,952	3,032	21,320
Total	**125,257**	**3,005**	**3,032**	**131,294**

1. Projected enrollments are based on passive enrollment transactions submitted 60-days prior to the enrollment effective month. Pending voluntary (Opt-in) enrollments are included in these statistics.
2. Santa Clara passive enrollments end 12/1/15. Orange County passive enrollments end 7/1/16. Passive enrollments for all other counties have ended.
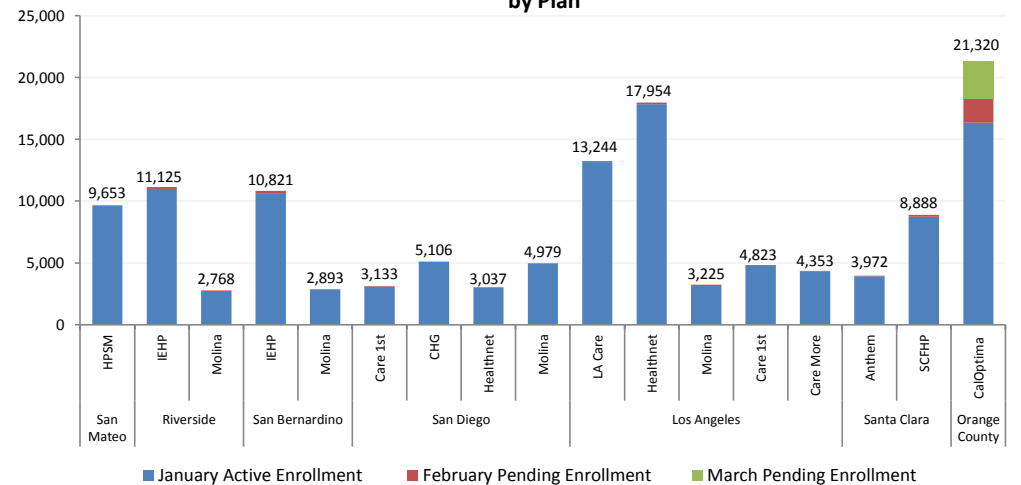
Monthly Enrollment Trend

Line chart showing:
- January (Active): 125,257
- February (Projected): 128,262
- March (Projected): 131,294

Total Active Enrollments Effective January 1, 2016 By Plan

Bar chart values by plan:
- HPSM (San Mateo): 9,605
- IEHP (Riverside): 10,989
- Molina (Riverside): 2,738
- IEHP (San Bernardino): 10,653
- Molina (San Bernardino): 2,857
- Care 1st (San Diego): 3,090
- CHG (San Diego): 5,076
- Healthnet (San Diego): 2,998
- Molina (San Diego): 4,926
- LA Care (Los Angeles): 13,154
- Healthnet (Los Angeles): 17,840
- Molina (Los Angeles): 3,209
- Care 1st (Los Angeles): 4,813
- Care More (Los Angeles): 4,330
- Anthem (Santa Clara): 3,909
- SCFHP (Santa Clara): 8,734
- CalOptima (Orange County): 16,336

Projected Enrollment Estimates for March 2016 Month of Eligibility by Plan

Bar chart values by plan:
- HPSM: 9,653
- IEHP: 11,125
- Molina: 2,768
- IEHP: 10,821
- Molina: 2,893
- Care 1st: 3,133
- CHG: 5,106
- Healthnet: 3,037
- Molina: 4,979
- LA Care: 13,244
- Healthnet: 17,954
- Molina: 3,225
- Care 1st: 4,823
- Care More: 4,353
- Anthem: 3,972
- SCFHP: 8,888
- CalOptima: 21,320

Legend: January Active Enrollment, February Pending Enrollment, March Pending Enrollment

Data Sources: MEDS January MOE 2015, pulled on 1/6/16

DHCS Health Care Options Mailing Schedule[1]

	2014								2015											
Phase --->	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
For Coverage Effective Date -->	May 1[2]	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	Jul 1	Aug 1	Sep 1	Oct 1	Nov 1	Dec 1
90-day Notice -->	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	Mar 27	Apr 26	May 25	Jun 24	Jul 24	Aug 23
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	15,052	16,737	15,364	2,386	593	1,633	1,955	1,935	2,564
60-day Notice -->	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	Apr 27	May 26	June 24	Jul 24	Aug 23	Sep 22
Choice Packet -->	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 30	Apr 29	May 28	June 26	Jul 26	Aug 25	Sep 24
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	21,350	13,870	15,099	14,293	2,162	537	1,513	1,827	1,768	2,213
30-day Notice-->	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	May 30	Jun 25	Jul 24	Aug 23	Sep 22	Oct 22
30-day notice volume-->	15,360	5,391	36,644	19,341	15,273	15,976	11,699	13,946	95,394	16,233	17,889	11,470	12,318	11,522	1,841	392	1,214	1,489	1,358	1,692

1. 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 were sent by Health Plan of San Mateo. Orange County notices are sent by CalOptima.

2. Mailings for May 1, 2014 coverage start date includes April and May birth months.

Orange County Mailing Schedule

For Coverage effective	90-day Date	90-day Volume	60-day Date	60-day Volume	30 day Date	30 day 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		
Apr 1	12/22/15	3,566				
May 1						
Jun 1						
Jul 1						

HCO Call Center Statistics December 2015

For Week Ending	Total Calls Received[1]	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Minutes)
12/4/2015	3,295	3,263	1	0.03%	7.48	0.32
12/11/2015	3,946	3,892	2	0.05%	6.77	0.33
12/18/2015	3,426	3,374	5	0.14%	6.85	0.34
12/24/2015	1,977	1,957	0	0.00%	6.45	0.34
12/31/2015	2,402	2,377	2	0.08%	6.86	0.33
Totals for Month	15,046	14,863	10	0.07%	6.88	0.33

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.

January 2016 CMC Enrollment, Opt Out and Disenrollment Percentages[6]

County	Overall				IHSS				Non-IHSS			
	Enrolled	Opt out	Disenrolled[3]	Other Disenrollments[4]	Enrolled	Opt out	Disenrolled[3]	Other Disenrollments[4]	Enrolled	Opt out	Disenrolled[3]	Other Disenrollments[4]
Los Angeles	19%	56%	9%	15%	10%	67%	8%	15%	25%	49%	10%	16%
Riverside	46%	36%	7%	11%	37%	43%	7%	14%	49%	33%	7%	11%
San Bernardino	43%	37%	8%	12%	36%	44%	7%	13%	46%	35%	8%	11%
San Diego	33%	40%	8%	19%	23%	48%	7%	22%	36%	38%	8%	18%
Santa Clara[1]	41%	40%	11%	8%	29%	49%	13%	9%	45%	36%	11%	7%
San Mateo[2]	77%	10%	1%	12%	78%	9%	1%	12%	77%	11%	1%	12%
Orange[5]	50%	45%	5%	0%	38%	56%	5%	0%	53%	42%	4%	0%
Total	30%	48%	8%	13%	19%	60%	8%	14%	36%	43%	9%	13%
Total w/o LA	44%	38%	7%	11%	35%	46%	8%	12%	47%	38%	8%	12%

1. Santa Clara began enrollment in January 2015.

2. San Mateo is responsible for its own enrollment.

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

4. Member disenrolled due to actions outside of the State's enrollment broker/COHS control. Of total involuntary 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.

5. 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.

6. All enrollment, opt out and disenrollment data is aggregated as of the inception of the program.

Data Sources: Beneficiary notice schedule: from Maximus and HPSM notice timeline reports Call Center Statistics: HCO Weekly CCI Call Center Report dated 12/31/15. MCOD Opt out metrics report dated 1/6/16.