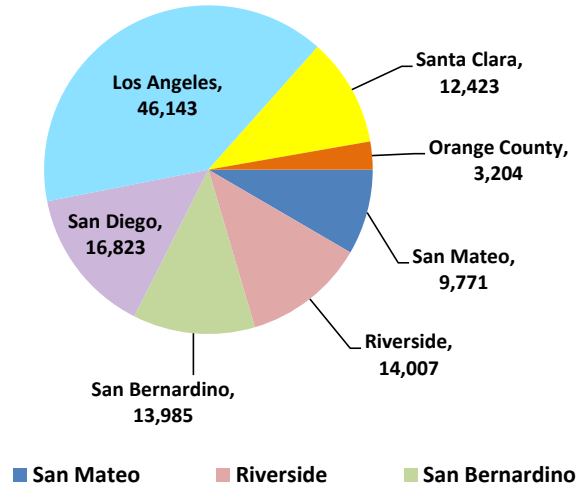


**Total Active Enrollments Effective November 1, 2015  
by County**



Total Active Enrollments  
**116,356**

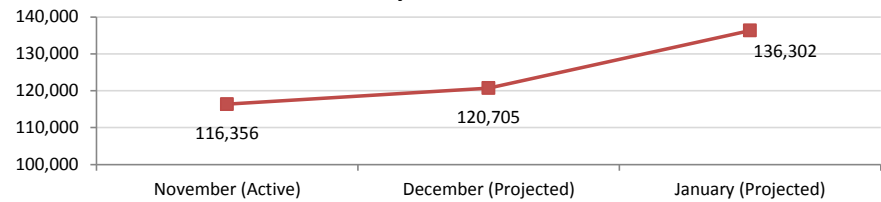
**Projected Enrollments - Two Month Look Ahead**

| County         | Active Enrollments as of 11/1/15 | December Pending Enrollments | January Pending Enrollments | Total Projected Enrollments for January Month of Eligibility <sup>1</sup> |
|----------------|----------------------------------|------------------------------|-----------------------------|---------------------------------------------------------------------------|
| San Mateo      | 9,771                            | 29                           | 0                           | 9,800                                                                     |
| Riverside      | 14,007                           | 168                          | 0                           | 14,175                                                                    |
| San Bernardino | 13,985                           | 201                          | 0                           | 14,186                                                                    |
| San Diego      | 16,823                           | 157                          | 0                           | 16,980                                                                    |
| Los Angeles    | 46,143                           | 261                          | 0                           | 46,404                                                                    |
| Santa Clara    | 12,423                           | 1,592                        | 0                           | 14,015                                                                    |
| Orange County  | 3,204                            | 1,941                        | 15,597                      | 20,742                                                                    |
| <b>Total</b>   | <b>116,356</b>                   | <b>4,349</b>                 | <b>15,597</b>               | <b>136,302</b>                                                            |

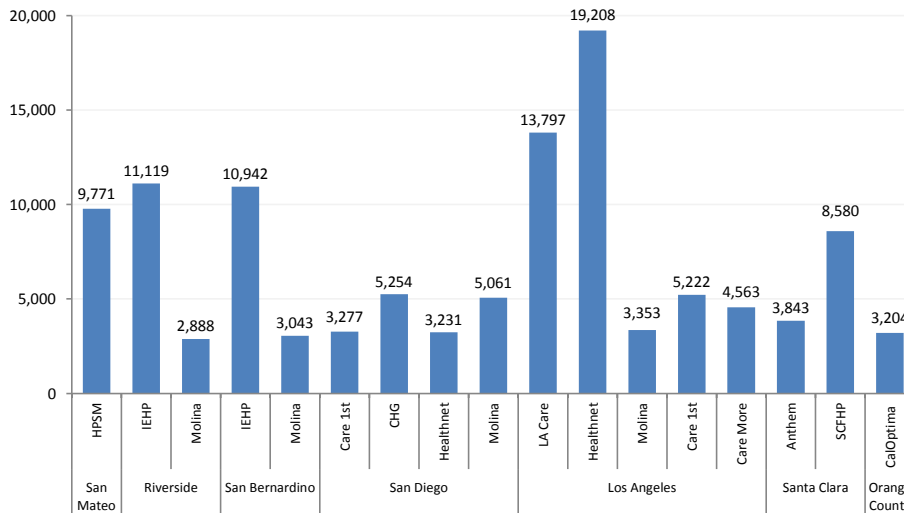
1. Projected enrollments are based on passive enrollment transactions submitted 60-days prior to the enrollment effective month. Pending voluntary (Opt-in) enrollments are included in these statistics.

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.

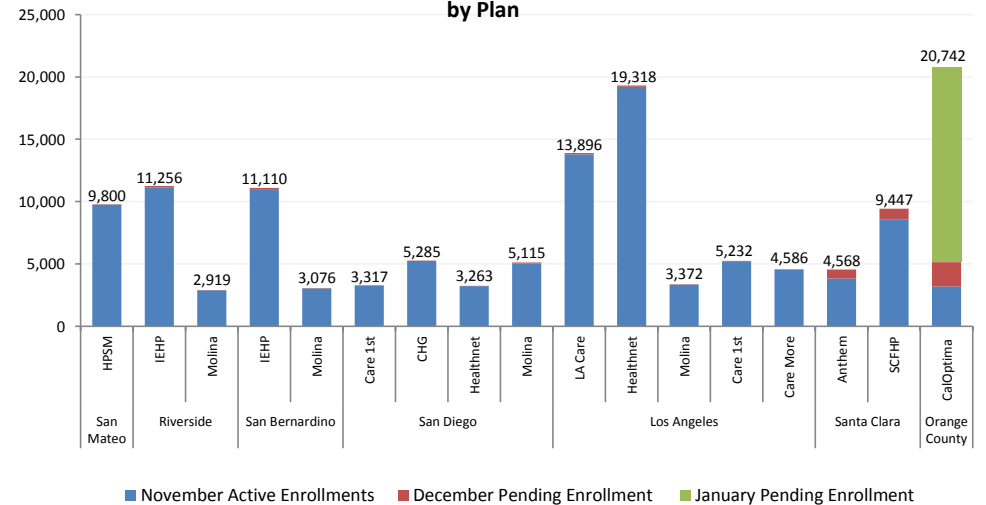
**Monthly Enrollment Trend**



**Total Active Enrollments Effective November 1, 2015  
By Plan**



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



| DHCS Health Care Options Mailing Schedule <sup>1</sup> |                    |        |        |        |         |        |        |        |           |        |        |        |        |        |        |        |         |        |        |        |
|--------------------------------------------------------|--------------------|--------|--------|--------|---------|--------|--------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|---------|--------|--------|--------|
|                                                        | 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 <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  | 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 CallOptima.

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

### HCO Call Center Statistics October 2015

#### 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 |          |        |
| Feb 1                  | 10/23/15 | 3,818  |          |        |          |        |
| Mar 1                  |          |        |          |        |          |        |
| Apr 1                  |          |        |          |        |          |        |
| May 1                  |          |        |          |        |          |        |
| Jun 1                  |          |        |          |        |          |        |
| Jul 1                  |          |        |          |        |          |        |

| 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) |
|-------------------------|-----------------------------------|----------------------|-----------------------|----------------------|-----------------------------|-----------------------------|
| 10/2/2015               | 1,473                             | 1,440                | 5                     | 0.35%                | 8.84                        | 0.35                        |
| 10/9/2015               | 4,212                             | 4,124                | 6                     | 0.15%                | 8.77                        | 0.35                        |
| 10/16/2015              | 3,878                             | 3,799                | 5                     | 0.13%                | 8.51                        | 0.34                        |
| 10/23/2015              | 4,059                             | 3,981                | 13                    | 0.32%                | 8.21                        | 0.34                        |
| 10/30/2015              | 4,097                             | 4,038                | 7                     | 0.18%                | 8.17                        | 0.33                        |
| <b>Totals for Month</b> | <b>17,719</b>                     | <b>17,382</b>        | <b>36</b>             | <b>0.20%</b>         | <b>8.45</b>                 | <b>0.34</b>                 |

1. 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.

### November 2015 CMC Enrollment, Opt Out and Disenrollment Percentages<sup>6</sup>

| County                   | Overall    |            |                          |                                   | IHSS       |            |                          |                                   | Non-IHSS   |            |                          |                                   |
|--------------------------|------------|------------|--------------------------|-----------------------------------|------------|------------|--------------------------|-----------------------------------|------------|------------|--------------------------|-----------------------------------|
|                          | Enrolled   | Opt out    | Disenrolled <sup>3</sup> | Other Disenrollments <sup>4</sup> | Enrolled   | Opt out    | Disenrolled <sup>3</sup> | Other Disenrollments <sup>4</sup> | Enrolled   | Opt out    | Disenrolled <sup>3</sup> | Other Disenrollments <sup>4</sup> |
| Los Angeles              | 20%        | 55%        | 9%                       | 15%                               | 11%        | 66%        | 8%                       | 15%                               | 26%        | 48%        | 10%                      | 16%                               |
| Riverside                | 47%        | 34%        | 7%                       | 12%                               | 37%        | 41%        | 8%                       | 14%                               | 50%        | 32%        | 7%                       | 11%                               |
| San Bernardino           | 45%        | 36%        | 7%                       | 12%                               | 37%        | 42%        | 7%                       | 13%                               | 47%        | 34%        | 7%                       | 12%                               |
| San Diego                | 34%        | 39%        | 8%                       | 19%                               | 24%        | 47%        | 8%                       | 22%                               | 37%        | 37%        | 8%                       | 19%                               |
| Santa Clara <sup>1</sup> | 42%        | 40%        | 10%                      | 8%                                | 31%        | 48%        | 11%                      | 10%                               | 47%        | 36%        | 9%                       | 8%                                |
| San Mateo <sup>2</sup>   | 81%        | 13%        | 6%                       | 0%                                | n/a        | n/a        | n/a                      | n/a                               | n/a        | n/a        | n/a                      | n/a                               |
| Orange <sup>5</sup>      | 25%        | 69%        | 6%                       | 0%                                | 16%        | 77%        | 7%                       | 0%                                | 28%        | 66%        | 6%                       | 0%                                |
| <b>Total</b>             | <b>31%</b> | <b>45%</b> | <b>10%</b>               | <b>14%</b>                        | <b>17%</b> | <b>61%</b> | <b>8%</b>                | <b>14%</b>                        | <b>33%</b> | <b>43%</b> | <b>9%</b>                | <b>14%</b>                        |
| <b>Total w/o LA</b>      | <b>46%</b> | <b>30%</b> | <b>12%</b>               | <b>12%</b>                        | <b>30%</b> | <b>48%</b> | <b>8%</b>                | <b>14%</b>                        | <b>42%</b> | <b>38%</b> | <b>8%</b>                | <b>12%</b>                        |

1. Santa Clara began enrollment in January 2015.

2. San Mateo is responsible for its own enrollment. IHSS data is not available for this reporting period.

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 will passively enroll 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 10/31/15. MCOD Opt out metrics report dated 11/4/15.