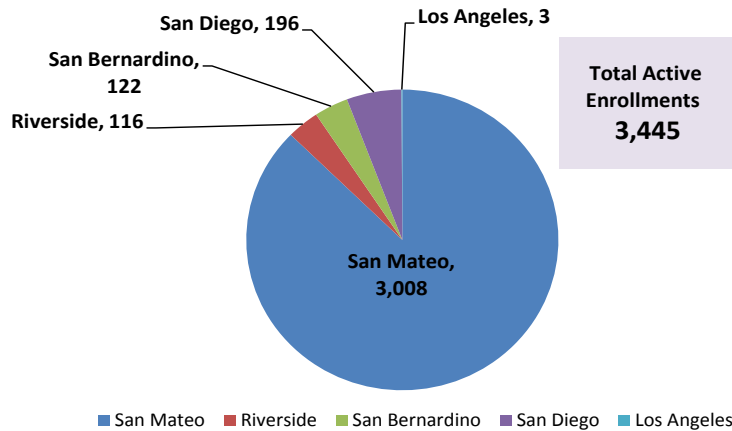


**Total Active Enrollments Effective April 1, 2014  
by County**

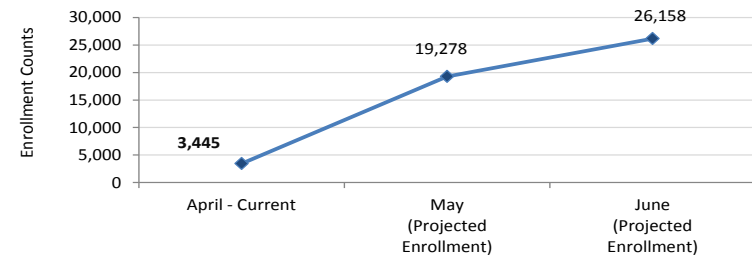


**Projected Enrollments - Two Month Look Ahead\***

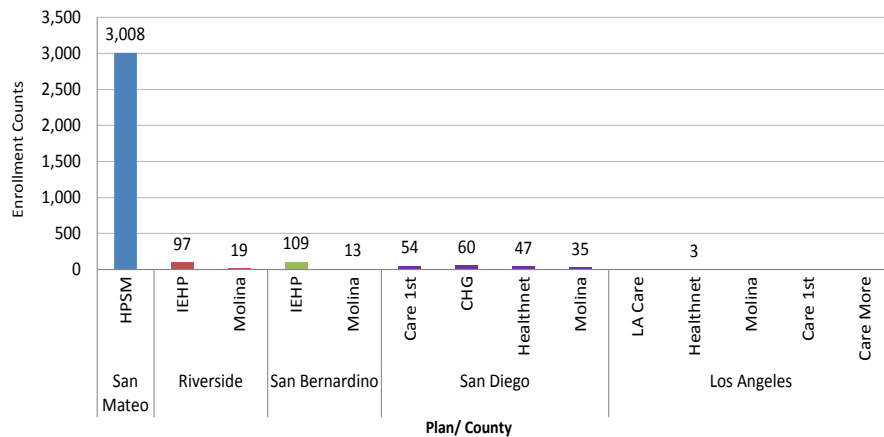
County	Active Enrollments as of 4/1/14	May Pending Enrollments	June Pending Enrollments	Total Projected Enrollments for June Month of Eligibility
San Mateo	3,008	1	0	3,009
Riverside	116	3,853	1,929	5,898
San Bernardino	122	4,260	1,849	6,231
San Diego	196	7,718	3,102	11,016
Los Angeles	3	1	0	4
<b>Total</b>	<b>3,445</b>	<b>15,833</b>	<b>6,880</b>	<b>26,158</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.

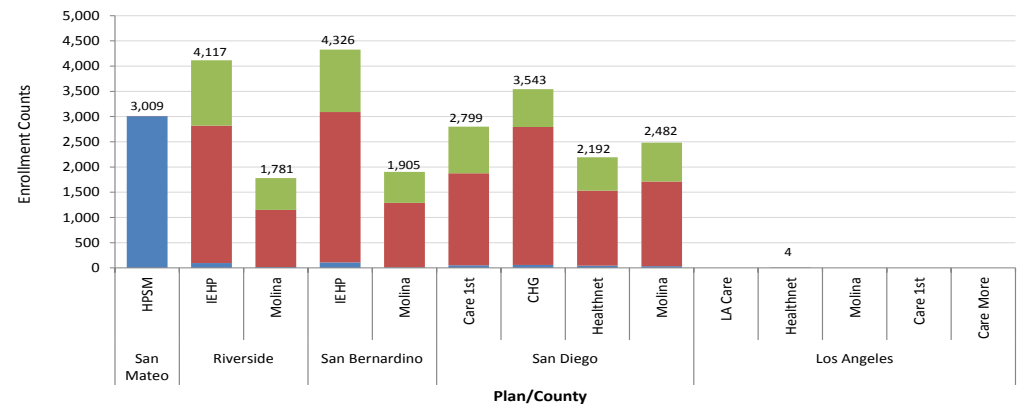
**Monthly Enrollment Trend**



**Total Active Enrollments as of April 1, 2014  
By Plan**



**Projected Enrollment Estimates by June Month of Eligibility  
by Plan**



Total Passive enrollments = 3,008 (in San Mateo)      Opt-ins = 437 (in San Diego, San Bernardino, Riverside)

■ April Active Enrollments    ■ May Projected Enrollments    ■ June Projected Enrollment



# Cal MediConnect Enrollment Dashboard

## As of April 1, 2014

Creation Date: 4/15/14

### 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>	<b>Jan 2 &amp; Feb 3</b>	<b>Feb 26</b>	<b>Mar 28</b>	Apr 28	May 27	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25
90-day notice volume-->	21,805	7,763	53,625											
<b>60-day Notice --&gt;</b>	<b>Feb 26</b>	<b>Mar 28</b>	<b>Apr 28</b>	May 27	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	TBD
<b>Choice Packet --&gt;</b>	<b>Mar 6 - Mar 11</b>	<b>Mar 31</b>	<b>Apr 30</b>	May 29	June 30	Jul 31	Aug 29	Sep 29	Oct 31	Nov 26	Dec 31	Jan 30	Feb 27	TBD
60-day+choice packet volume-->	18,122	6,907												
<b>30-day Notice--&gt;</b>	<b>Mar 28</b>	<b>Apr 28</b>	May 27	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	TBD	TBD
30-day notice volume-->	15,360													

1. Health Care Options (HCO) Maximus mailings for Riverside, San Bernadino, San Diego and Los Angeles County. San Mateo notices were sent by the Health Plan San Mateo.
2. Mailings for May 1, 2014 coverage start date include April and May birth months.

San Mateo Mailing Schedule for April 1 Coverage Start Date	90-day notice	60-day + Enrollment Form	30-day notice
Mail date -->	Dec 28	Jan 29	Feb 21
Volume-->	4,547	4,285	3,637

### Opt-out Requests by Month/County

County	February	March	Totals	% of Passive <sup>1</sup>
San Mateo	262	1,052	1,314	28.90%
San Bernardino	88	348	436	5.20%
San Diego	172	558	730	5.42%
Riverside	101	360	461	5.96%
Los Angeles	0	0	0	0.00%
<b>Total</b>	<b>623</b>	<b>2,318</b>	<b>2,941</b>	<b>8.35%</b>

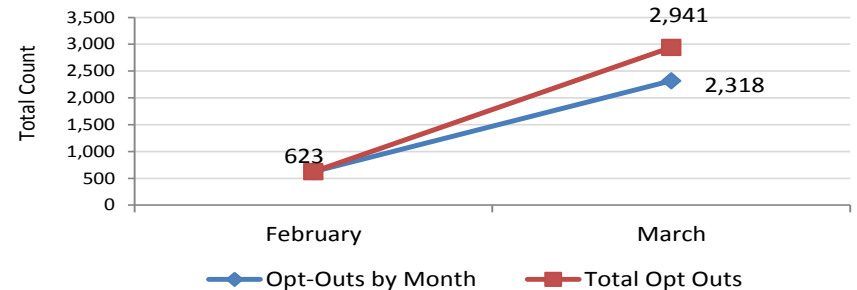
1. The Opt-Out % is applied to 90 days mailed within the county excluding the most current 90 day mailing.

### HCO Call Center Statistics for March 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 (Seconds)
03/07/14	1,365	882	131	9.60%	9.27	83.20
03/14/14	1,841	1,559	71	3.86%	10.15	47.00
03/21/14	2,442	2,216	95	3.89%	10.24	31.80
03/28/14	1,891	1,837	11	0.58%	10.63	16.40
<b>Totals for Month</b>	<b>7,539</b>	<b>6,494</b>	<b>308</b>	<b>4.09%</b>	<b>10.07</b>	<b>44.60</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 call answered or abandon.

### Monthly Opt-Out Trend



**Data Sources:**

Beneficiary notice schedule: From Maximus and HPSM notice timeline reports  
 Call Center Statistics: HCO Weekly CCI Call Center Report dated 4/3/14