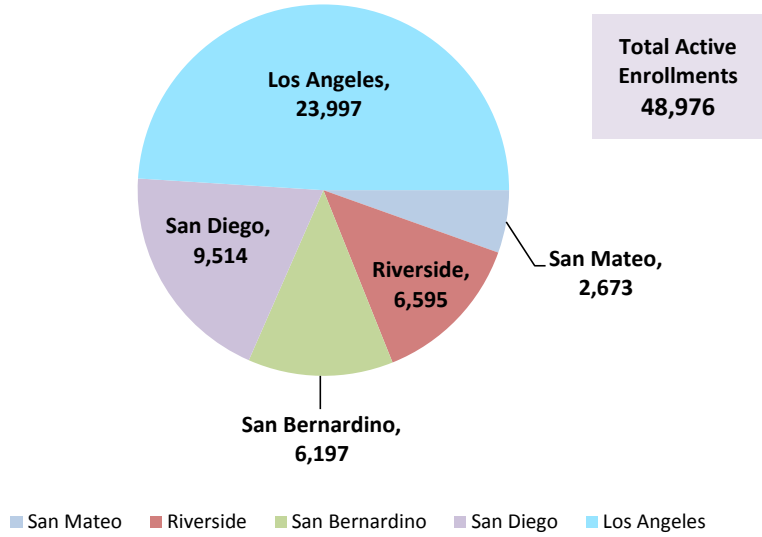


Total Active Enrollments Effective October 1, 2014 by County

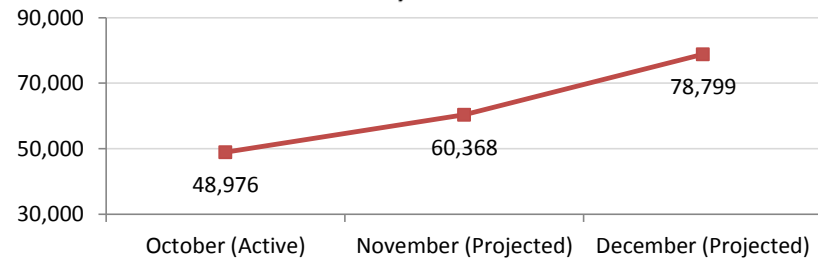


Projected Enrollments - Two Month Look Ahead

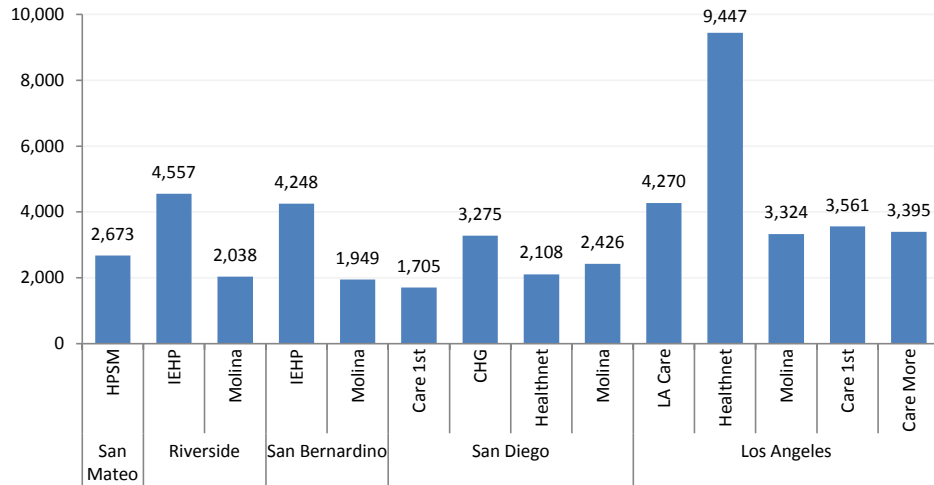
County	Active Enrollments as of 10/1/14	November Pending Enrollments	December Pending Enrollments	Total Projected Enrollments for December Month of Eligibility*
San Mateo	2,673	0	0	2,673
Riverside	6,595	1,087	1,466	9,148
San Bernardino	6,197	1,037	1,405	8,639
San Diego	9,514	1,799	2,537	13,850
Los Angeles	23,997	7,469	13,023	44,489
Total	48,976	11,392	18,431	78,799

* 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.

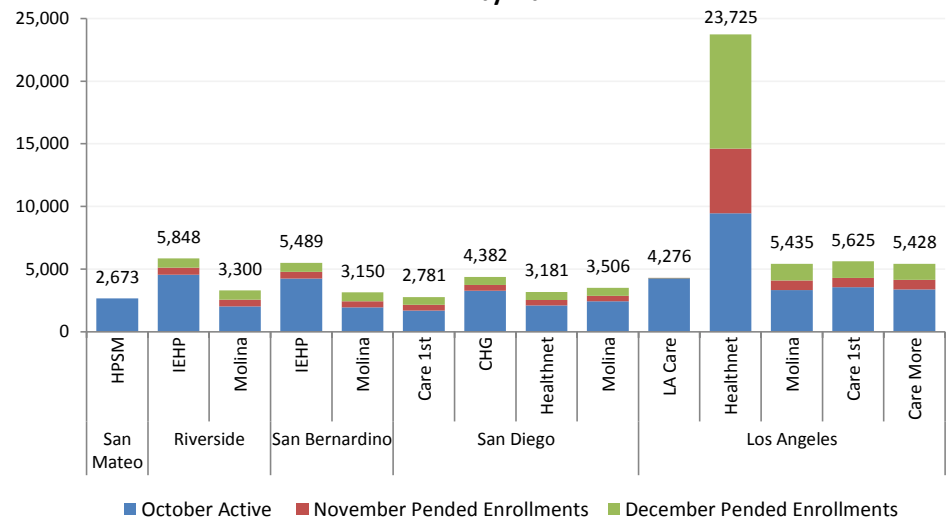
Monthly Enrollment Trend



Total Active Enrollments Effective October 1, 2014 By Plan



Projected Enrollment Estimates for December Month of Eligibility by Plan





Cal MediConnect Monthly Enrollment Dashboard

As of October 1, 2014

Creation Date: 10/15/14

DHCS Health Care Options Mailing Schedule ¹														
Phase -->	2014								2015					
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
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
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
90-day notice volume-->	21,805	7,763	53,625	22,927	21,157	22,263	19,596	20,778	120,958					
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
Choice Packet -->	Mar 6-11	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						
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
30-day notice volume-->	15,360	5,391	36,644	19,341	15,273	15,976	11,699							

- 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 ¹ for 1/1/15 Coverage Effective Date -->	90-day	60-day	30-day
Mail Date -->	Sep 29	Oct 29	Nov 29
Volume -->	8,166		

- 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 September 2014

For Week Ending	Total Calls Received ¹	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Minutes)
09/05/14	12,421	10,130	601	4.77%	9.31	1.70
09/12/14	12,745	10,460	607	4.57%	8.87	1.51
09/19/14	9,106	8,620	118	1.18%	8.86	0.59
09/26/14	7,699	7,318	94	1.19%	8.79	0.51
09/30/14	7,292	5,420	495	6.80%	9.53	2.45
Totals for Month	49,263	41,948	1,915	3.89%	9.00	1.18

- 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.

Data Sources: Beneficiary notice schedule: From Maximus and HPSM notice timeline reports
Call Center Statistics: HCO Weekly CCI Call Center Report dated 9/30/14

Opt-out Requests by Month/County¹

County	July	August	Sept	Totals ²	% of Passive ³
San Mateo	0	4	7	1,432	31.49%
San Bernardino	981	942	974	6,589	34.34%
San Diego	2,102	1,765	1,842	12,084	37.53%
Riverside	974	865	973	6,226	33.22%
Los Angeles	13,026	11,196	11,864	59,612	49.77%
Total	17,083	14,772	15,660	85,943	44.20%

- 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 8.

Monthly Opt-Out Trend

