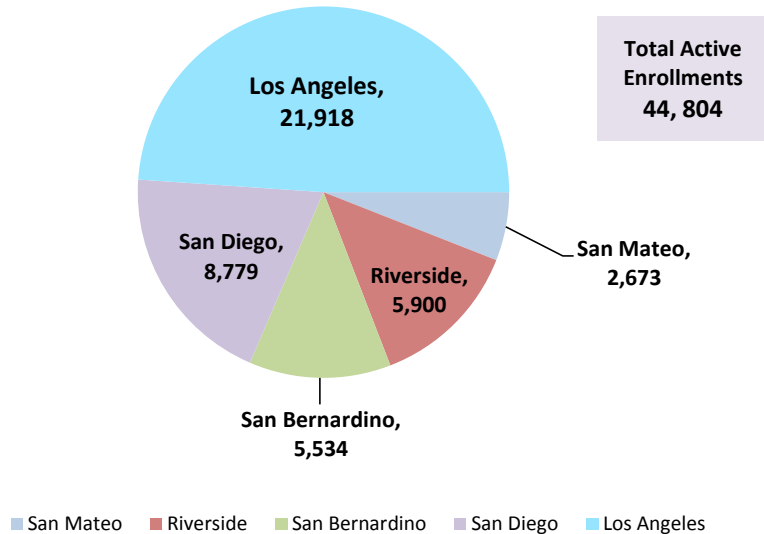


Total Active Enrollments Effective September 1, 2014
by County

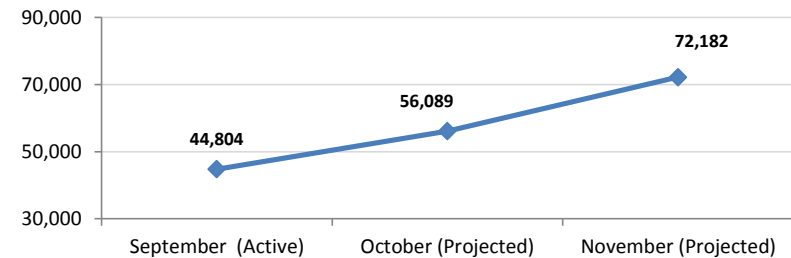


Projected Enrollments - Two Month Look Ahead

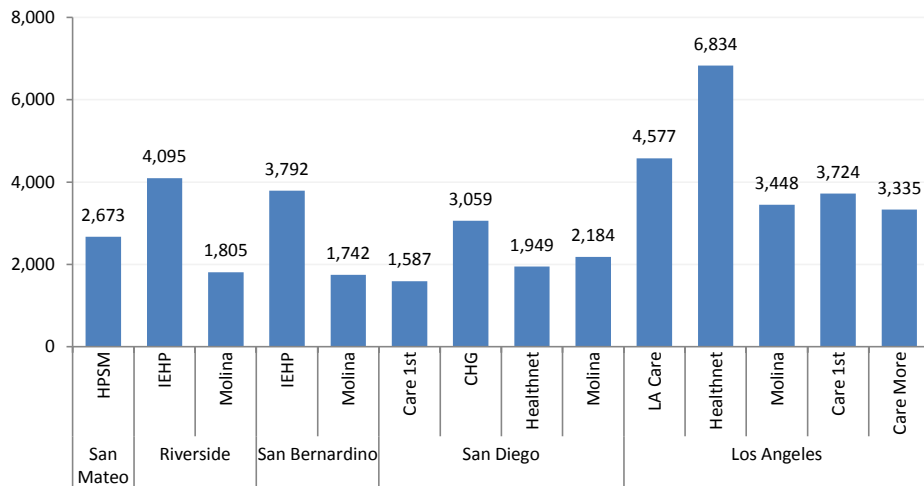
County	Active Enrollments as of 9/1/14	October Pending Enrollments	November Pending Enrollments	Total Projected Enrollments for NOV Month of Eligibility*
San Mateo	2,673	5	0	2,678
Riverside	5,900	1,130	1,383	8,413
San Bernardino	5,534	1,105	1,330	7,969
San Diego	8,779	1,812	2,301	12,892
Los Angeles	21,918	7,233	11,079	40,230
Total	44,804	11,285	16,093	72,182

* 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.

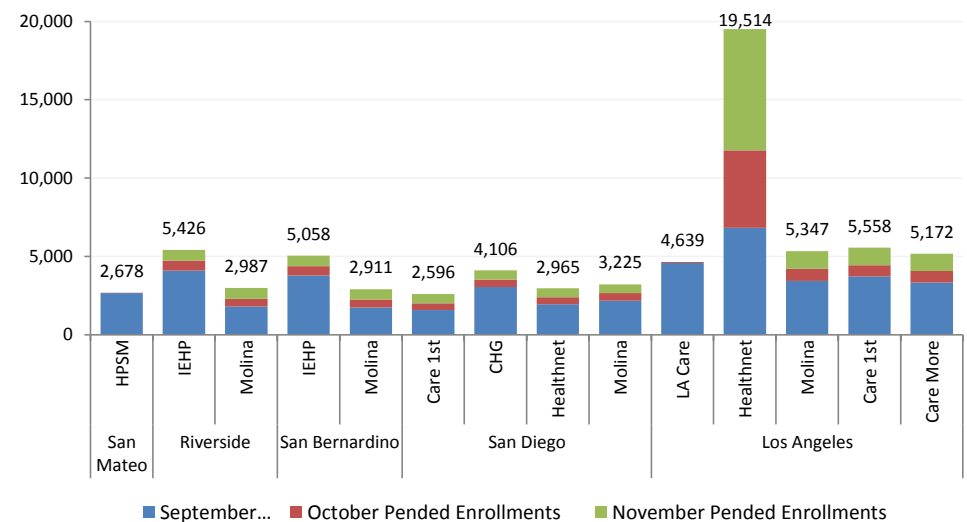
Monthly Enrollment Trend



Total Active Enrollments Effective September 1, 2014
By Plan



Projected Enrollment Estimates for November Month of Eligibility
by Plan





Cal MediConnect Monthly Enrollment Dashboard

As of September 1, 2014

Creation Date: 9/15/14

DHCS Health Care Options Mailing Schedule ¹														
	2014								2015					
Phase -->	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 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						
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 - 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							
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								

1. Health Care Options (HCO) Maximus mailings for Riverside, San Bernardino, San Diego and Los Angeles Counties. San Mateo Notices were sent by the Health Plan of SanMateo.

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

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

Opt-out Requests by Month/County¹

County	June	July	August	Totals ²	% of Passive ³
San Mateo	66	0	4	1,425	31.34%
San Bernardino	1,302	981	942	5,615	31.97%
San Diego	2,154	2,102	1,765	10,242	34.87%
Riverside	1,121	974	865	5,253	30.75%
Los Angeles	15,678	13,026	11,196	47,748	45.42%
Total	20,321	17,083	14,772	70,283	40.47%

1. Table includes the most recent three-months of opt-out (including voluntary disenrollment) requests.
2. Totals are cumulative opt-outs from the start of the Cal MediConnect program.
3. The Opt-Out % is applied to 90 day mailings within the county excluding the most current 90 day mailing.

HCO Call Center Statistics August 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)
08/01/14	2,032	2,290	236	11.61%	9.42	2.18
08/08/14	17,236	13,032	1,215	6.94%	8.76	2.18
08/15/14	12,473	10,871	443	3.13%	8.81	1.22
08/22/14	10,048	9,006	273	2.29%	9.20	1.06
08/29/14	9,570	8,748	189	1.91%	9.12	0.81
Totals for Month	51,359	43,947	2,356	4.59%	9.00	1.36

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.

Monthly Opt-Out Trend (Most Recent Three Months)

