Cal MediConnect Monthly Enrollment Dashboard
As of November 1, 2014

Total Active Enrollments Effective November 1, 2014
by County

- San Mateo, 2,682
- Riverside, 7,054
- San Bernardino, 6,518
- San Diego, 10,045
- Santa Clara, 0

Total Active Enrollments 51,527

Projected Enrollments - Two Month Look Ahead

<table>
<thead>
<tr>
<th>County</th>
<th>Active Enrollments as of 11/1/14</th>
<th>December Pending Enrollments</th>
<th>January Pending Enrollments</th>
<th>Total Projected Enrollments for January Month of Eligibility*</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Mateo</td>
<td>2,682</td>
<td>0</td>
<td>7,957</td>
<td>10,639</td>
</tr>
<tr>
<td>Riverside</td>
<td>7,054</td>
<td>1,179</td>
<td>8,364</td>
<td>16,537</td>
</tr>
<tr>
<td>San Bernardino</td>
<td>6,518</td>
<td>1,160</td>
<td>8,918</td>
<td>16,596</td>
</tr>
<tr>
<td>San Diego</td>
<td>10,045</td>
<td>1,935</td>
<td>15,241</td>
<td>27,221</td>
</tr>
<tr>
<td>Los Angeles</td>
<td>25,228</td>
<td>7,693</td>
<td>53,825</td>
<td>86,746</td>
</tr>
<tr>
<td>Santa Clara</td>
<td>0</td>
<td>11,906</td>
<td>11,906</td>
<td>11,906</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>51,527</strong></td>
<td><strong>11,967</strong></td>
<td><strong>106,211</strong></td>
<td><strong>169,705</strong></td>
</tr>
</tbody>
</table>

* 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.

Total Active Enrollments Effective November 1, 2014
by Plan

- HPSM: 2,682
- IEHP: 7,054
- Molina: 6,518
- Care 1st: 10,045
- LA Care: 51,527

Data Sources: MEDS October MOE 2014, pulled on 11/5/14

Projected Enrollment Estimates for January 2015 Month of Eligibility
by Plan

- HPSM: 10,639
- IEHP: 11,581
- Molina: 11,293
- Care 1st: 22,131
- LA Care: 40,614

Monthly Enrollment Trend

- November (Active): 51,527
- December (Projected): 63,494
- January (Projected): 169,705

Project Enrollment Estimates for January 2015 Month of Eligibility
by Plan

- San Mateo: 10,639
- Riverside: 5,016
- San Bernardino: 5,303
- San Diego: 6,077
- Los Angeles: 6,626
- Santa Clara: 3,955

Data Sources: MDS October MOE 2014, pulled on 11/5/14
### DHCS Health Care Options Mailing Schedule

<table>
<thead>
<tr>
<th>Phase ---</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
<th>13</th>
<th>14</th>
</tr>
</thead>
<tbody>
<tr>
<td>For Coverage Effective Date ---</td>
<td>May 1</td>
<td>Jun 1</td>
<td>Jul 1</td>
<td>Aug 1</td>
<td>Sep 1</td>
<td>Oct 1</td>
<td>Nov 1</td>
<td>Dec 1</td>
<td>Jan 1</td>
<td>Feb 1</td>
<td>Mar 1</td>
<td>Apr 1</td>
<td>May 1</td>
<td>Jun 1</td>
</tr>
<tr>
<td>90-day notice volume ---</td>
<td>21,805</td>
<td>7,763</td>
<td>53,625</td>
<td>22,927</td>
<td>21,157</td>
<td>19,596</td>
<td>20,778</td>
<td>120,958</td>
<td>22,256</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60-day Notice volume ---</td>
<td>21,805</td>
<td>7,763</td>
<td>53,625</td>
<td>22,927</td>
<td>21,157</td>
<td>19,596</td>
<td>20,778</td>
<td>120,958</td>
<td>22,256</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Choice Packet ---</td>
<td>Mar 6 - Mar 11</td>
<td>Mar 31</td>
<td>Apr 30</td>
<td>May 29</td>
<td>June 30</td>
<td>Jul 31</td>
<td>Aug 29</td>
<td>Sep 29</td>
<td>Oct 31</td>
<td>Nov 26</td>
<td>Dec 31</td>
<td>Jan 30</td>
<td>Feb 27</td>
<td>Mar 31</td>
</tr>
<tr>
<td>30-day Notice volume ---</td>
<td>15,360</td>
<td>5,391</td>
<td>36,644</td>
<td>19,341</td>
<td>15,273</td>
<td>11,699</td>
<td>13,946</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


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

### San Mateo Mailing Schedule

**for 1/1/15 Coverage Effective Date ---**

<table>
<thead>
<tr>
<th>90-day</th>
<th>60-day</th>
<th>30-day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail Date ---</td>
<td>Sep 29</td>
<td>Oct 31</td>
</tr>
<tr>
<td>Volume ---</td>
<td>8,166</td>
<td>7,129</td>
</tr>
</tbody>
</table>

* 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 October 2014

<table>
<thead>
<tr>
<th>For Week Ending</th>
<th>Total Calls Received</th>
<th>Total Calls Answered</th>
<th>Total Calls Abandoned</th>
<th>Average Abandon Rate</th>
<th>Average Talk Time (Minutes)</th>
<th>Average Wait Time (Minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/03/14</td>
<td>8,790</td>
<td>6,888</td>
<td>449</td>
<td>5.12%</td>
<td>9.25</td>
<td>1.69</td>
</tr>
<tr>
<td>10/10/14</td>
<td>14,371</td>
<td>12,167</td>
<td>617</td>
<td>4.21%</td>
<td>9.28</td>
<td>1.14</td>
</tr>
<tr>
<td>10/17/14</td>
<td>11,729</td>
<td>9,494</td>
<td>541</td>
<td>4.54%</td>
<td>10.03</td>
<td>1.30</td>
</tr>
<tr>
<td>10/24/14</td>
<td>11,442</td>
<td>10,465</td>
<td>225</td>
<td>1.85%</td>
<td>10.12</td>
<td>0.76</td>
</tr>
<tr>
<td>10/31/14</td>
<td>12,584</td>
<td>11,119</td>
<td>308</td>
<td>2.44%</td>
<td>10.36</td>
<td>0.80</td>
</tr>
<tr>
<td>Totals for Month</td>
<td>58,916</td>
<td>50,588</td>
<td>2,140</td>
<td>3.63%</td>
<td>9.86</td>
<td>1.09</td>
</tr>
</tbody>
</table>

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 calls answered or abandoned counts.

### Opt-out Requests by Month/County

<table>
<thead>
<tr>
<th>County</th>
<th>Aug</th>
<th>Sept</th>
<th>Oct</th>
<th>Totals</th>
<th>% of Passive</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Mateo</td>
<td>4</td>
<td>7</td>
<td>29</td>
<td>1,461</td>
<td>12.51%</td>
</tr>
<tr>
<td>San Bernardino</td>
<td>942</td>
<td>974</td>
<td>1,411</td>
<td>8,000</td>
<td>27.12%</td>
</tr>
<tr>
<td>San Diego</td>
<td>1,765</td>
<td>1,842</td>
<td>2,805</td>
<td>14,889</td>
<td>29.52%</td>
</tr>
<tr>
<td>Riverside</td>
<td>865</td>
<td>973</td>
<td>1,437</td>
<td>7,663</td>
<td>26.87%</td>
</tr>
<tr>
<td>Los Angeles</td>
<td>11,196</td>
<td>11,864</td>
<td>15,343</td>
<td>74,955</td>
<td>39.70%</td>
</tr>
<tr>
<td>Santa Clara</td>
<td>717</td>
<td>717</td>
<td>14,772</td>
<td>15,660</td>
<td>5.27%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>14,772</td>
<td>15,660</td>
<td>21,742</td>
<td>107,685</td>
<td>33.39%</td>
</tr>
</tbody>
</table>

1. Table includes the most recent three months of opt out counts (which includes voluntary disenrollments).

2. Totals are cumulative opt-out requests from the start of the CalMediConnect program.

3. 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 9.

### Monthly Opt-Out Trend

**Most Recent Three Months**

- August: 70,283
- September: 85,943
- October: 107,685

**Opt Outs for Month**

- August: 14,772
- September: 15,660
- October: 21,742

**Total Opt Outs**

- August: 70,283
- September: 85,943
- October: 107,685

**Cal MediConnect Monthly Enrollment Dashboard**

As of November 1, 2014

**Creation Date:** 11/15/14

**Data Sources:**
- Beneficiary notice schedule: from Maximus and HPSM notice timeline reports
- Call Center Statistics: HCO Weekly CCI Call Center Report dated 10/31/14

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**DHCS Health Care Options Mailing Schedule**

- 90-day Notice: Jan 2 & Feb 3, Feb 26, Mar 28, Apr 28, May 22, Jun 26, Jul 29, Aug 27
- 60-day Notice: Feb 26, Mar 28, Apr 28, May 27, Jun 26, Jul 29, Aug 27, Sep 26
- Choice Packet: Mar 6 - Mar 11, Mar 31, Apr 30, May 29, June 30, Jul 31, Aug 29, Sep 29
- 30-day Notice: Mar 28, Apr 28, May 28, Jun 26, Jul 29, Aug 27, Sep 26, Oct 29
- San Mateo Mailing Schedule: Sep 29, Oct 31, Nov 29
- Mail Date: Sep 29, Oct 31, Nov 29
- Volume: 8,166, 7,129

**HCO Call Center Statistics October 2014**

- Total calls received: 58,916
- Total calls answered: 50,588
- Total calls abandoned: 2,140
- Average abandon rate: 3.63%
- Average talk time: 9.86 minutes
- Average wait time: 1.09 minutes

**Opt-out Requests by Month/County**

- San Mateo: 1,461 requests, 12.51% of passive
- San Bernardino: 8,000 requests, 27.12%
- San Diego: 14,889 requests, 29.52%
- Riverside: 7,663 requests, 26.87%
- Los Angeles: 74,955 requests, 39.70%
- Santa Clara: 15,660 requests, 5.27%
- Total: 107,685 requests, 33.39%

**Monthly Opt-Out Trend**

- August: 70,283
- September: 85,943
- October: 107,685

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**Data Sources:**
- Beneficiary notice schedule: from Maximus and HPSM notice timeline reports
- Call Center Statistics: HCO Weekly CCI Call Center Report dated 10/31/14