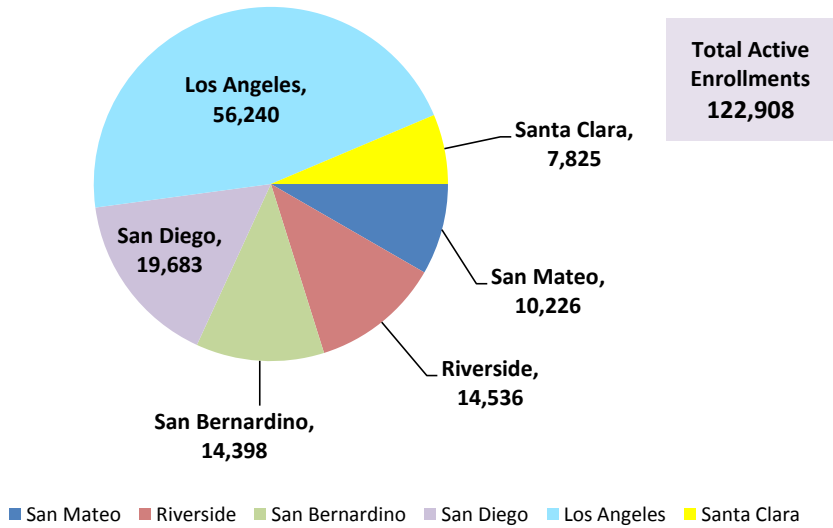


Total Active Enrollments Effective January 1, 2015 by County

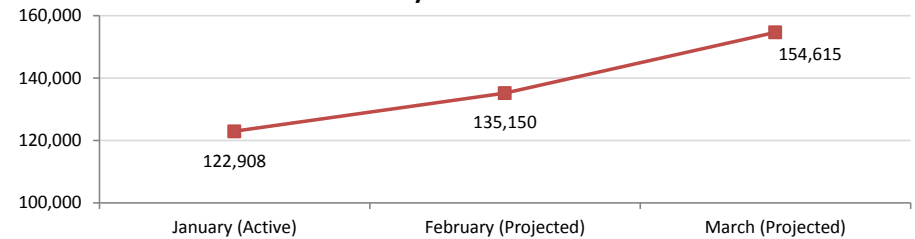


Projected Enrollments - Two Month Look Ahead

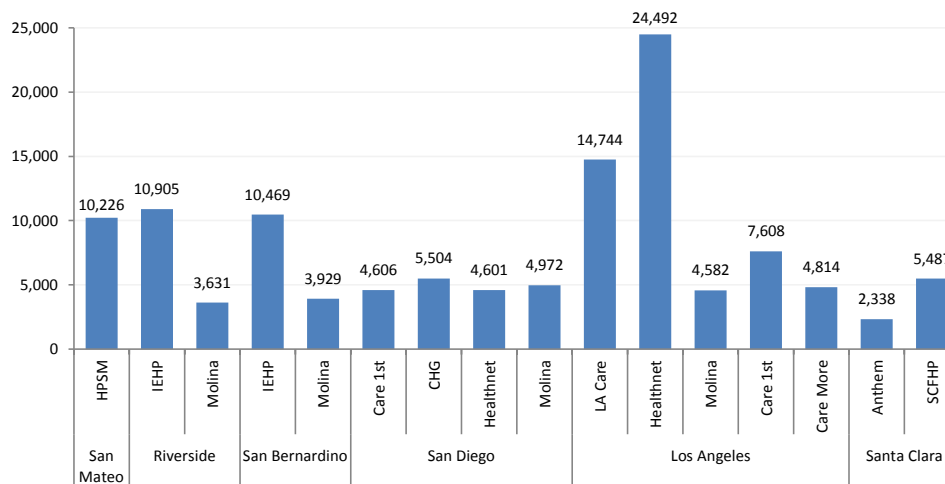
County	Active Enrollments as of 1/1/15	February Pending Enrollments	March Pending Enrollments	Total Projected Enrollments for March Month of Eligibility*
San Mateo	10,226	1	0	10,227
Riverside	14,536	1,086	1,501	17,123
San Bernardino	14,398	1,073	1,386	16,857
San Diego	19,683	1,776	2,427	23,886
Los Angeles	56,240	6,999	12,276	75,515
Santa Clara	7,825	1,307	1,875	11,007
Total	122,908	12,242	19,465	154,615

* 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.

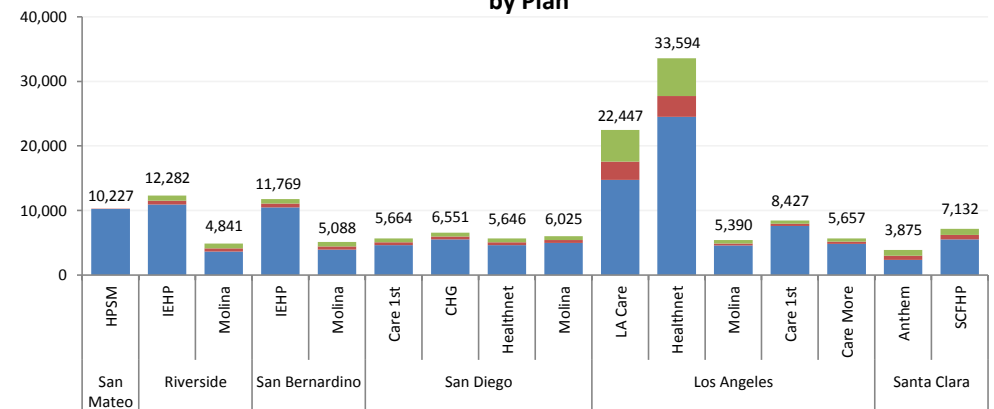
Monthly Enrollment Trend



Total Active Enrollments Effective January 1, 2015 By Plan



Projected Enrollment Estimates for March 2015 Month of Eligibility by Plan





Cal MediConnect Monthly Enrollment Dashboard

As of January 1, 2015

Creation Date: 1/12/15

DHCS Health Care Options Mailing Schedule¹

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	22,256	23,347	15,052		
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	19,118	106,596	20,824	21,350			
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	13,946	95,394	16,233				

- 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* for 1/1/15 Coverage Effective Date -->	90-day	60-day	30-day
Mail Date -->	Sep 29	Oct 31	Nov 21
Volume -->	8,166	7,129	6,922

* 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 December 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)
12/05/14	31,609	22,447	2,172	6.78%	10.15	1.88
12/12/14	22,071	19,189	666	2.51%	9.87	0.78
12/19/14	14,581	13,773	206	1.25%	10.12	0.49
12/26/14	6,789	6,496	66	0.89%	9.89	0.35
12/31/14	6,966	6,632	59	0.90%	9.82	0.39
Totals for Month	82,016	68,537	3,169	3.86%	9.99	0.83

- 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 12/31/14

Opt-out Requests by Month/County¹

County	Oct	Nov	Dec	Totals ²	% of Passive ³
San Mateo	29	97	10	1,568	13.43%
San Bernardino	1,411	1,395	1,428	10,823	32.92%
San Diego	2,805	3,236	3,931	22,056	39.39%
Riverside	1,437	1,440	1,385	10,488	32.74%
Los Angeles	15,343	16,279	18,048	109,282	50.24%
Santa Clara	717	2,306	2,667	5,690	31.53%
Total	21,742	24,753	27,469	159,907	43.44%

- 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 11.

Monthly Opt-Out Trend (Most Recent Three Months)

