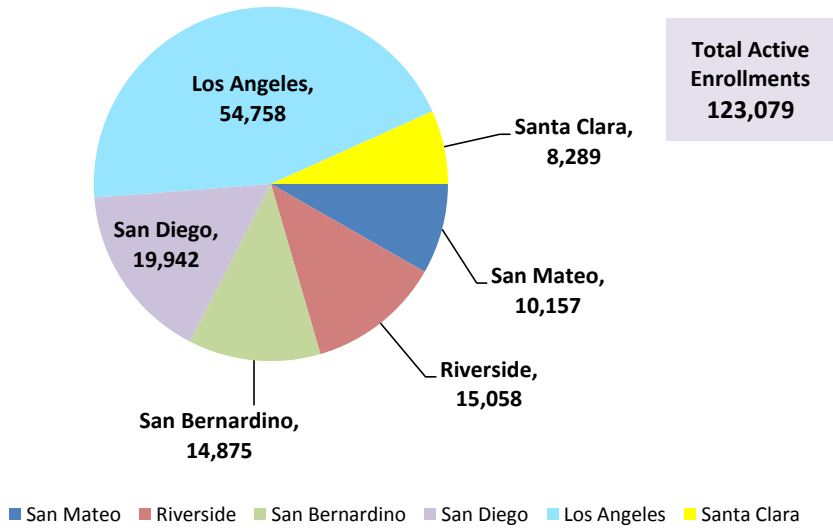


**Total Active Enrollments Effective February 1, 2015 by County**

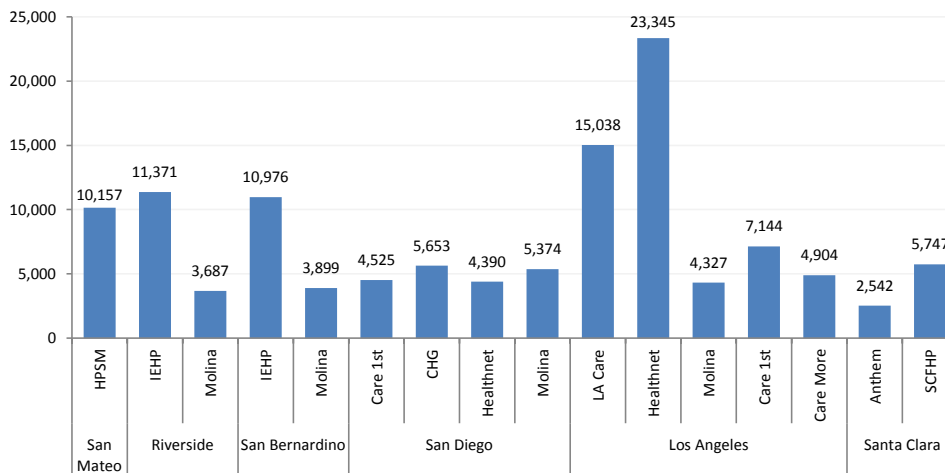


**Projected Enrollments - Two Month Look Ahead**

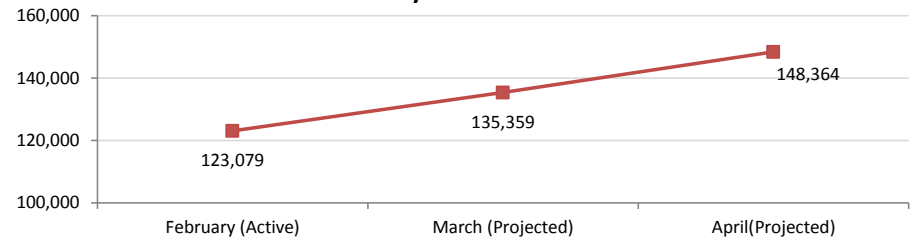
County	Active Enrollments as of 2/1/15	March Pending Enrollments	April Pending Enrollments	Total Projected Enrollments for April Month of Eligibility*
San Mateo	10,157	0	0	10,157
Riverside	15,058	1,127	0	16,185
San Bernardino	14,875	1,039	0	15,914
San Diego	19,942	1,792	0	21,734
Los Angeles	54,758	7,092	11,167	73,017
Santa Clara	8,289	1,230	1,838	11,357
<b>Total</b>	<b>123,079</b>	<b>12,280</b>	<b>13,005</b>	<b>148,364</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.

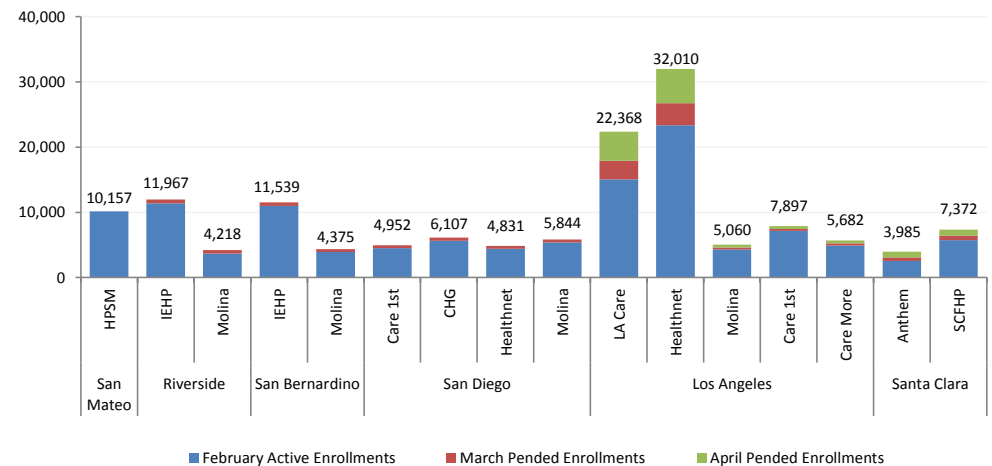
**Total Active Enrollments Effective February 1, 2015 By Plan**



**Monthly Enrollment Trend**



**Projected Enrollment Estimates for April 2015 Month of Eligibility by Plan**



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
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	16,737	
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	13,870		
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	17,889			

- 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 January 2015

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 (Minutes)
01/02/15	2,360	2,250	16	0.68%	10.85	0.38
01/09/15	21,583	18,668	545	2.51%	10.03	0.76
01/16/15	17,559	15,801	332	1.82%	10.34	0.57
01/23/15	11,376	10,803	86	0.69%	10.04	0.43
01/30/15	10,968	10,720	34	0.30%	10.26	0.31
<b>Totals for Month</b>	<b>63,846</b>	<b>58,242</b>	<b>1,013</b>	<b>1.59%</b>	<b>10.21</b>	<b>0.52</b>

- 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.

### Opt-out Requests by Month/County<sup>1</sup>

County	Nov	Dec	Jan	Totals <sup>2</sup>	% of Passive <sup>3</sup>
San Mateo	97	10	14	1,582	13.55%
San Bernardino	1,395	1,428	1,048	11,871	36.11%
San Diego	3,236	3,931	2,336	24,392	43.57%
Riverside	1,440	1,385	927	11,415	35.63%
Los Angeles	16,279	18,048	13,060	122,342	53.09%
Santa Clara	2,306	2,667	1,409	7,099	35.17%
<b>Total</b>	<b>24,753</b>	<b>27,469</b>	<b>18,794</b>	<b>178,701</b>	<b>46.63%</b>

- 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 12.

### Monthly Opt-Out Trend (Most Recent Three Months)

