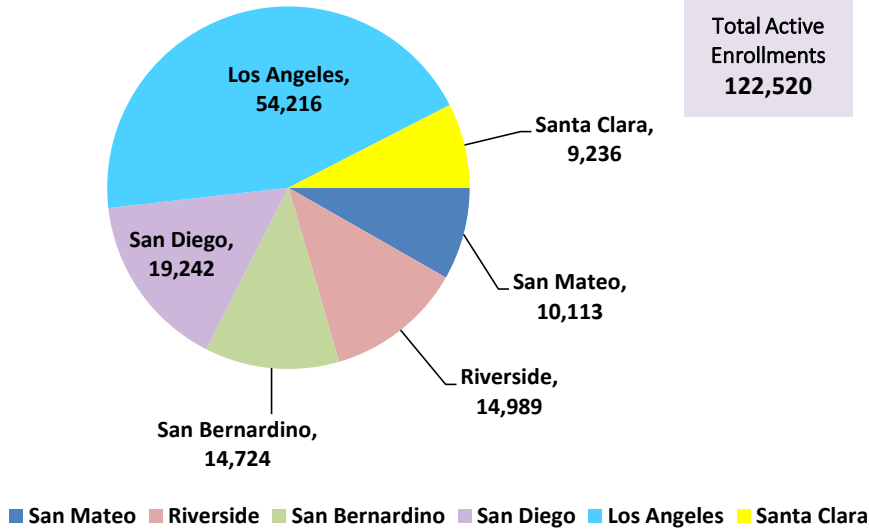


**Total Active Enrollments Effective April 1, 2015**  
by County

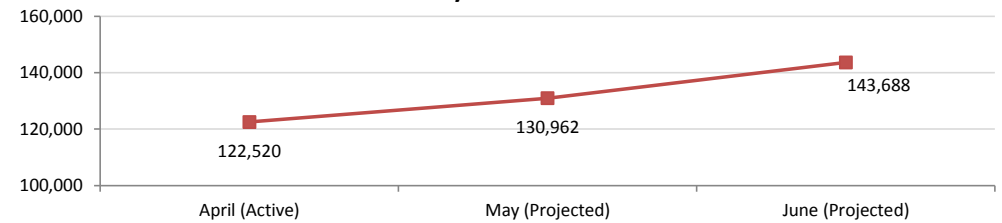


**Projected Enrollments - Two Month Look Ahead**

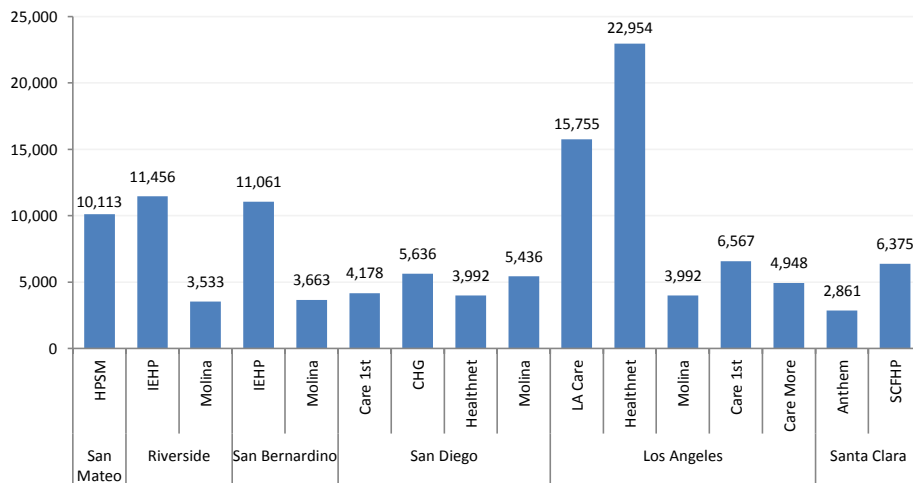
County	Active Enrollments as of 4/1/15	May Pending Enrollments	June Pending Enrollments	Total Projected Enrollments for June Month of Eligibility <sup>1</sup>
San Mateo	10,113	9	0	10,122
Riverside	14,989	142	0	15,131
San Bernardino	14,724	263	0	14,987
San Diego	19,242	210	0	19,452
Los Angeles	54,216	6,602	11,008	71,826
Santa Clara	9,236	1,216	1,718	12,170
<b>Total</b>	<b>122,520</b>	<b>8,442</b>	<b>12,726</b>	<b>143,688</b>

1. 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.

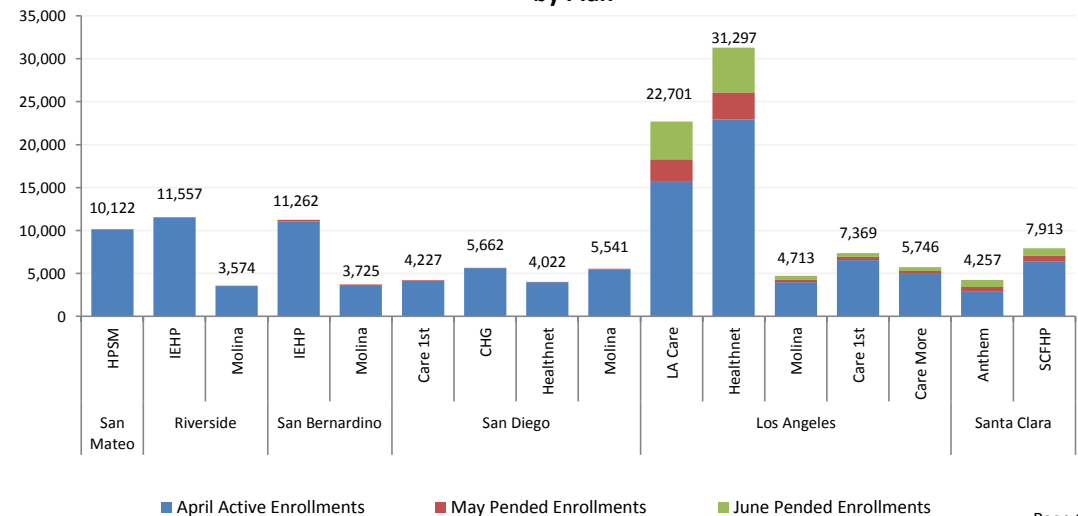
**Monthly Enrollment Trend**



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



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





# Cal MediConnect Monthly Enrollment Dashboard As of April 1, 2015

Creation Date: 4/15/15

## 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	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	Jul 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	Mar 27
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	15,364	2,386
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	Apr 27
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 30	Apr 29
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	15,099	14,293	
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	May 30
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	11,470	12,318		

1. 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 1 for Jan 1, 2015 coverage date. San Mateo Notices are sent by the Health Plan of San Mateo.  
2. Mailings for May 1, 2014 coverage start date include April and May birth months.

San Mateo Mailing Schedule <sup>1</sup> 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

1. 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 March 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)
03/06/15	12,328	11,928	96	0.76%	9.39	0.42
03/13/15	14,504	12,570	587	3.30%	9.77	1.10
03/20/15	9,485	9,084	89	0.90%	9.69	0.51
03/27/15	7,822	7,691	18	0.23%	9.38	0.33
03/30/15	1,915	1,884	3	0.16%	10.08	0.32
<b>Totals for Month</b>	<b>46,054</b>	<b>43,157</b>	<b>793</b>	<b>1.72%</b>	<b>9.59</b>	<b>0.58</b>

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.

### April 2015 CMC Enrollment, Opt Out and Disenrollment Percentages

County	Overall			IHSS			Non-IHSS		
	Enrolled	Opt out	Disenrolled <sup>3</sup>	Enrolled	Opt out	Disenrolled <sup>3</sup>	Enrolled	Opt out	Disenrolled <sup>3</sup>
Los Angeles	26%	58%	16%	15%	69%	16%	33%	50%	17%
Riverside	50%	35%	14%	39%	43%	18%	54%	33%	13%
San Bernardino	48%	37%	14%	38%	44%	17%	51%	35%	13%
San Diego	38%	44%	18%	25%	53%	21%	41%	41%	18%
Santa Clara <sup>2</sup>	49%	43%	8%	37%	53%	10%	54%	39%	7%
San Mateo <sup>1</sup>	84%	13%	3%	N/A	N/A	N/A	N/A	N/A	N/A
<b>Total</b>	<b>35%</b>	<b>50%</b>	<b>15%</b>	<b>21%</b>	<b>63%</b>	<b>16%</b>	<b>40%</b>	<b>45%</b>	<b>15%</b>
<b>Total w/o LA</b>	<b>48%</b>	<b>38%</b>	<b>14%</b>	<b>34%</b>	<b>49%</b>	<b>17%</b>	<b>48%</b>	<b>38%</b>	<b>14%</b>

1. San Mateo is responsible for its own enrollment. Data for IHSS and Non-IHSS is currently not available for San Mateo.  
2. Santa Clara began enrollment in January 2015.  
3. Disenrolled includes involuntarily disenrollments, such as those who lose Medi-Cal benefits.

Data Sources: Beneficiary notice schedule: from Maximus and HPSM notice timeline reports Call Center Statistics: HCO Weekly CCI Call Center Report dated 3/31/15. MCO Opt out metrics report dated 4/10/15.