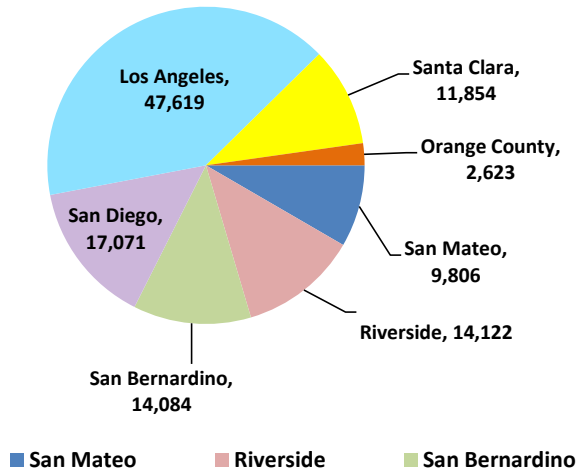


Total Active Enrollments Effective October 1, 2015
by County



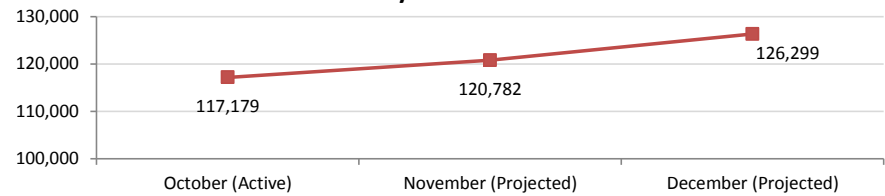
Total Active Enrollments
117,179

Projected Enrollments - Two Month Look Ahead

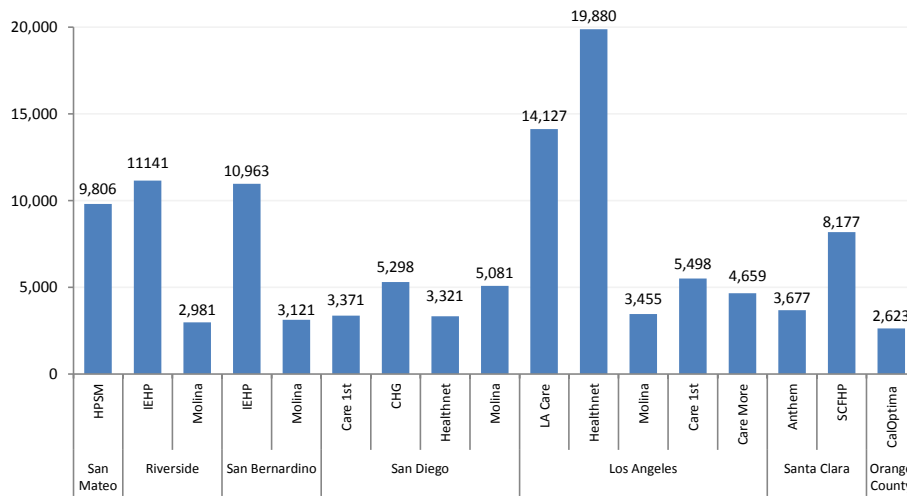
County	Active Enrollments as of 10/1/15	November Pending Enrollments	December Pending Enrollments	Total Projected Enrollments for December Month of Eligibility ¹
San Mateo	9,806	37	0	9,843
Riverside	14,122	163	0	14,285
San Bernardino	14,084	191	0	14,275
San Diego	17,071	147	0	17,218
Los Angeles	47,619	250	0	47,869
Santa Clara	11,854	1,363	2,167	15,384
Orange County	2,623	1,452	3,350	7,425
Total	117,179	3,603	5,517	126,299

1. Projected enrollments are based on passive enrollment transactions submitted 60-days prior to the enrollment effective month. Pending voluntary (Opt-in) enrollments are included in these statistics.
2. Santa Clara passive enrollments end 12/1/15. Orange County passive enrollments end 7/1/16. Passive enrollments for all other counties have ended.

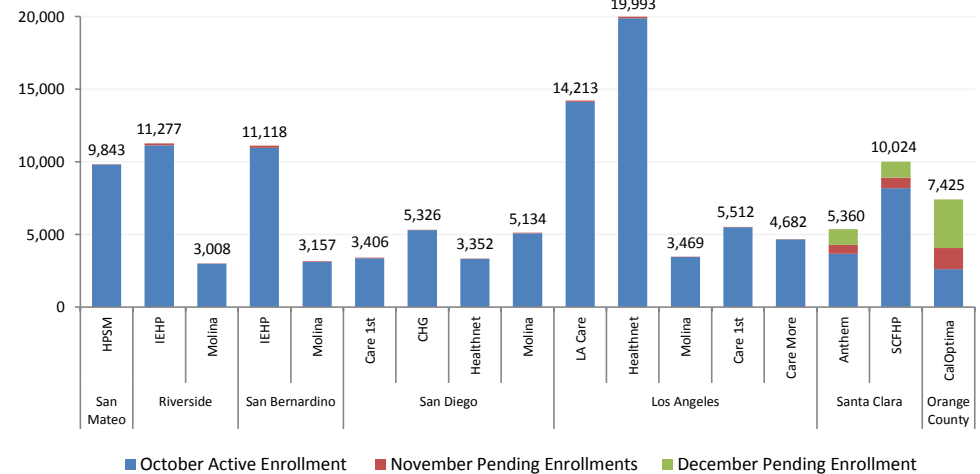
Monthly Enrollment Trend



Total Active Enrollments Effective October 1, 2015
By Plan



Projected Enrollment Estimates for December 2015 Month of Eligibility
by Plan



DHCS Health Care Options Mailing Schedule ¹																				
Phase -->	2014								2015											
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
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	Jul 1	Aug 1	Sep 1	Oct 1	Nov 1	Dec 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	Apr 26	May 25	Jun 24	Jul 24	Aug 23
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	593	1,633	1,955	1,935	2,564
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	May 26	June 24	Jul 24	Aug 23	Sep 22
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	May 28	June 26	Jul 26	Aug 25	Sep 24
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	2,162	537	1,513	1,827	1,768	2,213
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	Jun 25	Jul 24	Aug 23	Sep 22	Oct 22
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	11,522	1,841	392	1,214	1,489	1,358	

1. Health Care Options (HCO) Maximus sends mailings for Riverside, San Bernardino, San Diego, Los Angeles and Santa Clara Counties. San ta Clara mailings commenced in Phase 9 for Jan 1, 2015 coverage date. San Mateo notices are sent by the Health Plan of San Ma teo. Orange County notices are sent by CalOptima.

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

HCO Call Center Statistics September 2015

For Week Ending	Total Calls Received ¹	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Minutes)
09/04/15	3,243	3,189	5	0.16%	8.61	0.33
09/11/15	3,852	3,763	24	0.60%	8.18	0.40
09/18/15	4,104	4,022	18	0.40%	8.15	0.36
09/25/15	3,661	3,577	13	0.35%	8.65	0.36
09/30/15	2,333	2,298	2	0.09%	8.68	0.34
Totals for Month	17,193	16,849	62	0.36%	8.44	0.36

1. Total calls received are hits to the call center system. Members may receive assistance in an automated phone tree, there fore are not accounted for in the call answered or abandoned counts.

Orange County Mailing Schedule

For Coverage effective date	90-day		60-day		30 day	
	Date	Volume	Date	Volume	Date	Volume
Aug 1	4/23/15	3,088	5/22/15	2,719	6/19/15	1,950
Sep 1	5/22/15	3,034	6/19/15	2,605	7/17/15	1,820
Oct 1	6/23/15	3,687	7/21/15	2,992	8/24/15	1,994
Nov 1	7/21/15	2,947	8/20/15	2,405	9/22/15	1,667
Dec 1	8/24/15	4,408	9/18/15	3,568		
Jan 1	9/24/15	17,591				
Feb 1						
Mar 1						
Apr 1						
May 1						
Jun 1						
Jul 1						

October 2015 CMC Enrollment, Opt Out and Disenrollment Percentages

County	Overall				IHSS				Non-IHSS			
	Enrolled	Opt out	Disenrolled ³	Other Disenrollments ⁴	Enrolled	Opt out	Disenrolled ³	Other Disenrollments ⁴	Enrolled	Opt out	Disenrolled ³	Other Disenrollments ⁴
Los Angeles	21%	54%	10%	15%	11%	65%	9%	15%	27%	47%	10%	16%
Riverside	47%	34%	7%	12%	37%	41%	8%	14%	51%	31%	7%	11%
San Bernardino	45%	36%	7%	12%	37%	42%	8%	13%	48%	33%	7%	12%
San Diego	34%	38%	8%	19%	24%	47%	8%	22%	37%	36%	8%	19%
Santa Clara ¹	43%	39%	9%	9%	32%	47%	11%	10%	47%	36%	8%	9%
San Mateo ²	82%	13%	5%	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Orange ⁵	27%	69%	4%	0%	17%	78%	5%	0%	30%	66%	4%	0%
Total	30%	47%	9%	14%	17%	60%	9%	15%	34%	43%	9%	15%
Total w/o LA	43%	37%	8%	12%	31%	47%	8%	14%	43%	37%	8%	13%

1. Santa Clara began enrollment in January 2015.

2. San Mateo is responsible for its own enrollment. IHSS data is not available for this reporting period.

3. Member requested disenrollment through the State's enrollment broker or COHS after the enrollment effective date.

4. Member disenrolled due to actions outside of the State's enrollment broker /COHS control. Of the total involuntary disenrollments, 93% are due to member enrollment into another Medicare Advantage or Part D plan, 6% are due to changes in Medi-Cal eligibility and 1% are due to changes in Medicare eligibility.

5. Cal Optima began enrollment in July 2015. CalOptima will passively enroll its eligible D-SNP and LIS members into CMC effective 1/1/2016.

Data Sources: Beneficiary notice schedule: from Maximus and HPSM notice timeline reports Call Center Statistics: HCO Weekly CCI Call Center Report dated 9/30/15. MCO Opt out metrics report dated 10/2/15.