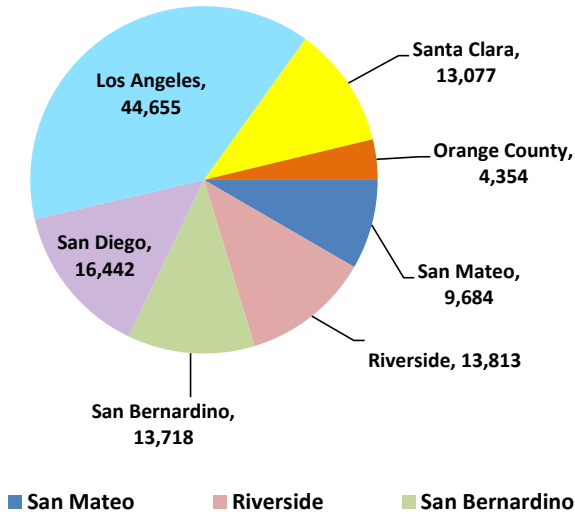


Total Active Enrollments Effective December 1, 2015 by County



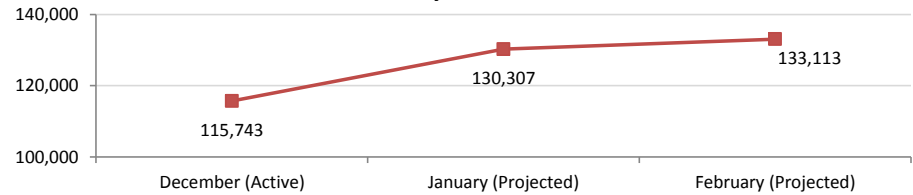
Total Active Enrollments
115,743

Projected Enrollments - Two Month Look Ahead

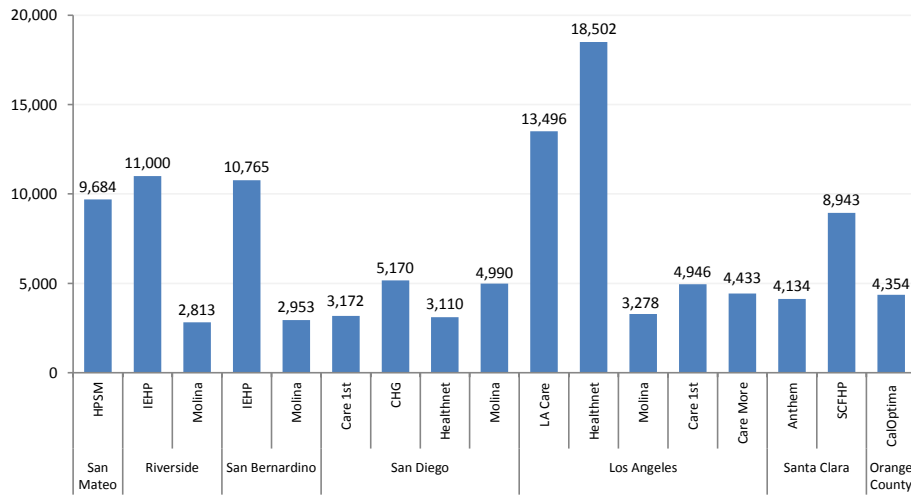
County	Active Enrollments as of 12/1/15	January Pending Enrollments	February Pending Enrollments	Total Projected Enrollments for February Month of Eligibility ¹
San Mateo	9,684	36	0	9,720
Riverside	13,813	226	0	14,039
San Bernardino	13,718	266	0	13,984
San Diego	16,442	193	0	16,635
Los Angeles	44,655	328	0	44,983
Santa Clara	13,077	231	0	13,308
Orange County	4,354	13,284	2,806	20,444
Total	115,743	14,564	2,806	133,113

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.

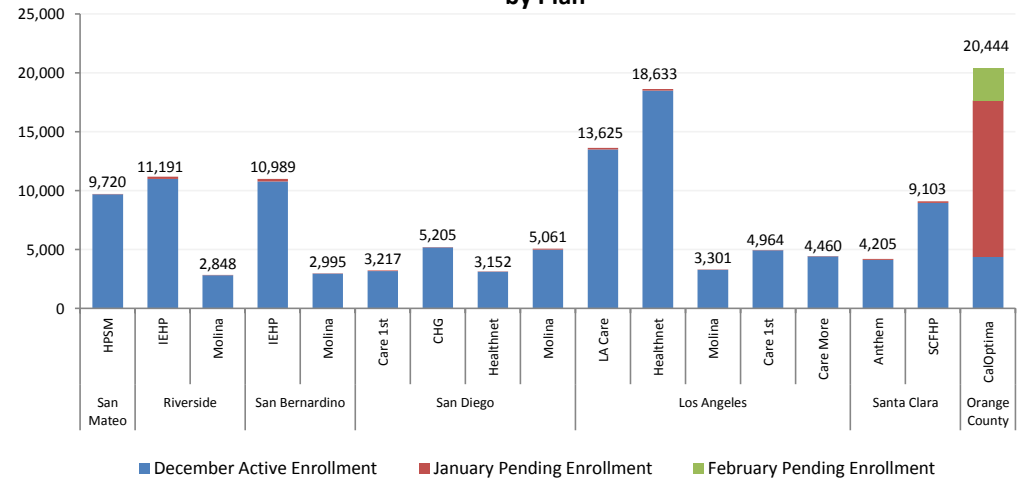
Monthly Enrollment Trend



Total Active Enrollments Effective December 1, 2015 By Plan



Projected Enrollment Estimates for February 2016 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	1,692

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 9 for Jan 1, 2015 coverage date. San Mateo notices were sent by Health Plan of San Mateo. Orange County notices are sent by CallOptima.

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

HCO Call Center Statistics November 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)
11/6/2015	4,117	4,034	14	0.34%	8.19	0.35
11/13/2015	3,624	3,545	23	0.63%	6.12	0.37
11/20/2015	4,319	4,255	15	0.33%	7.34	0.36
11/25/2015	2,283	2,260	1	0.04%	7.01	0.33
11/30/2015	930	921	0	0.00%	7.45	0.33
Totals for Month	15,273	15,015	53	0.35%	7.60	0.35

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

Orange County Mailing Schedule

For Coverage effective	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	10/23/15	2,446
Jan 1	9/24/15	17,591	10/23/15	16,261	11/19/15	14,505
Feb 1	10/23/15	3,818	12/01/15	3,124		
Mar 1	11/24/15	3,820				
Apr 1						
May 1						
Jun 1						
Jul 1						

December 2015 CMC Enrollment, Opt Out and Disenrollment Percentages⁶

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	20%	56%	9%	15%	11%	67%	8%	15%	25%	49%	10%	16%
Riverside	46%	35%	7%	12%	37%	42%	7%	14%	50%	32%	7%	11%
San Bernardino	44%	37%	7%	12%	37%	43%	7%	13%	47%	34%	8%	11%
San Diego	33%	40%	8%	19%	23%	48%	7%	22%	36%	37%	8%	18%
Santa Clara ¹	42%	40%	10%	8%	31%	49%	12%	9%	47%	36%	10%	7%
San Mateo ²	78%	10%	11%	1%	79%	9%	11%	1%	78%	11%	11%	1%
Orange ⁵	25%	68%	6%	0%	17%	76%	6%	0%	28%	65%	6%	0%
Total	29%	49%	9%	14%	18%	60%	8%	14%	34%	43%	9%	13%
Total w/o LA	42%	39%	8%	11%	33%	48%	8%	14%	44%	38%	8%	12%

1. Santa Clara began enrollment in January 2015.

2. San Mateo is responsible for its own enrollment.

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 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. Orange County is responsible for its own enrollment. Voluntary enrollment started in July 2015. Orange County will passively enroll its eligible D-SNP and LIS members into CMC effective 1/1/2016.

6. All enrollment, opt out and disenrollment data is aggregated as of the inception of the program.

Data Sources: Beneficiary notice schedule: from Maximus and HPSM notice timeline reports Call Center Statistics: HCO Weekly CCI Call Center Report dated 10/31/15. MCOD Opt out metrics report dated 12/4/15.