### Total Active Enrollments Effective March 1, 2016

**By County**

- **Los Angeles, 41,778**
- **San Diego, 15,595**
- **San Bernardino, 13,671**
- **Santa Clara, 12,087**
- **Riverside, 9,503**

**Total Active Enrollments 123,560**

### HCO Call Center Stats February 2016

<table>
<thead>
<tr>
<th>Date</th>
<th>Total Calls Received</th>
<th>Total Calls Answered</th>
<th>Total Calls Abandoned</th>
<th>Average Abandon Rate</th>
<th>Average Talk Time (Minutes)</th>
<th>Average Wait Time (Minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/5/2016</td>
<td>2,077</td>
<td>2,046</td>
<td>4</td>
<td>0.19%</td>
<td>8.82</td>
<td>0.31</td>
</tr>
<tr>
<td>2/12/2016</td>
<td>1,944</td>
<td>1,895</td>
<td>6</td>
<td>0.31%</td>
<td>8.97</td>
<td>0.32</td>
</tr>
<tr>
<td>2/22/2016</td>
<td>1,723</td>
<td>1,680</td>
<td>6</td>
<td>0.32%</td>
<td>9.48</td>
<td>0.37</td>
</tr>
<tr>
<td>2/26/2016</td>
<td>2,008</td>
<td>1,986</td>
<td>1</td>
<td>0.05%</td>
<td>9.06</td>
<td>0.30</td>
</tr>
<tr>
<td>2/29/2016</td>
<td>441</td>
<td>436</td>
<td>0</td>
<td>0.00%</td>
<td>9.18</td>
<td>0.28</td>
</tr>
<tr>
<td><strong>Totals for Month</strong></td>
<td><strong>8,193</strong></td>
<td><strong>8,043</strong></td>
<td><strong>17</strong></td>
<td><strong>0.21%</strong></td>
<td><strong>9.07</strong></td>
<td><strong>0.32</strong></td>
</tr>
</tbody>
</table>

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.

### March 2016 CMC Enrollment, Opt Out and Disenrollment Percentages

<table>
<thead>
<tr>
<th>County</th>
<th>Overall</th>
<th>IHSS</th>
<th>Non-IHSS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Enrolled</td>
<td>Opt out</td>
<td>Disenrolled</td>
</tr>
<tr>
<td>Los Angeles</td>
<td>19%</td>
<td>58%</td>
<td>8%</td>
</tr>
<tr>
<td>San Diego</td>
<td>33%</td>
<td>42%</td>
<td>7%</td>
</tr>
<tr>
<td>Santa Clara</td>
<td>30%</td>
<td>41%</td>
<td>11%</td>
</tr>
<tr>
<td>San Bernardino</td>
<td>43%</td>
<td>39%</td>
<td>7%</td>
</tr>
<tr>
<td>Riverside</td>
<td>45%</td>
<td>37%</td>
<td>7%</td>
</tr>
<tr>
<td>Overall</td>
<td>30%</td>
<td>40%</td>
<td>7%</td>
</tr>
</tbody>
</table>

1. Member requested disenrollment through the State’s enrollment broker/COHS after the enrollment effective date.
2. Member disenrolled due to actions outside of the State’s enrollment broker/COHS control. Of total other disenrollments, 93% are due to member enrollment into another Medicare Advantage or Part D plan, 6% are due to changes in Medicare eligibility and 1% are due to changes in Medicare eligibility.
3. Orange County is responsible for its own enrollment. Voluntary enrollment started in July 2015. Orange County passively enrolled its eligible D-SNP and US members into CMC effective 1/1/2016.
4. All enrollment, opt out and disenrollment data is aggregated as of the inception of the program. As of 3/1/16, all counties except Orange, have frozen reporting metrics due to the end of passive enrollment.

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**Data Sources:**
- Call Center Statistics: HCO Weekly CCI Call Center Report dated 2/29/16.
- MCOD Opt out metrics report dated 3/2/16.

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**Notes:**
- Enrollments effective 90-day window.
- Disenrollments effective 30-day window.
- Opt out disenrollment effective 60-day window.

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**San Bernardino**
- 49% Effective 90-day
- 8% Effective 60-day
- 9% Effective 30-day

**Santa Clara**
- 58% Effective 90-day
- 8% Effective 60-day
- 15% Effective 30-day

**San Diego**
- 19% Effective 90-day
- 5% Effective 60-day
- 15% Effective 30-day

**Los Angeles**
- 45% Effective 90-day
- 37% Effective 60-day
- 6% Effective 30-day

**San Mateo**
- 33% Effective 90-day
- 42% Effective 60-day
- 19% Effective 30-day