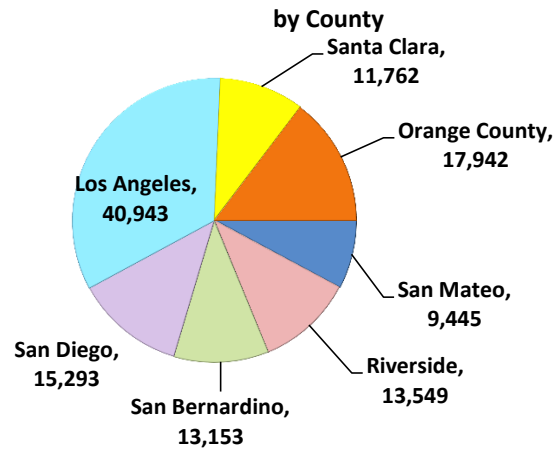


### Total Active Enrollments Effective April 1, 2016



Total Active Enrollments  
**122,087**

### Total Active Enrollments Effective April 1, 2016



### 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	12/18/15	2,373
Mar 1	11/24/15	3,820	12/22/15	3,153	1/20/16	2,333
Apr 1	12/22/15	3,566	1/20/16	2,854	2/16/16	2,330
May 1	1/22/16	3,707	2/16/16	2,958	3/21/16	1,908
Jun 1	2/22/16	3,054	3/21/16	2,446		
Jul 1	3/25/16	3,512				

### HCO Call Center Stats March 2016

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)
3/4/2016	1,612	1,585	0	0.00%	9.07	0.29
3/11/2016	2,158	2,124	5	0.24%	8.69	0.29
3/18/2016	2,034	2,005	1	0.05%	11.23	0.30
3/25/2016	1,840	1,809	4	0.20%	8.75	0.29
3/30/2016	1,177	1,166	2	0.17%	9.69	0.31
<b>Totals for Month</b>	<b>8,821</b>	<b>8,689</b>	<b>12</b>	<b>0.14%</b>	<b>8.98</b>	<b>0.29</b>

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.

### April 2016 CMC Enrollment, Opt Out and Disenrollment Percentages<sup>4</sup>

County	Overall				IHSS				Non-IHSS			
	Enrolled	Opt out	Disenrolled <sup>1</sup>	Other Disenrollments <sup>2</sup>	Enrolled	Opt out	Disenrolled <sup>1</sup>	Other Disenrollments <sup>2</sup>	Enrolled	Opt out	Disenrolled <sup>1</sup>	Other Disenrollments <sup>2</sup>
Los Angeles	19%	58%	8%	15%	10%	69%	7%	15%	24%	51%	9%	16%
Riverside	45%	37%	7%	11%	37%	44%	6%	13%	49%	34%	7%	10%
San Bernardino	43%	39%	7%	11%	36%	45%	6%	13%	45%	36%	8%	11%
San Diego	33%	42%	7%	19%	23%	50%	6%	21%	35%	40%	7%	18%
Santa Clara	40%	41%	11%	8%	29%	50%	12%	9%	45%	37%	11%	7%
San Mateo	77%	10%	1%	12%	78%	9%	1%	12%	76%	11%	1%	12%
Orange <sup>3</sup>	41%	49%	2%	7%	31%	58%	2%	9%	44%	47%	2%	7%
<b>Total</b>	<b>29%</b>	<b>50%</b>	<b>7%</b>	<b>14%</b>	<b>18%</b>	<b>61%</b>	<b>6%</b>	<b>14%</b>	<b>35%</b>	<b>44%</b>	<b>8%</b>	<b>13%</b>
<b>Total w/o LA</b>	<b>42%</b>	<b>40%</b>	<b>6%</b>	<b>12%</b>	<b>33%</b>	<b>47%</b>	<b>6%</b>	<b>13%</b>	<b>45%</b>	<b>38%</b>	<b>6%</b>	<b>11%</b>

1. Member requested disenrollment through the State's enrollment broker or 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 Medi-Cal 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 LIS 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.

Data Sources: Call Center Statistics: HCO Weekly CCI Call Center Report dated 3/31/16. MCOD Opt out metrics report dated 3/29/16.