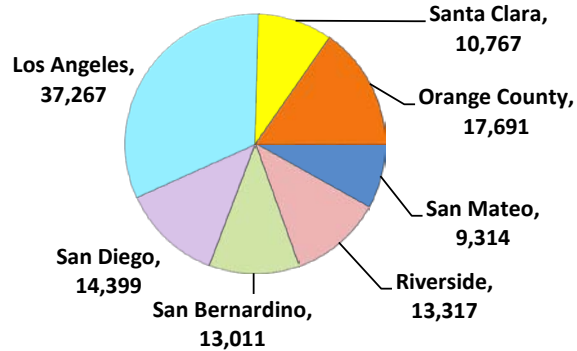


Total Active Enrollments Effective September 1, 2016 by County



Total Active Enrollments
115,766

Total Active Enrollments Effective September 1, 2016 By Plan



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 | 4/19/16 | 1,767 |
| Jul 1 | 3/25/16 | 3,512 | 4/20/16 | 2,828 | 5/25/16 | 2,127 |

HCO Call Center Stats August 2016

| For Week Ending | Total Calls Received ¹ | Total Calls Answered | Total Calls Abandoned | Average Abandon Rate | Average Talk Time (Minutes) | Average Wait Time (Minutes) |
|-------------------------|-----------------------------------|----------------------|-----------------------|----------------------|-----------------------------|-----------------------------|
| 8/5/16 | 1,568 | 1,551 | 1 | 0.07% | 8.62 | 0.30 |
| 8/12/16 | 1,909 | 1,881 | 1 | 0.05% | 7.79 | 0.30 |
| 8/19/16 | 1,434 | 1,404 | 4 | 0.28% | 8.19 | 0.32 |
| 8/26/16 | 1,655 | 1,622 | 5 | 0.28% | 8.28 | 0.35 |
| 8/31/16 | 977 | 967 | 0 | 0.00% | 8.25 | 0.31 |
| Totals for Month | 7,543 | 7,425 | 11 | 0.14% | 8.23 | 0.31 |

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.

September 2016 CMC Enrollment, Opt Out and Disenrollment Percentages⁴

| County | Overall | | | | IHSS | | | | Non-IHSS | | | |
|---------------------|------------|------------|--------------------------|-----------------------------------|------------|------------|--------------------------|-----------------------------------|------------|------------|--------------------------|-----------------------------------|
| | Enrolled | Opt out | Disenrolled ¹ | Other Disenrollments ² | Enrolled | Opt out | Disenrolled ¹ | Other Disenrollments ² | Enrolled | Opt out | Disenrolled ¹ | Other Disenrollments ² |
| 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 | 72% | 10% | 1% | 17% | 73% | 9% | 1% | 18% | 72% | 11% | 1% | 17% |
| Orange ³ | 33% | 51% | 3% | 12% | 25% | 58% | 3% | 13% | 35% | 50% | 3% | 12% |
| Total | 29% | 50% | 7% | 14% | 18% | 61% | 6% | 15% | 34% | 45% | 8% | 14% |
| Total w/o LA | 40% | 41% | 6% | 13% | 32% | 47% | 6% | 14% | 42% | 39% | 6% | 13% |

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. With the exception of Orange and San Mateo, all counties have frozen reporting metrics due to the end of passive enrollment.

Data Sources: Call Center Statistics: HCO Weekly CCI Call Center Report dated 8/31/16.