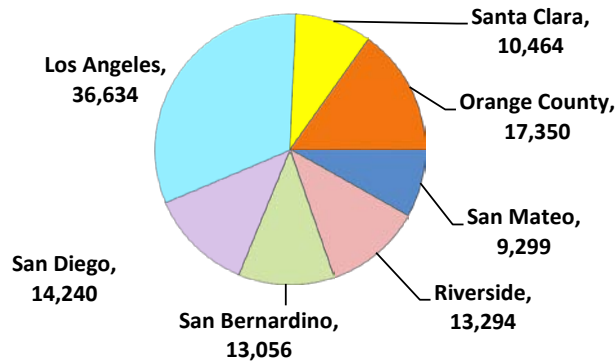


Total Active Enrollments Effective October 1, 2016

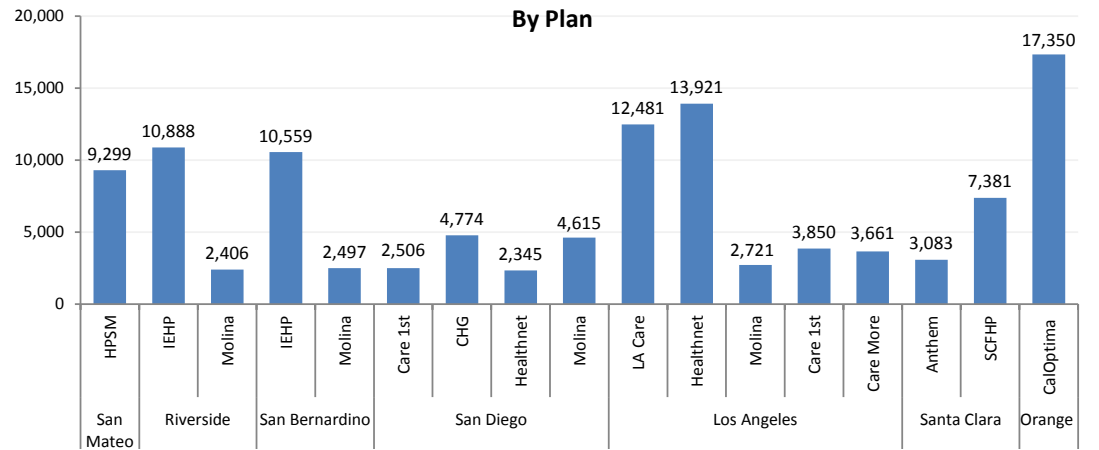
By County



Total Active Enrollments
115,503

Total Active Enrollments Effective October 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 October 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)
9/2/16	644	635	1	0.14%	7.65	0.30
9/9/16	1,343	1,311	5	0.35%	7.74	0.30
9/16/16	1,674	1,652	2	0.11%	7.85	0.30
9/23/16	1,672	1,642	2	0.13%	8.38	0.30
9/30/16	1,669	1,647	5	0.30%	8.42	0.31
Totals for Month	7,002	6,887	15	0.21%	8.01	0.30

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.

October 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%	18%	72%	9%	1%	18%	71%	10%	1%	17%
Orange ³	33%	51%	3%	13%	25%	58%	4%	14%	35%	50%	3%	12%
Total	29%	50%	7%	14%	18%	61%	6%	15%	34%	45%	8%	14%
Total w/o LA	39%	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 9/30/16.

**Cal MediConnect Opt out Breakdown by Language, Ethnicity and Age by County
As of October 2016****

Opt outs by Language %*													
Los Angeles	Opt Out	Riverside	Opt Out	San Bernardino	Opt Out	San Diego	Opt Out	Santa Clara	Opt Out	Orange	Opt Out	San Mateo	Opt Out
Russian	94%	Korean	69%	Armenian	92%	Russian	81%	Russian	73%	Hindi	80%	Russian	24%
Hebrew	88%	Mandarin	66%	Mandarin	71%	Farsi	63%	Korean	60%	Chinese	79%	Cantonese	12%
Armenian	82%	Farsi	51%	Other Chinese Dialects	68%	Mandarin	62%	Mandarin	53%	Korean	78%	Mandarin	11%
Farsi	82%	Vietnamese	48%	Cantonese	62%	Other Chinese Dialects	57%	Vietnamese	53%	Vietnamese	73%	English	10%
Korean	78%	Tagalog	41%	Korean	61%	Arabic	56%	Other Chinese Dialects	47%	Russian	70%	Spanish	8%
Turkish	77%	English	40%	Farsi	56%	Korean	52%	Cantonese	46%	Farsi	58%	Tagalog	7%
Mandarin	75%	Arabic	36%	Vietnamese	53%	Cantonese	47%	Farsi	44%	Cantonese	57%		
Other Chinese Dialects	70%	Spanish	30%	Arabic	48%	English	46%	Portuguese	43%	Mandarin	55%		
Cantonese	68%			Tagalog	47%	Cambodian	38%	English	34%	Arabic	46%		
Arabic	64%			English	41%	Vietnamese	37%	Spanish	27%	Other Chinese Languages	46%		
Vietnamese	63%			Spanish	31%	Tagalog	33%	Cambodian	27%	English	45%		
English	56%					Spanish	32%	Tagalog	22%	Tagalog	45%		
Thai	54%					Lao	28%			Cambodian	39%		
Japanese	50%									Lao	36%		
Tagalog	48%									Spanish	27%		
Cambodian	46%												
Spanish	43%												
Lao	38%												
American Sign Language	34%												

*Populations with less than 20 individuals are excluded

**As of 3/1/16, all counties, except Orange and San Mateo, have frozen reporting metrics due to the end of passive enrollment.

**Cal MediConnect Opt out Breakdown by Language, Ethnicity and Age by County
As of October 2016****

Opt outs by Race/Ethnicity %*													
Los Angeles	Opt Out	Riverside	Opt Out	San Bernardino	Opt Out	San Diego	Opt Out	Santa Clara	Opt Out	Orange	Opt Out	San Mateo	Opt Out
Korean	79%	Korean	67%	Chinese	68%	Asian Indian	52%	Korean	60%	Korean	75%	Chinese	13%
Chinese	72%	Chinese	57%	Korean	67%	Chinese	52%	Vietnamese	53%	Vietnamese	71%	White	13%
Amerasian	72%	Alaskan Native or American Indian	51%	Asian Indian	56%	White	51%	Chinese	52%	Asian or Pacific Islander	62%	Other	12%
White	72%	Vietnamese	48%	Vietnamese	52%	Korean	50%	Japanese	48%	Chinese	51%	Black	10%
Japanese	63%	Asian or Pacific Islander	44%	Filipino	48%	Japanese	50%	Asian or Pacific Islander	46%	Japanese	49%	Hispanic	8%
Asian or Pacific Islander	63%	Filipino	43%	Asian or Pacific Islander	47%	African-American or Black	43%	White	42%	Other	44%	Filipino	7%
Vietnamese	62%	Asian Indian	42%	White	45%	Vietnamese	40%	Asian Indian	32%	White	39%	Asian or Pacific Islander	7%
Asian Indian	56%	White	42%	Alaskan Native or American Indian	40%	Alaskan Native or American Indian	39%	African-American or Black	30%	Asian Indian	37%		
Filipino	52%	African-American or Black	37%	African-American or Black	37%	Asian or Pacific Islander	37%	Hispanic	28%	Filipino	36%		
Alaskan Native or American Indian	52%	Hispanic	33%	Hispanic	34%	Filipino	37%	Alaskan Native or American Indian	27%	Cambodian	34%		
African-American or Black	51%					Cambodian	37%	Filipino	27%	Laotian	32%		
Cambodian	47%					Laotian	36%	Cambodian	24%	Black	27%		
Laotian	46%					Hispanic	34%			Hispanic	24%		
Hispanic	45%												
Samoan	36%												

*Populations with less than 20 individuals are excluded

**As of 3/1/16, all counties, except Orange and San Mateo, have frozen reporting metrics due to the end of passive enrollment.

Opt outs by Age Range													
Los Angeles		Riverside		San Bernardino		San Diego		Santa Clara		Orange		San Mateo	Opt Out
21-64	53%	21-64	36%	21-64	37%	21-64	45%	21-64	31%	21-64	41%	21-64	9%
65-75	55%	65-75	34%	65-75	36%	65-75	38%	65-75	41%	65-75	51%	65-75	10%
76-89	63%	76-89	42%	76-89	45%	76-89	42%	76-89	46%	76-89	56%	76-89	10%
90+	67%	90+	46%	90+	53%	90+	46%	90+	45%	90+	57%	90+	14%

**As of 3/1/16, all counties, except Orange and San Mateo, have frozen reporting metrics due to the end of passive enrollment.