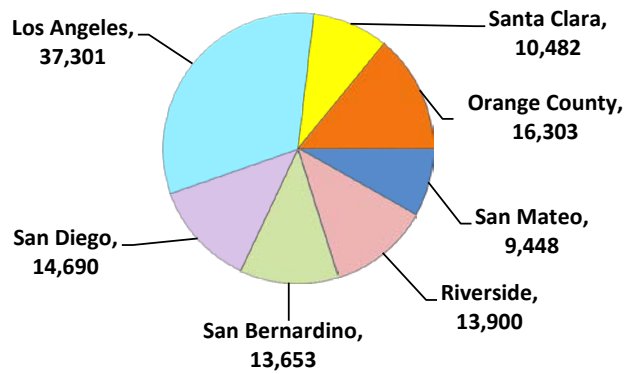


Total Active Enrollments Effective February 1, 2017
By County



Total Active Enrollments
115,777

Total Active Enrollments Effective February 1, 2017
By Plan



HCO Call Center Stats January 2017

For Week Ending	Total Calls Received ¹	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Minutes)
1/6/2017	3,300	3,070	104	3.10%	9.45	1.03
1/13/2017	4,468	4,211	102	2.19%	9.70	0.78
1/20/2017	2,770	2,703	18	0.64%	9.41	0.56
1/27/2017	2,851	2,734	36	1.24%	8.89	0.62
1/31/2017	1,534	1,320	60	3.91%	8.83	1.37
Totals for Month	14,923	14,038	320	2.22%	9.30	0.80

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.

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	71%	10%	1%	18%	72%	8%	1%	19%	71%	10%	1%	18%
Orange ³	32%	51%	3%	13%	25%	57%	4%	14%	34%	50%	3%	13%
Total	28%	50%	7%	14%	18%	61%	6%	15%	33%	45%	8%	14%
Total w/o LA	39%	41%	6%	13%	32%	47%	6%	15%	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. As of 11/30/16, each county's reporting metrics have been frozen due to the end of passive enrollment.

Data Sources: Call Center Statistics: HCO Weekly CCI Call Center Report dated 2/1/17.