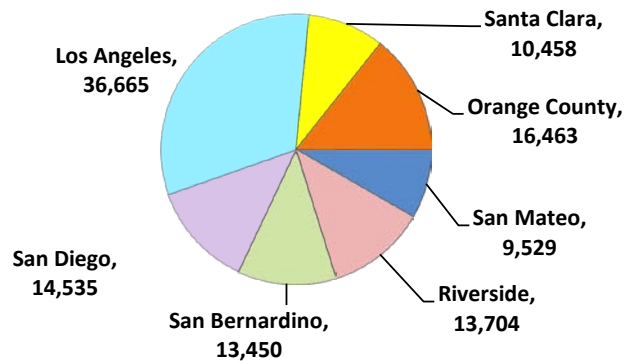
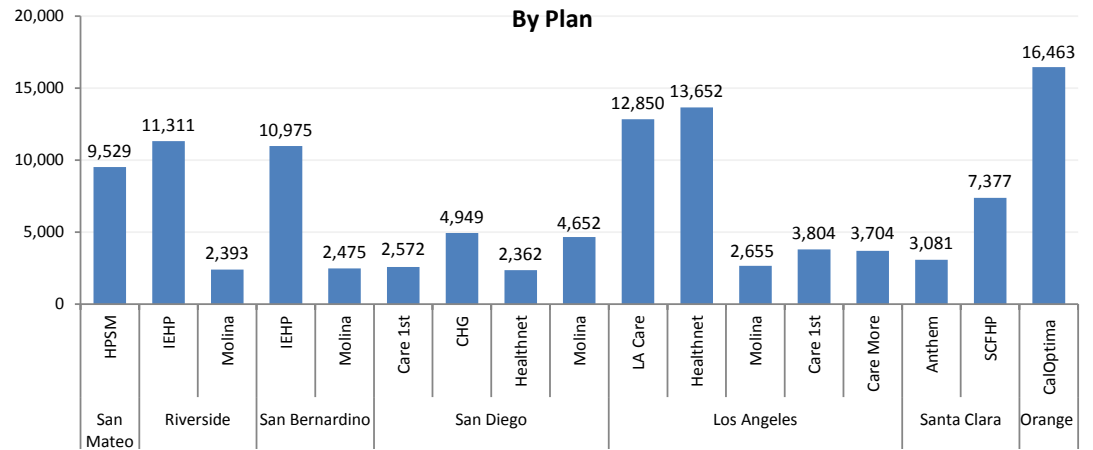


**Total Active Enrollments Effective January 1, 2017**  
By County



Total Active Enrollments  
**114,804**

**Total Active Enrollments Effective January 1, 2017**  
By Plan



**HCO Call Center Stats December 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)
12/2/2016	1,516	1,481	13	0.82%	10.05	0.48
12/9/2016	4,134	4,066	26	0.59%	10.26	0.44
12/16/2016	5,316	5,165	56	1.01%	10.40	0.49
12/23/2016	3,715	3,647	15	0.30%	10.61	0.40
12/30/2016	2,690	2,653	4	0.14%	9.76	0.40
Totals for Month	17,371	17,012	114	0.57%	10.22	0.44

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 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	71%	10%	1%	18%	72%	8%	1%	19%	71%	10%	1%	18%
Orange <sup>3</sup>	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 12/30/16.