### Data Sources
- Call Center Statistics: HCO Weekly CCI Call Center Report dated 5/1/17.
- Member requested disenrollment through the State's enrollment broker/COHS after the enrollment effective date.
- 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.
- 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.
- 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.

### CMC Enrollment, Opt Out and Disenrollment Percentages

<table>
<thead>
<tr>
<th>County</th>
<th>Overall</th>
<th>IHSS</th>
<th>Non-IHSS</th>
<th>Other Disenrollments¹</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Enrolled</td>
<td>Opt out</td>
<td>Disenrolled¹</td>
<td>Other Disenrollments²</td>
</tr>
<tr>
<td>Los Angeles</td>
<td>19%</td>
<td>58%</td>
<td>8%</td>
<td>15%</td>
</tr>
<tr>
<td>Riverside</td>
<td>45%</td>
<td>37%</td>
<td>7%</td>
<td>11%</td>
</tr>
<tr>
<td>San Bernardino</td>
<td>43%</td>
<td>39%</td>
<td>7%</td>
<td>11%</td>
</tr>
<tr>
<td>San Diego</td>
<td>33%</td>
<td>42%</td>
<td>7%</td>
<td>19%</td>
</tr>
<tr>
<td>Santa Clara</td>
<td>40%</td>
<td>41%</td>
<td>11%</td>
<td>8%</td>
</tr>
<tr>
<td>San Mateo</td>
<td>71%</td>
<td>10%</td>
<td>1%</td>
<td>18%</td>
</tr>
<tr>
<td>Orange¹</td>
<td>32%</td>
<td>51%</td>
<td>3%</td>
<td>13%</td>
</tr>
<tr>
<td>Total</td>
<td>28%</td>
<td>50%</td>
<td>7%</td>
<td>14%</td>
</tr>
<tr>
<td>Total w/o LA</td>
<td>39%</td>
<td>41%</td>
<td>6%</td>
<td>13%</td>
</tr>
</tbody>
</table>

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.

### HCO Call Center Stats April 2017

<table>
<thead>
<tr>
<th>For Week Ending</th>
<th>Total Calls Received</th>
<th>Total Calls Answered</th>
<th>Total Calls Abandoned</th>
<th>Average Abandon Rate</th>
<th>Average Talk Time (Minutes)</th>
<th>Average Wait Time (Minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/7/2017</td>
<td>2,479</td>
<td>2,413</td>
<td>21</td>
<td>0.82%</td>
<td>8.40</td>
<td>0.39</td>
</tr>
<tr>
<td>4/14/2017</td>
<td>2,255</td>
<td>2,215</td>
<td>7</td>
<td>0.31%</td>
<td>8.92</td>
<td>0.34</td>
</tr>
<tr>
<td>4/21/2017</td>
<td>2,442</td>
<td>2,390</td>
<td>6</td>
<td>0.23%</td>
<td>8.98</td>
<td>0.34</td>
</tr>
<tr>
<td>4/28/2017</td>
<td>2,604</td>
<td>2,566</td>
<td>9</td>
<td>0.37%</td>
<td>8.58</td>
<td>0.34</td>
</tr>
<tr>
<td>Totals for Month</td>
<td>9,780</td>
<td>9,584</td>
<td>43</td>
<td>0.43%</td>
<td>8.72</td>
<td>0.35</td>
</tr>
</tbody>
</table>

### HCO Call Center Stats April 2017 By Plan

- **San Mateo**
- **Riverside**
- **San Bernardino**
- **San Diego**
- **Los Angeles**
- **Santa Clara**
- **Orange**

### Total Active Enrollments Effective May 1, 2017

**By County**
- Los Angeles, 37,897
- Santa Clara, 10,396
- Orange County, 15,873
- San Mateo, 9,372
- Riverside, 14,279
- San Bernadino, 13,965
- San Diego, 14,589

**By Plan**

- HPSM
- IEHP
- Molina
- Care 1st
- CHP
- IEHP
- Molina
- LA Care
- Molina
- Care 1st
- Care More
- Anthem
- SCFHP
- CalOptima

**Total Active Enrollments Effective May 1, 2017**

- Los Angeles, 37,897
- Riverside, 14,279
- San Bernardino, 13,965
- San Diego, 14,589
- Santa Clara, 10,396
- Orange County, 15,873
- Total, 116,371

**By Month**

- 4/7/2017: 2,479 Total Calls Received, 2,413 Total Calls Answered, 21 Total Calls Abandoned, Average Abandon Rate 0.82%
- 4/14/2017: 2,255 Total Calls Received, 2,215 Total Calls Answered, 7 Total Calls Abandoned, Average Abandon Rate 0.31%
- 4/21/2017: 2,442 Total Calls Received, 2,390 Total Calls Answered, 6 Total Calls Abandoned, Average Abandon Rate 0.23%
- 4/28/2017: 2,604 Total Calls Received, 2,566 Total Calls Answered, 9 Total Calls Abandoned, Average Abandon Rate 0.37%

**Totals for Month**

- 9,780 Total Calls Received, 9,584 Total Calls Answered, 43 Total Calls Abandoned, Average Abandon Rate 0.43%