### Cal MediConnect Monthly Enrollment Dashboard

**As of September 1, 2017**

**Data Sources:**
- MEDS September MOE 2017, pulled on 9/6/17

#### Total Active Enrollments Effective September 1, 2017

- **By County**
  - Los Angeles, 37,843
  - Riverside, 14,791
  - Orange County, 15,214
  - San Diego, 14,606
  - San Bernardino, 14,459
  - San Mateo, 9,193

**Total Active Enrollments 116,198**

#### HCO Call Center Stats August 2017

**For Week Ending**

<table>
<thead>
<tr>
<th>Date</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>8/4/2017</td>
<td>1,002</td>
<td>986</td>
<td>5</td>
<td>0.34%</td>
<td>8.87</td>
<td>0.35</td>
</tr>
<tr>
<td>8/11/2017</td>
<td>2,151</td>
<td>2,121</td>
<td>3</td>
<td>0.15%</td>
<td>9.28</td>
<td>0.35</td>
</tr>
<tr>
<td>8/18/2017</td>
<td>2,293</td>
<td>2,247</td>
<td>3</td>
<td>0.14%</td>
<td>9.45</td>
<td>0.35</td>
</tr>
<tr>
<td>8/25/2017</td>
<td>2,093</td>
<td>2,048</td>
<td>3</td>
<td>0.12%</td>
<td>9.49</td>
<td>0.35</td>
</tr>
<tr>
<td>8/31/2017</td>
<td>1,850</td>
<td>1,831</td>
<td>1</td>
<td>0.06%</td>
<td>9.26</td>
<td>0.35</td>
</tr>
<tr>
<td><strong>Totals for Month</strong></td>
<td><strong>9,389</strong></td>
<td><strong>9,233</strong></td>
<td><strong>15</strong></td>
<td><strong>0.16%</strong></td>
<td><strong>9.27</strong></td>
<td><strong>0.35</strong></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.

#### CMC Enrollment, Opt Out and Disenrollment Percentages

**1.** Member requested disenrollment through the State's enrollment broker/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 9/1/17