Cal MediConnect Monthly Enrollment Dashboard  
As of October 1, 2017  
Creation Date: 10/6/2017

### Total Active Enrollments Effective October 1, 2017

**By County**

<table>
<thead>
<tr>
<th>County</th>
<th>Enrolled</th>
<th>Opt Out</th>
<th>Disenrolled</th>
<th>Other Disenrollments</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>LA</td>
<td>37,786</td>
<td>58%</td>
<td>8%</td>
<td>15%</td>
<td>44,072</td>
</tr>
<tr>
<td>Riverside</td>
<td>14,704</td>
<td>33%</td>
<td>7%</td>
<td>11%</td>
<td>16,154</td>
</tr>
<tr>
<td>San Bernardino</td>
<td>14,517</td>
<td>43%</td>
<td>7%</td>
<td>11%</td>
<td>167,051</td>
</tr>
<tr>
<td>San Diego</td>
<td>19,000</td>
<td>33%</td>
<td>7%</td>
<td>11%</td>
<td>22,710</td>
</tr>
<tr>
<td>Orange County</td>
<td>15,337</td>
<td>40%</td>
<td>12%</td>
<td>7%</td>
<td>23,151</td>
</tr>
<tr>
<td>Santa Clara</td>
<td>10,787</td>
<td>52%</td>
<td>8%</td>
<td>17%</td>
<td>16,186</td>
</tr>
<tr>
<td>Orange County</td>
<td>15,199</td>
<td>35%</td>
<td>7%</td>
<td>14%</td>
<td>20,406</td>
</tr>
<tr>
<td>Total</td>
<td>116,351</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### HCO Call Center Stats September 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>9/1/2017</td>
<td>374</td>
<td>365</td>
<td>1</td>
<td>0.27%</td>
<td>9.00</td>
<td>0.35</td>
</tr>
<tr>
<td>9/2/2017</td>
<td>1,756</td>
<td>1,731</td>
<td>5</td>
<td>0.30%</td>
<td>9.14</td>
<td>0.36</td>
</tr>
<tr>
<td>9/3/2017</td>
<td>2,153</td>
<td>2,125</td>
<td>4</td>
<td>0.21%</td>
<td>9.39</td>
<td>0.35</td>
</tr>
<tr>
<td>9/4/2017</td>
<td>2,104</td>
<td>2,056</td>
<td>9</td>
<td>0.43%</td>
<td>9.78</td>
<td>0.36</td>
</tr>
<tr>
<td>9/5/2017</td>
<td>2,059</td>
<td>2,030</td>
<td>2</td>
<td>0.10%</td>
<td>9.18</td>
<td>0.36</td>
</tr>
<tr>
<td>Totals for Month</td>
<td>8,446</td>
<td>8,307</td>
<td>21</td>
<td>0.26%</td>
<td>9.30</td>
<td>0.36</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

#### Overall

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### Data Sources

- Call Center Statistics: HCO Weekly CCI Call Center Report dated 10/2/17.