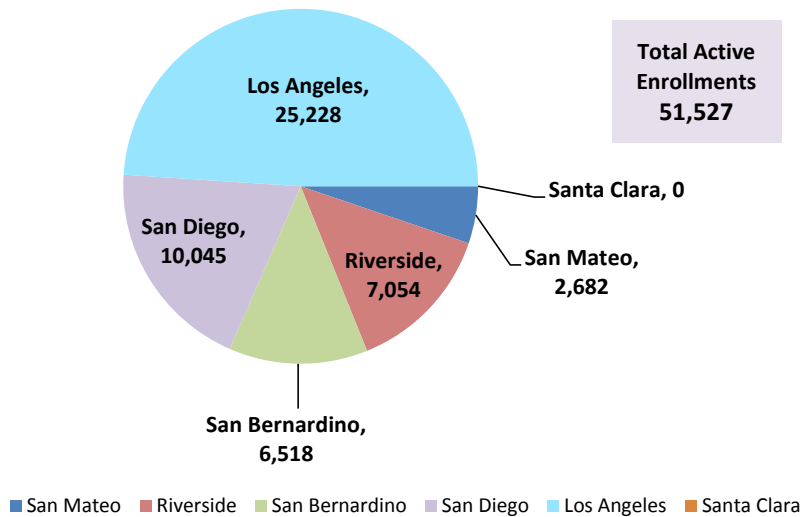


### Total Active Enrollments Effective November 1, 2014 by County

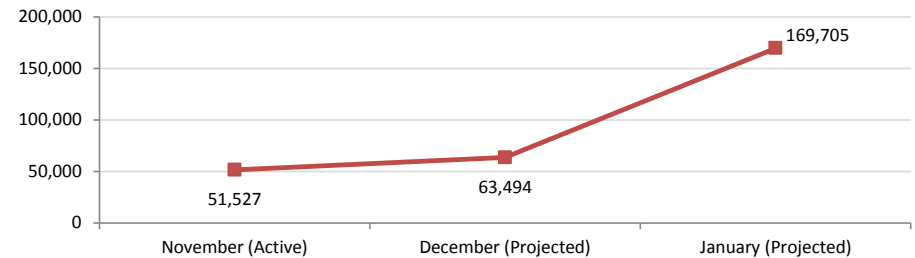


### Projected Enrollments - Two Month Look Ahead

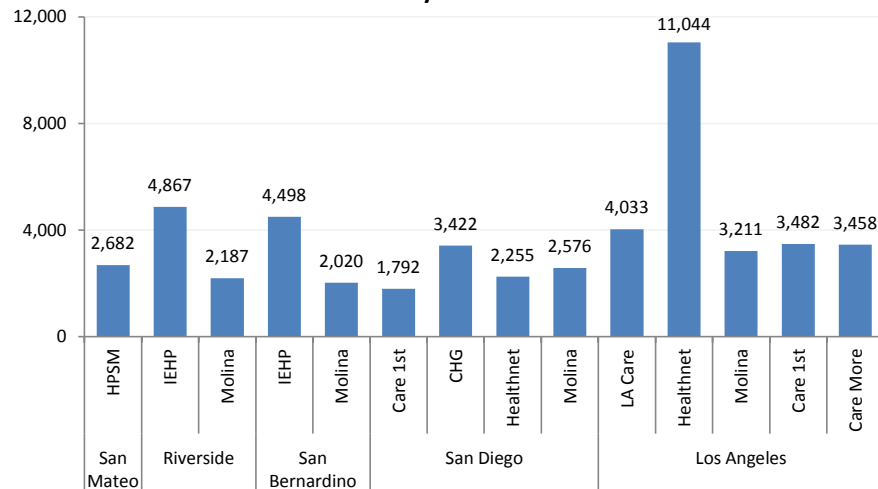
County	Active Enrollments as of 11/1/14	December Pending Enrollments	January Pending Enrollments	Total Projected Enrollments for January Month of Eligibility*
San Mateo	2,682	0	7,957	10,639
Riverside	7,054	1,179	8,364	16,597
San Bernardino	6,518	1,160	8,918	16,596
San Diego	10,045	1,935	15,241	27,221
Los Angeles	25,228	7,693	53,825	86,746
Santa Clara	0	0	11,906	11,906
<b>Total</b>	<b>51,527</b>	<b>11,967</b>	<b>106,211</b>	<b>169,705</b>

\* Projected enrollments are based on passive enrollment transactions submitted 60-days prior to the enrollment effective month. Voluntary (Opt-in) enrollment projections are not included in these statistics.

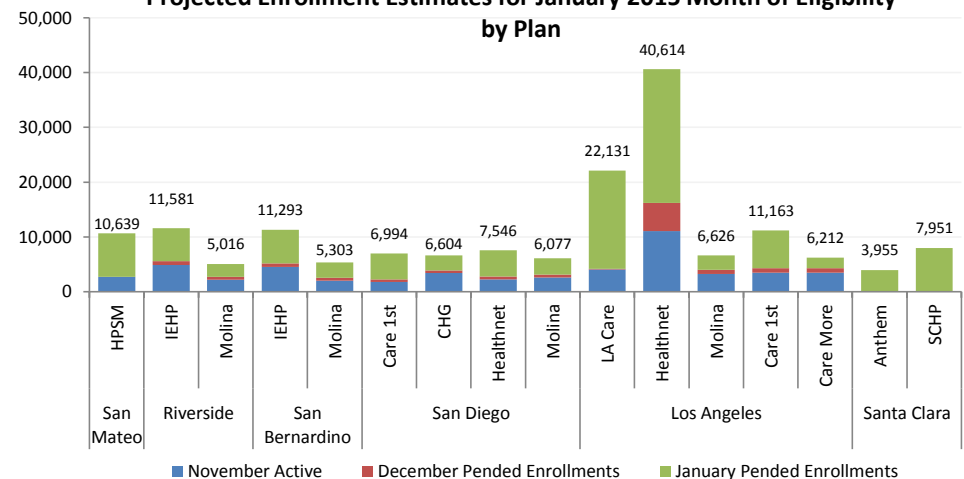
### Monthly Enrollment Trend



### Total Active Enrollments Effective November 1, 2014 By Plan



### Projected Enrollment Estimates for January 2015 Month of Eligibility by Plan





# Cal MediConnect Monthly Enrollment Dashboard

## As of November 1, 2014

Creation Date: 11/15/14

DHCS Health Care Options Mailing Schedule <sup>1</sup>														
Phase -->	2014								2015					
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
For Coverage Effective Date -->	May 1 <sup>2</sup>	Jun 1	Jul 1	Aug 1	Sep 1	Oct 1	Nov 1	Dec 1	Jan 1	Feb 1	Mar 1	Apr 1	May 1	Jun 1
90-day Notice -->	Jan 2 & Feb 3	Feb 26	Mar 28	Apr 28	May 22	Jun 26	Jul 29	Aug 27	Sep 26-29	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25
90-day notice volume-->	21,805	7,763	53,625	22,927	21,157	22,263	19,596	20,778	120,958	22,256				
60-day Notice -->	Feb 26	Mar 28	Apr 28	May 27	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	Mar 28
Choice Packet -->	Mar 6 - Mar 11	Mar 31	Apr 30	May 29	June 30	Jul 31	Aug 29	Sep 29	Oct 31	Nov 26	Dec 31	Jan 30	Feb 27	Mar 31
60-day+choice packet volume-->	18,122	6,907	49,046	24,054	20,193	20,934	18,241	19,118	106,596					
30-day Notice-->	Mar 28	Apr 28	May 28	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	Mar 28	Apr 28
30-day notice volume-->	15,360	5,391	36,644	19,341	15,273	15,976	11,699	13,946						

1. Health Care Options (HCO) Maximus sends mailings for Riverside, San Bernardino, San Diego, Los Angeles and Santa Clara Counties. Santa Clara mailings commenced in Phase 9 for Jan 1, 2015 coverage date. San Mateo Notices are sent by the Health Plan of San Mateo.

2. Mailings for May 1, 2014 coverage start date include April and May birth months.

San Mateo Mailing Schedule* for 1/1/15 Coverage Effective Date -->	90-day	60-day	30-day
Mail Date -->	Sep 29	Oct 31	Nov 29
Volume -->	8,166	7,129	

\* The San Mateo mailing schedule for the 4/1/14 passive enrollment phase is reported in earlier versions of the Dashboard from September 2014 and prior.

### HCO Call Center Statistics October 2014

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)
10/03/14	8,790	6,888	449	5.12%	9.25	1.69
10/10/14	14,371	12,167	617	4.21%	9.28	1.14
10/17/14	11,729	9,949	541	4.54%	10.03	1.30
10/24/14	11,442	10,465	225	1.85%	10.12	0.76
10/31/14	12,584	11,119	308	2.44%	10.36	0.80
<b>Totals for Month</b>	<b>58,916</b>	<b>50,588</b>	<b>2,140</b>	<b>3.63%</b>	<b>9.86</b>	<b>1.09</b>

1. Total calls received are hits to the call center system. Members may receive assistance in an automated phone tree, therefore are not accounted for in the call answered or abandoned counts.

**Data Sources:** Beneficiary notice schedule: from Maximus and HPSM notice timeline reports  
Call Center Statistics: HCO Weekly CCI Call Center Report dated 10/31/14

### Opt-out Requests by Month/County<sup>1</sup>

County	Aug	Sept	Oct	Totals <sup>2</sup>	% of Passive <sup>3</sup>
San Mateo	4	7	29	1,461	12.51%
San Bernardino	942	974	1,411	8,000	27.12%
San Diego	1,765	1,842	2,805	14,889	29.52%
Riverside	865	973	1,437	7,663	26.87%
Los Angeles	11,196	11,864	15,343	74,955	39.70%
Santa Clara			717	717	5.27%
<b>Total</b>	<b>14,772</b>	<b>15,660</b>	<b>21,742</b>	<b>107,685</b>	<b>33.39%</b>

1. Table includes the most recent three months of opt out counts (which includes voluntary disenrollments).
2. Totals are cumulative opt-out requests from the start of the Cal MediConnect program.
3. The Opt-out % is calculated based on the total number of opt-out and voluntary disenrollment requests divided by the total number of beneficiaries who received a 90-day notice through Phase 9.

