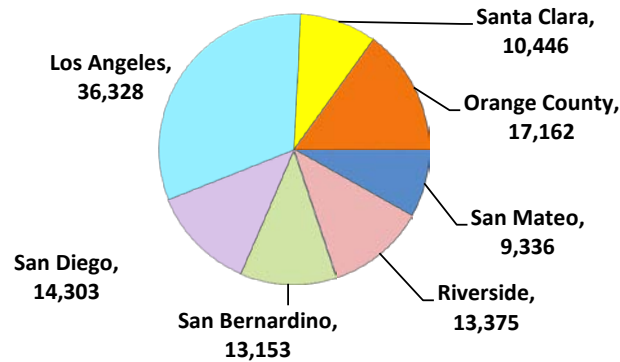
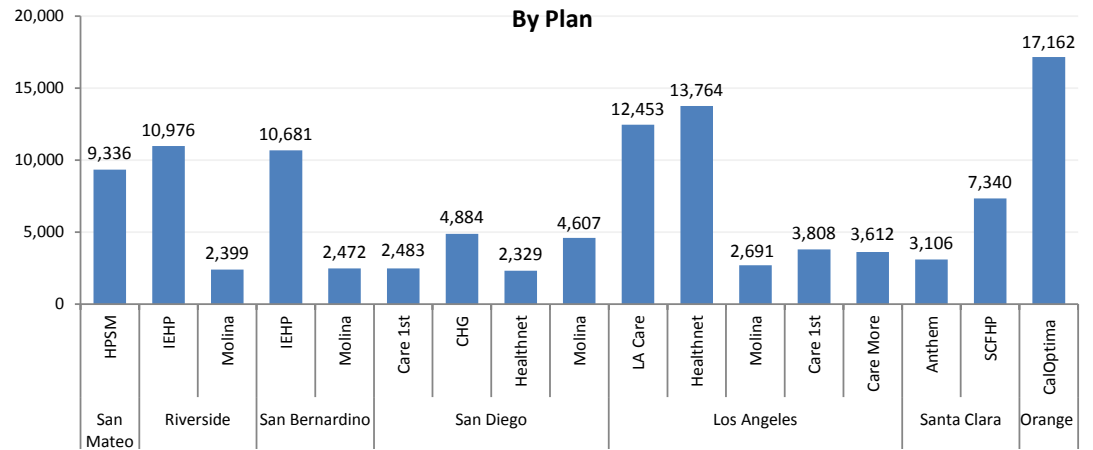


### Total Active Enrollments Effective November 1, 2016 By County



Total Active Enrollments  
**114,103**

### Total Active Enrollments Effective November 1, 2016 By Plan



### Orange County Mailing Schedule

For Coverage Effective	90-day		60-day		30-day	
	Date	Volume	Date	Volume	Date	Volume
Aug 1	4/23/15	3,088	5/22/15	2,719	6/19/15	1,950
Sep 1	5/22/15	3,034	6/19/15	2,605	7/17/15	1,820
Oct 1	6/23/15	3,687	7/21/15	2,992	8/24/15	1,994
Nov 1	7/21/15	2,947	8/20/15	2,405	9/22/15	1,667
Dec 1	8/24/15	4,408	9/18/15	3,568	10/23/15	2,446
Jan 1	9/24/15	17,591	10/23/15	16,261	11/19/15	14,505
Feb 1	10/23/15	3,818	12/01/15	3,124	12/18/15	2,373
Mar 1	11/24/15	3,820	12/22/15	3,153	1/20/16	2,333
Apr 1	12/22/15	3,566	1/20/16	2,854	2/16/16	2,330
May 1	1/22/16	3,707	2/16/16	2,958	3/21/16	1,908
Jun 1	2/22/16	3,054	3/21/16	2,446	4/19/16	1,767
Jul 1	3/25/16	3,512	4/20/16	2,828	5/25/16	2,127

### HCO Call Center Stats November 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)
10/7/2016	1,639	1,603	9	0.54%	8.50	0.44
10/14/2016	1,700	1,663	1	0.05%	8.06	0.35
10/21/2016	1,713	1,678	8	0.50%	7.79	0.38
10/28/2016	1,603	1,549	16	0.96%	8.09	0.41
10/31/2016	323	317	1	0.31%	8.25	0.33
<b>Totals for Month</b>	<b>6,978</b>	<b>6,810</b>	<b>35</b>	<b>0.47%</b>	<b>8.14</b>	<b>0.38</b>

<sup>1</sup> 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.

### November 2016 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%
<b>Total</b>	<b>28%</b>	<b>50%</b>	<b>7%</b>	<b>14%</b>	<b>18%</b>	<b>61%</b>	<b>6%</b>	<b>15%</b>	<b>33%</b>	<b>45%</b>	<b>8%</b>	<b>14%</b>
<b>Total w/o LA</b>	<b>39%</b>	<b>41%</b>	<b>6%</b>	<b>13%</b>	<b>32%</b>	<b>47%</b>	<b>6%</b>	<b>15%</b>	<b>42%</b>	<b>39%</b>	<b>6%</b>	<b>13%</b>

<sup>1</sup> Member requested disenrollment through the State's enrollment broker or COHS after the enrollment effective date.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> All enrollment, opt out and disenrollment data is aggregated as of the inception of the program. With the exception of Orange and San Mateo, all counties have frozen reporting metrics due to the end of passive enrollment.

**Data Sources:** Call Center Statistics: HCO Weekly CCI Call Center Report dated 10/31/16.