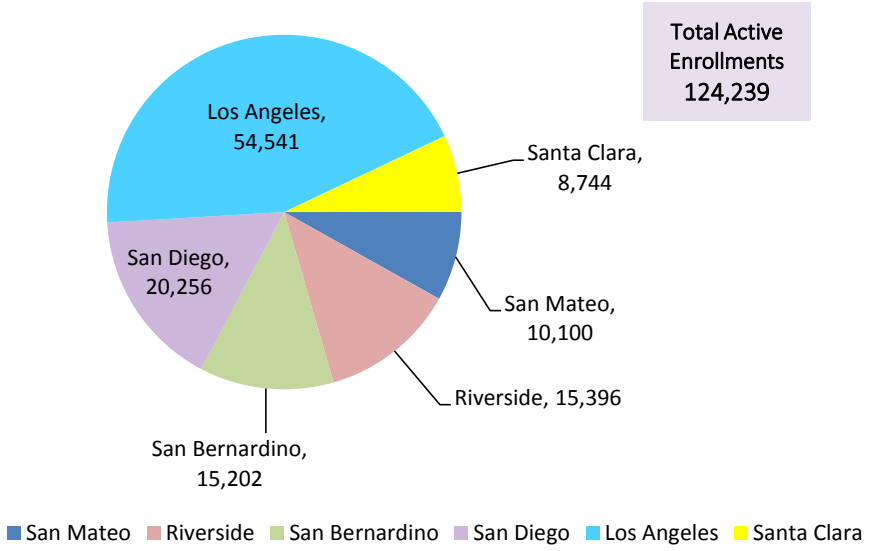
Cal MediConnect Monthly Enrollment Dashboard
As of March 1, 2015

Creation Date: 3/13/15

Total Active Enrollments Effective March 1, 2015 by County

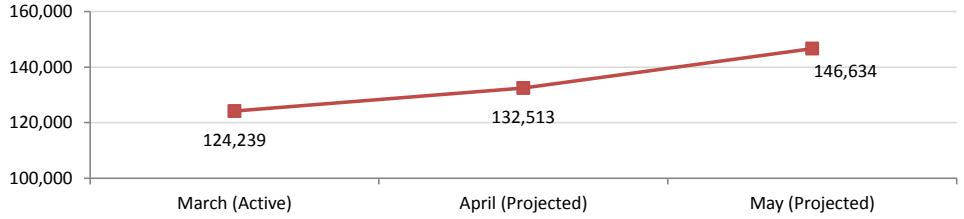


Projected Enrollments - Two Month Look Ahead

County	Active Enrollments as of 3/1/15	April Pending Enrollments	May Pending Enrollments	Total Projected Enrollments for May Month of Eligibility[1]
San Mateo	10,100	2	2	10,104
Riverside	15,396	62	57	15,515
San Bernardino	15,202	75	136	15,413
San Diego	20,256	91	132	20,479
Los Angeles	54,541	6,737	11,994	73,272
Santa Clara	8,744	1,307	1,802	11,853
Total	**124,239**	**8,274**	**14,123**	**146,636**

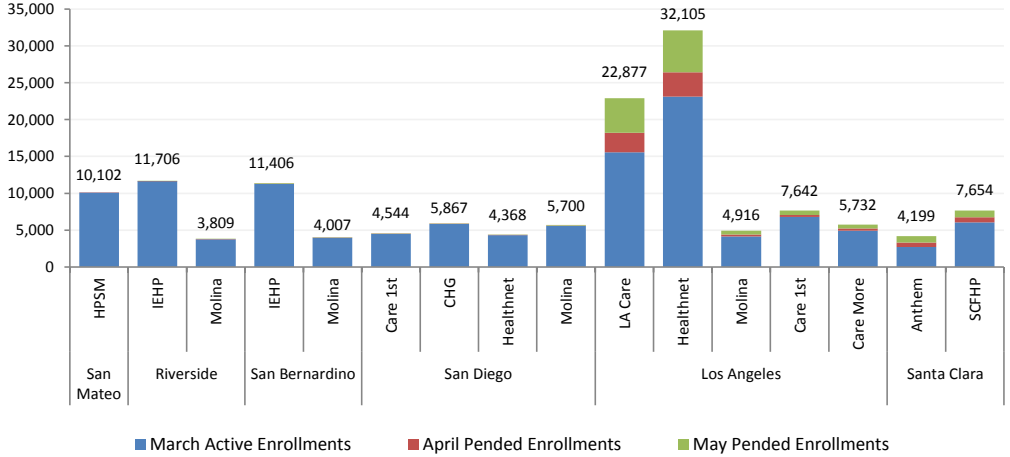
1. Projected enrollments are based on passive enrollment transactions submitted 60-days prior to the enrollment effective month. Voluntary (Opt-in) enrollment projections are not included in these statistics.

Monthly Enrollment Trend



Total Active Enrollments Effective March 1, 2015 By Plan

Projected Enrollment Estimates for May 2015 Month of Eligibility by Plan



Data Sources: MEDS March MOE 2015, pulled on 3/4/15

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DHCS Health Care Options Mailing Schedule[1]

	2014								2015					
Phase --->	1	2	3	4	5	6	7	8	9	10	11	12	13	14
For Coverage Effective Date -->	May 1[2]	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	23,347	15,052	16,737	15,364
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	20,824	21,350	13,870	15,099	
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	95,394	16,233	17,889	11,470		

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 1 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[1] for 1/1/15 Coverage Effective Date -->	90-day	60-day	30-day
Mail Date -->	**Sep 29**	**Oct 31**	**Nov 21**
Volume -->	8,166	7,129	6,922

1. 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 February 2015

For Week Ending	Total Calls Received[1]	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Minutes)
02/06/15	14,901	14,230	109	0.72%	10.24	0.42
02/13/15	16,537	15,651	156	0.85%	9.99	0.47
02/20/15	9,059	8,939	13	0.12%	9.73	0.30
02/27/15	9,119	9,000	8	0.10%	9.23	0.29
Totals for Month	**49,616**	**47,820**	**286**	**0.58%**	**9.80**	**0.37**

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.

March 2015 CMC Enrollment, Opt Out and Disenrollment Percentages

County	Overall			IHSS			Non-IHSS		
	Enrolled	Opt-Out	Disenrolled[3]	Enrolled	Opt-Out	Disenrolled[3]	Enrolled	Opt-Out	Disenrolled[3]
Los Angeles	28%	57%	15%	16%	69%	15%	35%	50%	15%
Riverside	52%	35%	13%	40%	43%	17%	56%	33%	12%
San Bernardino	49%	38%	13%	40%	44%	15%	53%	35%	12%
San Diego	40%	44%	17%	27%	53%	19%	43%	41%	16%
San Mateo[1]	84%	13%	4%	N/A	N/A	N/A	N/A	N/A	N/A
Santa Clara[2]	52%	42%	6%	40%	52%	8%	56%	38%	6%
Total	**37%**	**49%**	**14%**	**22%**	**63%**	**15%**	**42%**	**44%**	**14%**
Total w/o LA	**50%**	**38%**	**13%**	**36%**	**48%**	**16%**	**50%**	**38%**	**13%**

1. San Mateo is responsible for its own enrollment. Data for IHSS and Non-IHSS is currently not available for San Mateo.
2. Santa Clara began enrollment in January 2015.
3. Disenrolled includes involuntarily disenrollments, such as those who lose Medi-Cal benefits.

Data Sources: Beneficiary notice schedule: from Maximus and HPSM notice timeline reports Call Center Statistics: HCO Weekly CCI Call Center Report dated 2/27/15. MCOD Opt out metrics report dated 3/10/15.