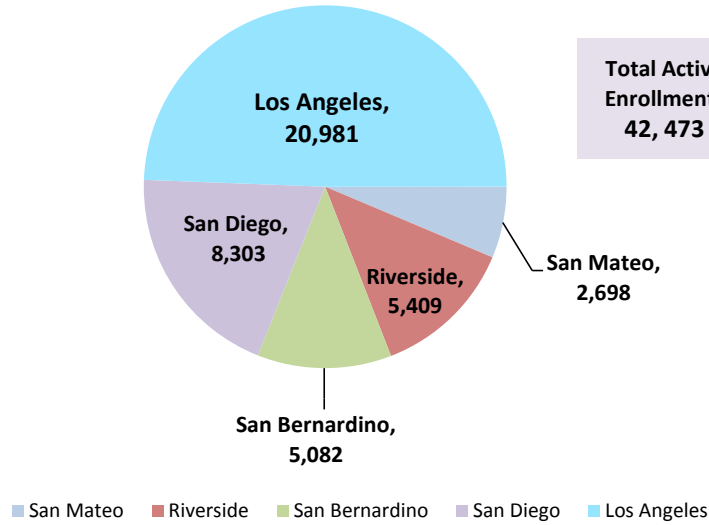


### Total Active Enrollments Effective August 1, 2014 by County

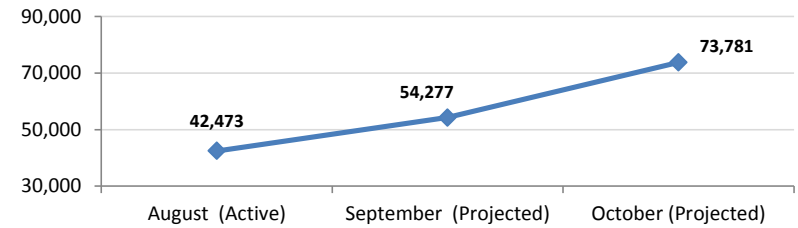


### Projected Enrollments - Two Month Look Ahead

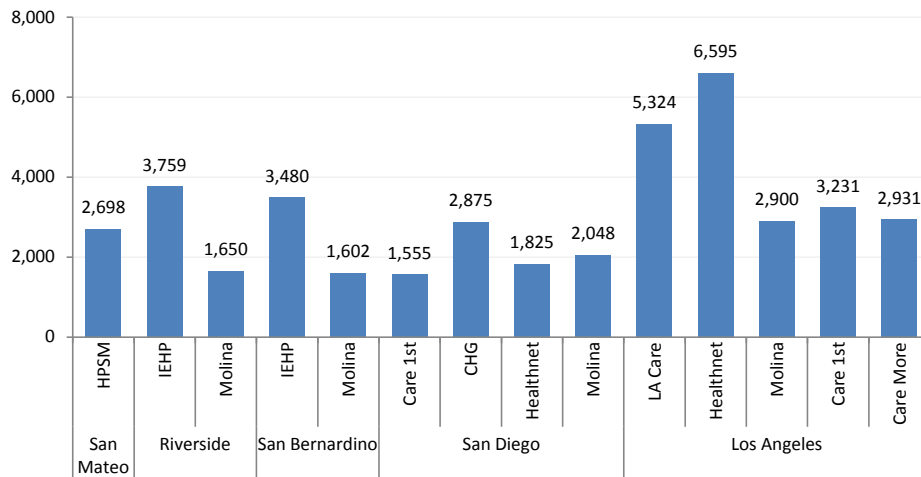
County	Active Enrollments as of 8/1/14	September Pending Enrollments	October Pending Enrollments	Total Projected Enrollments for Oct Month of Eligibility*
San Mateo	2,698	0	0	2,698
Riverside	5,409	1,106	1,563	8,078
San Bernardino	5,082	1,094	1,580	7,756
San Diego	8,303	1,809	2,701	12,813
Los Angeles	20,981	7,795	13,660	42,436
<b>Total</b>	<b>42,473</b>	<b>11,804</b>	<b>19,504</b>	<b>73,781</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.

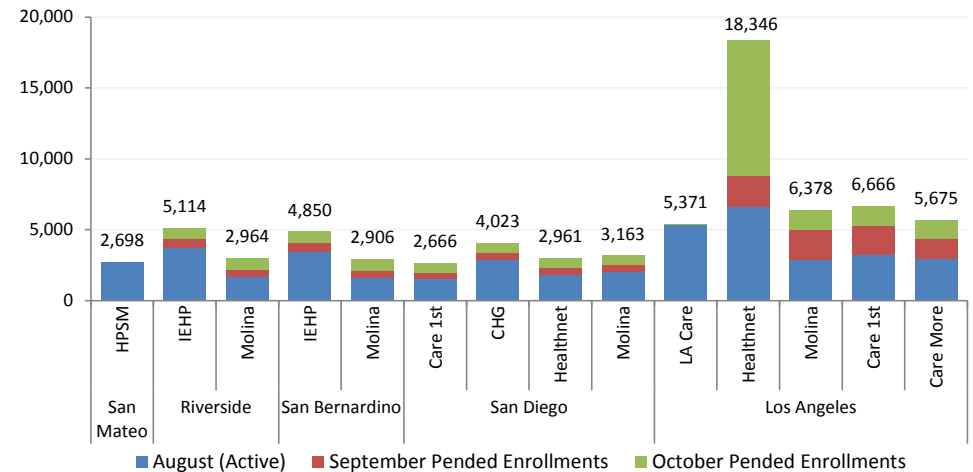
### Monthly Enrollment Trend



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



### Projected Enrollment Estimates for October Month of Eligibility by Plan





# Cal MediConnect Monthly Enrollment Dashboard As of August 1, 2014

Creation Date: 8/15/14

DHCS Health Care Options Mailing Schedule <sup>1</sup>														
	2014								2015					
Phase -->	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	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							
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
60-day+choice packet volume-->	18,122	6,907	49,046	24,054	20,193	20,934								
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									

1. Health Care Options (HCO) Maximus mailings for Riverside, San Bernadino, San Diego and Los Angeles Counties. San Mateo Notices were sent by the Health Plan of SanMateo.

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

San Mateo Mailing Schedule for April 1 Coverage Effective Date	90-day	60-day	30-day
Mail Date -->	Dec 28	Jan 29	Feb 21
Volume -->	4,547	4,285	3,637

### HCO Call Center Statistics July 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)
07/03/14	7,323	6,672	201	2.74%	9.05	0.87
07/11/14	13,891	11,616	645	4.64%	9.35	1.42
07/18/14	11,335	10,463	270	2.38%	8.80	1.07
07/25/14	9,325	8,854	120	1.29%	8.48	0.57
07/30/14	5,703	5,281	119	2.09%	8.68	0.90
Totals for Month	<b>47,577</b>	<b>42,886</b>	<b>1,355</b>	<b>2.85%</b>	<b>8.87</b>	<b>0.98</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 7/30/14

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

County	May	June	July	Totals <sup>2</sup>	% of Passive <sup>3</sup>
San Mateo	5	66	0	1,421	31.25%
San Bernardino	768	185	981	4,673	29.37%
San Diego	1,767	474	2,102	8,477	31.86%
Riverside	700	261	974	4,388	28.46%
Los Angeles	7,028	3,821	13,026	36,552	39.90%
Total	<b>10,268</b>	<b>4,807</b>	<b>17,083</b>	<b>55,511</b>	<b>36.03%</b>

1. Table includes the most recent three-months of opt-out (including voluntary disenrollment) requests.  
2. Totals are cumulative opt-outs from the start of the Cal MediConnect program.  
3. The Opt-Out % is applied to 90 day mailings within the county excluding the most current 90 day mailing.

