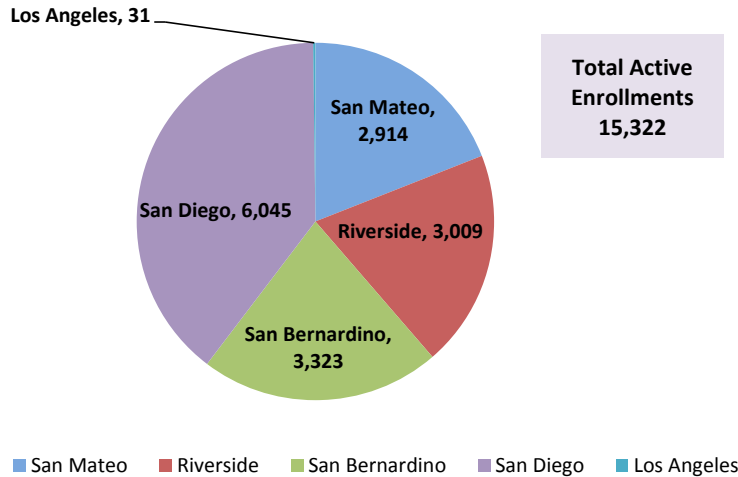


**Total Active Enrollments Effective May 1, 2014  
by County**

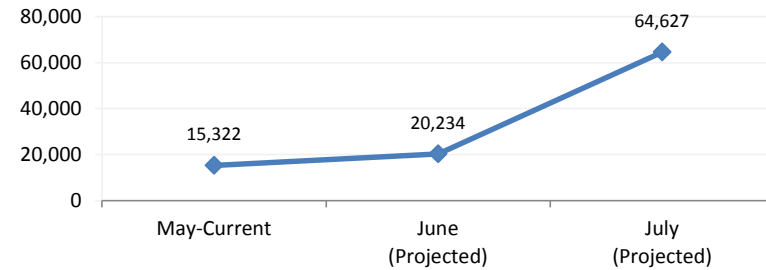


**Projected Enrollments - Two Month Look Ahead**

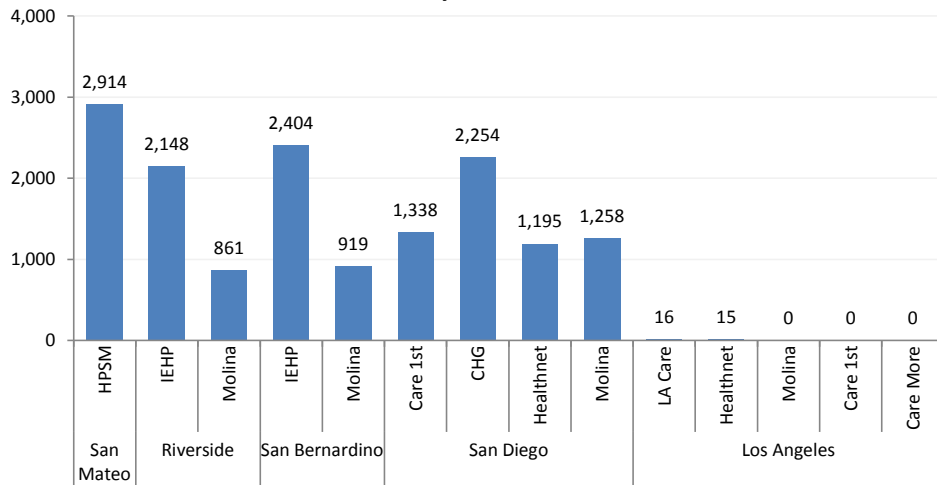
County	Active Enrollments as of 5/1/14	June Pending Enrollments	July Pending Enrollments	Total Projected Enrollments for July Month of Eligibility
San Mateo	2,914	1	0	2,915
Riverside	3,009	1,386	1,876	6,271
San Bernardino	3,323	1,321	1,819	6,463
San Diego	6,045	2,167	3,325	11,537
Los Angeles	31	37	37,373	37,441
<b>Total</b>	<b>15,322</b>	<b>4,912</b>	<b>44,393</b>	<b>64,627</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.

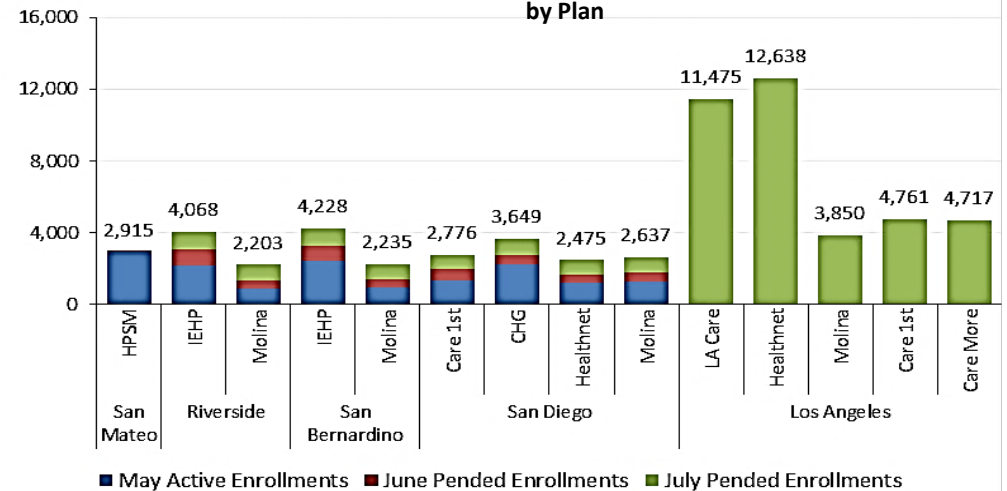
**Monthly Enrollment Trend**



**Total Active Enrollments Effective May 1, 2014  
By Plan**



**Projected Enrollment Estimates for July Month of Eligibility  
by Plan**



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 27	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										
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	TBD
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	TBD
60-day+choice packet volume-->	18,122	6,907	49,046											
30-day Notice-->	Mar 28	Apr 28	May 27	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	TBD	TBD
30-day notice volume-->	15,360	5,391												

1. Health Care Options (HCO) Maximus mailings for Riverside, San Bernardino, 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 for April 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 (Seconds)
04/04/14	3,490	3,002	184	3.24%	10.60	34.50
04/11/14	2,977	2,851	45	1.39%	10.56	22.20
04/18/14	2,562	2,496	11	0.45%	10.55	18.60
04/25/14	3,099	2,928	62	1.81%	10.04	28.20
<b>Totals for Month</b>	<b>12,128</b>	<b>11,277</b>	<b>302</b>	<b>1.72%</b>	<b>10.44</b>	<b>25.88</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 4/28/14

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

County	Feb	Mar	Apr	Totals	% of Passive
San Mateo	262	1,052	36	1,350	29.69%
San Bernardino	88	348	1186	1,622	15.88%
San Diego	172	558	1724	2,454	14.62%
Riverside	101	360	1132	1,593	16.44%
Los Angeles	0	0	820	820	5.19%
<b>Total</b>	<b>623</b>	<b>2,318</b>	<b>4,898</b>	<b>7,839</b>	<b>22.27%</b>

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

### Monthly Opt-Out Trend (Most Recent Three Months)

