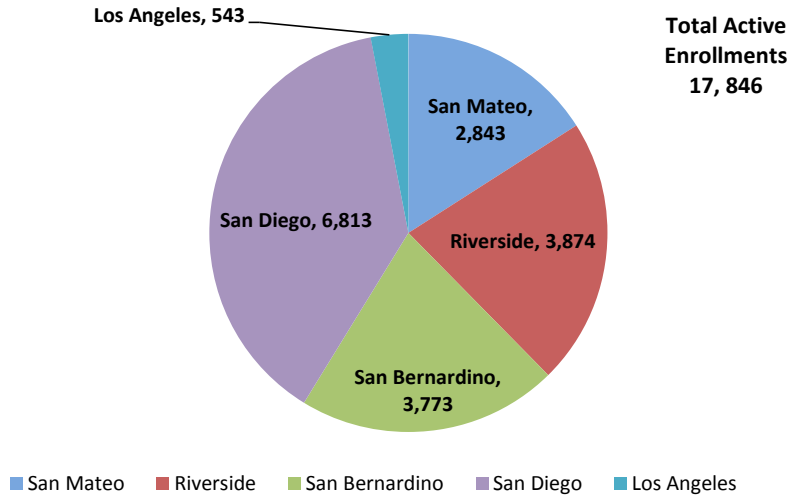


**Total Active Enrollments Effective June 1, 2014
by County**

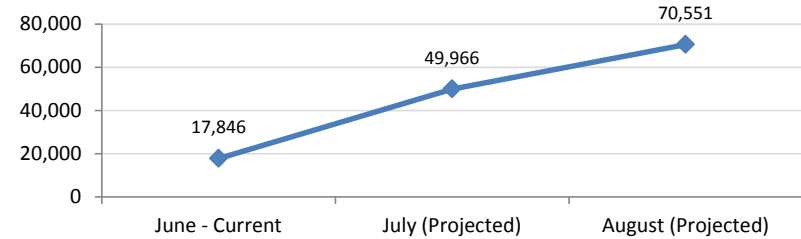


Projected Enrollments - Two Month Look Ahead

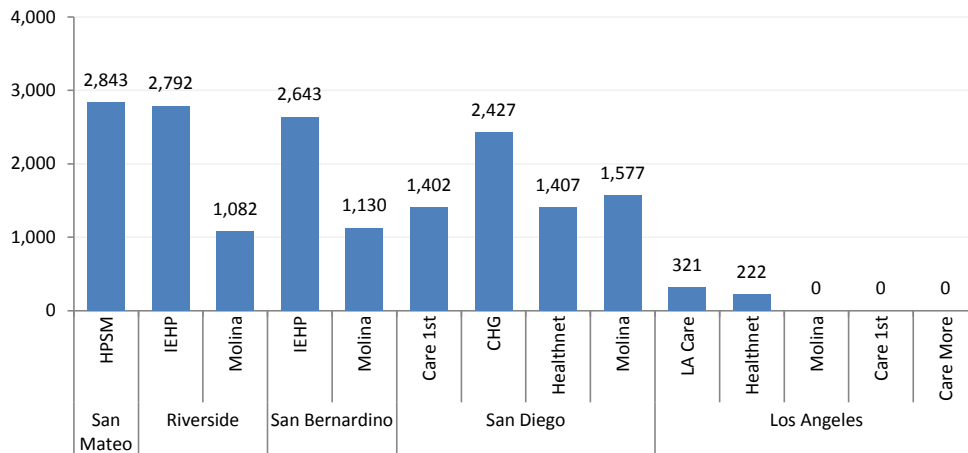
County	Active Enrollments as of 6/1/14	July Pending Enrollments	August Pending Enrollments	Total Projected Enrollments for August Month of Eligibility*
San Mateo	2,843	2	0	2,845
Riverside	3,874	1,485	1,690	7,049
San Bernardino	3,773	1,426	1,600	6,799
San Diego	6,813	2,448	2,911	12,172
Los Angeles	543	26,759	14,384	41,686
Total	17,846	32,120	20,585	70,551

* 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.

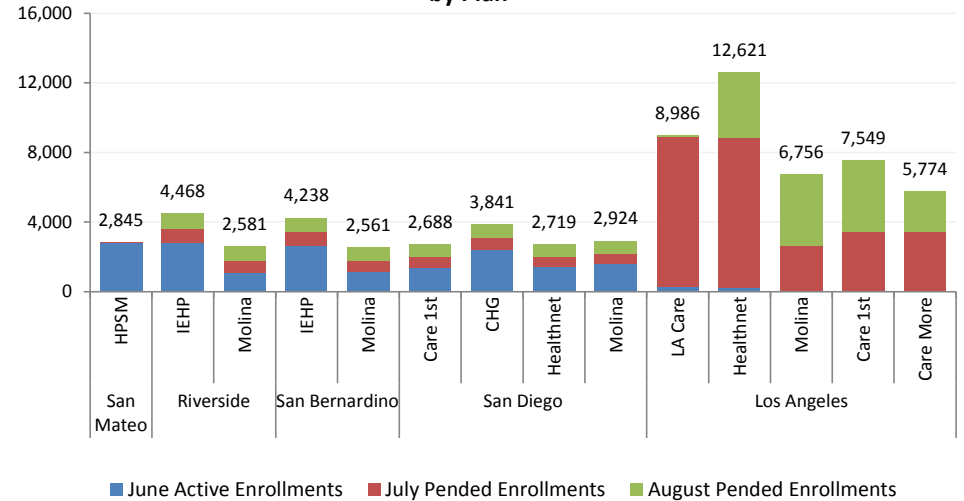
Monthly Enrollment Trend



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



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



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	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25
90-day notice volume-->	21,805	7,763	53,625	22,927	21,157									
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										
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											

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

Opt-out Requests by Month/County¹

County	Mar	Apr	May	Totals ²	% of Passive ³
San Mateo	1,052	36	5	1,355	29.80%
San Bernardino	348	1,186	768	2,390	19.39%
San Diego	558	1,724	1,767	4,221	20.43%
Riverside	360	1,132	700	2,293	19.29%
Los Angeles	0	820	7,028	7,848	12.81%
Total	2,318	4,898	10,268	18,107	16.36%

HCO Call Center Statistics May 2014

For Week Ending	Total Calls Received ¹	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Minutes)
05/02/14	2,560	2,239	107	4.18%	11.09	0.95
05/09/14	7,230	6,737	166	2.30%	10.08	0.67
05/16/14	8,016	7,240	248	3.09%	9.73	0.81
05/23/14	7,114	6,457	199	2.80%	9.61	0.72
05/30/14	8,799	6,939	602	6.84%	9.02	1.26
Totals for Month	33,719	29,612	1,322	3.92%	9.78	0.85

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.

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.

Monthly Opt-Out Trend (Most Recent Three Months)

