

Managed Care Performance Monitoring Dashboard Report

Managed Care Member Demographics as of December 2018

Row Labels	Member Months
Female	5676172
Male	4938607
Grand Total	10614779

Row Labels	Member Months
Ages 0-18	4472892
Ages 19-39	2911249
Ages 40-64	2326882
Ages 65+	903756
Grand Total	10614779

Row Labels	Member Months
Asian	921414
Black or African-American	834708
Hispanic	5183935
Native Hawaiian or Other Pacific Islander	197758
Other/Unknown	1404942
White	2072022
Grand Total	10614779

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD	Grand Total
201801	1054169	3094510	4754930	1235566	664696	10803871
201802	1054678	3107518	4757900	1240892	664707	10825695

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 1 of 29

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201803	1057657	3111010	4744321	1244787	662973	10820748
201804	1054639	3115465	4730665	1249835	661682	10812286
201805	1056703	3110260	4722611	1250013	660282	10799869
201806	1059593	3102394	4705937	1250263	659865	10778052
201807	1061818	3098271	4688788	1251627	659179	10759683
201808	1064453	3091610	4663879	1246136	658012	10724090
201809	1065561	3091299	4642509	1244317	656888	10700574
201810	1065972	3088758	4614841	1244352	654778	10668701
201811	1065822	3088032	4600997	1244306	652469	10651626
201812	1065861	3075844	4583955	1238945	650174	10614779

Medi-Cal Member Demographics as of December 2018

Row Labels	Member Months
FFS	2333952
MC	10614779
SP	22803
Grand Total	12971534

Row Labels	Member Months
CMC	110991
COHS	2124481
GMC	1138844
RM	380710
Two-Plan	6859753
Grand Total	10614779

Row Labels	Member Months
Dual	1065861

Source: Enterprise Performance Monitoring System

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MO-ACA	3075844
MO-Other	4583955
MO-OTLIC	1238945
MO-SPD	650174
Grand Total	10614779

Row Labels	FFS	MC	SP	Grand Total
201801	2513442	10803871	22990	13340303
201802	2466048	10825695	22934	13314677
201803	2447556	10820748	23004	13291308
201804	2397899	10812286	22985	13233170
201805	2371447	10799869	23003	13194319
201806	2343108	10778052	23143	13144303
201807	2344709	10759683	21694	13126086
201808	2374531	10724090	21738	13120359
201809	2347118	10700574	22030	13069722
201810	2356317	10668701	22198	13047216
201811	2339526	10651626	22402	13013554
201812	2333952	10614779	22803	12971534
Grand Total	28635653	128959974	270924	157866551

Dual Member Demographics as of December 2018

Row Labels	Dual	Non-Dual	Grand Total
Female	618035	5058137	5676172
Male	447826	4490781	4938607
Grand Total	1065861	9548918	10614779

Row Labels	Dual	Non-Dual	Grand Total
Ages 0-18	51	4472841	4472892
Ages 19-39	56505	2854744	2911249
Ages 40-64	228801	2098081	2326882

Source: Enterprise Performance Monitoring System

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Ages 65+	780504	123252	903756
Grand Total	1065861	9548918	10614779

Row Labels	Dual	Non-Dual	Grand Total
Asian	142278	779136	921414
Black or African-American	81670	753038	834708
Hispanic	304473	4879462	5183935
Native Hawaiian or Other Pacific Islander	51540	146218	197758
Other/Unknown	208712	1196230	1404942
White	277188	1794834	2072022
Grand Total	1065861	9548918	10614779

Row Labels	Dual	Non-Dual	Grand Total
Dual	1065861	0	1065861
MO-ACA	0	3075844	3075844
MO-Other	0	4583955	4583955
MO-OTLIC	0	1238945	1238945
MO-SPD	0	650174	650174
Grand Total	1065861	9548918	10614779

Count of New Enrollments as of December 2018

Row Labels	New Enrollments
Female	75518
Male	69048
Grand Total	144566

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change

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Row Labels	New Enrollments
Ages 0-18	55390
Ages 19-39	51645
Ages 40-64	29905
Ages 65+	7626
Grand Total	144566

Row Labels	New Enrollments
Asian	11439
Black or African-American	14919
Hispanic	65363
Native Hawaiian or Other Pacific Islander	2322
Other/Unknown	22723
White	27800
Grand Total	144566

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD	Grand Total
201801	6729	49371	61659	11684	4906	134349
201802	9710	65672	75831	16305	6383	173901
201803	8763	72526	77680	18846	6605	184420
201804	9073	70298	78930	17510	6825	182636
201805	7760	55187	67221	14099	5355	149622
201806	8582	54346	67753	13764	5745	150190
201807	8545	55112	67763	12990	5751	150161
201808	8410	50925	64696	12237	5688	141956

Source: Enterprise Performance Monitoring System

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201809	8563	52878	69920	12602	5741	149704
201810	7409	45843	59839	11156	5179	129426
201811	8301	53009	72517	13293	5974	153094
201812	7929	51997	66688	12577	5375	144566
Grand Total	99774	677164	830497	167063	69527	1844025

Count of New Enrollments: Enrollment Type as of December 2018

Row Labels	Auto Assigned	Passive/Prior	Regular	Grand Total
Female	26379	6236	42903	75518
Male	28069	5815	35164	69048
Grand Total	54448	12051	78067	144566

Row Labels	Auto Assigned	Passive/Prior	Regular	Grand Total
Ages 0-18	20050	7179	28161	55390
Ages 19-39	22224	3633	25788	51645
Ages 40-64	10115	1228	18562	29905
Ages 65+	2059	11	5556	7626
Grand Total	54448	12051	78067	144566

Row Labels	Auto Assigned	Passive/Prior	Regular	Grand Total
201801	35650	9087	89612	134349
201802	57585	13564	102752	173901
201803	53412	11025	119983	184420
201804	60150	13825	108661	182636
201805	47373	11184	91065	149622
201806	45137	10803	94250	150190
201807	50417	12049	87695	150161
201808	42543	10097	89316	141956
201809	45488	10931	93285	149704
201810	40587	9828	79011	129426
201811	44071	12089	96934	153094

Source: Enterprise Performance Monitoring System

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201812	54448	12051	78067	144566
Grand Total	576861	136533	1130631	1844025

Utilization Demographics as of June 2018

Row Labels	Emergency Room Visits per 1,000 Member Months
Female	48.79003812
Male	43.24730352

Row Labels	Emergency Room Visits per 1,000 Member Months
Ages 0-18	30.1
Ages 19-39	56.0
Ages 40-64	65.1
Ages 65+	46.5

Row Labels	Emergency Room Visits per 1,000 Member Months
Asian	19.7
Black or African-American	70.1
Hispanic	40.9
Native Hawaiian or Other Pacific Islander	32.4

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change

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Other/Unknown	50.7
White	59.8

Emergency Room Visits per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201707	57.8	53.4	44.2	22.3	107.3
201708	59.6	53.3	45.0	23.9	107.9
201709	55.8	51.2	47.2	26.4	103.7
201710	55.5	51.0	48.8	27.4	106.1
201711	53.1	48.6	46.4	25.3	100.2
201712	58.3	51.9	52.7	29.7	106.1
201801	65.7	54.4	56.5	32.4	111.3
201802	55.8	47.0	51.4	31.1	98.8
201803	61.7	52.3	51.0	29.9	106.7
201804	58.3	50.0	45.7	25.8	100.7
201805	60.5	51.3	46.3	26.1	102.8
201806	58.2	49.7	40.9	20.8	97.0

Row Labels	Emergency Room Visits with an Inpatient Admission per 1,000 Member Months
Female	3.7
Male	4.2

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Row Labels	Emergency Room Visits with an Inpatient Admission per 1,000 Member Months
Ages 0-18	1.0
Ages 19-39	3.6
Ages 40-64	8.3
Ages 65+	8.4

Row Labels	Emergency Room Visits with an Inpatient Admission per 1,000 Member Months
Asian	2.7
Black or African-American	6.3
Hispanic	2.7
Native Hawaiian or Other Pacific Islander	4.3
Other/Unknown	4.8
White	5.8

Emergency Room Visits with an Inpatient Admission per 1,000 Member Months by Population

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 9 of 29

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Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201707	8.1	4.6	1.8	0.7	17.6
201708	8.5	4.8	1.8	0.8	17.9
201709	8.2	4.5	1.9	0.8	17.1
201710	8.2	4.6	1.9	0.8	17.8
201711	8.0	4.5	1.9	0.7	17.4
201712	9.6	4.6	1.9	0.8	18.0
201801	10.1	4.6	1.9	0.8	18.6
201802	8.0	4.2	1.9	0.8	16.6
201803	9.0	4.7	2.0	0.9	18.1
201804	8.2	4.4	1.8	0.8	16.7
201805	8.7	4.6	1.8	0.8	17.2
201806	8.2	4.5	1.7	0.7	16.3

Row Labels	Inpatient Admissions per 1,000 Member Months
Female	15.7
Male	13.7

Row Labels	Inpatient Admissions per 1,000 Member Months
Ages 0-18	3.8
Ages 19-39	12.7
Ages 40-64	20.7
Ages 65+	62.2

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 10 of 29

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Row Labels	Inpatient Admissions per 1,000 Member Months
Asian	10.0
Black or African-American	20.0
Hispanic	9.2
Native Hawaiian or Other Pacific Islander	17.3
Other/Unknown	21.0
White	24.2

Inpatient Admissions per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201707	57.2	10.9	7.1	2.6	46.3
201708	72.5	11.4	7.6	2.8	48.1
201709	70.1	10.8	7.7	3.2	47.4
201710	69.2	11.3	8.3	3.6	48.6
201711	67.8	10.8	7.6	3.1	47.7
201712	67.4	10.7	7.3	2.9	47.1
201801	65.6	11.1	7.7	3.2	49.3
201802	54.2	10.0	7.3	3.1	42.0
201803	63.1	11.2	7.9	3.6	46.2
201804	62.7	10.4	7.2	3.0	42.8
201805	63.9	10.5	7.2	3.1	42.0
201806	62.0	10.4	6.6	2.5	40.9

Source: Enterprise Performance Monitoring System

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Row Labels	Outpatient Visits per 1,000 Member Months
Female	1067.7
Male	877.6

Row Labels	Outpatient Visits per 1,000 Member Months
Ages 0-18	584.5
Ages 19-39	832.0
Ages 40-64	1496.8
Ages 65+	2122.8

Row Labels	Outpatient Visits per 1,000 Member Months
Asian	1073.4
Black or African-American	1031.6
Hispanic	812.8
Native Hawaiian or Other Pacific Islander	1048.0
Other/Unknown	1028.2
White	1290.7

Outpatient Visits per 1,000 Member Months by Population

Source: Enterprise Performance Monitoring System

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Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201707	2130.1	821.2	611.5	451.1	2703.1
201708	2287.5	922.4	739.4	567.8	3021.1
201709	2121.4	833.2	715.1	572.8	2984.6
201710	2164.7	888.8	780.8	636.3	3161.3
201711	2055.3	828.3	713.3	574.9	2931.7
201712	2001.5	788.0	669.4	526.7	2746.5
201801	2235.5	905.3	804.8	642.1	3076.1
201802	2082.4	819.1	751.1	611.6	2895.2
201803	2262.0	910.8	799.8	644.7	3106.6
201804	2197.3	869.1	749.4	592.9	3026.2
201805	2306.3	905.4	772.1	611.5	3152.0
201806	2228.4	860.9	647.3	483.4	2834.6

Row Labels	Prescriptions per 1,000 Member Months
Female	838.7
Male	627.6

Row Labels	Prescriptions per 1,000 Member Months
Ages 0-18	240.0
Ages 19-39	574.8
Ages 40-64	1903.2
Ages 65+	774.7

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 13 of 29

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Row Labels	Prescriptions per 1,000 Member Months
Asian	843.4
Black or African-American	854.4
Hispanic	572.4
Native Hawaiian or Other Pacific Islander	947.9
Other/Unknown	806.3
White	1003.1

Prescriptions per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201707	406.7	999.2	412.8	198.6	3077.3
201708	427.1	1019.7	451.7	237.1	3234.8
201709	411.8	1005.1	456.4	238.4	3071.8
201710	438.7	1070.4	497.4	258.9	3264.4
201711	419.5	1012.7	465.3	240.4	3097.6
201712	432.5	1026.5	494.4	272.1	3086.9
201801	465.4	1122.4	563.4	313.6	3343.2
201802	410.7	984.5	513.2	304.4	2966.8
201803	447.7	1082.8	527.0	298.0	3227.8
201804	433.8	1043.7	481.9	257.6	3120.2
201805	438.5	1089.0	495.3	263.7	3259.7
201806	411.8	1034.2	432.9	213.2	3077.6

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 14 of 29

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Row Labels	Mild to Moderate Mental Health Visits per 1,000 Member Months
Female	22.8
Male	15.6

Row Labels	Mild to Moderate Mental Health Visits per 1,000 Member Months
Ages 0-18	10.4
Ages 19-39	25.3
Ages 40-64	32.5
Ages 65+	11.7

Row Labels	Mild to Moderate Mental Health Visits per 1,000 Member Months
Asian	7.1
Black or African-American	17.0
Hispanic	11.3

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Native Hawaiian or Other Pacific Islander	13.3
Other/Unknown	25.3
White	42.9

Mild to Moderate Mental Health Visits per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201707	36.2	19.5	9.6	9.2	26.4
201708	38.0	23.1	11.5	10.7	31.9
201709	32.9	20.9	11.0	9.9	28.8
201710	33.1	22.9	12.0	11.4	31.0
201711	30.9	21.3	11.5	11.0	28.7
201712	28.6	18.7	9.8	9.6	25.9
201801	36.5	23.2	12.3	11.7	31.7
201802	32.4	21.6	11.6	11.0	29.1
201803	35.1	23.7	13.1	12.7	32.4
201804	33.3	23.4	12.7	12.4	32.1
201805	36.1	25.4	14.4	14.0	34.6
201806	33.5	24.3	12.9	12.5	33.3

Grievances Demographics per 1,000 Member Months as of 2018Q3

Row Labels	Grievances per 1,000 Member Months
Female	1.5
Invalid	0.0
Male	1.0
Unknown	0.0

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 16 of 29

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Row Labels	Grievances per 1,000 Member Months
Ages 0-18	0.5
Ages 19-39	1.2
Ages 40-64	2.8
Ages 65+	1.3

Row Labels	Grievances per 1,000 Member Months
Asian	0.8
Black or African-American	2.1
Hispanic	0.9
Native Hawaiian or Other Pacific Islander	0.9
No Match	0.0
Other/Unknown	1.5
White	2.0

Grievances per 1,000 Member Months by Popultion

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
2017Q1	0.7	0.8	0.4	0.2	2.2
2017Q2	0.9	1.0	0.4	0.2	2.6

Source: Enterprise Performance Monitoring System

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2017Q3	0.8	1.1	0.5	0.3	2.9
2017Q4	0.9	1.1	0.6	0.3	2.9
2018Q1	1.0	1.4	0.7	0.4	3.2
2018Q2	1.6	1.5	0.7	0.4	3.6
2018Q3	1.5	1.7	0.9	0.5	4.3
2018Q4	1.5	1.6	0.8	0.4	4.4

Grievance Type Counts as of 2018Q4

Row Labels	Accessibility Grievances
Excessive Long Wait Time	1256
Facility Physical Access	205
Language Accessibility	108
Primary Care Provider Availability	1465
Specialist Availability	927
Telephone Accessibility	646

Row Labels	Benefits Grievances
Dispute over Covered Services	3661

Row Labels	Quality of Care
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Source: Enterprise Performance Monitoring System

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Inadequate Facilities	744
Inappropriate Ancillary Care	1760
Inappropriate Hospital Care	471
Inappropriate Provider Care	4032
Plan Denial of Treatment	1202
Poor Provider/Staff Attitude	10678
Provider Denial of Treatment	386

Row Labels	Referral Grievances
Delay in Referral	1924
Plan Refusal to Refer	346
Provider Refusal to Refer	593

Row Labels	Other Grievances
Other	12780

State Fair Hearings per 10,000 Members Demographics as of December 2018

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 19 of 29

Managed Care Performance Monitoring Dashboard Report

Row Labels	Hearings per 10,000 Member Months
Female	0.1
Male	0.1
Grand Total	0.1

Row Labels	Hearings per 10,000 Member Months
Ages 0-18	0.0
Ages 19-39	0.1
Ages 40-64	0.2
Ages 65+	0.2
Grand Total	0.1

Row Labels	Hearings per 10,000 Member Months
Asian	0.1
Black or African- American	0.1
Hispanic	0.0
Native Hawaiian or Other Pacific Islander	0.1
Other/Unknown	0.1
White	0.2
Grand Total	0.1

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 20 of 29

Managed Care Performance Monitoring Dashboard Report

Hearings per 10,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD	Grand Total
201801	0.2	0.2	0.1	0.0	0.9	0.2
201802	0.2	0.2	0.1	0.0	1.1	0.2
201803	0.2	0.2	0.1	0.0	0.8	0.2
201804	0.2	0.2	0.1	0.1	0.9	0.2
201805	0.2	0.2	0.1	0.0	1.0	0.2
201806	0.2	0.2	0.1	0.0	0.8	0.2
201807	0.3	0.2	0.1	0.0	0.6	0.2
201808	0.2	0.2	0.1	0.0	0.9	0.2
201809	0.3	0.1	0.1	0.0	0.7	0.1
201810	0.2	0.2	0.1	0.0	0.5	0.1
201811	0.2	0.1	0.0	0.0	0.7	0.1
201812	0.2	0.1	0.0	0.0	0.5	0.1
Grand Total	0.2	0.2	0.1	0.0	0.8	0.1

Count of State Fair Hearings: Outcomes as of December 2018

Row Labels	Female	Male	Grand Total
Denied or Dismissed	16	19	35
Granted	10	11	21
Withdrawal or Non-Appearance	20	12	32
Grand Total	46	42	88

Row Labels	Ages 0-18	Ages 19-39	Ages 40-64	Ages 65+	Grand Total
Denied or Dismissed	8	6	17	4	35
Granted	4	3	9	5	21

Source: Enterprise Performance Monitoring System

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Withdrawal or Non-Appearance	1	8	16	7	32
Grand Total	13	17	42	16	88

Row Labels	Denied or Dismissed	Granted	Withdrawal or Non-Appearance	Grand Total
Asian	2	1	2	5
Black or African-American	7	2	3	12
Hispanic	6	4	4	14
Native Hawaiian or Other Pacific Islander	0	1	1	2
Other/Unknown	7	6	7	20
White	13	7	15	35
Grand Total	35	21	32	88

Row Labels	Denied or Dismissed	Granted	Withdrawal or Non-Appearance	Grand Total
201801	95	16	81	192
201802	83	13	74	170
201803	97	7	89	193
201804	81	8	78	167
201805	96	15	86	197
201806	101	12	62	175
201807	78	15	76	169
201808	76	28	77	181

Source: Enterprise Performance Monitoring System

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201809	55	14	64	133
201810	65	22	50	137
201811	49	17	55	121
201812	35	21	32	88
Grand Total	911	188	824	1923

Encounter Completeness Monitoring Summary

Health Plan	Inpatient	Outpatient + Emergency Room	Pharmacy	Professional
LA Care	Yellow	Green	Green	Red
Health Net California	Yellow	Yellow	Green	Red
Inland Empire	Red	Green	Green	Yellow
Anthem Blue Cross	Green	Green	Green	Red
CalOptima	Green	Green	Green	Yellow
Partnership	Green	Yellow	Green	Yellow
Molina	Green	Green	Green	Yellow
CalViva	Green	Green	Green	Yellow
Health Plan of San Joaquin	Green	Yellow	Green	Green
Central California Alliance	Green	Green	Green	Green
Community Health Group	Green	Green	Green	Yellow
Alameda Alliance	Green	Green	Green	Green
Santa Clara Family	Green	Yellow	Green	Green
Kern Health Systems	Yellow	Yellow	Green	Yellow
California Health & Wellness	Green	Yellow	Green	Green
Gold Coast	Green	Yellow	Green	Yellow
Contra Costa Health Plan	Green	Yellow	Green	Yellow
CenCal Health	Green	Green	Green	Green
Kaiser Foundation	Green	Yellow	Green	Red
San Francisco Health Plan	Green	Green	Green	Green
Health Plan of San Mateo	Green	Green	Green	Yellow
Care 1st Health Plan	Yellow	Green	Green	Yellow

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 23 of 29

Managed Care Performance Monitoring Dashboard Report

Aetna Better Health	N/A	N/A	N/A	N/A
UnitedHealthcare	N/A	N/A	N/A	N/A

RED	Indicates major encounter completeness challenges; ECP is less than 70%.
YELLOW	Indicates moderate encounter completeness or other reporting challenges; ECP is between 70-90% or above 110%.
GREEN	Indicates that there are no clear encounter completeness challenges; ECP is between 90-110%.

NOTE: Aetna Better Health and UnitedHealthcare have currently not been included in the encounter monitoring summary because of the lack of time spent providing Medi-Cal services. For reference Aetna Better Health began January 1, 2018 and UnitedHealthcare began October 1, 2017. It is planned to include these health plans in future reporting. The run out is through DHCS October 2018 processed dates.

Stoplight Grading Period	SFY 17-18
State Processed Date	18-Dec
Release Date	19-Apr

March 2019 Release by Mercer Government Human Services Consulting

PCPs per 2,000 Members as of December 2018

Row Labels	PCPs per 2,000
AAH	4
Aetna	80
AHF	63
Anthem	6
Blue Shield	9
CalOptima	4
CalViva	2
CAAH	3
CCHP	31
CenCal	2
CH&W	16
CHG	6
GCHP	24

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 24 of 29

Managed Care Performance Monitoring Dashboard Report

IEHP	6
Kaiser	74
Kern	19
LA Care	9
Molina	8
Partnership	12
SCAN Health Plan	0
SCFHP	16
SFHP	48
United	182

Physicians per 1,200 Members as of December 2018

Row Labels	Physicians per 1,200 Members
AAH	56
Aetna	463
AHF	2672
Anthem	24
Blue Shield	33
CalOptima	12
CalViva	5
CCAH	22
CCHP	84
CenCal	25
CH&W	40
CHG	15
GCHP	88
Health Net	11
HPSJ	6
HPSM	50
IEHP	13

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 25 of 29

Managed Care Performance Monitoring Dashboard Report

Kaiser	173
Kern	56
LA Care	12
Molina	17
Partnership	43
SCAN Health Plan	0
SCFHP	26
SFHP	130
United	455

2018 HEDIS® Aggregated Quality Factor Score (AQFS)

Row Labels	AQFS
Kaiser - San Diego	98.1%
Kaiser - KP North	98.1%
SFHP - San Francisco	89.5%
CCAH - Monterey/Santa Cruz	81.9%
HPSM - San Mateo	81.4%
CenCal - Santa Barbara	81.4%
CalOptima - Orange	80.0%
CHG - San Diego	79.1%
Partnership - Southeast	78.6%

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 26 of 29

Managed Care Performance Monitoring Dashboard Report

CenCal - San Luis Obispo	76.2%
Anthem - Tulare	75.7%
Molina - San Diego	75.2%
CH&W - Imperial	73.3%
AAH - Alameda	71.0%
CCHP - Contra Costa	71.0%
Health Net - Tulare	70.0%
CalViva - Madera	68.6%
SCFHP - Santa Clara	68.1%
Partnership - Southwest	67.6%
CalViva - Kings	67.6%
LA Care - Los Angeles	66.7%
Anthem - San Francisco	66.2%
Anthem - Santa Clara	65.2%
IEHP - Riverside/San Bernardino	65.2%
Health Net - Los Angeles	65.2%
Anthem - Madera	64.8%

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 27 of 29

Managed Care Performance Monitoring Dashboard Report

Blue Shield - San Diego	63.8%
Anthem - Contra Costa	61.9%
Kern - Kern	61.9%
CalViva - Fresno	60.5%
Molina - Sacramento	59.5%
GCHP - Ventura	59.5%
Anthem - Kings	59.1%
Anthem - Alameda	58.6%
Health Net - San Diego	57.1%
CCAH - Merced	56.2%
Molina - Imperial	56.2%
Molina - Riverside/San Bernardino	55.7%
Anthem - Fresno	52.9%
Anthem - San Benito	52.4%
Health Net - Kern	52.4%
Anthem - Sacramento	50.5%
Anthem - Region 1	50.5%
Anthem - Region 2	50.0%

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 28 of 29

Managed Care Performance Monitoring Dashboard Report

Partnership - Northwest	49.5%
CH&W - Region 1	48.6%
HPSJ - San Joaquin	48.1%
Health Net - Sacramento	48.1%
Partnership - Northeast	47.6%
CH&W - Region 2	47.1%
Health Net - Stanislaus	47.1%
HPSJ - Stanislaus	43.3%
Health Net - San Joaquin	38.6%