

Managed Care Performance Monitoring Dashboard Report

Managed Care Member Demographics As of June 2019

Row Labels	Member Months
Female	5,624,984
Male	4,884,750
Grand Total	10,509,734

Row Labels	Member Months
Ages 0-18	4,437,877
Ages 19-39	2,871,963
Ages 40-64	2,296,536
Ages 65+	903,358
Grand Total	10,509,734

Row Labels	Member Months
Asian	934,249
Black or African-American	827,511
Hispanic	5,147,641
Native Hawaiian or Other Pacific Islander	175,811
Other/Unknown	1,392,475
White	2,032,047
Grand Total	10,509,734

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD	Grand Total
201807	1,064,409	3,095,880	4,688,139	1,251,322	659,891	10,759,641
201808	1,068,032	3,088,337	4,662,972	1,245,744	658,944	10,724,029
201809	1,069,893	3,087,303	4,641,522	1,243,823	658,047	10,700,588
201810	1,071,492	3,083,809	4,613,627	1,243,860	656,354	10,669,142
201811	1,071,934	3,082,615	4,600,038	1,243,869	654,336	10,652,792
201812	1,072,683	3,070,098	4,583,468	1,238,575	652,557	10,617,381
201901	1,070,354	3,052,989	4,567,580	1,234,099	650,268	10,575,290
201902	1,067,210	3,052,277	4,554,320	1,232,741	647,317	10,553,865
201903	1,064,637	3,054,397	4,542,042	1,234,862	642,543	10,538,481
201904	1,056,763	3,057,181	4,534,222	1,239,949	638,068	10,526,183
201905	1,056,052	3,048,133	4,529,959	1,237,315	636,214	10,507,673
201906	1,055,768	3,053,815	4,527,570	1,237,920	634,661	10,509,734

Medi-Cal Member Demographics As of June 2019

Row Labels	Member Months
FFS	2,249,319
MC	10,509,734
SP	23,137
Grand Total	12,782,190

Row Labels	Member Months
CMC	106,979
COHS	2,102,549
GMC	1,126,038
RM	377,820
Two-Plan	6,796,348
Grand Total	10,509,734

Source: Enterprise Performance Monitoring System

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

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Row Labels	Member Months
Dual	1,055,768
MO-ACA	3,053,815
MO-Other	4,527,570
MO-OTLIC	1,237,920
MO-SPD	634,661
Grand Total	10,509,734

Row Labels	FFS	MC	SP	Grand Total
201807	2,343,953	10,759,641	21,700	13,125,294
201808	2,373,931	10,724,029	21,742	13,119,702
201809	2,347,219	10,700,588	22,032	13,069,839
201810	2,359,554	10,669,142	22,203	13,050,899
201811	2,342,123	10,652,792	22,408	13,017,323
201812	2,340,770	10,617,381	22,813	12,980,964
201901	2,374,384	10,575,290	23,010	12,972,684
201902	2,358,192	10,553,865	22,979	12,935,036
201903	2,358,193	10,538,481	23,089	12,919,763
201904	2,314,910	10,526,183	22,994	12,864,087
201905	2,299,919	10,507,673	23,069	12,830,661
201906	2,249,319	10,509,734	23,137	12,782,190
Grand Total	28,062,467	127,334,799	271,176	155,668,442

Dual Member Demographics as of June 2019 As of June 2019

Row Labels	Dual	Non-Dual	Grand Total
Female	614,211	5,010,773	5,624,984
Male	441,557	4,443,193	4,884,750
Grand Total	1,055,768	9,453,966	10,509,734

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 3 of 36

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Row Labels	Dual	Non-Dual	Grand Total
Ages 0-18	50	4,437,827	4,437,877
Ages 19-39	54,824	2,817,139	2,871,963
Ages 40-64	221,332	2,075,204	2,296,536
Ages 65+	779,562	123,796	903,358
Grand Total	1,055,768	9,453,966	10,509,734

Row Labels	Dual	Non-Dual	Grand Total
Asian	164,970	769,279	934,249
Black or African-American	80,164	747,347	827,511
Hispanic	308,696	4,838,945	5,147,641
Native Hawaiian or Other Pacific Islander	39,190	136,621	175,811
Other/Unknown	191,814	1,200,661	1,392,475
White	270,934	1,761,113	2,032,047
Grand Total	1,055,768	9,453,966	10,509,734

Row Labels	Dual	Non-Dual	Grand Total
Dual	1,055,768	0	1,055,768
MO-ACA	0	3,053,815	3,053,815
MO-Other	0	4,527,570	4,527,570
MO-OTLIC	0	1,237,920	1,237,920
MO-SPD	0	634,661	634,661
Grand Total	1,055,768	9,453,966	10,509,734

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 4 of 36

Managed Care Performance Monitoring Dashboard Report

Count of New Enrollments As of June 2019

Row Labels	New Enrollments
Female	85,067
Male	77,402
Grand Total	162,469

Row Labels	New Enrollments
Ages 0-18	63,674
Ages 19-39	56,079
Ages 40-64	34,199
Ages 65+	8,517
Grand Total	162,469

Row Labels	New Enrollments
Asian	13,075
Black or African-American	15,980
Hispanic	75,048
Native Hawaiian or Other Pacific Islander	2,337
Other/Unknown	25,697
White	30,332
Grand Total	162,469

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD	Grand Total
201807	8,578	55,080	67,734	12,987	5,761	150,140
201808	8,457	50,881	64,676	12,233	5,692	141,939
201809	8,604	52,810	69,894	12,580	5,770	149,658
201810	7,472	45,783	59,819	11,153	5,180	129,407
201811	8,393	52,916	72,489	13,284	5,981	153,063
201812	8,013	51,906	66,655	12,556	5,416	144,546
201901	7,996	54,704	67,178	13,714	5,898	149,490
201902	8,147	54,092	62,544	14,619	6,156	145,558
201903	7,128	52,448	58,494	14,918	5,059	138,047
201904	7,801	54,339	65,515	15,261	5,672	148,588
201905	7,333	45,473	56,456	12,666	4,727	126,655
201906	8,576	58,012	73,998	15,708	6,175	162,469
Grand Total	96,498	628,444	785,452	161,679	67,487	1,739,560

Count of New Enrollments: Enrollment Type As of June 2019

Row Labels	Auto Assigned	Passive/Prior	Regular	Grand Total
Female	25,221	5,761	54,085	85,067
Male	26,771	5,507	45,124	77,402
Grand Total	51,992	11,268	99,209	162,469

Row Labels	Auto Assigned	Passive/Prior	Regular	Grand Total
Ages 0-18	19,677	6,646	37,351	63,674
Ages 19-39	20,634	3,384	32,061	56,079
Ages 40-64	9,752	1,230	23,217	34,199
Ages 65+	1,929	8	6,580	8,517
Grand Total	51,992	11,268	99,209	162,469

Source: Enterprise Performance Monitoring System

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Row Labels	Auto Assigned	Passive/Prior	Regular	Grand Total
201807	50,402	12,044	87,694	150,140
201808	42,539	10,092	89,308	141,939
201809	45,468	10,919	93,271	149,658
201810	40,580	9,822	79,005	129,407
201811	44,059	12,084	96,920	153,063
201812	54,441	12,044	78,061	144,546
Grand Total	277,489	67,005	524,259	868,753

Utilization Demographics As of December 2018

Row Labels	Emergency Room Visits per 1,000 Member Months
Female	51.8
Male	47.2

Managed Care Performance Monitoring Dashboard Report

Row Labels	Emergency Room Visits per 1,000 Member Months
Ages 0-18	37.4
Ages 19-39	56.8
Ages 40-64	65.5
Ages 65+	46.6

Row Labels	Emergency Room Visits per 1,000 Member Months
Asian	21.0
Black or African-American	75.9
Hispanic	45.0
Native Hawaiian or Other Pacific Islander	35.9
Other/Unknown	54.3
White	62.0

Managed Care Performance Monitoring Dashboard Report

Emergency Room Visits per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201801	67.1	55.1	57.3	32.8	112.9
201802	56.9	47.5	52.0	31.4	99.7
201803	63.1	52.7	51.4	30.2	107.7
201804	61.0	50.8	46.3	26.1	102.5
201805	62.7	52.7	47.6	26.7	105.6
201806	60.6	51.2	42.2	21.4	99.8
201807	63.6	54.4	42.9	21.0	106.1
201808	62.9	53.8	44.1	23.2	106.3
201809	59.8	51.8	44.9	24.9	102.3
201810	62.7	51.6	45.8	25.6	102.5
201811	57.9	49.8	45.3	24.2	97.5
201812	57.5	50.6	46.8	25.6	98.5

Row Labels	Emergency Room Visits with an Inpatient Admission per 1,000 Member Months
Female	3.9
Male	4.5

Managed Care Performance Monitoring Dashboard Report

Row Labels	Emergency Room Visits with an Inpatient Admission per 1,000 Member Months
Ages 0-18	1.2
Ages 19-39	3.8
Ages 40-64	8.7
Ages 65+	8.6

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 10 of 36

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Row Labels	Emergency Room Visits with an Inpatient Admission per 1,000 Member Months
Asian	2.9
Black or African-American	6.7
Hispanic	3.0
Native Hawaiian or Other Pacific Islander	4.8
Other/Unknown	5.0
White	6.2

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 11 of 36

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

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201801	10.6	4.9	2.1	0.9	19.6
201802	8.3	4.4	2.0	0.8	17.3
201803	9.4	4.9	2.1	0.9	18.8
201804	8.9	4.8	2.0	0.8	17.7
201805	9.3	5.0	2.0	0.8	18.6
201806	8.9	4.9	1.8	0.7	17.6
201807	9.0	5.0	1.9	0.8	18.1
201808	8.6	5.1	2.0	0.7	18.3
201809	8.5	4.8	1.9	0.8	17.5
201810	8.4	4.9	2.0	0.8	17.9
201811	8.1	4.7	1.9	0.7	17.4
201812	8.3	4.8	1.9	0.8	17.2

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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	4.0
Ages 19-39	13.4
Ages 40-64	20.9
Ages 65+	56.8

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 13 of 36

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Row Labels	Inpatient Admissions per 1,000 Member Months
Asian	9.6
Black or African-American	19.6
Hispanic	9.3
Native Hawaiian or Other Pacific Islander	17.7
Other/Unknown	19.9
White	25.2

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 14 of 36

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Inpatient Admissions per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201801	67.0	11.6	8.1	3.3	50.8
201802	56.6	10.3	7.5	3.1	42.7
201803	66.2	11.5	8.1	3.6	47.1
201804	66.5	10.9	7.6	3.1	44.5
201805	68.0	11.2	7.8	3.2	44.1
201806	66.1	11.0	7.2	2.7	43.1
201807	69.6	11.7	7.4	2.6	46.3
201808	64.8	11.7	7.7	2.8	44.1
201809	62.9	10.8	7.5	2.9	42.0
201810	64.9	11.6	8.4	3.7	44.5
201811	60.0	10.6	7.6	3.3	40.8
201812	58.0	10.5	7.1	2.8	39.8

Row Labels	Outpatient Visits per 1,000 Member Months
Female	1,049
Male	905

Row Labels	Outpatient Visits per 1,000 Member Months
Ages 0-18	651.7
Ages 19-39	809.9
Ages 40-64	1,429.6
Ages 65+	2,018.7

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 15 of 36

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Row Labels	Outpatient Visits per 1,000 Member Months
Asian	1,055.9
Black or African-American	1,036.5
Hispanic	826.4
Native Hawaiian or Other Pacific Islander	1,016.0
Other/Unknown	1,039.2
White	1,276.8

Outpatient Visits per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201801	2,284.4	925.6	819.4	650.7	3,120.8
201802	2,127.3	832.6	761.0	617.6	2,928.1
201803	2,321.9	930.5	811.6	652.0	3,153.0
201804	2,300.4	907.2	768.6	604.0	3,122.9
201805	2,414.3	952.6	798.7	627.1	3,272.4
201806	2,327.6	910.8	675.2	499.8	2,959.8
201807	2,314.0	918.7	676.0	500.0	2,933.6
201808	2,392.6	992.0	783.1	602.5	3,163.7
201809	2,212.0	875.1	724.9	579.0	3,020.6
201810	2,420.9	989.4	846.7	697.3	3,365.9
201811	2,235.3	887.4	744.7	603.0	3,012.7
201812	2,121.5	828.8	676.0	534.9	2,827.5

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 16 of 36

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Row Labels	Prescriptions per 1,000 Member Months
Female	835.3
Male	639.2

Row Labels	Prescriptions per 1,000 Member Months
Ages 0-18	282.9
Ages 19-39	569.4
Ages 40-64	1,851.2
Ages 65+	738.9

Row Labels	Prescriptions per 1,000 Member Months
Asian	860.4
Black or African-American	830.4
Hispanic	586.1
Native Hawaiian or Other Pacific Islander	888.7
Other/Unknown	804.6
White	1,000.8

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 17 of 36

Managed Care Performance Monitoring Dashboard Report

Prescriptions per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201801	465.7	1,122.9	563.6	313.9	3,344.0
201802	411.0	984.6	513.4	304.6	2,968.1
201803	448.0	1,082.8	527.2	298.3	3,229.7
201804	434.2	1,043.7	482.0	257.8	3,121.7
201805	441.6	1,088.3	495.2	263.9	3,261.5
201806	418.2	1,033.3	433.0	213.5	3,081.1
201807	421.3	1,049.6	423.7	203.0	3,124.0
201808	431.1	1,086.1	465.2	237.8	3,222.1
201809	388.7	997.6	437.4	225.8	2,960.3
201810	436.0	1,113.0	491.9	253.6	3,292.9
201811	406.6	1,053.9	475.0	250.4	3,113.2
201812	388.1	1,016.9	459.9	244.1	2,991.0

Row Labels	Mild to Moderate Mental Health Visits per 1,000 Member Months
Female	23.0
Male	15.6

Managed Care Performance Monitoring Dashboard Report

Row Labels	Mild to Moderate Mental Health Visits per 1,000 Member Months
Ages 0-18	11.1
Ages 19-39	25.5
Ages 40-64	31.3
Ages 65+	12.3

Row Labels	Mild to Moderate Mental Health Visits per 1,000 Member Months
Asian	7.0
Black or African-American	17.0
Hispanic	11.9
Native Hawaiian or Other Pacific Islander	13.6
Other/Unknown	25.4
White	42.4

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 19 of 36

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

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201801	37.2	23.4	12.4	11.8	31.9
201802	33.1	21.7	11.7	11.0	29.3
201803	36.0	23.9	13.2	12.8	32.9
201804	34.6	24.0	13.0	12.7	33.2
201805	37.4	26.6	15.3	14.8	36.4
201806	34.9	25.9	14.0	13.5	35.7
201807	34.3	27.9	14.3	13.3	38.4
201808	37.4	31.2	16.1	14.8	41.0
201809	32.4	26.8	14.6	13.5	34.7
201810	38.6	31.6	17.6	16.4	41.7
201811	34.0	27.6	15.3	14.6	35.8
201812	32.2	24.3	13.5	12.9	31.7

Managed Care Performance Monitoring Dashboard Report

Grievances Demographics per 1,000 Member Months As of 2019Q2

Row Labels	Grievances per 1,000 Member Months
Female	2.3
Invalid	0.0
Male	1.7
Unknown	0.0

Row Labels	Grievances per 1,000 Member Months
Ages 0-18	1.3
Ages 19-39	1.9
Ages 40-64	3.9
Ages 65+	1.7

Managed Care Performance Monitoring Dashboard Report

Row Labels	Grievances per 1,000 Member Months
Asian	1.1
Black or African-American	3.2
Hispanic	1.7
Native Hawaiian or Other Pacific Islander	1.3
No Match	0.0
Other/Unknown	2.4
White	2.8

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 22 of 36

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Grievances per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
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	1.8	1.1	0.6	4.5
2018Q4	1.6	1.9	1.2	0.7	4.9
2019Q1	1.6	2.1	1.5	0.9	5.2
2019Q2	1.9	2.4	1.7	0.9	5.7

Grievance Type Counts As of 2019Q2

Row Labels	Accessibility Grievances
Excessive Long Wait Time	1,302
Facility Physical Access	171
Language Accessibility	99
Primary Care Provider Availability	4,685
Specialist Availability	1,588
Telephone Accessibility	883

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 23 of 36

Managed Care Performance Monitoring Dashboard Report

Row Labels	Benefits Grievances
Dispute over Covered Services	6,816

Row Labels	Quality of Grievances
Inadequate Facilities	1,153
Inappropriate Ancillary Care	1,567
Inappropriate Hospital Care	407
Inappropriate Provider Care	2,770
Plan Denial of Treatment	1,349
Poor Provider/Staff Attitude	8,652
Provider Denial of Treatment	419

Managed Care Performance Monitoring Dashboard Report

Row Labels	Referral Grievances
Delay in Referral	1,923
Plan Refusal to Refer	305
Provider Refusal to Refer	118

Row Labels	Other Grievances
Other	30,253

State Fair Hearings per 10,000 Members Demographics As of June 2019

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

Managed Care Performance Monitoring Dashboard Report

Row Labels	Hearings per 10,000 Member Months
Ages 0-18	0.0
Ages 19-39	0.1
Ages 40-64	0.3
Ages 65+	0.1
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	0.2
Other/Unknown	0.2
White	0.3
Grand Total	0.1

Source: Enterprise Performance Monitoring System

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

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
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	0.6	0.1
201811	0.2	0.1	0.0	0.0	0.8	0.1
201812	0.2	0.1	0.0	0.0	0.6	0.1
201901	0.2	0.1	0.0	0.0	0.7	0.1
201902	0.1	0.1	0.0	0.0	0.4	0.1
201903	0.3	0.1	0.1	0.0	0.5	0.1
201904	0.2	0.1	0.0	0.0	0.6	0.1
201905	0.2	0.1	0.1	0.0	1.0	0.1
201906	0.1	0.1	0.1	0.0	0.7	0.1
Grand Total	0.2	0.1	0.1	0.0	0.7	0.1

Managed Care Performance Monitoring Dashboard Report

Count of State Fair Hearings: Outcomes As of June 2019

Row Labels	Female	Male	Grand Total
Denied or Dismissed	39	20	59
Granted	3	7	10
Withdrawal or Non-Appearance	30	23	53
Grand Total	72	50	122

Row Labels	Ages 0-18	Ages 19-39	Ages 40-64	Ages 65+	Grand Total
Denied or Dismissed	6	13	35	5	59
Granted	4	1	5	0	10
Withdrawal or Non-Appearance	5	20	25	3	53
Grand Total	15	34	65	8	122

Managed Care Performance Monitoring Dashboard Report

Row Labels	Denied or Dismissed	Granted	Withdrawal or Non-Appearance	Grand Total
Asian	4	0	3	7
Black or African-American	7	1	4	12
Hispanic	12	1	10	23
Native Hawaiian or Other Pacific Islander	0	1	2	3
Other/Unknown	8	4	9	21
White	28	3	25	56
Grand Total	59	10	53	122

Row Labels	Denied or Dismissed	Granted	Withdrawal or Non-Appearance	Grand Total
201807	80	15	76	171
201808	81	28	77	186
201809	57	14	65	136
201810	68	23	51	142
201811	61	19	56	136
201812	48	22	38	108
201901	69	17	44	130
201902	51	10	22	83
201903	55	19	49	123
201904	43	6	55	104
201905	63	18	58	139
201906	59	10	53	122
Grand Total	735	201	644	1,580

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 29 of 36

Managed Care Performance Monitoring Dashboard Report

PCPs per 2,000 Members As of June 2019

Row Labels	2,000
United	147
Aetna	86
Kaiser	71
SFHP	55
GCHP	25
CH&W	22
HPSM	20
Kern	19
Partnership	14
Blue Shield	13
CCHP	13
Molina	9
SCFHP	8
Anthem	6
Health Net	6
CHG	6
IEHP	5
LA Care	5
CalOptima	4
AAH	4
CCAH	3
CenCal	3
HPSJ	3
CalViva	2

Managed Care Performance Monitoring Dashboard Report

Physicians per 1,200 Members As of June 2019

Row Labels	Physicians per 1,200 Members
United	358
Aetna	312
Kaiser	151
SFHP	126
GCHP	83
CH&W	56
AAH	55
HPSM	53
CCHP	51
Kern	49
Partnership	42
Blue Shield	37
CAAH	32
CenCal	27
SCFHP	25
Anthem	24
Molina	22
CHG	15
LA Care	12
IEHP	12
CalOptima	12
Health Net	11
CalViva	5
HPSJ	5

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

2019 HEDIS® Aggregated Quality Factor Score (AQFS)

Row Labels	AQFS
Kaiser - KP North	94.7%
Kaiser - San Diego	92.6%
SFHP - San Francisco	86.3%
CHG - San Diego	85.8%
CCAH - Monterey/Santa Cruz	80.5%
CenCal - Santa Barbara	80.0%
Partnership - Southeast	78.4%
HPSM - San Mateo	76.3%
CenCal - San Luis Obispo	75.8%
CCHP - Contra Costa	75.3%
CalOptima - Orange	74.2%
CalViva - Madera	73.7%
Partnership - Southwest	73.2%

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

Row Labels	AQFS
AAH - Alameda	72.1%
Health Net - Tulare	71.6%
Molina - San Diego	68.9%
Anthem - San Francisco	68.4%
CH&W - Imperial	68.4%
Anthem - Tulare	67.9%
GCHP - Ventura	67.4%
LA Care - Los Angeles	66.8%
IEHP - Riverside/San Bernardino	66.8%
Anthem - Madera	66.3%
SCFHP - Santa Clara	65.8%
CalViva - Kings	63.2%
Health Net - Los Angeles	62.6%
Molina - Imperial	61.6%
Anthem - Santa Clara	60.0%
Health Net - San Diego	59.5%

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

Row Labels	AQFS
Blue Shield - San Diego	58.9%
Kern - Kern	57.4%
Anthem - Kings	56.8%
Anthem - Sacramento	55.3%
CCAH - Merced	54.2%
Anthem - Alameda	54.2%
Anthem - Contra Costa	53.2%
Health Net - Sacramento	53.2%
Molina - Riverside/San Bernardino	52.1%
Partnership - Northeast	51.1%
CalViva - Fresno	50.0%
Health Net - Stanislaus	50.0%
Health Net - Kern	50.0%
HPSJ - San Joaquin	49.5%
HPSJ - Stanislaus	48.4%
Anthem - Fresno	47.4%

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

Row Labels	AQFS
Molina - Sacramento	46.8%
Partnership - Northwest	45.8%
Anthem - Region 2	44.2%
Anthem - Region 1	43.7%
Anthem - San Benito	43.2%
CH&W - Region 1	39.5%
Health Net - San Joaquin	37.9%
CH&W - Region 2	37.9%

Encounter Completeness Monitoring: SFY 17-18

Plan Parent	Inpatient	Outpatient and Emergency Room	Prescription	Professional
AAH	100.7%	101.6%	95.6%	96.2%
Anthem	99.0%	96.1%	98.0%	57.1%
Blue Shield	91.2%	109.8%	96.0%	86.5%
CalOptima	100.5%	107.4%	100.0%	86.9%
CalViva	96.4%	129.3%	104.1%	86.3%
CCAH	112.0%	93.3%	95.7%	93.1%
CCHP	104.2%	97.0%	102.4%	101.2%

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 35 of 36

Managed Care Performance Monitoring Dashboard Report

Plan Parent	Inpatient	Outpatient and Emergency Room	Prescription	Professional
GenCal	102.3%	96.7%	102.9%	99.6%
CH&W	103.8%	97.9%	101.6%	103.2%
CHG	94.8%	99.6%	102.9%	93.6%
GCHP	100.6%	100.1%	105.4%	94.7%
Health Net	98.8%	99.6%	102.7%	56.3%
HPSJ	98.2%	114.3%	100.9%	97.7%
HPSM	106.3%	157.2%	99.8%	82.5%
IEHP	94.4%	111.9%	101.8%	79.1%
Kaiser	102.2%	93.6%	98.5%	101.0%
Kern	91.2%	125.1%	101.8%	87.3%
LA Care	86.0%	109.1%	99.4%	67.4%
Molina	96.6%	99.5%	99.1%	89.6%
Partnership	99.3%	89.1%	99.9%	86.5%
SCFHP	97.3%	86.0%	95.4%	96.3%
SFHP	102.9%	98.0%	100.2%	99.5%

Encounter Completeness Percentage (ECP) Color Grade

Red: Major encounter completeness challenges; ECP is < 70%.

Yellow: Moderate encounter completeness challenges; ECP is between 70% and

Green: No clear encounter completeness challenges; ECP is between 90-110%.