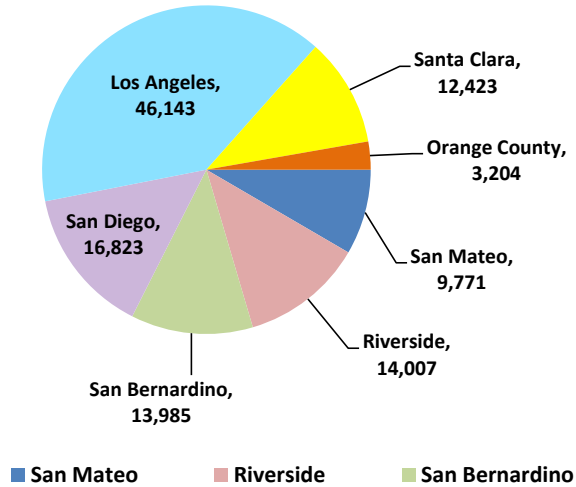


**Total Active Enrollments Effective November 1, 2015 by County**



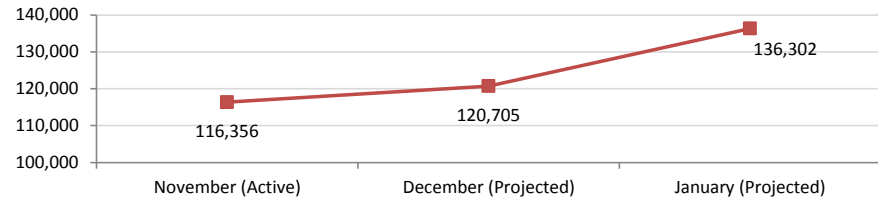
**Total Active Enrollments 116,356**

**Projected Enrollments - Two Month Look Ahead**

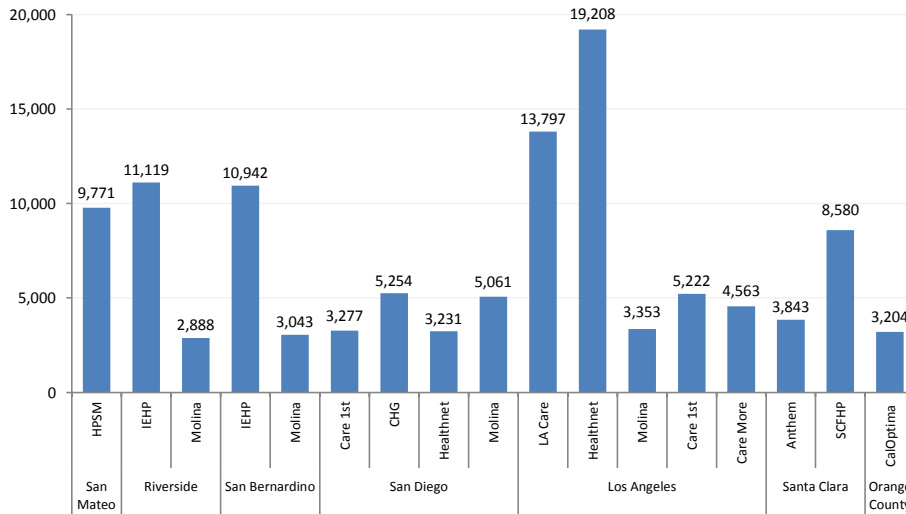
County	Active Enrollments as of 11/1/15	December Pending Enrollments	January Pending Enrollments	Total Projected Enrollments for January Month of Eligibility <sup>1</sup>
San Mateo	9,771	29	0	9,800
Riverside	14,007	168	0	14,175
San Bernardino	13,985	201	0	14,186
San Diego	16,823	157	0	16,980
Los Angeles	46,143	261	0	46,404
Santa Clara	12,423	1,592	0	14,015
Orange County	3,204	1,941	15,597	20,742
<b>Total</b>	<b>116,356</b>	<b>4,349</b>	<b>15,597</b>	<b>136,302</b>

1. Projected enrollments are based on passive enrollment transactions submitted 60-days prior to the enrollment effective month. Pending voluntary (Opt-in) enrollments are included in these statistics.  
 2. Santa Clara passive enrollments end 12/1/15. Orange County passive enrollments end 7/1/16. Passive enrollments for all other counties have ended.

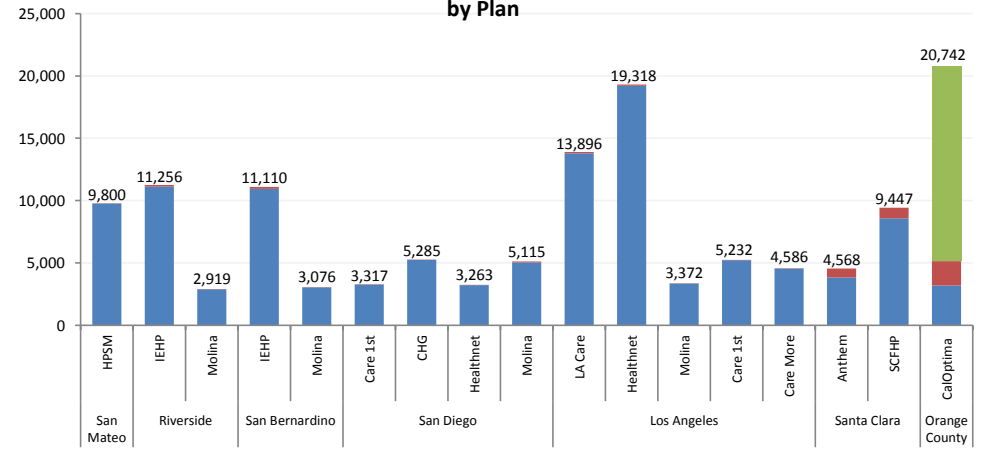
**Monthly Enrollment Trend**



**Total Active Enrollments Effective November 1, 2015 By Plan**



**Projected Enrollment Estimates for January 2015 Month of Eligibility by Plan**



■ November Active Enrollments ■ December Pending Enrollment ■ January Pending Enrollment

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	15	16	17	18	19	20
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	Jul 1	Aug 1	Sep 1	Oct 1	Nov 1	Dec 1
90-day Notice -->	Jan 2 & Feb 3	Feb 26	Mar 28	Apr 28	May 22	Jun 26	Jul 29	Aug 27	Sep 26-29	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	Mar 27	Apr 26	May 25	Jun 24	Jul 24	Aug 23
90-day notice volume-->	21,805	7,763	53,625	22,927	21,157	22,263	19,596	20,778	120,958	22,256	23,347	15,052	16,737	15,364	2,386	593	1,633	1,955	1,935	2,564
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	Apr 27	May 26	June 24	Jul 24	Aug 23	Sep 22
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 30	Apr 29	May 28	June 26	Jul 26	Aug 25	Sep 24
60-day+choice packet volume-->	18,122	6,907	49,046	24,054	20,193	20,934	18,241	19,118	106,596	20,824	21,350	13,870	15,099	14,293	2,162	537	1,513	1,827	1,768	2,213
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	May 30	Jun 25	Jul 24	Aug 23	Sep 22	Oct 22
30-day notice volume-->	15,360	5,391	36,644	19,341	15,273	15,976	11,699	13,946	95,394	16,233	17,889	11,470	12,318	11,522	1,841	392	1,214	1,489	1,358	1,692

1. Health Care Options (HCO) Maximus sends mailings for Riverside, San Bernardino, San Diego, Los Angeles and Santa Clara Counties. Santa Clara mailings commenced in Phase 9 for Jan 1, 2015 coverage date. San Mateo notices were sent by Health Plan of San Mateo. Orange County notices are sent by CallOptima.

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

### HCO Call Center Statistics October 2015

#### Orange County Mailing Schedule

For Coverage effective	90-day		60-day		30 day	
	Date	Volume	Date	Volume	Date	Volume
Aug 1	4/23/15	3,088	5/22/15	2,719	6/19/15	1,950
Sep 1	5/22/15	3,034	6/19/15	2,605	7/17/15	1,820
Oct 1	6/23/15	3,687	7/21/15	2,992	8/24/15	1,994
Nov 1	7/21/15	2,947	8/20/15	2,405	9/22/15	1,667
Dec 1	8/24/15	4,408	9/18/15	3,568	10/23/15	2,446
Jan 1	9/24/15	17,591	10/23/15	16,261		
Feb 1	10/23/15	3,818				
Mar 1						
Apr 1						
May 1						
Jun 1						
Jul 1						

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)
10/2/2015	1,473	1,440	5	0.35%	8.84	0.35
10/9/2015	4,212	4,124	6	0.15%	8.77	0.35
10/16/2015	3,878	3,799	5	0.13%	8.51	0.34
10/23/2015	4,059	3,981	13	0.32%	8.21	0.34
10/30/2015	4,097	4,038	7	0.18%	8.17	0.33
<b>Totals for Month</b>	<b>17,719</b>	<b>17,382</b>	<b>36</b>	<b>0.20%</b>	<b>8.45</b>	<b>0.34</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.

### November 2015 CMC Enrollment, Opt Out and Disenrollment Percentages<sup>6</sup>

County	Overall				IHSS				Non-IHSS			
	Enrolled	Opt out	Disenrolled <sup>3</sup>	Other Disenrollments <sup>4</sup>	Enrolled	Opt out	Disenrolled <sup>3</sup>	Other Disenrollments <sup>4</sup>	Enrolled	Opt out	Disenrolled <sup>3</sup>	Other Disenrollments <sup>4</sup>
Los Angeles	20%	55%	9%	15%	11%	66%	8%	15%	26%	48%	10%	16%
Riverside	47%	34%	7%	12%	37%	41%	8%	14%	50%	32%	7%	11%
San Bernardino	45%	36%	7%	12%	37%	42%	7%	13%	47%	34%	7%	12%
San Diego	34%	39%	8%	19%	24%	47%	8%	22%	37%	37%	8%	19%
Santa Clara <sup>1</sup>	42%	40%	10%	8%	31%	48%	11%	10%	47%	36%	9%	8%
San Mateo <sup>2</sup>	81%	13%	6%	0%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Orange <sup>5</sup>	25%	69%	6%	0%	16%	77%	7%	0%	28%	66%	6%	0%
<b>Total</b>	<b>31%</b>	<b>45%</b>	<b>10%</b>	<b>14%</b>	<b>17%</b>	<b>61%</b>	<b>8%</b>	<b>14%</b>	<b>33%</b>	<b>43%</b>	<b>9%</b>	<b>14%</b>
<b>Total w/o LA</b>	<b>46%</b>	<b>30%</b>	<b>12%</b>	<b>12%</b>	<b>30%</b>	<b>48%</b>	<b>8%</b>	<b>14%</b>	<b>42%</b>	<b>38%</b>	<b>8%</b>	<b>12%</b>

1. Santa Clara began enrollment in January 2015.

2. San Mateo is responsible for its own enrollment. IHSS data is not available for this reporting period.

3. Member requested disenrollment through the State's enrollment broker or COHS after the enrollment effective date.

4. Member disenrolled due to actions outside of the State's enrollment broker/COHS control. Of total involuntary disenrollments, 93% are due to member enrollment into another Medicare Advantage or Part D plan, 6% are due to changes in Medi-Cal eligibility and 1% are due to changes in Medicare eligibility.

5. Orange County is responsible for its own enrollment. Voluntary enrollment started in July 2015. Orange County will passively enroll its eligible D-SNP and LIS members into CMC effective 1/1/2016.

6. All enrollment, opt out and disenrollment data is aggregated as of the inception of the program.

**Data Sources:** Beneficiary notice schedule: from Maximus and HPSM notice timeline reports Call Center Statistics: HCO Weekly CCI Call Center Report dated 10/31/15. MCOD Opt out metrics report dated 11/4/15.