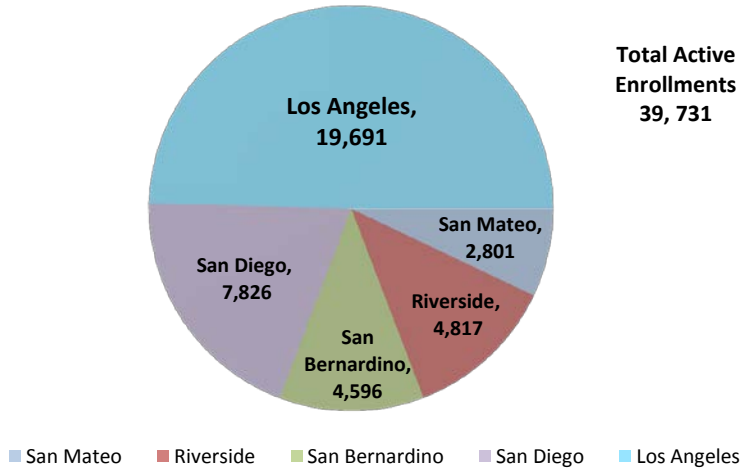


**Total Active Enrollments Effective July 1, 2014  
by County**

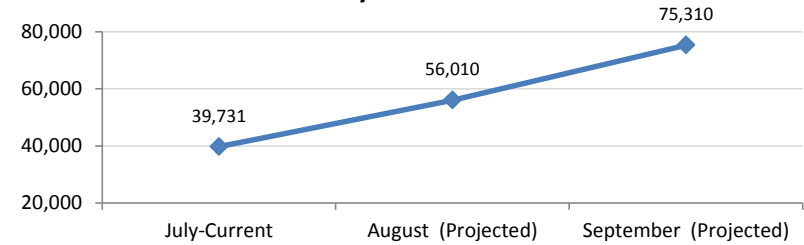


**Projected Enrollments - Two Month Look Ahead**

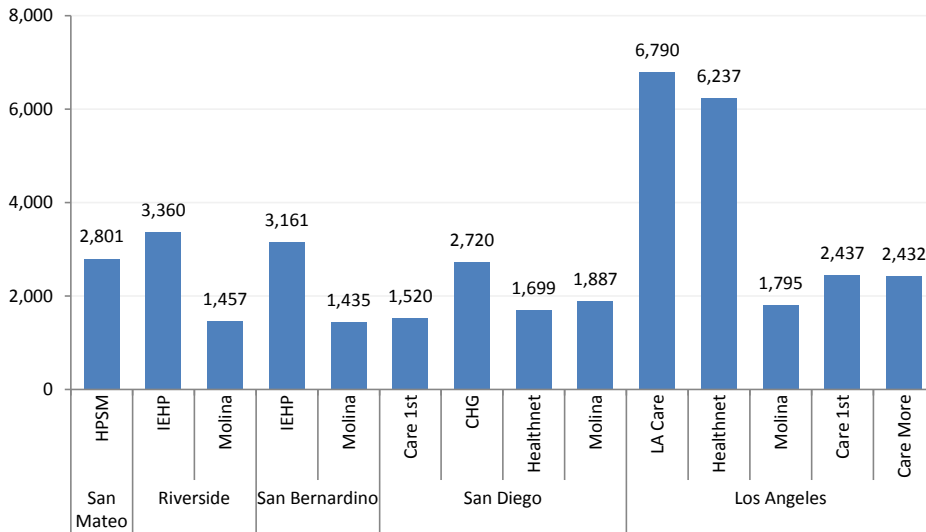
County	Active Enrollments as of 7/1/14	August Pending Enrollments	September Pending Enrollments	Total Projected Enrollments for Sept Month of Eligibility*
San Mateo	2,801	0	0	2,801
Riverside	4,817	1,366	1,539	7,722
San Bernardino	4,596	1,299	1,573	7,468
San Diego	7,826	2,265	2,654	12,745
Los Angeles	19,691	11,349	13,534	44,574
<b>Total</b>	<b>39,731</b>	<b>16,279</b>	<b>19,300</b>	<b>75,310</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.

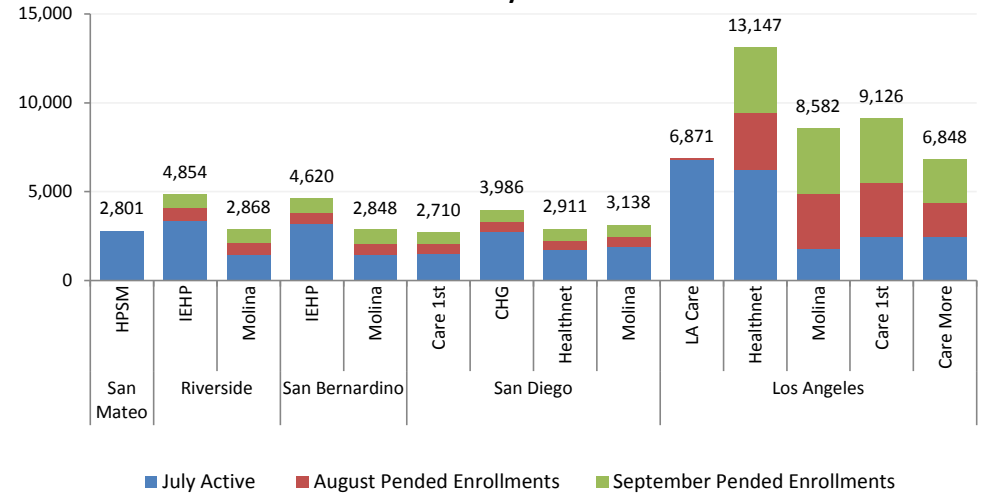
**Monthly Enrollment Trend**



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



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





# Cal MediConnect Monthly Enrollment Dashboard As of July 1, 2014

Creation Date: 7/15/14

## DHCS Health Care Options Mailing Schedule<sup>1</sup>

DHCS Health Care Options Mailing Schedule <sup>1</sup>														
	2014							2015						
Phase -->	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 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	22,263								
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	20,193									
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	19,341										

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

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

County	Apr	May	June	Totals <sup>2</sup>	% of Passive <sup>3</sup>
San Mateo	36	5	66	1,421	31.25%
San Bernardino	1,186	768	1,302	3,692	26.24%
San Diego	1,724	1,767	2,154	6,375	27.05%
Riverside	1,132	700	1,121	3,414	25.10%
Los Angeles	820	7,028	15,678	23,526	30.94%
Total	4,898	10,268	20,321	38,428	29.15%

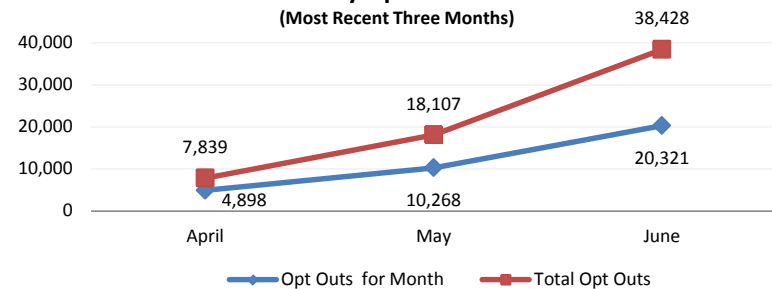
1. Table includes the most recent three-months of opt-out (including voluntary disenrollment) requests.
2. Totals are cumulative opt-outs from the start of the Cal MediConnect program.
3. The Opt-Out % is applied to 90 day mailings within the county excluding the most current 90 day mailing.

### HCO Call Center Statistics June 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 (Minutes)
06/06/14	12,810	10,268	780	6.09%	9.25	1.36
06/13/14	11,555	9,889	521	4.51%	9.52	1.20
06/20/14	9,545	8,783	201	2.11%	9.28	0.65
06/27/14	10,222	8,974	349	3.41%	9.20	0.90
Totals for Month	44,132	37,914	1,851	4.19%	9.31	1.03

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.

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



**Data Sources:** Beneficiary notice schedule: From Maximus and HPSM notice timeline reports  
Call Center Statistics: HCO Weekly CCI Call Center Report dated 6/30/14