

## Managed Care Performance Monitoring Dashboard Report

Managed Care Member Demographics as of September 2018

Row Labels	Member Months
Female	5,716,855
Male	4,981,359
Grand Total	10,698,214

Row Labels	Member Months
Ages 0-18	4,520,462
Ages 19-39	2,934,282
Ages 40-64	2,345,187
Ages 65+	898,283
Grand Total	10,698,214

Row Labels	Member Months
Asian	925,644
Black or African-American	839,138
Hispanic	5,224,504
Native Hawaiian or Other Pacific Islander	201,733

Source: Enterprise Performance Monitoring System

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

### Managed Care Performance Monitoring Dashboard Report

Other/Unknown	1,411,067
White	2,096,128
Grand Total	10,698,214

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD	Grand Total
201710	1,058,728	3,116,090	4,798,276	1,239,439	667,785	10,880,318
201711	1,058,308	3,109,426	4,774,954	1,238,925	666,169	10,847,782
201712	1,059,901	3,120,014	4,776,067	1,240,856	664,792	10,861,630
201801	1,054,194	3,095,929	4,755,682	1,235,889	663,027	10,804,721
201802	1,053,958	3,109,299	4,758,733	1,241,223	663,213	10,826,426
201803	1,055,976	3,113,205	4,745,078	1,245,134	661,779	10,821,172
201804	1,051,900	3,118,042	4,731,439	1,250,138	660,862	10,812,381
201805	1,053,811	3,113,000	4,723,318	1,250,325	659,437	10,799,891
201806	1,056,386	3,105,384	4,706,551	1,250,600	658,914	10,777,835
201807	1,058,169	3,101,639	4,689,301	1,251,962	658,032	10,759,103
201808	1,060,241	3,095,440	4,664,279	1,246,492	656,438	10,722,890
201809	1,060,803	3,095,695	4,642,477	1,244,558	654,681	10,698,214

#### Medi-Cal Member Demographics as of September 2018

Row Labels	Member Months
FFS	176,761,318
MC	618,265,013
SP	1,239,084
Grand Total	796,265,415

Row Labels	Member Months
CMC	111,631
COHS	2,143,647

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 2 of 30

## Managed Care Performance Monitoring Dashboard Report

GMC	1,145,875
RM	382,667
Two-Plan	6,914,394
Grand Total	10,698,214

Row Labels	Member Months
Dual	1,060,803
MO-ACA	3,095,695
MO-Other	4,642,477
MO-OTLIC	1,244,558
MO-SPD	654,681
Grand Total	10,698,214

Row Labels	FFS	MC	SP	Grand Total
201710	2,425,480	10,880,318	22,575	13,328,373
201711	2,441,226	10,847,782	22,602	13,311,610
201712	2,447,228	10,861,630	22,944	13,331,802
201801	2,515,532	10,804,721	22,991	13,343,244
201802	2,467,580	10,826,426	22,936	13,316,942
201803	2,448,369	10,821,172	23,007	13,292,548
201804	2,398,084	10,812,381	22,983	13,233,448
201805	2,371,227	10,799,891	23,001	13,194,119
201806	2,342,341	10,777,835	23,141	13,143,317
201807	2,343,108	10,759,103	21,692	13,123,903
201808	2,371,325	10,722,890	21,737	13,115,952
201809	2,340,229	10,698,214	22,021	13,060,464
Grand Total	28,911,729	129,612,363	271,630	158,795,722

Dual Member Demographics as of September 2018

Row Labels	Dual	Non-Dual	Grand Total
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Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 3 of 30

## Managed Care Performance Monitoring Dashboard Report

Female	615,028	5,101,827	5,716,855
Male	445,775	4,535,584	4,981,359
Grand Total	1,060,803	9,637,411	10,698,214

Row Labels	Dual	Non-Dual	Grand Total
Ages 0-18	47	4,520,415	4,520,462
Ages 19-39	56,867	2,877,415	2,934,282
Ages 40-64	229,722	2,115,465	2,345,187
Ages 65+	774,167	124,116	898,283
Grand Total	1,060,803	9,637,411	10,698,214

Row Labels	Dual	Non-Dual	Grand Total
Asian	137,294	788,350	925,644
Black or African-American	81,068	758,070	839,138
Hispanic	300,257	4,924,247	5,224,504
Native Hawaiian or Other Pacific Islander	53,578	148,155	201,733
Other/Unknown	212,057	1,199,010	1,411,067
White	276,549	1,819,579	2,096,128
Grand Total	1,060,803	9,637,411	10,698,214

Row Labels	Dual	Non-Dual	Grand Total
Dual	1,060,803		1,060,803
MO-ACA		3,095,695	3,095,695
MO-Other		4,642,477	4,642,477
MO-OTLIC		1,244,558	1,244,558
MO-SPD		654,681	654,681
Grand Total	1,060,803	9,637,411	10,698,214

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 4 of 30

## Managed Care Performance Monitoring Dashboard Report

Count of New Enrollments as of September 2018

Row Labels	New Enrollments
Female	78,224
Male	71,501
Grand Total	149,725

Row Labels	New Enrollments
Ages 0-18	58,146
Ages 19-39	52,109
Ages 40-64	31,370
Ages 65+	8,100
Grand Total	149,725

Row Labels	New Enrollments
Asian	11,949
Black or African-American	15,302
Hispanic	67,920
Native Hawaiian or Other Pacific Islander	2,432
Other/Unknown	23,644
White	28,478
Grand Total	149,725

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD	Grand Total
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Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 5 of 30

### Managed Care Performance Monitoring Dashboard Report

201710	8,127	51,256	71,320	12,116	5,583	148,402
201711	6,951	38,448	54,339	9,520	4,330	113,588
201712	8,949	53,672	75,210	12,255	5,778	155,864
201801	6,729	49,382	61,671	11,689	4,900	134,371
201802	9,705	65,697	75,864	16,305	6,360	173,931
201803	8,732	72,553	77,697	18,861	6,590	184,433
201804	9,042	70,337	78,951	17,510	6,813	182,653
201805	7,720	55,215	67,238	14,096	5,364	149,633
201806	8,540	54,396	67,769	13,769	5,740	150,214
201807	8,498	55,149	67,793	12,989	5,750	150,179
201808	8,358	50,986	64,722	12,250	5,671	141,987
201809	8,514	52,968	69,929	12,615	5,699	149,725
Grand Total	99,865	670,059	832,503	163,975	68,578	1,834,980

Count of New Enrollments: Enrollment Type as of September 2018

Row Labels	Auto Assigned	Passive/Prior	Regular	Grand Total
Female	21,499	5,539	51,186	78,224
Male	24,001	5,392	42,108	71,501
Grand Total	45,500	10,931	93,294	149,725

Row Labels	Auto Assigned	Passive/Prior	Regular	Grand Total
Ages 0-18	15,963	6,487	35,696	58,146
Ages 19-39	18,764	3,178	30,167	52,109
Ages 40-64	8,884	1,255	21,231	31,370
Ages 65+	1,889	11	6,200	8,100
Grand Total	45,500	10,931	93,294	149,725

Row Labels	Auto Assigned	Passive/Prior	Regular	Grand Total
201710	45,716	11,809	90,877	148,402
201711	30,636	7,775	75,177	113,588

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 6 of 30

### Managed Care Performance Monitoring Dashboard Report

201712	54,061	13,301	88,502	155,864
201801	35,657	9,087	89,627	134,371
201802	57,601	13,569	102,761	173,931
201803	53,411	11,030	119,992	184,433
201804	60,153	13,831	108,669	182,653
201805	47,375	11,187	91,071	149,633
201806	45,142	10,808	94,264	150,214
201807	50,425	12,050	87,704	150,179
201808	42,560	10,101	89,326	141,987
201809	45,500	10,931	93,294	149,725
Grand Total	568,237	135,479	1,131,264	1,834,980

#### Utilization Demographics as of March 2018

Row Labels	Emergency Room Visits per 1,000 Member Months
Female	55.4
Male	49.4

Row Labels	Emergency Room Visits per 1,000 Member Months
Ages 0-18	41.7
Ages 19-39	58.3
Ages 40-64	67.9
Ages 65+	48.8

Source: Enterprise Performance Monitoring System

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

## Managed Care Performance Monitoring Dashboard Report

Row Labels	Emergency Room Visits per 1,000 Member Months
Asian	22.4
Black or African-American	77.5
Hispanic	48.4
Native Hawaiian or Other Pacific Islander	37.7
Other/Unknown	56.9
White	64.8

### Emergency Room Visits per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201704	55.7	50.7	49.6	28.4	104.0
201705	58.3	53.0	52.2	30.4	109.2
201706	57.7	51.4	45.2	23.9	104.0
201707	56.7	53.3	44.2	22.3	107.0
201708	58.6	53.2	45.0	23.9	107.6
201709	54.9	51.1	47.2	26.3	103.5
201710	54.8	50.8	48.7	27.4	105.8
201711	52.7	48.4	46.2	25.2	99.7
201712	57.7	51.7	52.5	29.6	105.5
201801	63.3	53.8	56.0	32.2	110.0

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 8 of 30



### Managed Care Performance Monitoring Dashboard Report

201802	53.6	46.6	51.0	30.9	97.7
201803	60.1	51.6	50.3	29.6	104.9

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

Row Labels	Emergency Room Visits with an Inpatient Admission per 1,000 Member Months
Ages 0-18	1.3
Ages 19-39	3.6
Ages 40-64	8.5
Ages 65+	9.0

Row Labels	Emergency Room Visits with an Inpatient Admission per 1,000 Member Months
Asian	2.8

Source: Enterprise Performance Monitoring System

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

## Managed Care Performance Monitoring Dashboard Report

Black or African-American	6.7
Hispanic	2.9
Native Hawaiian or Other Pacific Islander	4.2
Other/Unknown	5.1
White	6.1

### 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
201704	7.5	4.3	1.8	0.8	16.4
201705	7.8	4.5	1.9	0.9	17.2
201706	7.7	4.5	1.7	0.7	16.8
201707	8.0	4.6	1.8	0.7	17.4
201708	8.3	4.7	1.8	0.8	17.7
201709	8.0	4.5	1.9	0.8	17.0
201710	8.0	4.6	1.9	0.8	17.6
201711	7.9	4.4	1.8	0.7	17.0
201712	9.3	4.5	1.9	0.8	17.8
201801	9.5	4.5	1.9	0.8	18.2
201802	7.4	4.1	1.8	0.7	16.0
201803	8.5	4.6	1.9	0.9	17.3

Row Labels	Inpatient Admissions per 1,000 Member Months
Female	16.4
Male	14.6

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 10 of 30

## Managed Care Performance Monitoring Dashboard Report

Row Labels	Inpatient Admissions per 1,000 Member Months
Ages 0-18	5.0
Ages 19-39	13.6
Ages 40-64	21.3
Ages 65+	61.7

Row Labels	Inpatient Admissions per 1,000 Member Months
Asian	10.2
Black or African-American	21.4
Hispanic	10.0
Native Hawaiian or Other Pacific Islander	17.1
Other/Unknown	21.9
White	25.0

### Inpatient Admissions per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201704	60.5	10.3	7.0	3.0	44.7
201705	58.6	10.8	7.6	3.5	45.1
201706	58.5	10.6	6.9	2.9	43.7
201707	56.4	10.8	7.0	2.6	45.9

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 11 of 30

### Managed Care Performance Monitoring Dashboard Report

201708	71.6	11.2	7.5	2.8	47.7
201709	69.6	10.7	7.7	3.2	46.9
201710	68.6	11.1	8.2	3.6	48.0
201711	67.1	10.7	7.5	3.0	47.1
201712	66.5	10.5	7.2	2.9	46.5
201801	64.0	10.7	7.5	3.1	46.6
201802	52.1	9.6	7.0	3.0	40.5
201803	61.4	10.8	7.6	3.5	44.5

	Outpatient Visits per 1,000 Member Months
Row Labels	
Female	1,145.7
Male	986.8

	Outpatient Visits per 1,000 Member Months
Row Labels	
Ages 0-18	772.9
Ages 19-39	859.1
Ages 40-64	1,538.2
Ages 65+	2,084.7

	Outpatient Visits per 1,000 Member Months
Row Labels	
Asian	1,087.5
Black or African- American	1,107.9
Hispanic	924.2

Source: Enterprise Performance Monitoring System

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### Managed Care Performance Monitoring Dashboard Report

Native Hawaiian or Other Pacific Islander	1,088.5
Other/Unknown	1,135.3
White	1,369.9

#### Outpatient Visits per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201704	2,077.2	809.4	693.6	548.7	2,836.7
201705	2,224.0	882.5	765.1	604.7	3,106.9
201706	2,206.5	865.6	664.7	497.4	2,858.0
201707	2,118.3	817.7	609.6	450.2	2,692.4
201708	2,278.9	919.2	737.5	566.8	3,011.3
201709	2,112.9	829.5	712.1	570.3	2,974.1
201710	2,153.2	885.8	778.6	635.1	3,152.2
201711	2,033.1	825.0	710.6	573.4	2,918.3
201712	1,983.4	784.0	665.9	524.7	2,732.0
201801	2,167.2	892.0	793.9	635.3	3,036.2
201802	2,014.4	807.6	741.4	605.7	2,850.7
201803	2,193.0	889.0	782.3	633.1	3,041.0

Row Labels	Prescriptions per 1,000 Member Months
Female	916.8
Male	702.0

## Managed Care Performance Monitoring Dashboard Report

Row Labels	Prescriptions per 1,000 Member Months
Ages 0-18	343.8
Ages 19-39	611.3
Ages 40-64	1,991.5
Ages 65+	806.0

Row Labels	Prescriptions per 1,000 Member Months
Asian	901.9
Black or African-American	923.3
Hispanic	656.9
Native Hawaiian or Other Pacific Islander	1,014.5
Other/Unknown	875.9
White	1,072.7

### Prescriptions per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201704	413.7	994.5	476.5	258.4	3,017.0
201705	437.4	1,072.8	510.4	283.3	3,275.4
201706	425.4	1,034.6	451.0	228.1	3,165.8
201707	406.5	998.6	412.4	198.5	3,075.8
201708	423.8	1,008.9	446.1	233.8	3,203.8

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 14 of 30

### Managed Care Performance Monitoring Dashboard Report

201709	411.5	1,004.5	455.9	238.2	3,069.8
201710	438.3	1,069.5	496.8	258.7	3,261.1
201711	419.1	1,011.4	464.3	239.8	3,090.8
201712	431.6	1,026.6	493.9	271.8	3,079.3
201801	464.3	1,122.9	562.7	313.2	3,332.9
201802	407.0	985.1	512.6	303.9	2,957.5
201803	440.5	1,083.8	526.4	297.6	3,217.3

	Mild to Moderate Mental Health Visits per 1,000 Member Months
Female	22.2
Male	15.4

	Mild to Moderate Mental Health Visits per 1,000 Member Months
Ages 0-18	10.7
Ages 19-39	24.0
Ages 40-64	31.8
Ages 65+	11.4

## Managed Care Performance Monitoring Dashboard Report

Row Labels	Mild to Moderate Mental Health Visits per 1,000 Member Months
Asian	7.0
Black or African-American	16.4
Hispanic	10.8
Native Hawaiian or Other Pacific Islander	12.4
Other/Unknown	24.9
White	42.4

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

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201704	37.7	21.0	10.8	10.4	29.3
201705	39.2	22.1	11.8	11.4	30.3
201706	39.6	21.1	10.6	10.1	28.4
201707	36.1	19.4	9.6	9.2	26.0
201708	37.9	23.0	11.5	10.7	31.5
201709	32.7	20.8	10.9	9.9	28.4
201710	33.0	22.9	12.0	11.4	30.7
201711	30.7	21.2	11.5	11.0	28.4
201712	28.4	18.7	9.8	9.5	25.6
201801	35.3	23.2	12.3	11.7	31.2
201802	31.2	21.6	11.6	10.9	28.5
201803	33.3	23.5	12.9	12.5	31.6

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 16 of 30



## Managed Care Performance Monitoring Dashboard Report

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	1.1
Unknown	0.0

Row Labels	Grievances per 1,000 Member Months
Ages 0-18	0.6
Ages 19-39	1.3
Ages 40-64	2.8
Ages 65+	1.3

Row Labels	Grievances per 1,000 Member Months
Asian	1.0
Black or African-American	2.1
Hispanic	1.0
Native Hawaiian or Other Pacific Islander	1.0

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 17 of 30

## Managed Care Performance Monitoring Dashboard Report

No Match	0.0
Other/Unknown	1.6
White	2.0

### Grievances per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
2016Q4	0.7	0.7	0.3	0.2	2.1
2017Q1	0.7	0.8	0.4	0.2	2.2
2017Q2	0.9	1.0	0.4	0.2	2.6
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

### Grievance Type Counts as of 2018Q3

Row Labels	Accessibility Grievances
Excessive Long Wait Time	1,187
Facility Physical Access	133
Language Accessibility	147
Primary Care Provider Availability	1,576
Specialist Availability	1,057

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 18 of 30

Managed Care Performance Monitoring Dashboard Report

Telephone Accessibility	677
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Row Labels	Benefits Grievances
Dispute over Covered Services	3,863

Row Labels	Quality of Grievances
Inadequate Facilities	715
Inappropriate Ancillary Care	1,728
Inappropriate Hospital Care	387
Inappropriate Provider Care	4,252
Plan Denial of Treatment	915
Poor Provider/Staff Attitude	10,175
Provider Denial of Treatment	422

Row Labels	Referral Grievances
Delay in Referral	1,951

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 19 of 30

## Managed Care Performance Monitoring Dashboard Report

Plan Refusal to Refer	378
Provider Refusal to Refer	709

Row Labels	Other Grievances
Other	15,517

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

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	0.3
Ages 65+	0.1
Grand Total	0.1

Row Labels	Hearings per 10,000 Member Months
Asian	0.1

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 20 of 30

## Managed Care Performance Monitoring Dashboard Report

Black or African-American	0.3
Hispanic	0.0
Native Hawaiian or Other Pacific Islander	0.1
Other/Unknown	0.1
White	0.2
Grand Total	0.1

### Hearings per 10,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD	Grand Total
201710	0.2	0.2	0.1	0.0	1.4	0.2
201711	0.3	0.2	0.1	0.0	0.9	0.2
201712	0.2	0.2	0.1		0.7	0.1
201801	0.2	0.2	0.1	0.0	1.0	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	0.5	0.2
201808	0.2	0.2	0.1	0.0	0.8	0.2
201809	0.3	0.1	0.0	0.0	0.5	0.1
Grand Total	0.2	0.2	0.1	0.0	0.9	0.2

Count of State Fair Hearings: Outcomes as of September 2018

### Managed Care Performance Monitoring Dashboard Report

Row Labels	Female	Male	Grand Total
Denied or Dismissed	26	22	48
Granted	7	5	12
Withdrawal or Non-Appearance	37	20	57
Grand Total	70	47	117

Row Labels	Ages 0-18	Ages 19-39	Ages 40-64	Ages 65+	Grand Total
Denied or Dismissed	4	8	33	3	48
Granted	1	4	6	1	12
Withdrawal or Non-Appearance	11	13	26	7	57
Grand Total	16	25	65	11	117

Row Labels	Denied or Dismissed	Granted	Withdrawal or Non-Appearance	Grand Total
Asian	1	1	7	9
Black or African-American	10	3	10	23
Hispanic	8	2	9	19
Native Hawaiian or Other Pacific Islander	1	1	1	3
Other/Unknown	7	1	5	13

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 22 of 30

## Managed Care Performance Monitoring Dashboard Report

White	21	4	25	50
Grand Total	48	12	57	117

Medical Exemption Requests per 10,000 Members as of September 2018

Row Labels	MERs per 10,000 Member Months
Female	0.5
Male	0.6
Grand Total	0.6

Row Labels	MERs per 10,000 Member Months
Ages 0-18	0.2
Ages 19-39	0.7
Ages 40-64	1.1
Ages 65+	0.4
Grand Total	0.6

Row Labels	MERs per 10,000 Member Months
Asian	0.4
Black or African-American	0.9
Hispanic	0.4
Native Hawaiian or Other Pacific Islander	0.4

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 23 of 30

## Managed Care Performance Monitoring Dashboard Report

Other/Unknown	0.8
White	0.8
Grand Total	0.6

### MERs per 10,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD	Grand Total
201710	0.7	0.9	0.5	0.1	2.7	0.7
201711	0.6	0.8	0.4	0.1	2.5	0.6
201712	0.5	0.8	0.5	0.1	2.3	0.6
201801	0.7	1.0	0.6	0.3	2.6	0.8
201802	0.7	0.9	0.5	0.2	2.8	0.7
201803	0.8	0.9	0.5	0.1	2.4	0.7
201804	0.6	0.8	0.5	0.1	2.3	0.6
201805	0.7	0.9	0.4	0.2	2.8	0.7
201806	0.6	0.9	0.5	0.2	2.1	0.7
201807	0.5	0.8	0.4	0.2	2.4	0.6
201808	0.7	0.8	0.4	0.1	2.5	0.7
201809	0.3	0.6	0.4	0.1	2.5	0.6
Grand Total	0.6	0.8	0.5	0.2	2.5	0.7

### Count of Medical Exemption Requests: Exempt Status as of September 2018

Row Labels	Female	Male
Approved	176	195
Denied	130	88
Grand Total	306	283

MERs	Column Labels			
Row Labels	Ages 0-18	Ages 19-39	Ages 40-64	Ages 65+
Approved	57	128	162	24

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 24 of 30



## Managed Care Performance Monitoring Dashboard Report

Denied	24	84	94	16
Grand Total	81	212	256	40

Row Labels	MERs
Approved	371
Denied	218
Grand Total	589

Row Labels	Approved	Denied	Grand Total
201710	365	406	771
201711	342	357	699
201712	342	343	685
201801	471	386	857
201802	443	338	781
201803	441	336	777
201804	362	336	698
201805	407	354	761
201806	425	320	745
201807	424	203	627
201808	458	183	641
201809	371	218	589
Grand Total	4,851	3,780	8,631

PCPs per 2,000 Members as of September 2018

Row Labels	PCPs per 2,000
AAH	4
Aetna	4
AHF	43
Anthem	6
Blue Shield	10
CalOptima	4
CalViva	2

Source: Enterprise Performance Monitoring System

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

## Managed Care Performance Monitoring Dashboard Report

CCAH	3
CCHP	30
CenCal	3
CH&W	16
CHG	5
GCHP	24
Health Net	6
HPSJ	3
HPSM	18
IEHP	6
Kaiser	65
Kern	19
LA Care	9
Molina	8
Partnership	12
SCFHP	9
SFHP	47
United	127

Physicians per 1,200 Members as of September 2018

Row Labels	Physicians per 1,200 Members
AAH	52
Aetna	556
AHF	2,514
Anthem	21
Blue Shield	35
CalOptima	12
CalViva	5
CCAH	22
CCHP	66
CenCal	10

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 26 of 30

## Managed Care Performance Monitoring Dashboard Report

CH&W	38
CHG	14
GCHP	86
Health Net	10
HPSJ	5
HPSM	48
IEHP	13
Kaiser	164
Kern	55
LA Care	12
Molina	19
Partnership	40
SCFHP	29
SFHP	125
United	440

### 2018 HEDIS® Aggregated Quality Factor Score (AQFS)

Row Labels	AQFS
Kaiser - San Diego	98.10%
Kaiser - KP North	98.10%
SFHP - San Francisco	89.52%
CCAH - Monterey/Santa Cruz	81.90%
HPSM - San Mateo	81.43%
CenCal - Santa Barbara	81.43%

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 27 of 30

## Managed Care Performance Monitoring Dashboard Report

CalOptima - Orange	80.00%
CHG - San Diego	79.05%
Partnership - Southeast	78.57%
CenCal - San Luis Obispo	76.19%
Anthem - Tulare	75.71%
Molina - San Diego	75.24%
CH&W - Imperial	73.33%
AAH - Alameda	70.95%
CCHP - Contra Costa	70.95%
Health Net - Tulare	70.00%
CalViva - Madera	68.57%
SCFHP - Santa Clara	68.10%
Partnership - Southwest	67.62%
CalViva - Kings	67.62%
LA Care - Los Angeles	66.67%
Anthem - San Francisco	66.19%
Anthem - Santa Clara	65.24%

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 28 of 30

## Managed Care Performance Monitoring Dashboard Report

IEHP - Riverside/San Bernardino	65.24%
Health Net - Los Angeles	65.24%
Anthem - Madera	64.76%
Blue Shield - San Diego	63.81%
Anthem - Contra Costa	61.90%
Kern - Kern	61.90%
CalViva - Fresno	60.48%
Molina - Sacramento	59.52%
GCHP - Ventura	59.52%
Anthem - Kings	59.05%
Anthem - Alameda	58.57%
Health Net - San Diego	57.14%
CCAH - Merced	56.19%
Molina - Imperial	56.19%
Molina - Riverside/San Bernardino	55.71%
Anthem - Fresno	52.86%
Anthem - San Benito	52.38%

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 29 of 30

## Managed Care Performance Monitoring Dashboard Report

Health Net - Kern	52.38%
Anthem - Sacramento	50.48%
Anthem - Region 1	50.48%
Anthem - Region 2	50.00%
Partnership - Northwest	49.52%
CH&W - Region 1	48.57%
HPSJ - San Joaquin	48.10%
Health Net - Sacramento	48.10%
Partnership - Northeast	47.62%
CH&W - Region 2	47.14%
Health Net - Stanislaus	47.14%
HPSJ - Stanislaus	43.33%
Health Net - San Joaquin	38.57%

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 30 of 30