Managed Care Performance Monitoring Dashboard Report

Managed Care Member Demographics
As of March 2019

Row Labels	Member Months
Female	5,639,154
Male	4,899,032
Grand Total	10,538,186

Row Labels	Member Months
Ages 0-18	4,445,687
Ages 19-39	2,882,259
Ages 40-64	2,307,628
Ages 65+	902,612
Grand Total	10,538,186

Row Labels	Member Months
Asian	932,621
Black or African-American	830,214
Hispanic	5,154,420
Native Hawaiian or Other Pacific Islander	182,591
Other/Unknown	1,388,831
White	2,049,509
Grand Total	10,538,186

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
201804	1,054,633	3,115,221	4,730,547	1,249,810	661,969	10,812,180
201805	1,057,381	3,109,504	4,722,332	1,249,920	660,581	10,799,718
201806	1,061,300	3,100,798	4,705,468	1,250,084	660,308	10,777,958
201807	1,064,409	3,095,880	4,688,139	1,251,322	659,891	10,759,641
201808	1,067,221	3,088,950	4,663,214	1,245,804	658,826	10,724,015
201809	1,068,616	3,088,406	4,641,961	1,243,960	657,822	10,700,765
201810	1,069,447	3,085,537	4,614,270	1,244,043	655,891	10,669,188
201811	1,069,759	3,084,449	4,600,624	1,244,019	653,863	10,652,714
201812	1,070,279	3,072,073	4,584,023	1,238,747	651,994	10,617,116
201901	1,067,500	3,055,121	4,567,907	1,234,299	649,533	10,574,360
201902	1,063,995	3,054,747	4,554,533	1,232,951	646,265	10,552,491
201903	1,061,171	3,057,811	4,542,903	1,235,310	640,991	10,538,186

Medi-Cal Member Demographics
As of March 2019

Row Labels	Member Months
FFS	2,351,247
MC	10,538,186
SP	23,086
Grand Total	12,912,519

Row Labels	Member Months
CMC	108,182
COHS	2,114,047
GMC	1,128,117
RM	379,328
Two-Plan	6,808,512
Grand Total	10,538,186

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

Row Labels	Member Months
Dual	1,061,171
MO-ACA	3,057,811
MO-Other	4,542,903
MO-OTLIC	1,235,310
MO-SPD	640,991
Grand Total	10,538,186

Row Labels	FFS	MC	SP	Grand Total
201804	2,397,647	10,812,180	22,985	13,232,812
201805	2,371,276	10,799,718	23,007	13,194,001
201806	2,342,618	10,777,958	23,147	13,143,723
201807	2,343,953	10,759,641	21,700	13,125,294
201808	2,374,081	10,724,015	21,742	13,119,838
201809	2,347,217	10,700,765	22,033	13,070,015
201810	2,358,911	10,669,188	22,204	13,050,303
201811	2,341,973	10,652,714	22,409	13,017,096
201812	2,340,060	10,617,116	22,814	12,979,990
201901	2,372,177	10,574,360	23,009	12,969,546
201902	2,354,190	10,552,491	22,972	12,929,653
201903	2,351,247	10,538,186	23,086	12,912,519
Grand Total	28,295,350	128,178,332	271,108	156,744,790

Dual Member Demographics
As of March 2019

Row Labels	Dual	Non-Dual	Grand Total
Female	616,312	5,022,842	5,639,154
Male	444,859	4,454,173	4,899,032
Grand Total	1,061,171	9,477,015	10,538,186

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	Non-Dual	Grand Total
Ages 0-18	52	4,445,635	4,445,687
Ages 19-39	55,792	2,826,467	2,882,259
Ages 40-64	225,746	2,081,882	2,307,628
Ages 65+	779,581	123,031	902,612
Grand Total	1,061,171	9,477,015	10,538,186

Row Labels	Dual	Non-Dual	Grand Total
Asian	158,939	773,682	932,621
Black or African-American	80,715	749,499	830,214
Hispanic	308,154	4,846,266	5,154,420
Native Hawaiian or Other Pacific Islander	42,087	140,504	182,591
Other/Unknown	198,076	1,190,755	1,388,831
White	273,200	1,776,309	2,049,509
Grand Total	1,061,171	9,477,015	10,538,186

Row Labels	Dual	Non-Dual	Grand Total
Dual	1,061,171	0	1,061,171
MO-ACA	0	3,057,811	3,057,811
MO-Other	0	4,542,903	4,542,903
MO-OTLIC	0	1,235,310	1,235,310
MO-SPD	0	640,991	640,991
Grand Total	1,061,171	9,477,015	10,538,186

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

Count of New Enrollments
As of March 2019

Row Labels	New Enrollments
Female	72,250
Male	65,828
Grand Total	138,078

Row Labels	New Enrollments
Ages 0-18	52,822
Ages 19-39	48,489
Ages 40-64	29,831
Ages 65+	6,936
Grand Total	138,078

Row Labels	New Enrollments
Asian	12,047
Black or African-American	12,556
Hispanic	59,758
Native Hawaiian or Other Pacific Islander	1,945
Other/Unknown	23,216
White	28,556
Grand Total	138,078

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
201804	9,073	70,296	78,928	17,510	6,826	182633
201805	7,765	55,179	67,219	14,101	5,358	149622
201806	8,604	54,328	67,743	13,763	5,744	150182
201807	8,578	55,080	67,734	12,987	5,761	150140
201808	8,444	50,891	64,678	12,234	5,686	141933
201809	8,593	52,823	69,902	12,584	5,767	149669
201810	7,446	45,803	59,833	11,155	5,178	129415
201811	8,359	52,955	72,499	13,286	5,987	153086
201812	7,978	51,932	66,672	12,562	5,414	144558
201901	7,957	54,740	67,198	13,728	5,894	149517
201902	8,103	54,155	62,560	14,625	6,139	145582
201903	7,095	52,525	58,512	14,942	5,004	138078
Grand Total	97,995	650,707	803,478	163,477	68,758	1784415

Count of New Enrollments: Enrollment Type
As of March 2019

Row Labels	Auto Assigned	Passive/Prior	Regular	Grand Total
Female	19,353	3,773	49,124	72,250
Male	20,853	3,501	41,474	65,828
Grand Total	40,206	7,274	90,598	138,078

Row Labels	Auto Assigned	Passive/Prior	Regular	Grand Total
Ages 0-18	14,568	4,280	33,974	52,822
Ages 19-39	16,458	2,172	29,859	48,489
Ages 40-64	7,741	816	21,274	29,831
Ages 65+	1,439	6	5,491	6,936
Grand Total	40,206	7,274	90,598	138,078

Source: Enterprise Performance Monitoring System
Note: Data in this dashboard is preliminary and subject to change

Managed Care Performance Monitoring Dashboard Report

Row Labels	Auto Assigned	Passive/Prior	Regular	Grand Total
201804	60,149	13,825	108,659	182,633
201805	47,373	11,184	91,065	149,622
201806	45,137	10,801	94,244	150,182
201807	50,402	12,044	87,694	150,140
201808	42,535	10,092	89,306	141,933
201809	45,471	10,921	93,277	149,669
201810	40,582	9,826	79,007	129,415
201811	44,066	12,087	96,933	153,086
201812	54,451	12,046	78,061	144,558
Grand Total	430,166	102,826	818,246	1,351,238

Utilization Demographics
As of September 2018

Row Labels	Emergency Room Visits per 1,000 Member Months
Female	51.88
Male	45.79

Managed Care Performance Monitoring Dashboard Report

Row Labels	Emergency Room Visits per 1,000 Member Months
Ages 0-18	34.3
Ages 19-39	58.4
Ages 40-64	67.0
Ages 65+	45.9

Row Labels	Emergency Room Visits per 1,000 Member Months
Asian	20.6
Black or African-American	75.3
Hispanic	44.5
Native Hawaiian or Other Pacific Islander	34.5
Other/Unknown	52.5
White	61.8

Source: Enterprise Performance Monitoring System

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

Emergency Room Visits per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201710	56.6	51.1	48.9	27.5	106.5
201711	54.6	48.8	46.6	25.4	100.8
201712	60.4	52.2	52.9	29.8	106.8
201801	66.6	55.0	57.3	32.7	112.7
201802	56.5	47.4	51.9	31.4	99.6
201803	62.6	52.7	51.3	30.1	107.6
201804	59.7	50.7	46.3	26.1	102.3
201805	61.9	52.5	47.5	26.7	105.3
201806	59.7	51.1	42.1	21.4	99.6
201807	62.3	54.2	42.8	21.0	105.7
201808	61.4	53.6	43.9	23.1	105.7
201809	57.5	51.4	44.6	24.7	101.4

Row Labels	Emergency Room Visits with an Inpatient Admission per 1,000 Member Months
Female	3.9
Male	4.3

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 with an Inpatient Admission per 1,000 Member Months
Ages 0-18	1.1
Ages 19-39	3.8
Ages 40-64	8.7
Ages 65+	8.0

Managed Care Performance Monitoring Dashboard Report

Row Labels	Emergency Room Visits with an Inpatient Admission per 1,000 Member Months
Asian	2.7
Black or African-American	6.8
Hispanic	2.9
Native Hawaiian or Other Pacific Islander	4.1
Other/Unknown	4.9
White	6.0

Source: Enterprise Performance Monitoring System
Note: Data in this dashboard is preliminary and subject to change

Managed Care Performance Monitoring Dashboard Report

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
201710	8.3	4.7	2.0	0.8	17.9
201711	8.3	4.6	1.9	0.7	17.5
201712	9.9	4.6	1.9	0.8	18.4
201801	10.5	4.8	2.0	0.9	19.5
201802	8.2	4.4	2.0	0.8	17.2
201803	9.3	4.9	2.1	0.9	18.7
201804	8.6	4.7	1.9	0.8	17.6
201805	9.1	4.9	2.0	0.8	18.4
201806	8.7	4.9	1.8	0.7	17.4
201807	8.6	4.9	1.9	0.7	17.7
201808	8.2	5.0	1.9	0.7	17.9
201809	8.0	4.7	1.9	0.7	16.9

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

Row Labels	Inpatient Admissions per 1,000 Member Months
Female	16.6
Male	14.3

Row Labels	Inpatient Admissions per 1,000 Member Months
Ages 0-18	4.3
Ages 19-39	13.1
Ages 40-64	21.6
Ages 65+	64.5

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

Row Labels	Inpatient Admissions per 1,000 Member Months
Asian	10.1
Black or African-American	21.6
Hispanic	9.8
Native Hawaiian or Other Pacific Islander	18.5
Other/Unknown	21.9
White	25.5

Managed Care Performance Monitoring Dashboard Report

Inpatient Admissions per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201710	69.4	11.3	8.3	3.6	48.7
201711	68.0	10.9	7.6	3.1	47.9
201712	67.6	10.8	7.4	3.0	47.6
201801	66.5	11.5	8.1	3.3	50.7
201802	55.1	10.3	7.5	3.1	42.7
201803	64.3	11.5	8.1	3.6	47.1
201804	64.3	10.9	7.6	3.1	44.4
201805	65.4	11.1	7.7	3.2	43.9
201806	63.4	11.0	7.2	2.7	42.8
201807	66.9	11.5	7.1	2.5	45.3
201808	64.2	11.5	7.5	2.8	43.9
201809	64.8	10.6	7.2	2.8	41.9

Row Labels	Outpatient Visits per 1,000 Member Months
Female	1,094.9
Male	934.0

Row Labels	Outpatient Visits per 1,000 Member Months
Ages 0-18	691.3
Ages 19-39	841.1
Ages 40-64	1,483.5
Ages 65+	2,048.2

Source: Enterprise Performance Monitoring System

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

Row Labels	Outpatient Visits per 1,000 Member Months
Asian	1,075.0
Black or African-American	1,062.6
Hispanic	871.3
Native Hawaiian or Other Pacific Islander	1,045.0
Other/Unknown	1,080.3
White	1,308.2

Outpatient Visits per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201710	2,179.9	894.5	785.1	639.2	3,174.0
201711	2,077.1	835.5	719.5	579.1	2,949.2
201712	2,029.2	798.5	677.7	532.2	2,768.2
201801	2,262.7	921.7	816.8	648.7	3,111.2
201802	2,110.2	830.2	759.4	616.3	2,920.8
201803	2,297.3	926.6	809.7	650.8	3,145.9
201804	2,248.3	899.7	763.4	600.8	3,099.7
201805	2,363.6	937.3	788.9	621.2	3,235.6
201806	2,287.3	893.8	663.7	492.6	2,920.2
201807	2,266.9	909.6	670.7	496.8	2,910.8
201808	2,335.0	981.2	775.2	597.3	3,129.5
201809	2,146.6	861.2	711.9	566.6	2,966.5

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

Row Labels	Prescriptions per 1,000 Member Months
Female	820.5
Male	614.5

Row Labels	Prescriptions per 1,000 Member Months
Ages 0-18	255.9
Ages 19-39	563.0
Ages 40-64	1,827.4
Ages 65+	731.8

Row Labels	Prescriptions per 1,000 Member Months
Asian	833.5
Black or African-American	827.1
Hispanic	570.1
Native Hawaiian or Other Pacific Islander	877.3
Other/Unknown	779.3
White	971.2

Source: Enterprise Performance Monitoring System

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

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
201710	438.7	1,070.5	497.4	258.9	3,264.5
201711	419.6	1,012.7	465.4	240.4	3,097.8
201712	432.5	1,026.5	494.4	272.1	3,087.0
201801	465.4	1,122.5	563.4	313.7	3,343.4
201802	410.7	984.3	513.2	304.4	2,967.5
201803	447.7	1,082.5	527.0	298.1	3,228.9
201804	433.8	1,043.5	481.9	257.6	3,121.1
201805	441.3	1,088.0	495.1	263.7	3,260.9
201806	417.8	1,033.1	432.8	213.4	3,080.5
201807	421.0	1,049.4	423.5	202.9	3,123.4
201808	428.6	1,086.7	465.2	237.7	3,220.9
201809	384.0	998.8	437.6	225.6	2,958.9

Row Labels	Mild to Moderate Mental Health Visits per 1,000 Member Months
Female	24.5
Male	16.1

Source: Enterprise Performance Monitoring System
Note: Data in this dashboard is preliminary and subject to change

Managed Care Performance Monitoring Dashboard Report

Row Labels	Mild to Moderate Mental Health Visits per 1,000 Member Months
Ages 0-18	11.6
Ages 19-39	27.3
Ages 40-64	33.0
Ages 65+	11.4

Row Labels	Mild to Moderate Mental Health Visits per 1,000 Member Months
Asian	7.6
Black or African-American	18.0
Hispanic	12.7
Native Hawaiian or Other Pacific Islander	13.3
Other/Unknown	26.1
White	44.1

Source: Enterprise Performance Monitoring System
Note: Data in this dashboard is preliminary and subject to change

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

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
201710	33.2	23.0	12.0	11.4	31.1
201711	31.1	21.4	11.5	11.1	28.9
201712	28.8	18.8	9.9	9.6	26.1
201801	36.8	23.3	12.4	11.7	31.8
201802	32.7	21.7	11.7	11.0	29.3
201803	35.5	23.9	13.2	12.8	32.8
201804	33.9	23.7	12.9	12.5	32.6
201805	36.9	25.7	14.6	14.2	35.2
201806	34.4	24.6	13.1	12.7	34.0
201807	33.8	27.7	14.2	13.3	38.2
201808	36.6	31.0	16.0	14.7	40.5
201809	31.2	26.3	14.4	13.3	33.8

Source: Enterprise Performance Monitoring System

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

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

Row Labels	Grievances per 1,000 Member Months
Female	1.4
Invalid	0.0
Male	1.0
Unknown	0.0

Row Labels	Grievances per 1,000 Member Months
Ages 0-18	0.6
Ages 19-39	1.1
Ages 40-64	2.7
Ages 65+	1.1

Source: Enterprise Performance Monitoring System
Note: Data in this dashboard is preliminary and subject to change

Managed Care Performance Monitoring Dashboard Report

Row Labels	Grievances per 1,000 Member Months
Asian	0.7
Black or African-American	2.0
Hispanic	0.9
Native Hawaiian or Other Pacific Islander	0.9
No Match	0.0
Other/Unknown	1.5
White	1.9

Source: Enterprise Performance Monitoring System

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

Grievances per 1,000 Member Months by Popultion

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
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
2018Q4	1.5	1.6	0.8	0.4	4.4
2019Q1	1.4	1.5	0.8	0.4	4.1

Grievance Type Counts
As of 2018Q4

Row Labels	Accessibility Grievances
Excessive Long Wait Time	1,237
Facility Physical Access	58
Language Accessibility	118
Primary Care Provider Availability	1,472
Specialist Availability	802
Telephone Accessibility	595

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

Row Labels	Benefits Grievances
Dispute over Covered Services	3,471

Row Labels	Quality of Grievances
Inadequate Facilities	1,218
Inappropriate Ancillary Care	1,597
Inappropriate Hospital Care	412
Inappropriate Provider Care	3,724
Plan Denial of Treatment	1,233
Poor Provider/Staff Attitude	9,460
Provider Denial of Treatment	417

Row Labels	Referral Grievances
Delay in Referral	1,593
Plan Refusal to Refer	286
Provider Refusal to Refer	137

Row Labels	Other Grievances
Other	12,098

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

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

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+	0.1
Grand Total	0.1

Row Labels	Hearings per 10,000 Member Months
Asian	0.1
Black or African-American	0.1
Hispanic	0.0
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

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
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	0.6	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	0.6	0.1
201902	0.1	0.1	0.0	0.0	0.4	0.1
201903	0.2	0.1	0.0	0.0	0.4	0.1
Grand Total	0.2	0.1	0.1	0.0	0.7	0.1

Source: Enterprise Performance Monitoring System

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

Count of State Fair Hearings: Outcomes
As of March 2019

Row Labels	Female	Male	Grand Total
Denied or Dismissed	30	13	43
Granted	5	10	15
Withdrawal or Non-Appearance	27	9	36
Grand Total	62	32	94

Row Labels	Ages 0-18	Ages 19-39	Ages 40-64	Ages 65+	Grand Total
Denied or Dismissed	8	9	21	5	43
Granted	4	3	8	0	15
Withdrawal or Non-Appearance	4	5	20	7	36
Grand Total	16	17	49	12	94

Source: Enterprise Performance Monitoring System
Note: Data in this dashboard is preliminary and subject to change

Managed Care Performance Monitoring Dashboard Report

Row Labels	Denied or Dismissed	Granted	Withdrawal or Non-Appearance	Grand Total
Asian	3	1	1	5
Black or African-American	5	2	5	12
Hispanic	11	2	7	20
Other/Unknown	7	1	9	17
White	17	9	14	40
Grand Total	43	15	36	94

Row Labels	Denied or Dismissed	Granted	Withdrawal or Non-Appearance	Grand Total
201804	81	8	78	167
201805	97	16	86	199
201806	101	12	62	175
201807	80	15	76	171
201808	78	28	77	183
201809	57	14	65	136
201810	67	23	51	141
201811	58	18	56	132
201812	47	22	38	107
201901	62	14	43	119
201902	46	9	20	75
201903	43	15	36	94
Grand Total	817	194	688	1,699

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

Encounter Completeness Monitoring Summary

RED	Indicates major encounter completeness challenges; ECP is less than 70%.
YELLOW	Indicates moderate encounter completeness or other reporting challenges; ECP is between 70% and less than 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

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

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

Health Plan	Inpatient	Outpatient + Emergency Room	Pharmacy	Professional
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
Aetna Better Health	N/A	N/A	N/A	N/A
UnitedHealthcare	N/A	N/A	N/A	N/A

Source: Enterprise Performance Monitoring System

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

Managed Care Performance Monitoring Dashboard Report

PCPs per 2,000 Members
As of March 2019

Row Labels	PCPs per 2,000 Members
United	166
Aetna	97
Kaiser	72
SFHP	56
GCHP	25
CH&W	22
HPSM	19
Kern	19
Partnership	14
Blue Shield	13
CCHP	13
LA Care	10
SCFHP	10
Molina	9
Anthem	6
CHG	6
Health Net	6
IEHP	5
CalOptima	4
AAH	4
CCAH	3
CenCal	2
HPSJ	2
CalViva	2

Source: Enterprise Performance Monitoring System
Note: Data in this dashboard is preliminary and subject to change

Managed Care Performance Monitoring Dashboard Report

Physicians per 1,200 Members
As of March 2019

Row Labels	Physicians per 1,200 Members
United	404
Aetna	360
Kaiser	152
SFHP	125
GCHP	82
CH&W	62
AAH	55
HPSM	52
Kern	50
Partnership	42
CCHP	40
Blue Shield	37
CCAH	31
SCFHP	26
CenCal	25
Anthem	23
Molina	21
CHG	15
LA Care	12
CalOptima	12
IEHP	12
Health Net	10
CalViva	5
HPSJ	5

Source: Enterprise Performance Monitoring System

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

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%

Source: Enterprise Performance Monitoring System

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