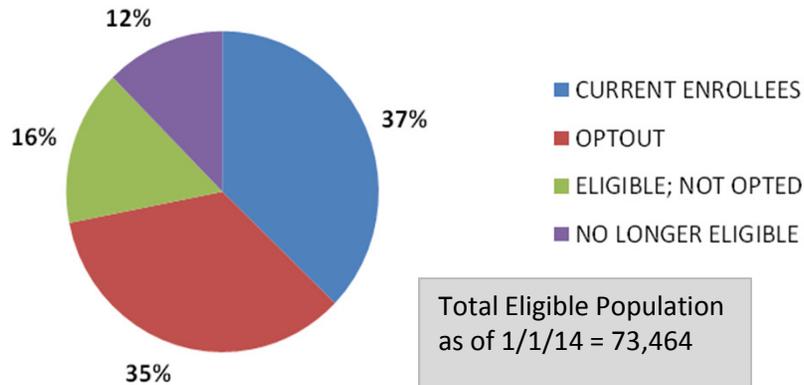




Commonwealth Coordinated Care Monthly Enrollment Dashboard

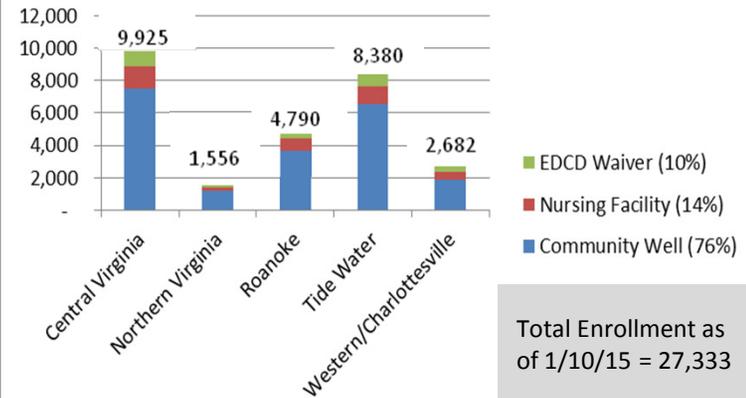
Through 1/10/2015

CURRENT ENROLLMENT STATUS OF TOTAL ELIGIBLE POPULATION

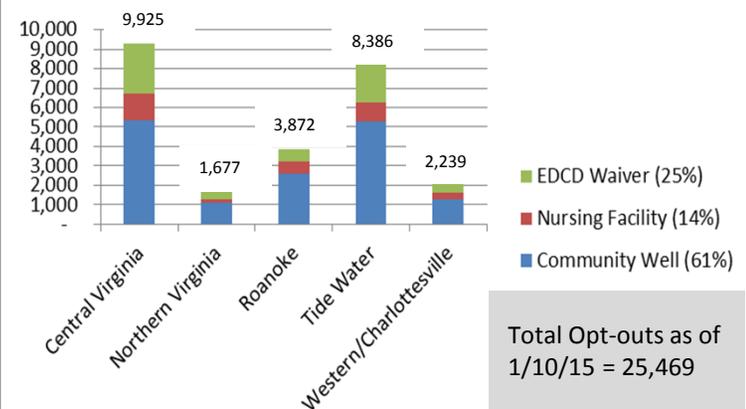


CURRENT ENROLLEES = All Active and Automatic Enrollments as of 1/10/15; **OPTOUT** = All potential enrollees that elected to not participate as of 1/10/15; **ELIGIBLE; NOT OPTED** = Potential enrollees that have not decided as of 1/10/15; **NO LONGER ELIGIBLE** = All potential enrollees that lost CCC eligibility because they lost Medicaid eligibility, moved out of the demonstration area, or because they now participate in some other exempt program or are in an exempt facility.

Enrollment By Region and Type



Opt-out by Region and Type





Commonwealth Coordinated Care Monthly Enrollment Dashboard

Through 1/10/2015

CCC Enrollment By Plan and Region

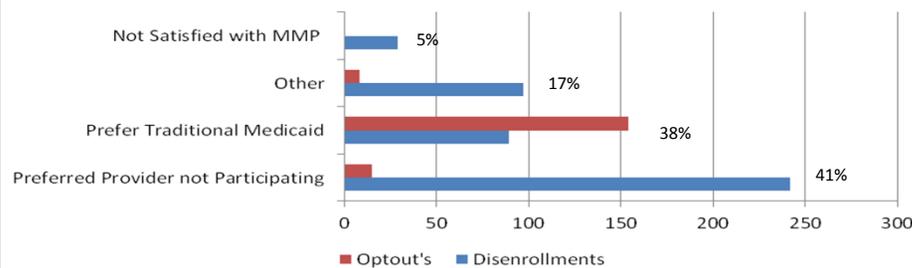
	Central Virginia	Northern Virginia	Roanoke	Tide Water	Western/ Charlottesville	Grand Total
Virginia Premier	2,700	65	1,213	1,549	775	6,302
Anthem HealthKeepers	3,722	741	1,688	3,588	1,113	10,852
Humana	3,503	750	1,889	3,243	794	10,179
Total	9,925	1,556	4,790	8,380	2,682	27,333

Maximus Call Center Statistics for January 2015

For Week Ending	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (minutes)	Average Wait Time (seconds)
1/9/2015	1,231	1,183	48	3.74%	6.2	32
1/16/2015	780	779	1	0.00%	6.2	4
1/23/2015	861	853	8	0.81%	6.5	13
1/30/2015	1,037	1,022	15	1.25%	6.2	6
Totals For Month	3,909	3,837	72	1.45%	6.3	14

Disenrollment and Optout's Reasons

1/12 - 1/30



Other = No reason given; Don't like change; Don't like CCC benefits; Pharmacy benefit not included; Co-pay too high; Too Complicated. Each is less than 5% of total Disenrollment's and Optout's

CCC Enrollment Mailing

	30 Day Letter	60 Day Letter
Volume	947	539
Mailing Date	1/27/2015	1/30/2015