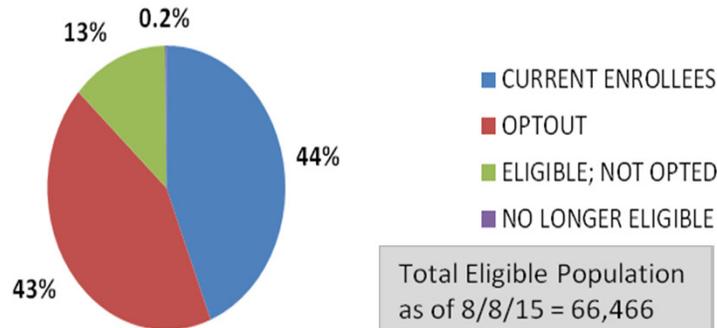




# Commonwealth Coordinated Care Monthly Enrollment Dashboard

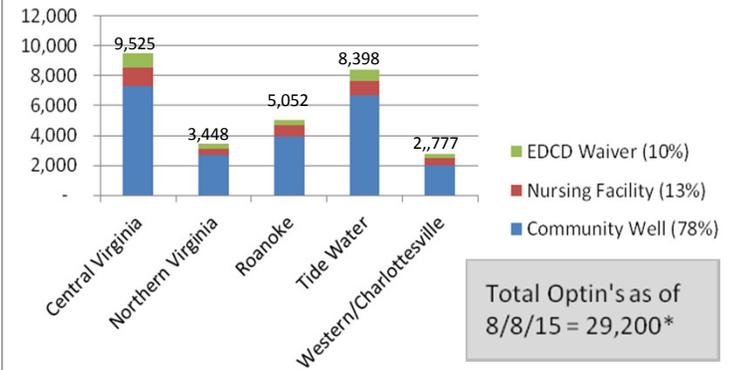
Through 8/08/2015

## CURRENT ENROLLMENT STATUS OF TOTAL ELIGIBLE POPULATION



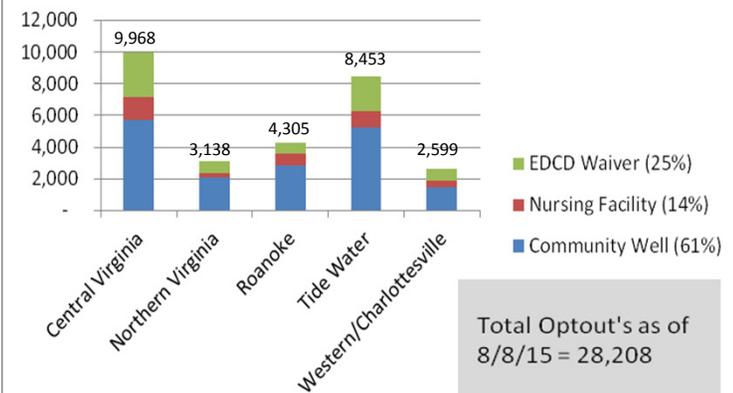
**CURRENT ENROLLEES** = All Active and Automatic Enrollments; **OPTOUT** = All potential enrollees that elected to not participate; **ELIGIBLE; NOT OPTED** = Potential enrollees that have not decided; **NO LONGER ELIGIBLE** = All potential enrollees that lost CCC eligibility because they lost Medicaid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

## Optin By Region and Type



\* Total Optin's includes prospective enrollment for September and October. As of August 8 there are a total of 1,946 prospective enrollments for those months.

## Optout by Region and Type





# Commonwealth Coordinated Care Monthly Enrollment Dashboard

Through 8/08/2015

## CCC Enrollment By Plan and Region

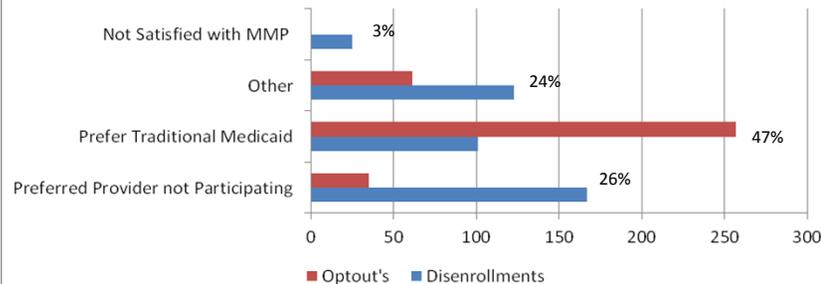
|                      | Central Virginia | Northern Virginia | Roanoke      | Tide Water   | Western/<br>Charlottesville | Grand<br>Total |
|----------------------|------------------|-------------------|--------------|--------------|-----------------------------|----------------|
| Virginia Premier     | 2,636            | 58                | 1,216        | 1,489        | 719                         | 6,118          |
| Anthem HealthKeepers | 3,681            | 1,750             | 1,806        | 3,770        | 1,241                       | 12,248         |
| Humana               | 3,208            | 1,640             | 2,030        | 3,139        | 817                         | 10,834         |
| <b>Total</b>         | <b>9,525</b>     | <b>3,448</b>      | <b>5,052</b> | <b>8,398</b> | <b>2,777</b>                | <b>29,200</b>  |

## Maximus Call Center Statistics for July 2015

| For Week Ending         | Total Calls Received | Total Calls Answered | Total Calls Abandoned | Average Abandon Rate | Average Talk Time (minutes) | Average Wait Time (seconds) |
|-------------------------|----------------------|----------------------|-----------------------|----------------------|-----------------------------|-----------------------------|
| 7/10/2015               | 930                  | 856                  | 74                    | 7.96%                | 6.7                         | 71                          |
| 7/17/2015               | 670                  | 645                  | 25                    | 3.73%                | 6.4                         | 21                          |
| 7/24/2015               | 641                  | 579                  | 62                    | 9.67%                | 6.3                         | 38                          |
| 7/31/2015               | 877                  | 822                  | 55                    | 6.27%                | 5.2                         | 26                          |
| <b>Totals For Month</b> | <b>3,118</b>         | <b>2,902</b>         | <b>216</b>            | <b>6.91%</b>         | <b>6.2</b>                  | <b>39</b>                   |

## Disenrollment and Optout's Reasons

06/29 - 7/31



**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. **Optout's** = left prior to service begin date. **Disenrollment's** = left after service begin date.

## CCC Enrollment Mailing

|              | 30 Day Letter | 60 Day Letter |
|--------------|---------------|---------------|
| Volume       | 962           | 1,214         |
| Mailing Date | 7/28/2015     | 7/28/2015     |