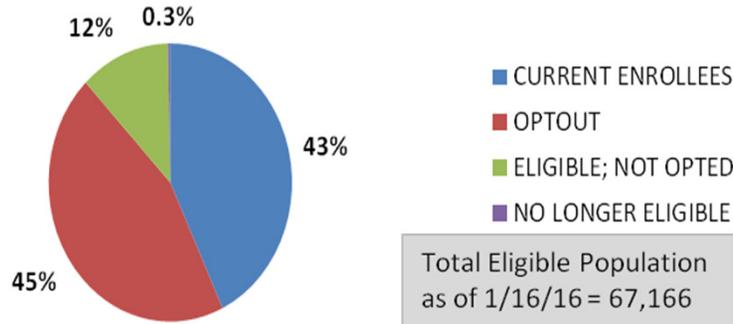




Commonwealth Coordinated Care Monthly Enrollment Dashboard

Through 1/16/2016

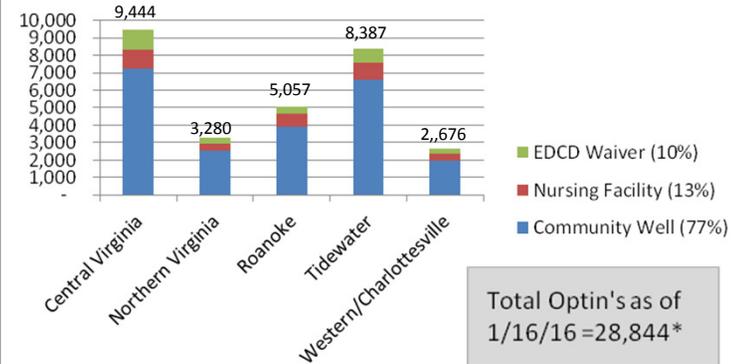
CURRENT ENROLLMENT STATUS OF TOTAL ELIGIBLE POPULATION



Total Eligible Population
as of 1/16/16 = 67,166

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. **SPECIAL NOTE:** The **ELIGIBLE; NOT OPTED** and **NO LONGER ELIGIBLE** are as of 11/29/2015.

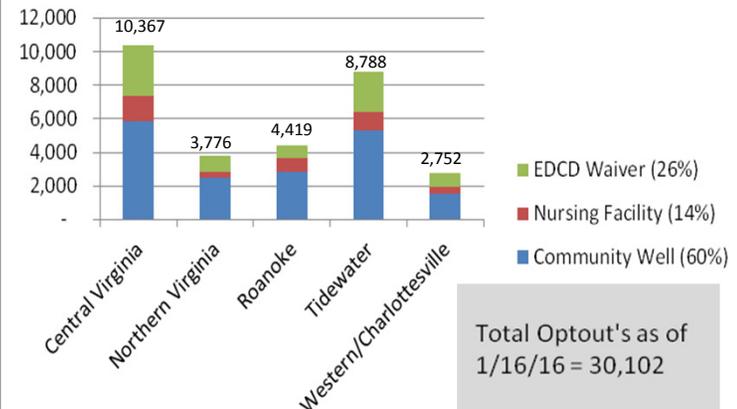
Optin By Region and Type



Total Optin's as of
1/16/16 = 28,844*

* Total Optin's includes prospective enrollment for January and February. As of December 5 there are a total of 2,580 prospective enrollments for those months.

Optout by Region and Type



Total Optout's as of
1/16/16 = 30,102



Commonwealth Coordinated Care Monthly Enrollment Dashboard

Through 1/16/2016

CCC Enrollment By Plan and Region

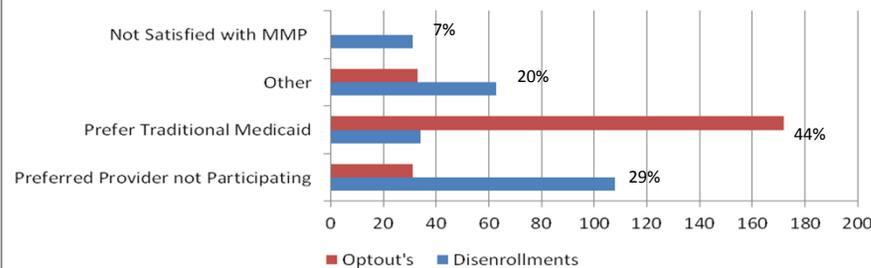
	Central Virginia	Northern Virginia	Roanoke	Tide Water	Western/ Charlottesville	Grand Total
Virginia Premier	2,702	54	1,214	1,458	700	6,128
Anthem HealthKeepers	3,570	1,723	1,829	3,870	1,198	12,190
Humana	3,172	1,503	2,014	3,059	778	10,526
Total	9,444	3,280	5,057	8,387	2,676	28,844

Maximus Call Center Statistics through 12/24/2015

For Week Ending	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (minutes)	Average Wait Time (seconds)
12/4/2015	730	714	16	2.19%	7.1	21
12/11/2015	746	718	28	3.75%	7.1	25
12/18/2015	542	531	11	2.03%	6.6	15
12/24/2015	290	284	6	2.07%	6.9	11
Totals For Month	2,308	2,247	61	2.51%	6.9	18

Disenrollment and Optout's Reasons

12/07 - 1/08



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	1,138	1,013
Mailing Date	2/1/2016	2/1/2016