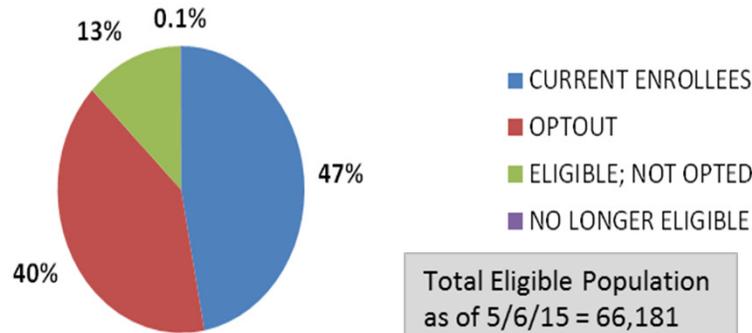




Commonwealth Coordinated Care Monthly Enrollment Dashboard

Through 5/06/2015

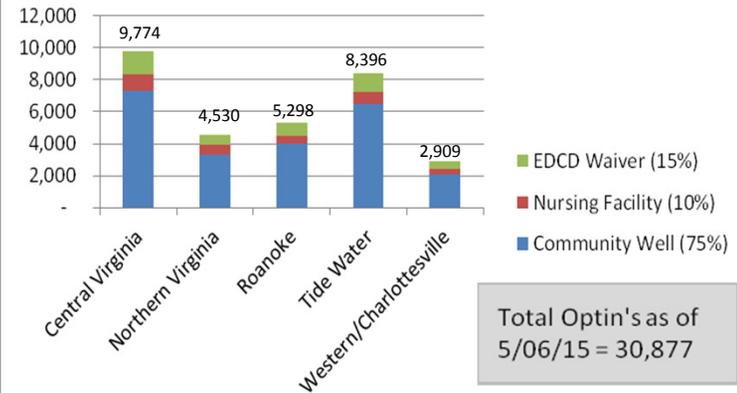
CURRENT ENROLLMENT STATUS OF TOTAL ELIGIBLE POPULATION



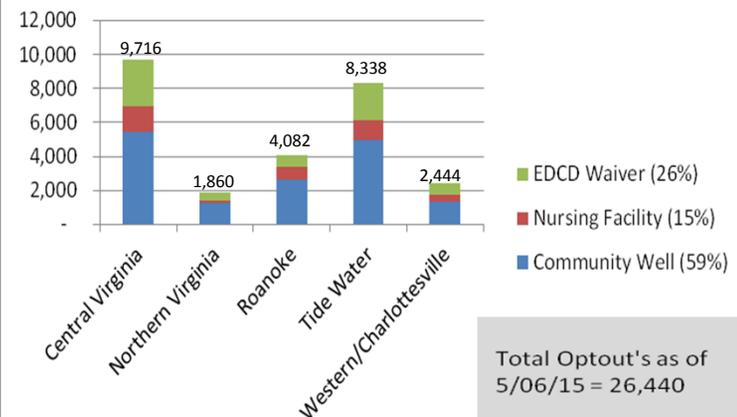
Total Eligible Population
as of 5/6/15 = 66,181

CURRENT ENROLLEES = All Active and Automatic Enrollments as of 5/06/15; **OPTOUT** = All potential enrollees that elected to not participate as of 5/06/15; **ELIGIBLE; NOT OPTED** = Potential enrollees that have not decided as of 5/06/15; **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.

Optin By Region and Type



Optout by Region and Type





Commonwealth Coordinated Care Monthly Enrollment Dashboard

Through 5/06/2015

CCC Enrollment By Plan and Region

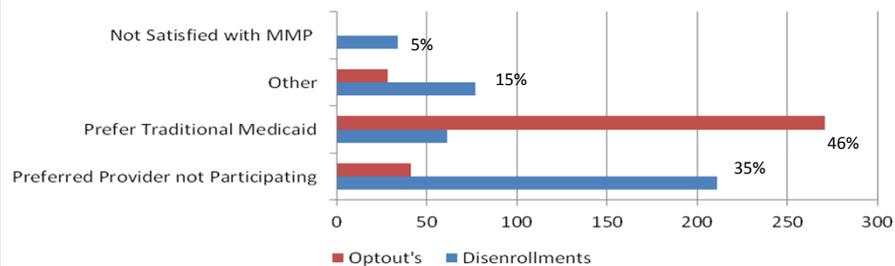
	Central Virginia	Northern Virginia	Roanoke	Tide Water	Western/ Charlottesville	Grand Total
Virginia Premier	2,688	63	1,238	1,503	734	6,226
Anthem HealthKeepers	3,724	2,255	1,919	3,738	1,289	12,925
Humana	3,332	2,212	2,141	3,155	886	11,726
Total	9,744	4,530	5,298	8,396	2,909	30,877

Maximus Call Center Statistics for May 2015

For Week Ending	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (minutes)	Average Wait Time (seconds)
4/3/2015	666	659	3	0.60%	6.5	3
4/10/2015	619	616	3	0.32%	6.3	4
4/17/2015	568	564	4	0.35%	6.7	2
4/24/2015	563	560	3	0.36%	6.3	5
5/1/2015	709	696	13	1.55%	6.7	14
Totals For Month	3,125	3,095	26	0.64%	6.5	5.6

Disenrollment and Optout's Reasons

03/30 - 05/01



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	874	4,912
Mailing Date	4/28/2015	4/28/2015 & 4/30/2015