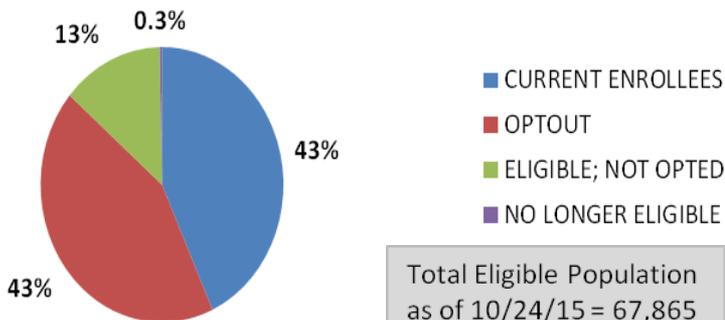




Commonwealth Coordinated Care Monthly Enrollment Dashboard

Through 10/24/2015

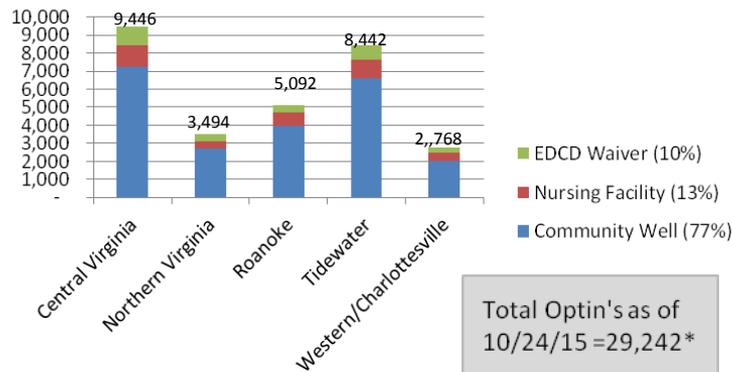
CURRENT ENROLLMENT STATUS OF TOTAL ELIGIBLE POPULATION



Total Eligible Population
as of 10/24/15 = 67,865

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.

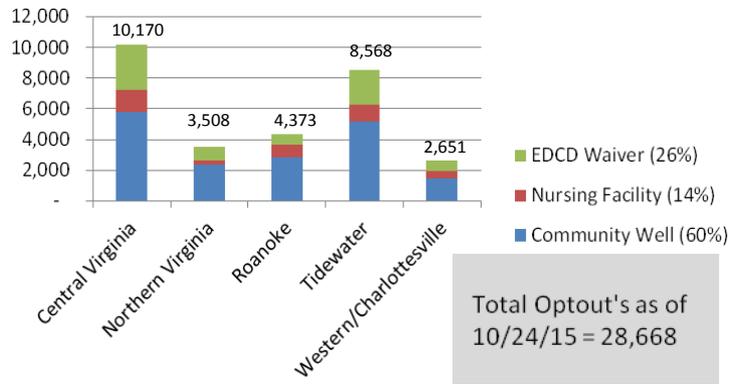
Optin By Region and Type



Total Optin's as of
10/24/15 = 29,242*

* Total Optin's includes prospective enrollment for October and November. As of September 5 there are a total of 1,986 prospective enrollments for those months.

Optout by Region and Type



Total Optout's as of
10/24/15 = 28,668



Commonwealth Coordinated Care Monthly Enrollment Dashboard

Through 10/24/2015

CCC Enrollment By Plan and Region

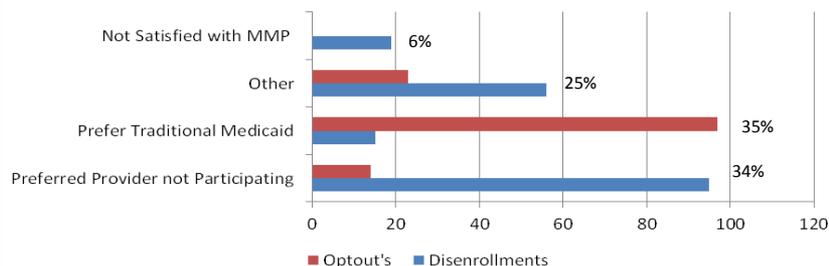
	Central Virginia	Northern Virginia	Roanoke	Tide Water	Western/ Charlottesville	Grand Total
Virginia Premier	2,651	58	1,216	1,507	719	6,151
Anthem HealthKeepers	3,616	1,807	1,828	3,823	1,242	12,316
Humana	3,179	1,629	2,048	3,112	807	10,775
Total	9,446	3,494	5,092	8,442	2,768	29,242

Maximus Call Center Statistics through 9/18/2015

For Week Ending	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (minutes)	Average Wait Time (seconds)
9/4/2015	891	785	106	11.90%	7.6	45
9/11/2015	489	476	13	2.66%	6.8	22
9/18/2015	528	517	11	2.08%	7.0	14
Totals For Month	1,908	1,778	130	5.55%	7.1	27

Disenrollment and Optout's Reasons

08/31 - 9/18



CCC Enrollment Mailing

	30 Day Letter	60 Day Letter
Volume	944	1,873
Mailing Date	9/28/2015	9/30/2015

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.