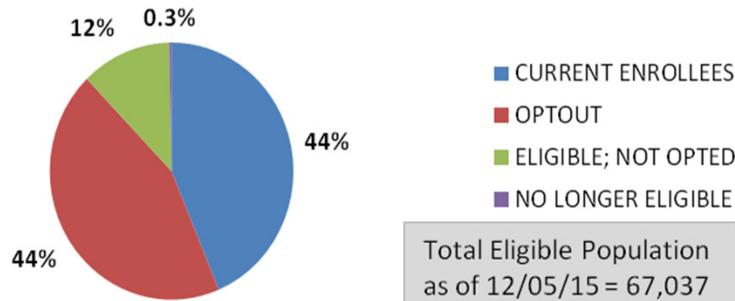




Commonwealth Coordinated Care Monthly Enrollment Dashboard

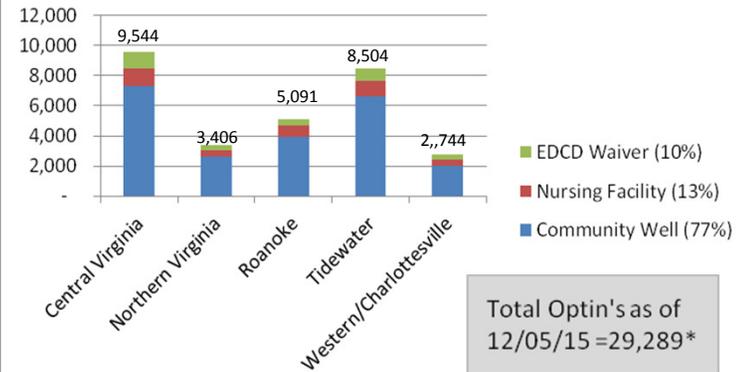
Through 12/05/2015

CURRENT ENROLLMENT STATUS OF TOTAL ELIGIBLE POPULATION



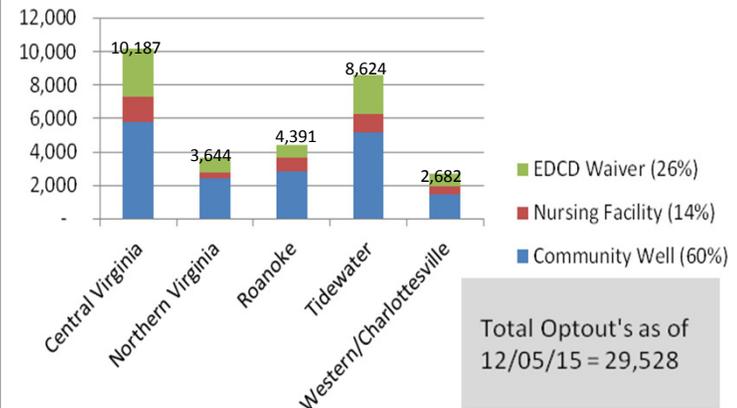
CURRENT ENROLLEES = All Active and Automatic Enrollments; **OPTOUT** = All potential enrollees that elected to not participate; **ELIGIBLE; NOT OPTED** = Potential enrollees that have not decided ; **NO LONGER ELIGIBLE** = All potential enrollees that lost CCC eligibility because they lost Medicaid eligibility, moved out of the demonstration area, or because they now participate in some other exempt program or are in an exempt facility. **SPECIAL NOTE:** The **ELIGIBLE; NOT OPTED** and **NO LONGER ELIGIBLE** are as of 11/29/2015.

Optin By Region and Type



* 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





Commonwealth Coordinated Care Monthly Enrollment Dashboard

Through 12/05/2015

CCC Enrollment By Plan and Region

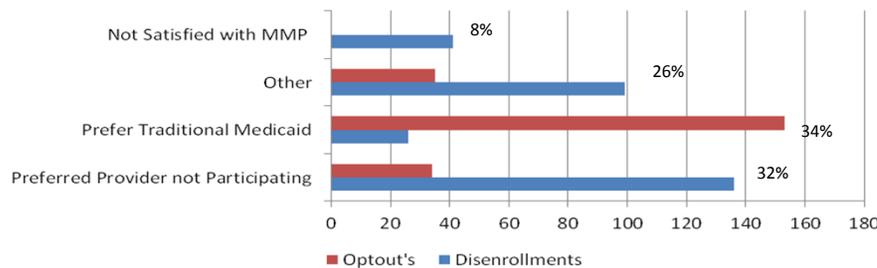
| | Central Virginia | Northern Virginia | Roanoke | Tide Water | Western/ Charlottesville | Grand Total |
|----------------------|------------------|-------------------|--------------|--------------|-----------------------------|----------------|
| Virginia Premier | 2,699 | 58 | 1,206 | 1,514 | 722 | 6,199 |
| Anthem HealthKeepers | 3,627 | 1,769 | 1,840 | 3,868 | 1,231 | 12,335 |
| Humana | 3,218 | 1,579 | 2,045 | 3,122 | 791 | 10,755 |
| Total | 9,544 | 3,406 | 5,091 | 8,504 | 2,744 | 29,289 |

Maximus Call Center Statistics through 12/04/2015

| For Week Ending | Total Calls Received | Total Calls Answered | Total Calls Abandoned | Average Abandon Rate | Average Talk Time (minutes) | Average Wait Time (seconds) |
|-------------------------|----------------------|----------------------|-----------------------|----------------------|-----------------------------|-----------------------------|
| 11/6/2015 | 696 | 674 | 22 | 3.16% | 7.0 | 46 |
| 11/13/2015 | 589 | 581 | 8 | 1.36% | 6.5 | 12 |
| 11/20/2015 | 569 | 553 | 16 | 2.81% | 6.6 | 15 |
| 11/27/2015 | 322 | 317 | 5 | 1.55% | 6.6 | 5 |
| 12/4/2015 | 730 | 714 | 16 | 2.19% | 7.1 | 21 |
| Totals For Month | 2,906 | 2,839 | 67 | 2.22% | 6.8 | 19.8 |

Disenrollment and Optout's Reasons

11/02 - 12/04



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 | 1,137 | 1,847 |
| Mailing Date | 12/1/2015 | 12/3/2015 |