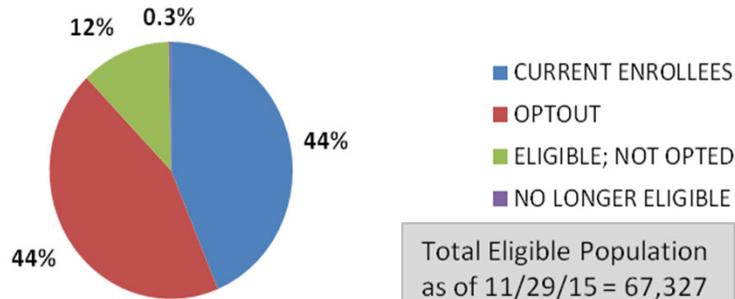




Commonwealth Coordinated Care Monthly Enrollment Dashboard

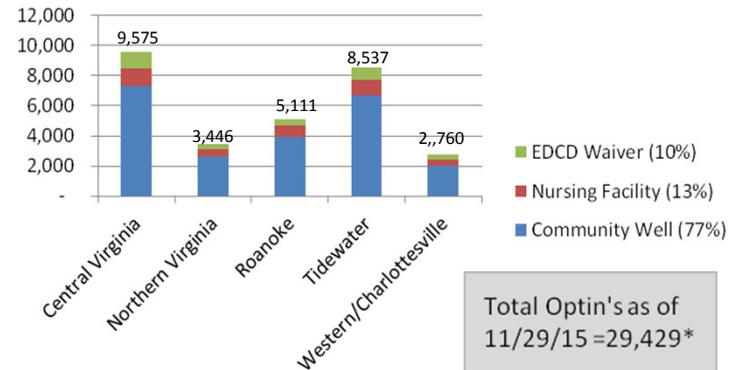
Through 11/29/2015

CURRENT ENROLLMENT STATUS OF TOTAL ELIGIBLE POPULATION



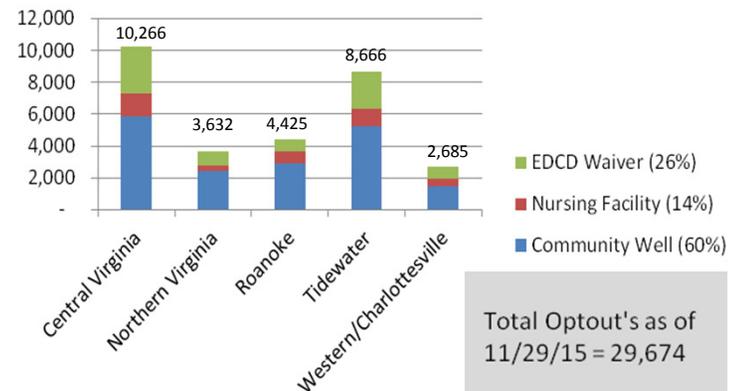
CURRENT ENROLLEES = All Active and Automatic Enrollments; **OPTOUT** = All potential enrollees that elected to not participate; **ELIGIBLE; NOT OPTED** = Potential enrollees that have not decided; **NO LONGER ELIGIBLE** = All potential enrollees that lost CCC eligibility because they lost Medicaid eligibility, 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 October and November. As of September 5 there are a total of 1,986 prospective enrollments for those months.

Optout by Region and Type





Commonwealth Coordinated Care Monthly Enrollment Dashboard

Through 11/29/2015

CCC Enrollment By Plan and Region

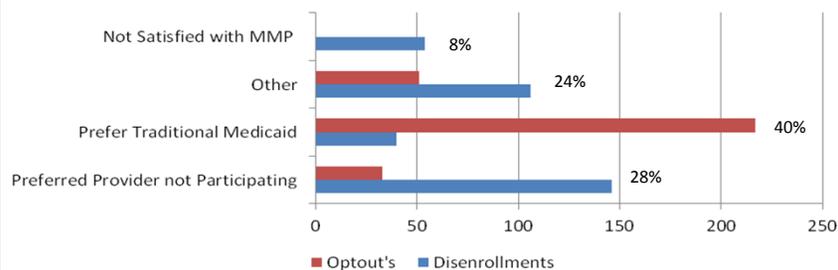
	Central Virginia	Northern Virginia	Roanoke	Tide Water	Western/ Charlottesville	Grand Total
Virginia Premier	2,701	59	1,207	1,522	729	6,218
Anthem HealthKeepers	3,646	1,784	1,845	3,884	1,237	12,396
Humana	3,228	1,603	2,059	3,131	794	10,815
Total	9,575	3,446	5,111	8,537	2,760	29,429

Maximus Call Center Statistics through 10/30/2015

For Week Ending	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (minutes)	Average Wait Time (seconds)
10/2/2015	742	687	55	7.41%	6.8	58
10/9/2015	786	752	34	4.33%	6.6	35
10/16/2015	562	549	13	2.31%	7.0	24
10/23/2015	714	698	16	2.24%	7.0	11
10/30/2015	730	715	15	2.05%	6.7	22
Totals For Month	3,534	3,401	133	3.67%	6.8	30

Disenrollment and Optout's Reasons

09/28 - 10/30



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.