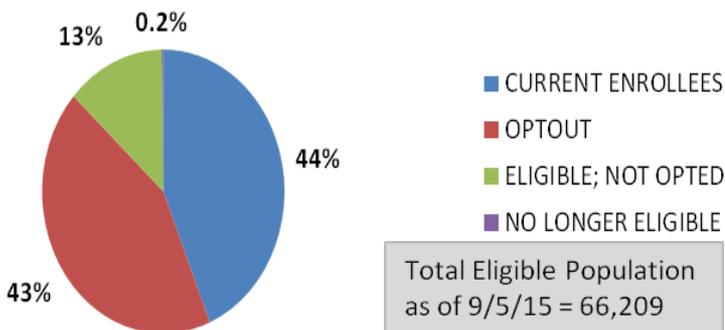




# Commonwealth Coordinated Care Monthly Enrollment Dashboard

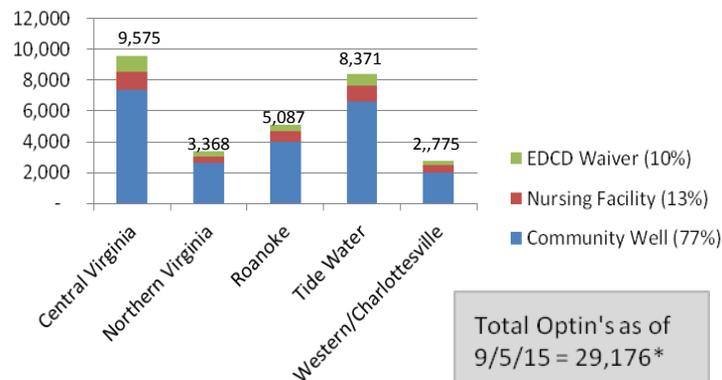
Through 9/05/2015

## CURRENT ENROLLMENT STATUS OF TOTAL ELIGIBLE POPULATION



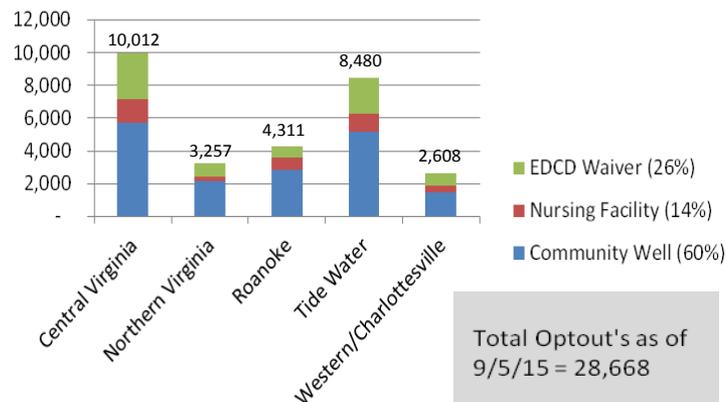
**CURRENT ENROLLEES** = All Active and Automatic Enrollments; **OPTOUT** = All potential enrollees that elected to not participate; **ELIGIBLE; NOT OPTED** = Potential enrollees that have not decided; **NO LONGER ELIGIBLE** = All potential enrollees that lost CCC eligibility because they lost Medicaid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

## 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 9/05/2015

## CCC Enrollment By Plan and Region

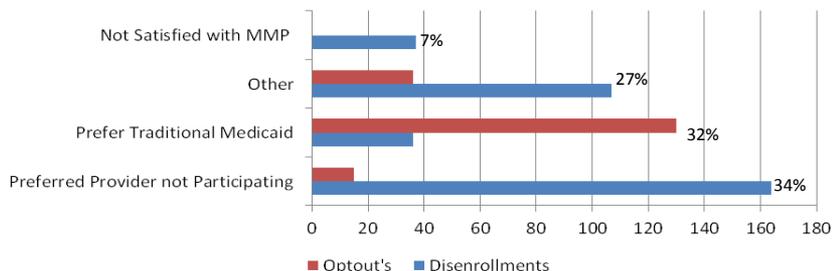
	Central Virginia	Northern Virginia	Roanoke	Tide Water	Western/ Charlottesville	Grand Total
Virginia Premier	2,659	54	1,233	1,485	723	6,154
Anthem HealthKeepers	3,698	1,729	1,812	3,783	1,236	12,258
Humana	3,218	1,585	2,042	3,103	816	10,764
<b>Total</b>	<b>9,575</b>	<b>3,368</b>	<b>5,087</b>	<b>8,371</b>	<b>2,775</b>	<b>29,176</b>

## Maximus Call Center Statistics for August 2015

For Week Ending	Total Calls Received	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (minutes)	Average Wait Time (seconds)
8/7/2015	719	700	19	2.64%	6.8	26
8/14/2015	517	506	11	2.13%	6.9	22
8/21/2015	571	555	16	2.80%	6.9	19
8/28/2015	593	581	12	2.02%	6.5	17
<b>Totals For Month</b>	<b>2,400</b>	<b>2,342</b>	<b>58</b>	<b>2.40%</b>	<b>6.8</b>	<b>21</b>

## Disenrollment and Optout's Reasons

08/03 - 8/28



## CCC Enrollment Mailing

	30 Day Letter	60 Day Letter
Volume	1,009	1,121
Mailing Date	8/27/2015	8/31/2015

**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.