

Health Plan Services

Prepared for: CCH Managed Care Committee

Aaron Galeener

Interim Chief Executive Officer, CountyCare

January 21, 2022



Board Metrics



Current Membership

Monthly membership as of January 5th, 2022

Category	Total Members	ACHN Members	% ACHN
FHP	264,642	20,378	7.7%
ACA	116,688	18,040	15.5%
ICP	30,423	5,227	17.2%
MLTSS	8,167	0	N/A
SNC	5,370	635	11.8%
Total	425,290	44,280	10.4%

ACA: Affordable Care Act

FHP: Family Health Plan

ICP: Integrated Care Program

MLTSS: Managed Long-Term Service and Support (Dual Eligible)

SNC: Special Needs Children



Managed Medicaid Market

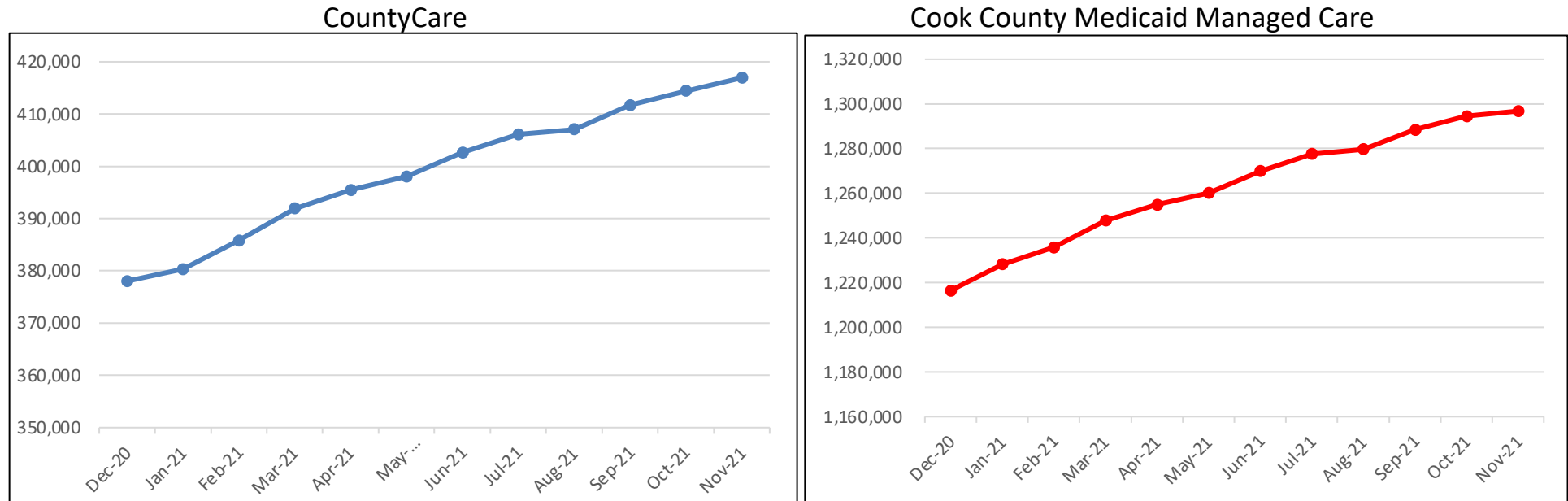
Illinois Department of Healthcare and Family Services November 2021 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	416,937	32.2%
Blue Cross Blue Shield	330,653	25.5%
Meridian (a WellCare Co.)	314,867	24.3%
IlliniCare (Aetna/CVS)	128,840	9.9%
Molina	95,823	7.4%
YouthCare	9,667	0.7%
Total	1,296,787	100.0%

* Only Operating in Cook County



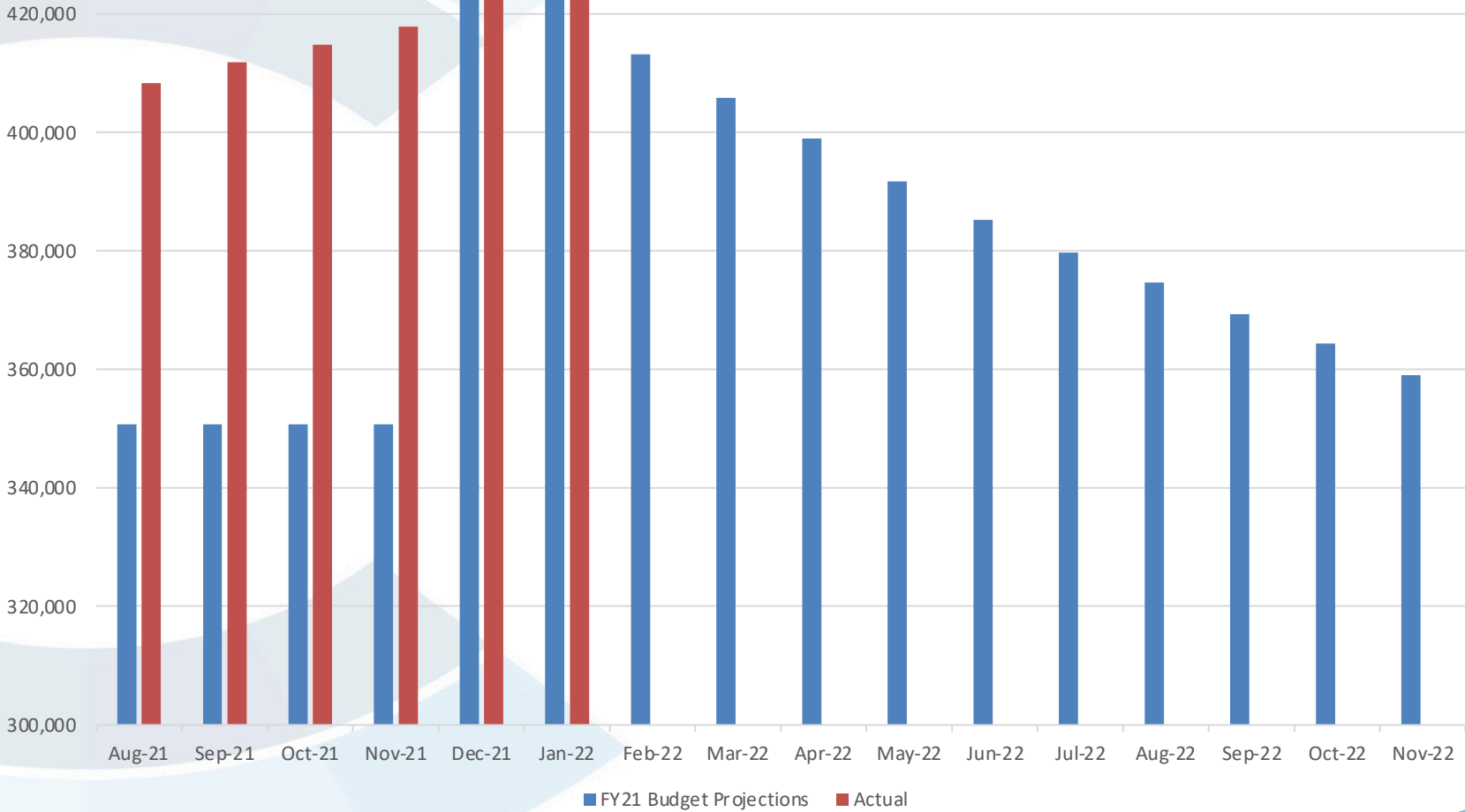
IL Medicaid Managed Care Trend in Cook County (charts not to scale)



- CountyCare's enrollment has increased 10% over the past 12 months, ahead of the Cook County increase of 7%
- CountyCare's enrollment increased 0.6% in November 2021 compared to the prior month

Source: <https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/TotalCCEnrollmentforAllPrograms.aspx>

FY 21 Budget | Membership



Operations Metrics: Call Center & Encounter Rate

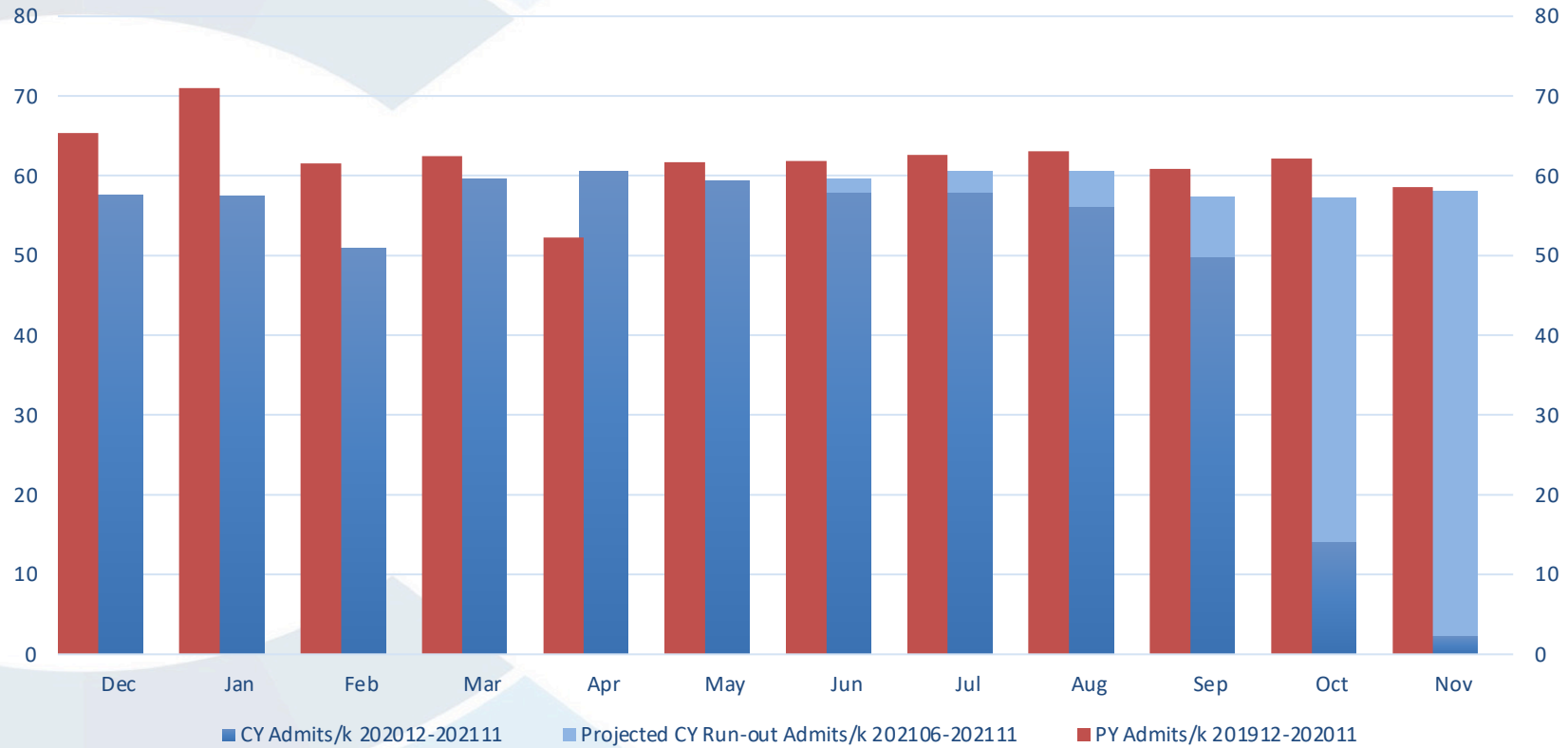
Key Metrics	State Goal	Performance		
		Oct 2021	Nov 2021	Dec 2021
Member & Provider Services Call Center Metrics				
Abandonment Rate	< 5%	2.14%	2.42%	1.10%
Hold Time (minutes)	1:00	0:23	0:27	0:10
% Calls Answered < 30 seconds	> 80%	85.20%	81.87%	93.27%
Quarterly				
Claims/Encounters Acceptance Rate	98%	98%		



Operational Updates

Request for Proposals	Posting Date	Expected Completion
Pharmacy Benefit Managers	October, 2021	1 st Quarter, 2022
Third Party Administrative Services	October, 2021	1 st Quarter, 2022
Care Management	December, 2021	1 st Quarter, 2022
ESRD Services	October, 2021	1 st Quarter, 2022
Actuarial Services	November, 2021	1 st Quarter, 2022

Current v. Prior Year: IP Acute Admits/1000



Updated monthly, paid through November 2021
 All acute and surgical cases + approved acute authorizations
 Domestic admissions are not included since they do not require Prior Authorization

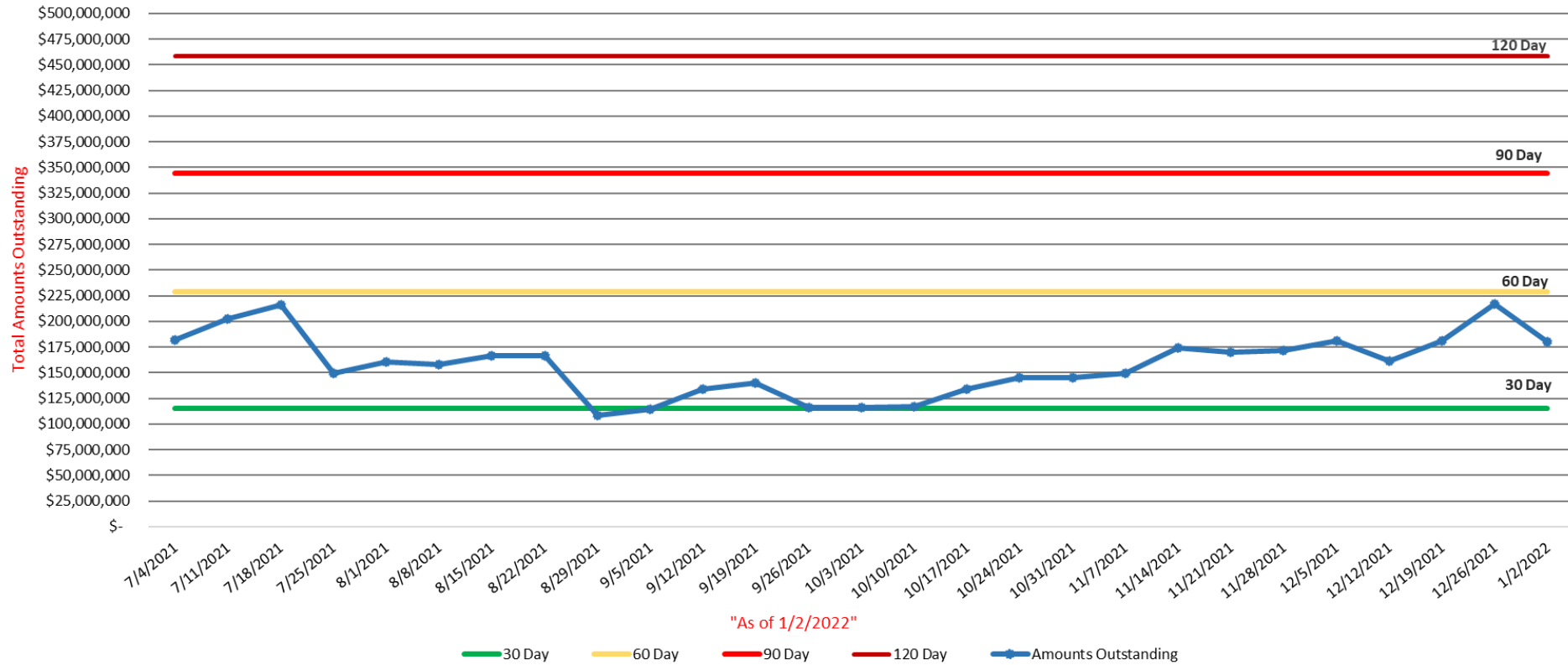
CountyCare COVID Vaccination Rates

Vaccination Phase	Count of Membership	Percent of Total Membership (425k)	Percent of Vaccine-Eligible Membership (378k)
1st of 2 doses only:	22,593	5.31%	5.97%
Fully Vaccinated:	147,345	34.65%	38.93%
Vaccinated with at least 1 dose:	169,938	39.96%	44.90%

Data as of 1/7/2022

Claims Payments

Received but Not Yet Paid Medical Claims



*Assumes average of 15 days to process claims
 *Assumes \$57.5M in pending claims not yet adjudicated
 *Medical claims only- does not include pharmacy, dental, vision or transportation claims. These claims typically average a 30-60 day payment timing.



Claims Payments

Received but Not Yet Paid Claims

Aging Days	0-30 days	31-60 days	61-90 days	91+ days	Grand Total
Q1 2020	\$ 109,814,352	\$ 53,445,721	\$ 46,955,452	\$ 9,290,569	\$ 219,506,093
Q2 2020	\$ 116,483,514	\$ 41,306,116	\$ 27,968,899	\$ 18,701,664	\$ 204,460,193
Q3 2020	\$ 118,379,552	\$ 59,681,973	\$ 26,222,464	\$ 71,735	\$ 204,355,723
Q4 2020	\$ 111,807,287	\$ 73,687,608	\$ 61,649,515	\$ 1,374,660	\$ 248,519,070
Q1 2021	\$ 111,325,661	\$ 49,497,185	\$ 4,766,955	\$ 37,362	\$ 165,627,162
Q2 2021	\$ 131,867,220	\$ 49,224,709	\$ 566,619	\$ 213,967	\$ 181,872,515
Q3 2021	\$ 89,511,334	\$ 25,733,866	\$ 38,516	\$ 779,119	\$ 116,062,835
Q4 2021	\$ 125,581,303	\$ 90,378,328	\$ 112,699	\$ 1,114,644	\$ 217,186,974
Week of 1/2/2022	\$ 115,779,820	\$ 63,805,142	\$ 140,085	\$ 888,122	\$ 180,613,168

- *0-30 days is increased for an estimated \$57.5M of received but not adjudicated claims
- *Medical claims only-does not include pharmacy, dental, vision or transportation claims
- *The amounts in the table are clean claims



Thank you

