

Health Plan Services Update

Prepared for: CCH Board of Directors Meeting

Aaron Galeener

Interim Chief Executive Officer, Health Plan Services

June 24, 2022



Metrics



Current Membership

Monthly membership as of June 6th, 2022

Category	Total Members	ACHN Members	% ACHN
FHP	268,426	19,879	7.4%
ACA	121,301	18,170	15.0%
ICP	30,327	5,029	16.6%
MLTSS	8,631	0	N/A
SNC	680	7,724	8.8%
Total	436,409	43,758	10.0%

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 March 2022 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	428,497	32.5%
Blue Cross Blue Shield	337,474	25.6%
Meridian (a WellCare Co.)	315,956	24.0%
IlliniCare (Aetna/CVS)	128,442	9.8%
Molina	97,123	7.4%
YouthCare	9,796	0.7%
Total	1,317,288	100.0%

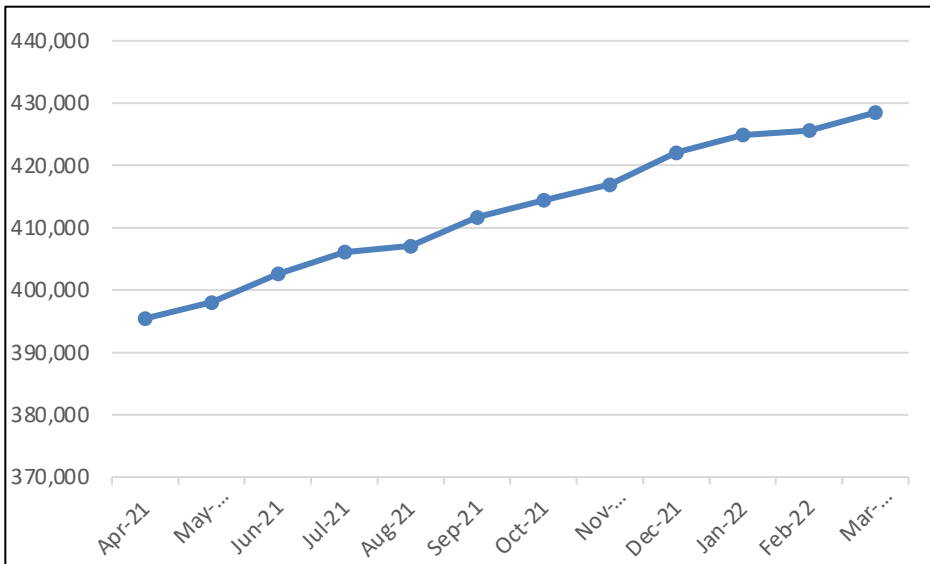
* Only Operating in Cook County



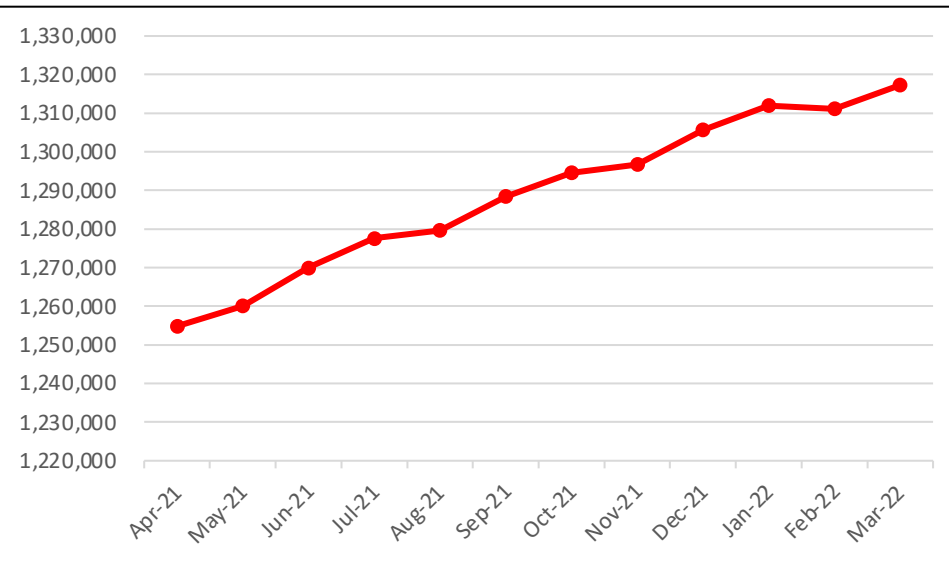
IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

CountyCare



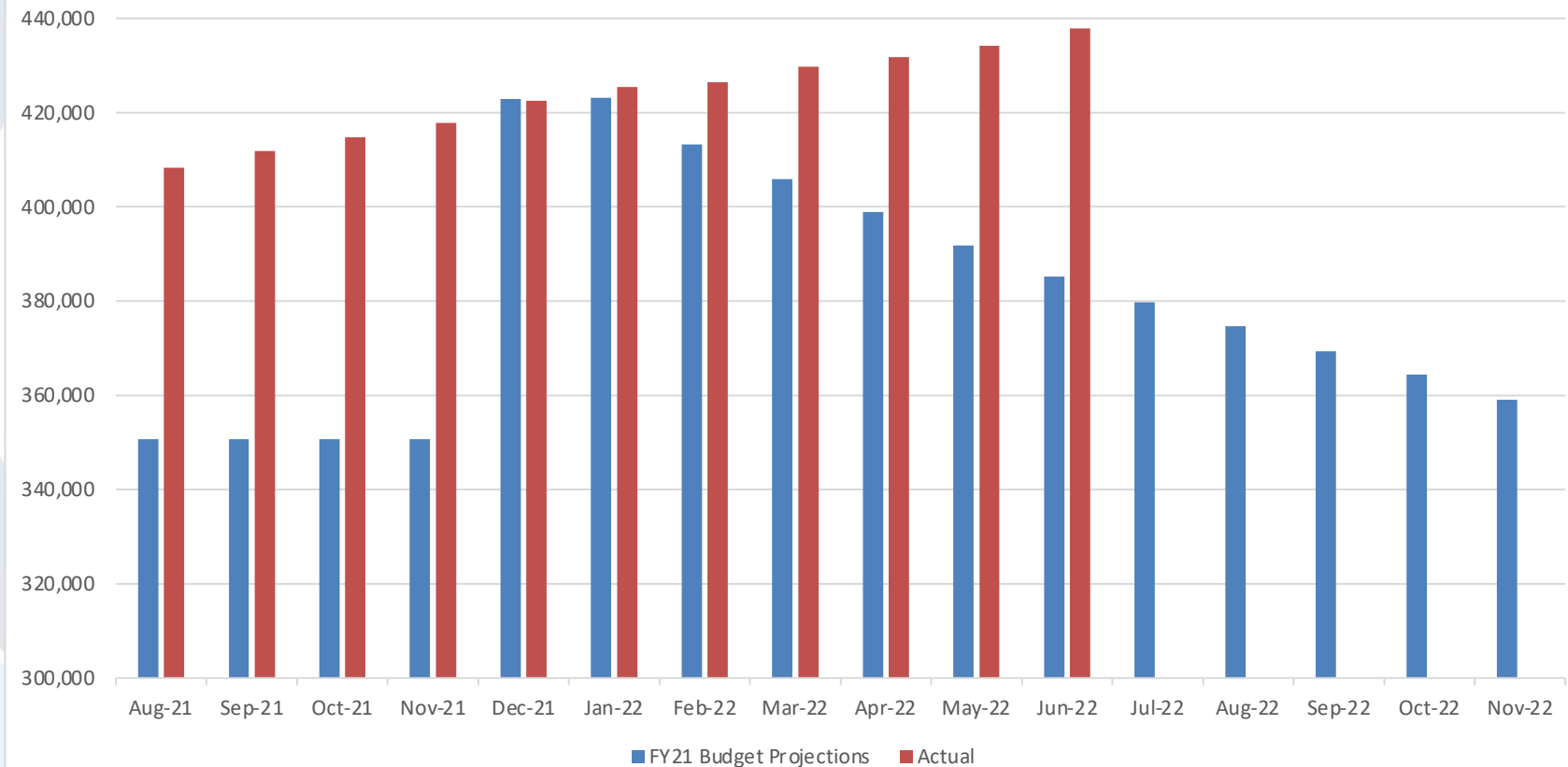
Cook County Medicaid Managed Care



- CountyCare's enrollment has increased 8% over the past 12 months, ahead of the Cook County increase of 5%
- CountyCare's enrollment increased 0.7% in March 2022 compared to the prior month

FY 22 Budget | Membership

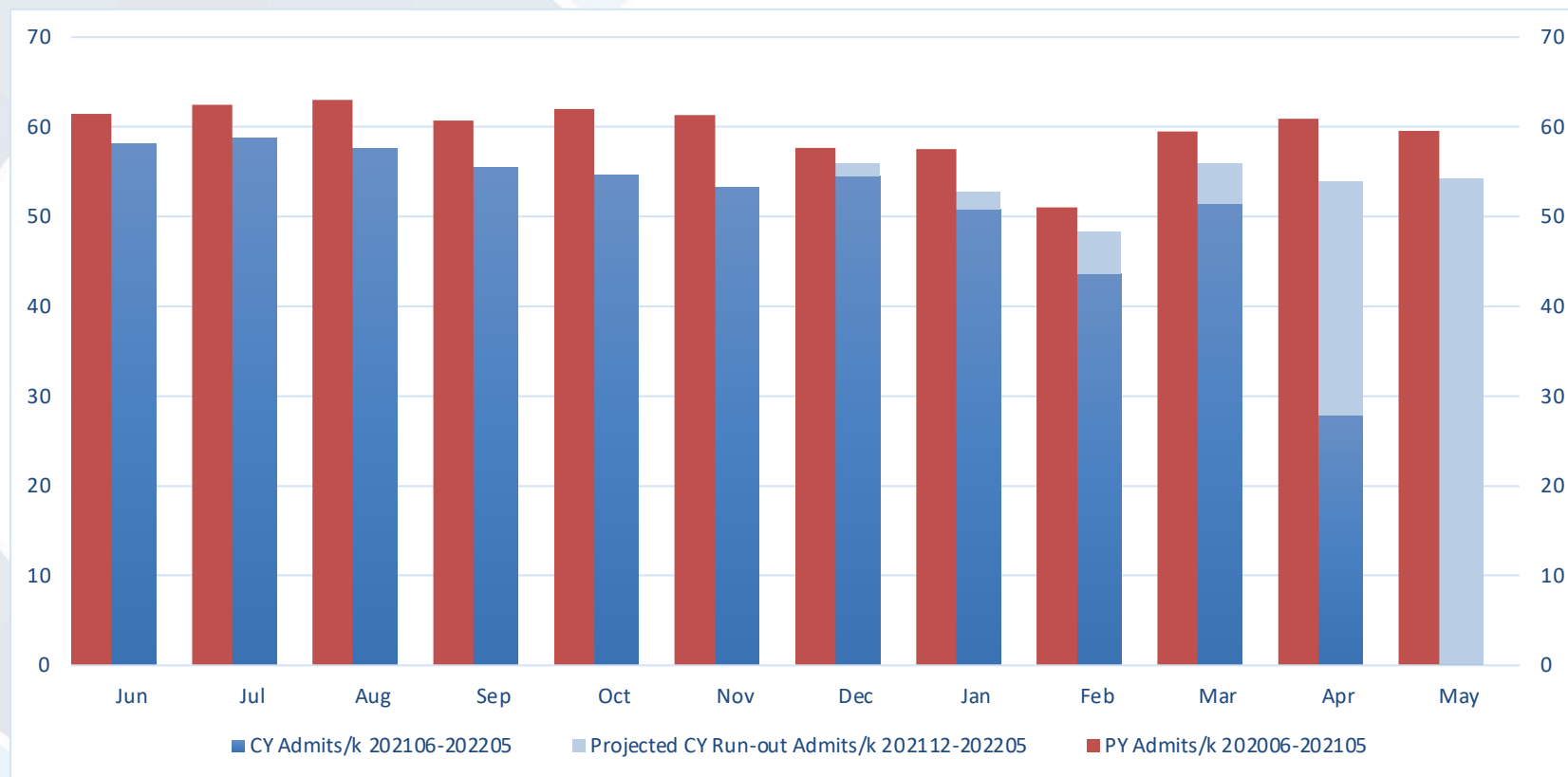
CountyCare Membership



Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Mar 2022	Apr 2022	May 2022
Member & Provider Services Call Center Metrics				
Abandonment Rate	< 5%	0.57%	1.20%	1.68%
Hold Time (minutes)	1:00	0:04	0:09	0:15
% Calls Answered < 30 seconds	> 80%	97.74%	93.15%	91.46%
Quarterly				
Claims/Encounters Acceptance Rate	98%	98%		

Current v. Prior Year: IP Acute Admits/1000



Updated monthly, paid through May 2022
All acute and surgical cases + approved acute authorizations
Domestic admissions are not included since they do not require Prior Authorization

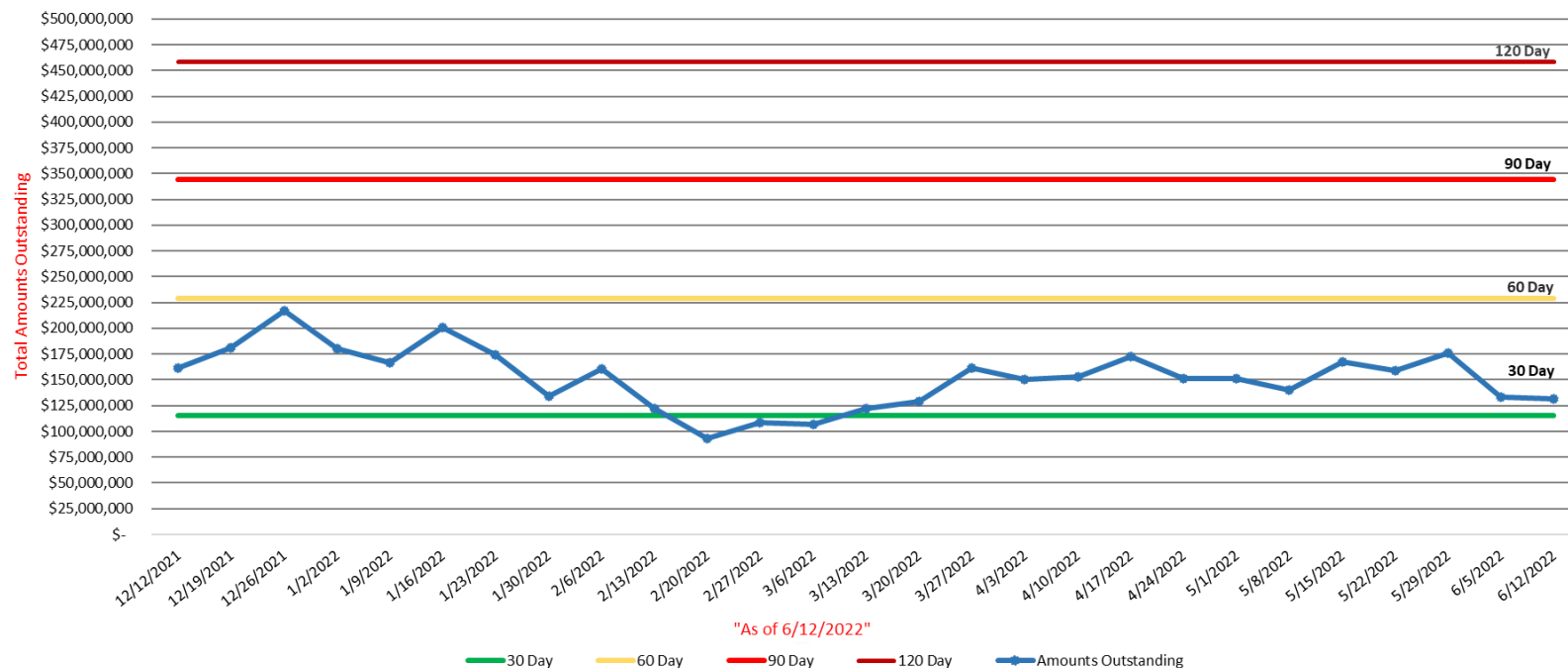
CountyCare COVID Vaccination Rates

Vaccination Phase	Count of Membership	Percent of Total Membership (436k)	Percent of Vaccine-Eligible Membership (389k)
1st of 2 doses only:	21,822	5.00%	5.61%
Fully Vaccinated:	194,807	44.65%	50.07%
Vaccinated with at least 1 dose:	217,352	49.82%	55.87%

Data as of 6/13/2021

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
Q1 2022	\$ 144,241,915	\$ 12,166,101	\$ 2,958,928	\$ 2,183,828	\$ 161,550,772
Week of 6/12/2022	\$ 119,195,595	\$ 6,897,314	\$ 1,161,766	\$ 4,179,860	\$ 131,434,535

*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