

Health Plan Services Update

Prepared for: CCH Board of Directors Meeting

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Metrics



Current Membership

Monthly membership as of March 7th, 2022

Category	Total Members	ACHN Members	% ACHN
FHP	264,152	20,311	7.7%
ACA	118,576	18,367	15.5%
ICP	30,349	5,193	17.1%
MLTSS	8,407	0	N/A
SNC	7,772	809	10.4%
Total	429,256	44,580	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 December 2021 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	422,054	32.3%
Blue Cross Blue Shield	334,273	25.6%
Meridian (a WellCare Co.)	316,758	24.3%
IlliniCare (Aetna/CVS)	126,311	9.7%
Molina	96,581	7.4%
YouthCare	9,689	0.7%
Total	1,305,666	100.0%

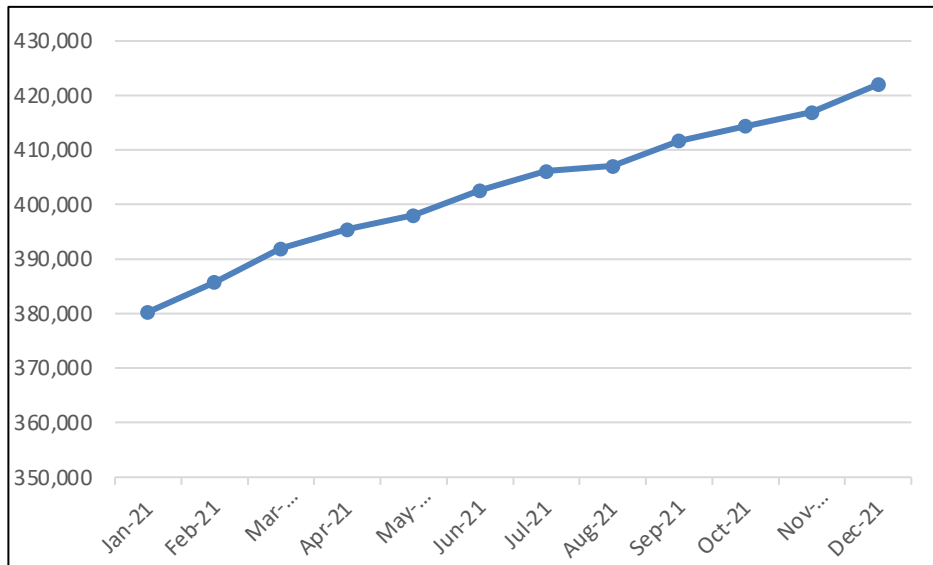
* Only Operating in Cook County



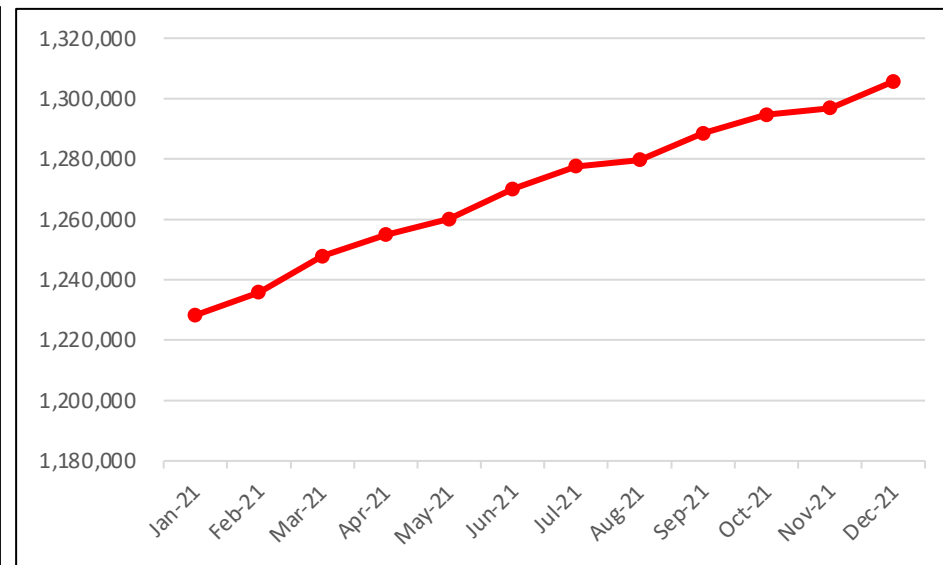
IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

CountyCare



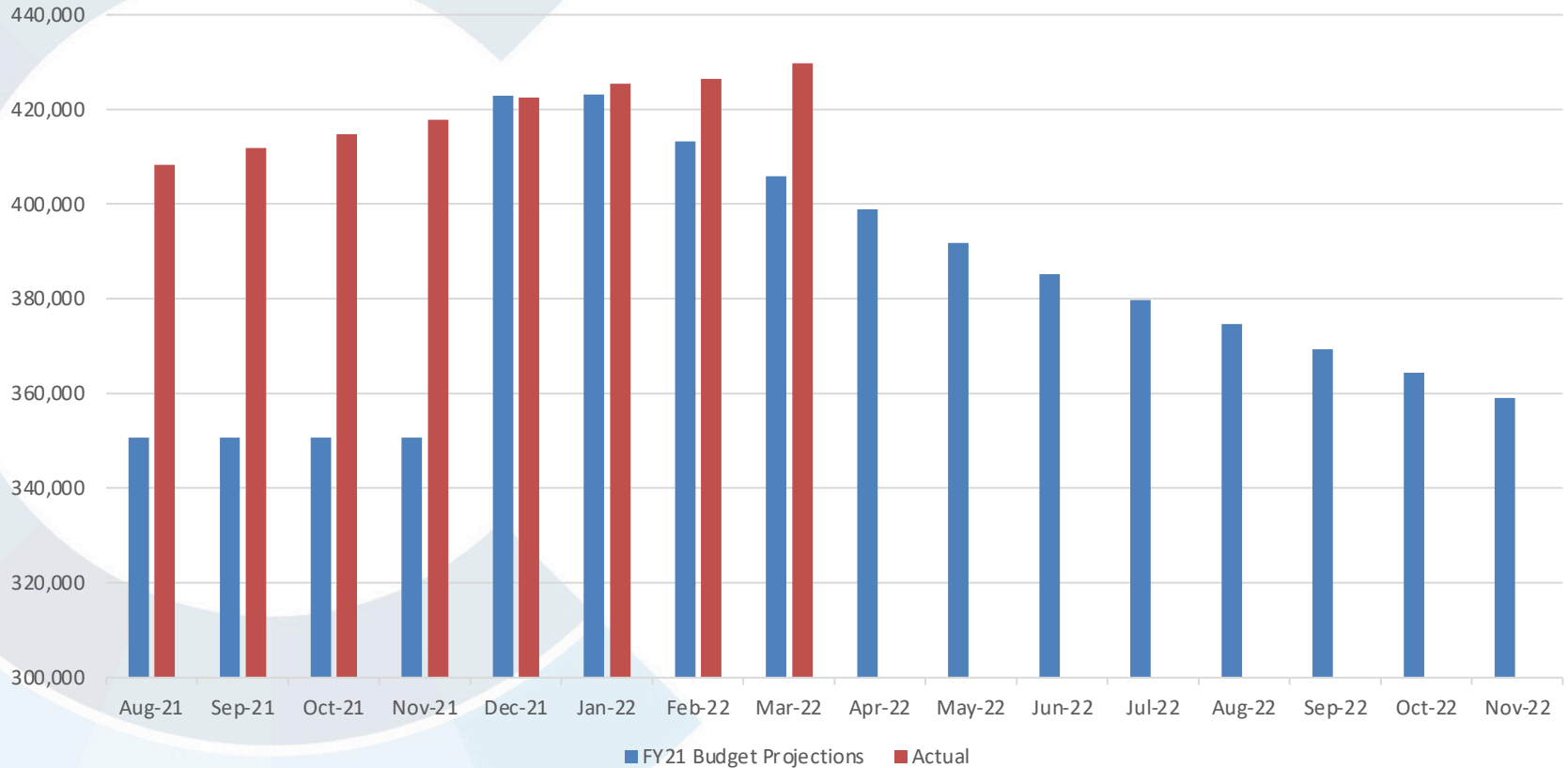
Cook County Medicaid Managed Care



- CountyCare's enrollment has increased 11% over the past 12 months, ahead of the Cook County increase of 6%
- CountyCare's enrollment increased 1.2% in December 2021 compared to the prior month

FY 22 Budget | Membership

CountyCare Membership



Redetermination

- Tracking CMS guidance around the end of PHE
 - Increasing CMS guidance and activity regarding end of PHE
 - PHE current is scheduled to end April 16th
 - Initial CMS guidance indicates PHE to be extended to July 15th
 - Redetermination will begin 60 days after the PHE expires
 - Assuming extension to July 15th and no further extensions, redeterminations would be expected to begin in September 2022

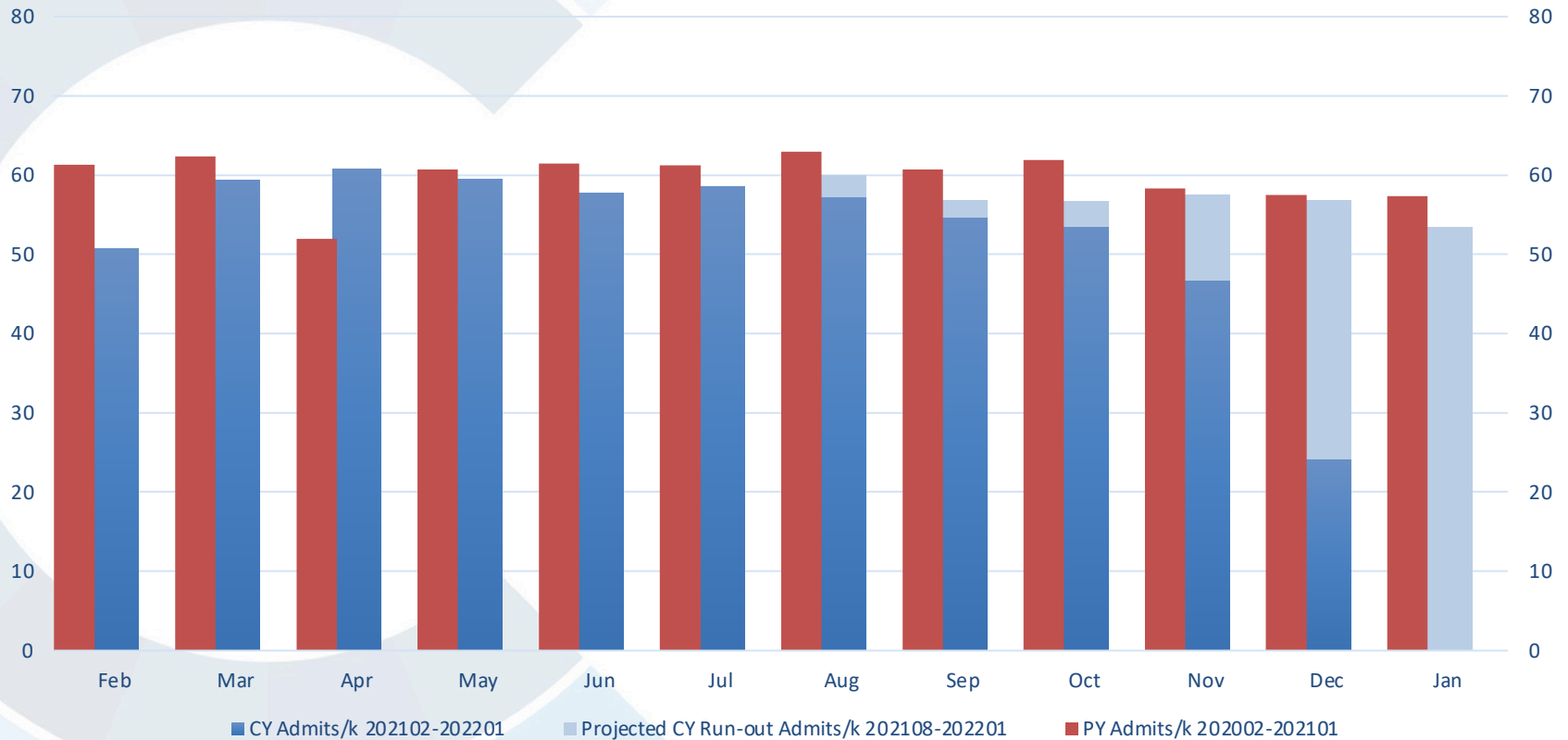
Redetermination Efforts

- Currently outreaching to members to update demographic data
 - Directing to HFS hotline for real-time mailing address updates
 - HFS published a toolkit that includes messages to share with Medicaid enrollees about the importance of updating their addresses:
<https://www2.illinois.gov/hfs/Pages/AddressUpdateMessagingToolkit.aspx>.
 - Individuals who use Medicaid are encourage to call the HFS hotline (877-805-5312) or use the HFS web form (www2.illinois.gov/hfs/address) to update their address.
- Developing outreach strategy in preparation for the end of the PHE:
 - Member Outreach – via text, phone, mail, e-mail, social media
 - PCP Outreach to flag members that are due for redetermination
 - Pharmacy point of sale
 - Care coordination teams

Operations Metrics: Call Center & Encounter Rate

Key Metrics	State Goal	Performance		
		Dec 2021	Jan 2022	Feb 2022
Member & Provider Services Call Center Metrics				
Abandonment Rate	< 5%	1.10%	2.41%	1.73%
Hold Time (minutes)	1:00	0:10	0:23	0:14
% Calls Answered < 30 seconds	> 80%	93.27%	82.81%	91.01%
Quarterly				
Claims/Encounters Acceptance Rate	98%	98%		

Current v. Prior Year: IP Acute Admits/1000



Updated monthly, paid through January 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

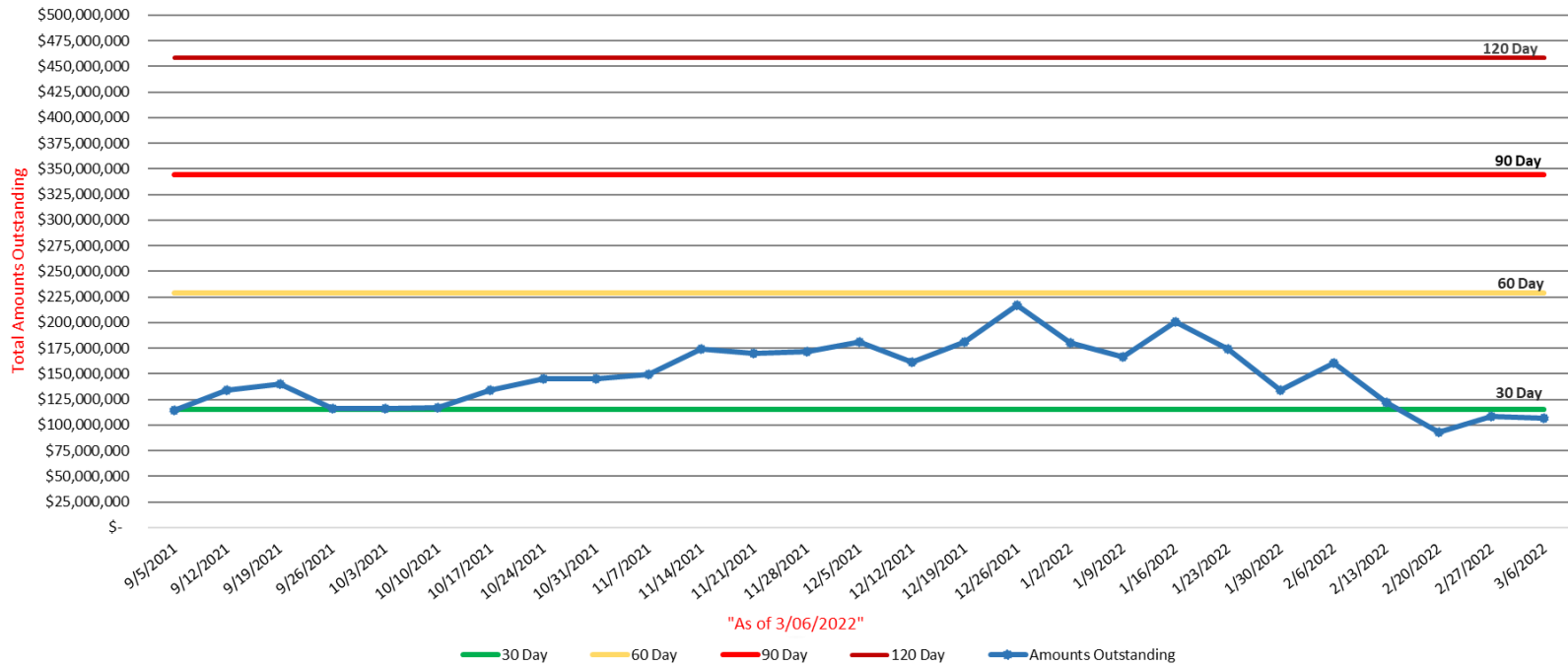
Vaccination Phase	Count of Membership	Percent of Total Membership (426k)	Percent of Vaccine-Eligible Membership (379k)
1st of 2 doses only:	29,682	6.92%	7.77%
Fully Vaccinated:	167,248	38.98%	43.77%
Vaccinated with at least 1 dose:	196,930	45.90%	51.54%

Data as of 3/4/2021



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
Week of 3/6/2022	\$ 98,588,782	\$ 5,723,224	\$ 1,872,878	\$ 791,701	\$ 106,976,585

*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

