

Health Plan Services Update

Prepared for: CCH Board of Directors

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Metrics



Current Membership

Monthly membership as of February 5th, 2024

Category	Total Members	ACHN Members	% ACHN
FHP	260,445	14,734	5.7%
ACA	110,921	14,952	13.5%
ICP	30,501	4,780	15.7%
MLTSS	9,323	-	0%
SNC	7,435	351	4.7%
HBIA	13,422	881	6.6%
HBIS	3,030	214	7.1%
Total	435,077	35,912	8.3%

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
HBIA/HBIS: Health Benefit for Immigrant Adults/Seniors



Managed Medicaid Market

Illinois Department of Healthcare and Family Services November 2023 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	430,370	32.3%
Blue Cross Blue Shield	364,984	27.4%
Meridian (a WellCare Co.)	305,093	22.9%
IlliniCare (Aetna/CVS)	126,632	9.5%
Molina	97,246	7.3%
YouthCare	9,213	0.7%
Total	1,333,538	100.0%

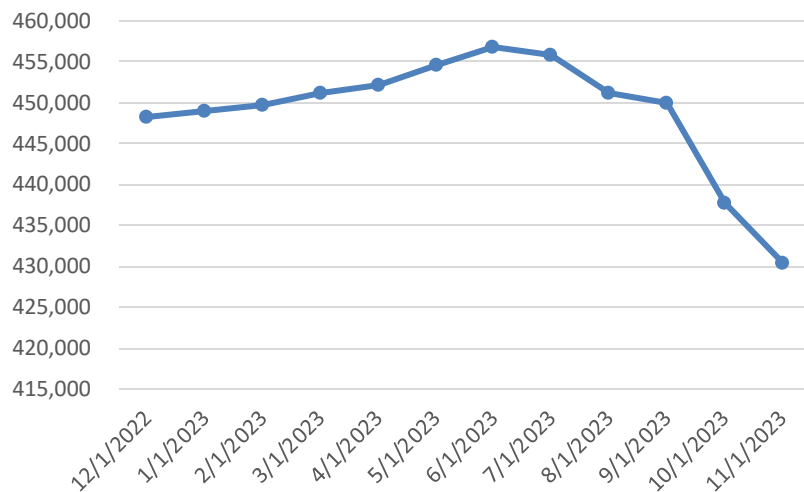
* Only Operating in Cook County



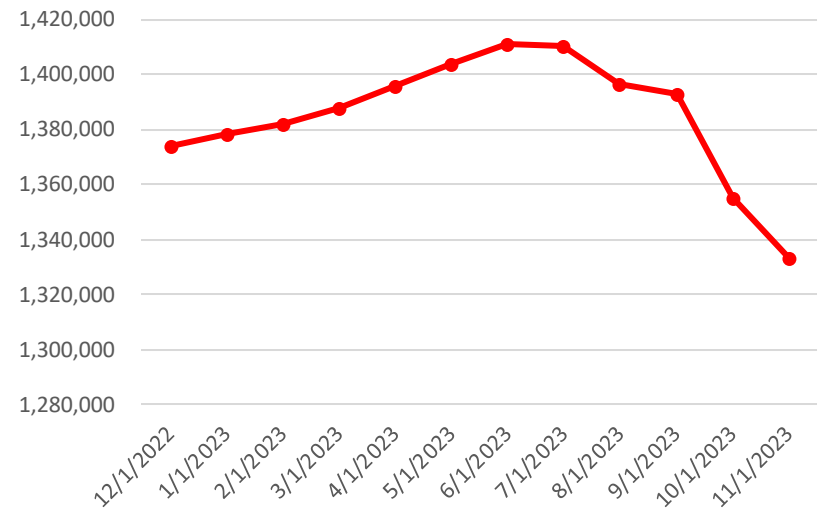
IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

CountyCare



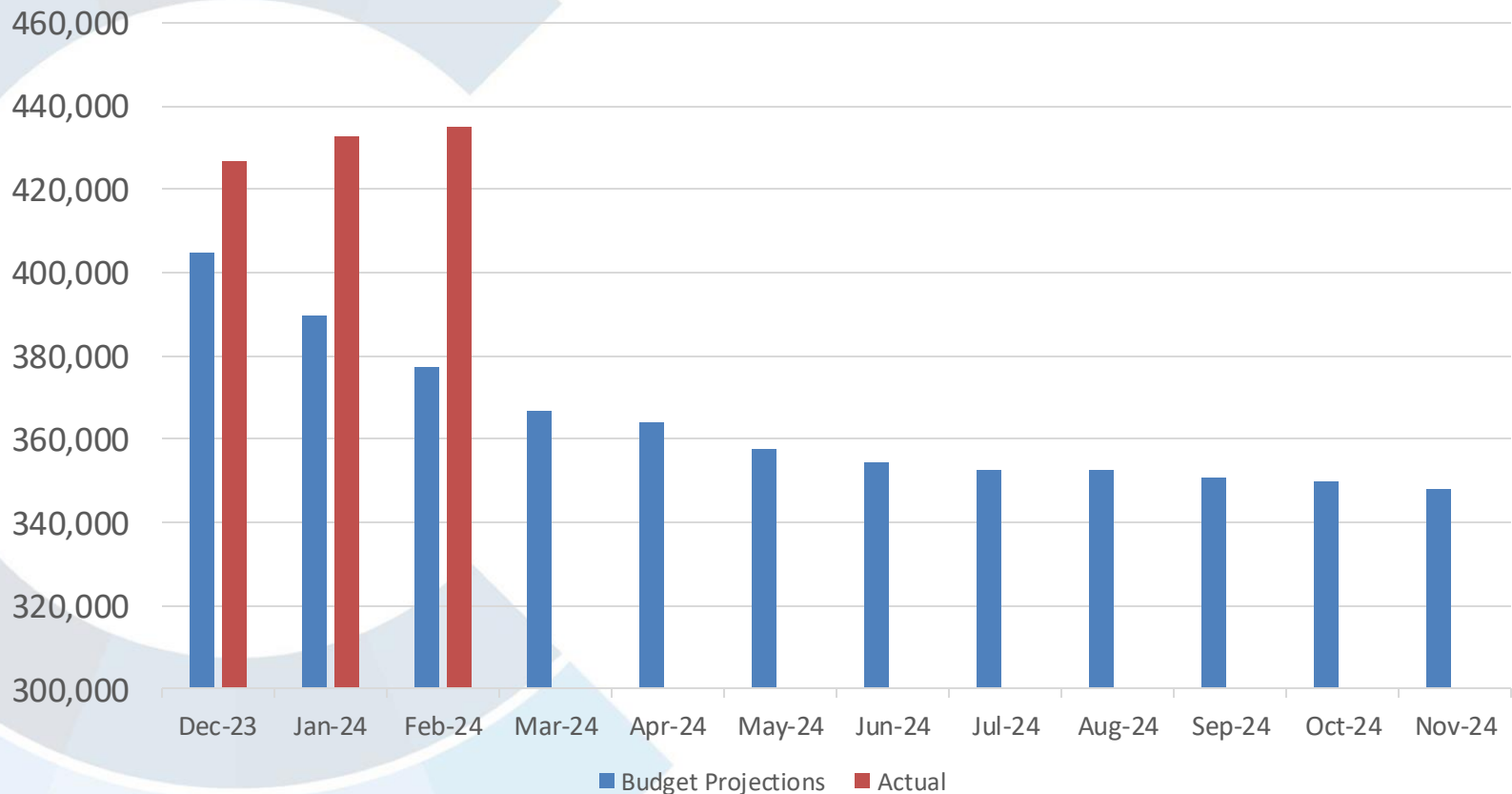
Cook County Medicaid Managed Care



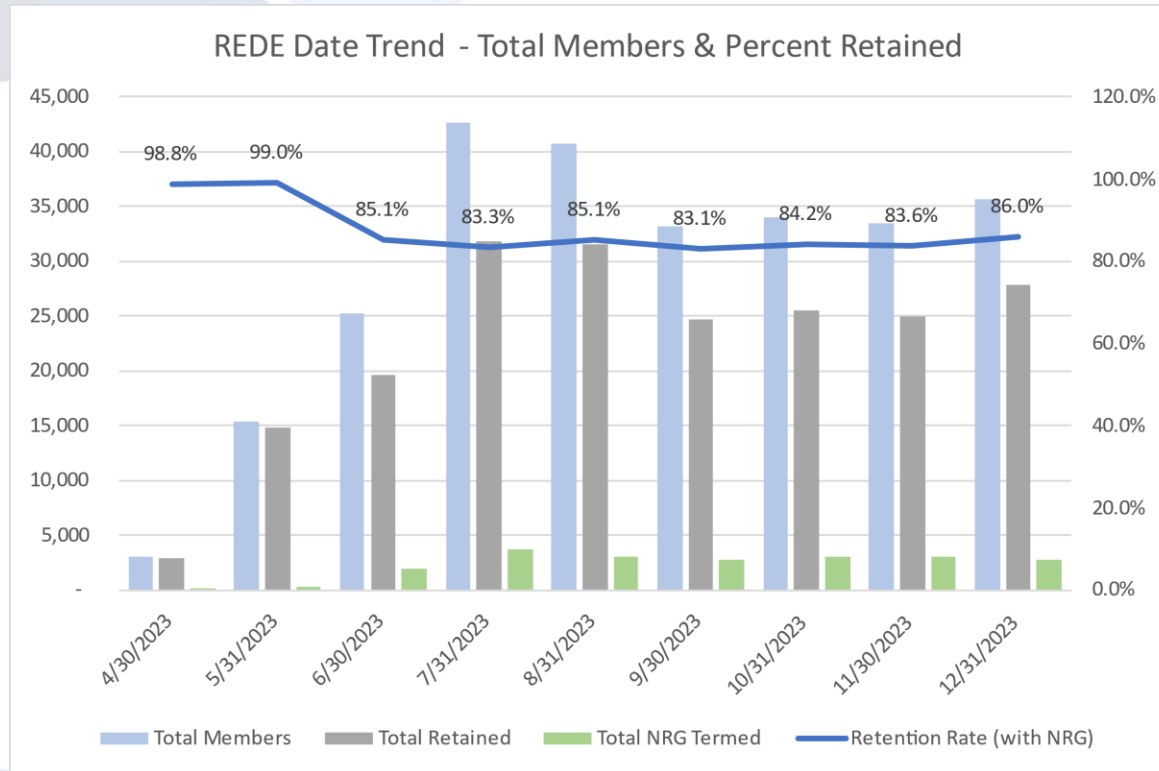
- CountyCare's enrollment decreased 1.68% in November 2023 compared to the prior month, in line with the Cook County decrease of 1.57%

FY 24 Budget | Membership

CountyCare Membership



REDE Retention

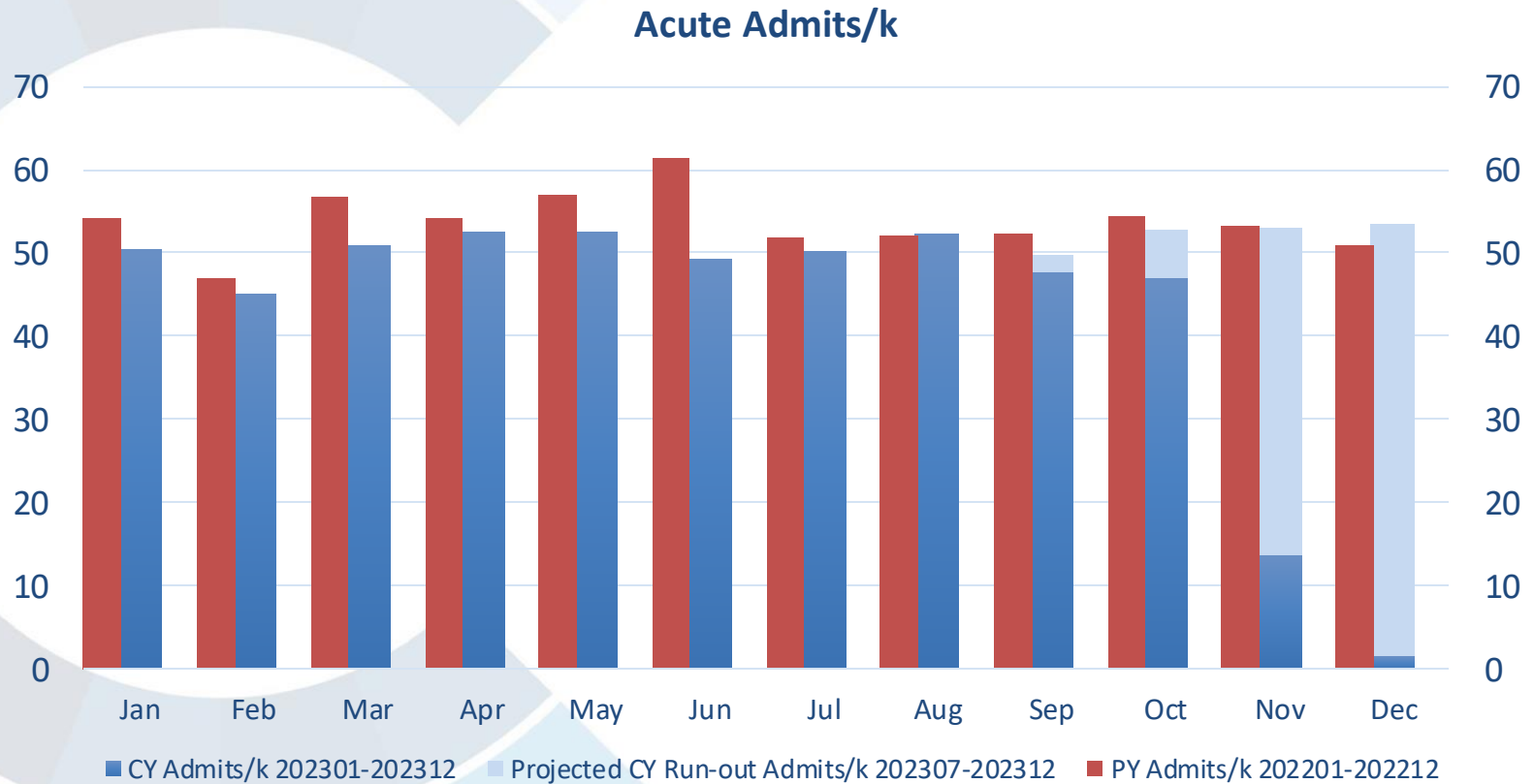


- Members with a 12/31/2023 redetermination date had an adjusted retention rate of 86%. This is about 2.4% points higher than November's adjusted retention rate of 83.6%.

Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Nov 2023	Dec 2023	Jan 2024
Member & Provider Services Call Center Metrics				
Inbound Call Volume	N/A	44,537	41,586	54,936
Abandonment Rate	< 5%	0.88%	0.82%	1.74%
Average Speed to Answer (minutes)	1:00	0:10	0:09	0:23
% Calls Answered < 30 seconds	> 80%	92.81%	91.43%	82.55%
Quarterly				
Claims/Encounters Acceptance Rate	98%	98%		

Current v. Prior Year: IP Acute Admits/1000

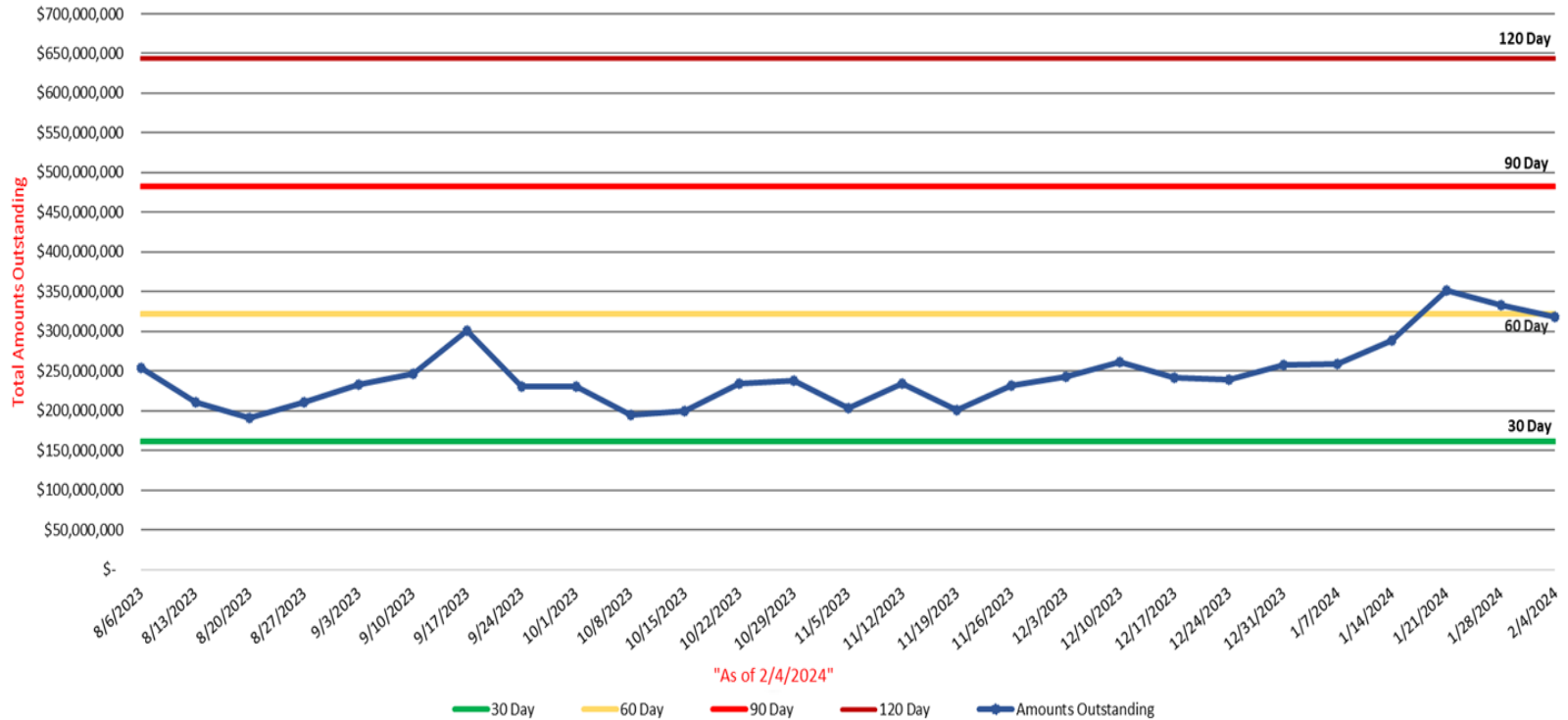


Updated monthly, paid through December 2023
 All acute and surgical cases + approved acute authorizations
 Domestic admissions are not included since they do not require Prior Authorization



Claims Payments

Received but Not Yet Paid Medical Claims



"As of 2/4/2024"

*Assumes average of 15 days to process claims

*Assumes \$80.5M 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
Q2 2022	\$ 120,267,520	\$ 735,088	\$ 2,476,393	\$ 4,676,897	\$ 128,155,898
Q3 2022	\$ 105,262,634	\$ 16,617,110	\$ 59,407	\$ 15,171	\$ 121,954,322
Q4 2022	\$ 142,815,499	\$ 62,495,024	\$ 2,403,391	\$ 2,056,097	\$ 209,770,011
Q1 2023	\$ 110,831,299	\$ 7,841,360	\$ 3,067,736	\$ 443,885	\$ 122,184,280
Q2 2023	\$ 149,387,487	\$ 31,299,177	\$ 1,319,945	\$ 346,575	\$ 182,353,184
Q3 2023	\$ 191,389,015	\$ 38,673,162	\$ 743,469	\$ 97,943	\$ 230,903,588
Q4 2023	\$ 181,111,957	\$ 75,730,673	\$ 1,511,954	\$ 20,819	\$ 258,375,403
Week of 2/4/2024	\$ 154,473,337	\$ 113,772,884	\$ 49,819,928	\$ 348	\$ 318,066,497

*0-30 days is increased for an estimated \$80.5M 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

Q&A

