

# Health Plan Services Update

*Prepared for: CCH Board of Directors*

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# Metrics



# Current Membership

Monthly membership as of November 4<sup>th</sup>, 2024

Category	Total Members	ACHN Members	% ACHN
FHP	226,865	10,094	4.4%
ACA	105,362	11,452	10.9%
ICP	31,322	4,639	14.8%
MLTSS	9,607	-	0%
SNC	7,572	327	4.3%
HBIA	17,340	3,009	17.4%
HBIS	4,640	1,132	24.4%
HBIC	14,715	1,226	8.3%
<b>Total</b>	<b>417,423</b>	<b>31,879</b>	<b>7.6%</b>

**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/HBIC:** Health Benefit for Immigrant Adults/Seniors/Children



# Managed Medicaid Market

Illinois Department of Healthcare and Family Services August 2024 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	424,707	34.4%
Blue Cross Blue Shield	338,584	27.5%
Meridian (a WellCare Co.)	264,308	21.4%
IlliniCare (Aetna/CVS)	111,961	9.1%
Molina	85,248	6.9%
YouthCare	8,592	0.7%
<b>Total</b>	<b>1,233,400</b>	<b>100.0%</b>

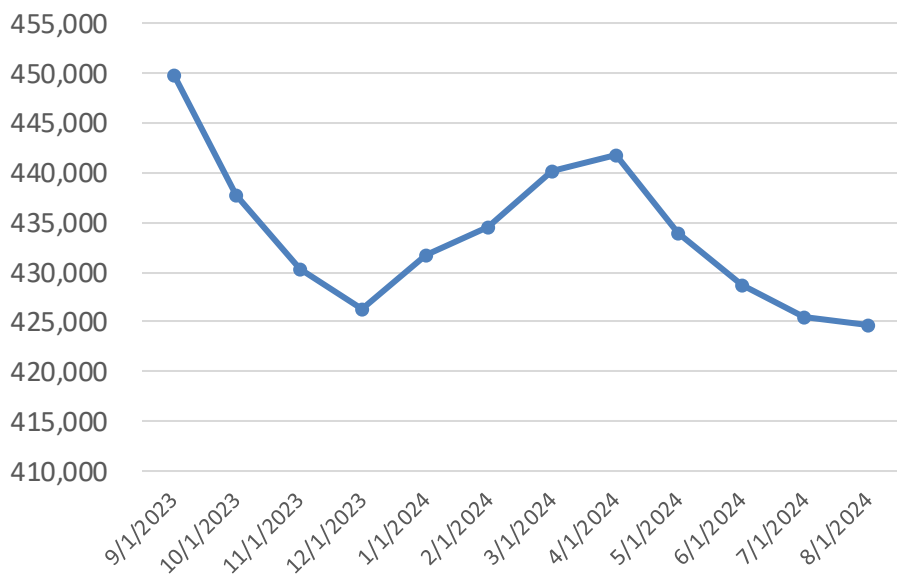
\* Only Operating in Cook County



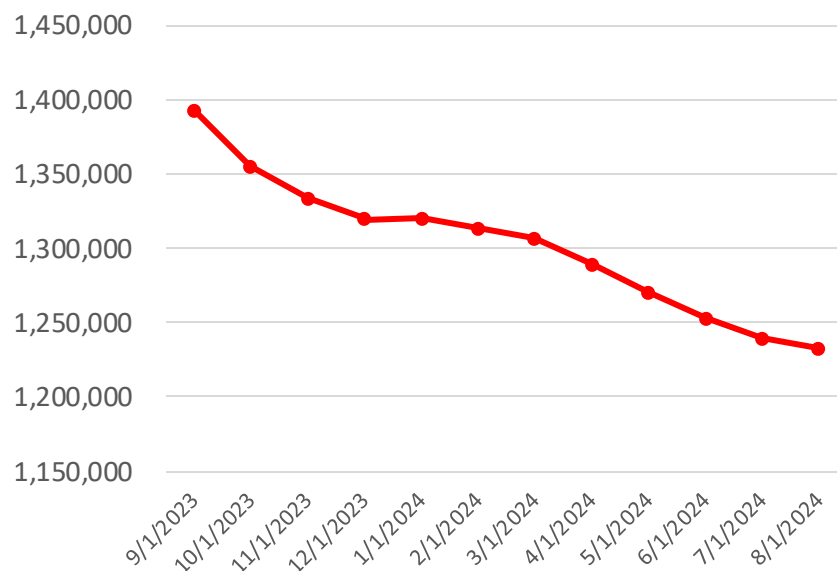
# IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

### CountyCare



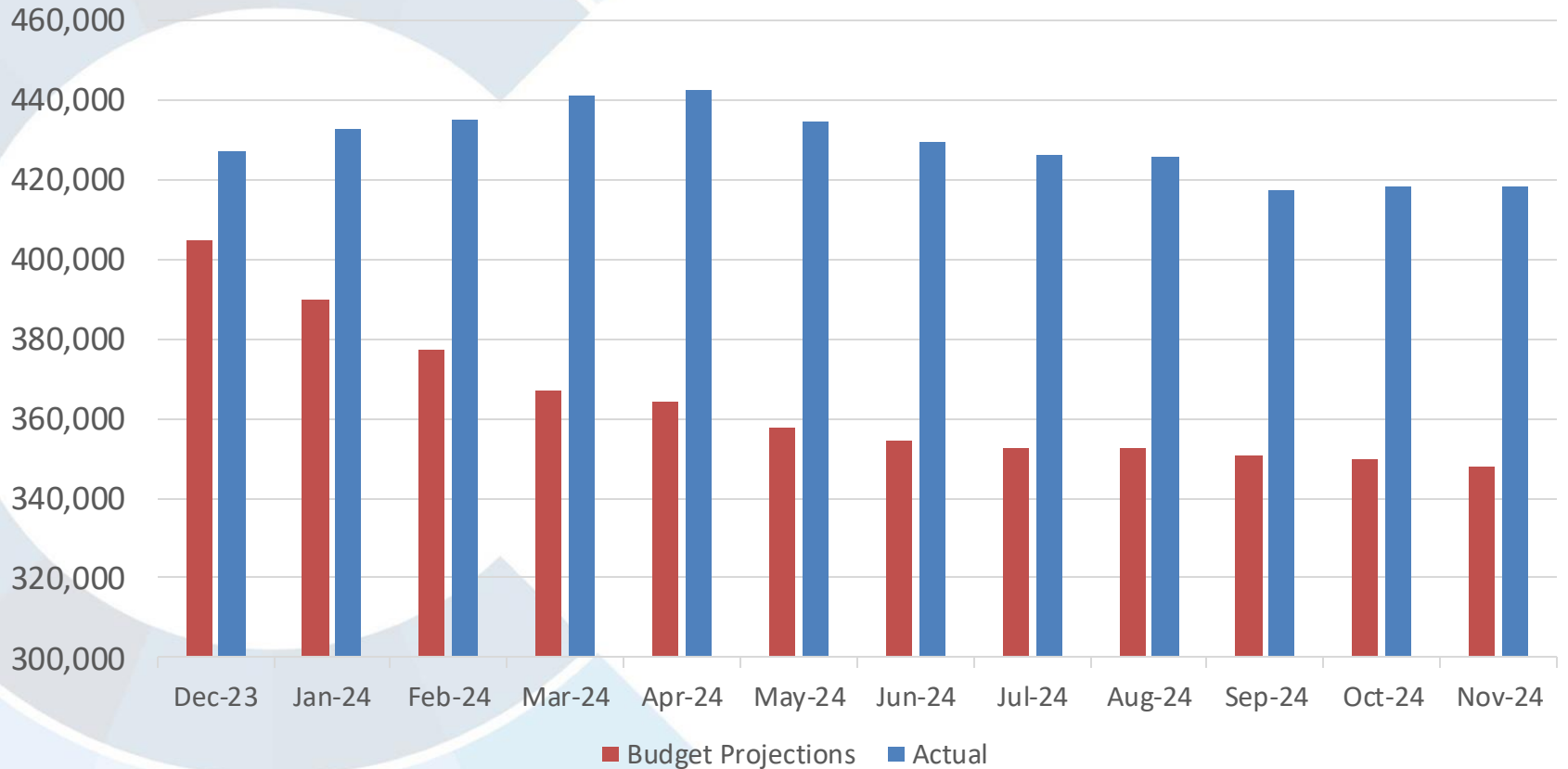
### Cook County Medicaid Managed Care



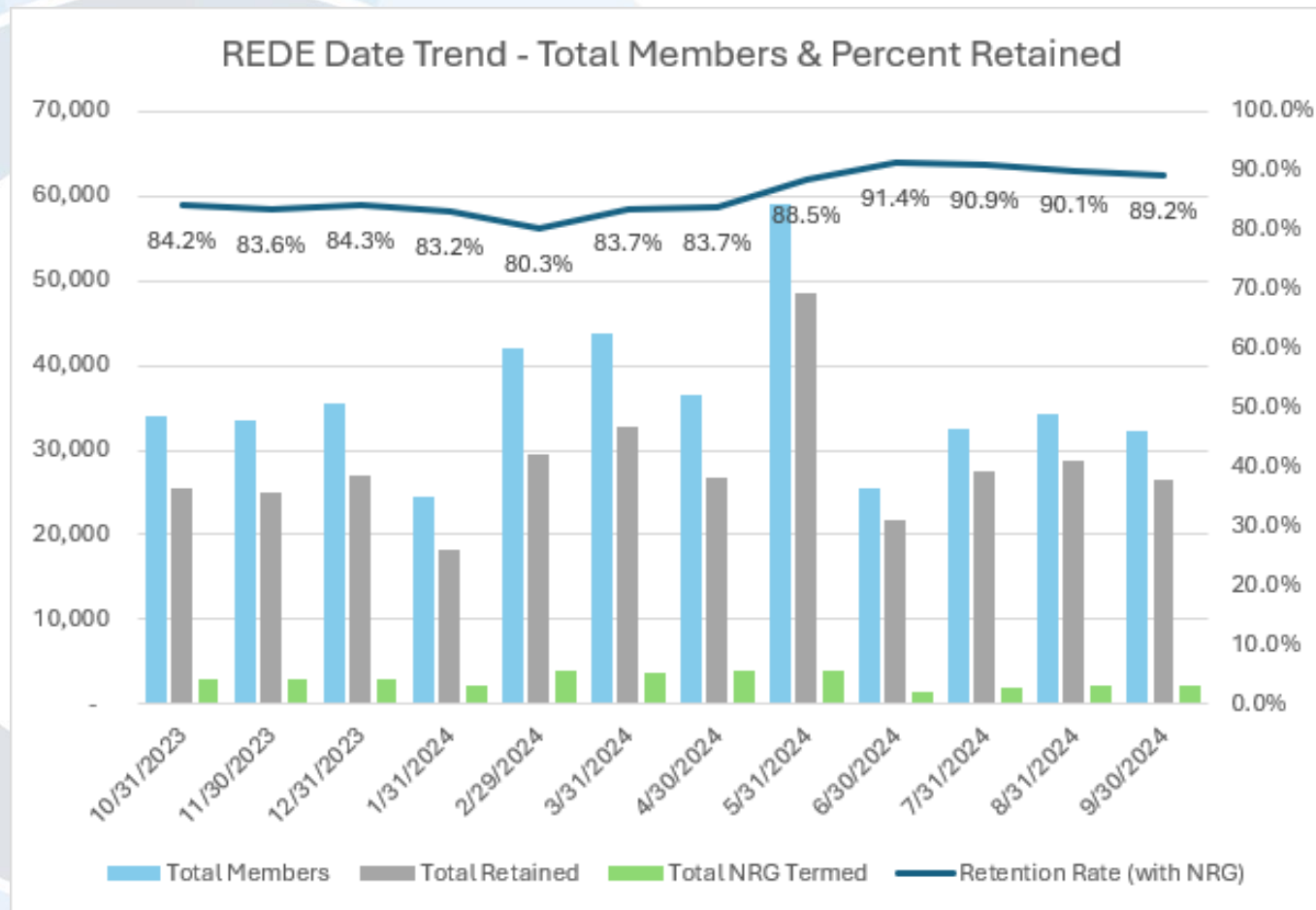
- CountyCare's enrollment **decreased** 0.20% in August 2024 compared to the prior month, and is lower than Cook County's **decrease** of 0.47%

# FY 24 Budget | Membership

## CountyCare Membership



# REDE Retention



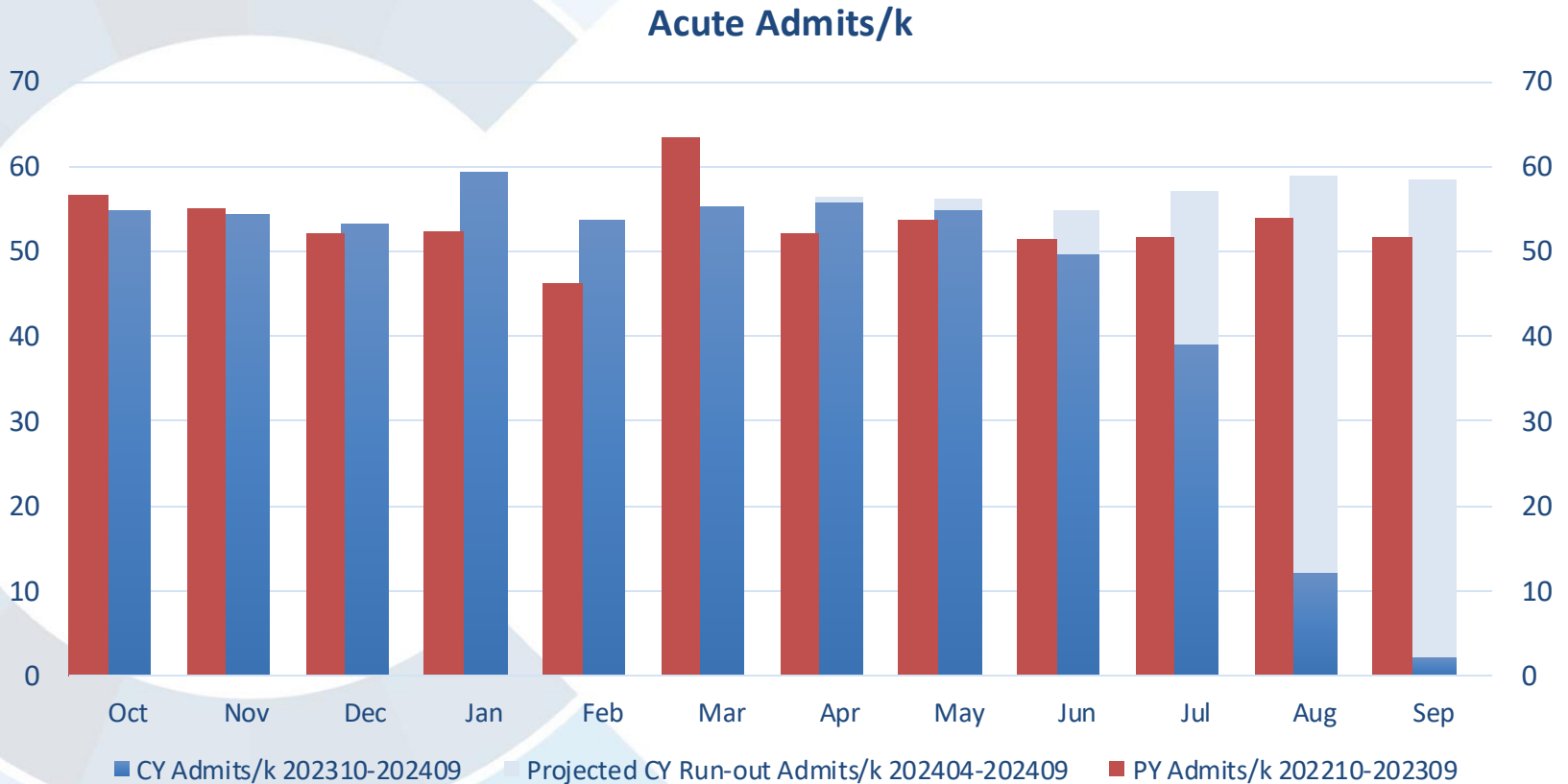
- Members with a 9/30/2024 redetermination date had an adjusted retention rate of 89.2%

# Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Aug 2024	Sep 2024	Oct 2024
<b>Member &amp; Provider Services Call Center Metrics</b>				
Inbound Call Volume	N/A	51,083	47,005	55,342
Abandonment Rate	< 5%	1.17%	1.92%	1.36%
Average Speed to Answer (minutes)	1:00	0:22	0:34	0:24
% Calls Answered < 30 seconds	> 80%	84.26%	82.08%	87.80%
<b>Quarterly</b>				
Claims/Encounters Acceptance Rate	98%	98%		



# Current v. Prior Year: IP Acute Admits/1000



Updated monthly, paid through September 2024  
 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 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
Q1 2024	\$ 194,081,254	\$ 5,307,661	\$ 33,846,206	\$ 160,417	\$ 233,395,538
Q2 2024	\$ 187,157,359	\$ 89,900,410	\$ 14,514,430	\$ 124,785	\$ 291,696,984
Q3 2024	\$ 197,855,507	\$ 111,681,778	\$ 31,617,580	\$ 6,927,131	\$ 348,081,997
Week of 11/3/2024	\$ 179,629,782	\$ 166,933,143	\$ 174,054	\$ 18,747	\$ 346,755,725

\*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

