

Health Plan Services Update

Prepared for: CCH Board of Directors

Aaron Galeener

Chief Administrative Officer, Health Plan Services

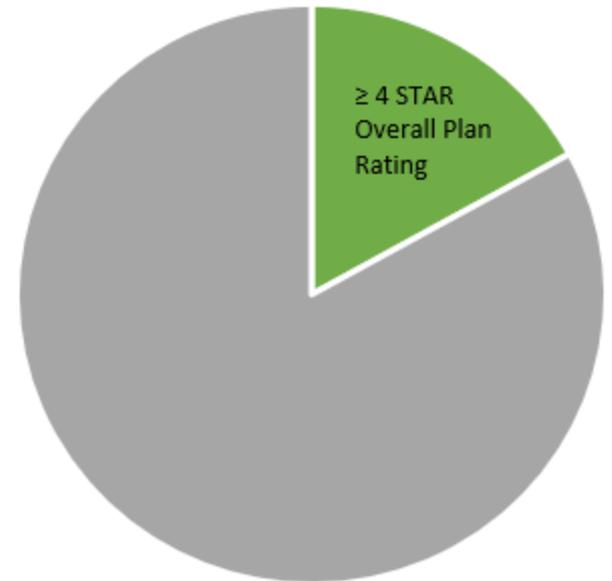
September 27th, 2024



2024 NCQA Health Plan Ratings



- **CountyCare is proud to have achieved a 4-STAR overall plan rating in the 2024 NCQA Health Plan Ratings.**
- Only 20% of Medicaid health plans achieved a 4-STAR rating or higher in rating year 2024.
- CountyCare was one of only two Illinois Medicaid MCOs that received a 4-STAR overall plan rating in 2024.



Metrics



Current Membership

Monthly membership as of September 5th, 2024

Category	Total Members	ACHN Members	% ACHN
FHP	241,562	11,932	4.90%
ACA	105,203	11,982	11.40%
ICP	31,032	4,604	14.80%
MLTSS	9,537	-	0%
SNC	7,446	327	4.40%
HBIA	17,775	2,111	11.90%
HBIS	4,620	665	14.40%
Total	417,175	31,621	7.60%

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 June 2024 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	428,653	34.2%
Blue Cross Blue Shield	343,136	27.4%
Meridian (a WellCare Co.)	270,893	21.6%
IlliniCare (Aetna/CVS)	113,664	9.1%
Molina	87,147	7.0%
YouthCare	8,978	0.7%
Total	1,252,471	100.0%

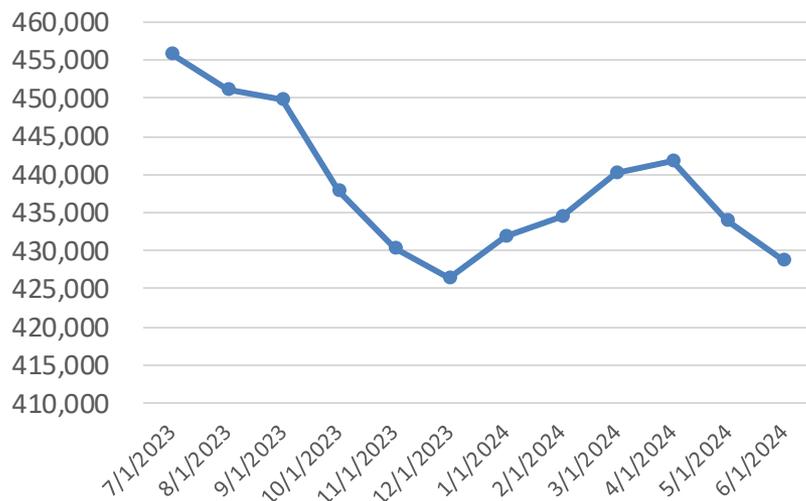
* Only Operating in Cook County



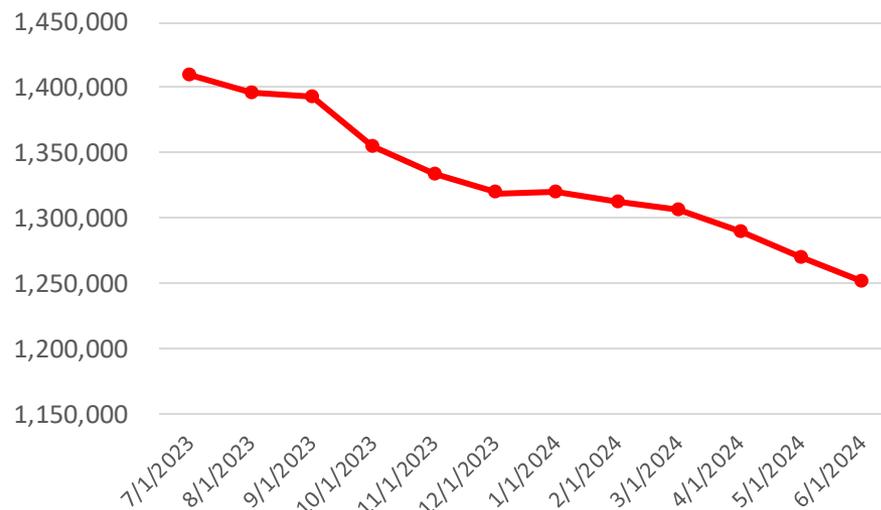
IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

CountyCare



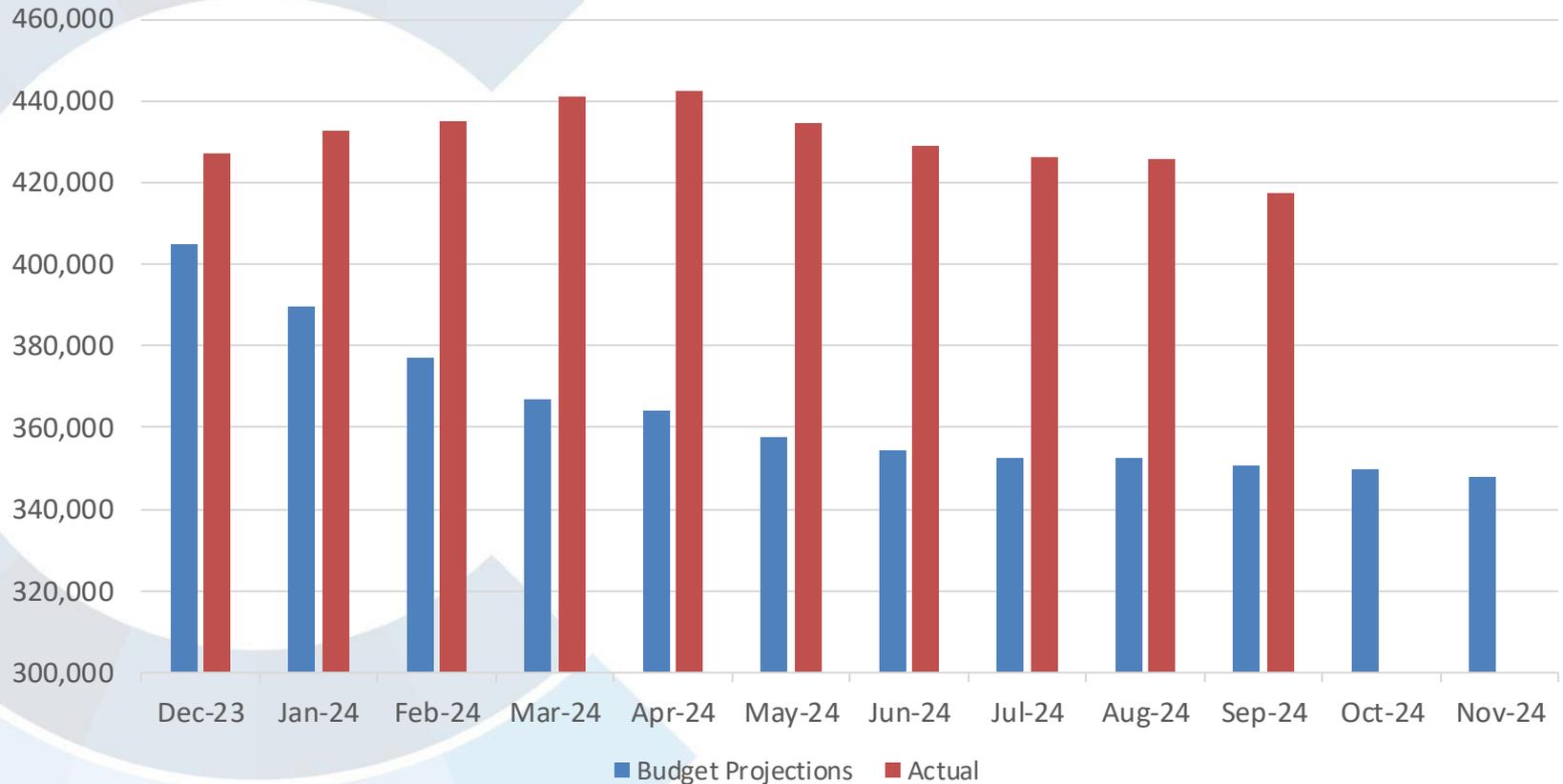
Cook County Medicaid Managed Care



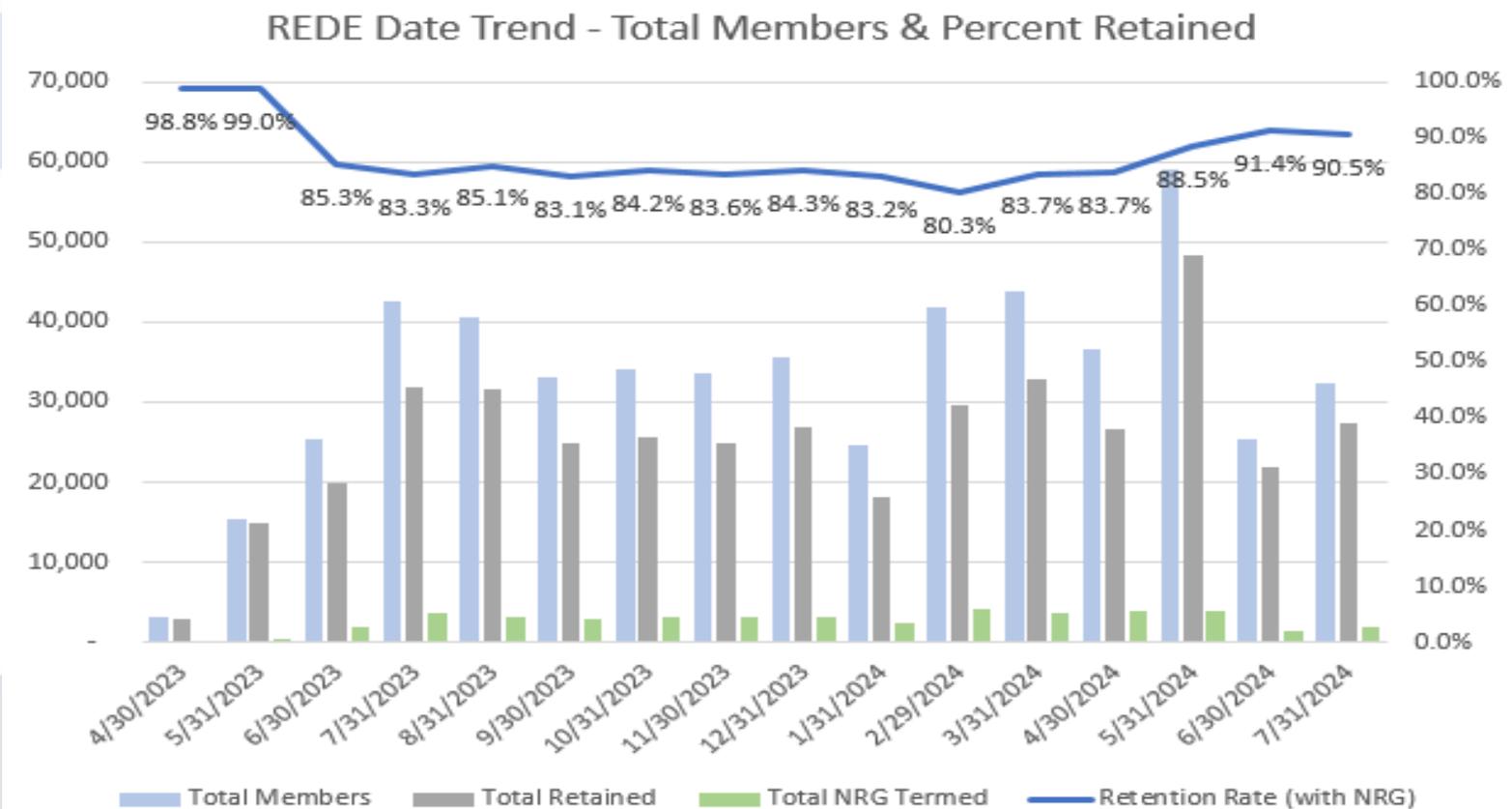
- CountyCare's enrollment **decreased** 1.22% in June 2024 compared to the prior month, and is slightly lower than Cook County's **decrease** of 1.40%

FY 24 Budget | Membership

CountyCare Membership



REDE Retention



- Members with a 7/31/2024 redetermination date had an adjusted retention rate of 90.5% along with a significant decrease in REDE volume when compared to previous cohort

Monthly membership as of September 5th, 2024

Category	Sep 2024 Membership	Aug 2024 Membership	Net Growth %
FHP	241,562	243,407	-0.76%
ACA	105,203	105,282	-0.08%
ICP	31,032	31,056	-0.08%
MLTSS	9,537	9,395	1.51%
SNC	7,446	7,394	0.70%
HBIA	17,775	21,963	-19.07%
HBIS	4,620	6,670	-30.73%
Total	417,175	425,167	-1.88%
HBIA/S	22,395	28,633	-21.79%

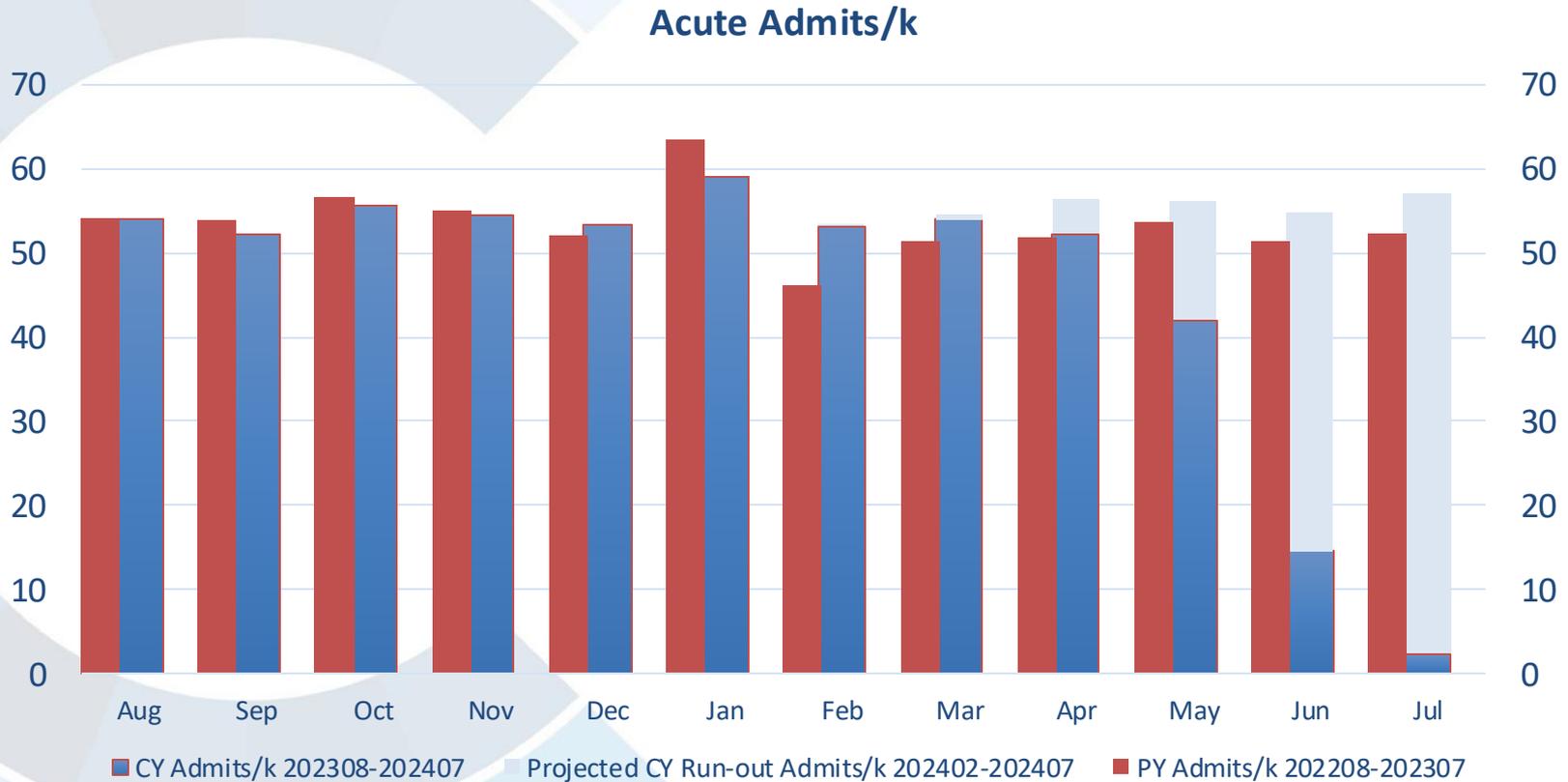
- Observed a 21.79% drop in HBI membership for September 2024, which is likely due to HBI membership up for REDE that did not successfully redetermine by the end of the extended grace period since July 2024



Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Jun 2024	Jul 2024	Aug 2024
Member & Provider Services Call Center Metrics				
Inbound Call Volume	N/A	48,358	54,599	51,083
Abandonment Rate	< 5%	1.61%	1.28%	1.17%
Average Speed to Answer (minutes)	1:00	0:26	0:23	0:22
% Calls Answered < 30 seconds	> 80%	84.55%	83.21%	84.26%
Quarterly				
Claims/Encounters Acceptance Rate	98%	98%		

Current v. Prior Year: IP Acute Admits/1000



Updated monthly, paid through July 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
Week of 9/1/2024	\$ 226,528,110	\$ 52,554,742	\$ 31,386,591	\$ 8,830,461	\$ 319,299,905

*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

