

Health Plan Services Update

Prepared for: CCH Board of Directors Meeting

Aaron Galeener

Interim Chief Executive Officer, Health Plan Services

May 27, 2022



Metrics



Current Membership

Monthly membership as of May 6th, 2022

Category	Total Members	ACHN Members	% ACHN
FHP	266,975	20,352	7.6%
ACA	120,432	18,485	15.3%
ICP	30,380	5,091	16.8%
MLTSS	8,516	0	N/A
SNC	7,718	776	10.1%
Total	434,021	44,704	10.3%

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



Managed Medicaid Market

Illinois Department of Healthcare and Family Services February 2022 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	425,608	32.5%
Blue Cross Blue Shield	336,328	25.7%
Meridian (a WellCare Co.)	315,302	24.0%
IlliniCare (Aetna/CVS)	127,590	9.7%
Molina	96,587	7.4%
YouthCare	9,735	0.7%
Total	1,311,150	100.0%

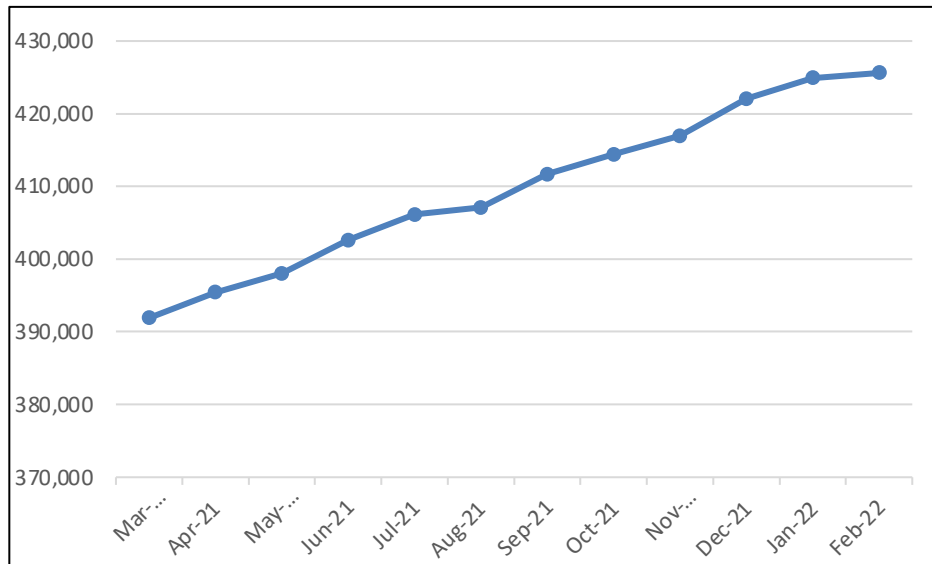
* Only Operating in Cook County



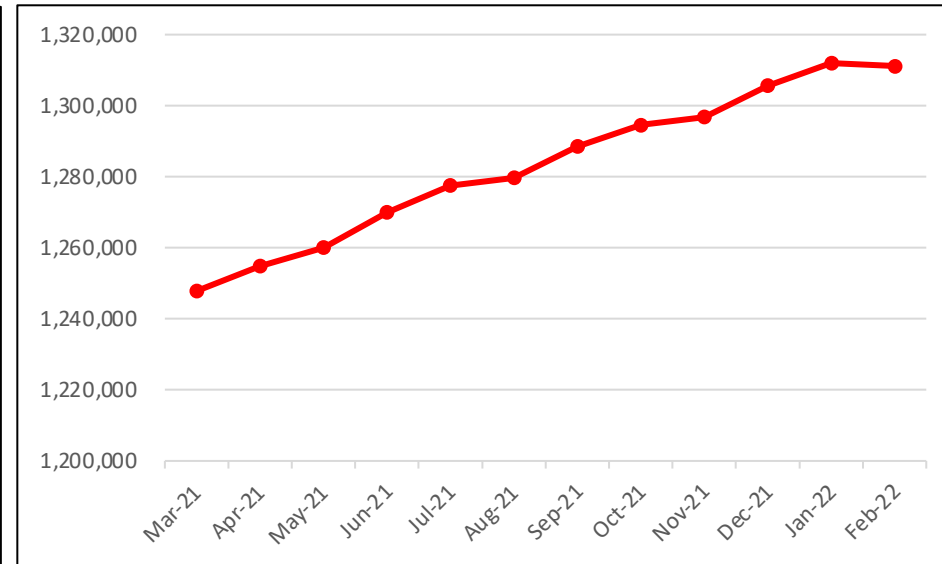
IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

CountyCare



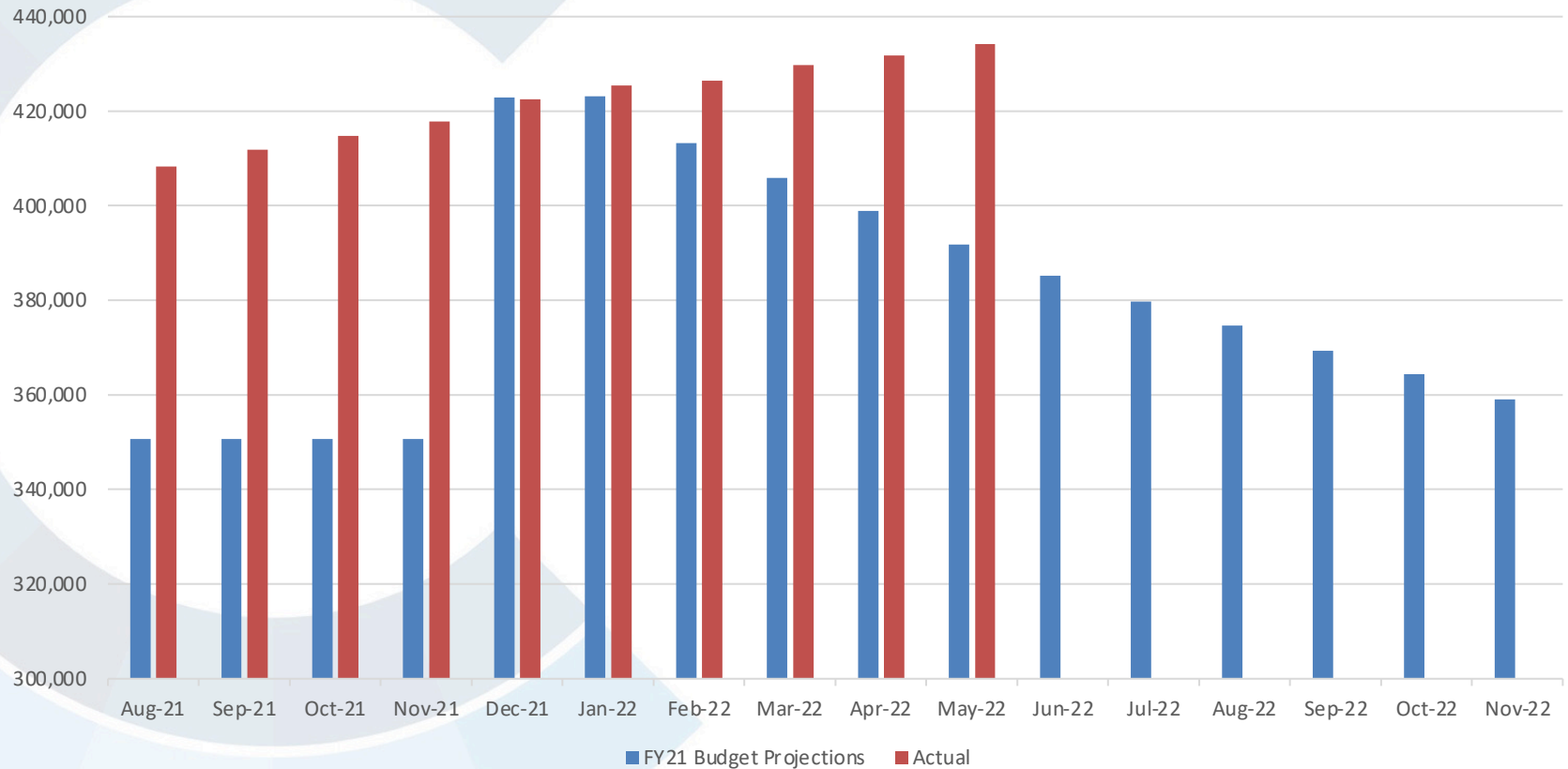
Cook County Medicaid Managed Care



- CountyCare's enrollment has increased 9% over the past 12 months, ahead of the Cook County increase of 5%
- CountyCare's enrollment increased 0.2% in February 2022 compared to the prior month

FY 22 Budget | Membership

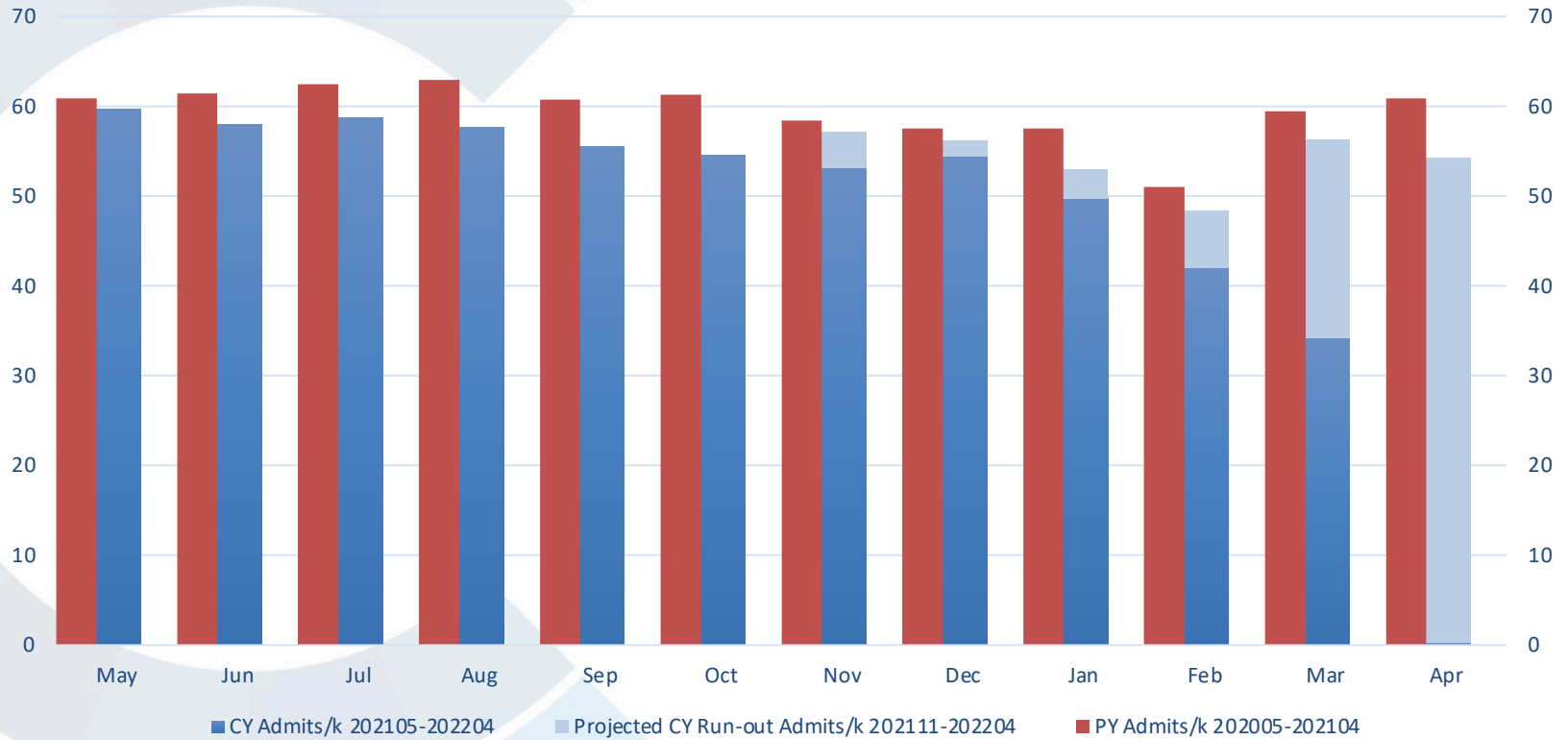
CountyCare Membership



Operations Metrics: Call Center & Encounter Rate

Key Metrics	State Goal	Performance		
		Feb 2022	Mar 2022	Apr 2022
Member & Provider Services Call Center Metrics				
Abandonment Rate	< 5%	1.73%	0.57%	1.20%
Hold Time (minutes)	1:00	0:14	0:04	0:09
% Calls Answered < 30 seconds	> 80%	91.01%	97.74%	93.15%
Quarterly				
Claims/Encounters Acceptance Rate	98%	98%		

Current v. Prior Year: IP Acute Admits/1000



Updated monthly, paid through April 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

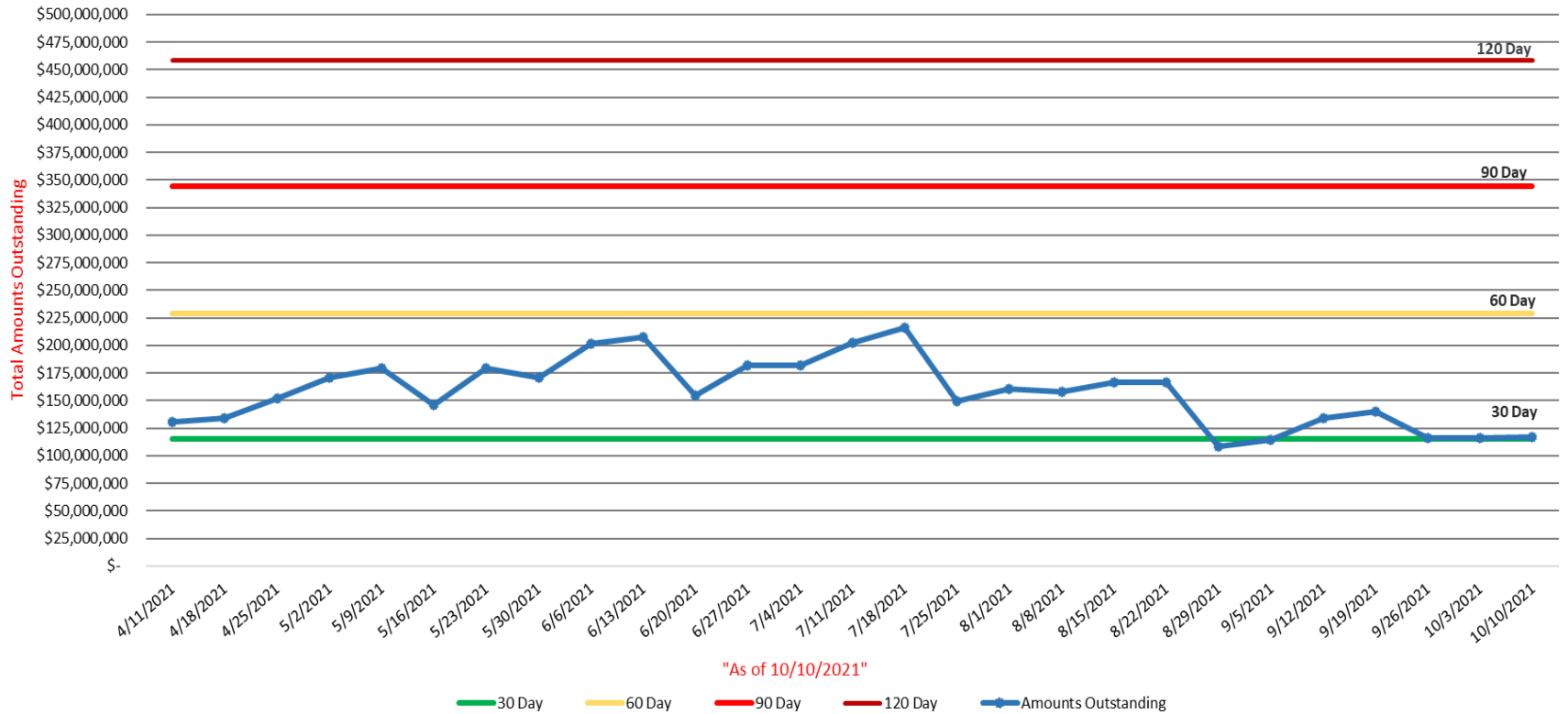
Vaccination Phase	Count of Membership	Percent of Total Membership (431k)	Percent of Vaccine-Eligible Membership (384k)
1st of 2 doses only:	21,947	5.06%	5.68%
Fully Vaccinated:	192,745	44.44%	49.85%
Vaccinated with at least 1 dose:	215,366	49.66%	55.70%

Data as of 5/13/2021



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

Ageing 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
Week of 10/10/2021	\$ 97,272,348	\$ 19,154,193	\$ 29,912	\$ 786,940	\$ 117,243,393

- *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

