

Health Plan Services Update

Prepared for: CCH Board of Directors

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Metrics



Current Membership

Monthly membership as of May 7th, 2024

Category	Total Members	ACHN Members	% ACHN
FHP	250,037	13,388	5.4%
ACA	106,567	13,453	12.6%
ICP	30,701	4,694	15.3%
MLTSS	9,283	-	0%
SNC	7,381	330	4.5%
HBIA	23,643	2,108	8.9%
HBIS	6,937	638	9.2%
Total	434,549	34,611	8.0%

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 February 2024 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	434,516	33.3%
Blue Cross Blue Shield	361,070	27.7%
Meridian (a WellCare Co.)	293,305	22.5%
IlliniCare (Aetna/CVS)	121,092	9.3%
Molina	93,971	7.2%
YouthCare	9,034	0.7%
Total	1,303,954	100.0%

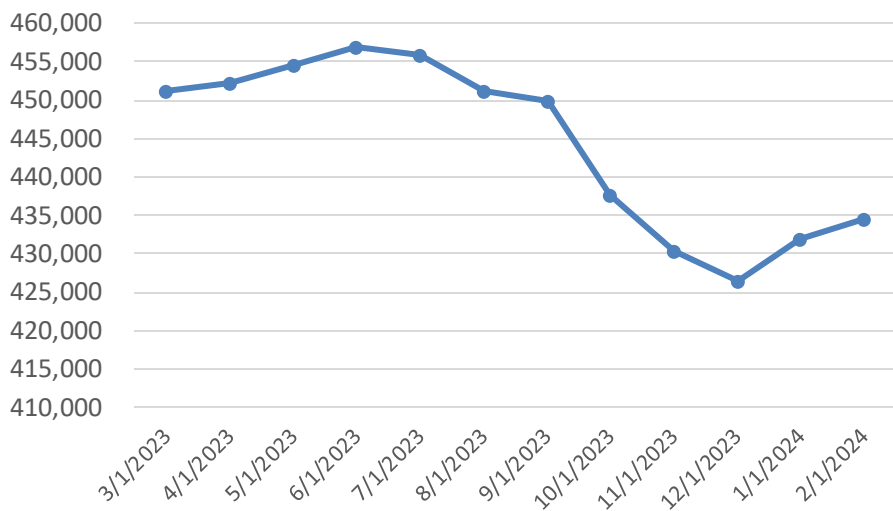
* Only Operating in Cook County



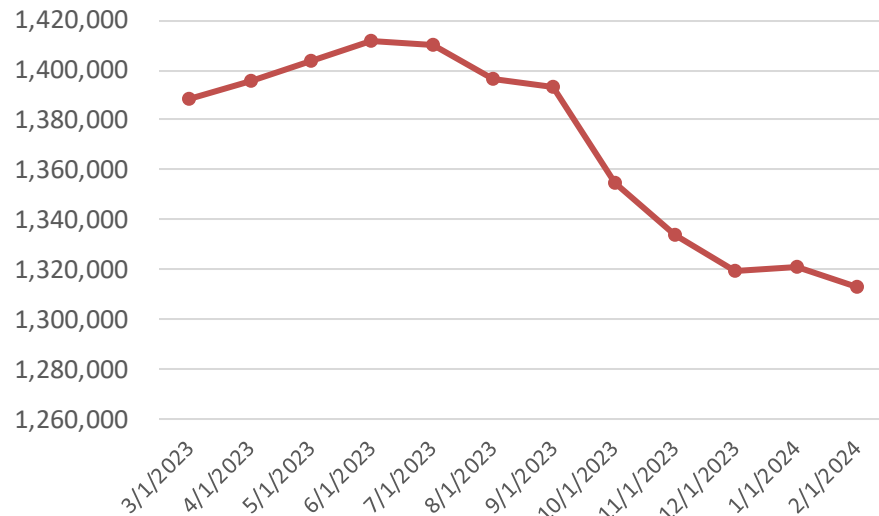
IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

CountyCare



Cook County Medicaid Managed Care



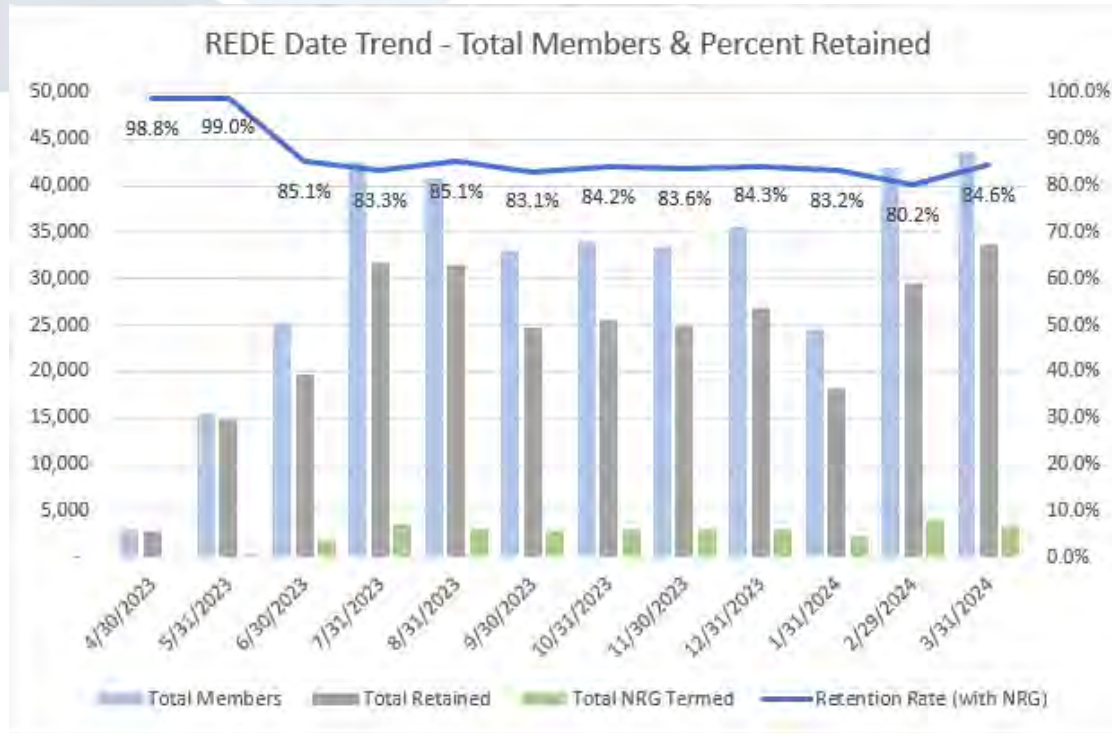
- CountyCare's enrollment **increased** 0.63% in February 2024 compared to the prior month, which can be attributed HBI enrollment and outperforms Cook County's **decrease** of 0.60%

FY 24 Budget | Membership

CountyCare Membership



REDE Retention

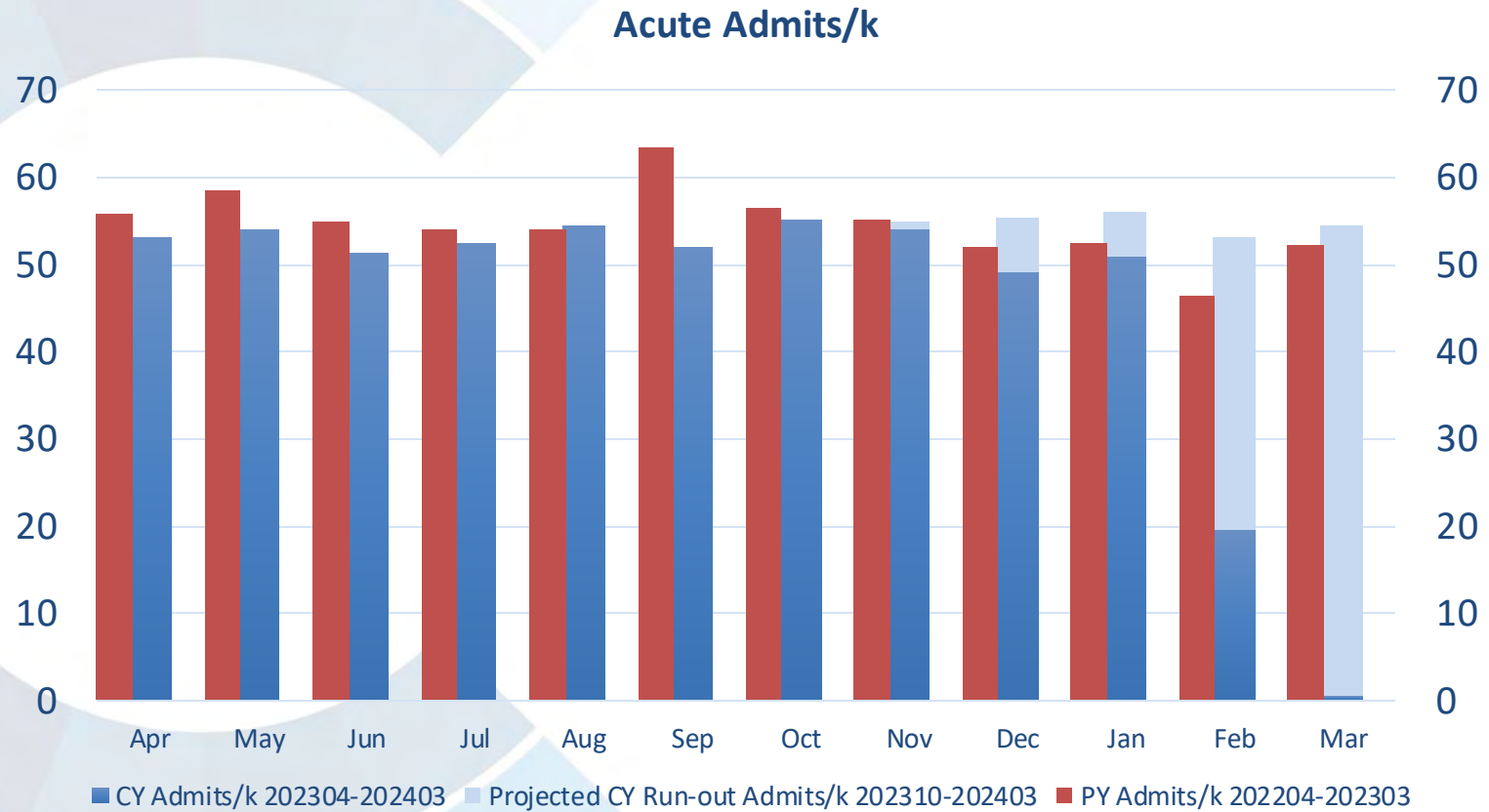


- Members with a 3/31/2024 redetermination date had an adjusted retention rate of 84.6%. This is a 4 pct point increase in retention rate when compared to the 2/29/24 cohort.
 - Volume up for REDE in 2/29/24 cohort did increase by ~15K

Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Feb 2024	Mar 2024	Apr 2024
Member & Provider Services Call Center Metrics				
Inbound Call Volume	N/A	53,682	52,892	57,461
Abandonment Rate	< 5%	1.74%	1.21%	1.75%
Average Speed to Answer (minutes)	1:00	0:19	0:12	0:22
% Calls Answered < 30 seconds	> 80%	85.91%	91.57%	86.31%
Quarterly				
Claims/Encounters Acceptance Rate	98%	98%		

Current v. Prior Year: IP Acute Admits/1000

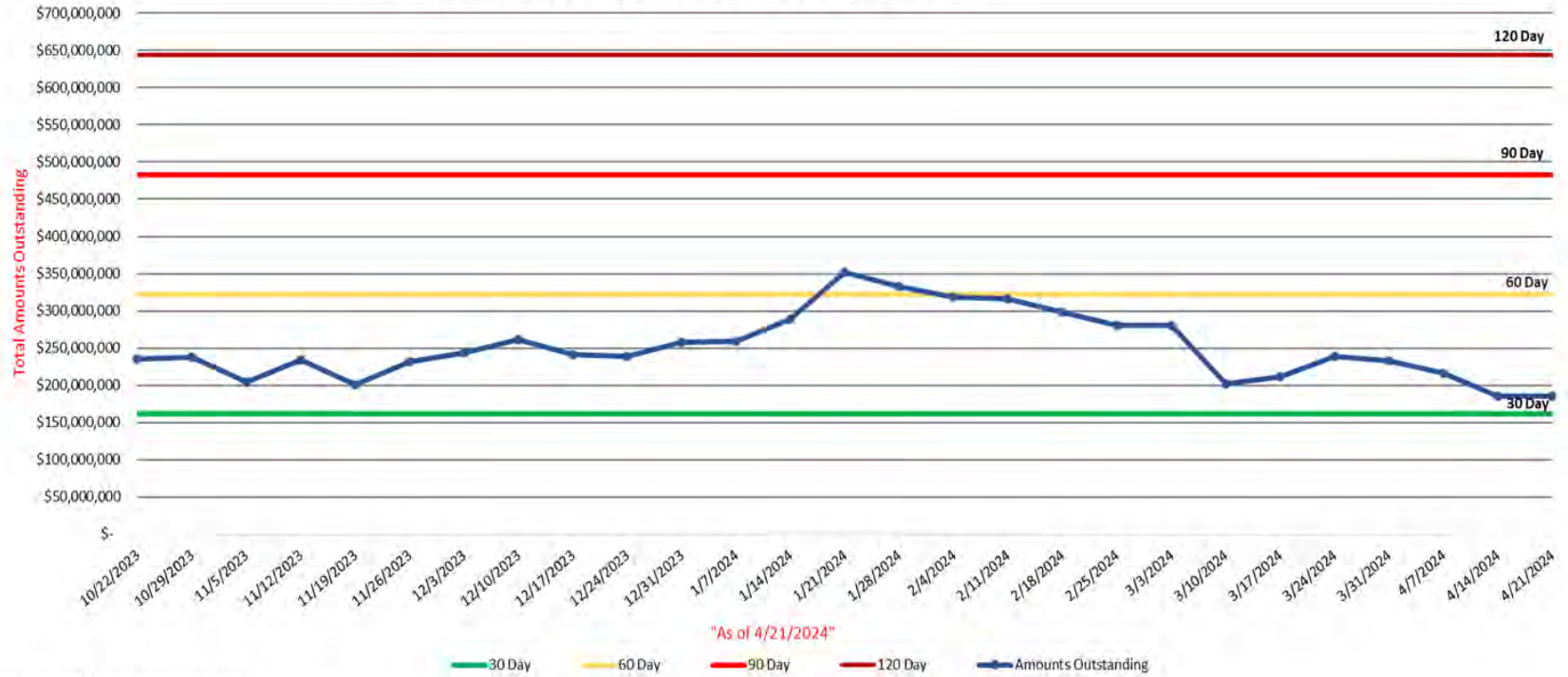


Updated monthly, paid through March 2024
 All acute and surgical cases + approved acute authorizations
 Domestic admissions are not included since they do not require Prior Authorization



Claims Payments

Received but Not Yet Paid Medical Claims



*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
Q1 2024	\$ 194,081,254	\$ 5,307,661	\$ 33,846,206	\$ 160,417	\$ 233,395,538
Week of 4/21/2024	\$ 144,613,124	\$ 39,228,379	\$ 474,457	\$ 655,015	\$ 184,970,975

- *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

