

# Health Plan Services Update

*Prepared for: CCH Board of Directors*

Aaron Galeener

Chief Administrative Officer, Health Plan Services

December 15<sup>th</sup>, 2023



# Metrics



# Current Membership

Monthly membership as of December 5<sup>th</sup>, 2023

Category	Total Members	ACHN Members	% ACHN
FHP	264,847	15,476	5.8%
ACA	114,977	16,083	14.0%
ICP	30,444	4,882	16.0%
MLTSS	9,299	-	0%
SNC	7,398	349	4.7%
<b>Total</b>	<b>426,965</b>	<b>36,790</b>	<b>8.6%</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



# Managed Medicaid Market

Illinois Department of Healthcare and Family Services September 2023 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	449,915	32.3%
Blue Cross Blue Shield	377,634	27.1%
Meridian (a WellCare Co.)	320,219	23.0%
IlliniCare (Aetna/CVS)	133,292	9.6%
Molina	102,779	7.4%
YouthCare	9,306	0.7%
<b>Total</b>	<b>1,393,145</b>	<b>100.0%</b>

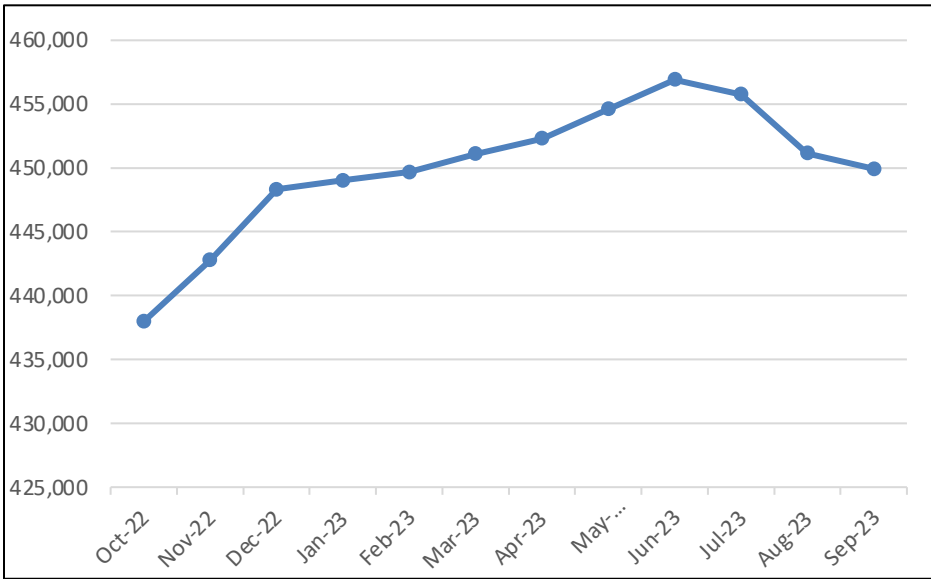
\* Only Operating in Cook County



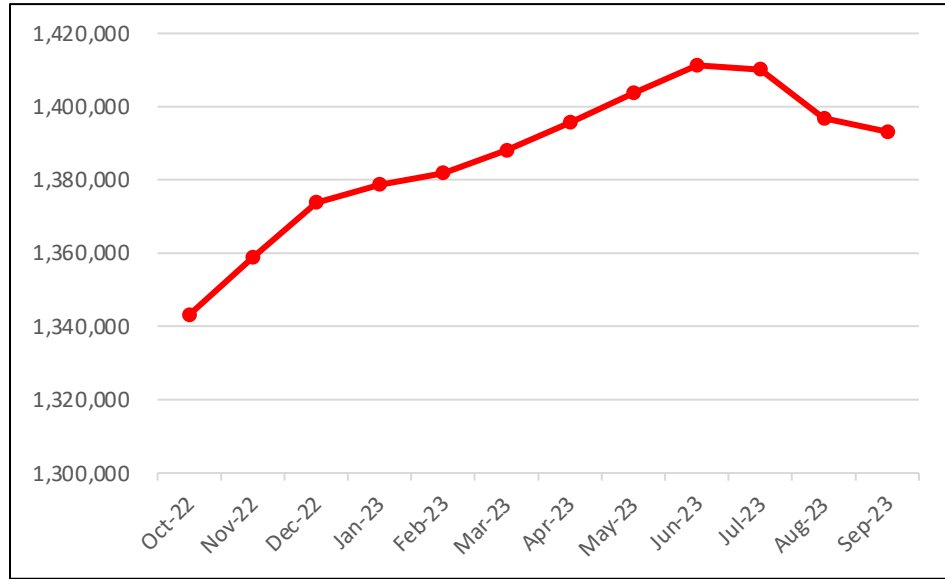
# IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

CountyCare



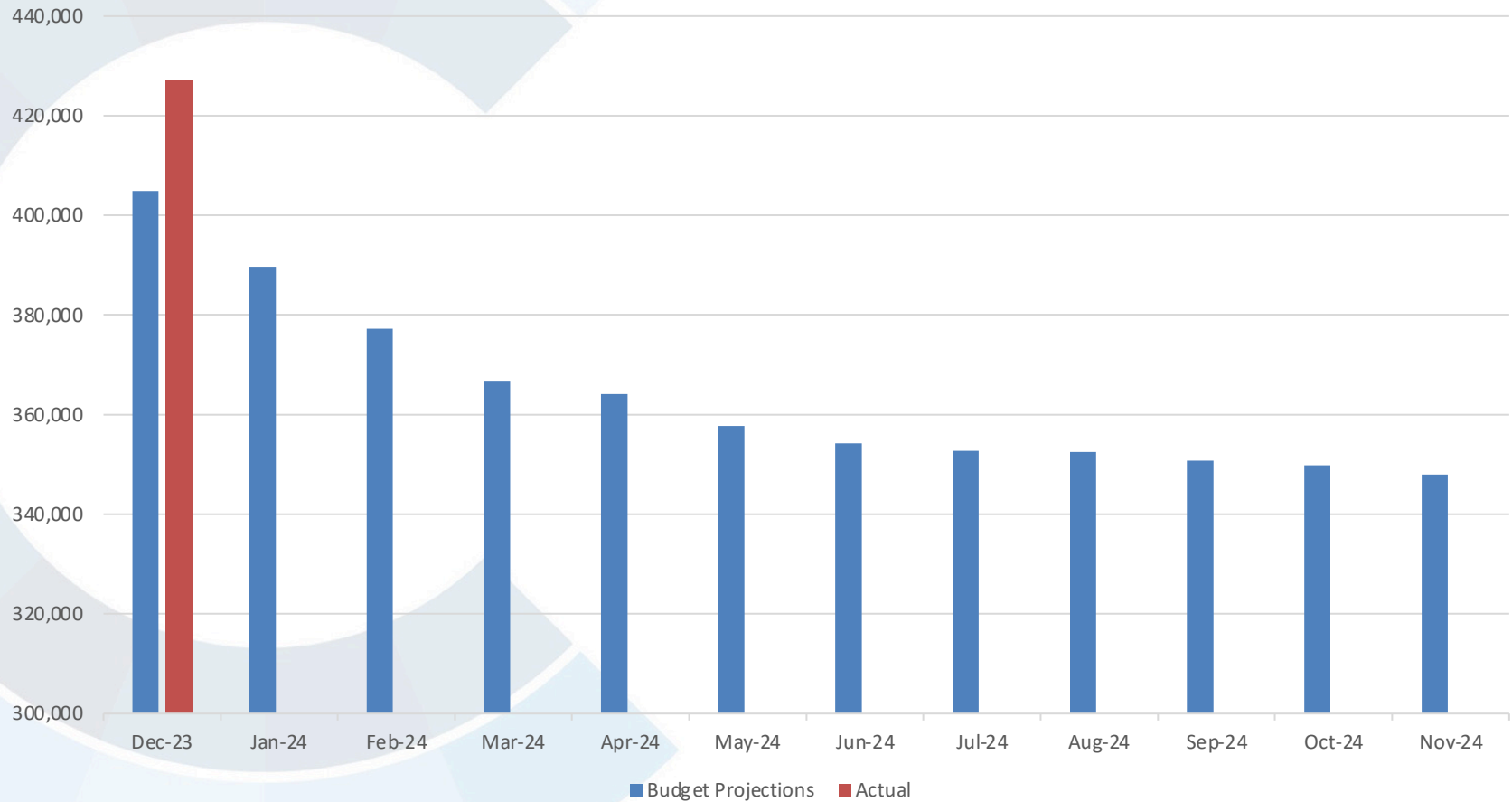
Cook County Medicaid Managed Care



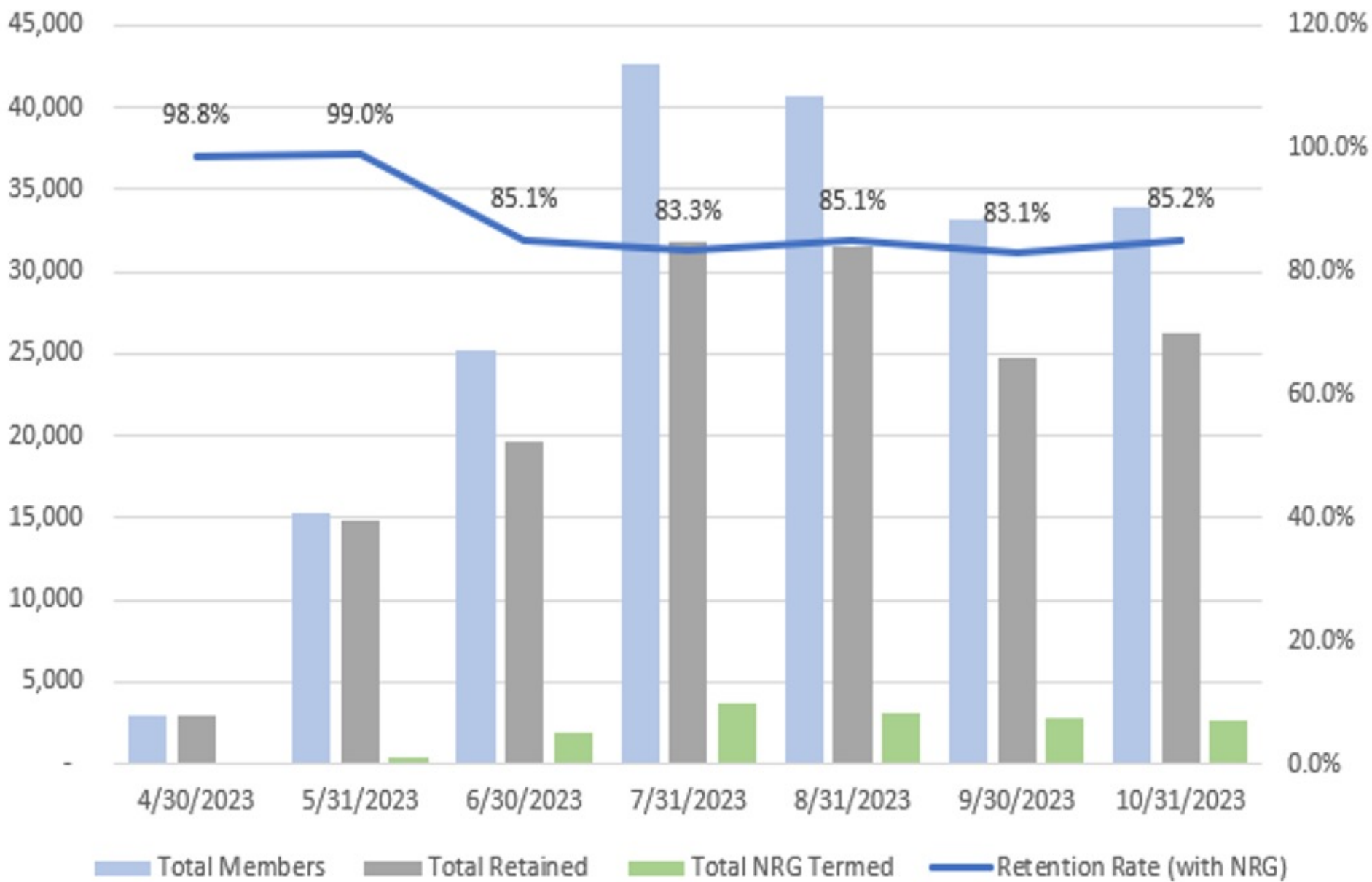
- CountyCare's enrollment decreased 0.3% in September 2023 compared to the prior month, in line with the Cook County decrease of 0.3%

# FY 24 Budget | Membership

## CountyCare Membership



# REDE Date Trend - Total Members & Percent Retained

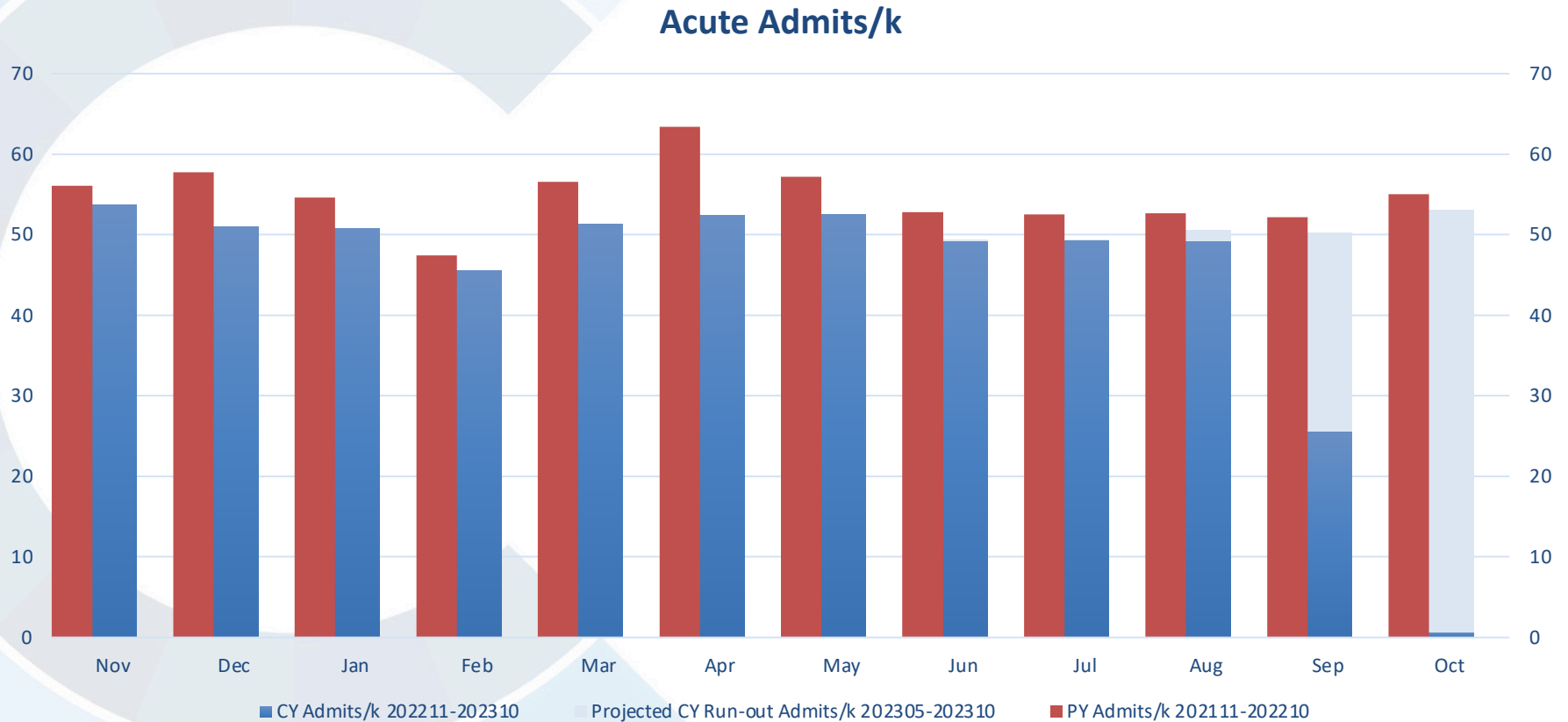


# Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Sep 2023	Oct 2023	Nov 2023
<b>Member &amp; Provider Services Call Center Metrics</b>				
Inbound Call Volume	N/A	33,021	34,966	33,156
Abandonment Rate	< 5%	0.54%	0.33%	0.93%
Average Speed to Answer (minutes)	1:00	0:05	0:03	0:11
% Calls Answered < 30 seconds	> 80%	96.49%	97.79%	92.35%
<b>Quarterly</b>				
Claims/Encounters Acceptance Rate	98%	98%		



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



Updated monthly, paid through October 2023

All acute and surgical cases + approved acute authorizations

Domestic admissions are not included since they do not require Prior Authorization



# CountyCare COVID Vaccination Rates

Age Category	Total	At Least 1 Dose		Series Complete		Updated (Bivalent) Booster		All Booster/3rd Dose
	Eligible Members	% of Total Eligible Members	CDC Benchmark	% of Total Eligible Members	CDC Benchmark	% of Total Eligible Members	CDC Benchmark	% of Total Eligible Members
<2 yrs	17,585	5.39%	8.90%	3.67%	4.70%	3.04%	0.60%	3.21%
2-4 yrs	28,172	11.36%	10.90%	7.79%	6.10%	3.58%	0.60%	4.48%
5-11 yrs	69,945	35.12%	40.00%	29.94%	32.90%	6.53%	4.80%	9.66%
12-17 yrs	62,724	56.23%	72.20%	51.28%	61.80%	9.99%	7.80%	19.23%
18-24 yrs	49,813	59.35%	82.30%	52.98%	66.80%	7.87%	7.40%	21.98%
25-49 yrs	129,864	54.02%	85.50%	48.37%	72.20%	9.35%	12.10%	22.05%
50-64 yrs	55,114	72.00%	95.00%	67.98%	83.80%	23.44%	21.70%	46.08%
>=65 yrs	17,492	75.90%	95.00%	72.52%	94.40%	32.67%	43.30%	57.75%
Total	430,709	50.30%		45.34%		11.32%		22.23%

Data as of 11/14/2023

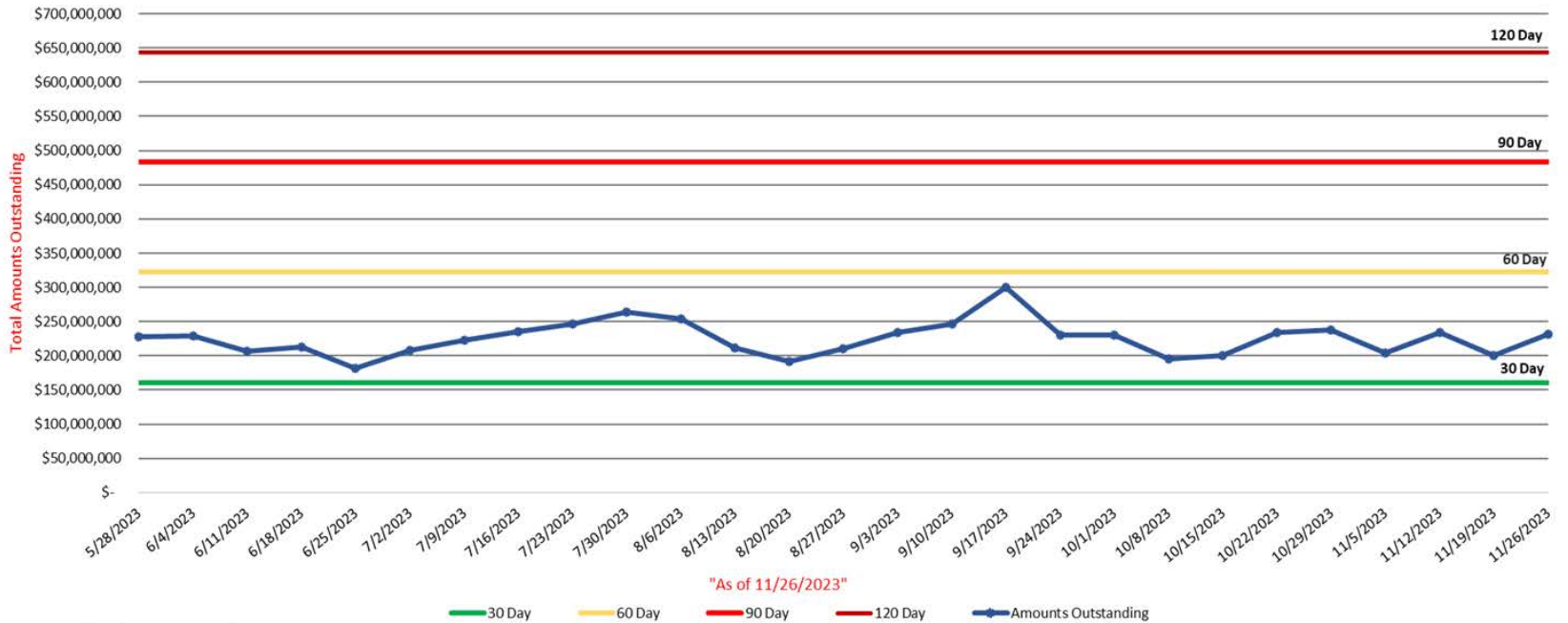
Notes: Benchmark data in the table above is obtained from CDC. For booster, the benchmark data only captures the updated bivalent booster.

Benchmark for each age category: <https://covid.cdc.gov/covid-data-tracker/#vaccination-demographics-trends>

Benchmark for overall vaccination rate: [https://covid.cdc.gov/covid-data-tracker/#vaccinations\\_vacc-people-onedose-pop-total](https://covid.cdc.gov/covid-data-tracker/#vaccinations_vacc-people-onedose-pop-total)

# Claims Payments

## Received but Not Yet Paid Medical Claims



"As of 11/26/2023"

\*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	\$ 743,468.64	\$ 97,942.54	\$ 230,903,588
Week of 11/26/2023	\$ 185,408,443	\$ 45,220,695	\$ 331,114.95	\$ 320,397.01	\$ 231,280,650

\*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

