

# Health Plan Services Update

*Prepared for: CCH Board of Directors*

Aaron Galeener

Chief Administrative Officer, Health Plan Services

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# Metrics



# Current Membership

Monthly membership as of March 5<sup>th</sup>, 2024

Category	Total Members	ACHN Members	% ACHN
FHP	259,615	14,428	5.6%
ACA	109,401	14,523	13.3%
ICP	30,598	4,746	15.5%
MLTSS	9,349	-	0%
SNC	5,474	266	4.9%
HBIA	20,590	1485	7.2%
HBIS	5,906	431	7.3%
<b>Total</b>	<b>440,933</b>	<b>35,879</b>	<b>8.1%</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:** Health Benefit for Immigrant Adults/Seniors



# Managed Medicaid Market

Illinois Department of Healthcare and Family Services December 2023 Data

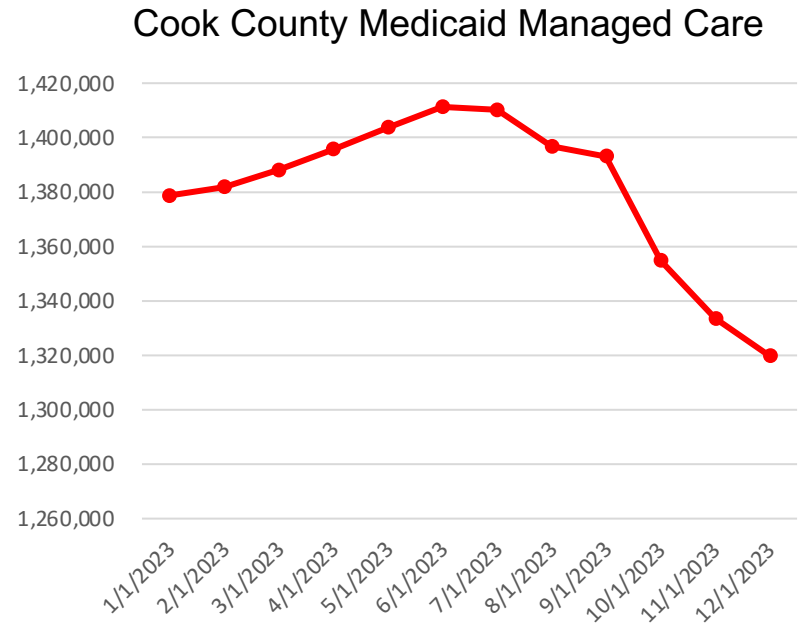
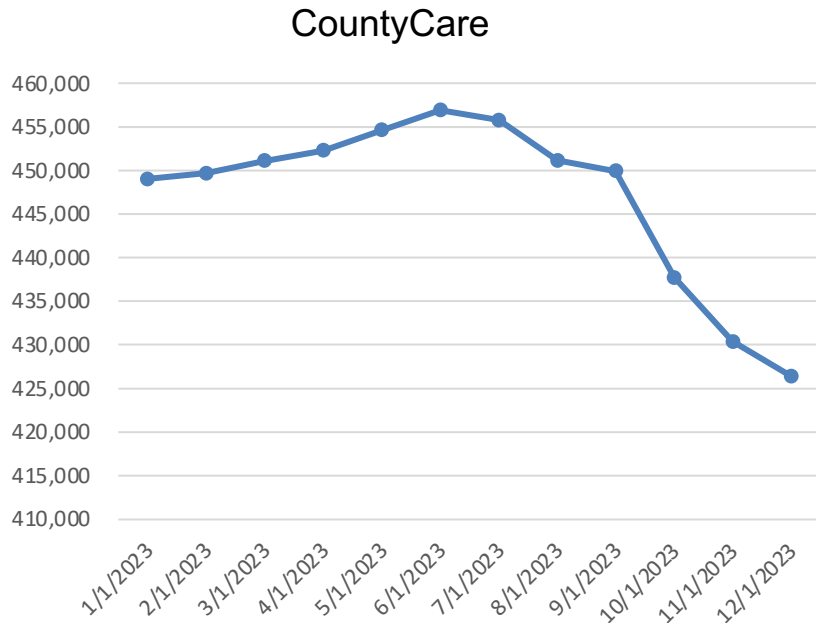
Managed Care Organization	Cook County	Cook Market Share
*CountyCare	426,395	32.3%
Blue Cross Blue Shield	364,207	27.6%
Meridian (a WellCare Co.)	300,909	22.8%
IlliniCare (Aetna/CVS)	122,888	9.3%
Molina	96,116	7.3%
YouthCare	9,171	0.7%
<b>Total</b>	<b>1,319,686</b>	<b>100.0%</b>

\* Only Operating in Cook County



# IL Medicaid Managed Care Trend in Cook County

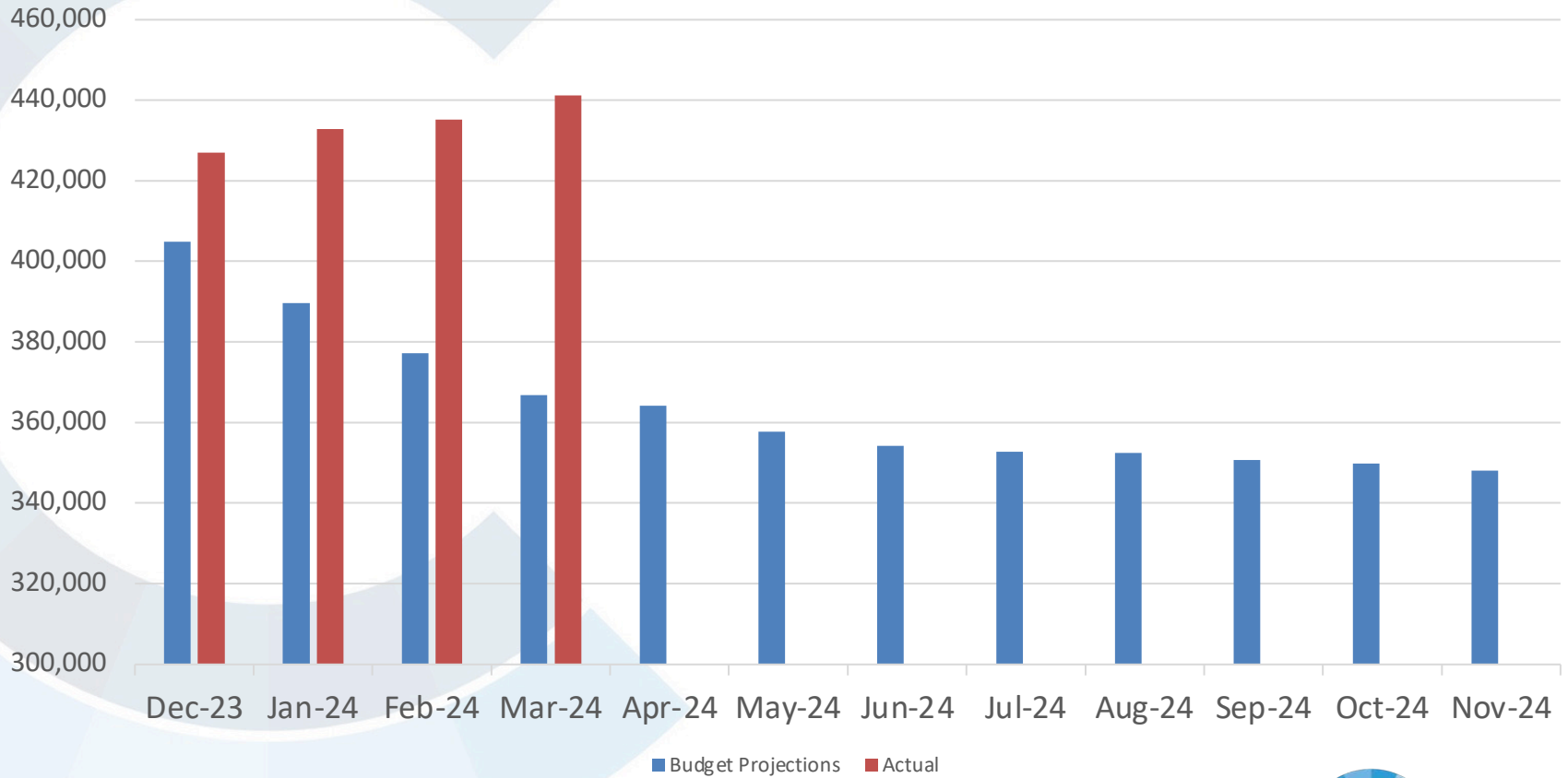
(charts not to scale)



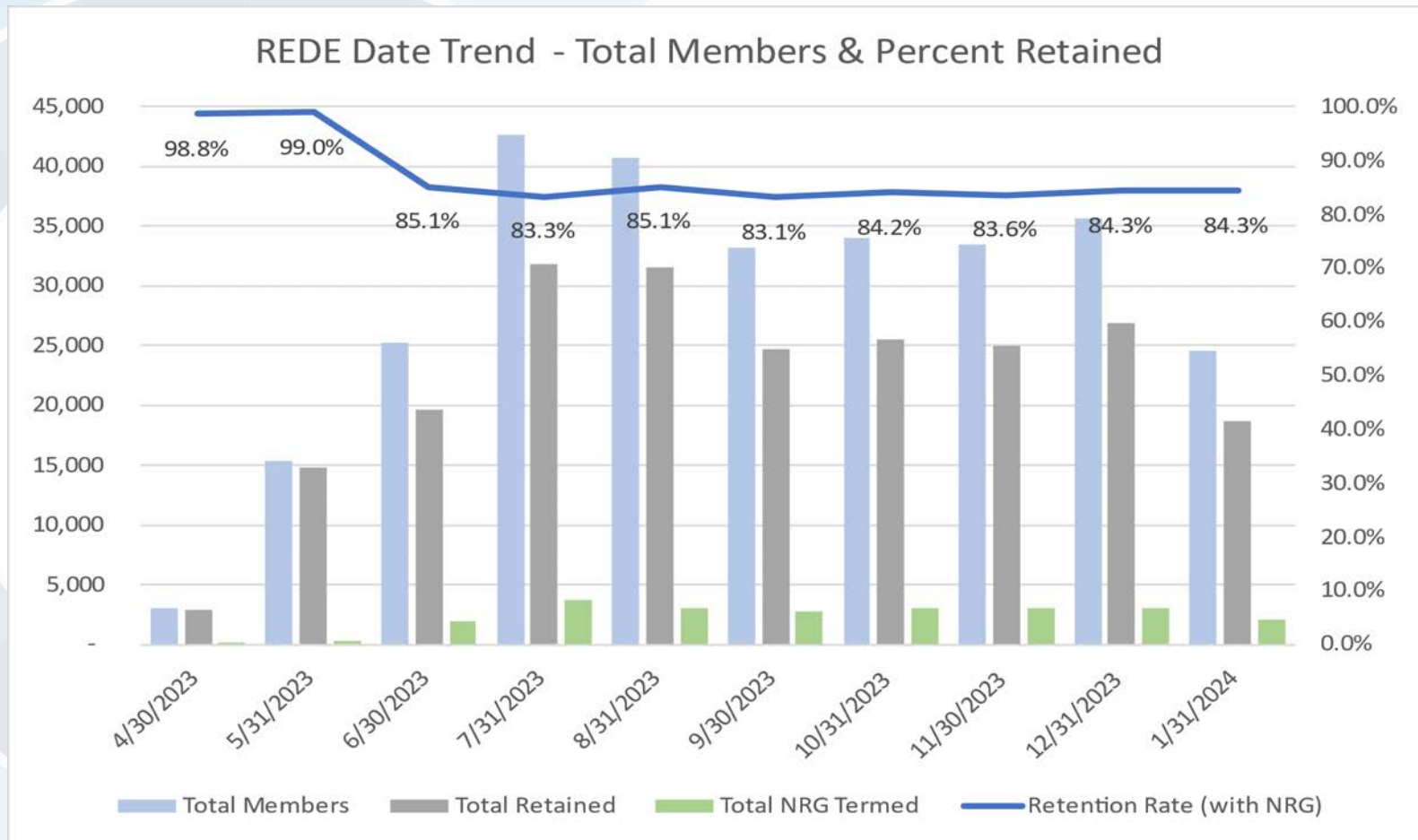
- CountyCare's enrollment decreased 0.92% in December 2023 compared to the prior month, in line with the Cook County decrease of 1.04%

# FY 24 Budget | Membership

## CountyCare Membership



# REDE Retention



- Members with a 1/31/2024 redetermination date had an adjusted retention rate of 84.3%. This is in line with November's adjusted retention rate of 84.3%.

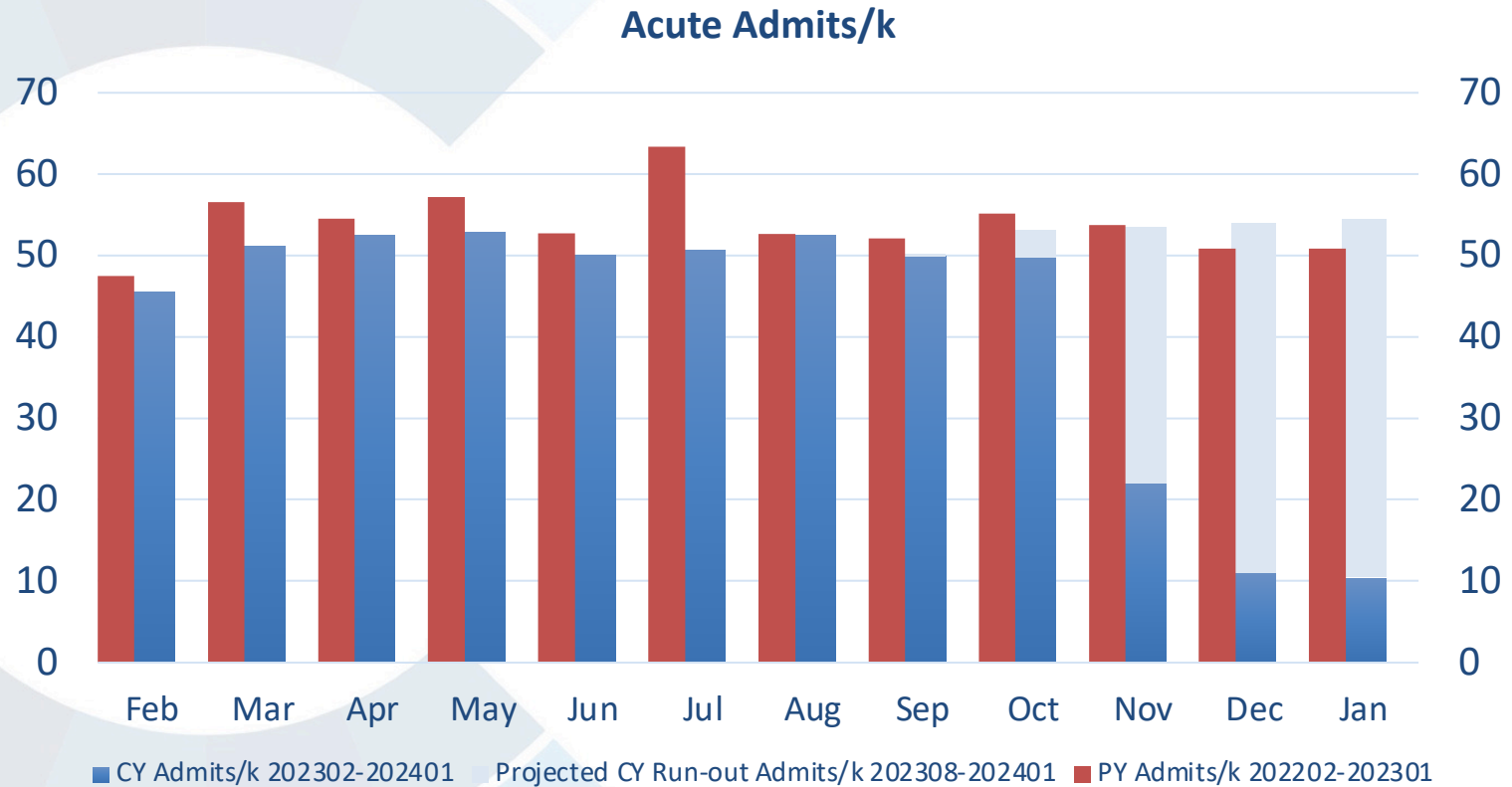


# Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Dec 2023	Jan 2024	Feb 2024
<b>Member &amp; Provider Services Call Center Metrics</b>				
Inbound Call Volume	N/A	41,586	54,936	53,682
Abandonment Rate	< 5%	0.82%	1.74%	1.74%
Average Speed to Answer (minutes)	1:00	0:09	0:23	0:19
% Calls Answered < 30 seconds	> 80%	91.43%	82.55%	85.91%
<b>Quarterly</b>				
Claims/Encounters Acceptance Rate	98%	98%		



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

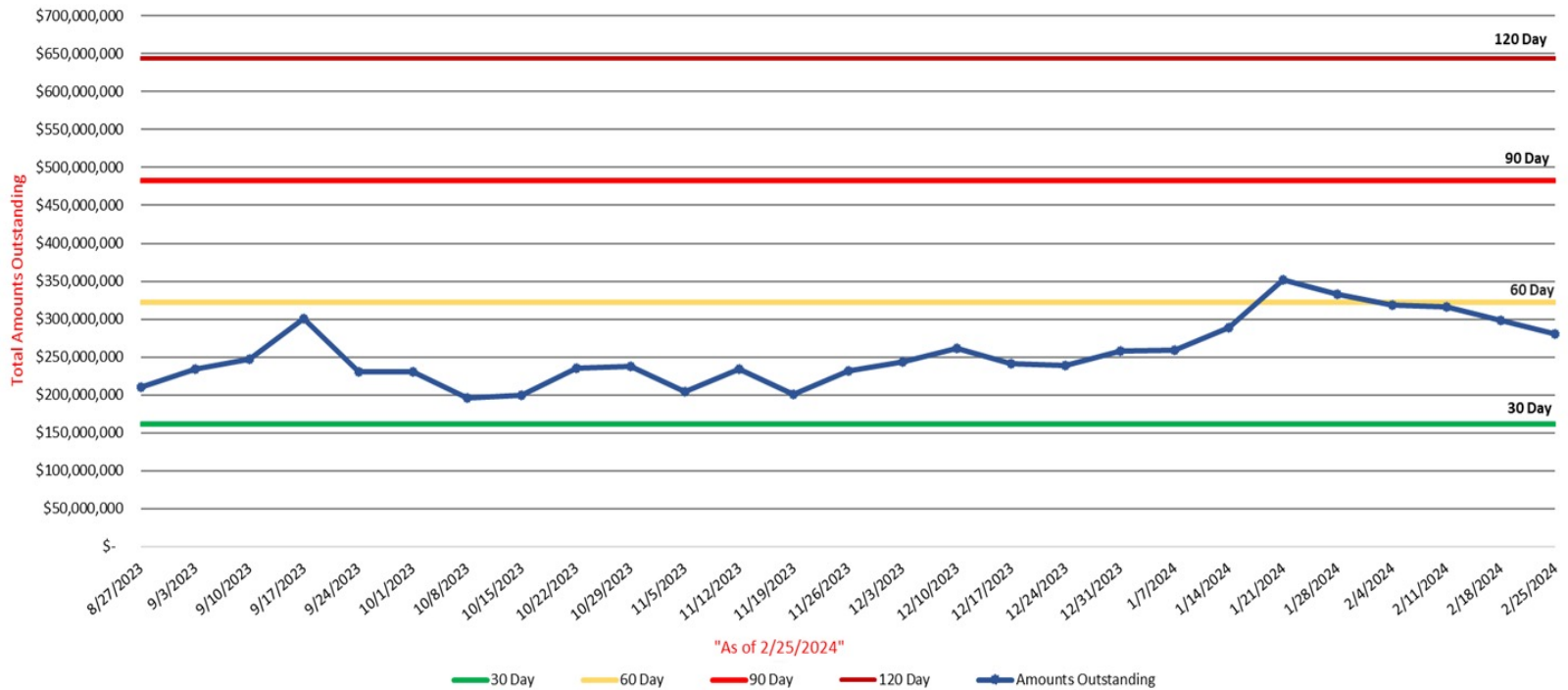


Updated monthly, paid through January 2024  
 All acute and surgical cases + approved acute authorizations  
 Domestic admissions are not included since they do not require Prior Authorization



# 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
Week of 2/25/2024	\$ 183,870,584	\$ 70,090,094	\$ 24,272,410	\$ 1,811,945	\$ 280,045,033

\*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

