

Health Plan Services Update

Prepared for: CCH Board of Directors

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December 20th, 2024



Metrics



Current Membership

Monthly membership as of December 5th, 2024

Category	Total Members	ACHN Members	% ACHN
FHP	227,782	10,125	4.4%
ACA	105,656	11,277	10.7%
ICP	31,405	4,614	14.7%
MLTSS	9,728	-	0%
SNC	7,698	337	4.4%
HBIA	17,313	3,026	17.5%
HBIS	4,757	1,181	24.8%
HBIC	14,855	1,205	8.1%
Total	419,194	31,765	7.6%

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/HBIC: Health Benefit for Immigrant Adults/Seniors/Children



Managed Medicaid Market

Illinois Department of Healthcare and Family Services September 2024 Data

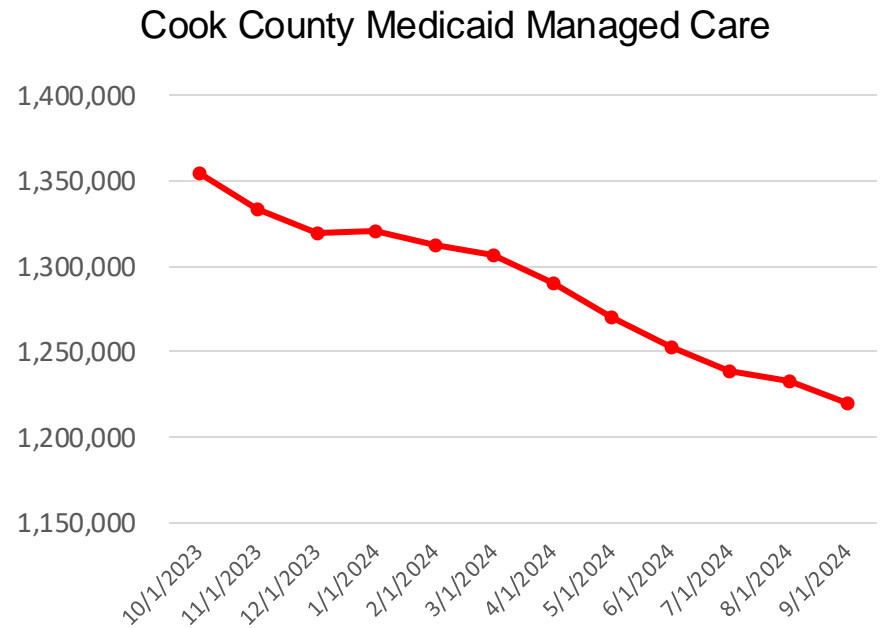
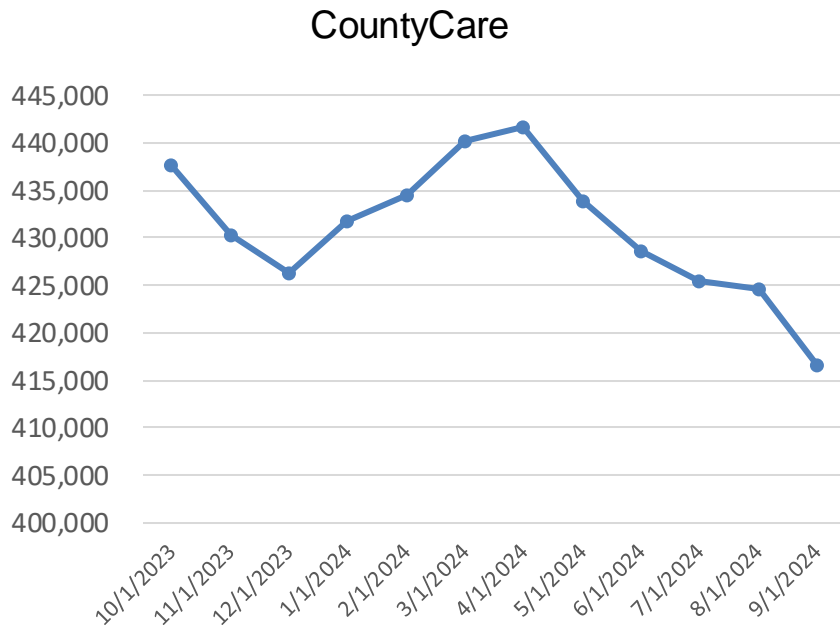
Managed Care Organization	Cook County	Cook Market Share
*CountyCare	416,605	34.2%
Blue Cross Blue Shield	336,915	27.6%
Meridian (a WellCare Co.)	262,306	21.5%
IlliniCare (Aetna/CVS)	111,150	9.1%
Molina	84,549	6.9%
YouthCare	8,389	0.7%
Total	1,219,914	100.0%

* Only Operating in Cook County



IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

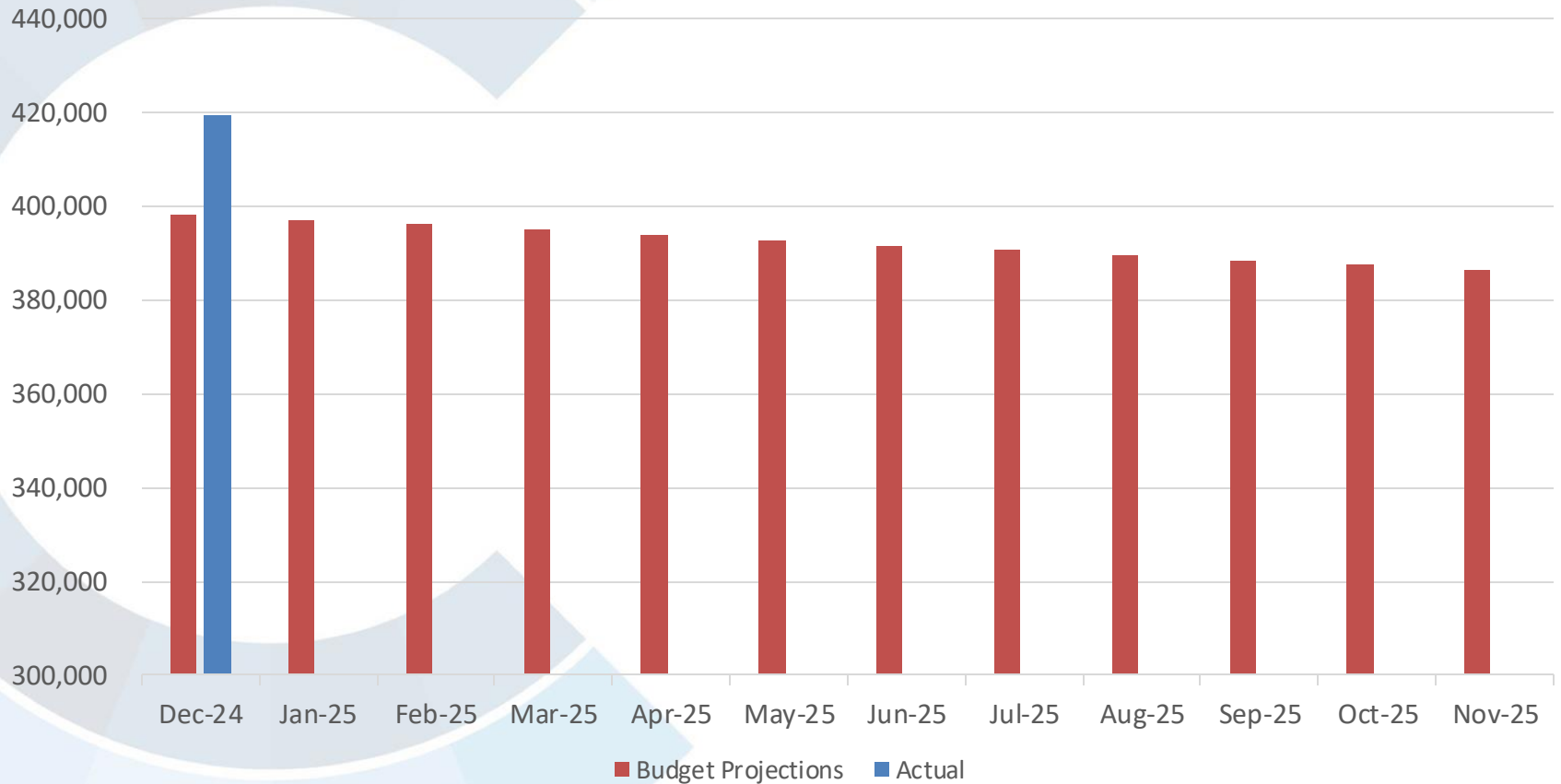


- CountyCare's enrollment **decreased** 1.91% in September 2024 compared to the prior month, and is higher than Cook County's **decrease** of 1.09%.
- CountyCare's higher-than-normal decrease for September is due to redetermination of HBI members

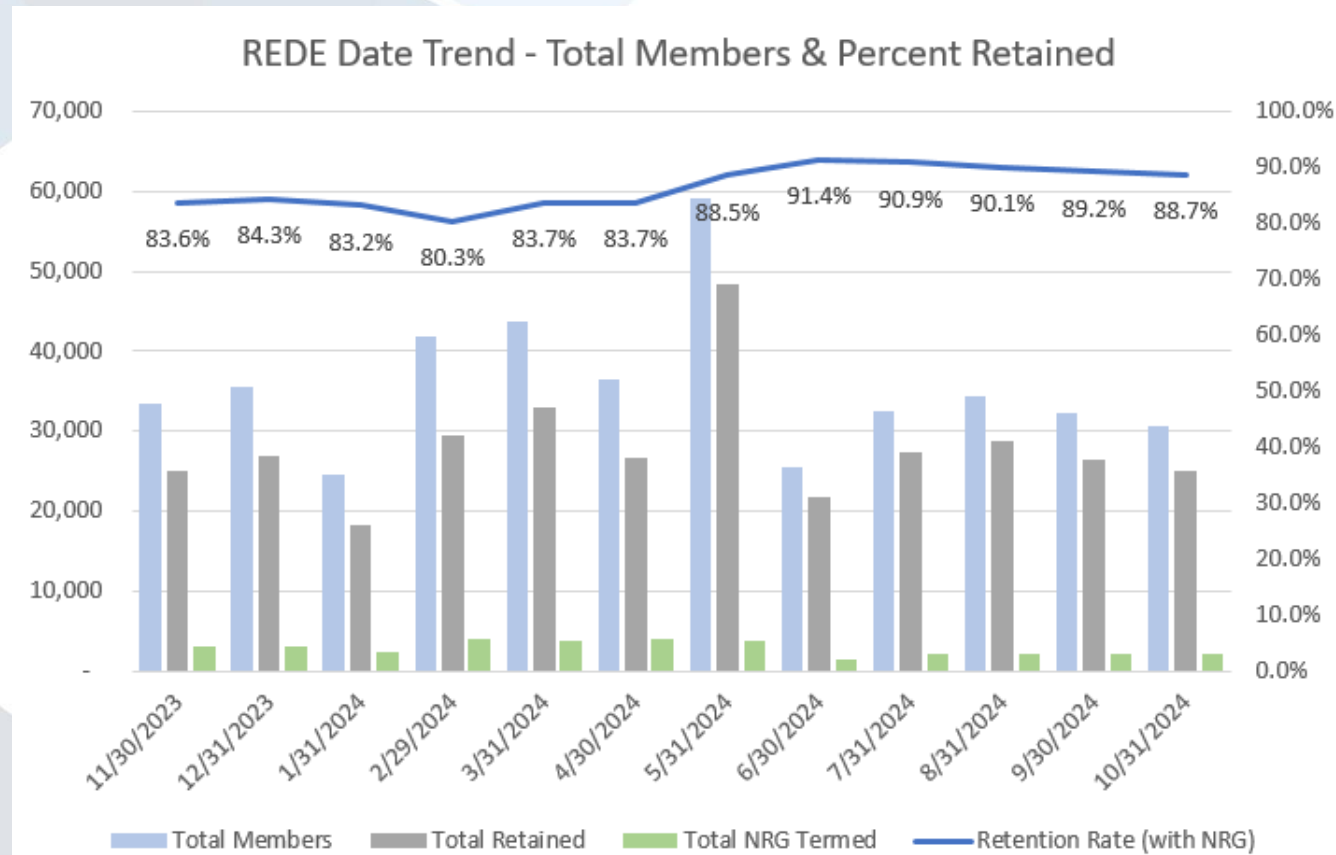
Source: [Total Care Coordination Enrollment for All Programs | HFS \(illinois.gov\)](#)

FY 24 Budget | Membership

CountyCare Membership



REDE Retention

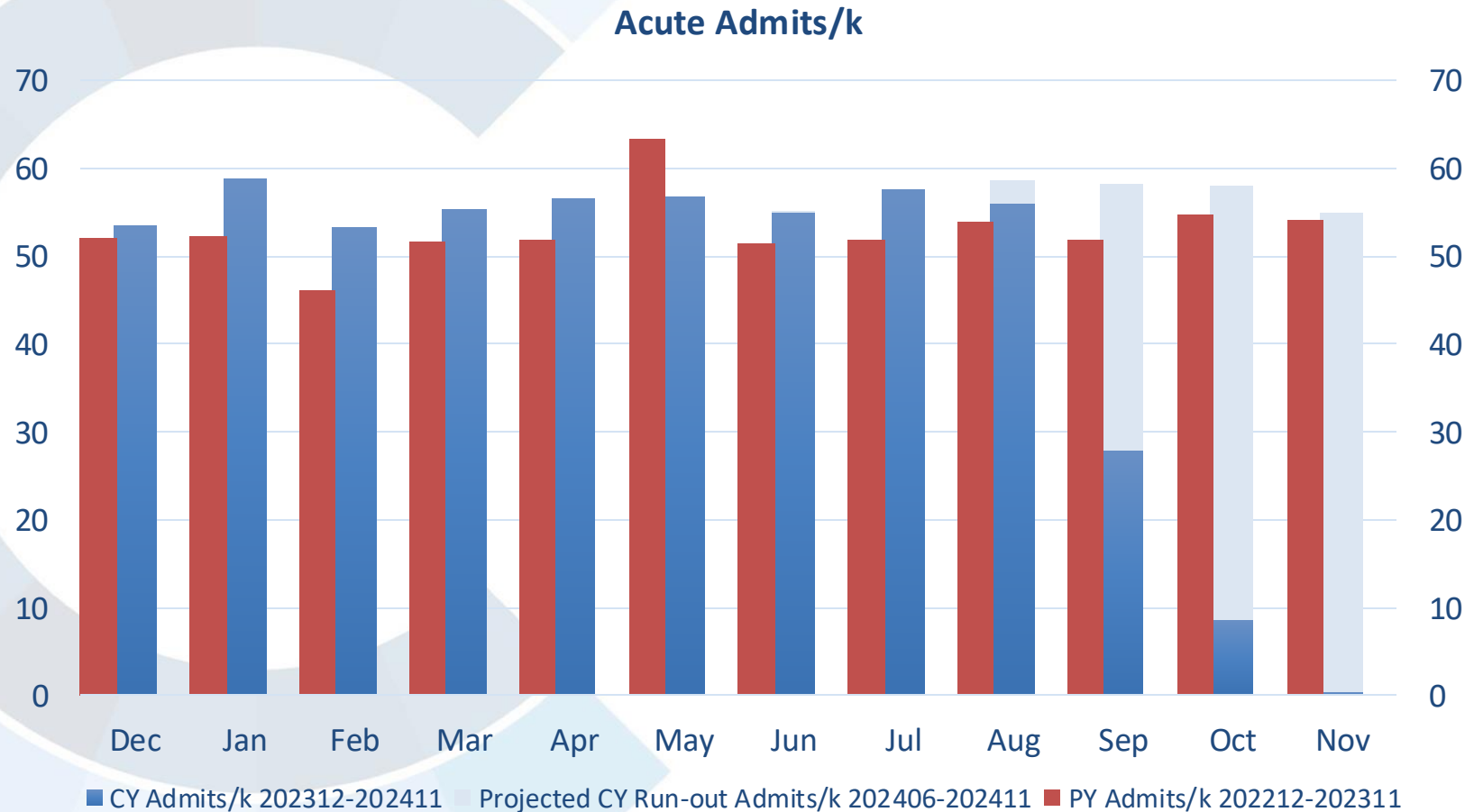


- Members with a 10/31/2024 redetermination date had an adjusted retention rate of 88.7%

Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Sep 2024	Oct 2024	Nov 2024
Member & Provider Services Call Center Metrics				
Inbound Call Volume	N/A	47,005	55,342	46,986
Abandonment Rate	< 5%	1.92%	1.36%	0.42%
Average Speed to Answer (minutes)	1:00	1:01	0:24	0:04
% Calls Answered < 30 seconds	> 80%	73.28%	87.80%	96.8%
Quarterly				
Claims/Encounters Acceptance Rate	98%	98%		

Current v. Prior Year: IP Acute Admits/1000



Updated monthly, paid through November 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
Q3 2024	\$ 197,855,507	\$ 111,681,778	\$ 31,617,580	\$ 6,927,131	\$ 348,081,997
Week of 12/01/2024	\$ 213,903,988	\$ 141,875,495	\$ 19,622,761	\$ 17,733	\$ 375,419,977

*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

