

Health Plan Services Update

Prepared for: CCH Board of Directors

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Plan Metrics



Current Membership

Monthly membership as of January 4, 2021

Category	Total Members	ACHN Members	% ACHN
FHP	238,851	17,709	7.4%
ACA	97,260	14,457	14.9%
ICP	29,944	5,460	18.2%
MLTSS	6,633	0	N/A
SNC	7,698	1,069	13.9%
Total	380,386	38,695	10.2%

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 November 2020 Data

Managed Care Organization	Cook County Enrollment	Cook County Market Share
*CountyCare	374,687	31.2%
Meridian (a WellCare Co.)	314,108	26.1%
Blue Cross Blue Shield	305,550	25.4%
IlliniCare (Aetna/CVS)	120,824	10.0%
Molina	87,284	7.3%
Total	1,202,453	100.0%

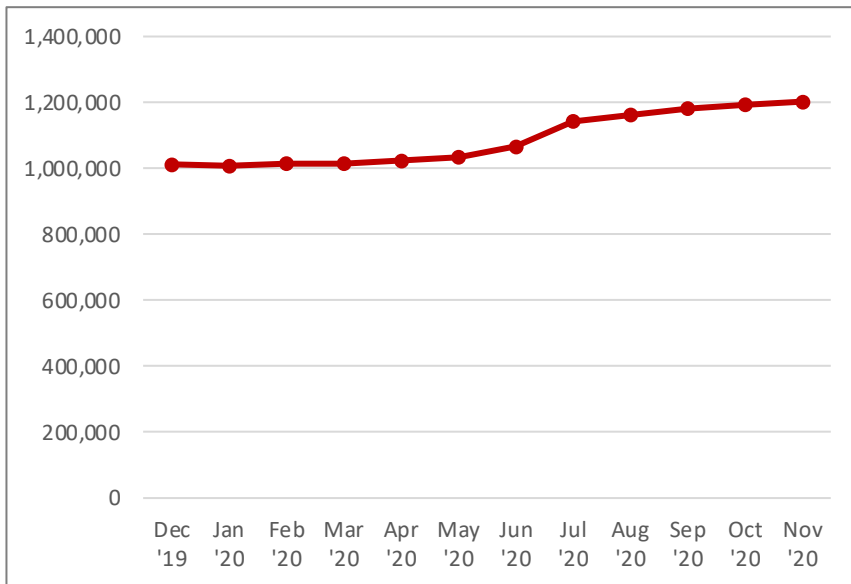
* Only Operating in Cook County

Meridian and WellCare (dba Harmony) merged as of 1/1/2019. Pending Merger with Centene (dba IlliniCare)

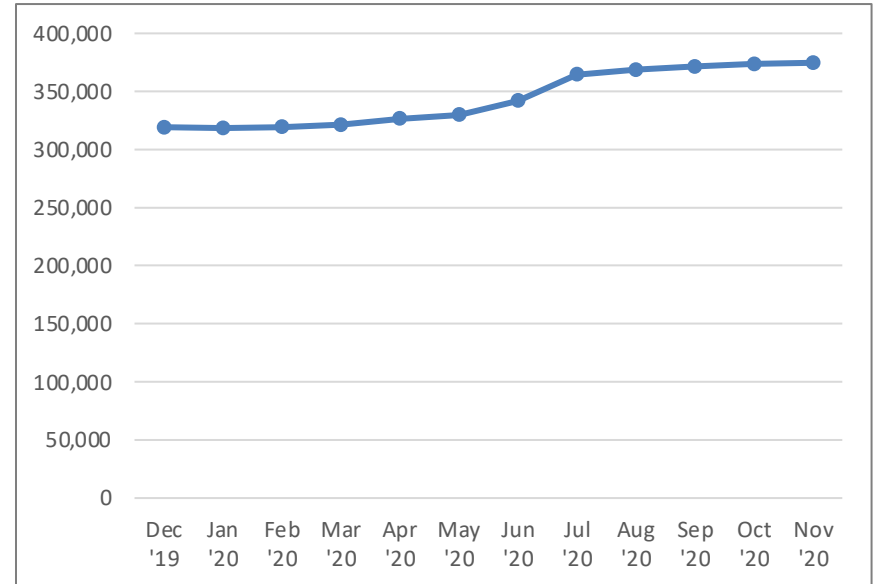


IL Medicaid Managed Care Trend in Cook County

Cook County Medicaid Managed Care



CountyCare



- CountyCare's monthly enrollment trend closely follows the overall Managed Care enrollment trend in Cook County

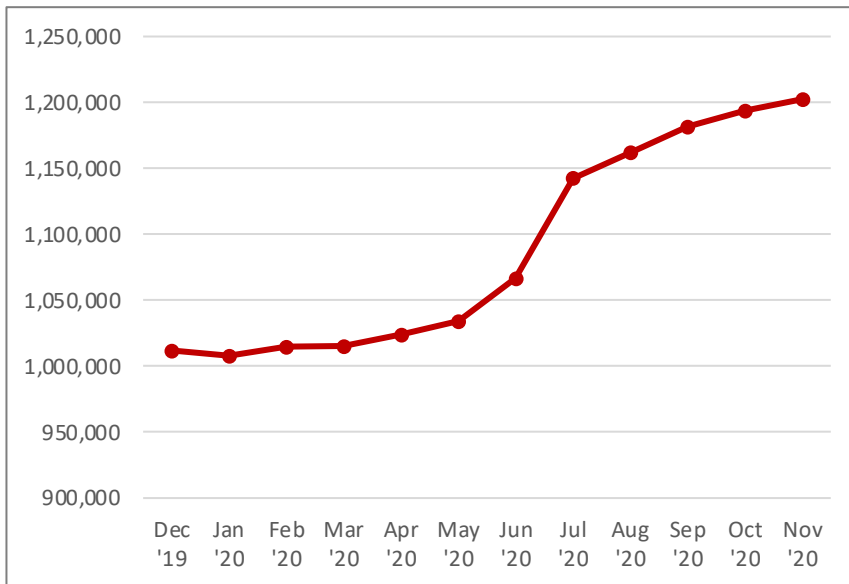
Source: <https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/TotalCCEnrollmentforAllPrograms.aspx>

Note: HFS source website did not report August 2020 enrollment

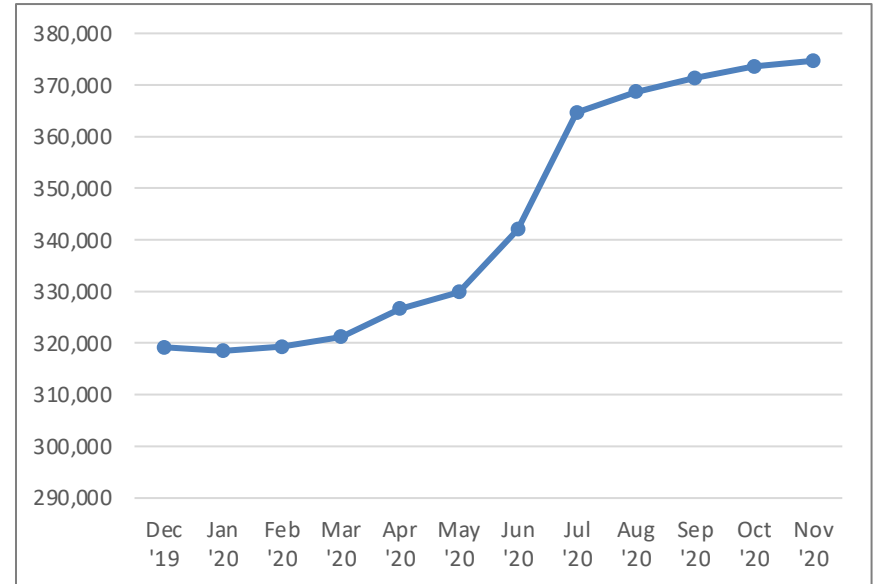
IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

Cook County Medicaid Managed Care



CountyCare

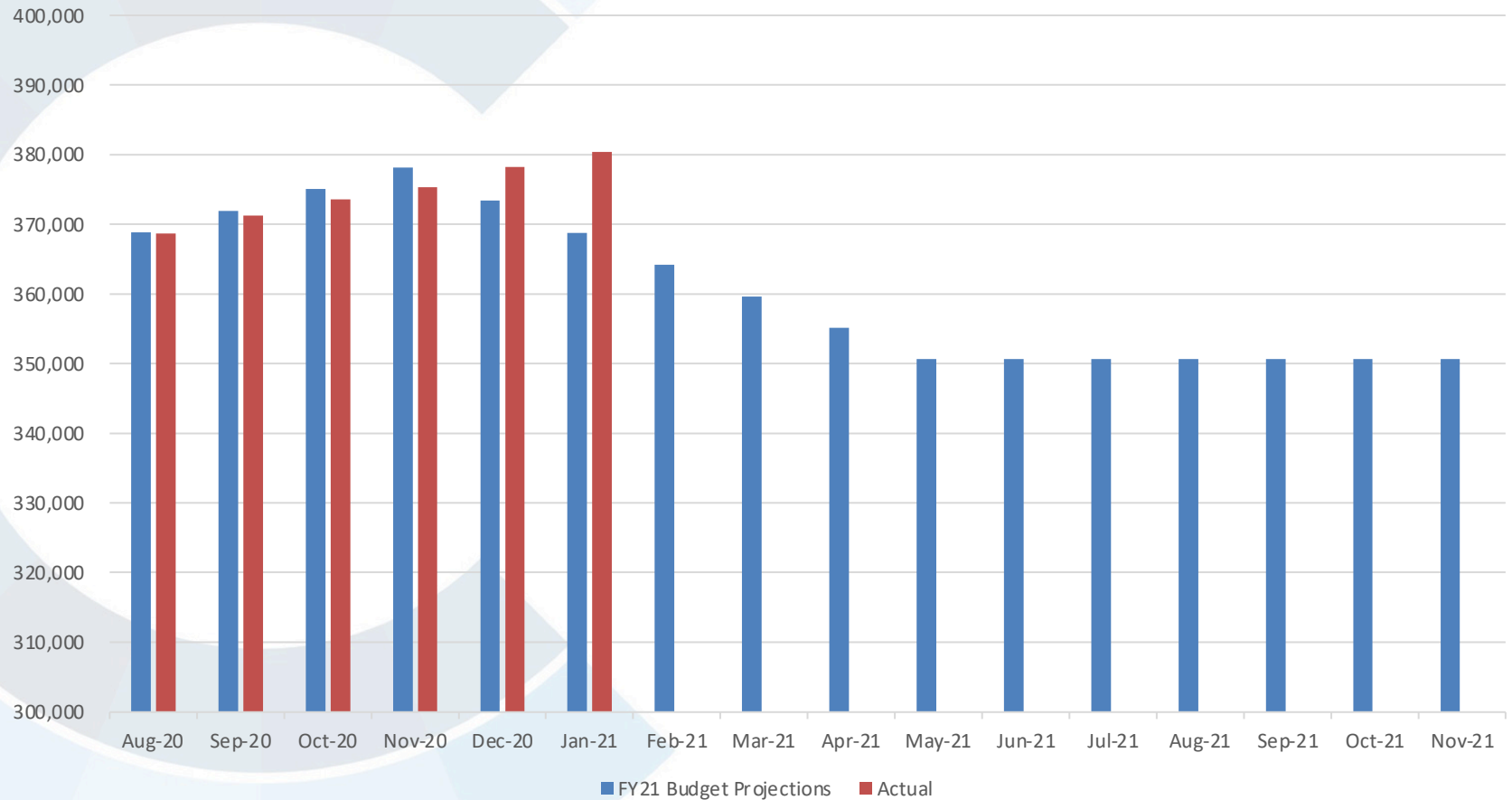


- CountyCare's enrollment has increased 17.4% over the past 12 months, slightly lagging the Cook County increase of 18.9%
- CountyCare's enrollment increased 0.3% in November 2020 compared to the prior month

Source: <https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/TotalCCEnrollmentforAllPrograms.aspx>

Note: HFS source website did not report August 2020 enrollment

FY 21 Budget: Membership



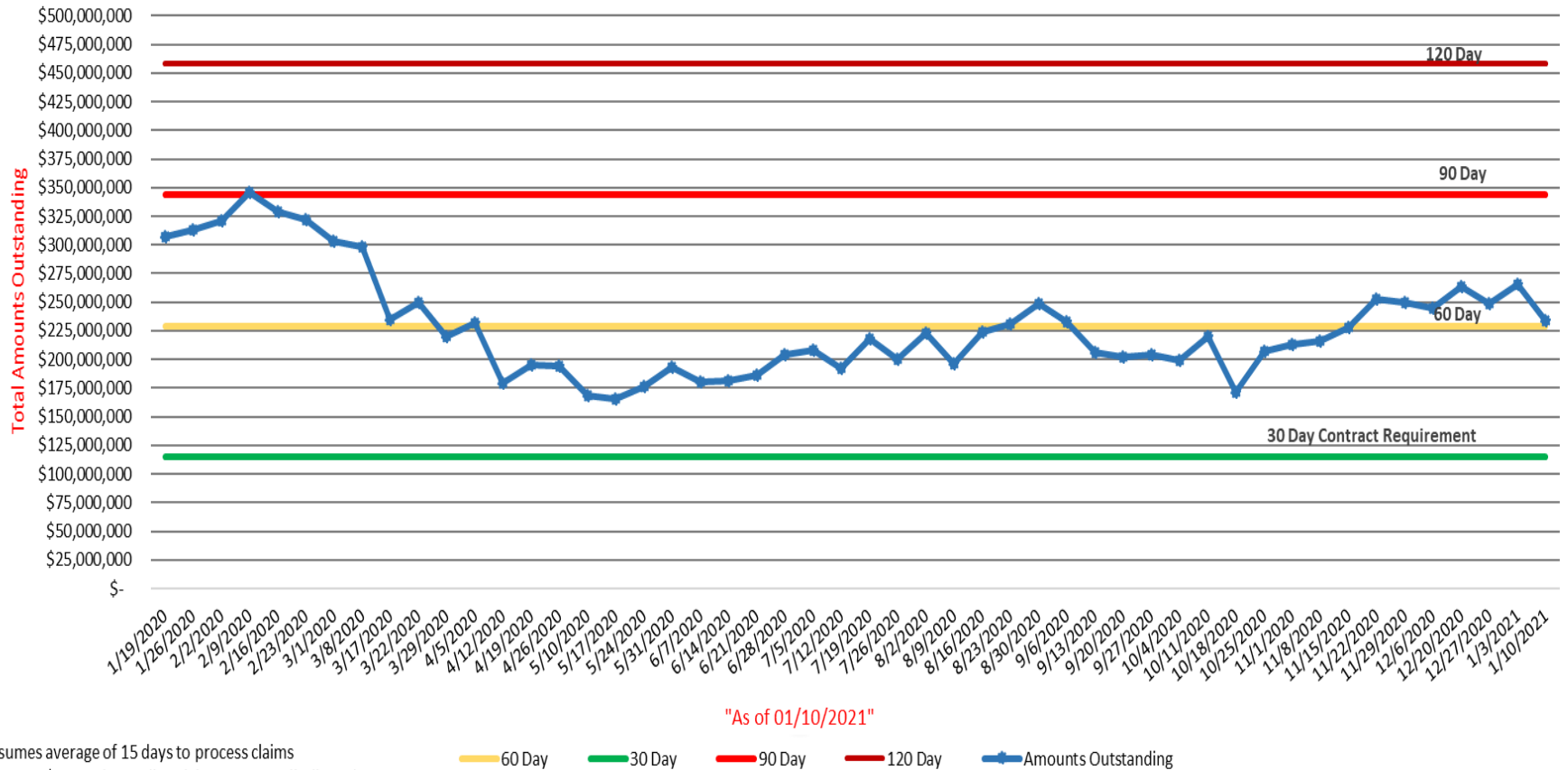
2020 Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Sep 2020	Oct 2020	Nov 2020
Member & Provider Services Call Center Metrics				
Abandonment Rate	< 5%	1.52%	4.53%	1.23%
Hold Time (minutes)	1:00	0:16	0:28	0:08
% Calls Answered < 30 seconds	> 80%	94.04%	87.62%	94.71%
Quarterly				
Claims/Encounters Acceptance Rate*	97%	96.2%		

* Preliminary score

Claims Payment

Received but Not Yet Paid Medical Claims



*Assumes average of 15 days to process claims

*Assumes \$47.5M in pending claims not yet adjudicated

*Medical claims only- does not include pharmacy, dental, vision or transportation claims

Source: CCH Health Plan Services Analytics

Auto Assignment

- CountyCare received the highest quality ranking among Medicaid MCOs
- As a result, CountyCare will receive 50% auto-assignment effective February 1st
- Since early 2020, all MCOs were receiving 20% auto assignment during the COVID-19 emergency period

Illinois HealthChoice Plan Rankings

Plan	Doctors' Communication	Change	Access to Care	Change	Women's Health	Change	Living With Illness	Change	Behavioral Health	Change	Keeping Kids Healthy	Change
Aetna Better Health*	★★★★	—	★★★★	—	★	—	★★★★	—	★★★★★	—	★	—
Blue Cross Community Health Plans	★★★★★	—	★★★★	—	★★	—	★★★★	—	★★★★★	—	★	—
CountyCare Health Plan	★★★★	—	★★★★	—	★★★★★	—	★★	—	★★★★	—	★★★★★	—
MeridianHealth	★★★★	—	★★★★	—	★★★★★	—	★★★★	—	★★★★	—	★★★★	—
Molina Healthcare	★★★★	—	★★★★	—	★★	—	★★★★	—	★	—	★★★★★	—

*Formerly known as IlliniCare