

CountyCare Update

Prepared for: CCH Board of Directors

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Interim Chief Executive Officer, CountyCare

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Plan Metrics



Current Membership

Monthly membership as of February 4, 2021

| Category | Total Members | ACHN Members | % ACHN |
|--------------|----------------|---------------|--------------|
| FHP | 241,930 | 18,300 | 7.6% |
| ACA | 99,375 | 14,951 | 15.0% |
| ICP | 30,044 | 5,457 | 18.2% |
| MLTSS | 6,703 | N/A | N/A |
| SNC | 7,689 | 1,043 | 13.6% |
| Total | 385,741 | 39,751 | 10.3% |

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
ACHN: CCH Ambulatory and Community Health Network



Cook County 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% |
| Aetna/CVS Health | 120,824 | 10.0% |
| Molina | 87,284 | 7.3% |
| Total | 1,202,453 | 100.0% |

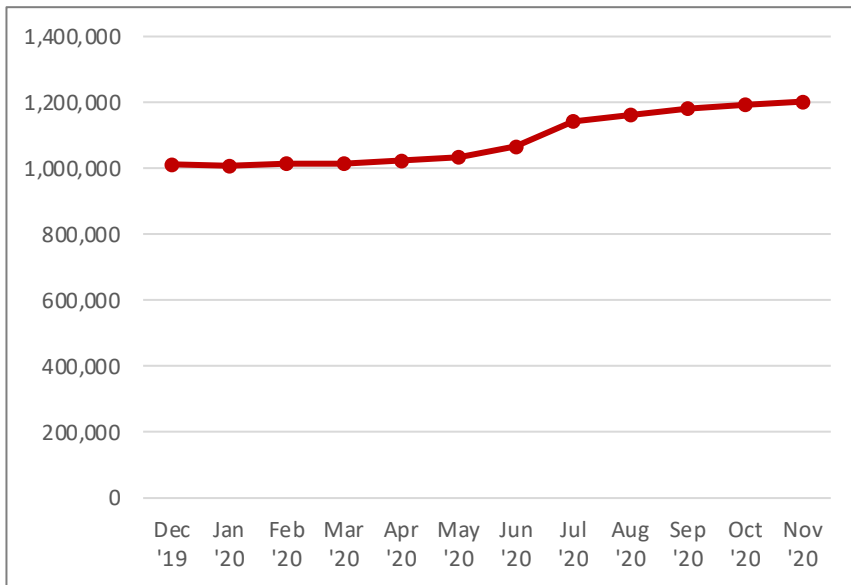
* Only Operating in Cook County

**Meridian and WellCare merged as of 1/1/2019. Meridian is pending merger with Centene.

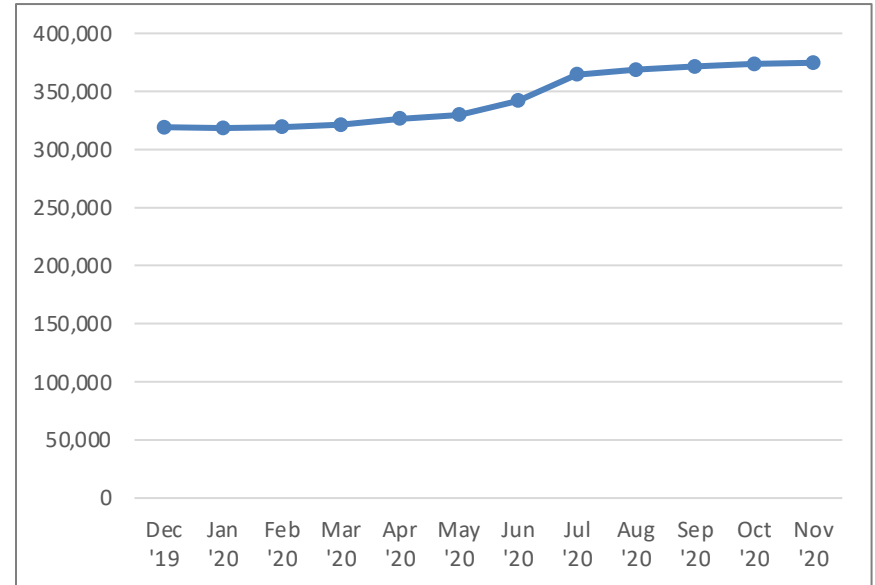


IL Medicaid Managed Care Trend in Cook County

Cook County Medicaid Managed Care



CountyCare



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

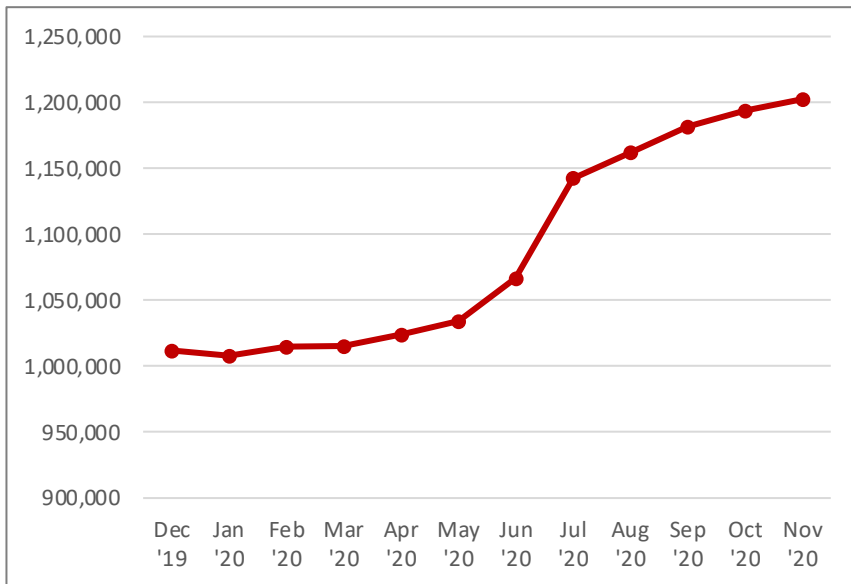
Source: <https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/TotalCCEnrollmentforAllPrograms.aspx>

Note: HFS source website did not report August 2020 enrollment

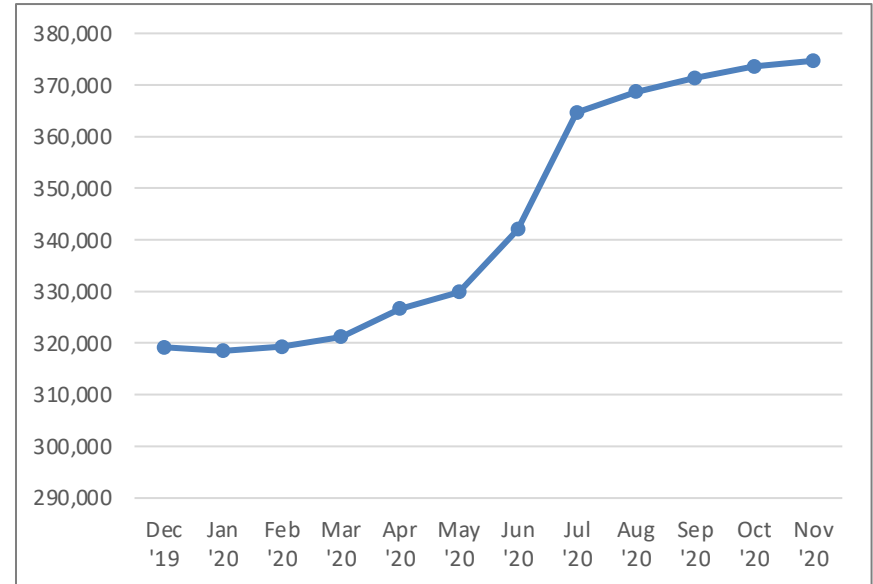
IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

Cook County Medicaid Managed Care



CountyCare

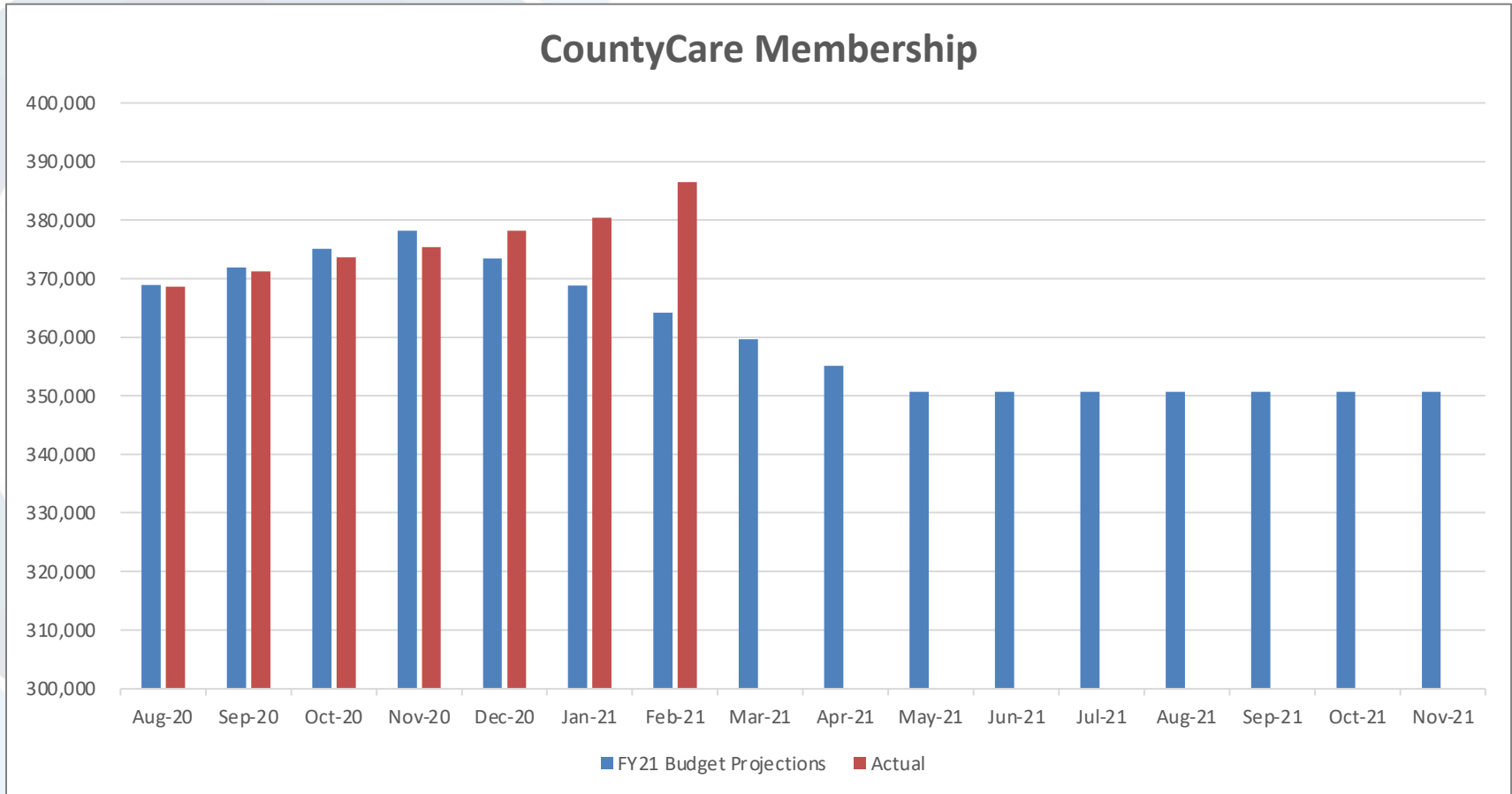


- CountyCare's enrollment has increased 17.4% over the past 12 months, slightly lagging the Cook County increase of 18.9%
- CountyCare's enrollment increased 0.3% in November 2020 compared to the prior month

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

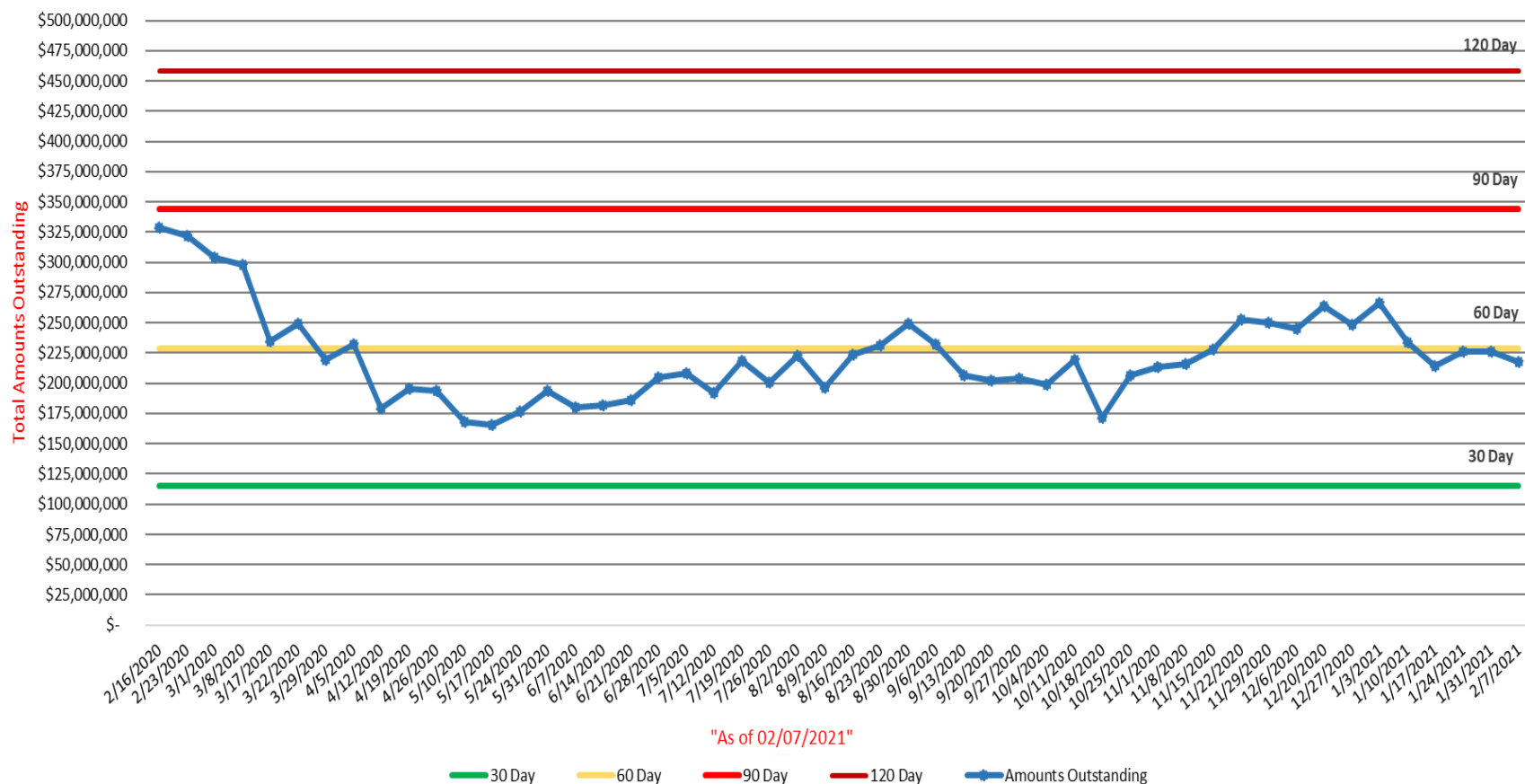
| | | Performance | | |
|---|------------|-------------|----------|----------|
| Key Metrics | State Goal | Sep 2020 | Oct 2020 | Nov 2020 |
| Member & Provider Services Call Center Metrics | | | | |
| Abandonment Rate | < 5% | 1.52% | 4.53% | 1.23% |
| Hold Time (minutes) | 1:00 | 0:16 | 0:28 | 0:08 |
| % Calls Answered < 30 seconds | > 80% | 94.04% | 87.62% | 94.71% |
| Quarterly | | | | |
| Claims/Encounters Acceptance Rate* | 98% | 96.2% | | |

* Preliminary score



Claims Payment

Received but Not Yet Paid Medical Claims



*Assumes average of 15 days to process claims

*Assumes \$57.5M 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.

- Separated bank account structure for CountyCare PMPM
- Prioritizing claims payment invoices for expedited processing

Source: CCH Health Plan Services Analytics.



Questions

