

# CountyCare Update

*Prepared for: CCH Board of Directors*

Aaron Galeener

Interim Chief Executive Officer, CountyCare

March 26, 2021



# Plan Metrics



# Current Membership

Monthly membership as of March 4, 2021

Category	Total Members	ACHN Members	% ACHN
FHP	246,304	18,791	7.6%
ACA	102,476	15,556	15.2%
ICP	30,242	5,468	18.1%
MLTSS	6,949	0	N/A
SNC	6,446	906	14.1%
<b>Total</b>	<b>392,417</b>	<b>40,721</b>	<b>10.4%</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  
**ACHN:** CCH Ambulatory and Community Health Network



# Managed Medicaid Market

Illinois Department of Healthcare and Family Services January 2021 Data

Managed Care Organization	Cook County Enrollment	Cook County Market Share
*CountyCare	380,287	31.1%
Blue Cross Blue Shield	316,791	25.9%
Meridian (a WellCare Co.)	313,357	25.6%
IlliniCare (Aetna/CVS)	120,302	9.8%
Molina	91,542	7.5%
<b>Total</b>	<b>1,222,279</b>	<b>100.0%</b>

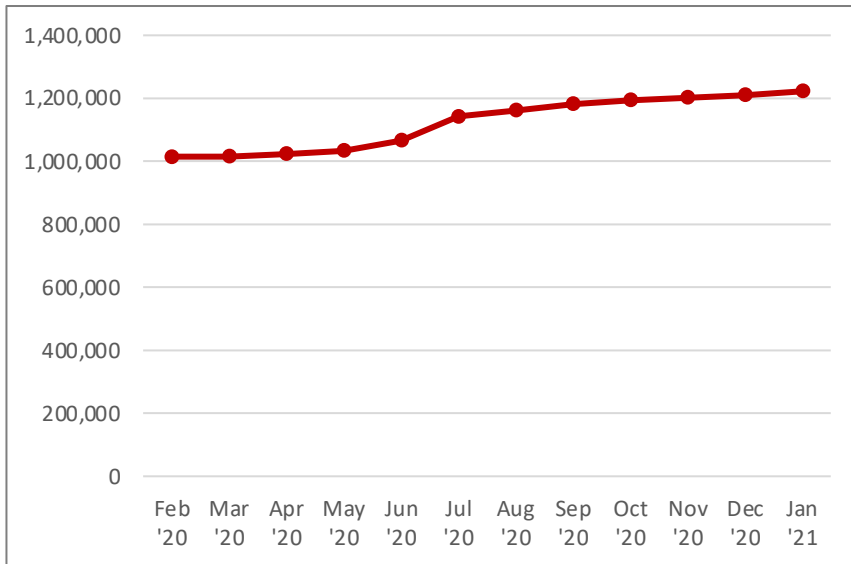
\* Only Operating in Cook County

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

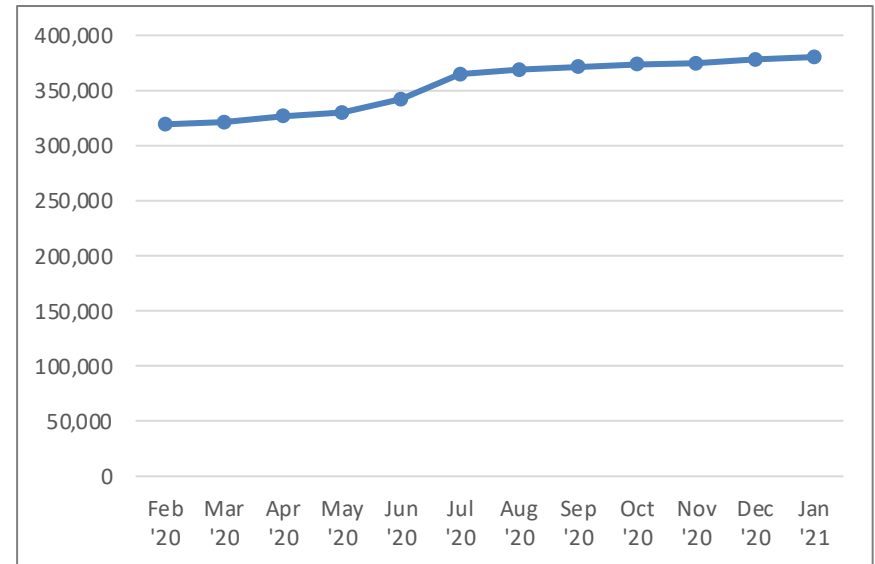


# IL Medicaid Managed Care Trend in Cook County

Cook County Medicaid Managed Care



CountyCare



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

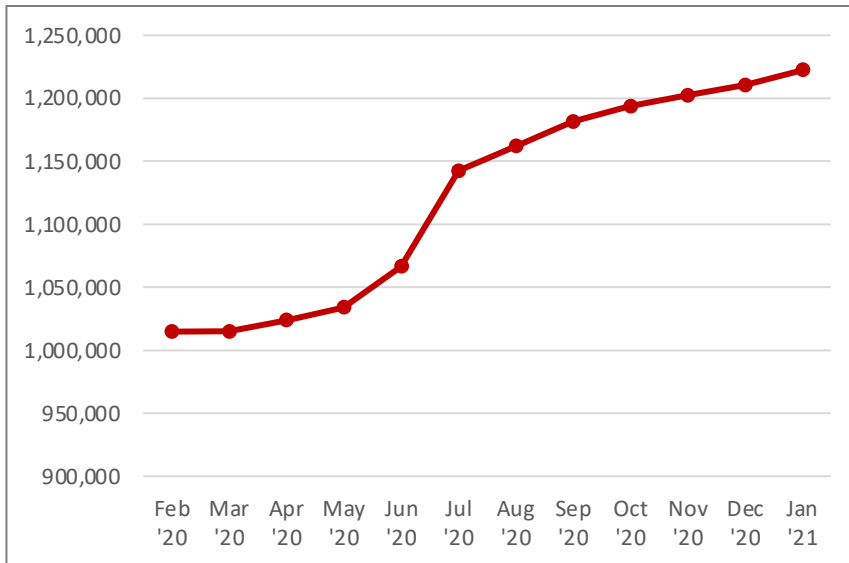
Source: <https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/TotalCCEnrollmentforAllPrograms.aspx>

Note: HFS source website did not report August 2020 enrollment

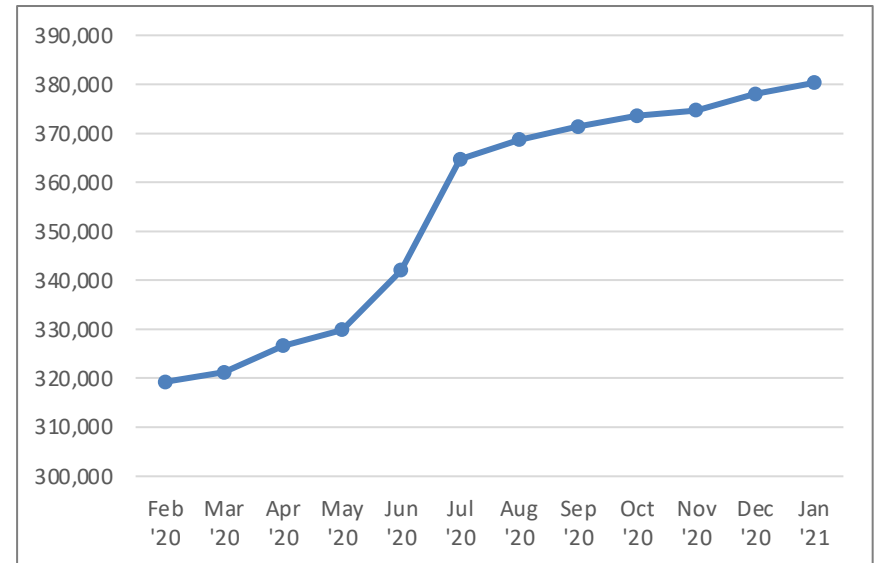
# IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

## Cook County Medicaid Managed Care



## CountyCare

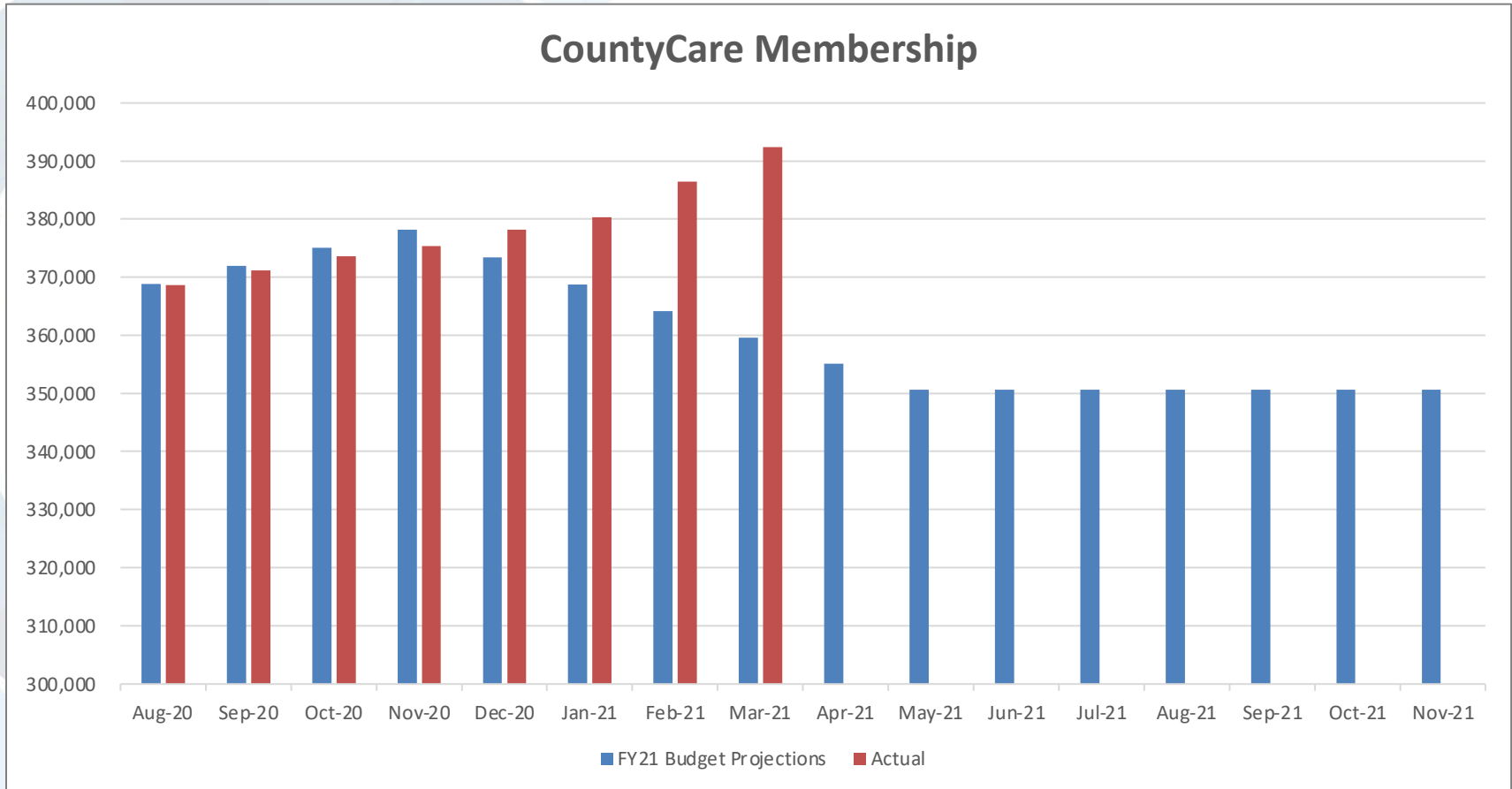


- CountyCare's enrollment has increased 19.2% over the past 12 months, slightly lagging the Cook County increase of 20.5%
- CountyCare's enrollment increased 0.6% in January 2021 compared to the prior month

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



# 2020-2021 Operations Metrics: Call Center & Encounter Rate

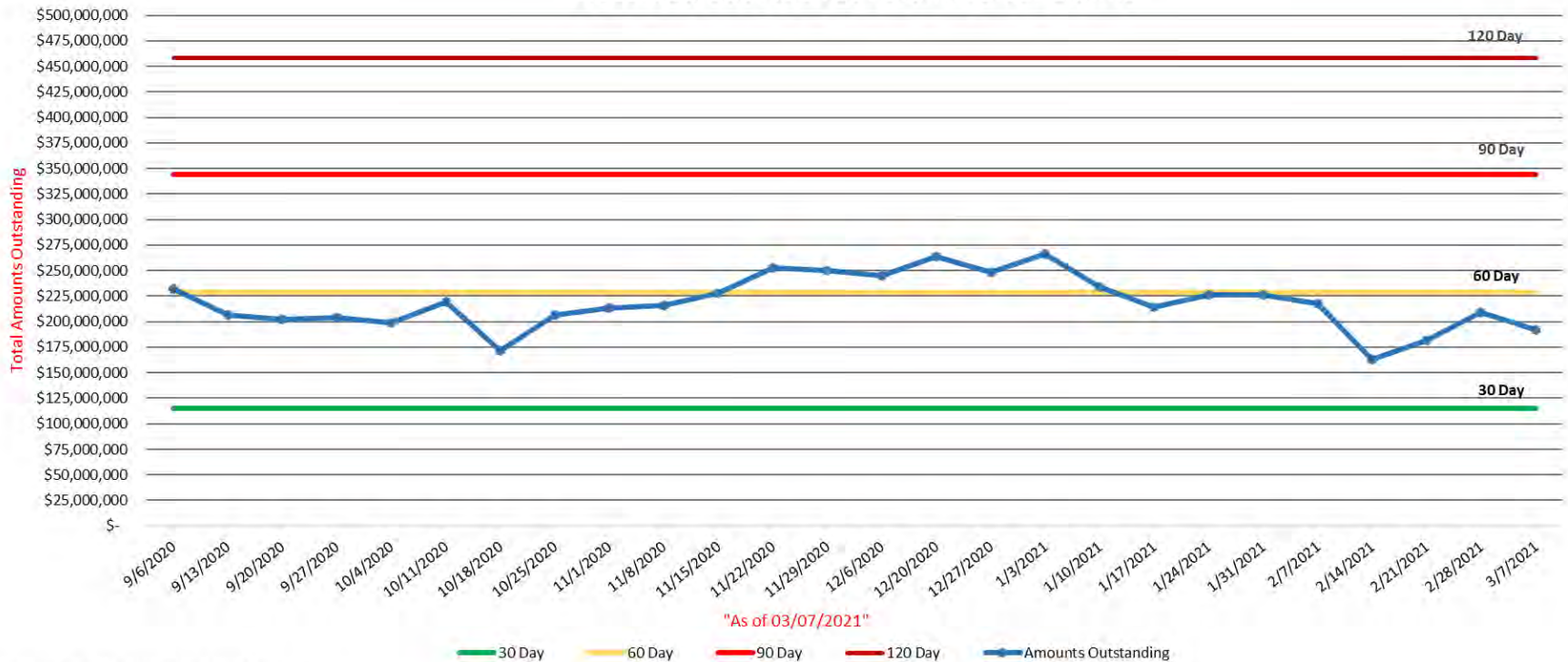
		Performance		
Key Metrics	State Goal	Nov 2020	Dec 2020	Jan 2021
<b>Member &amp; Provider Services Call Center Metrics</b>				
Abandonment Rate	< 5%	1.23%	1.89%	2.39%
Hold Time (minutes)	1:00	0:08	0:15	0:19
% Calls Answered < 30 seconds	> 80%	94.71%	88.16%	86.75%
<b>Quarterly</b>				
Claims/Encounters Acceptance Rate	98%	97.0%*		

\*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

