

# CountyCare Update

*Prepared for: CCH Board of Directors*

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Interim Chief Executive Officer, CountyCare

July 30, 2021



# Metrics



# Current Membership

Monthly membership as of July 7, 2021

Category	Total Members	ACHN Members	% ACHN
FHP	251,262	19,592	7.8%
ACA	108,966	16,927	15.5%
ICP	30,309	5,444	18.0%
MLTSS	7,708	0	N/A
SNC	7,806	981	12.6%
<b>Total</b>	<b>406,051</b>	<b>42,944</b>	<b>10.6%</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



# Managed Medicaid Market

Illinois Department of Healthcare and Family Services May 2021 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	398,040	31.6%
Blue Cross Blue Shield	323,382	25.7%
Meridian (a WellCare Co.)	316,024	25.1%
IlliniCare (Aetna/CVS)	123,152	9.8%
Molina	93,501	7.4%
YouthCare	5,991	0.5%
<b>Total</b>	<b>1,260,090</b>	<b>100.0%</b>

\* Only Operating in Cook County

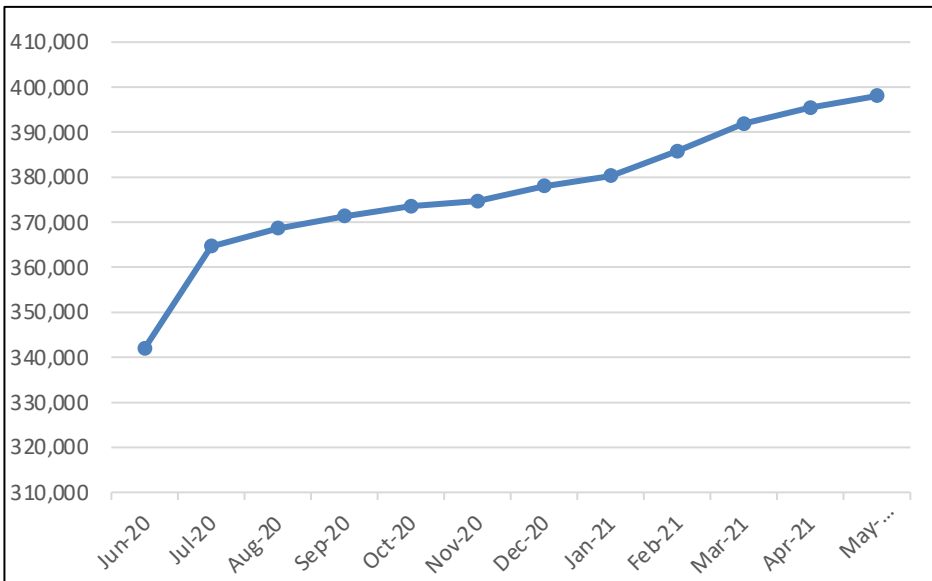
Meridian and WellCare (dba Harmony) merged as of 1/1/2019. Pending Merger with Centene (dba IlliniCare)



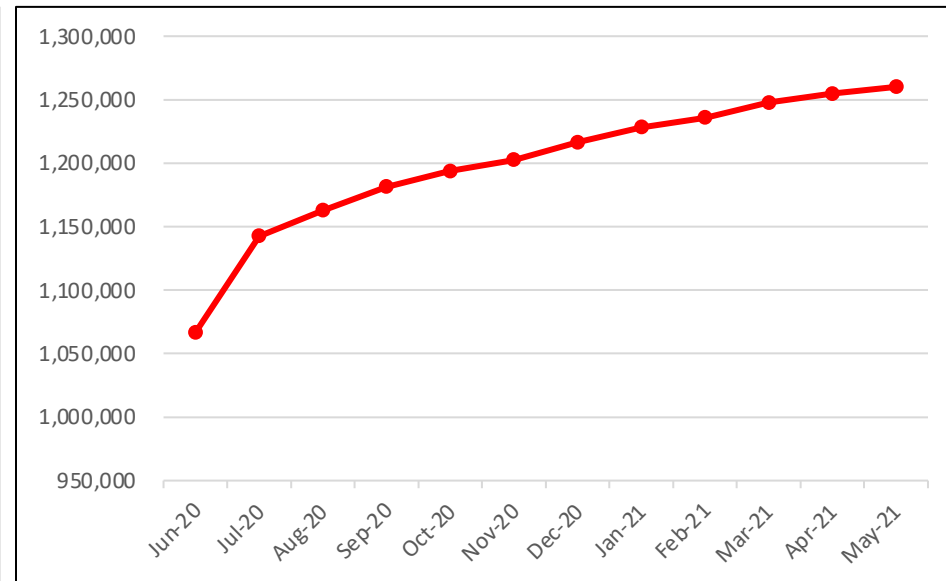
# IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

CountyCare



Cook County Medicaid Managed Care



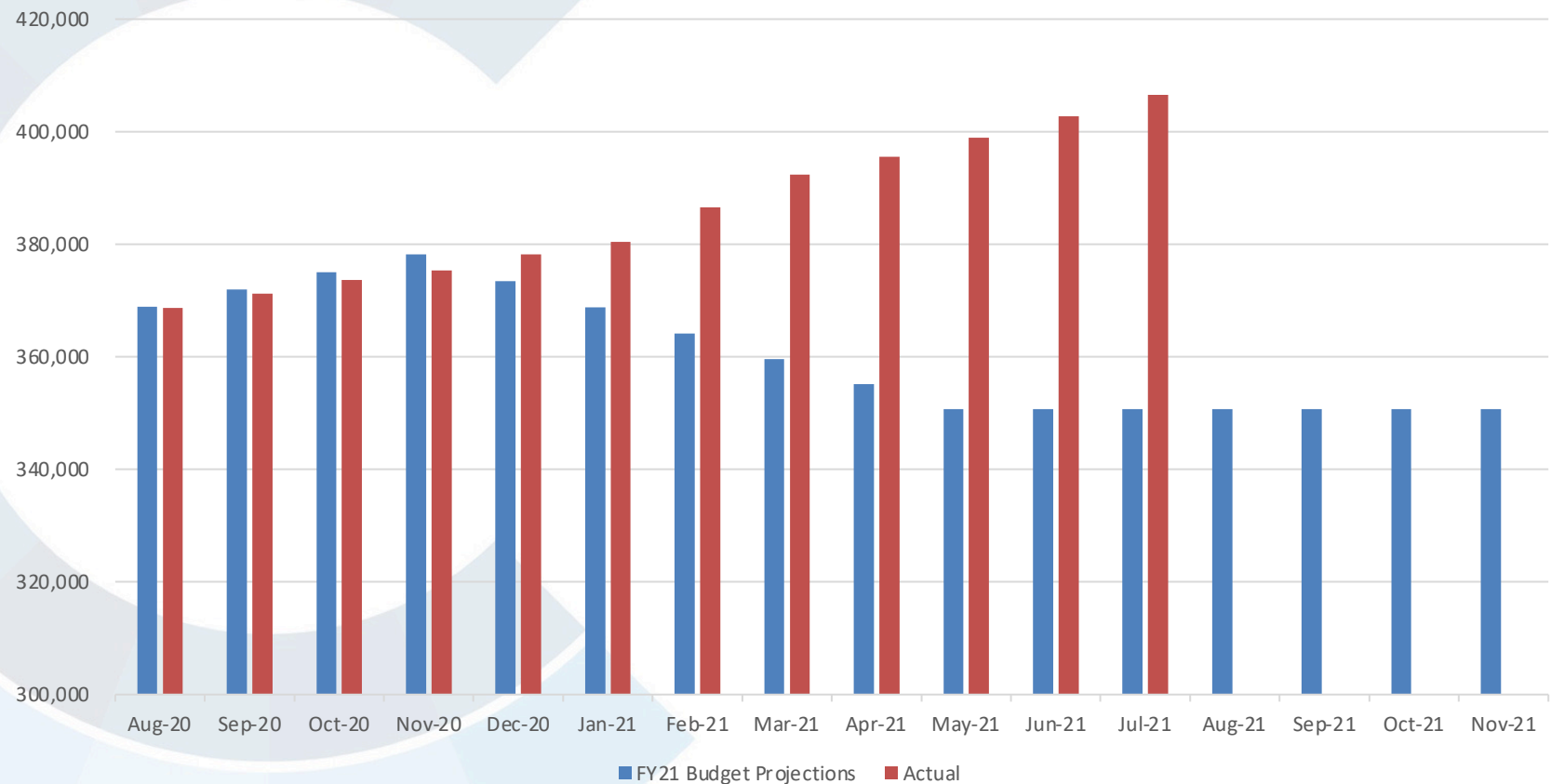
- CountyCare's enrollment has increased 16% over the past 12 months, slightly lagging the Cook County increase of 18%
- CountyCare's enrollment increased 0.7% in May 2021 compared to the prior month

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

## CountyCare Membership

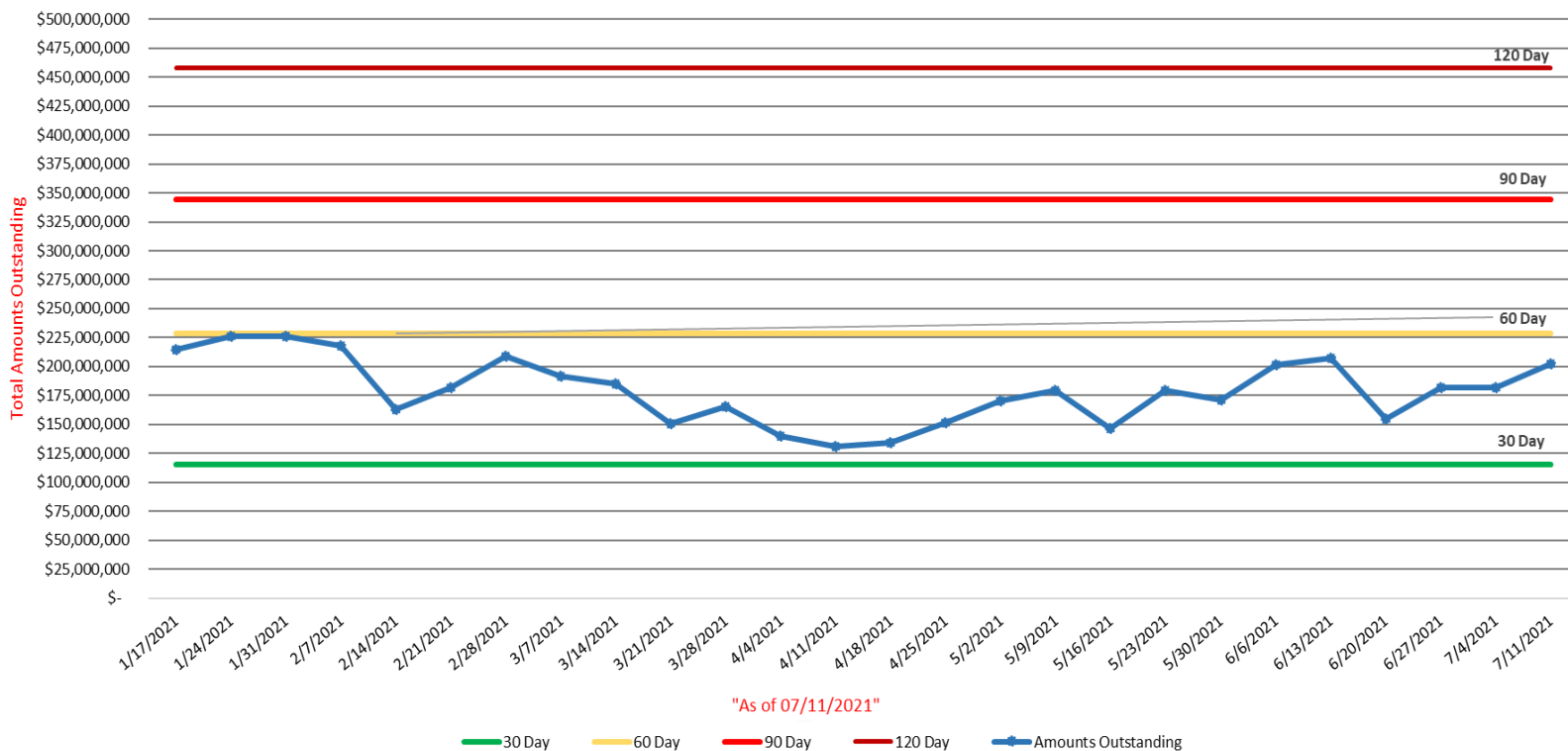


# Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Apr 2021	May 2021	Jun 2021
<b>Member &amp; Provider Services Call Center Metrics</b>				
Abandonment Rate	< 5%	3.50%	2.62%	3.17%
Hold Time (minutes)	1:00	0:24	0:19	0:34
% Calls Answered < 30 seconds	> 80%	85.99%	82.27%	79.72%
<b>Quarterly</b>				
Claims/Encounters Acceptance Rate	99%	98.0%		

# Claims Payments

## 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.



# 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
Week of 7/11/2021	\$ 120,394,841	\$ 74,384,019	\$ 7,427,118	\$ 342,741	\$ 202,548,719

\*0-30 days is increased for an estimated \$57.5M 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