CountyCare Update

Prepared for: CCH Board of Directors Meeting

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October 29, 2021

Metrics

Current Membership

Monthly membership as of October 14, 2021

Category	Total Members	ACHN Members	% ACHN
FHP	256,511	20,396	8.0%
ACA	112,028	17,799	15.9%
ICP	30,230	5,377	17.8%
MLTSS	7,919	0	N/A
SNC	7,778	912	11.7%
Total	**414,466**	**44,484**	**10.7%**

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

CountyCare HEALTH PLAN

Managed Medicaid Market

Illinois Department of Healthcare and Family Services July 2021 Data

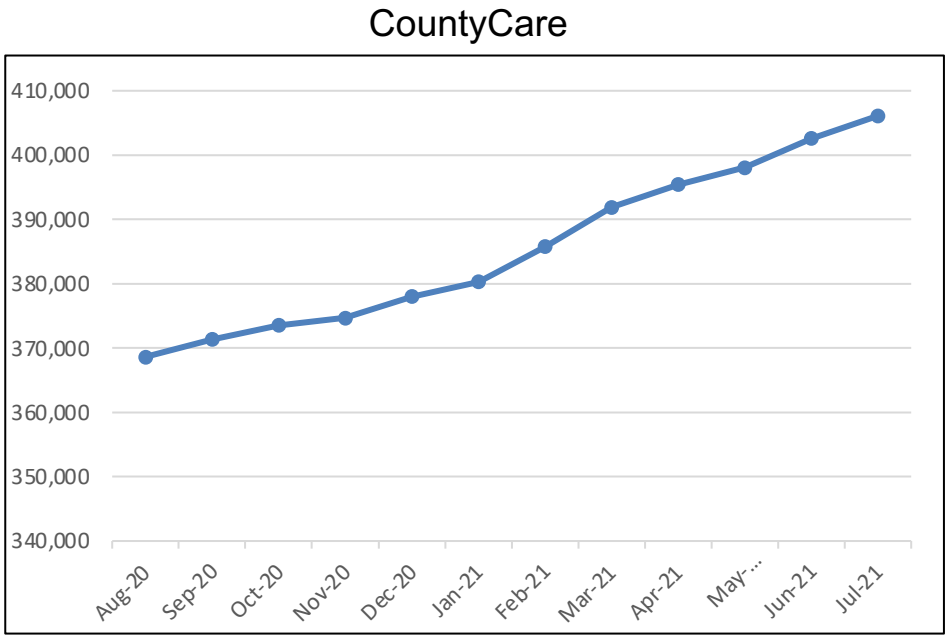
Managed Care Organization	Cook County	Cook County Market Share
*CountyCare	406,102	31.8%
Blue Cross Blue Shield	327,298	25.6%
Meridian (a WellCare Co.)	314,116	24.6%
IlliniCare (Aetna/CVS)	125,664	9.8%
Molina	94,550	7.4%
YouthCare	9,842	0.8%
Total	**1,277,572**	**100.0%**

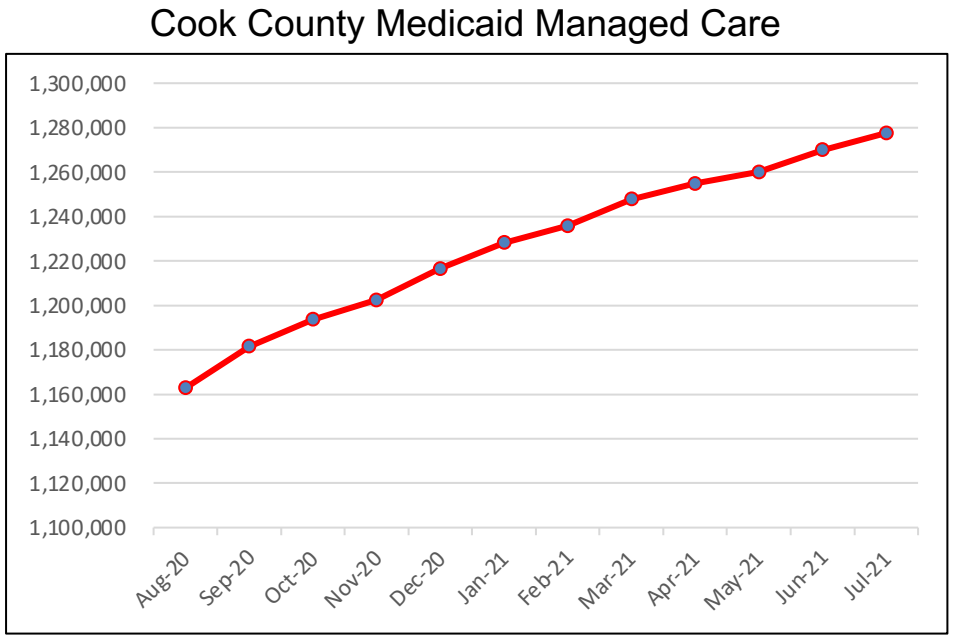
* Only Operating in Cook County

CountyCare HEALTH PLAN

IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

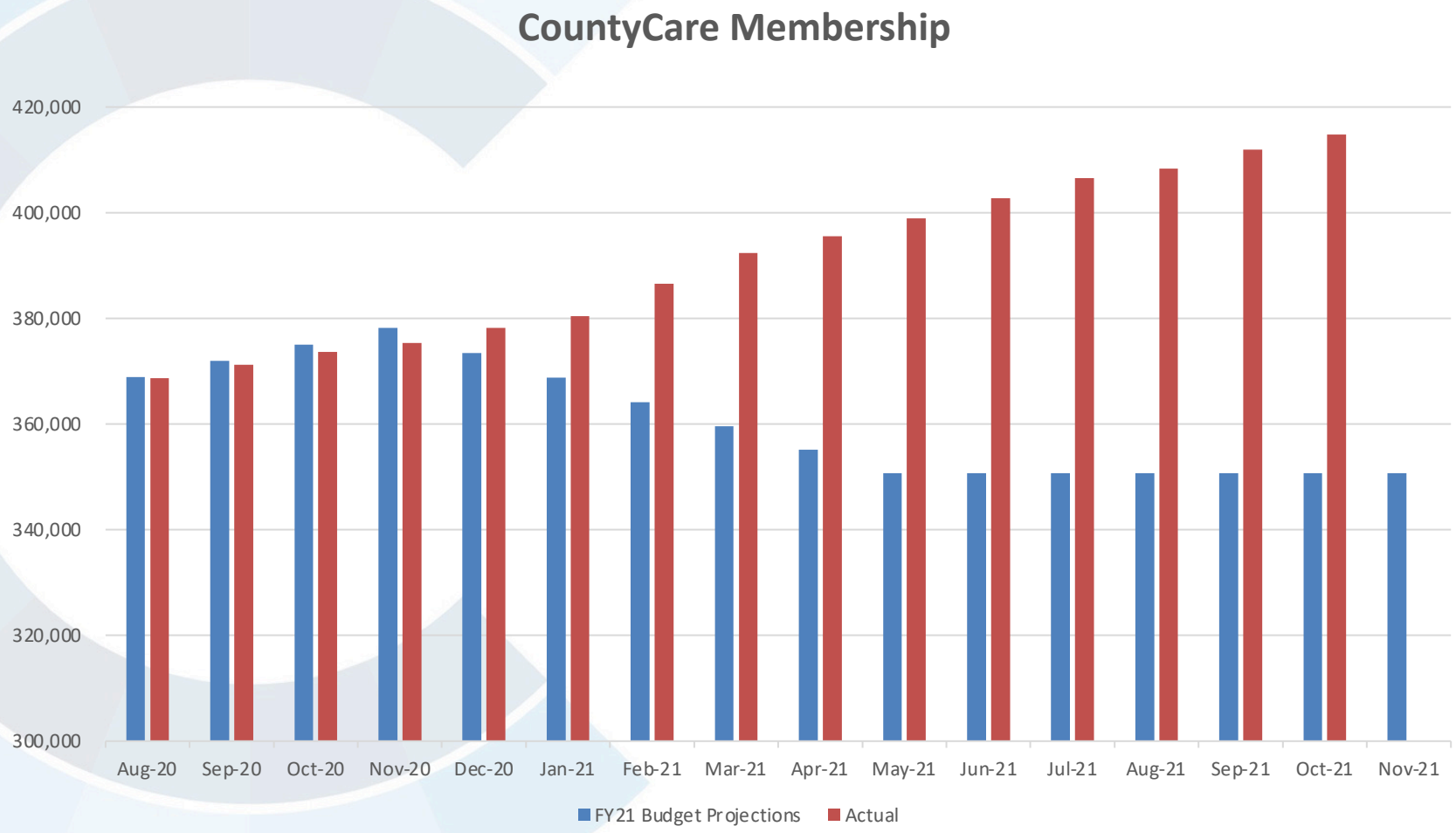




- CountyCare's enrollment has increased 10% over the past 12 months, in line with the Cook County increase of 10%
- CountyCare's enrollment increased 0.9% in July 2021 compared to the prior month

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 HEALTH PLAN

Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Aug 2021	Sept 2021	Oct 2021
Member & Provider Services Call Center Metrics				
Abandonment Rate	< 5%	7.00%	5.00%	2.34%
Hold Time (minutes)	1:00	1:44	1:05	0:28
% Calls Answered < 30 seconds	> 80%	59.31%	68.72%	83.61%
		Quarterly		
Claims/Encounters Acceptance Rate	98%	98%		

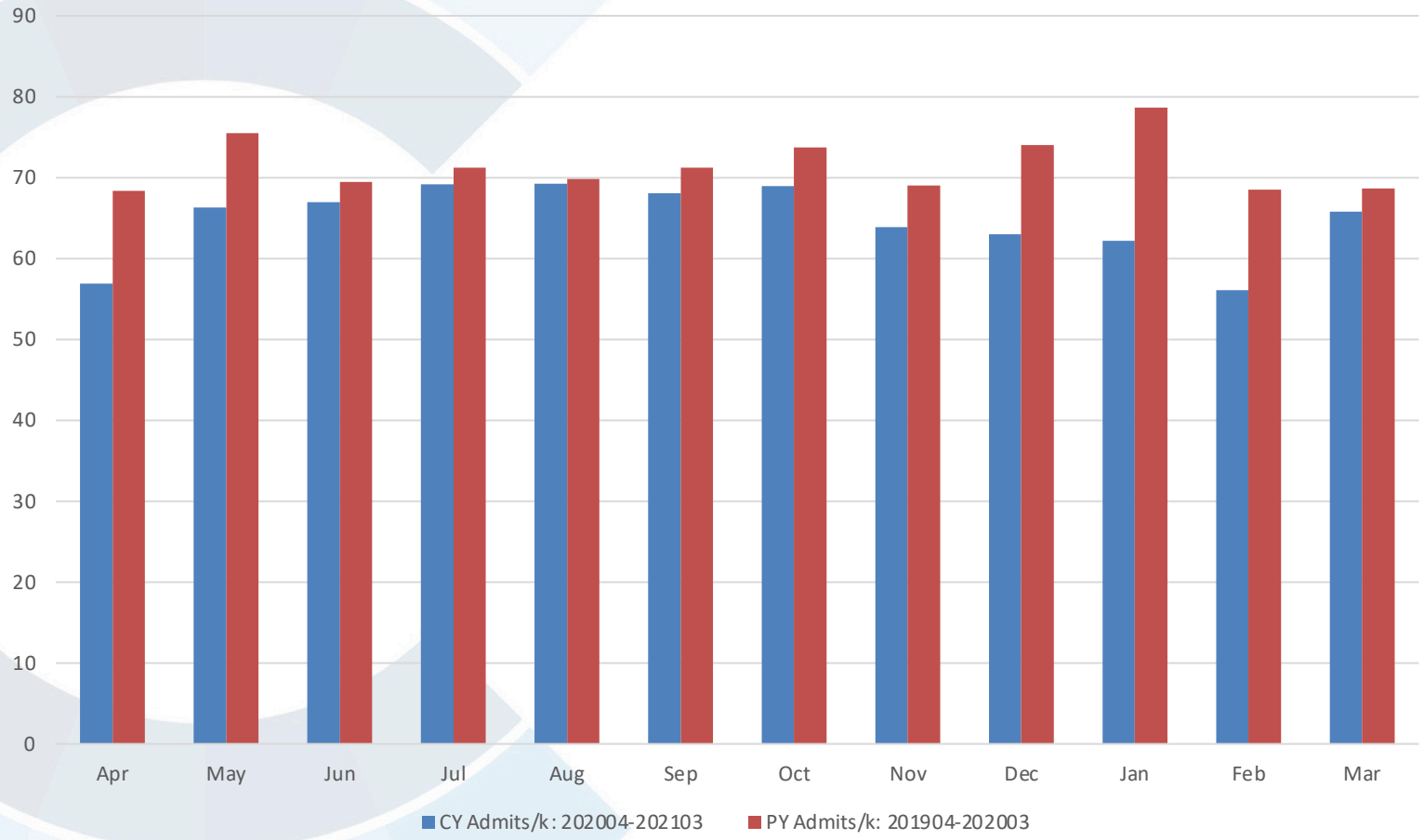
CountyCare HEALTH PLAN

Operational Updates

Request for Proposals	Posting Date	Expected Completion
Pharmacy Benefit Managers	October, 2021	January/February, 2022
Third Party Administrative Services	October, 2021	January/February, 2022
Care Management	November, 2021	1st Quarter, 2022

CountyCare HEALTH PLAN

Current v. Prior Year: IP Acute Admits/1000



Updated monthly, paid through September 2020
All acute and surgical cases occurred at a General Acute Care hospital

CountyCare HEALTH PLAN

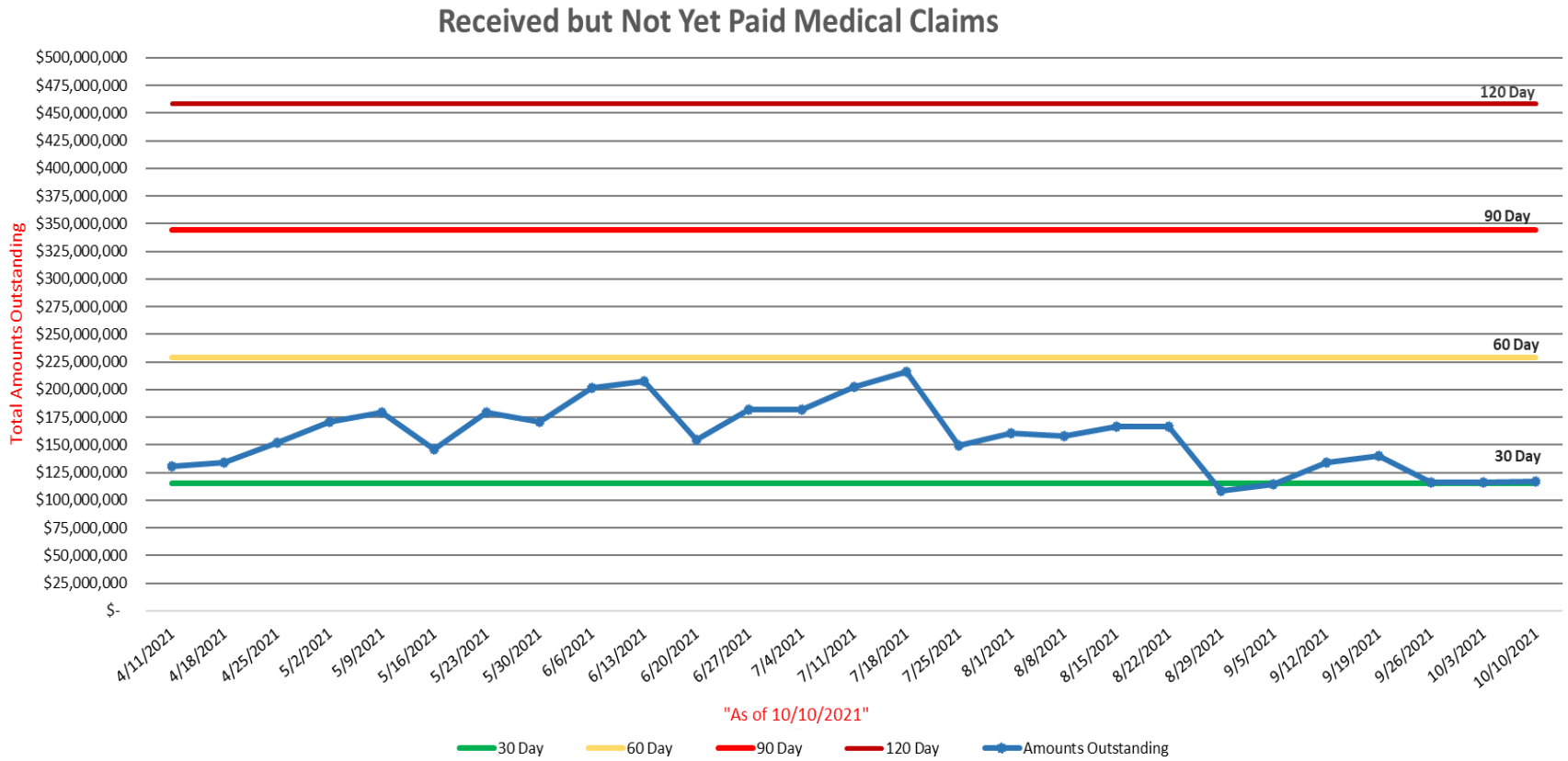
CountyCare COVID Vaccination Rates

Vaccination Phase	Count of Membership	Percent of Total Membership (407k)	Percent of Vaccine-Eligible Membership (294k)
1st of 2 doses only:	19,093	4.69%	6.47%
Fully Vaccinated:	122,092	29.96%	41.39%
Vaccinated with at least 1 dose:	141,185	34.65%	47.86%

Data as of 10/1/2021

CountyCare HEALTH PLAN

Claims Payments



*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.

CountyCare HEALTH PLAN

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
Week of 10/10/2021	$ 97,272,348	$ 19,154,193	$ 29,912	$ 786,940	$ 117,243,393

***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**

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