

# Health Plan Services Update

*Prepared for: CCH Board of Directors*

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December 9<sup>th</sup>, 2022



# Metrics



# Current Membership

Monthly membership as of Nov 3<sup>rd</sup> , 2022

Category	Total Members	ACHN Members	% ACHN
FHP	273,765	17,600	6.4%
ACA	123,267	18,012	14.6%
ICP	30,078	4,899	16.3%
MLTSS	8,739	0	0%
SNC	7,624	429	5.6%
<b>Total</b>	<b>443,473</b>	<b>40,940</b>	<b>9.2%</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 September 2022 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	432,562	32.5%
Blue Cross Blue Shield	343,953	25.8%
Meridian (a WellCare Co.)	315,980	23.7%
IlliniCare (Aetna/CVS)	130,063	9.8%
Molina	98,265	7.4%
YouthCare	9,821	0.7%
<b>Total</b>	<b>1,330,644</b>	<b>100.0%</b>

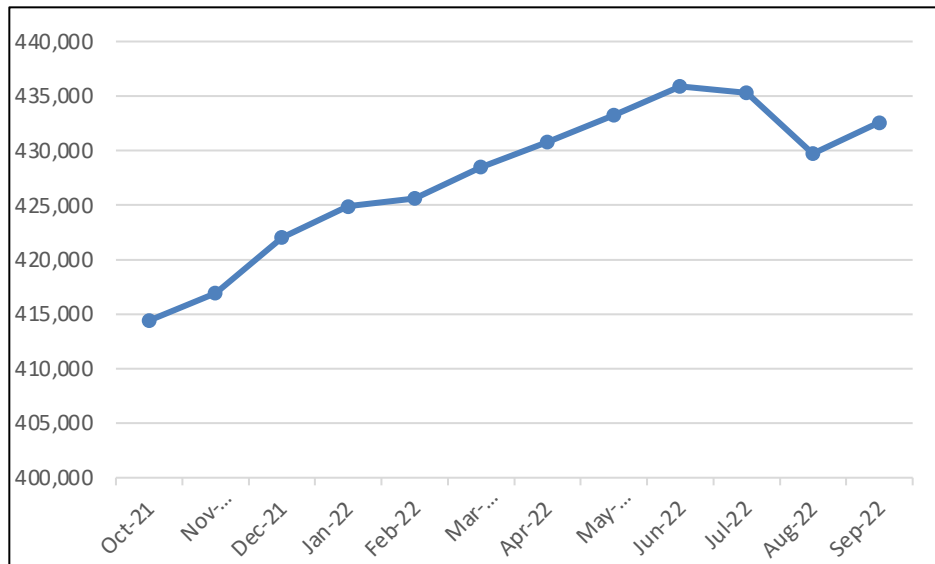
\* Only Operating in Cook County



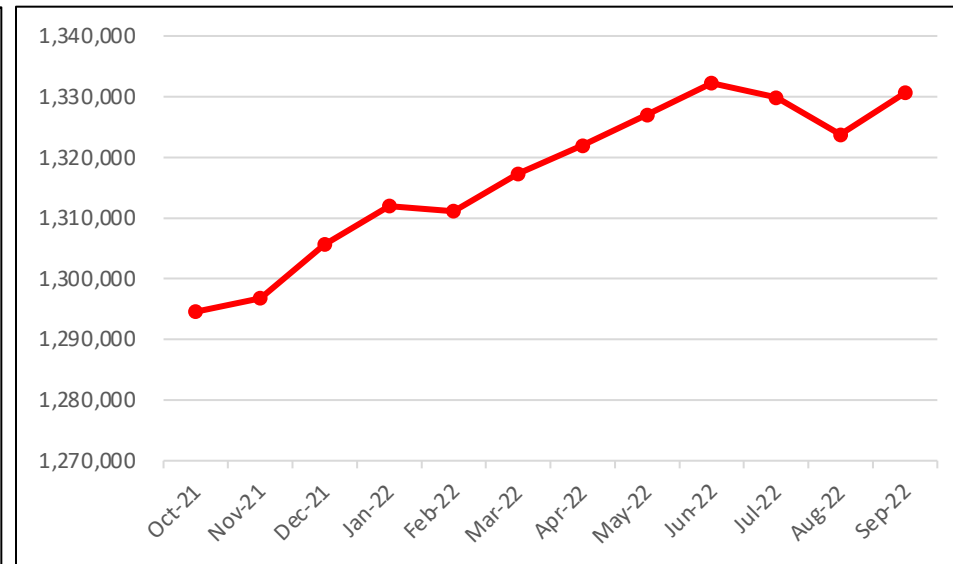
# IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

CountyCare



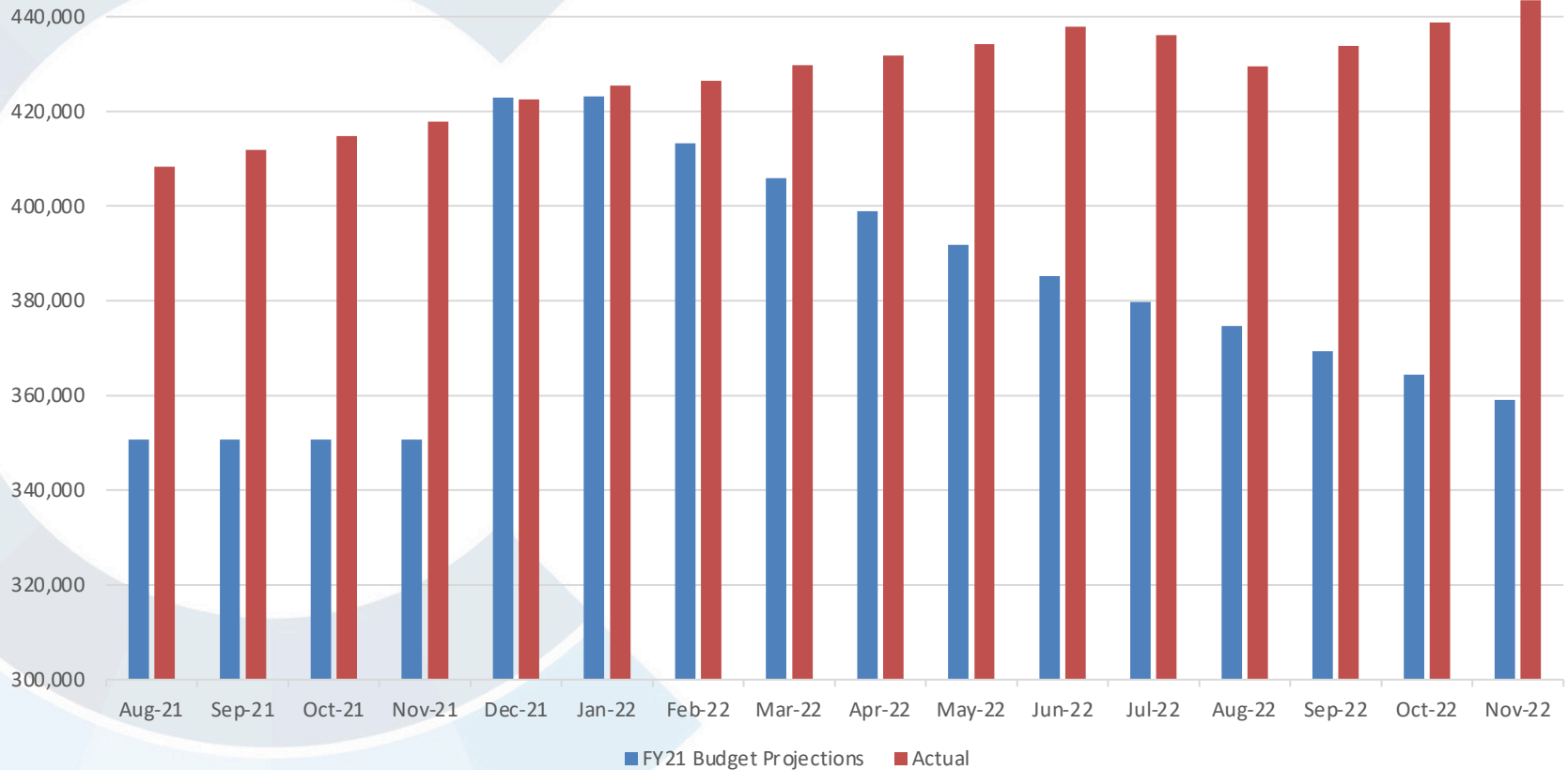
Cook County Medicaid Managed Care



- CountyCare's enrollment has increased 4% over the past 12 months, ahead of the Cook County increase of 3%
- CountyCare's enrollment increased 0.7% in September 2022 compared to the prior month, ahead of the Cook County increase of 0.5%

# FY 22 Budget | Membership

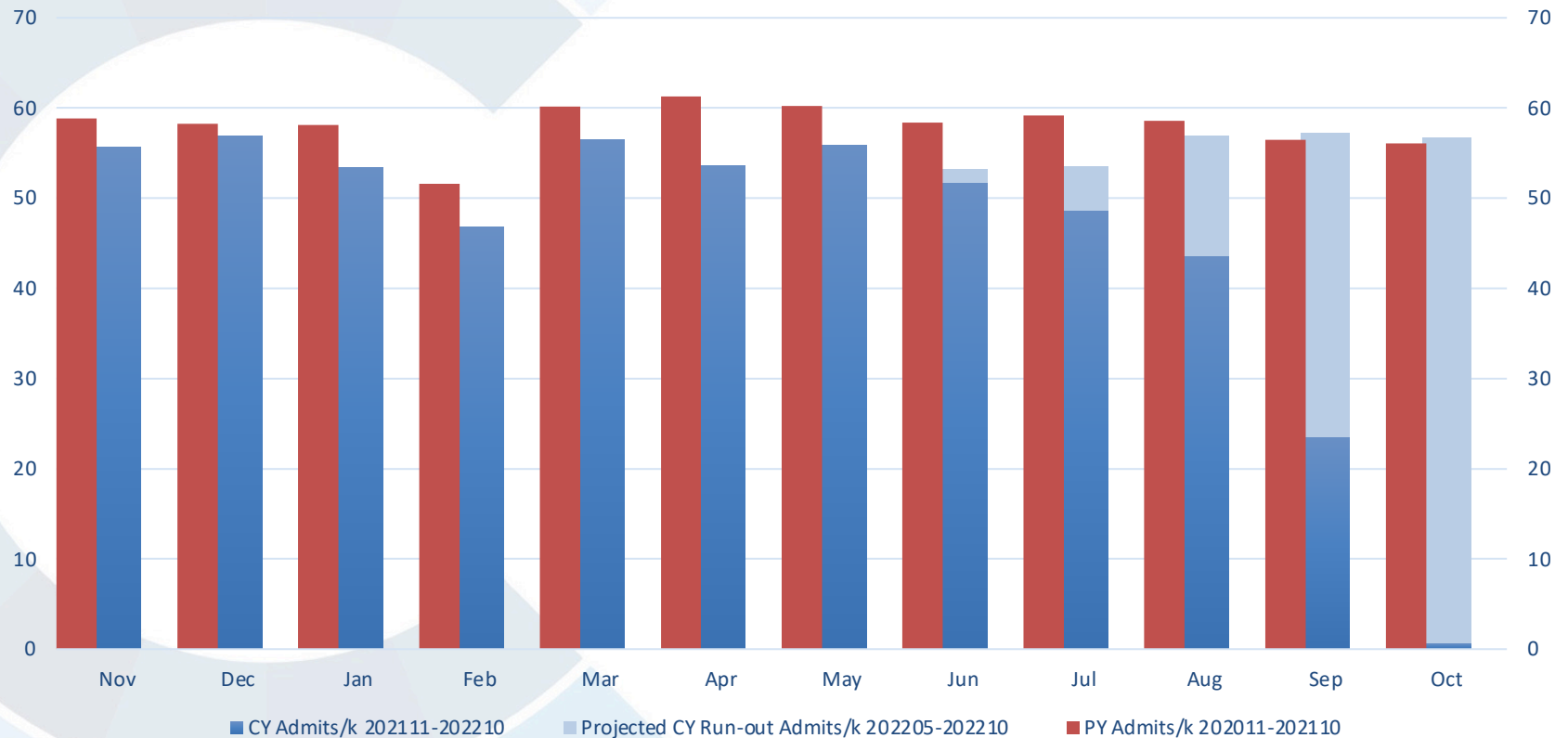
## CountyCare Membership



# Operations Metrics: Call Center & Encounter Rate

Key Metrics	State Goal	Performance		
		Aug 2022	Sep 2022	Oct 2022
<b>Member &amp; Provider Services Call Center Metrics</b>				
Abandonment Rate	< 5%	2.35%	3.69%	2.53%
Hold Time (minutes)	1:00	0:20	0:40	0:23
% Calls Answered < 30 seconds	> 80%	82.56%	76.98%	83.74%
<b>Quarterly</b>				
Claims/Encounters Acceptance Rate	98%	98%		

# Current v. Prior Year: IP Acute Admits/1000



Updated monthly, paid through October 2022  
 All acute and surgical cases + approved acute authorizations  
 Domestic admissions are not included since they do not require Prior Authorization





# CountyCare COVID Vaccination Rates

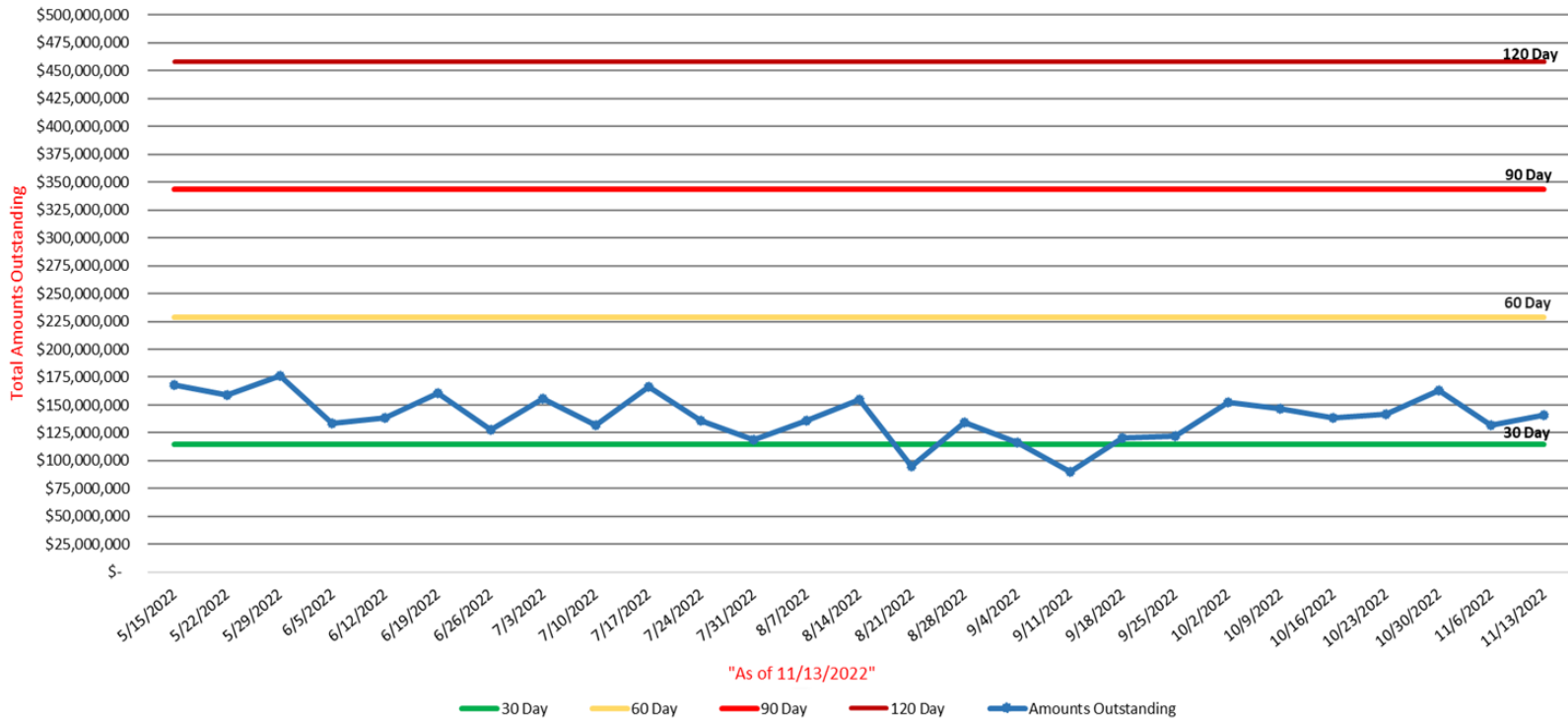
<b>Age Category</b>	<b>Total Eligible Members</b>	<b>At Least 1 Dose % of Total Eligible Members</b>	<b>2<sup>nd</sup> Dose % of Total Eligible Members</b>	<b>Booster/3<sup>rd</sup> Dose % of Total Eligible Members</b>
Infants <1y	8,874	2.66%	1.26%	0.19%
Children 1-11y	108,380	27.73%	23.02%	3.74%
Adolescents 12-18y	72,364	59.15%	54.11%	15.64%
Young Adults 19-25y	50,011	57.15%	50.05%	16.61%
Adults 26-65y	188,945	60.84%	55.66%	26.32%
Seniors >65y	14,384	76.36%	72.32%	52.05%
<b>Total</b>	<b>442,958</b>	<b>51.38%</b>	<b>46.24%</b>	<b>18.27%</b>

Data as of 11/15/2022



# 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
Q3 2021	\$ 89,511,334	\$ 25,733,866	\$ 38,516	\$ 779,119	\$ 116,062,835
Q4 2021	\$ 125,581,303	\$ 90,378,328	\$ 112,699	\$ 1,114,644	\$ 217,186,974
Q1 2022	\$ 144,241,915	\$ 12,166,101	\$ 2,958,928	\$ 2,183,828	\$ 161,550,772
Q2 2022	\$ 120,267,520	\$ 735,088	\$ 2,476,393	\$ 4,676,897	\$ 128,155,898
Q3 2022	\$ 105,262,634	\$ 16,617,110	\$ 59,407	\$ 15,171	\$ 121,954,322
Week of 11/13/2022	\$ 100,841,097	\$ 39,721,436	\$ 48,484	\$ 83,335	\$ 140,694,352

\*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



# Thank you

Q&A

