

Health Plan Services Update

Prepared for: CCH Board of Directors

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March 31st, 2023



Metrics



Current Membership

Monthly membership as of Mar 6th, 2023

Category	Total Members	ACHN Members	% ACHN
FHP	280,406	18,284	6.5%
ACA	124,439	18,300	14.7%
ICP	30,540	4,969	16.3%
MLTSS	8,712	-	0%
SNC	7,795	415	5.1%
Total	451,892	41,968	9.3%

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



Managed Medicaid Market

Illinois Department of Healthcare and Family Services January 2023 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	449,019	32.6%
Blue Cross Blue Shield	362,543	26.3%
Meridian (a WellCare Co.)	323,369	23.5%
IlliniCare (Aetna/CVS)	131,845	9.6%
Molina	102,185	7.4%
YouthCare	9,722	0.7%
Total	1,378,683	100.0%

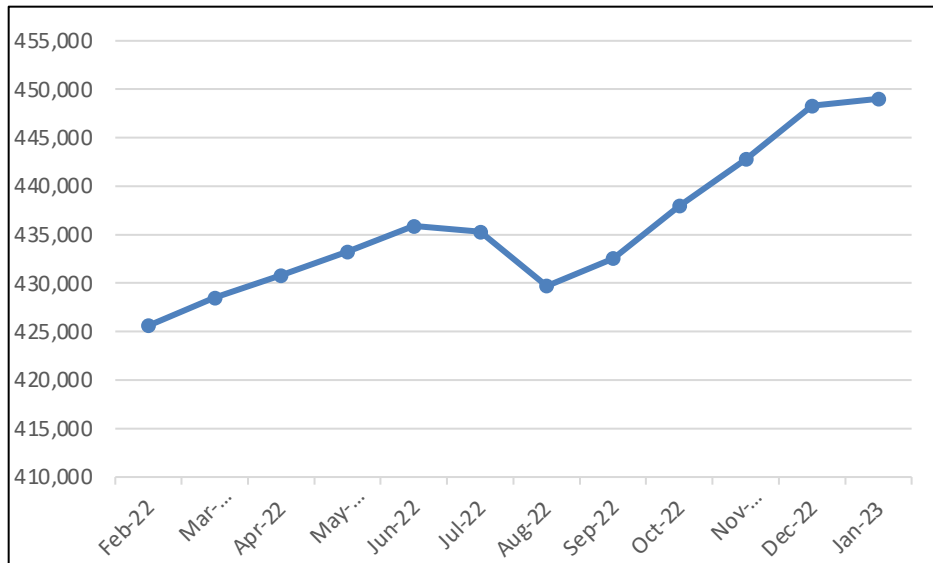
* Only Operating in Cook County



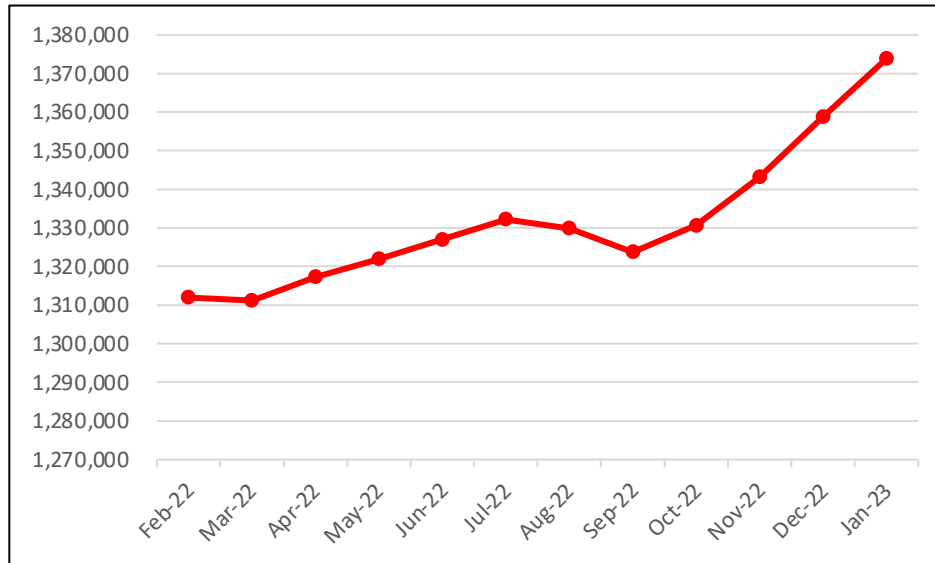
IL Medicaid Managed Care Trend in Cook County

(charts not to scale)

CountyCare



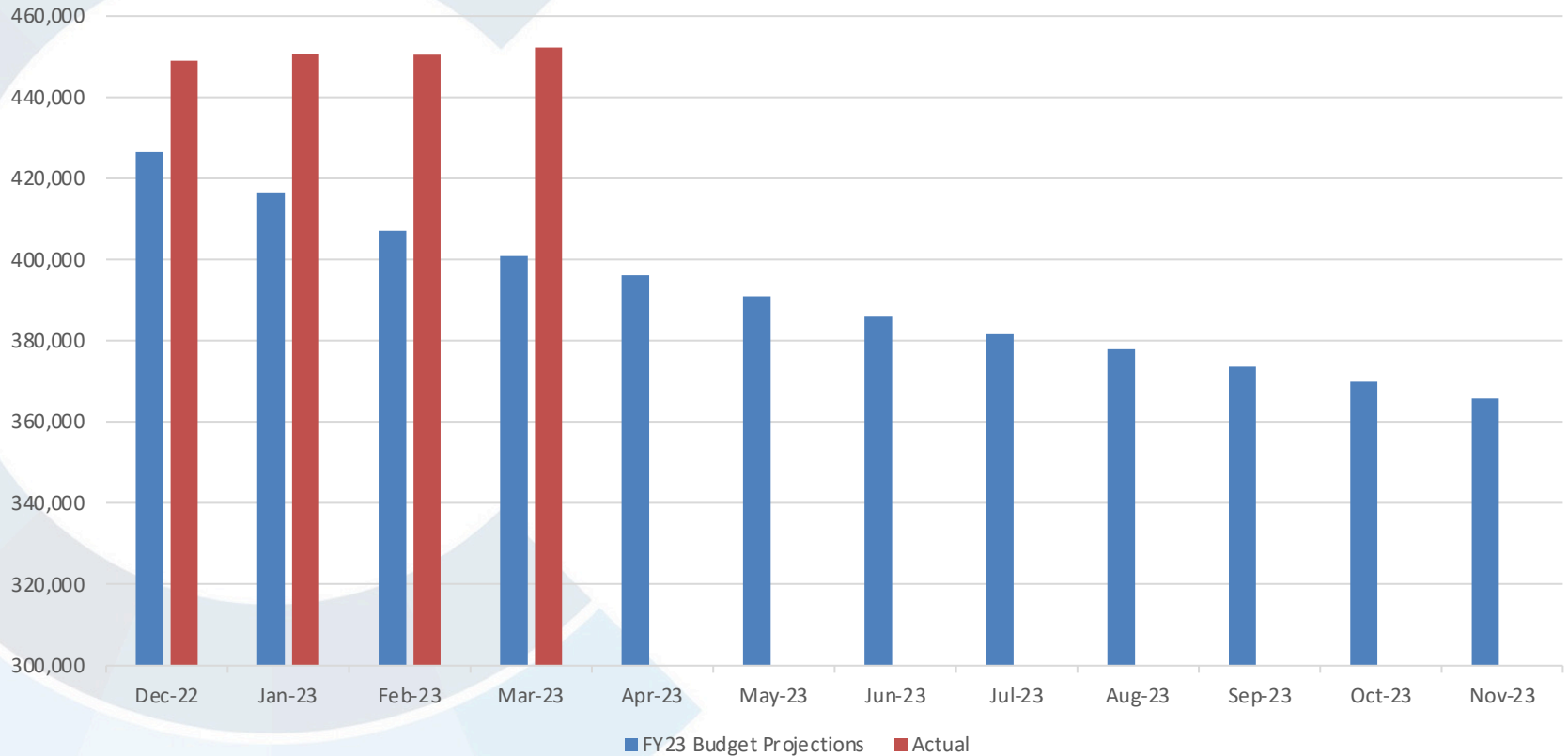
Cook County Medicaid Managed Care



- CountyCare's enrollment has increased 6% over the past 12 months, ahead of the Cook County increase of 5%
- CountyCare's enrollment increased 0.2% in January 2023 compared to the prior month, behind the Cook County increase of 1.1%

FY 23 Budget | Membership

CountyCare Membership



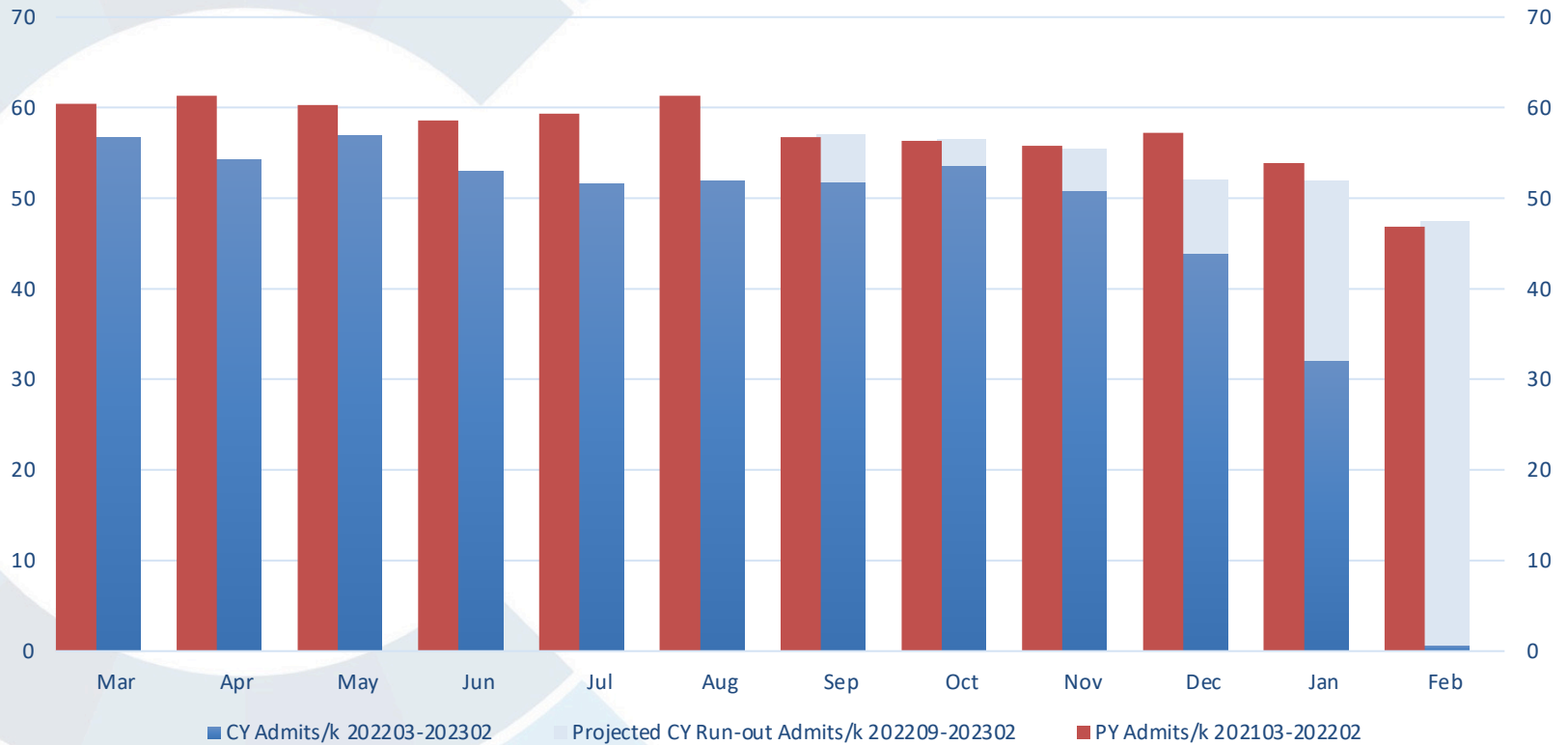
Redeterminations by Month

Month-Yr.	Estimate Form B Members (Must Complete Form)	Total Members due for REDE
Jun-23	19,883	28,404
Jul-23	33,762	48,231
Aug-23	30,950	44,214
Sep-23	25,488	36,412
Oct-23	26,291	37,558
Nov-23	25,963	37,090
Dec-23	27,168	38,812
Jan-24	18,760	26,800
Feb-24	28,037	40,053
Mar-24	TBD	TBD
Apr-24	TBD	TBD
May-24	TBD	TBD

Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Dec 2022	Jan 2023	Feb 2023
Member & Provider Services Call Center Metrics				
Inbound Call Volume	N/A	51,203	55,884	45,884
Abandonment Rate	< 5%	7.78%	7.51%	4.65%
Hold Time (minutes)	1:00	1:21	3:05	3:06
% Calls Answered < 30 seconds	> 80%	72.04%	71.42%	72.65%
Quarterly				
Claims/Encounters Acceptance Rate	98%	98%		

Current v. Prior Year: IP Acute Admits/1000



Updated monthly, paid through February 2023
 All acute and surgical cases + approved acute authorizations
 Domestic admissions are not included since they do not require Prior Authorization



CountyCare COVID Vaccination Rates

Age Category	Total	At Least 1 Dose		Series Complete		Updated (Bivalent) Booster		All Booster/3rd Dose
	Eligible Members	% of Total Eligible Members	CDC Benchmark	% of Total Eligible Members	CDC Benchmark	% of Total Eligible Members	CDC Benchmark	% of Total Eligible Members
<2 yrs	18,476	6.76%	8.10%	4.37%	4.10%	0.63%	0.30%	1.27%
2-4 yrs	29,160	10.25%	10.50%	6.45%	5.70%	0.66%	0.40%	1.71%
5-11 yrs	71,035	38.29%	39.80%	32.90%	32.70%	4.15%	4.40%	8.22%
12-17 yrs	64,504	58.02%	72.00%	53.08%	61.70%	7.36%	7.40%	18.71%
18-24 yrs	55,321	59.44%	82.10%	52.84%	66.60%	5.54%	7.00%	20.63%
25-49 yrs	138,103	54.90%	85.30%	49.32%	72.10%	7.84%	11.60%	21.68%
50-64 yrs	58,555	72.91%	95.00%	68.89%	83.80%	21.50%	21.00%	46.52%
>=65 yrs	16,628	76.27%	95.00%	72.61%	94.30%	28.20%	41.80%	57.16%
Total	451,782	51.56%		46.49%		9.66%		21.41%

Data as of 3/14/2023

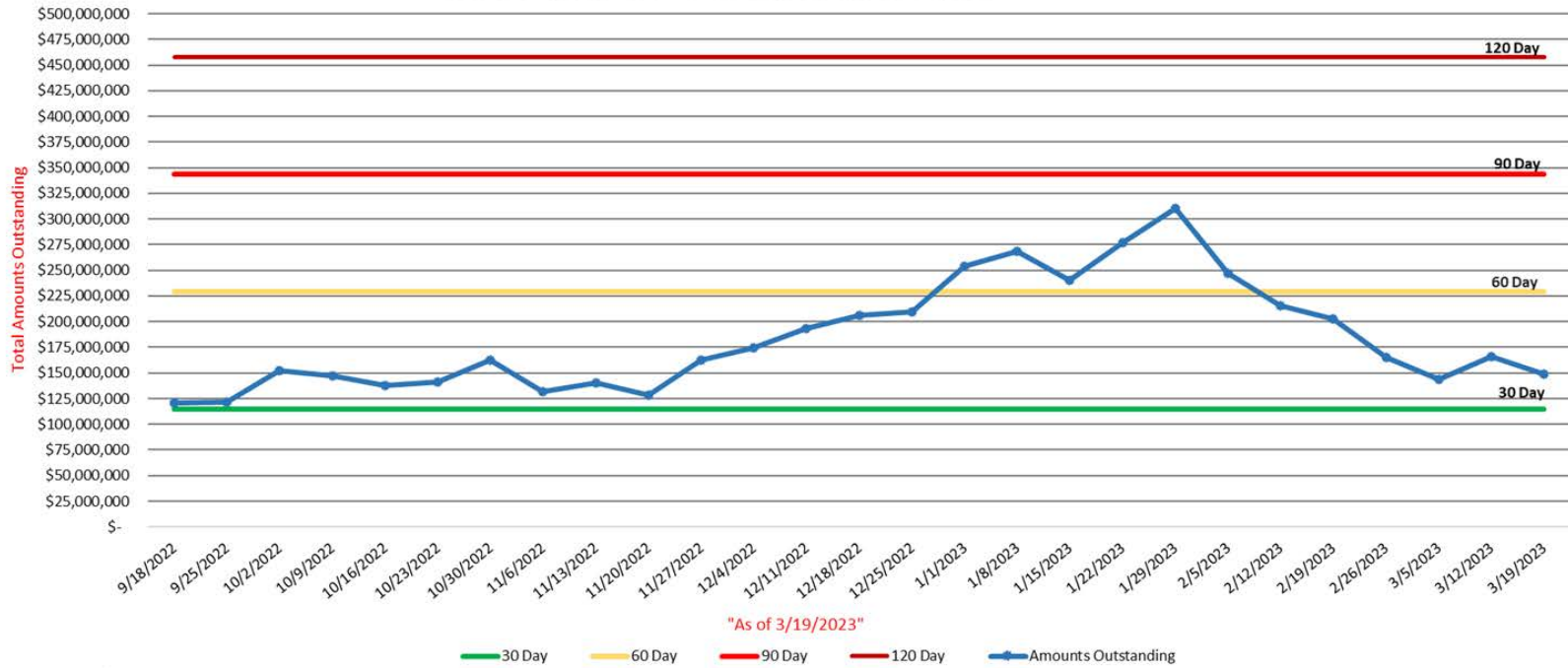
Notes: Benchmark data in the table above is obtained from CDC. For booster, the benchmark data only captures the updated bivalent booster.

Benchmark for each age category: <https://covid.cdc.gov/covid-data-tracker/#vaccination-demographics-trends>

Benchmark for overall vaccination rate: https://covid.cdc.gov/covid-data-tracker/#vaccinations_vacc-people-onedose-pop-total

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
Q4 2022	\$ 142,815,499	\$ 62,495,024	\$ 2,403,391	\$ 2,056,097	\$ 209,770,011
Week of 3/19/2023	\$ 129,236,761	\$ 16,144,271	\$ 2,894,035	\$ 328,686	\$ 148,603,754

*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

