



EXECUTIVE DIRECTOR'S REPORT

Peter V. Lee, Executive Director | November 20, 2014 Board Meeting

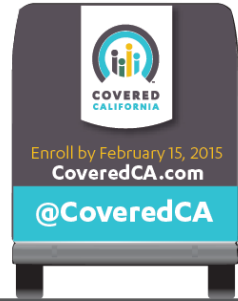
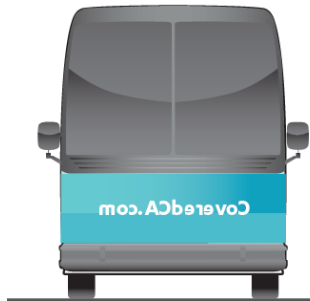
ANNOUNCEMENT OF CLOSED SESSION ACTIONS

OVERVIEW

- Renewal and Open Enrollment Updates
- Board Meeting Planning Calendar
- 2016 Qualified Health Plan Policies
- Re-adoption of Regulations

LAUNCHING OPEN ENROLLMENT 2015

2014 BUS TOUR



Mon., Nov. 10	Sacramento, Petaluma, San Francisco and San Jose
Tues., Nov. 11	Gilroy, Fresno, Bakersfield
Wed., Nov. 12	Pasadena, Riverside, Palm Springs, Moreno Valley
Thurs., Nov. 13	San Diego, Santa Ana, Downtown Los Angeles
Fri., Nov. 14	Los Angeles
Sat., Nov. 15	San Bernardino, Anaheim, Santa Ana, Carson, Los Angeles
Sun., Nov. 16	Los Angeles (churches/faith-based)
Mon., Nov 17	Santa Barbara, San Luis Obispo, Paso Robles, Salinas
Tues., Nov. 18	Yuba City/Marysville, Chico, Redding



iMiN

TENGO UN PLAN DE SALUD

CoveredCA.com
Enroll by February 15, 2015



COVERED CALIFORNIA

@CoveredCA

Operado por
LA CLAS TRANSPORTATION
1-888-239-5117
www.coveredca.com
DE DOT CDMGAL CA 88000
EXP 12/15 A - 02/2016 C







COVERED CALIFORNIA WEBSITE RE-LAUNCH

NEW COVERED CALIFORNIA WEBSITE



Account Sign In | Español

- EXPLORE
What's Right For You
- PREVIEW
Health Plans
- APPLY
To Get Covered
- GET HELP
Find Answers




YOU'RE IN


Resources to Help You Keep and Use Your Covered California Health Insurance Plan

Find Local Help

- Tell a Friend
- Medi-Cal
- Shop and Compare
- Partner Resources
- Small Businesses

Resources	Featured Links	Other Languages	Covered California is powered by both
Shop and Compare Tool	Real Stories	العربية الجزائرية	CAHRS Health Benefit Exchange
Income Guidelines	Health Insurance Companies	中文的 فارسي	
Fact Sheets	Certified Insurance Agents	हिन्दी Kñmer	
Link to Us	Certified Enrollment Counsellors	한국어 Lao	
Partner Tool Kit	Health Benefit Exchange	пруска Español	
Consumer Protection	Register to Vote	Tagalog Tiếng Việt	
Federal Tax Guidelines	Medi-Cal		
Live Chat	County Office Locations		

ACCESSIBILITY | GLOSSARY | ABOUT US | FEATURED NEWS | PRIVACY POLICY | REGULATIONS | DATA & RESEARCH



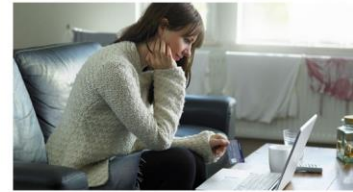


Account Sign In | Español

- EXPLORE
What's Right For You
- PREVIEW
Health Plans
- APPLY
To Get Covered
- GET HELP
Find Answers

Home • Individuals and Families • Getting Covered

Resources for Individuals and Families



Getting Covered

Even those who are healthy today benefit from having health insurance. It's impossible to predict whether someone will get sick or have an accident, and with the average cost of a three-day hospital stay priced at \$30,000, it doesn't make sense to take the gamble of going without health insurance — particularly if it can be found at an affordable price.

Covered California makes it simple and more affordable for millions of Californians to get quality health insurance, including Medi-Cal, that can't be canceled or denied because of a pre-existing medical condition or if someone gets sick. Covered California offers a range of plans so a consumer can choose the one that best meets their health needs and financial situation, and can be attained easily online, in person or by phone.

If a consumer has health insurance through their job already, coverage will only get better as a result of the Patient Protection and Affordable Care Act, the federal health care law that created health insurance exchanges such as Covered California. And, should someone decide to leave his/her job tomorrow, the Affordable Care Act provides a sense of security and protection when it comes to health coverage.

All newly purchased insurance plans — even those sold outside of Covered California — must cover essential health benefits such as doctor visits, hospitalization, emergency care, maternity care, pediatric care for children, and prescriptions. This legislation also provides sliding-scale financial help, so almost all Americans can get quality health coverage at a fair price.

Open enrollment for Covered California health insurance plans happens once a year. For coverage that begins on Jan. 1, 2015, open enrollment begins on Nov. 15, 2014, and lasts until Feb. 15, 2015. (Medi-Cal enrollees are not limited to this period, and do not need to renew their enrollment in Medi-Cal during this time, because Medi-Cal enrollment is year-round.)

Quick Links

- Coverage Basics
- The Application Process
- Health Care Costs and Getting Help Paying for Coverage
- COBRA vs. Exchange Coverage
- Consumer Protection
- Special Enrollment
- Avoiding the Tax Penalty
- Medi-Cal for Low-Income Individuals and Families

2015 OPEN ENROLLMENT ADS

I'M IN / TENGO UN PLAN - NEWSPRINT

**I got a health plan,
and peace of mind.**



Verise enrolled in health insurance through Covered California, so now she can focus on her family and her work, and not worry about unexpected medical bills. To find free in-person enrollment help, or to see if you're eligible for financial help paying for your coverage, visit CoveredCA.com.

iMIN
Are You?

Find health insurance at CoveredCA.com

For coverage starting January 1, sign up by **December 15**



My best move? Getting covered.



Regal is a professional dancer, and was concerned about taking on jobs with a higher risk of injury. So he enrolled in a health plan through Covered California, and now has the confidence to go all out. To find free in-person enrollment help, or to see if you're eligible for financial help paying for your coverage, visit CoveredCA.com.

iMIN
Are You?

Find a health insurance plan at CoveredCA.com

For coverage starting January 1, sign up by **December 15, 2014**



**I can't schedule an accident.
So I got a health plan.**



Marlon's business can be physically demanding, and accidents can happen. With a health plan through Covered California, he can focus on his work and not worry about unexpected medical costs. To find free in-person enrollment help, or to see if you're eligible for financial help paying for your coverage, visit CoveredCA.com.

iMIN
Are You?

Find health insurance at CoveredCA.com

For coverage starting January 1, sign up by **December 15**



**Tengo un plan de salud porque
una caída casi acabó con mis ahorros.**



Cuando Cynthia se resbaló mientras estaba limpiando, recibió una cuenta de \$1,500 del hospital. Covered California le ayudó a encontrar un seguro de salud que se ajustó a su presupuesto, además de darle la tranquilidad de saber que está protegida. Para encontrar ayuda gratis, confidencial y en persona para inscribirse, o saber si calificas para ayuda económica, visita CoveredCA.com/espanol.

Encuentra un plan en CoveredCA.com/espanol

Para tener cobertura a partir del 1 de enero, insíbete antes del **15 de diciembre**.



I'M IN / TENGO UN PLAN - BILLBOARDS



Get a plan.
Get covered.

Find health insurance at CoveredCA.com



Obtén un Plan.
Cuídate.

Encuentra un plan de salud en
CoveredCA.com/espanol



擁有健康保險，
保護自己和家人

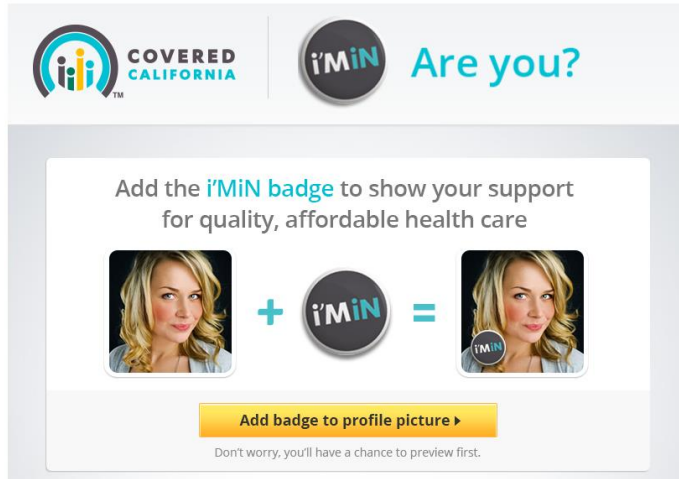
在 CoveredCA.com 選擇您的健康保險



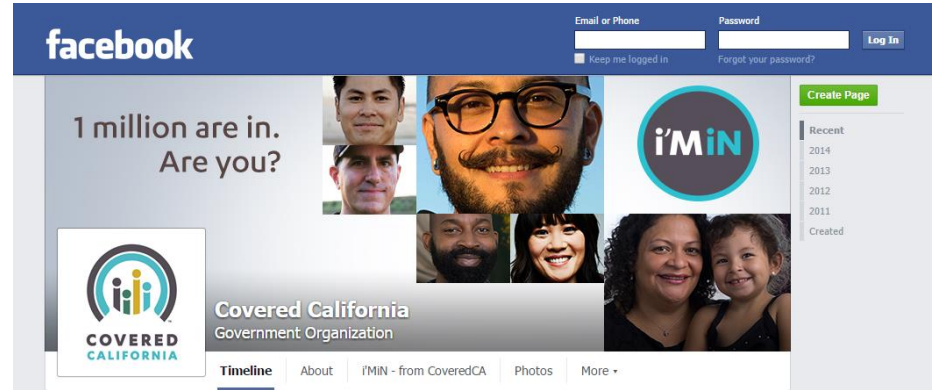
THE CAMPAIGN TO PROMOTE ENROLLMENTS: I'M IN / TENGO UN PLAN

Facebook page - new look

Facebook I'M IN badge app



The screenshot shows the Facebook I'M IN badge app interface. At the top, there are two logos: the Covered California logo and the i'MiN logo with the text "Are you?". Below this, a central message reads: "Add the i'MiN badge to show your support for quality, affordable health care". A visual equation shows a woman's profile picture, a plus sign, the i'MiN badge, an equals sign, and the woman's profile picture with the badge overlaid. A yellow button below says "Add badge to profile picture ▶". At the bottom, it says "Don't worry, you'll have a chance to preview first."



The screenshot shows the Facebook page for Covered California. The page header includes the Facebook logo, login fields for "Email or Phone" and "Password", and a "Log In" button. Below the header, the page features a cover photo with the text "1 million are in. Are you?" and a grid of photos of diverse people. The profile picture is the i'MiN logo. The page name is "Covered California" with the subtitle "Government Organization". Navigation tabs include "Timeline", "About", "i'MiN - from CoveredCA", "Photos", and "More". A "Create Page" button is visible on the right side.

I'M IN!



Tengo
Un
Plan !

RENEWAL AND OPEN ENROLLMENT UPDATE

STARTING POINT: 2014 ENROLLMENT AND RETENTION UPDATE

- 1.4 million individuals enrolled in the 2014 plan year
- 200,000 individuals enrolled through a special enrollment event from June to September 2014.
- 1.14 million individuals paid their first month premium which is an 81% effectuation rate
- 1.2 million individuals were part of the initial renewal notice process that began in October

2015 OPEN ENROLLMENT AND RENEWAL: KEY DATES

Key Dates:	Key Activities:
November 15 th	Open Enrollment begins
December 15 th	Last day for open enrollment and renewal plan selection for January 1, 2015 coverage
February 15 th	Last day of open enrollment

2015 OPEN ENROLLMENT: EARLY PROGRESS FOR NEW SIGN-UPS

69,245

Individuals **determined eligible** for Covered California or Medi-Cal as
of November 18, 2014

2015 OPEN ENROLLMENT: EARLY PROGRESS FOR NEW SIGN-UPS

11,357

Covered California individual **plans selected** as of
November 18, 2014

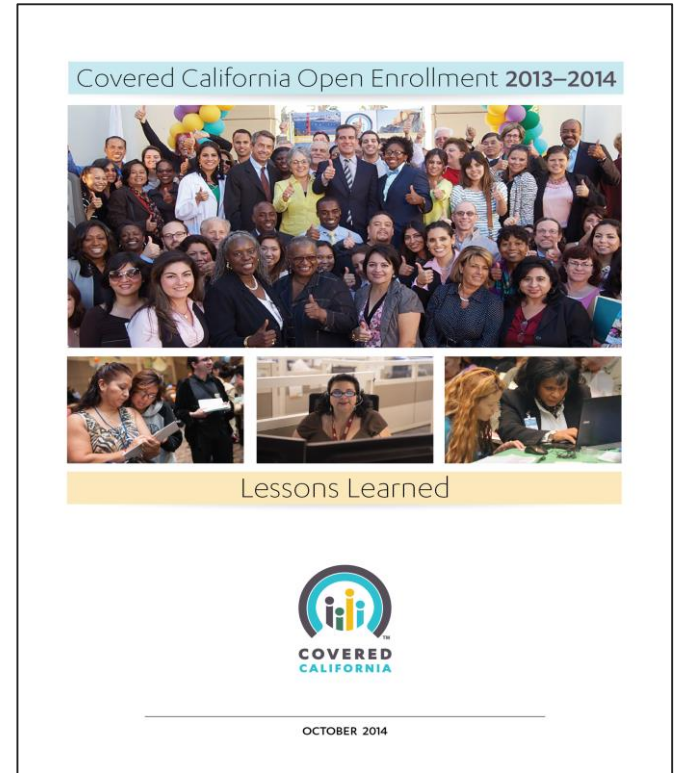
In October of 2013 it took 15 days to reach the same level of enrollment

COVERED CALIFORNIA 2015 RENEWAL: EARLY PROGRESS

- Covered California sent renewal notices in October
- Consumers had 30 days to renew before Covered California started the automatic renewal process
- Most eligible consumers who have not actively renewed will be automatically renewed by early December
- Consumers who were automatically renewed will be able to change plans through the end of open enrollment on February 15, 2015

LESSONS LEARNED FROM THE FIRST OPEN ENROLLMENT

- The volume of consumer interest and interactions exceeded expectations and challenged all systems and service channels.
- Many consumers are new to insurance and need extensive education about health insurance terminology, how to enroll in coverage and how to use insurance.
- Most consumers relied on a variety of touch points, including in-person assistance, to successfully complete enrollment.



APPLYING LESSONS LEARNED TO 2015

- Broadening outreach to African-Americans, Latinos and Asian-Americans through targeted advertising in ethnic media
- Awarding new grants supporting outreach and enrollment activities in groups anchored in African-American, Latino and Asian-American communities and new community-anchored activities throughout the state
- Increasing service center staffing with surge vendor and expanded service center hours
- Adding 200 storefront enrollment sites across the state operated by community groups in partnership with Covered California
- Providing ability to pay the first premium online
- Upgraded enrollment portal infrastructure to allow for greater user capacity and speedier page loads so that consumers do not have to return later to complete an application

SHOP UPDATE

SHOP UPDATE

- Average premium increase for Small Business consumers is 5.2 percent in 2015
- Some consumers can expect to see an increase of less than 2 percent
- New to SHOP in 2015:
 - Dual-tier option for employers
 - Embedded children's dental coverage:
 - Chinese Community Health Plan
 - Sharp Health Plan
 - Western Health Advantage.
 - Optional family dental plans
- SHOP Health Insurance and Dental plan carriers:
<http://news.CoveredCA.com/2014/09/covered-california-announces-insurance.html>

CITIZENSHIP AND IMMIGRATION INCONSISTENCIES UPDATE

COVERED CALIFORNIA ADDRESSING CITIZENSHIP AND IMMIGRATION ELIGIBILITY INCONSISTENCIES

- In September, notices were sent to 98,900 families (148,000 individuals) in an effort to resolve eligibility inconsistencies in the 2014 enrollment documents
- These inconsistencies were related to being lawfully present in the United States or a U.S. citizen, national or eligible immigration status
- Consumers were given the option to reinstate throughout 2014
- Covered California has been able to clear 82,000 of those families
- Termination notices were sent in early October 10,500 individuals
- Covered California is in the process of reinstating coverage for those who did not provide documents before termination notices were sent

BOARD MEETING PLANNING CALENDAR

BOARD PLANNING CALENDAR: DECEMBER - MARCH

DECEMBER 18	JANUARY 15	MARCH 5
<p>BOARD MEETING Cancelled</p> <p>ADVISORY MEETINGS</p> <ul style="list-style-type: none">• Plan Management Advisory Group. Note: Proposals for benefit design and new entrant policy will be presented for discussion and input at this meeting. Board action will be taken on these items in January.	<p>BOARD MEETING</p> <p>Policy and Action Items</p> <ol style="list-style-type: none">1. Reconciliation Update2. 2016 Standard Benefit Designs3. 2016 Qualified Health Plan Recertification and New Entrant Policies	<p>BOARD MEETING</p> <p>Policy and Action Items</p> <ol style="list-style-type: none">1. TBD

Note: Covered California plans to cancel the December Board Meeting and combine February and March in to one.

**COVERED CALIFORNIA REPORT ON DEPARTMENT OF
MANAGED HEALTH CARE: NON-ROUTINE PROVIDER
DIRECTORY SURVEY OF
ANTHEM BLUE CROSS AND BLUE SHIELD OF CALIFORNIA
RELEASED NOVEMBER 18, 2014**

Anne Price, Director, Plan Management

SUMMARY OF THE DEPARTMENT OF MANAGED HEALTH CARE NON-ROUTINE SURVEY OF TWO PLANS PROVIDER DIRECTORIES

- In June of 2014, the Department of Managed Health Care (DMHC) initiated a formal *Non-Routine Survey* to assess the accuracy of the provider directories of two of the ten Qualified Health Plans (“plans”) participating in Covered California: Anthem Blue Cross (“Anthem”) and Blue Shield of California (“Blue Shield”). The Final Reports were released on November 18, 2014.
- The survey was designed to duplicate a “consumer’s experience” with finding in-network physicians using the plans provider directories as source of potential contracting physicians.
- Telephonic surveys of physician offices included in the plans provider directories were conducted to assess:
 - Does the Doctor accept any of the plan’s products
 - Does the Doctor “accept the plan’s Covered California products”
 - Does the Doctor accept New Patients with the plan’s Covered California coverage
- Survey samples included 3272 Anthem physicians and 1360 Blue Shield physicians.
- Four Deficiencies were identified for each plan, with three of the four “not corrected” as of the date of the report – all are being disputed by the health plans.
- DMHC will initiate a *Follow-Up Survey* in six months, and will submit the Reports to its Office of Enforcement for potential additional corrective action and other remedies as needed.

MAJOR FINDINGS OF THE DMHC AUDIT

- A substantial portion of front-office staff for physicians listed in the directories of the two plans for last year's open enrollment period indicated that the physician did not take Covered California products:
 - For Anthem 13% of responders who were listed in the plan's directory said they did not accept Covered California plans.
 - For Blue Shield 9% of responders who were listed in the plan's directory said they did not accept Covered California plans;
- For each plan, an even larger portion of those surveyed indicated that the provider was no longer at the office that was called:
 - For Anthem 13% of responders who were listed in the plan's directory said the provider was no longer at the office.
 - For Blue Shield 18% of responders who were listed in the plan's directory said the provider was no longer at the office ;
- For each plan, a very high percentage of those who reported accepting a Covered California product reported "accepting new patients:"
 - For Anthem 91% of responders reported they were accepting new patients.
 - For Blue Shield 88% of responders reported they were accepting new patients.

MAJOR FINDINGS OF THE DMHC AUDIT CONT.

- For each of the two plans, DMHC found that they have “not corrected” deficiencies in the following areas:
 - The plans informed consumers of numerous physicians were participating in the plans products when they were not.
 - The plans failed to correct inaccuracies in their directories.
 - The plans failed to provide accurate provider directories.
- Both plans were found to have failed to submit required updated provider lists to DMHC for review and have corrected that deficiency.
- The audit includes descriptions of substantial efforts by both plans to update and improve the accuracy of their directories and their communications with providers.

DMHC AUDIT: COVERED CALIFORNIA ANALYSIS AND OBSERVATIONS

- These surveys confirm Covered California’s early indicators in last year’s open enrollment about the accuracy of the provider directories for these two plans. Covered California was aware of the Provider Directory challenges -- shutting down our combined on-line directory at the first Open Enrollment in order to not perpetuate the problem – and has engaged actively with these two plans to push them to improve the accuracy of their data and communications with physicians. The DMHC reports validates that this was an issue for two of Covered California’s ten plans being offered in the current open enrollment period.
- The framing of the question about providers accepting “Covered California plans” could have been misleading because a plan purchased through Covered California mirrors those plans purchased from the off-Exchange market; this issue is a major focus of communication by Covered California and its’ contracted plans with clinician.
- Given the sample sizes, the survey yields important and interesting findings on a statewide basis, but sample sizes make analysis on a county or regional basis very unreliable for most of California.
- The results of health plans corrective actions and better communication between plans and physicians should lead to far greater accuracy for the current open enrollment period; the scheduled six month review will be an important marker to assess progress in improving the directories and physician office understanding of plans contracted.

COVERED CALIFORNIA ACTIONS AND FUTURE STEPS

- As an Active Purchaser, Covered California worked throughout 2014 to assure that these and other plans not only improved the accuracy of their directories but also had sufficient capacity in their networks to assure consumers would have access to needed care. Network size and stability were discussed at length in the recent recertification negotiations, and multiple plans (included the two that were the subjects of this audit) have expanded their networks since last year.
- Covered California is working with providers and provider organizations, such as the California Medical Association, to continue to educate physicians and their offices about the Affordable Care Act and when Covered California has contracts that with plans that are part of those plans' individual market products.
- Covered California continues to monitor these provider directory accuracy, provider communications and network issues to assure that the consumers we serve get both accurate information and timely access to needed care.
- Covered California will monitor future corrective actions taken by the health plans, any orders issues by the DMHC and the results of the six-month updated audit.

CONSUMER WEBSITE UPDATE

Karen Ruiz, CalHEERS Project Director

KEY WEB INITIATIVES

- Providing System Support to Aid in Medi-Cal Processing
 - This is continuing work.
- Performance Improvements
 - Infrastructure expansion completed first week of November.
- Functional Improvements
 - Release 8 for Medi-Cal and Covered California Renewals implemented.
 - Release 9 including Open Enrollment improvements implemented on November 12.
- Open Enrollment Release
 - Scaled back to ensure complete testing of all new functionality.
 - Deferred items will be implemented following Open Enrollment.

CALHEERS UPDATED RELEASE PLAN

July 2014 – December 2014

Clear Medi-Cal Pending Cases and eHIT Improvements

- Income Reporting Enhancements (Completed)
- Remote Identity Proofing (Completed)
- Provide ability to Determine Retro Eligibility (“Prior Months Pending”) (Completed)
- Send Notice of Withdrawal of Apps in CalHEERS to SAWS (Completed)
- Special Batch Processing for Missing Verifications (Ongoing)
- Verification Plan Updates (including Caching values to reduce hits to Fed Hub) (Completed – Experiencing 75% reduction in hits to Fed Hub)
- Provide Eligibility Workers Ability to Remove “Soft Pause” (Moved to Post Open Enrollment)
- Real-time Error Reporting to Eligibility Workers (Moved to Post Open Enrollment)

CALHEERS UPDATED RELEASE PLAN

August 2014 – December 2014

MAGI Medi-Cal and Covered California Renewals

- Pre-notifications to consumers to update on-line accounts (Completed) and e-verification authorizations (Completed)
- Renewal notices for Covered California and Support for SAWS pre-populated renewals (Completed)
- Mixed household (APTC and MAGI) renewals (Ongoing)
- Support for carrier renewal transactions and notices (Ongoing)
- Eligibility notices for 2015 enrollment (Ongoing)

CALHEERS UPDATED RELEASE PLAN

November - December 2014

Second Year Open Enrollment for QHP

- Full scope voter registration requirements (Completed)
- On-line payments for QHP enrollments (Completed)
- New 1095 (APTC Credit notices) to IRS and consumers for 2014 Tax Year (January 2015)
- Updates to align paper and on-line application (Partial Implementation, remainder deferred to Post Open Enrollment)
- Updates based on advocate feedback (Partial Implementation, remainder deferred to Post Open Enrollment)
 - Examples include updating wording and instructions for pregnant women and foster youth
- Updates based on consumer / usability feedback (Partial Implementation, remainder deferred to Post Open Enrollment)
 - Usability experts have been engaged and are building a more unified website incorporating learning opportunities and more streamlined access to application for insurance
- CalHEERS / SAWS eHIT Enhancements
 - Enhanced renewal (Completed), soft pause and single streamlined application (SSA) features(Deferred to Post Open Enrollment)

APPENDIX OUTREACH UPDATE

ENROLLMENT SUPPORT: KEY METRICS

As of November 3, 2014:

- **12,671 Certified Insurance Agents**
 - *16% Spanish; 5% Korean; 4% Mandarin; 4% Vietnamese; 3% Cantonese*
- **6,078 Certified Enrollment Counselors**
 - *57% Spanish; 3% Cantonese; 3% Mandarin; 2% Vietnamese; 1% Korean*
- **2,648 Certified Educators**
- **10,000 County Eligibility Workers**

ENROLLMENT SUPPORT: COMPENSATION

Total CEE Payments through August 27, 2014

	# Certified Enrollment Entities Paid	Total Paid
Covered CA Plans	542	\$2,352,248
Medi-Cal Payments	468	\$1,184,650
Total Payments made to CEEs		\$3,536,898

Next CEE Payments

	# Certified Enrollment Entities Paid	Total Paid
Covered CA Plans (ETA 11/21)	428	\$.5M
Medi-Cal Payments (ETA 11/25)	547	\$3M
Total Payments to be made to CEEs		\$3.5M

ENROLLMENT SUPPORT: COMPENSATION

Agent Payments

- Medi-Cal:
 - Payments being disbursed in batches between November and December for enrollments that occurred through July 2014
 - Payments scheduled for early March 2015 for enrollments that occurred in August and September 2014
- SHOP:
 - Payments to be disbursed early December for enrollments that occurred through June 2014
 - Payments to be disbursed early to mid-December for enrollments that occurred in July and August 2014

APPENDIX

SERVICE CENTER UPDATE

SERVICE CENTER UPDATE

- Improving Customer Service
 - Increase cross-trained SCRs from 22 to 97 to assist in both voice and chat channels to service the anticipated increased contact volumes during the renewal and open enrollment periods
 - Additional staff hiring continues to increase at multiple sites and with focus on addition of bilingual staff to better support the diverse California population
 - Currently multi-lingual resources has increased of over 140% from October 2013 for the 2014 open enrollment launch
- Enhance Technology Solutions
 - Continued IVR enhancements will improve self-service and native language support
- Clarifying channels and improved communications
 - Service Center hours of operation have been extended through the open enrollment period to 8am to 8pm Monday through Friday and 8am to 6pm on Saturdays
 - Active hiring and training underway to provide support for renewal and open enrollment activities

SERVICE CENTER STAFFING UPDATE

- Rancho Cordova, Fresno and Contra Costa Service Centers are receiving general inquiry, application & enrollment and ongoing support contact volumes in support of the Covered California marketing efforts statewide.
- Currently on track to increase staff by 68% from current actual staff of 742 to projected staff of 1,249 by December 1st.

Staff Group	11/1/2014 Target	11/1/2014 To Date	12/1/2014 Target	12/1/2014 Projected To Date
Service Center Full Time Equivalent Representatives	1031	742	1192	1249
Other staff (Management, Back Office, Quality Assurance, etc...)	280	210	280	217
Total	1311	952	1472	1466

- All three Covered California Service Centers are set up to handle statewide calls using the “first available Service Center Representative model.”
 - Fresno – 460 SCRs, 47 leads
 - Rancho Cordova –214 SCRs, 14 dedicated chat SCRs, 27 Hotline SCRs & 20 leads
 - Contra Costa- 44 CSAs & 19 leads

* Some Rancho and Fresno resources redirected to support multiple consumer assistance activities

SERVICE CENTER PERFORMANCE UPDATE*

Service Center Metric	Goal	September 2014 Stats	October 2014 Stats
Total Calls Offered		238,789	259,472
Service Level	80% of calls answered within 30 seconds	3.2% of calls answered within 30 seconds	27.2% of calls answered within 30 seconds
Abandoned Calls	3% or less of calls abandoned	57.8% of calls abandoned	30.7% of calls abandoned
Total Dialed Attempts		430,580	371,729
Busy Message Presented to Callers	0% or less of calls receive busy message	22% or less of calls receive busy message	1% or less of calls receive busy message

Top Inquiries

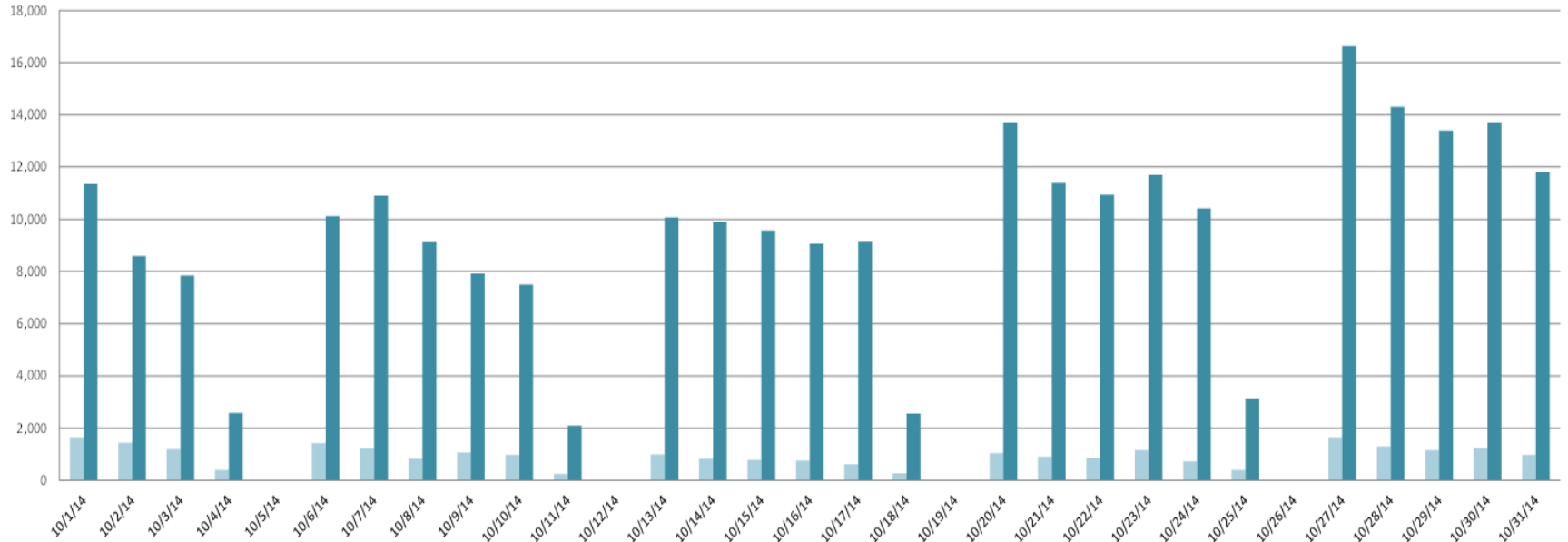
1. Consumers calling in to have their password reset
2. Consumers calling with questions regarding re-enrollment
3. Consumers calling to check status of their status with Medi-Cal, and regarding mixed household
4. Consumers calling in with questions regarding open enrollment
5. Report a change calls

**Performance metrics are measured monthly.*

Note: Abandoned Calls: includes callers who may listen to FAQ messaging while on hold and release the call prior to speaking with an SCR

SERVICE CENTER PERFORMANCE UPDATE*

Voice & Chat Offered Volumes



	10/1/14	10/2/14	10/3/14	10/4/14	10/6/14	10/7/14	10/8/14	10/9/14	10/10/14	10/11/14	10/13/14	10/14/14	10/15/14	10/16/14	10/17/14	10/18/14	10/20/14	10/21/14	10/22/14	10/23/14	10/24/14	10/25/14	10/27/14	10/28/14	10/29/14	10/30/14	10/31/14
Chat Offered	1,648	1,434	1,188	392	1,431	1,208	825	1,070	978	245	998	828	788	758	617	274	1,042	907	869	1,149	731	390	1,648	1,296	1,147	1,228	977
Voice Offered	11,348	8,595	7,844	2,583	10,125	10,903	9,124	7,924	7,502	2,101	10,072	9,901	9,572	9,060	9,133	2,564	13,703	11,378	10,941	11,695	10,423	3,125	16,630	14,308	13,398	13,707	11,786

Note: Performance metrics are measured monthly. Voice queues open for consumers Monday through Saturday.

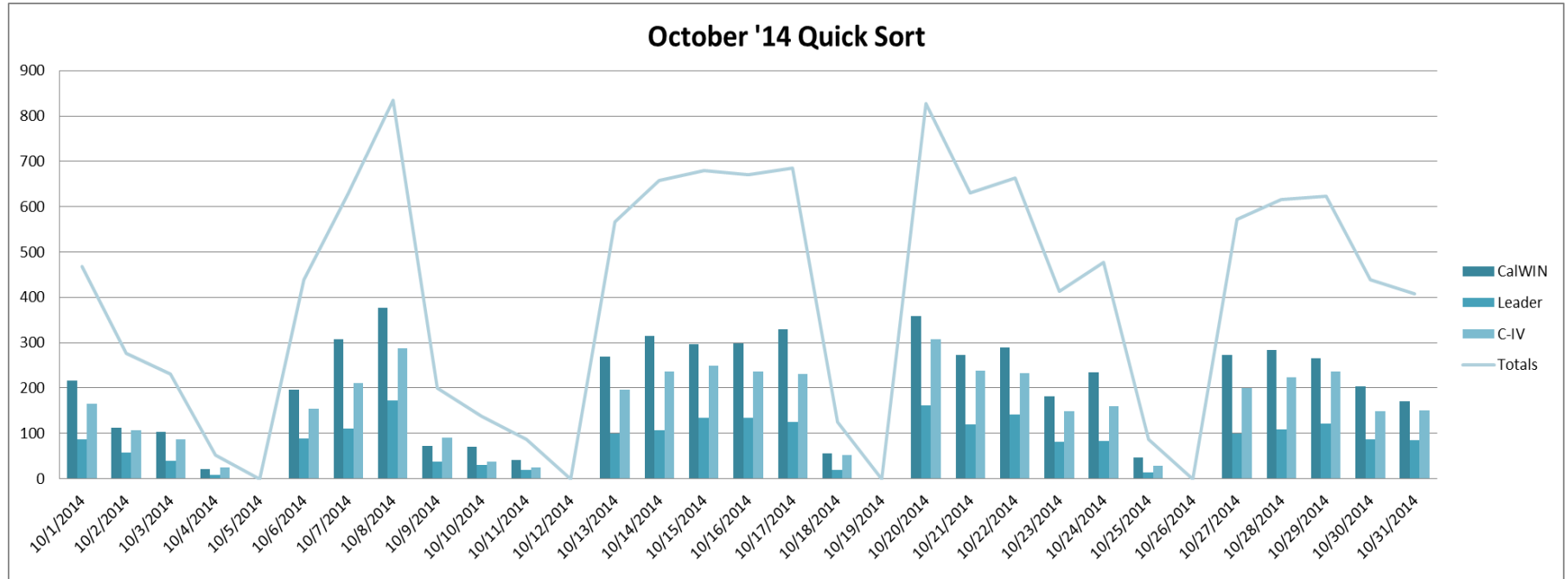
LANGUAGE DISTRIBUTION OF CALLS HANDLED: OCTOBER 2014



- Service Centers are supporting calls in all 13 languages and using an interpreter service when an in-language Service Center Representative is not available.
 - Service Center Representatives are handling 77% of non-English calls
 - Contracted language line representatives are handling 23% of non-English calls
 - The Non-English calls have been concentrated in Spanish (15-18%), Cantonese (1 – 2%) , Vietnamese (.5 - 1%)
- 139 Covered California Service Center Representatives or 19% are skilled to handle multi-lingual calls and chat

Note: Performance metrics are measured monthly.

QUICK SORT VOLUMES



Weekly Quick Sort Transfers to County/Consortia

Weekly Transfers
1,028
Partial Week

Weekly Transfers
2,327

Weekly Transfers
3,385

Weekly Transfers
3,98

Weekly Transfers
2,656
Partial Week

Note: Voice queues open for consumers Monday through Saturday.

COVERED CALIFORNIA/COUNTY WORKFLOW COORDINATION QUICK SORT PERFORMANCE

Quick Sort Metrics	Service Level Standards	C-IV	CalWIN	Leader
Average Speed of Answer		3 Seconds	18 Seconds	8 Seconds
Service Level	80% of calls answered within 30 seconds	98.1% of calls answered within 30 seconds	93.4% of calls answered within 30 seconds	97.3% of calls answered within 30 seconds
Abandoned Calls	3% or less of calls abandoned	.17% of calls abandoned	1.31% of calls abandoned	.5% of calls abandoned
Busy Signals Presented to Callers	0% or less of calls receive busy signal	0% of calls received busy signal	0% of calls received busy signal	0% of calls received busy signal

- Continued refinement of Quick Sort processes with the Consortia and Service Center have shown continued improvement in process accuracy and delivering a seamless customer experience
- County/Consortia, DHCS and Covered California weekly operational meetings implemented to maintain operational focus

AVERAGE PERCENT OF QUICK SORT TRANSFERS OCTOBER '14

