

CountyCare Report

Prepared for: CCHHS BOD Managed Care Committee

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September 17, 2015



Report Format

- Metrics Review
- Programmatic Update
 - Marketing

Metrics Updates

- Formula for ‘% Change From Prior Month’ consistent across all measures = $(\text{current}/\text{prior})-1$
- Added population-level detail to Primary Care Physician/Patient Centered Medical Home (PCP/PCMH) assignment for major provider groups (e.g. CCHHS, MHN ACO, ACCESS)
- Added shading to ACA utilization @ CCHHS by quarter

Membership

Data as of: 9/2/2015 | Source: Daily Membership (834) File

Key Measures	Jun'15	Jul'15	Aug'15	Sep'15	% Change		FYTD'15 Budget or Goal	% to Budget/Goal
					From Prior Month	Trend		
Monthly Membership	176,570	172,873	170,834	169,034	-1.1%	▼	157,576	107.3%
ACA	85,246	82,058	79,454	78,058	-1.8%	▼	77,619	100.6%
FHP	88,508	87,949	88,333	88,553	0.2%	--	74,506	118.9%
SPD	2,816	2,866	3,047	3,191	4.7%	▲	5,451	58.5%
Home/Community Waiver (incl DD)	505	539	565	583	3.2%	▲		
LTC	173	174	189	185	-2.1%	▼		
FYTD Member Months	996,630	1,169,503	1,340,337	1,509,371			1,472,956	102.5%
ACA	585,985	668,043	747,497	825,555			797,216	103.6%
FHP	394,433	482,382	570,715	659,268			631,542	104.4%
SPD	16,212	19,078	22,125	25,316			44,199	57.3%

Key:	>= Goal
	Within 1% of Goal
	Within 5% of Goal
	< 5% of Goal

- Gender = 54% Female; 46% Male
- Average age = 36/yo

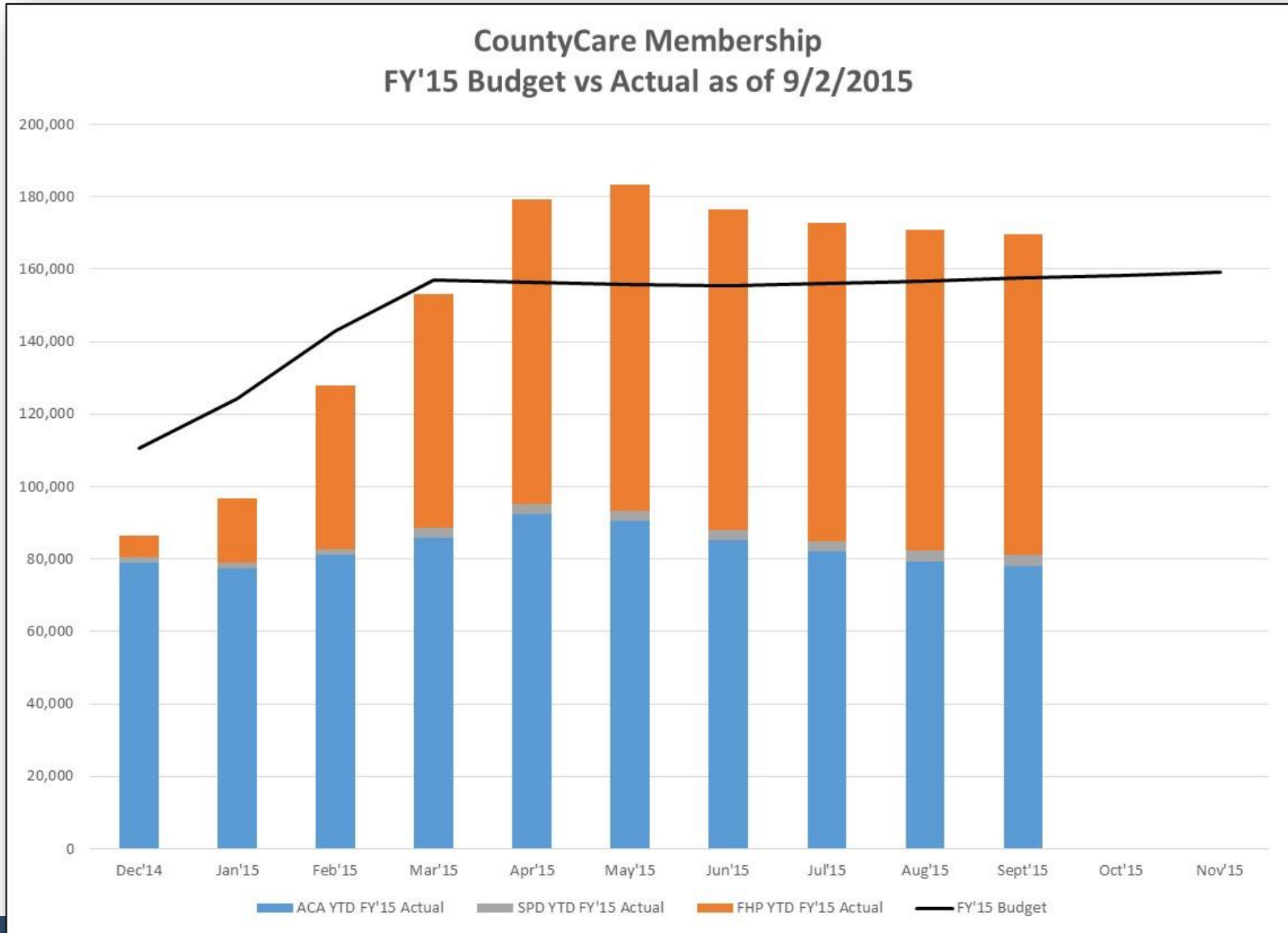


Membership Adds & Deletes

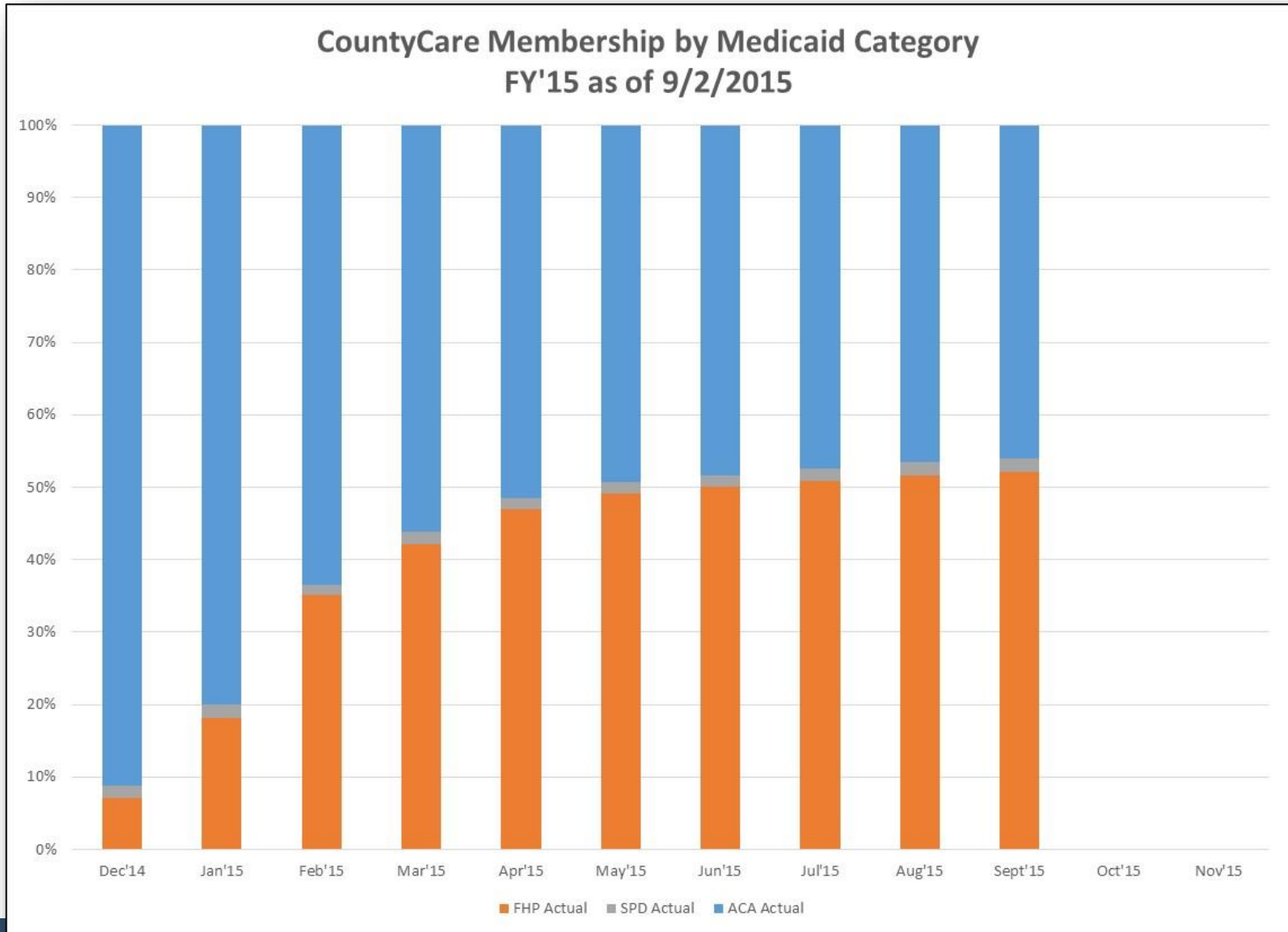
Data as of: 9/2/2015 | Source: Daily Membership (834) File

	Mar'15	Apr'15	May'15	Jun'15	Jul'15	Aug'15
Month Begin Membership	124,410	149,881	177,944	181,322	174,615	171,014
ACA Adults	5,877	4,672	914	(4,973)	(2,967)	(2,469)
FHP	19,530	23,320	2,397	(1,764)	(690)	217
SPD	64	71	67	30	56	206
Total Net Change	25,471	28,063	3,378	(6,707)	(3,601)	(2,046)
Month End Membership	149,881	177,944	181,322	174,615	171,014	168,968

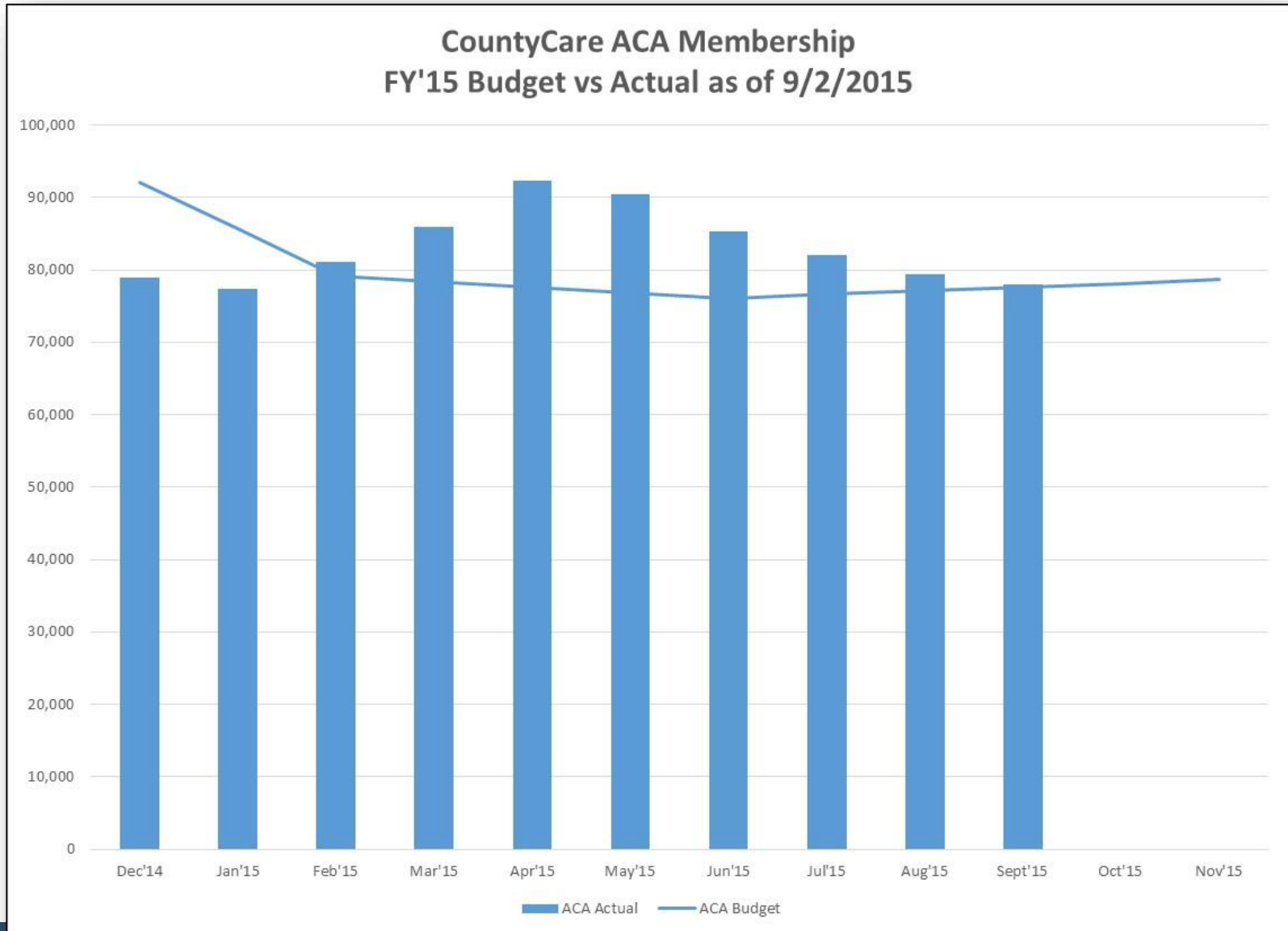
Membership Trend to Budget



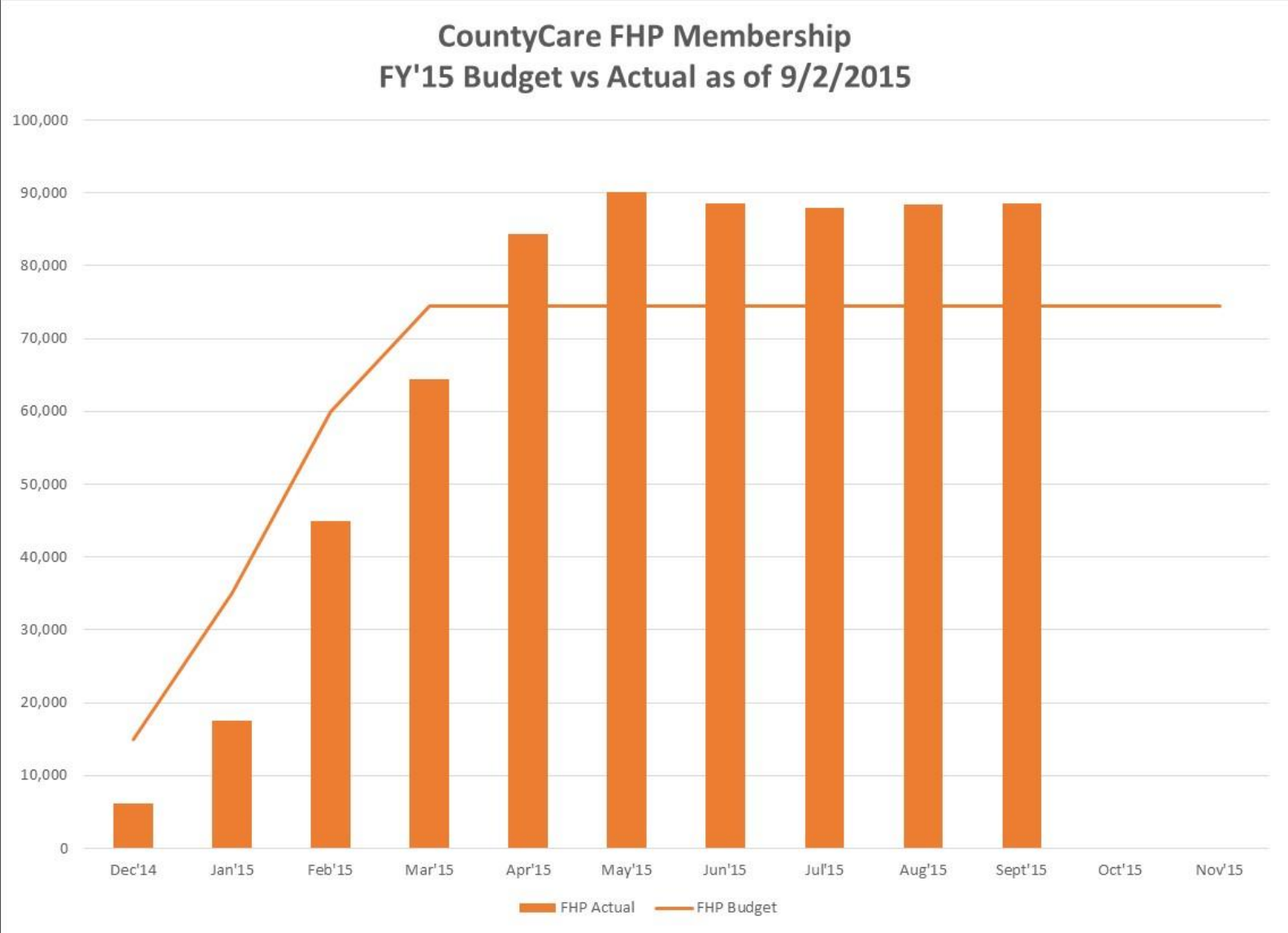
Membership By Medicaid Category



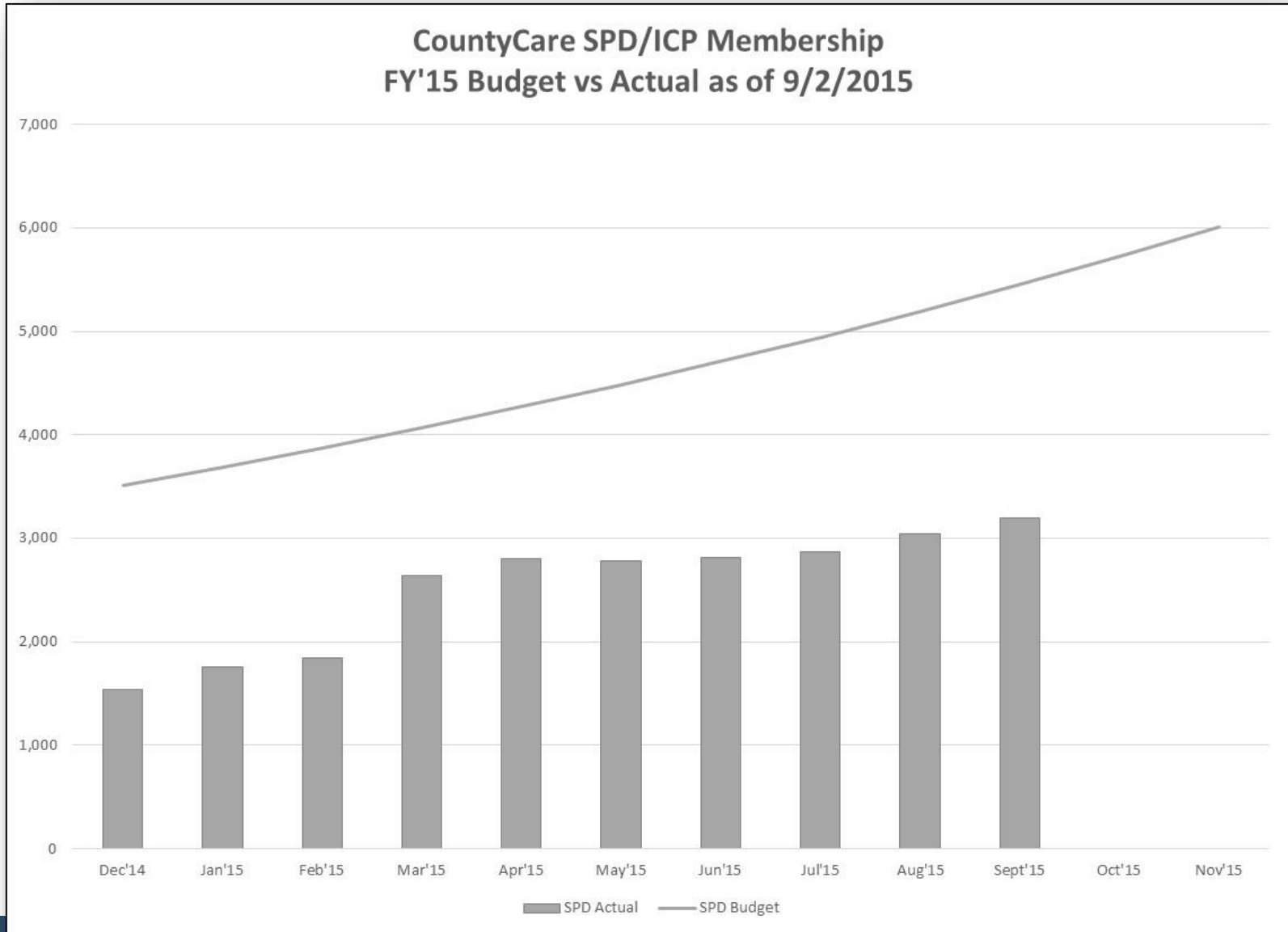
ACA Membership Trend to Budget



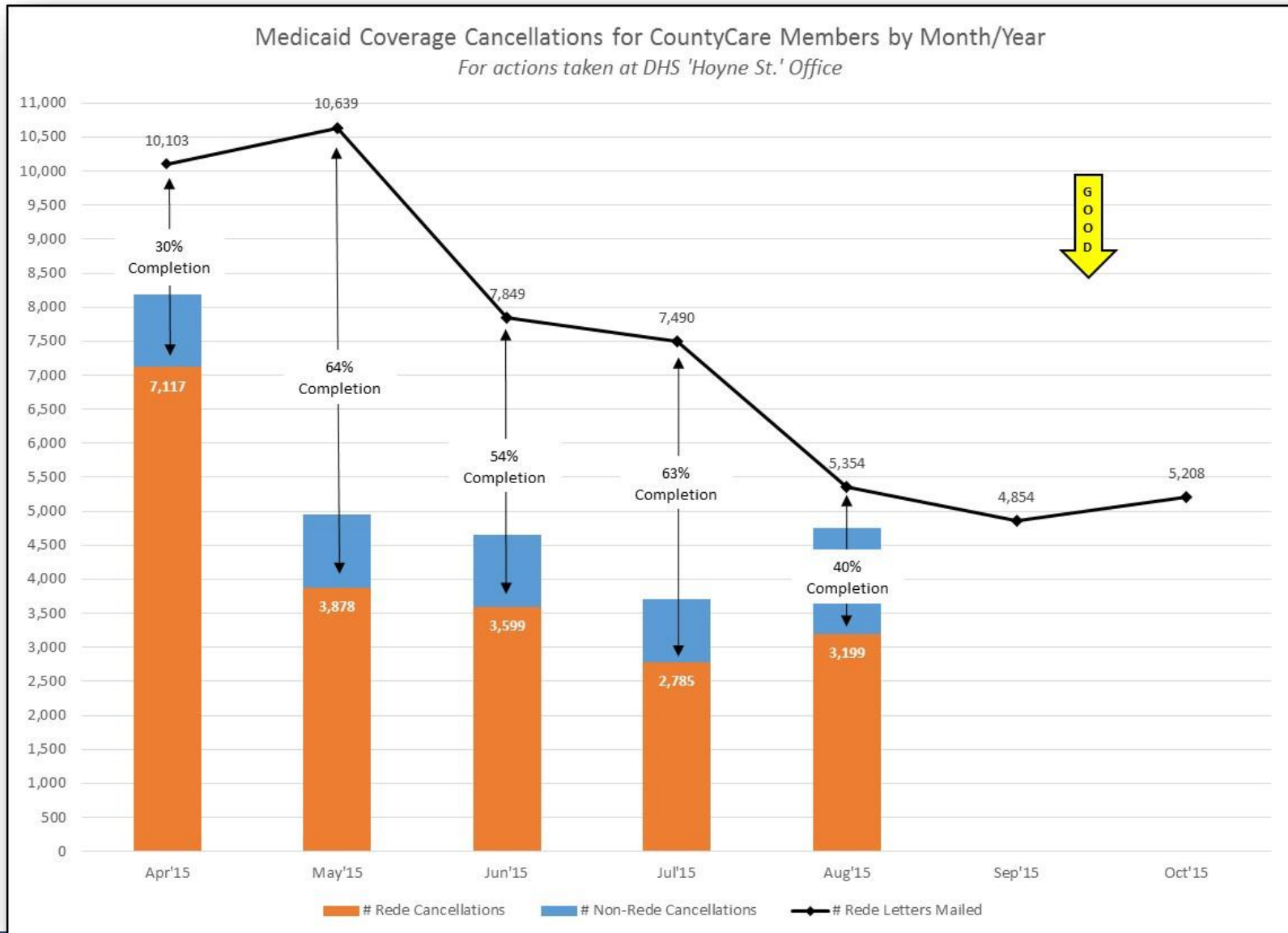
FHP Membership Trend to Budget



SPD Membership Trend to Budget



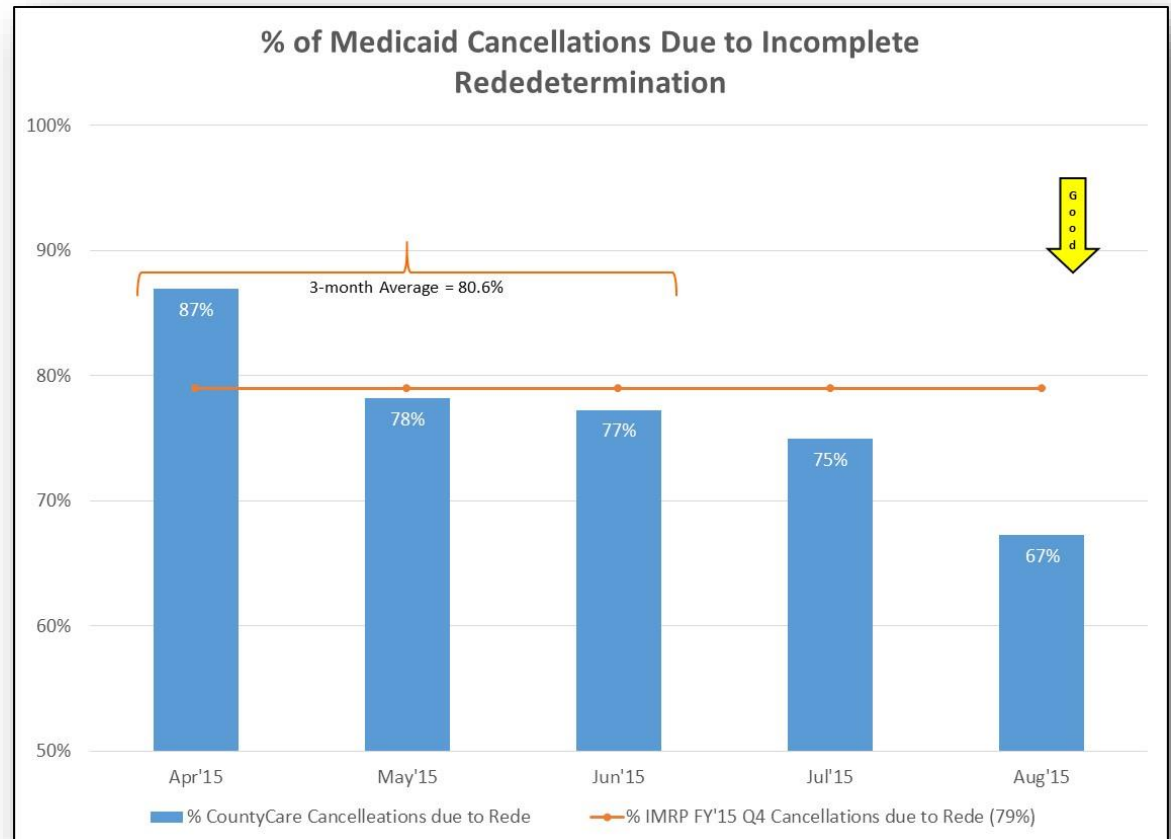
Medicaid Cancellations



Medicaid Cancellations

Illinois Medicaid Redetermination Project (IMRP) FY'15 Q4 Report:

- **79% for failure to return information** (34.8% of all cancellations)
 - 1/3rd are reinstated within three months
- 'Medical Only' Cancellation rate = 44%
- 'Medical + SNAP (food stamps)' Cancellation rate = 22%



Health Plan Comparison: FHP/ACA

Source: IL HFS, Greater Chicago Region

FHP/ACA Adults, Greater Chicago Region							
Health Plan	Sponsoring Organization(s)	Jun'15 #	Jul'15 #	Aug'15 #	% Total	# Change Month Prior	% Change Month Prior
Family Health Network	Mt. Sinai, Norweigan, Resurrection, St. Anthony, St Bernard	193,306	200,004	203,455	13.3%	3,451	1.7%
Blue Cross Blue Shield	Health Care Services Corp.	179,617	183,460	185,267	12.2%	1,807	1.0%
CountyCare	Cook County/CCHHS	171,661	167,837	165,848	11.1%	(1,989)	-1.2%
IlliniCare Health Plan	Centene, Inc.	142,898	144,171	143,461	9.6%	(710)	-0.5%
Harmony Health Plan	WellCare	142,914	143,055	141,416	9.5%	(1,639)	-1.1%
Meridian Health Plan		119,387	118,934	117,940	7.9%	(994)	-0.8%
Aetna Better Health Inc.		114,728	116,923	117,703	7.8%	780	0.7%
Advocate Accountable Care (ACE)	Advocate Physician Partners	89,542	90,814	90,713	6.0%	(101)	-0.1%
SmartPlan Choice (ACE)	Presence Health Partners, Independent Phys Alliance of IL	68,413	67,271	65,247	4.5%	(2,024)	-3.0%
MyCare Chicago (ACE)	Lurie, Mercy, Norweigan, Swedish/Asian Human Svcs, Erie, Heartland HC, Mercy, Near North, PCC/C4	58,993	60,005	59,669	4.0%	(336)	-0.6%
Community Care Partners (ACE)	NorthShore, Vista, Lake County Health Dept, Erie	40,851	44,019	44,001	2.9%	(18)	0.0%
HealthCura (ACE)	Access Community Health Network	41,309	43,935	43,322	2.9%	(613)	-1.4%
UI Health Plus (ACE)	UI Health	36,134	39,604	39,767	2.6%	163	0.4%
Better Health Network (ACE)	St Bernard's, Loretto, South Shore, Roseland/Aunt Martha's, Beloved	34,947	38,084	38,741	2.5%	657	1.7%
Loyola Family Care (ACE)	Loyola Univ Health System	26,442	27,515	27,134	1.8%	(381)	-1.4%
Next Level (CCE serving ACA only)		13,816	14,956	15,024	1.0%	68	0.5%
Illinois Partnership for Health (ACE)	Blessing Health System, Cadence, Decatur Memorial, KishHealth, Memorial Health, OSF, Riverside Medical Ctr, Rockford Health System, Carle Fdn	3,521	3,504	3,417	0.2%	(87)	-2.5%
Lurie Children's Health Partners (CSN CCE)	Lurie Childrens Hospital	1,779	1,860	1,886	0.1%	26	1.4%
LaRabida Coordinated Care Network (CSN CCE)	La Rabida Childrens Hospital	760	737	0	0.0%	(737)	-100.0%
Total		1,481,018	1,506,688	1,504,011		(2,677)	-0.2%

Health Plan Comparison: ICP

Source: IL HFS, Chicago Region (includes suburban Cook & Collar Counties)

ICP Greater Chicago Region (SPD population)

Health Plan	Sponsoring Organization(s)	Jun'15	Jul'15	Aug'15		# Change Month Prior	% Change Month Prior
		#	#	#	% Total		
Aetna Better Health Inc.		28,241	28,137	28,315	30.3%	178	-0.4%
IlliniCare Health Plan Inc.	Centene Inc.	26,630	26,361	26,329	28.4%	(32)	-1.0%
Community Care Alliance of IL	Family Health Network	7,527	7,506	7,544	8.1%	38	-0.3%
Blue Cross/Blue Shield of Illinois	Health Care Services Corp	6,681	6,955	7,337	7.5%	382	4.1%
Next Level (CCE)		3,234	4,018	4,854	4.3%	836	24.2%
Meridian Health Plan		4,548	4,588	4,754	4.9%	166	0.9%
Humana Health Plan		4,557	4,529	4,544	4.9%	15	-0.6%
Cigna HealthSpring of Illinois		4,443	4,474	4,541	4.8%	67	0.7%
CountyCare	Cook County/CCHHS	2,776	2,818	3,021	3.0%	203	1.5%
Together4Health (CCE)	Heartland Health Outreach	2,016	1,967	1,880	2.1%	(87)	-2.4%
Be Well (CCE)	MADO Healthcare	1,389	1,400	1,380	1.5%	(20)	0.8%
EntireCare (CCE)	Healthcare Consoritum of IL (St Bernard, Chicago Family, St James, MFS, South Shore, Roseland, HRDI, Metro South)	2,339	0	116	0.0%	116	-100.0%
Total		94,381	92,753	94,615	100.0%	1,862	-1.7%

Health Plan Comparison: Cook County

Source: IL HFS, Health Plans Operating in Cook County Only

MCO Name	Sponsoring Organization(s)	July'15 #	August'15				# Change Month Prior	% Change Month Prior
			FHP/ACA	SPD	#	% Total		
Cook County Care	CCHHS	174,437	165,848	3,021	168,869	19.8%	(5,568)	-3.2%
Family Health Network/CCAI		146,495	147,973	7,196	155,169	18.2%	8,674	5.9%
Blue Cross/Blue Shield of Illinois	HCSC	120,859	118,587	6,558	125,145	14.7%	4,286	3.5%
IlliniCare Health Plan	Centene	111,226	90,757	20,134	110,891	13.0%	(335)	-0.3%
Harmony Health Plan	WellSpring	112,344	109,808		109,808	12.9%	(2,536)	-2.3%
Aetna Better Health		92,559	72,273	21,397	93,670	11.0%	1,111	1.2%
Meridian Health Plan		80,845	74,957	4,371	79,328	9.3%	(1,517)	-1.9%
Humana Health Plan		4,228		4,190	4,190	0.5%	(38)	-0.9%
Health Spring of Illinois	Cigna	4,122		4,171	4,171	0.5%	49	1.2%
Grand Total		847,115	780,203	71,038	851,241		4,126	0.5%

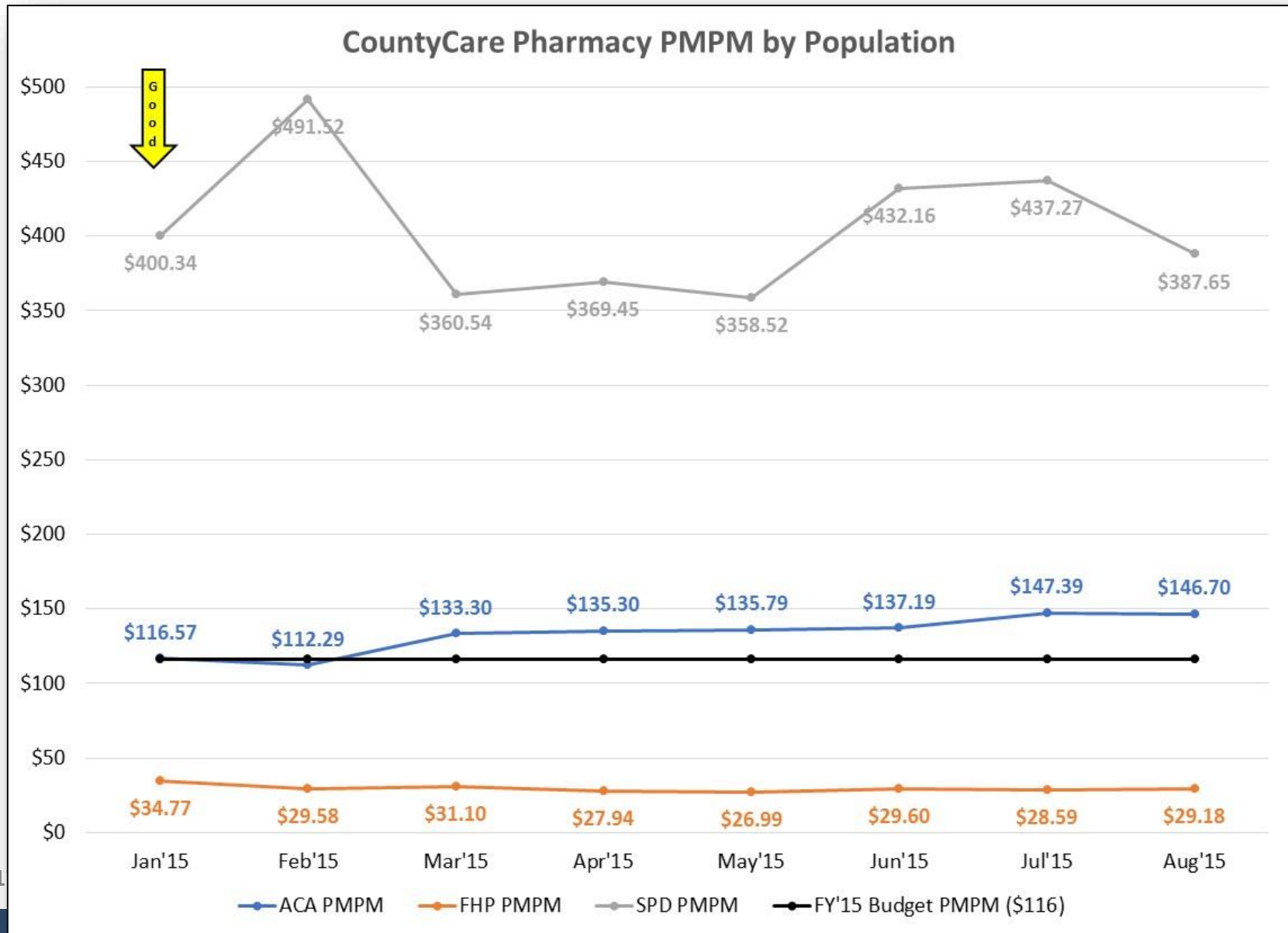
Risk Management

Key Measures	Jun'15	Jul'15	Aug'15	Sep'15	% Change from Q2 to Q3*		FY'14 Q4 Benchmark (Sep-Nov)	
Risk Management								
<u>ACA Adult Membership</u>							3/2014 Baseline	
% 19-24 y/o	15.0%	15.3%	15.2%	15.0%	-0.9%	--	17.0%	-2.0%
% 25-34 y/o	15.2%	15.7%	15.6%	15.7%	0.7%	--	14.8%	0.9%
% 35-44 y/o	13.0%	13.4%	13.4%	13.5%	0.3%	--	13.5%	0.0%
% 45-54 y/o	25.2%	26.3%	26.3%	26.3%	-0.1%	--	27.6%	-1.3%
% 55+ y/o	31.6%	29.3%	29.0%	29.1%	0.4%	--	27.0%	2.1%
<u>Pharmacy</u>								
# Scripts filled	147,657	147,010	140,254		-4.6%	▲		
% Utilizing Members	28%	28%	28%		0.0%	--		
# Scripts/Utilizer	3.00	3.00	2.90		-3.3%	▼		
% Generic dispensing	82%	83%	82%		-0.7%	▼		
% Brand Single Source	18%	17%	17%		3.6%	▼		
% Formulary	97%	98%	98%		0.0%	--	98%	0.0%
% CCHHS HIV pt meds @ CCHHS pharmacy	39.3%	36.0%	34.1%		-5.3%	▼	80%	-44.0%
% Maintenance Rx on Extended Supply (>84 days)	30.0%	45.7%	55.8%		22.1%	▲	85%	-39.3%
<u>Reinsurance</u>								
# Claims filed	0	0	0		0.0%			

Key:	>= Goal
	Within 1% of Goal
	Within 5% of Goal
	< 5% of Goal



Pharmacy Expense by Population



Care Management

Key Measures	Jun'15	Jul'15	Aug'15	Sep'15	% Change		FYTD'15 Budget or Goal	% to Budget/Goal
					From Prior Month	Trend		
Care Management								
<u>PCMH Assignment</u>								
% Members Assigned to PCMH	96.0%	99.6%	99.9%		0.4%	--		
% Members Unassigned	4.0%	0.4%	0.1%		-87.5%	▲		
NEW % Members Assigned to CCHHS/ACHN								
All	19.4%	19.1%	18.4%	18.1%	-1.7%	▼		
ACA	29.2%	28.8%	28.0%	27.1%	-3.2%	▼		
FHP	10.3%	10.1%	9.9%	9.9%	0.4%	--		
SPD	14.1%	15.4%	17.1%	19.9%	16.2%	▲		
NEW % Members Assigned to MHN/ACO								
All	45.9%	45.8%	48.5%	49.3%	1.6%	▲		
ACA	30.2%	30.5%	33.1%	32.9%	-0.7%	--		
FHP	62.4%	66.0%	64.0%	65.7%	2.6%	▲		
SPD	NA	NA	NA	NA	NA			
NEW % Members Assigned to ACCESS								
All	15.3%	15.3%	15.6%	15.5%	-0.5%	--		
ACA	17.5%	17.6%	18.4%	18.1%	-1.8%	▼		
FHP	12.9%	12.9%	12.8%	12.9%	0.6%	--		
SPD	21.4%	21.2%	20.8%	20.9%	0.6%	--		

Key:	>= Goal
	Within 1% of Goal
	Within 5% of Goal
	< 5% of Goal



Care Management

Key Measures	Jun'15	Jul'15	Aug'15	Sep'15	% Change from Q2 to Q3*	FY'14 Q4 Benchmark (Sep-Nov)
Member Risk Stratification						
Total Outreached Members YTD	77,494	75,089	73,618		-2.0% ▼	
Health Risk Assessments/Screenings YTD (non-MHN ACO)	37,515	39,481	30,958		-21.6% ▼	
YTD % High Risk Members	3.7%	3.6%	4.2%			2.0% -2.2%
Referral Management						
# Authorizations: Inpatient	2,120	2,069	2,001		-3.3% ▼	
# Authorizations: Outpatient	3,247	3,234	3,277		1.3% ▲	
ACA Utilization Management (rolling 12 month)						
						Nov'14 Baseline
Admits/1,000 member months	166	160	156		-2.5% ▲	168 -7.1%
Bed Days/1,000 member months	730	702	689		-1.9% ▲	737 -6.5%
ED Visits/1,000 member months	952	949	926		-2.4% ▲	1,017 -8.9%
% 30-day Readmissions	22%	22%	22%		0.0% --	20% 10.0%
ACA CCHHS Utilization (since 7/1/2014)						
	YTD FY'15 Q1 (Dec-Feb, N=321,297)	YTD FY'15 Q2* (Mar-May, N=351,184)	YTD FY'15 Q3* (Jun-Aug, N=243,232)		% Change from Q2 to Q3*	FY'14 Q4 Benchmark (Sep-Nov)
Emergency Room	16.8%	12.0%	11.0%		-8.9% ▼	17.2% -6.2%
Hospital Inpatient	8.5%	6.8%	6.6%		-2.4% ▼	10.9% -4.3%
Hospital Outpatient	28.8%	32.2%	32.2%		0.2% ▲	28.8% 3.4%
Other Medical	1.3%	1.5%	1.3%		-13.9% ▼	1.1% 0.2%
Primary Care	41.1%	35.8%	34.2%		-4.4% ▼	39.8% -5.6%
Specialist	10.6%	4.5%	1.8%		-60.4% ▼	6.8% -5.0%
Total	19.5%	15.8%	14.6%		-8.0% ▼	19.1% -4.6%

* Data incomplete pending claims run-out.

Key:	>= Goal
	Within 1% of Goal
	Within 5% of Goal
	< 5% of Goal



Operations

Key Measures	Jun'15	Jul'15	Aug'15	Sep'15	% Change from Q2 to Q3*	FY'14 Q4 Benchmark (Sep-Nov)	
						Goal	Goal Met
Operations							
<u>Call Center</u>							
Call Volume	26,030	26,274	24,946		-5.1% ▼		
Abandonment rate	1.1%	1.4%	2.2%		49.3% ▼	<4%	Y
Hold time	0:00:52	0:00:49	0:00:53		8.2% ▼	< :01:00	Y
Average speed to answer	0:00:10	0:00:14	0:00:23		64.3% ▼	< :00:45	Y
<u>Claims Processing</u>							
# Claims Paid	148,811	175,031	232,489		32.8% ▲		
# Claims Recv'd	211,735	122,617	152,544		24.4% ▲		
					Change from		
	FY'15 Q1	FY'15 Q2	FY'15 Q3		Prior Q	# Days	Goal Met
Avg # Days Received-to-Processed (non-adjusted)	5	5	4		-20.0% ▲	< 8	Y
Avg # Days Received-to-Paid/Pend (non-adjusted)	32	36	31		-13.9% ▲	< 35	Y

* Data incomplete pending claims run-out.

Key:	Yes
	No

Why Market CountyCare?

- Mandatory Managed Care = Competition for Medicaid health plan membership
- Increase awareness of new plan to broader Medicaid audience

Fall'14 Baseline

Opportunity to influence three key drivers: ***Awareness, Favorability & Consideration***

- Low brand awareness at 6%
- Respondents familiar with CountyCare have...
 - 52% brand favorability; 42% neutral favorability
- As familiarity increases, so does the likelihood of selecting CountyCare
 - 65% 'somewhat' familiar = would consider enrolling
 - 100% of those who were 'very' familiar would consider it as a plan choice.



Year 1 Activities

- 'Count On' Campaign
 - Transit, print, radio
- CountyCare General-Info Website
- Revamped Logo
- Rede Flyer

YEAR-ROUND
ENROLLMENT



"I count on expert care near home."



NO COST HEALTH PLAN. 130 LOCAL
Learn more: 312-864-8200
An Illinois Medicaid Health Plan

To learn more about your health plan choices please contact Illinois Client Enrollment Services at 1-877-912-8880 or visit www.EnrollHFS.Illinois.gov

INSCRIPCIÓN
DURANTE TODO EL AÑO



"Confío en que mi seguro médico cubrirá a toda mi familia."



SEGURO MÉDICO SIN COSTO ALGUNO. 312-864-8200

Si desea saber más acerca de las alternativas que tiene en cuanto a seguros médicos, por favor comuníquese con Illinois Client Enrollment Services al 1-877-912-8880 o visite www.EnrollHFS.Illinois.gov

Un seguro médico de Medicaid de Illinois

YEAR-ROUND
ENROLLMENT



"I count on new dental benefits."



NO COST HEALTH PLAN. 312-864-8200

To learn more about your health plan choices please contact Illinois Client Enrollment Services at 1-877-912-8880 or visit www.EnrollHFS.Illinois.gov

An Illinois Medicaid Health Plan





Home

About CountyCare

News & Events

For Members

For Providers

Count on Expert Care

Welcome to CountyCare Health Plan.

CountyCare is the no-cost managed care health plan that is accepted at over 130 locations throughout Cook County. Join the thousands of members who count on us for a wide range of services, including dental benefits.

[Learn More](#)

[Get Started](#)

[Current Member or Provider? Click here.](#)



Get the expert care you and your family deserve



CountyCare is a new, no-cost Illinois managed care health plan created just for the people and families of Cook County. Accepted at more than 130 health clinics and community hospitals, CountyCare offers you a choice of top doctors near your home or work. You'll also enjoy a wide range of services, including dental benefits, so you can count on feeling healthier every day. CountyCare is provided through the Cook County Health & Hospitals System, which has delivered expert care to the people of Cook County for 180 years.

Latest News

CountyCare Now Offering
9/11/2014
CCHHS Announces 100
1/11/2014

Health Plan

Medicaid Enrollment
Medicaid Redetermination
Illinois Department
Medicaid Managed
Application for Benefits

Wellness

American Heart Association
American Diabetes Association
Consortium to Lower Obesity in Chicago Children
Choose My Plate
Let's Move!
Cook County Health & Hospitals System
Additional Resources

Comience hoy mismo



Únase a los miles de personas que ya se han inscrito en CountyCare y que disfrutaron de atención médica experta en más de 130 centros de salud del condado de Cook. CountyCare es un plan gratuito de seguro médico (managed care) creado exclusivamente para los residentes del condado de Cook. Comience hoy mismo y únase a los miles de personas que ya se han inscrito en el plan.

Para comenzar:

[Llámenos al 312-864-8200.](#) Le ayudaremos a comenzar la solicitud y responderemos a cualquier pregunta que tenga sobre Medicaid o sobre el plan médico CountyCare.

Recursos del plan médico

Inscripción en Medicaid
Redeterminación de Medicaid
Illinois Department of Healthcare and Family Services
Programas de seguro médico (Managed Care)
Medicaid
Solicitud de Elegibilidad de Beneficios

Recursos para su bienestar

American Heart Association
American Diabetes Association
Consortium to Lower Obesity in Chicago Children
Choose My Plate
Let's Move!
Cook County Department of Public Health
Otros recursos para la salud



KEEP YOUR MEDICAID COVERAGE

CALL
312-864-8200



FILL OUT AND SEND IN
YOUR FORMS TODAY

HAVEN'T RECEIVED
YOUR OFFICIAL
LETTER?
CALL US TODAY

312-864-8200

As someone with CountyCare,
you must complete Medicaid's
"Redetermination Process"
each year to keep your coverage.

LETTER IN THE MAIL

Look for an official letter in the mail.

The letter will tell you about the redetermination or renewal process to see if you or your family members can still get Medicaid.

- If you do not get food stamps (SNAP) or cash assistance and ONLY get Medicaid, you will get a letter asking for information. To keep your Medicaid, you must respond to the letter.
- If you get food stamps (SNAP) or cash assistance, your Medicaid should be renewed at the same time you renew these benefits.

If you have not received this official letter, call us now.

IF YOU NEED HELP

You can call the CountyCare hotline, 312-864-8200, for help, or you can call the Illinois Medicaid Redetermination Program Hotline at 855-458-4945.

Or you can bring your letter to someone at your doctor's office. Call the CountyCare hotline at 312-864-8200 to find out where you can get in-person help.

IF YOU MISS THE DEADLINE

If you lose Medicaid because you missed the deadline, you will have limited time to respond. If you wait too long, you will have to apply again for Medicaid, and then pick a managed care health plan like CountyCare.

QUESTIONS? CALL TODAY
312-864-8200
OR VISIT COUNTYCARE.COM



MANTENGA SU COBERTURA DE MEDICAID

LLAME AL
312-864-8200



COMPLETE Y ENVÍE
SUS FORMULARIOS
HOY MISMO

¿NO HA RECIBIDO
LA CARTA OFICIAL?
LLÁMENOS HOY AL

312-864-8200

Si tiene CountyCare, debe
completar el "Proceso de
Redeterminación" de Medicaid
mantener los años para poder
mantener su cobertura de
seguro de salud médico.

CARTA EN EL CORREO

Busque una carta oficial en su casilla de correo.

Esta carta es una notificación sobre el proceso de redeterminación o renovación por el cual se determina si usted o sus familiares pueden mantener su cobertura de seguro médico de Medicaid.

- Si usted no recibe cupones de alimentos (SNAP) o asistencia en efectivo y SOLO recibe beneficios de Medicaid, recibirá una carta en la que se le solicitará información. Para seguir recibiendo beneficios de Medicaid, debe responder la carta.

- Si usted recibe cupones de alimentos (SNAP) o asistencia en efectivo, debe renovar su adjudicación de Medicaid al mismo tiempo que dichos beneficios.

Si no ha recibido esta carta oficial, llámenos.

SI NECESITA AYUDA

Puede llamar a la línea directa de ayuda de CountyCare al 312-864-8200 o llamar a la línea directa de ayuda del Programa de Redeterminación de Medicaid de Illinois al 855-458-4945.

También puede entregarle su carta a algún miembro de personal de la oficina de su médico o llame a la línea directa de ayuda de CountyCare al 312-864-8200 para averiguar dónde puede recibir ayuda en persona.

SI NO RESPONDE DENTRO DEL PLAZO

Si pierde su adjudicación de Medicaid por no responder antes de que venza el plazo, tendrá un tiempo limitado para responder. Si espera demasiado, deberá presentar nuevamente la solicitud para recibir los beneficios de Medicaid y luego elegir un plan de seguro de salud médico como CountyCare.

¿TIENE PREGUNTAS? LLAME HOY AL
312-864-8200
O VISITE COUNTYCARE.COM



Spring'15 Results

- (▲) Call Center Volume*: +44%
- (▲) Applications Initiated*: +10%
- (▲) Awareness: +8%
- (▲) Favorability: +13%
- (▲) Neutral Perception: -15%
- (▲) Consideration: +8%

**3 months post launch*

Marketing Moving Forward

- Continued focus on awareness, favorability, perception and consideration
- New media campaigns and web site updates
- Consistency across member and provider materials
- Integrated Rede campaign