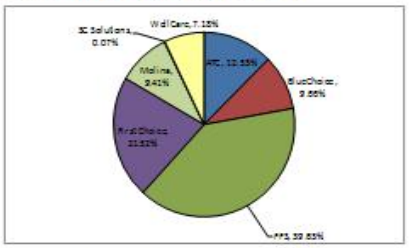
SOUTH CAROLINA Healthy Connections CHOICES

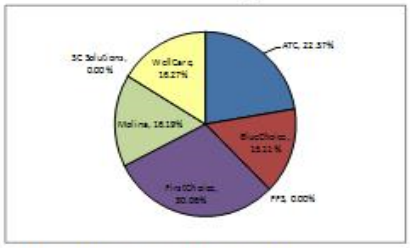
MAXIMUS HELPING GOVERNMENT SERVE THE PEOPLE®

A. Nov. Monthly Enrollments

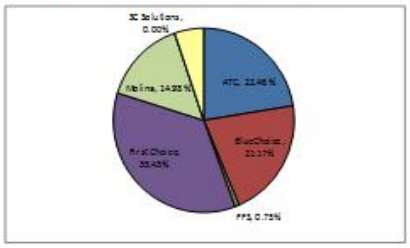
i. Share of Total November Enrollments



ii. Share of November Auto-Assignments

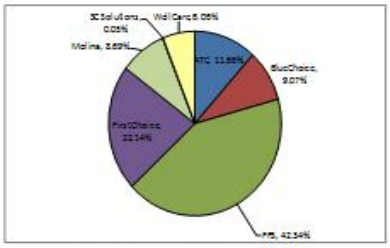


iii. Share of November Choice Enrollments

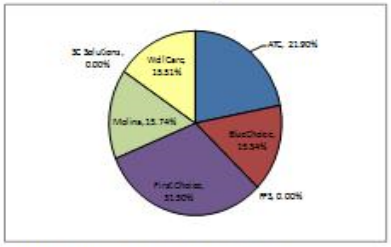


B. Oct. Monthly Enrollments

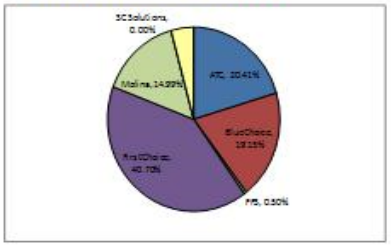
i. Share of Total October Enrollments



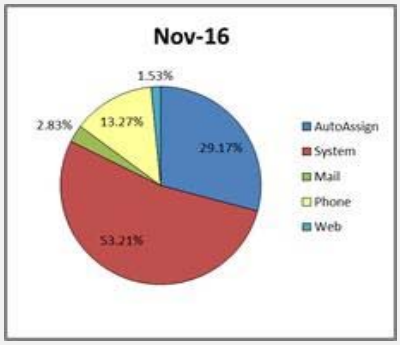
ii. Share of October Auto-Assignments

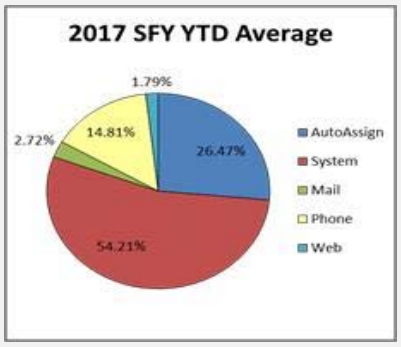


iii. Share of October Choice Enrollments



C. Enrollments by Method for the Current Month and YTD Average





D. Current Eligibles as of November Snapshot

Type	Assignable	Unassignable	Total	%
FFS_Choice	0	13,219	**13,219**	**1.60%**
FFS_Default	13,871	44,981	**58,852**	**7.14%**
Enrolled into Managed Care	701,847	49,854	**751,701**	**91.25%**
Total	**715,718**	**108,054**	**823,772**	

E. Current Enrollees by Plan as of November Snapshot

Plan	Assignable	Unassignable	Total	%
Absolute Total Care	111,852	6,339	**118,191**	**15.72%**
BlueChoice HealthPlan Medicaid	86,506	4,318	**90,824**	**12.08%**
First Choice by Select Health of South Carolina	319,982	28,698	**348,680**	**46.39%**
SC Solutions	0	213	**213**	**0.03%**
Molina	100,592	6,295	**106,887**	**14.22%**
WellCare	82,915	3,991	**86,906**	**11.56%**
Total	**701,847**	**49,854**	**751,701**	

F. November Transfers

Plan From	Absolute Total Care	Blue Choice	First Choice	Molina	WellCare	FFS	Total From Plan	%
Absolute Total Care	0	60	158	57	13	0	288	21.2%
BlueChoice	97	0	162	79	28	1	367	27.0%
First Choice by Select Health	64	61	0	58	14	2	199	14.7%
Molina	42	49	128	0	11	0	230	16.9%
South Carolina Solutions	0	0	0	0	0	7	7	0.5%
WellCare	43	45	125	54	0	0	267	19.7%
Total To Plan	**246**	**215**	**573**	**248**	**66**	**10**	**1,358**	
%	**18.1%**	**15.8%**	**42.2%**	**18.3%**	**4.9%**	**0.7%**		

G. Contact Center Performance

Metric	Aug-16	Sept-16	Oct-16	SFY YTD 2017
Total Network Calls	30,651	27,904	25,546	110,169
Calls Handled in IVR	8,701	7,843	6,813	30,563
Total Calls Offered to Queue	20,254	18,488	15,955	71,894
Total Calls Answered in Queue	19,949	18,077	15,573	70,456
% Calls Abandoned (Goal <5%)	1.51%	2.22%	2.39%	2.00%
Average Speed of Answer/Wait Time (seconds)	0:09	0:12	0:14	0:11
% Calls Answered in 20 Seconds (Goal 80% or >)	88.1%	86.9%	84.8%	86.7%
Total Average Handle Time Duration	4:34	4:31	4:23	4:30
Average Calls Received per Day (Queue)	881	880	760	846