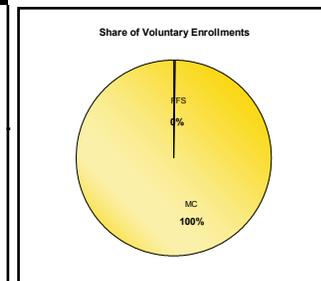
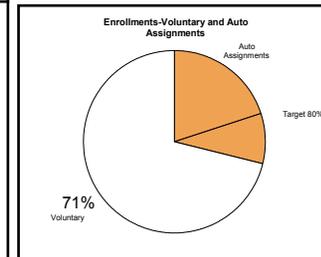


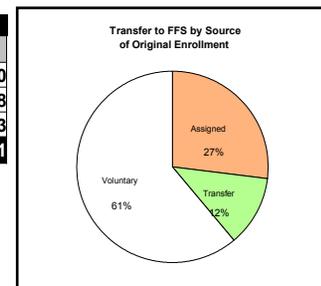
## Enrollment Snapshot

Enrollment Snapshot	Current Year						Last Year					
	Apr-12		Mar-12		SFY 2012 Jul-11 - Jun-12		Apr-11		Mar-11		SFY 2011 Jul-10 - Jun-11	
Effective Month - Apr-2012	#	%	#	%	#	%	#	%	#	%	#	%
<b>A. Assignment Pool (Excludes FFS Default)</b>	<b>13,662</b>		<b>8,731</b>		<b>154,045</b>		<b>17,405</b>		<b>9,417</b>		<b>188,723</b>	
<b>B. Voluntary Choice</b>	<b>7,171</b>		<b>4,451</b>		<b>81,423</b>		<b>9,635</b>		<b>5,869</b>		<b>115,567</b>	
B1. Managed Care	7,165		4,451		81,162		9,589		5,866		95,204	
B2. Fee For Service	6		-		261		46		3		20,363	
<b>C. Voluntary Choice - Not in the Assignment Pool *</b>	<b>8,814</b>		<b>8,027</b>		<b>80,823</b>		<b>9,961</b>		<b>10,359</b>		<b>120,964</b>	
C1. Managed Care	8,713		7,978		79,489		9,812		10,284		109,193	
C2. Fee For Service	20		5		244		9		4		10,286	
C3. Zaps to Managed Care	81		44		1,090		140		71		1,485	
<b>D. Auto Assignments</b>	<b>6,491</b>	29%	<b>4,280</b>	26%	<b>72,622</b>	31%	<b>7,770</b>	28%	<b>3,548</b>	18%	<b>73,156</b>	24%
<b>E. Total Voluntary Choice (= B + C)</b>	<b>15,985</b>	<b>71%</b>	<b>12,478</b>	<b>74%</b>	<b>162,246</b>	<b>69%</b>	<b>19,596</b>	<b>72%</b>	<b>16,228</b>	<b>82%</b>	<b>236,531</b>	<b>76%</b>
<b>F. Total Enrollments (= B + C + D)</b>	<b>22,476</b>		<b>16,758</b>		<b>234,868</b>		<b>27,366</b>		<b>19,776</b>		<b>309,687</b>	
<b>G. Fee For Service</b>	<b>26</b>		<b>5</b>		<b>505</b>		<b>55</b>		<b>7</b>		<b>30,649</b>	
G1. Share of Voluntary Enrollments (= (B2 + C2)/E)		-%		-%		-%		-%		-%		13%
G2. Share of Total Enrollments (= (B2 + C2) / F)		-%		-%		-%		-%		-%		10%
<b>H. Members in 90 Day Choice Period</b>	<b>104,340</b>		<b>105,038</b>		<b>1,170,102</b>		<b>109,237</b>		<b>104,091</b>		<b>1,377,912</b>	
H1. Total Transfers within 90 Days (= H3 + H4)	3,621		3,619		55,869		7,046		8,662		69,533	
H2. Transfer Percent		3%		3%		5%		6%		8%		5%
H3. 90 Day Transfers to Fee For Service	82	2%	67	2%	732	1%	70	1%	143	2%	11,202	16%
H4. 90 Day Transfers to Health Plans	3,539	98%	3,552	98%	55,137	99%	6,976	99%	8,519	98%	58,331	84%



\* Members who are in a future assignment pool or in the outreach pool. The first auto assignment took place in October 2007

April-2012 Snapshot	%	April 2012	Transfers					Current Eligibles				
			From	To	FFS	MCO	MHN	Total	Enrolled into MC	Assignable	Non-Assignable	Total
Target	80%											
Actual (= E / F)	71%											
FFS Share of Voluntary Enrollment (= G1)	-%											
MC Share of Voluntary Enrollment (100-G1)	100%											
			FFS	MCO	MHN	Total	Enrolled into MC	Assignable	Non-Assignable	Total		
			-	18	19	37	509,225	4,149	115,495	624,720		
			53	1,764	858	2,675	17,249	15,248	92,155	107,403		
			29	727	153	909	528,622	224,899	753,521			
			<b>Total</b>	<b>82</b>	<b>2,509</b>	<b>1,030</b>	<b>3,621</b>					



Top Transfer/ Disenrollment Reasons			
Fee For Service Choice Reasons		Transfer to Fee For Service Reasons	
70 - Member Placed Out of Home	10	70 - Member Placed Out of Home	20
37 - Entering A Waiver Program or enters MFCP	9	A - Administrative	19
41 A - Other (Phone)	4	37 - Entering A Waiver Program or enters MFCP	15

Call Center Statistics	Current Year						Last Year					
	Apr-12		Mar-12		SFY 2012 Jul-11 - Jun-12		Apr-11		Mar-11		SFY 2011 Jul-10 - Jun-11	
Effective Month - Apr-2012	#	%	#	%	#	%	#	%	#	%	#	%
A. Total Calls Received	18,605		17,392		184,163		21,408		23,769		263,563	
B. Total Calls Answered	18,153		16,548		178,694		21,112		23,342		256,152	
C. Totals Calls Abandoned after Threshold	254	1%	566	3%	2,966	2%	77	-	173	1%	2,249	1%
D. Average Speed to Answer in seconds	13		30		18		9		21		18	

Days in Call Period: 02/17/12 - 03/22/12    01/20/12 - 02/16/12    02/18/11 - 03/17/11    01/21/11 - 02/17/11

**SCDMPRD**

**Historical Enrollment Data**

Numerator													
	04/11	05/11	06/11	07/11	08/11	09/11	10/11	11/11	12/11	01/12	02/12	03/12	04/12
A. Voluntary Choice - Assignment Pool	9,635	12,893	9,129	7,805	10,610	8,173	11,446	8,066	7,303	8,823	7,575	4,451	7,171
A1. Member Selected MC Plan	9,589	12,853	9,079	7,763	10,544	8,069	11,442	8,061	7,281	8,818	7,568	4,451	7,165
A2. Member Selected FFS	46	40	50	42	66	104	4	5	22	5	7	-	6
B. Voluntary Choice - Not in Assign Pool	9,961	9,273	9,132	8,189	7,591	7,408	9,020	8,679	8,946	7,332	6,817	8,027	8,814
B1. Member Selected MC Plan	9,812	9,117	8,976	8,013	7,385	7,274	8,833	8,583	8,808	7,184	6,718	7,978	8,713
B2. Member Selected FFS	9	11	26	11	62	25	53	25	18	8	17	5	20
B3. Member Zapped into MC Plan	140	145	130	165	144	109	134	71	120	140	82	44	81
<b>Total Voluntary Choice (=A+B)</b>	<b>19,596</b>	<b>22,166</b>	<b>18,261</b>	<b>15,994</b>	<b>18,201</b>	<b>15,581</b>	<b>20,466</b>	<b>16,745</b>	<b>16,249</b>	<b>16,155</b>	<b>14,392</b>	<b>12,478</b>	<b>15,985</b>
Denominator													
	04/11	05/11	06/11	07/11	08/11	09/11	10/11	11/11	12/11	01/12	02/12	03/12	04/12
C. Members up for auto-enroll	17,723	20,873	15,362	13,994	17,934	14,557	25,080	15,545	15,566	16,635	13,899	8,821	13,810
B. Voluntary Choice - Not in Assign Pool	9,961	9,273	9,132	8,189	7,591	7,408	9,020	8,679	8,946	7,332	6,817	8,027	8,814
D. FFS by Default **	(318)	(244)	(218)	(204)	(192)	(155)	(325)	(143)	(195)	(197)	(147)	(90)	(148)
<b>Total Beneficiaries in the Month (= C+B+D)</b>	<b>27,366</b>	<b>29,902</b>	<b>24,276</b>	<b>21,979</b>	<b>25,333</b>	<b>21,810</b>	<b>33,775</b>	<b>24,081</b>	<b>24,317</b>	<b>23,770</b>	<b>20,569</b>	<b>16,758</b>	<b>22,476</b>
Members Auto Assigned	7,770	7,736	6,015	5,985	7,132	6,229	13,309	7,336	8,068	7,615	6,177	4,280	6,491
Auto Assignment Rate	28%	26%	25%	27%	28%	29%	39%	30%	33%	32%	30%	26%	29%
Voluntary Selection Rate	72%	74%	75%	73%	72%	71%	61%	70%	67%	68%	70%	74%	71%
Total MC Choices (= A1+B1+B3)	19,541	22,115	18,185	15,941	18,073	15,452	20,409	16,715	16,209	16,142	14,368	12,473	15,959
Total FFS Choices (= A2+B2)	55	51	76	53	128	129	57	30	40	13	24	5	26
FFS Choice as a Percent of Member Choices	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%	-%

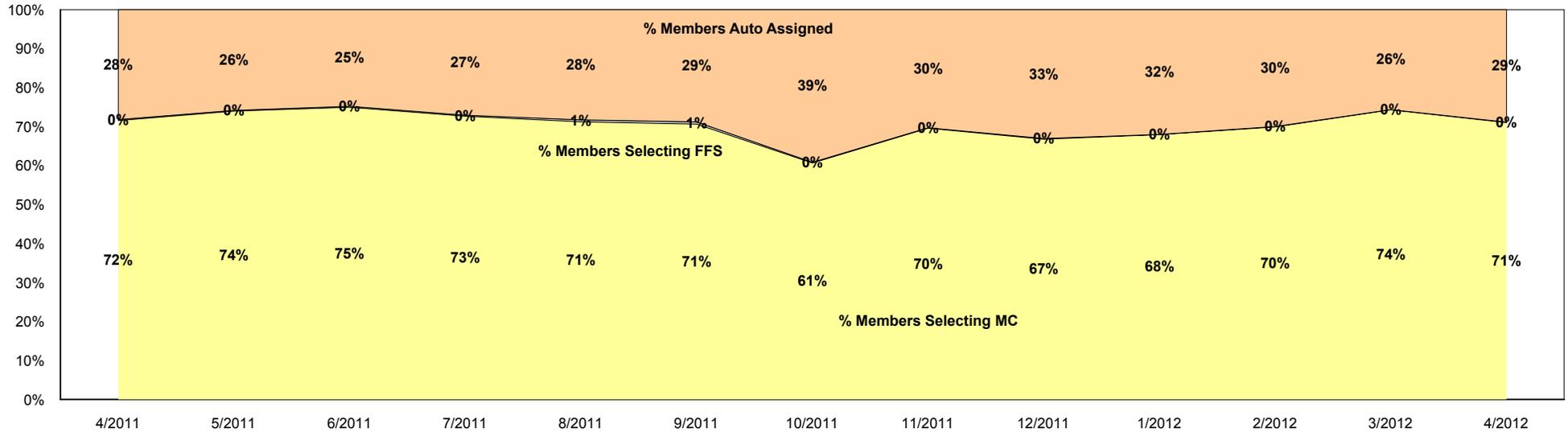
\*\* Beneficiaries who were part of the pool initially but at the time of auto enrollment were no longer eligible.

**SCDMPRD**

**Historical Enrollment Data - Graphical Summary**

Trendlines - Quantities	04/11	05/11	06/11	07/11	08/11	09/11	10/11	11/11	12/11	01/12	02/12	03/12	04/12
All Members Selected MC Plan	19,541	22,115	18,185	15,941	18,073	15,452	20,409	16,715	16,209	16,142	14,368	12,473	15,959
All Members Selected FFS	55	51	76	53	128	129	57	30	40	13	24	5	26
All Members Auto Assigned	7,770	7,736	6,015	5,985	7,132	6,229	13,309	7,336	8,068	7,615	6,177	4,280	6,491
<b>Total (Volume)</b>	<b>27,366</b>	<b>29,902</b>	<b>24,276</b>	<b>21,979</b>	<b>25,333</b>	<b>21,810</b>	<b>33,775</b>	<b>24,081</b>	<b>24,317</b>	<b>23,770</b>	<b>20,569</b>	<b>16,758</b>	<b>22,476</b>

Trendlines - Percentages (Graphed below)	04/11	05/11	06/11	07/11	08/11	09/11	10/11	11/11	12/11	01/12	02/12	03/12	04/12
All Members Selected MC Plan (%)	72%	74%	75%	73%	71%	70%	61%	70%	67%	68%	70%	74%	71%
All Members Selected FFS (%)	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%
All Members Auto Assigned (%)	28%	26%	25%	27%	28%	29%	39%	30%	33%	32%	30%	26%	29%



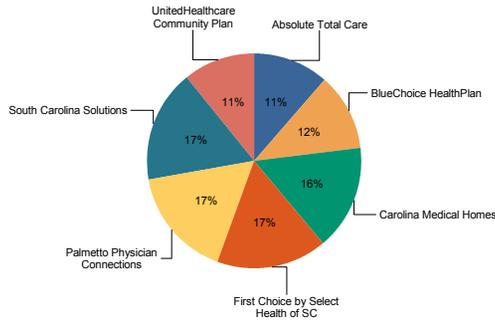
\*\* Note: For the graphical representation we consider ALL members regardless whether they are in the Assignment Pool.

## Plan Summary

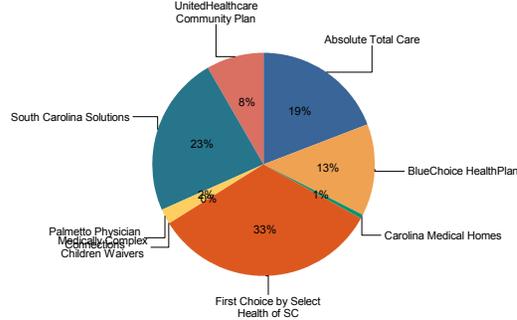
### Plan Summary: Current and Previous Month Comparison

	Effective Month 04/12						Effective Month 03/12					
	Choice	Auto Assign	Total	Choice	Auto Assign	% to Total	Choice	Auto Assign	Total	Choice	Auto Assign	% to Total
Absolute Total Care	3,042	739	3,781	80%	20%	17%	2,311	498	2,809	82%	18%	17%
BlueChoice HealthPlan	2,132	762	2,894	74%	26%	13%	1,759	566	2,325	76%	24%	14%
Carolina Medical Homes	108	1,022	1,130	10%	90%	5%	81	654	735	11%	89%	4%
First Choice by Select Health of SC	5,275	1,092	6,367	83%	17%	28%	3,901	694	4,595	85%	15%	27%
Medically Complex Children Waivers	9	-	9	100%	-	-%	-	-	-	-	-	-
Palmetto Physician Connections	350	1,073	1,423	25%	75%	6%	262	691	953	27%	73%	6%
South Carolina Solutions	3,730	1,091	4,821	77%	23%	21%	3,206	694	3,900	82%	18%	23%
UnitedHealthcare Community Plan	1,313	712	2,025	65%	35%	9%	953	483	1,436	66%	34%	9%
<b>Totals</b>	<b>15,959</b>	<b>6,491</b>	<b>22,450</b>	<b>71%</b>	<b>29%</b>	<b>100%</b>	<b>12,473</b>	<b>4,280</b>	<b>16,753</b>	<b>74%</b>	<b>26%</b>	<b>100%</b>

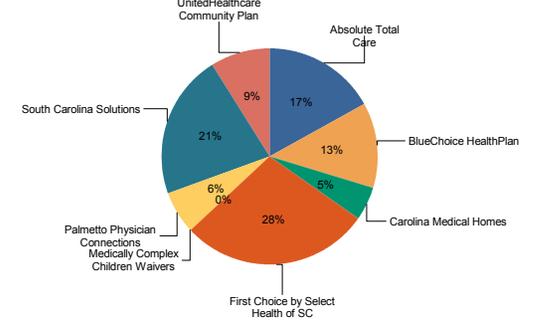
Current Month: Share of Auto Assignments



Current Month: Share of Choice Enrollments



Current Month: Share of Total Enrollments



## Plan Summary (contd.)

### Plan Summary: Last Year Current Month and Last Year Previous Month Comparison

	Effective Month 04/11						Effective Month 03/11					
	Choice	Auto Assign	Total	Choice	Auto Assign	% to Total	Choice	Auto Assign	Total	Choice	Auto Assign	% to Total
Absolute Total Care	2,279	1,126	3,405	67%	33%	12%	2,093	539	2,632	80%	20%	13%
BlueChoice HealthPlan	3,352	1,115	4,467	75%	25%	16%	2,892	523	3,415	85%	15%	17%
Carolina Crescent Health Plan	-	-	-	-	-	-	-	-	-	-	-	-
Carolina Medical Homes	51	953	1,004	5%	95%	4%	7	391	398	2%	98%	2%
First Choice by Select Health of SC	6,092	1,353	7,445	82%	18%	27%	5,087	637	5,724	89%	11%	29%
Medically Complex Children Waivers	-	-	-	-	-	-	-	-	-	-	-	-
Palmetto Physician Connections	68	775	843	8%	92%	3%	6	313	319	2%	98%	2%
South Carolina Solutions	5,402	1,326	6,728	80%	20%	25%	4,072	633	4,705	87%	13%	24%
UnitedHealthcare Community Plan	2,297	1,122	3,419	67%	33%	13%	2,064	512	2,576	80%	20%	13%
<b>Totals</b>	<b>19,541</b>	<b>7,770</b>	<b>27,311</b>	<b>72%</b>	<b>28%</b>	<b>100%</b>	<b>16,221</b>	<b>3,548</b>	<b>19,769</b>	<b>82%</b>	<b>18%</b>	<b>100%</b>

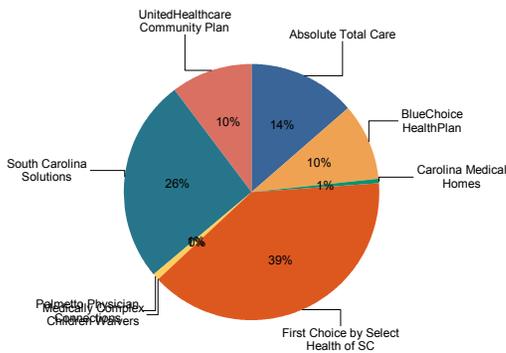
### Plan Summary: SFY 2012 vs SFY 2011 Comparison

	SFY 2012			Jul-11 - Jun-12			SFY 2011			Jul-10 - Jun-11		
	Choice	Auto Assign	Total	Choice	Auto Assign	% to Total	Choice	Auto Assign	Total	Choice	Auto Assign	% to Total
Absolute Total Care	30,083	8,151	38,234	79%	21%	16%	29,736	12,835	42,571	70%	30%	15%
BlueChoice HealthPlan	22,640	9,931	32,571	70%	30%	14%	30,784	12,155	42,939	72%	28%	15%
Carolina Crescent Health Plan	-	-	-	-	-	-	-	-	-	-	-	-
Carolina Medical Homes	942	11,082	12,024	8%	92%	5%	232	3,174	3,406	7%	93%	1%
CHCcares of South Carolina	-	-	-	-	-	-	-	-	-	-	-	-
First Choice by Select Health of SC	52,135	12,020	64,155	81%	19%	27%	67,611	15,000	82,611	82%	18%	30%
Medically Complex Children Waivers	13	-	13	100%	-	-%	-	-	-	-	-	-
Palmetto Physician Connections	3,126	11,880	15,006	21%	79%	6%	507	3,134	3,641	14%	86%	1%
South Carolina Solutions	37,500	11,894	49,394	76%	24%	21%	49,654	14,829	64,483	77%	23%	23%
UnitedHealthcare Community Plan	15,302	7,664	22,966	67%	33%	10%	27,358	12,029	39,387	69%	31%	14%
<b>Totals</b>	<b>161,741</b>	<b>72,622</b>	<b>234,363</b>	<b>69%</b>	<b>31%</b>	<b>100%</b>	<b>205,882</b>	<b>73,156</b>	<b>279,038</b>	<b>74%</b>	<b>26%</b>	<b>100%</b>

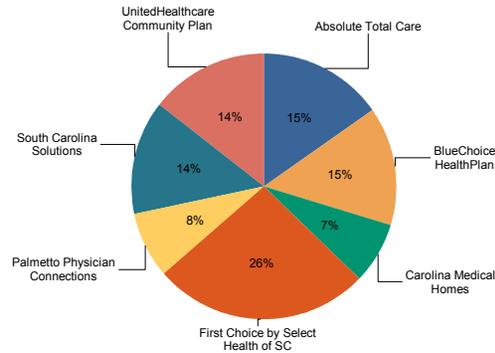
## Plan Summary: Current and Previous Month Existing Total Enrollment Comparison

	As of 04/12						As of 03/12					
	Choice	Auto Assign	Total	Choice	Auto Assign	% to Total	Choice	Auto Assign	Total	Choice	Auto Assign	% to Total
Absolute Total Care	71,052	15,839	86,891	82%	18%	14%	69,910	15,822	85,732	82%	18%	14%
BlueChoice HealthPlan	50,929	15,111	66,040	77%	23%	11%	50,231	15,157	65,388	77%	23%	11%
Carolina Medical Homes	2,629	7,729	10,358	25%	75%	2%	2,245	7,625	9,870	23%	77%	2%
First Choice by Select Health of SC	204,005	27,250	231,255	88%	12%	37%	202,471	27,166	229,637	88%	12%	37%
Medically Complex Children Waivers	76	-	76	100%	-	-%	70	-	70	100%	-	-%
Palmetto Physician Connections	4,845	8,419	13,264	37%	63%	2%	4,213	8,343	12,556	34%	66%	2%
South Carolina Solutions	134,532	14,370	148,902	90%	10%	24%	132,958	14,644	147,602	90%	10%	24%
UnitedHealthcare Community Plan	52,930	15,004	67,934	78%	22%	11%	53,342	14,965	68,307	78%	22%	11%
<b>Totals</b>	<b>520,998</b>	<b>103,722</b>	<b>624,720</b>	<b>83%</b>	<b>17%</b>	<b>100%</b>	<b>515,440</b>	<b>103,722</b>	<b>619,162</b>	<b>83%</b>	<b>17%</b>	<b>100%</b>

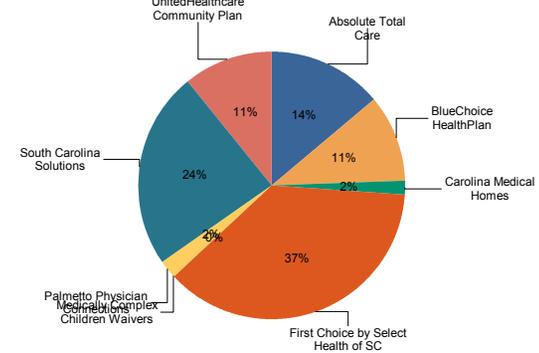
Total Choice Enrollments



Total Auto Assignments



Total Enrollments



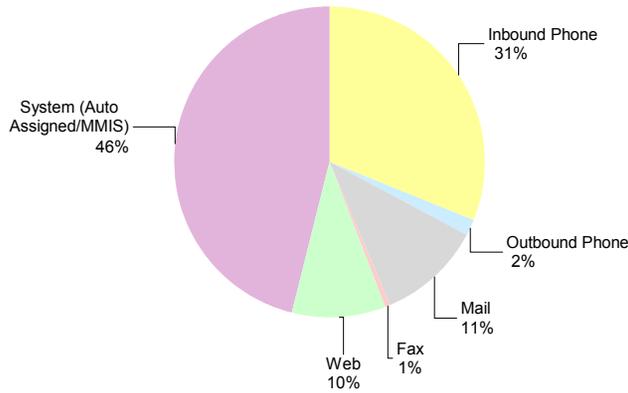
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## Historical Enrollment by Method - Graphical Summary

	04/11	05/11	06/11	07/11	08/11	09/11	10/11	11/11	12/11	01/12	02/12	03/12	04/12
<b>Plan Enrollments</b>	<b>27,171</b>	<b>29,706</b>	<b>24,070</b>	<b>21,761</b>	<b>25,061</b>	<b>21,572</b>	<b>33,584</b>	<b>23,980</b>	<b>24,157</b>	<b>23,617</b>	<b>20,463</b>	<b>16,709</b>	<b>22,369</b>
	100%	100%	100%	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%
Inbound Phone	10,902 40%	12,607 42%	9,343 39%	8,101 37%	9,697 39%	8,159 38%	11,370 34%	8,342 35%	7,386 31%	7,745 33%	6,804 33%	5,178 31%	6,969 31%
Outbound Phone	396 1%	966 3%	715 3%	749 3%	790 3%	695 3%	487 1%	459 2%	442 2%	576 2%	383 2%	158 1%	381 2%
Mail	2,599 10%	2,696 9%	2,601 11%	1,900 9%	2,610 10%	2,031 9%	2,913 9%	2,243 9%	2,036 8%	2,086 9%	1,838 9%	1,923 12%	2,391 11%
Fax	147 1%	155 1%	137 1%	97 -	133 1%	124 1%	159 -	96 -	110 -	114 -	128 1%	145 1%	148 1%
Web	1,502 6%	1,991 7%	2,039 8%	1,535 7%	2,208 9%	1,737 8%	2,551 8%	1,839 8%	1,802 7%	1,746 7%	1,843 9%	1,568 9%	2,136 10%
System (Auto Assigned/MMIS)	11,625 43%	11,291 38%	9,235 38%	9,379 43%	9,623 38%	8,826 41%	16,104 48%	11,001 46%	12,381 51%	11,350 48%	9,467 46%	7,737 46%	10,344 46%
<b>FFS Enrollments</b>	<b>55</b>	<b>51</b>	<b>76</b>	<b>53</b>	<b>128</b>	<b>129</b>	<b>57</b>	<b>30</b>	<b>40</b>	<b>13</b>	<b>24</b>	<b>5</b>	<b>26</b>
	-	-	-	-	1%	1%	-	-	-	-	-	-	-
Inbound Phone	36 65%	34 67%	66 87%	43 81%	97 76%	117 91%	41 72%	21 70%	22 55%	7 54%	11 46%	2 40%	15 58%
Outbound Phone	-	-	2 3%	-	-	1 1%	1 2%	-	-	-	-	-	-
Mail	8 15%	13 25%	8 11%	8 15%	30 23%	10 8%	12 21%	8 27%	17 43%	6 46%	12 50%	3 60%	10 38%
Fax	11 20%	3 6%	-	2 4%	1 1%	-	3 5%	1 3%	1 3%	-	1 4%	-	1 4%
Web	-	1 2%	-	-	-	1 1%	-	-	-	-	-	-	-
<b>Total Enrollments</b>	<b>27,226</b>	<b>29,757</b>	<b>24,146</b>	<b>21,814</b>	<b>25,189</b>	<b>21,701</b>	<b>33,641</b>	<b>24,010</b>	<b>24,197</b>	<b>23,630</b>	<b>20,487</b>	<b>16,714</b>	<b>22,395</b>
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Inbound Phone	10,938 40%	12,641 42%	9,409 39%	8,144 37%	9,794 39%	8,276 38%	11,411 34%	8,363 35%	7,408 31%	7,752 33%	6,815 33%	5,180 31%	6,984 31%
Outbound Phone	396 1%	966 3%	717 3%	749 3%	790 3%	696 3%	488 1%	459 2%	442 2%	576 2%	383 2%	158 1%	381 2%
Mail	2,607 10%	2,709 9%	2,609 11%	1,908 9%	2,640 10%	2,041 9%	2,925 9%	2,251 9%	2,053 8%	2,092 9%	1,850 9%	1,926 12%	2,401 11%
Fax	158 1%	158 1%	137 1%	99 -	134 1%	124 1%	162 -	97 -	111 -	114 -	129 1%	145 1%	149 1%
Web	1,502 6%	1,992 7%	2,039 8%	1,535 7%	2,208 9%	1,738 8%	2,551 8%	1,839 8%	1,802 7%	1,746 7%	1,843 9%	1,568 9%	2,136 10%
System (Auto Assigned/MMIS)	11,625 43%	11,291 38%	9,235 38%	9,379 43%	9,623 38%	8,826 41%	16,104 48%	11,001 46%	12,381 51%	11,350 48%	9,467 46%	7,737 46%	10,344 46%

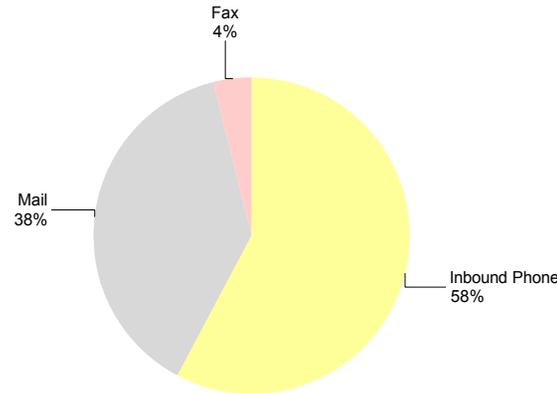
Health Plan Enrollments by Method

Current Enrollment Period



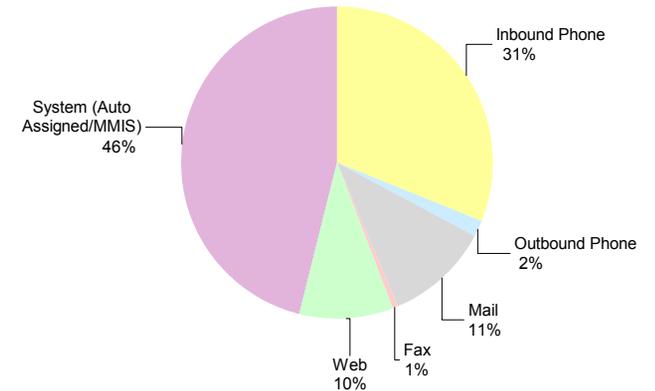
FFS Enrollments by Method

Current Enrollment Period



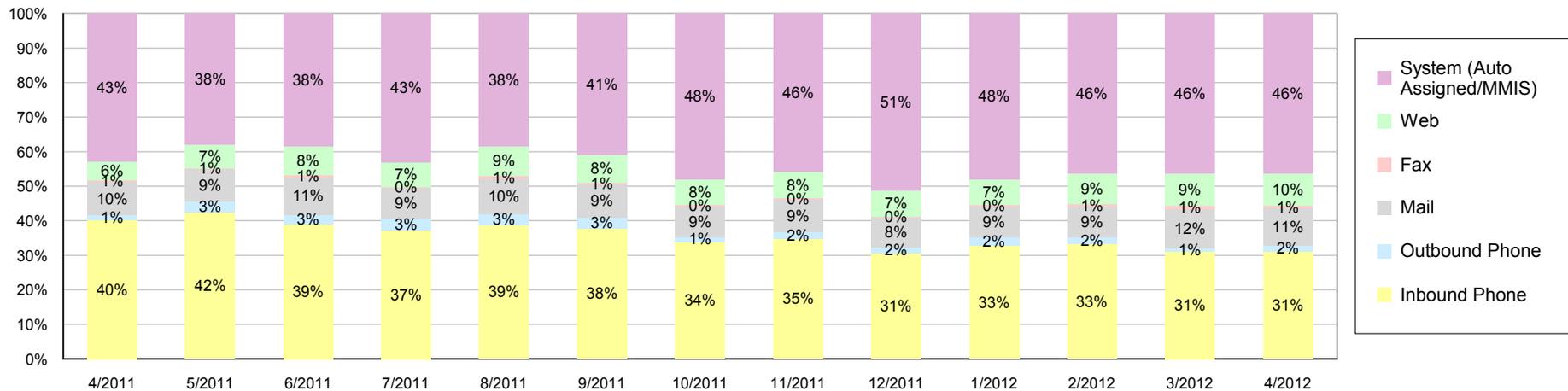
Total Enrollments by Method

Current Enrollment Period



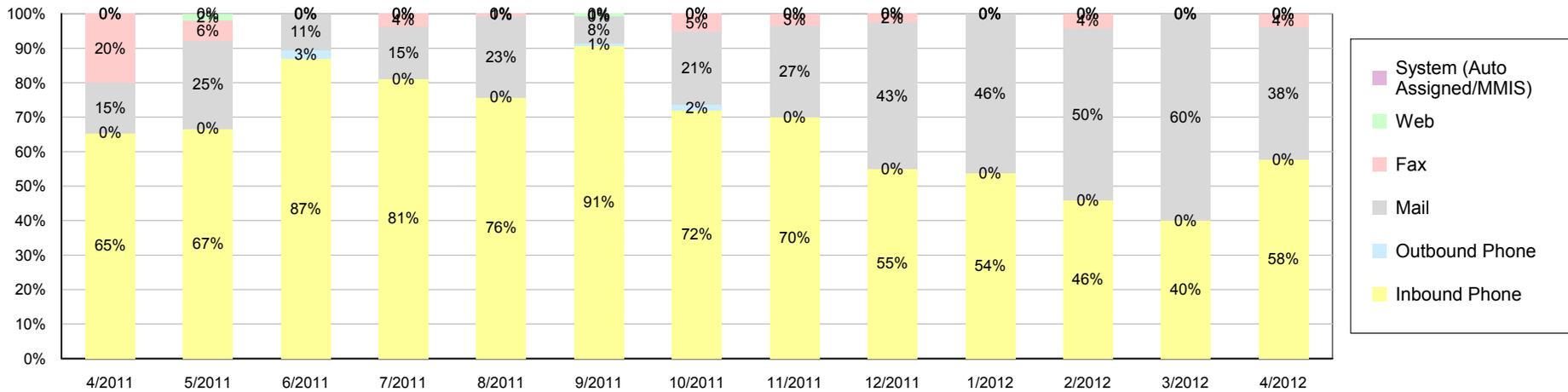
Health Plan Enrollments by Method

Historical Trend



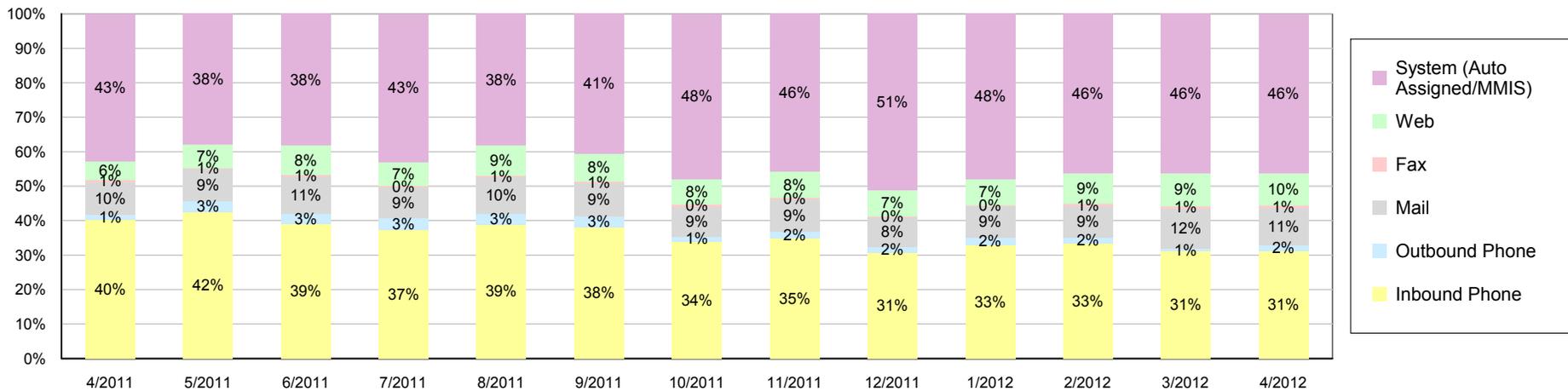
Fee For Service Enrollments by Method

Historical Trend



Total Enrollments by Method

Historical Trend



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### Disenrollment Information (contd.)

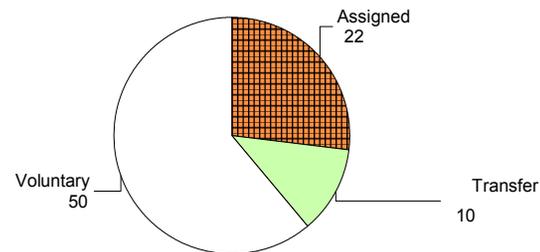
Fee For Service Choice Reasons <i>* 41-Other was not split into Mail/Fax/Web &amp; Phone until August 09</i>	Apr-12		Mar-12		SFY 2012 Jul-11 - Jun-12		Apr-11		Mar-11		SFY 2011 Jul-10 - Jun-11	
	#	%	#	%	#	%	#	%	#	%	#	%
35 - Doctor Not Part Of Network	-	0%	1	20%	16	3%	1	2%	4	57%	9,197	30%
36 - Lack of Access to Providers Experienced With Member's Health Care Needs	-	0%	-	0%	-	0%	-	-	1	14%	134	-
37 - Entering A Waiver Program or enters MFCP	9	35%	-	0%	66	13%	20	36%	-	-	127	-
39 - Not Able To Get The Medicines I Was Able To Get In Regular Medicaid	-	0%	-	0%	-	0%	-	-	-	-	1,310	4%
41 A - Other (Phone)	4	15%	-	0%	145	29%	17	30%	-	-	13,851	45%
41 B - Other (Mail, Fax, Web)	-	0%	-	0%	58	11%	15	27%	1	14%	730	2%
42 - No reason provided on enrollment form	-	0%	-	0%	2	0%	-	-	-	-	2,461	8%
64 - Plan does not cover certain services because of moral or religious reasons	-	0%	-	0%	-	0%	-	-	-	-	22	-
70 - Member Placed Out of Home	10	38%	4	80%	58	11%	2	4%	-	-	77	-
75 - Pharmacy Not Part Of Network	-	0%	-	0%	-	0%	-	-	-	-	9	-
84 - Member utilizes services from multiple par and non-par providers	-	0%	-	0%	-	0%	-	-	-	-	2,631	9%
A - Administrative	3	12%	-	0%	160	32%	1	2%	1	14%	101	-
<b>Total Fee For Service Choice</b>	<b>26</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>505</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>7</b>	<b>100%</b>	<b>30,650</b>	<b>100%</b>

Transfer to Fee For Service Reasons	Apr-12		Mar-12		SFY 2012 Jul-11 - Jun-12		Apr-11		Mar-11		SFY 2011 Jul-10 - Jun-11	
	#	%	#	%	#	%	#	%	#	%	#	%
03 - Member Ineligible for Medicaid	-	0%	-	0%	-	0%	-	-	-	-	1	-%
04 - Member Eligible for Medicare	7	9%	13	19%	84	11%	-	-	-	-	8	-%
08 - Member Has Private HMO Coverage	-	0%	-	0%	-	0%	-	-	-	-	3	-%
30 - Moved Out of Plan Service Area	5	6%	1	1%	49	7%	11	16%	14	10%	102	1%
31 - Got Poor Quality Care	-	0%	-	0%	-	0%	1	1%	-	-	30	-%
34 - Lack of Access to Services Covered Under the Contract	-	0%	-	0%	-	0%	-	-	2	1%	252	2%
35 - Doctor Not Part Of Network	1	1%	3	4%	25	3%	14	20%	43	30%	5,175	46%
36 - Lack of Access to Providers Experienced With Member's Health Care Needs	1	1%	1	1%	2	0%	1	1%	-	-	102	1%
37 - Entering A Waiver Program or enters MFCP	15	18%	9	13%	66	9%	2	3%	-	-	83	1%
39 - Not Able To Get The Medicines I Was Able To Get In Regular Medicaid	-	0%	-	0%	-	0%	3	4%	9	6%	1,191	11%
41 - Other	12	15%	8	12%	199	27%	22	31%	39	27%	2,845	25%
42 - No reason provided on enrollment form	-	0%	-	0%	-	0%	-	-	-	-	69	1%
53 - Didn't Realize What I was Signing Up For	-	0%	-	0%	-	0%	-	-	-	-	54	-%
60 - Member Died	2	2%	-	0%	29	4%	4	6%	5	3%	31	-%
64 - Plan does not cover certain services because of moral or religious reasons	-	0%	-	0%	-	0%	-	-	-	-	22	-%
70 - Member Placed Out of Home	20	24%	16	24%	202	28%	8	11%	15	10%	140	1%
75 - Pharmacy Not Part Of Network	-	0%	-	0%	-	0%	-	-	-	-	6	-%
83 - Want to be Plan with Family Members	-	0%	-	0%	-	0%	-	-	-	-	56	-%
84 - Member utilizes services from multiple par and non-par providers	-	0%	-	0%	4	1%	3	4%	15	10%	969	9%
85 - Health Plan Referral Policy is unfavorable to Member	-	0%	-	0%	-	0%	-	-	1	1%	31	-%
A - Administrative	19	23%	16	24%	72	10%	1	1%	-	-	32	-%
<b>Total Transfers to Fee For Service</b>	<b>82</b>	<b>100%</b>	<b>67</b>	<b>100%</b>	<b>732</b>	<b>100%</b>	<b>70</b>	<b>100%</b>	<b>143</b>	<b>100%</b>	<b>11,202</b>	<b>100%</b>

Transfer Summary

Transfer to Fee For Service by Source of Original Enrollment	Member Enrolled Voluntarily		Member Transferred to the Plan		Member was assigned		Total Disenrollments	
	#	%	#	%	#	%	#	%
03 - Member Ineligible for Medicaid	-	0%	-	0%	-	0%	-	0%
04 - Member Eligible for Medicare	7	14%	-	0%	-	0%	7	9%
08 - Member Has Private HMO Coverage	-	0%	-	0%	-	0%	-	0%
30 - Moved Out of Plan Service Area	1	2%	-	0%	4	18%	5	6%
31 - Got Poor Quality Care	-	0%	-	0%	-	0%	-	0%
34 - Lack of Access to Services Covered Under the Contract	-	0%	-	0%	-	0%	-	0%
35 - Doctor Not Part Of Network	-	0%	-	0%	1	5%	1	1%
36 - Lack of Access to Providers Experienced With Member's Health Care Needs	1	2%	-	0%	-	0%	1	1%
37 - Entering A Waiver Program or enters MFCP	7	14%	1	10%	7	32%	15	18%
39 - Not Able To Get The Medicines I Was Able To Get In Regular Medicaid	-	0%	-	0%	-	0%	-	0%
41 - Other	7	14%	2	20%	3	14%	12	15%
42 - No reason provided on enrollment form	-	0%	-	0%	-	0%	-	0%
53 - Didn't Realize What I was Signing Up For	-	0%	-	0%	-	0%	-	0%
60 - Member Died	2	4%	-	0%	-	0%	2	2%
64 - Plan does not cover certain services because of moral or religious reasons	-	0%	-	0%	-	0%	-	0%
70 - Member Placed Out of Home	17	34%	-	0%	3	14%	20	24%
75 - Pharmacy Not Part Of Network	-	0%	-	0%	-	0%	-	0%
83 - Want to be Plan with Family Members	-	0%	-	0%	-	0%	-	0%
84 - Member utilizes services from multiple par and non-par providers	-	0%	-	0%	-	0%	-	0%
85 - Health Plan Referral Policy is unfavorable to Member	-	0%	-	0%	-	0%	-	0%
A - Administrative	8	16%	7	70%	4	18%	19	23%
<b>Total Enrollment</b>	<b>50</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>22</b>	<b>100%</b>	<b>82</b>	<b>100%</b>

Transfer to Fee For Service by Source of Original Enrollment



	Absolute Total Care	BlueChoice HealthPlan	Carolina Medical Homes	First Choice by Select Health of SC	Palmetto Physician Connections	South Carolina Solutions	UnitedHealthcare Community Plan	FFS	Others	Total Transfers From
<b>Absolute Total Care</b>	-	93	2	349	8	234	55	10	-	<b>751</b>
<b>BlueChoice HealthPlan</b>	168	-	1	341	2	224	35	4	-	<b>775</b>
<b>Carolina Medical Homes</b>	35	32	-	105	2	68	17	7	-	<b>266</b>
<b>First Choice by Select Health of</b>	130	91	-	-	4	208	34	25	-	<b>492</b>
<b>Palmetto Physician Connections</b>	41	36	-	104	-	77	18	5	-	<b>281</b>
<b>South Carolina Solutions</b>	74	47	3	200	3	-	18	16	-	<b>361</b>
<b>UnitedHealthcare Community</b>	148	99	1	221	12	162	-	14	-	<b>657</b>
<b>FFS</b>	5	4	2	7	5	9	2	-	3	<b>37</b>
<b>Others</b>	-	-	-	-	-	-	-	1	-	<b>1</b>
<b>Total Transfers To</b>	<b>601</b>	<b>402</b>	<b>9</b>	<b>1,327</b>	<b>36</b>	<b>982</b>	<b>179</b>	<b>82</b>	<b>3</b>	<b>3,621</b>

**Change Management Notes:** **March 2011:** Page 4 top table: Deleted CCH; Page 4 bottom table: Deleted CHC; Page 5 top table: Deleted AME; Page 5 bottom table: Deleted CCH; Page 4 and 5: Added Palmetto and Carolina Medical Homes to tables and Pie charts. **May 2010:** Please refer to CAR #1981 for several clean-up related changes that were made to Pages 4,5,9 and 10 of the Dashboard.

#### Page 1: Snapshot Summary

This page provides a high level view of Enrollments, Disenrollments, Transfers and Call Center Statistics.

Data is presented for Current Month, Previous Month, and Current State Fiscal Year. Data for Previous Year in a similar format is also presented.

Please refer to the Snapshot Page Glossary for details.

#### Change Management Notes:

- 1) C3 - Zaps to Managed Care data was added starting Dec 08 and is not available for prior months. Voluntary Choice total did not include these numbers prior to Dec 08.
- 2) Current Eligibles section was added starting Dec 08 and is not available for prior months.

#### Page 2: Historical Enrollment Trends (Data)

This is a summary of all members who got letters for scheduled auto assignments and their enrollment outcomes (Chose a Health Plan, Chose FFS, were left in FFS for lack of eligibility or were Auto Assigned). It also provides a summary of those members that were not in the current month's assignment pool, but enrolled into a Health Plan or FFS voluntarily. It also provides Auto Assignment Rate and FFS Choice Rate.

#### Page 3: Historical Enrollment Trends (Percentages & Graphical Summary)

This page includes all members regardless of whether they were in the Assignment Pool and groups them by members selecting a Managed Care Plan, members selecting FFS and members who were Auto Assigned. It provides counts as well as percentages and includes a graphical representation of the percentages.

#### Page 4 & 5: Health Plan Summary

This page provides Voluntary and Auto Assign Enrollment s for members, who had a Current Auto Assign Date, and groups them by individual Health Plan.

Change Management Notes: This page was modified to display enrollments by assign date starting Dec 08. Enrollments by assign date are not available for prior months. Numbers on the third table (SFY 2009 section) include enrollments by start date for the months Jul 08 to Nov 08 and enrollments by assign date Dec 08 onwards. The last table is a count of all enrollments that currently exist in the system.

#### Page 6: Enrollments by Method (Data)

This page provides a count of members who had a Current Auto Assign Date and were thereby enrolled into a Health Plan or Fee For Service by their method of enrollment (calls, web, mail, fax, system etc.)

#### Change Management Notes:

- 1) This page was added starting Dec 08. Includes enrollments by assign date and this data is not available for prior months.
- 2) Voluntary Choice Managed Care Totals on the Snapshot Page (B1 + C1) do not match Health Plan Enrollments by Mail + Fax + Web + Inbound Phone + Outbound Phone on the Enroll by method Page, because some times Voluntary Choices are marked with an enrollment source of "System" and are counted under "System - Auto Assigned (MMIS)" on the Enroll by method page. This happens because of reinstatements, roster updates, system updates etc.. Similarly Auto Assigned total (D) from the Snapshot Page does not match the "System - Auto Assigned (MMIS)" total on the Enroll by method page. On January's report a total of 1,664 Voluntary Choice to Managed Care members were grouped under "System - Auto Assigned (MMIS)" on the Enroll by Method page. Also note that zaps to managed care are not included in the Enroll by Method page.

#### Page 7 & 8: Enrollments by Method (Percentages & Graphical Summary)

This page provides a graphical representation of enrollment by method data.

#### Page 9 & 10: Disenrollment Information

This page provides total counts of Initial Fee for Service Choices or members who are choosing Fee For Service prior to enrollment in a Health Plan. It also provides reasons as to why members transferred from Managed Care to Fee for Service. Sections indicate how their original selection was made before transferring to Fee For Service (voluntary, transferred before going to FFS or were auto assigned to a plan).

Change Management Notes: 41-Other reason code under FFS Initial Choice table, is being split into choices made on the Phone and choice made via Mail, Fax or Web starting Aug 2009.

#### Page 11: Health Plan Transfer Mix

This page provides Summary of Transfers between Health Plans, Transfers from Health Plans to FFS and FFS to Health plans for the Current Month.

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Item #	Item Name	Description
A	Assignment Pool	Count of all members who got letters for Scheduled Auto Assignments. This count excludes members who were left in Fee For Service by default, because of lack of eligibility.
B	Voluntary Choice	Sum of B1 and B2
B1	Voluntary Choice - Managed Care	Count of all members who got letters for Scheduled Auto Assignments and Voluntarily Chose a Managed Care Health Plan.
B2	Voluntary Choice - Fee For Service	Count of all members who got letters for Scheduled Auto Assignments and Voluntarily Chose Fee For Service.
C	Voluntary Choice - Not in Assignment Pool	Sum of C1, C2 and C3.
C1	Voluntary Choice - Not in Assignment Pool - Managed Care	Count of members who were in a Future Assignment or Outreach Pool but enrolled Voluntarily into a Managed Care Health Plan.
C2	Voluntary Choice - Not in Assignment Pool - Fee For Service	Count of members who were in a Future Assignment or Outreach Pool but enrolled Voluntarily into Fee For Service.
C3	Voluntary Choice - Not in Assignment Pool - Zaps to Managed Care	Count of members who were never enrolled into a Health Plan in the past 12 months but were zapped into one in the current assignment period.
D	Auto Assignments	Count of all members who got letters for Scheduled Auto Assignments and were assigned to a Managed Care Health Plan by the System because the members did not make a selection by the scheduled auto assignment date.
E	Total Voluntary Choice (=B+C)	Count of all members who Voluntarily chose a Managed Care Health Plan or to remain in Fee For Service. These members could have come from the current assignment pool, a future assignment pool or the outreach pool.
F	Total Enrollments (=B+C+D)	Count of all members who were enrolled into a Health Plan or Fee For Service, either by Voluntary Choice or by way of Auto Assignment.
G	Fee For Service	Count of all members who Chose Fee For Service. These members could have come from the current assignment pool, a future assignment pool the an outreach pool.
G1	FFS Share of Voluntary Enrollments (=(B2+C2)/E)	Percentage of members choosing Fee For Service among those who made a Voluntary Choice.
G2	FFS Share of Total Enrollments (=(B2+C2)/F)	Percentage of enrollments to Fee For Service among Total Enrollments.
H	Transfer within 90 Days (=H3 + H4)	Count of all members who are in their 90 day choice period and made a Transfer (either to a Health Plan or Fee For Service).
H1	90 Day Choice Period	Count of all members who are in their 90 day choice period. Note that their original enrollments could have been made 90 days prior to the current enrollment period.
H2	Transfer Percent (=(H3+H4)/H1)	Percentage of members who transferred (either to a Health Plan or Fee For Service) among those who were in their 90 Day Choice Period.
H3	90 Day Transfers to FFS	Count of all members who are in their 90 day choice period and transferred to Fee For Service in the Current Enrollment Period.
H4	90 Day Transfers to Health Plans	Count of all members who are in their 90 day choice period and transferred to a Managed Care Health Plan in the Current Enrollment Period.
<b>Current Enrollment Period Snapshot Percentages</b>		
	Target	Voluntary Choice Target
	Actual (=E/F)	Percentage of members Voluntarily choosing a Health Plan or Fee For Service among total members who were enrolled.
	FFS Share of Voluntary Enrollment(=G1)	Percentage of members choosing Fee For Service among those who made a Voluntary Choice.
	MC Share of Voluntary Enrollment (100-G1)	Percentage of members choosing a Managed Care Health Plan among those who made a Voluntary Choice.

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Pie Charts		
1	Enrollments - Voluntary & Auto Assignments	Voluntary Vs Auto Assignment share of total enrollments. It also displays the share of auto assignments that had to be voluntary choices in order to achieve the Target Percentage
2	Share of Voluntary Enrollments	Fee For Service Vs Managed Care share of Voluntary Enrollments,
3	Transfers to FFS by Source of Original Enrollment	Number of members transferring to FFS grouped by their source of original enrollment (Were Auto assigned to a Health Plan before transferring to FFS, were in a Voluntarily selected Health Plan before transferring to FFS, transferred to a Health Plan before transferring to FFS).
Current Eligibles Grid		
1	Enrolled into Managed Care - Assignable	Count of all beneficiaries who were in our assignment pool at some point of time and are currently enrolled in a managed care health plan.
2	Enrolled into Managed Care - Non-Assignable	Count of all beneficiaries who are non assignable and are currently enrolled in a managed care health plan.
3	Enrolled into Managed Care - Total	Count of all beneficiaries who are currently enrolled in a managed care health plan.
4	FFS by Choice - Assignable	Count of all beneficiaries who were in our assignment pool at some point of time and are currently in FFS by choice.
5	FFS by Choice - Non-Assignable	Count of all beneficiaries who are non assignable and are currently in FFS by choice.
6	FFS by Choice - Total	Count of all beneficiaries who are currently in FFS by choice.
7	FFS by Default - Assignable	Count of all beneficiaries who were in our assignment pool at some point of time but had to be left in FFS for lack of eligibility OR are in a future assignment pool and currently in FFS.
8	FFS by Default - Non-Assignable	Count of all beneficiaries who are non-assignable and are currently in FFS by default
9	FFS by Default - Total	Count of all beneficiaries who are in FFS by default.
10	Total - Assignable	Count of all beneficiaries in our system who are assignable.
11	Total - Non-Assignable	Count of all beneficiaries in our system who are NOT assignable.
12	Total	Count of all beneficiaries in our system
Current Enrollment Period Transfers Grid		
		Groups total number of members who were in their 90 day choice period and transferred by the type of transfer made. (MCO-MCO, MCO_MHN, MCO-FFS, MHN-MCO, MHN-FFS, FFS-MCO, FFS-MHN)
Top Transfer/Disenrollment Reasons		
	Fee For Service Choice	Top four reasons why members chose Fee For Service as their Initial Choice. 41-Other is being split into choices made on Phone Vs choices made via Mail/Fax/Web starting Aug 2009.
	Transfer to Fee For Service	Top four reasons why members chose to transfer to Fee For Service.
Call Center Statistics		
		Measures Call Center Performance and includes the said statistics for the current enrollment period.