# Montana Health and Economic Livelihood Partnership (HELP) Program Demonstration

Number: No. 11-W-00300/8

#### SECTION 1115 WAIVER QUARTERLY REPORT

State of Montana



#### **REPORTING PERIOD**

Quarter: 2(4/1/2018 - 6/30/2018)

Demonstration Year: 3 (01/01/18 - 12/31/18)

Date submitted to CMS: December 21, 2018

#### **Demonstration Population**

This demonstration affects eligible individuals ages 19 through 64 in the new adult group under the state plan as authorized by Section 1902(a)(10)(A)(i)(VIII) of the Social Security Act, and 42 CFR 435.119; new adults receive all benefits described in the States Alternative Benefit Plan, which is fully aligned with the States Medicaid Plan.

#### **Events Related to Health Care Delivery, Enrollment, or Other Operations**

**Delivery System** 

In 2017 an amendment to the Section 1115 Montana HELP Program Waiver was submitted and approved by CMS, allowing DPHHS to eliminate the Third Party Administrator (TPA) for the HELP Program. This amendment was implemented January 1, 2018, TPA enrollees in the HELP Program began receiving services approved in the Medicaid State Plan through the State's Fee-for-service system (FFS). Additionally, the premium credit was removed. However, these enrollees continue to be responsible for a monthly premium of two percent of their income and up to three percent of income can be incurred in copayments. Members are not subject to cost share above the maximum five percent income. Blue Cross Blue Shield of Montana (BCBSMT) will continue to be responsible for the claim run out period, which includes claims incurred in 2017 but not processed, through December 31, 2018.

In December, 2017, the Montana Department of Public Health and Human Services (DPHHS) submitted an amendment to the Medicaid Aligned Alternative Benefit Plan (ABP) State Plan to remove any reference to the TPA and confirm alignment of benefits to Standard Medicaid. This request was withdrawn on January 11, 2018 per a phone discussion with CMS, and resubmitted on January 16, 2018. Additionally, DPHHS submitted an amendment to the Cost Share State Plan to remove all reference to the TPA and remove the HELP Plan TPA cost share table. Both amendments were approved on May 3, 2018.

#### Participant and Provider Education

- Participants:
  - The HELP Plan member webpage was updated on January 15, 2018 to reflect the transition.
  - o The Medicaid Newsletter was published to the Medicaid website on February 1, 2018.
  - o The Medicaid Member Guide was updated and published on March 7, 2018.
- Providers:
  - The HELP Plan provider webpage was updated on January 15, 2018 to reflect the transition.

#### **Evaluation Activities**

Federal Evaluation

No, updates in demonstration year 3, quarter2.

#### Challenges

Premium billing: The DPHHS Montana's Program for Automating and Transforming Health Care (MPATH) team was selected to develop a Request for Proposal (RFP) and contract for a new premium invoice billing process as BCBSMT would no longer be contractually obligated to process the HELP Program premiums. Certifi was awarded the contract in early fall 2017. The HELP Program team, MPATH, DPHHS Fiscal, and BCBSMT worked together to develop and implement a new process. Members received their final premium invoice from BCBSMT in December 2017 with their first invoice coming from Certifi in January 2018. In the beginning of 2018, there was a slight delay between BCBSMT shutting down their

premium payment system and Certifi implementing their system. During this period, the Department offered an interim solution and was able to accept payment via the Montana Medicaid webpage. This generated a temporary increase in call volume. Certifi could accept payment beginning January 4, 2018.

#### **Key Milestones and Accomplishments**

Participant Enrollment

Medicaid expansion enrollment grew to 96,235 using enrollment data as of June 30, 2018. Transition

The Department was successful in transiting HELP TPA members to the Medicaid State Plan through the State's Fee-for-service system (FFS) effective January 1, 2018.

#### **Oversight and Monitoring**

TPA Oversight

Oversight of the TPA will continue through the claim run out period, December 31, 2018. DPHHS staff continues to participate in ad hoc meetings with TPA staff to address any outstanding items, such as claim data. In addition, the Department continues to review weekly, monthly, and quarterly reports submitted by the TPA regarding claims processed during the claim run out period.

#### **Conduent Oversite**

The States MPATH team has been designated to monitor the contract between DPHHS and Conduent for the claim processing.

#### **HELP ACT Oversight Committee**

The HELP Oversight Committee met on July 20, 1018. DPHHS meets and presents on a quarterly basis with the HELP ACT Oversight Committee to generally review the implementation of the programs established in the HELP ACT. The committee consists of nine voting members, including legislative members, industry experts, a representative of the states auditor's office, and a member of the general public or staff member of the Governor's Office.

#### **Monitoring Tools**

Below is a list of monitoring tools used by DPHHS for the TPA, these tools will continue through the claim run out period.

| Tool                        | Description                       | Frequency                   |
|-----------------------------|-----------------------------------|-----------------------------|
| IT Status Meetings with TPA | Address any technical updates     | Bi-weekly                   |
|                             | and/or outstanding items          |                             |
| In-Person Meetings with TPA | Discuss agenda items and TPA      | As needed                   |
|                             | task list                         |                             |
| Numbered Letters            | Official correspondence to the    | As needed                   |
|                             | TPA                               |                             |
| Incident Reports            | Description of inaccurate or non- | Within two business days of |
|                             | compliant IT items, the TPA must  | occurrence                  |
|                             | provide details of the item,      |                             |
|                             | resolution, and timeline          |                             |
| Deliverables                | IT, policy, participant and       | Ongoing                     |
|                             | provider education and            |                             |
|                             | correspondence, and materials.    |                             |

| Tool                       | Description                        | Frequency                   |
|----------------------------|------------------------------------|-----------------------------|
| TPA Reporting Requirements | TPA reports provided to the        | Weekly, Monthly, Quarterly, |
|                            | state to monitor claims,           | Annually                    |
|                            | utilization, and customer service. |                             |

#### **Post Award Forum**

No post award forums were held during this quarter. The next forum will be in Demonstration Year 3, Quarter4.

#### **Demonstration Waiver Deliverable Timeline**

Please refer to Appendix A – Montana HELP Program 1115 Demonstration Waiver Deliverable Timeline.

## Appendix A – 1115 Demonstration Waiver Deliverable Timeline

| Quarterly Reports    | Submit to CMS | Date Submitted |
|----------------------|---------------|----------------|
| April 2017 - DY2, Q1 | 5/31/2017     | 5/31/2017      |
| Q2                   | 8/31/2017     | 8/30/2017      |
| Q3                   | 11/30/2017    | 11/30/2017     |
| April 2018 - DY3, Q1 | 5/31/2018     | 12/20/18       |
| Q2                   | 8/31/2018     | 12/20/18       |
| Q3                   | 11/30/2018    |                |
| Q4                   | 2/28/2019     |                |
| April 2019 - DY4, Q1 | 5/31/2019     |                |
| Q2                   | 8/31/2019     |                |
| Q3                   | 11/30/2019    |                |
| Q4                   | 2/28/2020     |                |
| April 2020 - DY5, Q1 | 5/31/2020     |                |
| Q2                   | 8/31/2020     |                |
| Q3                   | 11/30/2020    |                |
| Q4                   | 2/28/2021     |                |
| Annual Reports       |               |                |
| 2016 - DY1           | 3/31/2017     | 3/30/2017      |
| 2017 - DY2           | 3/31/2018     | 8/8/2018       |
| 2018 - DY3           | 3/31/2019     |                |
| 2019 - DY4           | 3/31/2020     |                |
| 2020 - DY5           | 3/31/2021     |                |
| Post Award Forum     |               |                |
| 2016 - DY1           | 7/1/2016      | 6/15/2016      |
| 2017 - DY2           | 7/1/2017      | 6/20/2017      |
| 2018 - DY3           | 11/1/2018     | 12/12/18       |
| 2019 - DY4           | 11/1/2019     |                |
| 2020 - DY5           | 11/1/2020     |                |

| Extension Request  | 7/1/2020   |  |
|--------------------|------------|--|
| Demonstration Ends | 12/31/2020 |  |

## **APPENDIX B**

**Montana HELP Program** 

**Quarterly Reporting Measures for Quarter 2, 2018 (04/01/2018 – 06/30/2018)** 

## **Quarterly HELP Act Measures**

## Quarter 2 Measures April 2018 Data

## **Enrollment (by FPL and Demographic Categories)**

|   |                      |   | -               |                  | 50-100% FPL | 50-100% FPL no | >100% FPL        | >100% FPL no |             |
|---|----------------------|---|-----------------|------------------|-------------|----------------|------------------|--------------|-------------|
| # | Measure              | Definition  | Overall Measure | < 50% FPL        | w/premium   | premium        | w/premium        | premium      |             |
|   | Monthly count of     | Number of unduplicated individuals  | 94975           | 68853            | 11564       | 3381           | 8411             | 2857         |             |
| 1 | total enrollment     | enrolled at any time during the month   |                 |                  |             |                |                  |              |             |
| 1 | Monthly count of     | Number of individuals who began a new   |                 |                  |             |                |                  |              |             |
|   | new enrollees        | enrollment spell this month who have  |                 |                  |             |                |                  |              |             |
|   | new emonees          | not had Medicaid coverage within prior  | 1028            | 691              | 144         | 24             | 138              | 31           |             |
| 2 |                      | 3 months  |                 |                  |             |                |                  |              |             |
|   | Monthly count of     | Number of individuals who began a new   |                 |                  |             |                |                  |              | 1           |
|   | re-enrollments       | enrollment spell this month who have  | 2168            | 1588             | 272         | 69             | 173              | 67           |             |
|   |                      | had Medicaid coverage within the prior  | 2100            | 1300             | 212         | 03             | 1/3              | 07           |             |
| 3 |                      | 3 months  |                 |                  |             |                |                  |              | ]           |
| # | Measure              | Definition  | Overall Measure | 19-20YR          | 21-34YR     | 35-44YR        | 45-54YR          | 55-64YR      | >65YR       |
|   | Monthly count        | Number of unduplicated individuals  |                 |                  |             |                |                  |              |             |
|   | of total             | enrolled at any time during the month   | 94975           | 6500             | 39272       | 19626          | 14802            | 14508        | 266         |
| 1 | enrollment           |   |                 |                  |             |                |                  |              |             |
|   | Monthly count        | Number of individuals who began a new   |                 |                  |             |                |                  |              |             |
|   | of new enrollees     | enrollment spell this month who have not had Medicaid coverage within prior 3 | 1028            | 60               | 470         | 200            | 164              | 133          | 0           |
| 2 |                      | months  | 1020            |                  | 470         | 200            | 104              | 133          |             |
|   | Monthly count        | Number of individuals who began a new   |                 |                  |             |                |                  |              |             |
|   | of re-               | enrollment spell this month who have  |                 |                  |             |                |                  |              |             |
|   | enrollments          | had Medicaid coverage within the prior 3                                      | 2168            | 445              | 809         | 448            | 293              | 169          | 3           |
| 3 |                      | months  |                 |                  |             |                |                  |              |             |
|   |                      |   |                 | Native American  |             |                |                  |              | Unspecified |
| # | Measure              | Definition  | Overall Measure | / Alaskan Native | Asian       | White          | Pacific Islander | Black        | Race        |
|   | Monthly count        | Number of unduplicated individuals  |                 |                  |             |                |                  |              |             |
|   | of total             | enrolled at any time during the month   | 94975           | 14814            | 404         | 65834          | 207              | 837          | 12879       |
| 1 | enrollment           |   |                 |                  |             |                |                  |              |             |
|   | Monthly count        | Number of individuals who began a new   |                 |                  |             |                |                  |              |             |
|   | of new enrollees     | enrollment spell this month who have  | 1028            | 123              | 4           | 689            | _                | 20           | 187         |
|   |                      | not had Medicaid coverage within prior 3                                      | 1028            | 123              | 4           | 009            | 5                | 20           | 10/         |
| 2 | Monthly count        | months  |                 |                  |             |                |                  |              |             |
|   | Monthly count of re- | Number of individuals who began a new enrollment spell this month who have    |                 |                  |             |                |                  |              |             |
|   | enrollments          | had Medicaid coverage within the prior 3                                      | 2100            | 200              | -           | 1520           |                  | 20           | 212         |
| 3 | C Ominicines         | months  | 2168            | 390              | 5           | 1538           | 3                | 20           | 212         |
|   |                      |   |                 |                  |             |                |                  |              |             |

|   |  |  |       |                      | Non-                     | Unspecified        |
|---|--|--|-------|----------------------|--------------------------|--------------------|
| 1 | Measure  Monthly count of total enrollment | <b>Definition</b> Number of unduplicated individuals enrolled at any time during the month                                 | 94975 | Hispanic/Latino 2758 | Hispanic/Latino<br>69362 | Ethnicity<br>22855 |
| 2 | Monthly count of new enrollees             | Number of individuals who began a new enrollment spell this month who have not had Medicaid coverage within prior 3 months | 1028  | 25                   | 703                      | 300                |
| 3 | Monthly count of re-enrollments            | Number of individuals who began a new enrollment spell this month who have had Medicaid coverage within the prior 3 months | 2168  | 84                   | 1787                     | 297                |

| # | Measure                           | Definition   | Overall Measure | Female | Male  |
|---|-----------------------------------|--|-----------------|--------|-------|
| 1 | Monthly count of total enrollment | Number of unduplicated individuals enrolled at any time during the month   | 94975           | 51033  | 43942 |
| 2 | Monthly count of new enrollees    | Number of individuals who began a new enrollment spell this month who have not had Medicaid coverage within prior 3 months | 1028            | 456    | 572   |
| 3 | Monthly count of re-enrollments   | Number of individuals who began a new enrollment spell this month who have had Medicaid coverage within the prior 3 months | 2168            | 1263   | 905   |

## **Premium Payment**

| # | Measure                              | Definition   | Overall Measure | < 50% FPL | 50-100% FPL<br>w/premium | 50-100% FPL no premium | >100% FPL<br>w/premium | >100% FPL no<br>premium |
|---|--------------------------------------|--|-----------------|-----------|--------------------------|------------------------|------------------------|-------------------------|
|   | Monthly count of                     | Among enrolled individuals who owe                                       |                 |           |                          | •                      | •                      | •                       |
|   | beneficiaries                        | premiums, number of beneficiaries who                                    |                 |           |                          |                        |                        |                         |
|   | who paid a                           | paid their premium for this month  | 8605            | 975       | 0                        | 3938                   | 0                      | 3693                    |
|   | premium during                       |  | 8005            | 9/5       | U                        | 3938                   | U                      | 3093                    |
| 4 | the month                            | A service and the distribution to the service                            |                 |           |                          |                        |                        |                         |
|   | Monthly count of<br>beneficiaries in | Among enrolled individuals who owe premiums, number of beneficiaries who |                 |           |                          |                        |                        |                         |
|   | the grace period                     | did not pay their premium for the month                                  |                 |           |                          |                        |                        |                         |
|   | the grace period                     | but are not three months past due  | 11908           | 5         | 6278                     | 0                      | 5624                   | 1                       |
| 5 |                                      | but are not timee months past due  |                 |           |                          |                        |                        | _                       |
|   | Monthly count of                     | Among enrolled individuals who owe                                       |                 |           |                          |                        |                        |                         |
|   | beneficiaries in                     | premiums, number of beneficiaries who                                    |                 |           |                          |                        |                        |                         |
|   | long term arrears                    | have not paid a premium in over three                                    |                 |           |                          |                        |                        |                         |
|   |                                      | months. This includes individuals with                                   |                 |           |                          |                        |                        |                         |
|   |                                      | income between 50-100% FPL who   |                 |           |                          |                        |                        |                         |
|   |                                      | would have been disenrolled for non-                                     |                 |           |                          | _                      |                        |                         |
|   |                                      | payment of premiums if their income                                      | 8796            | 20        | 5679                     | 3                      | 3081                   | 15                      |
| 6 |                                      | had been greater than 100% FPL   |                 |           |                          |                        |                        |                         |
|   | Monthly count of                     | Among enrolled individuals who owe                                       |                 |           |                          |                        |                        |                         |
|   | beneficiaries                        | premium payments, number of  | FC47            | 0         | 4001                     | 1                      | 1555                   | 12                      |
|   | with collectible                     | beneficiaries who have collectible debt                                  | 5647            | 0         | 4081                     | 1                      | 15553                  | 12                      |
| 7 | debt                                 |  |                 |           |                          |                        |                        |                         |

### Mid-year change in circumstance in household composition or income

|    |                                |   |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|--------------------------------|---|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure                        | Definition  | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
|    | Monthly count of               | Number of enrolled beneficiaries who  |                 |           |             |                |           |              |
|    | beneficiaries                  | notified the state of a mid-year change                                       |                 |           |             |                |           |              |
|    | who gave notice                | in circumstance and the change was  |                 |           |             |                |           |              |
|    | of mid-year                    | effective during the reporting month  |                 |           |             |                |           |              |
|    | change in                      |   |                 |           |             |                |           |              |
|    | circumstance in                |   |                 |           |             |                |           |              |
|    | household or                   |   | 1111            | FC2       | 225         | 25             | 227       | 44           |
|    | income                         |   | 1111            | 563       | 235         | 35             | 237       | 41           |
| 8  | information                    |   |                 |           |             |                |           |              |
|    | No premium                     | Number of beneficiaries who notified  |                 |           |             |                |           |              |
|    | change following               | the state of a mid-year change in   |                 |           |             |                |           |              |
|    | mid-year update                | circumstance and experienced no   |                 |           |             |                |           |              |
|    | of household or                | change in their premium requirement   | 855             | 562       | 114         | 35             | 103       | 41           |
|    | income                         | during the reporting month  | 655             | 302       | 114         | 33             | 103       | 41           |
| 9  | information                    | A   |                 |           |             |                |           |              |
|    | Premium                        | Number of beneficiaries who notified  |                 |           |             |                |           |              |
|    | increase                       | the state of a mid-year change in   |                 |           |             |                |           |              |
|    | following mid-                 | circumstance and experienced an   |                 |           |             |                |           |              |
|    | year update of<br>household or | increase in their premium requirement during the reporting month <sup>y</sup> |                 |           |             |                |           |              |
|    | income                         | during the reporting month.   |                 |           |             |                |           |              |
| 10 | information                    |   | 167             | 0         | 55          | 0              | 112       | 0            |
| 10 | imormation                     |   |                 |           |             |                |           |              |
|    | Premium                        | Number of beneficiaries who notified  |                 |           |             |                |           |              |
|    | decrease                       | the state of a mid-year change in   |                 |           |             |                |           |              |
|    | following mid-                 | circumstance and experienced a  |                 |           |             |                |           |              |
|    | year update of                 | decrease in their premium requirement   |                 |           |             |                |           |              |
|    | household or                   | during the reporting month <sup>y</sup>                                       |                 |           |             |                |           |              |
|    | income                         | - · · ·   | 89              | 1         | 66          | 0              | 22        | 0            |
| 11 | information                    |   |                 |           |             |                |           |              |

Y These measures display the FPL bucket to which the individual moved after their premium increased or decreased. In future reports, these measures will display in which FPL bucket the individual originated prior to premium change.

## Dis-enrollments outside annual renewal determinations (by FPL and Demographic Categories)

| #  | Measure   | Definition   | Overall Measure      | < 50% FPL      | 50-100% FPL<br>w/premium | 50-100% FPL no premium | >100% FPL<br>w/premium | >100% FPL no premium |             |
|----|---|--|----------------------|----------------|--------------------------|------------------------|------------------------|----------------------|-------------|
| 12 | Monthly count of total disenrollment                                  | Number of beneficiaries disenrolled from the HELP program mid-year in the reporting month (exclude beneficiaries who disenrolled during their renewal month)   | 2219                 | 1817           | 72                       | 61                     | 179                    | 137                  |             |
| 13 | Monthly count of disenrollment, failure to pay                        | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) for failure to pay<br>premiums  | 108                  | 0              | 0                        | 0                      | 108                    | 0                    |             |
| 14 | Monthly count of disenrollment, continuous eligibility exceptions     | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) due to specifically<br>noted continuous eligibility exceptions<br>for individuals   | 840                  | 840            | 0                        | 0                      | 0                      | 0                    |             |
|    | Monthly count of disenrollment, other                                 | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) for any reason other<br>than failure to pay premiums or a<br>specific continuous eligibility exception  | 1271                 | 977            | 72                       | 61                     | 71                     | 137                  |             |
| 15 |   |  |                      |                |                          |                        |                        |                      |             |
| #  | Measure   | Definition   | Overall Measure      | 19-20YR        | 21-34YR                  | 35-44YR                | 45-54YR                | 55-64YR              | >65YR       |
|    | Measure  Monthly count of total disenrollment                         | Definition  Number of beneficiaries disenrolled from the HELP program mid-year in the reporting month (exclude beneficiaries who disenrolled during their renewal month)   | Overall Measure 2219 | 19-20YR<br>191 | <b>21-34YR</b> 1013      | <b>35-44YR</b> 402     | <b>45-54YR</b> 274     | <b>55-64YR</b> 256   | >65YR<br>83 |
| #  | Monthly count of total  | Number of beneficiaries disenrolled from the HELP program mid-year in the reporting month (exclude beneficiaries who disenrolled during their renewal  |                      |                |                          |                        |                        |                      |             |
| 12 | Monthly count of total disenrollment  Monthly count of disenrollment, | Number of beneficiaries disenrolled from the HELP program mid-year in the reporting month (exclude beneficiaries who disenrolled during their renewal month)  Number of beneficiaries disenrolled mid-year in the reporting month (not their renewal month) for failure to pay | 2219                 | 191            | 1013                     | 402                    | 274                    | 256                  | 83          |

|    |                |  |                 | Native American  |       |       |                  |       | Unspecified |
|----|----------------|--|-----------------|------------------|-------|-------|------------------|-------|-------------|
| #  | Measure        | Definition                                 | Overall Measure | / Alaskan Native | Asian | White | Pacific Islander | Black | Race        |
|    |                | Number of beneficiaries disenrolled from   |                 |                  |       |       |                  |       |             |
|    |                | the HELP program mid-year in the           |                 |                  |       |       |                  |       |             |
|    | Monthly count  | reporting month (exclude beneficiaries     |                 |                  |       |       |                  |       |             |
|    | of total       | who disenrolled during their renewal       | 2219            | 277              | 12    | 1548  | 8                | 30    | 344         |
| 12 | disenrollment  | month)                                     |                 |                  |       |       |                  |       |             |
|    | Monthly count  | Number of beneficiaries disenrolled mid-   |                 |                  |       |       |                  |       |             |
|    | of             | year in the reporting month (not their     |                 |                  |       |       | _                | _     |             |
|    | disenrollment, | renewal month) for failure to pay          | 108             | 0                | 0     | 95    | 0                | 0     | 13          |
| 13 | failure to pay | premiums                                   |                 |                  |       |       |                  |       |             |
|    | Monthly count  |  |                 |                  |       |       |                  |       |             |
|    | of             | Number of beneficiaries disenrolled mid-   |                 |                  |       |       |                  |       |             |
|    | disenrollment, | year in the reporting month (not their     |                 |                  |       |       |                  |       |             |
|    | continuous     | renewal month) due to specifically noted   |                 |                  | _     |       | _                |       |             |
|    | eligibility    | continuous eligibility exceptions for      | 840             | 66               | 4     | 580   | 2                | 14    | 174         |
| 14 | exceptions     | individuals                                |                 |                  |       |       |                  |       |             |
|    |                | Number of beneficiaries disenrolled mid-   |                 |                  |       |       |                  |       |             |
|    | Monthly count  | year in the reporting month (not their     |                 |                  |       |       |                  |       |             |
|    | of             | renewal month) for any reason other        | 4074            | 244              |       | 070   | _                | 1.0   | 457         |
|    | disenrollment, | than failure to pay premiums or a specific | 1271            | 211              | 8     | 873   | 6                | 16    | 157         |
| 15 | other          | continuous eligibility exception           |                 |                  |       |       |                  |       |             |

|    |                  |   |                 |                 | Non-            | Unspecified |
|----|------------------|---|-----------------|-----------------|-----------------|-------------|
| #  | Measure          | Definition                                | Overall Measure | Hispanic/Latino | Hispanic/Latino | Ethnicity   |
|    | Monthly count of | Number of beneficiaries disenrolled       |                 |                 |                 |             |
|    | total            | from the HELP program mid-year in the     |                 |                 |                 |             |
|    | disenrollment    | reporting month (exclude beneficiaries    |                 |                 |                 |             |
|    |                  | who disenrolled during their renewal      | 2219            | 69              | 1535            | 615         |
| 12 |                  | month)                                    |                 |                 |                 |             |
|    | Monthly count of | Number of beneficiaries disenrolled mid-  |                 |                 |                 |             |
|    | disenrollment,   | year in the reporting month (not their    |                 |                 |                 |             |
|    | failure to pay   | renewal month) for failure to pay         | 108             | 1               | 84              | 23          |
| 13 |                  | premiums                                  |                 |                 |                 |             |
|    | Monthly count of | Number of beneficiaries disenrolled mid-  |                 |                 |                 |             |
|    | disenrollment,   | year in the reporting month (not their    |                 |                 |                 |             |
|    | continuous       | renewal month) due to specifically        |                 |                 |                 |             |
|    | eligibility      | noted continuous eligibility exceptions   | 840             | 22              | 494             | 324         |
| 14 | exceptions       | for individuals                           |                 |                 |                 |             |
|    | Monthly count of | Number of beneficiaries disenrolled mid-  |                 |                 |                 |             |
|    | disenrollment,   | year in the reporting month (not their    |                 |                 |                 |             |
|    | other            | renewal month) for any reason other       |                 |                 |                 |             |
|    |                  | than failure to pay premiums or a         | 1271            | 46              | 957             | 268         |
| 15 |                  | specific continuous eligibility exception |                 |                 |                 |             |

| #  | Measure                          | Definition   | Overall Measure | Female | Male |
|----|----------------------------------|--|-----------------|--------|------|
|    |                                  | Number of beneficiaries disenrolled  |                 |        |      |
|    | Monthly count of                 | from the HELP program mid-year in the reporting month (exclude beneficiaries |                 |        |      |
|    | total                            | who disenrolled during their renewal   | 2219            | 1148   | 1071 |
| 12 | disenrollment                    | month)   |                 |        |      |
|    |                                  | Number of beneficiaries disenrolled mid-                                     |                 |        |      |
|    | Monthly count of                 | year in the reporting month (not their                                       | 108             | 1071   | 47   |
| 13 | disenrollment,<br>failure to pay | renewal month) for failure to pay premiums                                   | 100             | 10/1   | 77   |
|    | Monthly count of                 | Number of beneficiaries disenrolled mid-                                     |                 |        |      |
|    | disenrollment,                   | year in the reporting month (not their                                       |                 |        |      |
|    | continuous                       | renewal month) due to specifically   | 840             | 445    | 395  |
| 14 | eligibility<br>exceptions        | noted continuous eligibility exceptions for individuals                      | 040             | 443    | 393  |
| 14 | елсерионз                        | Number of beneficiaries disenrolled mid-                                     |                 |        |      |
|    |                                  | year in the reporting month (not their                                       |                 |        |      |
|    | Monthly count of                 | renewal month) for any reason other  | 1271            | C 4 2  | 630  |
| 15 | disenrollment,                   | than failure to pay premiums or a  | 1271            | 642    | 629  |
| 15 | other                            | specific continuous eligibility exception                                    |                 |        |      |

**Cost sharing limit** 

|    |   |  |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|---|--|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure   | Definition   | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
| 16 | Monthly count of<br>beneficiaries<br>who have<br>exceeded 2% co-<br>pay credit but<br>not reached 5%<br>limit | Count of enrolled individuals who have hit 2% co-pay credit since enrollment and must now make cost sharing payments, but who have not yet reached the 5% cost sharing limit | 142152          | 122110    | 11746       | з              | 8279      | 15           |
| 17 | Monthly count of<br>beneficiaries<br>who have hit 5%<br>cost sharing limit                                    | Count of enrolled individuals who have hit 5% limit on cost sharing and premiums since enrollment, and no longer make cost sharing payments                                  | 126574          | 125999    | 189         | 0              | 385       | 1            |

## Use of preventative services\* (by FPL and demographic categories) \*Measures 18 and 19 incorporate a six-month lag to allow for claim submission; these numbers correlate with members enrolled in June of 2017

|    |                                 | prate a six-month rag to allow for craim submiss                              |                  |                  | 50-100% FPL | 50-100% FPL no | >100% FPL        | >100% FPL no |             |
|----|---------------------------------|---|------------------|------------------|-------------|----------------|------------------|--------------|-------------|
| #  | Measure  Monthly count of       | Definition  Monthly count of beneficiaries who have                           | Overall Measure  | < 50% FPL        | w/premium   | premium        | w/premium        | premium      |             |
|    | beneficiaries                   | accessed incentivized preventive  |                  |                  |             |                |                  |              |             |
|    | who have                        | services, overall   |                  |                  |             |                |                  |              |             |
|    | accessed                        |   |                  |                  |             |                |                  |              |             |
|    | incentivized                    |   |                  |                  |             |                |                  |              |             |
|    | preventive                      |   | 54799            | 40287            | 5904        | 2316           | 4310             | 1982         |             |
| 18 | services, overall               |   |                  |                  |             |                |                  |              |             |
|    | Monthly count of                | Total number of preventive services   |                  |                  |             |                |                  |              |             |
|    | beneficiaries                   | provided during the month six months  |                  |                  |             |                |                  |              |             |
|    | who have                        | prior to the reporting month, divided by                                      |                  |                  |             |                |                  |              |             |
|    | accessed                        | the number of members enrolled during   |                  |                  |             |                |                  |              |             |
|    | incentivized preventive         | that month  | 0.61             | 0.63             | 0.52        | 0.70           | 0.52             | 0.71         |             |
| 19 | services, overall               |   | 0.01             | 0.03             | 0.52        | 0.70           | 0.32             | 0.71         |             |
| #  | Measure                         | Definition  | Overall Measure  | 19-20YR          | 21-34YR     | 35-44YR        | 45-54YR          | 55-64YR      | >65YR       |
| "  | Monthly count of                | Monthly count of beneficiaries who have                                       | C.C.all Micasarc |                  | 34110       | 33 44110       |                  | 55 04110     |             |
|    | beneficiaries who               | accessed incentivized preventive  |                  |                  |             |                |                  |              |             |
|    | have accessed                   | services, overall   |                  |                  |             |                |                  |              |             |
|    | incentivized                    |   |                  |                  |             |                |                  |              |             |
|    | preventive                      |   |                  |                  |             |                | 1000             |              |             |
|    | services, overall               |   | 54799            | 2948             | 20300       | 11558          | 10086            | 9907         | 0           |
| 18 |                                 |   |                  |                  |             |                |                  |              |             |
|    | Monthly count of                | Total number of preventive services   |                  |                  |             |                |                  |              |             |
|    | beneficiaries who have accessed | provided during the month six months prior to the reporting month, divided by |                  |                  |             |                |                  |              |             |
|    | incentivized                    | the number of members enrolled during   |                  |                  |             |                |                  |              |             |
|    | preventive                      | that month  |                  |                  |             |                |                  |              |             |
|    | services, overall               |   | 0.61             | 0.42             | 0.55        | 0.64           | 0.71             | 0.74         | 0           |
| 19 |                                 |   |                  |                  |             |                |                  |              |             |
|    |                                 |   |                  | Native American  |             |                |                  |              | Unspecified |
| #  | Measure                         | Definition  | Overall Measure  | / Alaskan Native | Asian       | White          | Pacific Islander | Black        | Race        |
|    | Monthly count                   | Monthly count of beneficiaries who have                                       |                  |                  |             |                |                  |              |             |
|    | of beneficiaries                | accessed incentivized preventive  |                  |                  |             |                |                  |              |             |
|    | who have                        | services, overall   |                  |                  |             |                |                  |              |             |
|    | accessed                        |   |                  |                  |             |                |                  |              |             |
|    | incentivized                    |   | 54799            | 8351             | 233         | 38323          | 398              | 744          | 6750        |
| 18 | preventive services, overall    |   | 54755            | 0001             | 233         | 30323          | 330              | , , , ,      | 0730        |
| 10 | Monthly count                   | Total number of preventive services   |                  |                  |             |                |                  |              |             |
|    | of beneficiaries                | provided during the month six months  |                  |                  |             |                |                  |              |             |
|    | who have                        | prior to the reporting month, divided by                                      |                  |                  |             |                |                  |              |             |
|    | accessed                        | the number of members enrolled during   |                  |                  |             |                |                  |              |             |
|    |                                 | 9   |                  |                  | l           | 1              |                  |              |             |
|    | incentivized                    | that month  |                  |                  |             |                |                  |              |             |
|    | incentivized<br>preventive      | that month  | 0.61             | 0.61             | 0.54        | 0.62           | 0.55             | 0.60         | 0.57        |

| #  | Measure  | Definition   | Overall Measure | Hispanic/Latino | Non-<br>Hispanic/Latino<br>or Unspecified |
|----|--|--|-----------------|-----------------|---|
| 18 | Monthly count<br>of beneficiaries<br>who have<br>accessed<br>incentivized<br>preventive<br>services, overall | Monthly count of beneficiaries who have accessed incentivized preventive services, overall   | 54799           | 1530            | 53269                                     |
|    | Monthly count<br>of beneficiaries<br>who have<br>accessed<br>incentivized<br>preventive                      | Total number of preventive services provided during the month six months prior to the reporting month, divided by the number of members enrolled during that month | 0.61            | 0.59            | 0.61                                      |
| 19 | services, overall  |  |                 |                 |   |

| #  | Measure           | Definition                               | Overall Measure | Female | Male  |
|----|-------------------|--|-----------------|--------|-------|
|    | Monthly count of  | Monthly count of beneficiaries who have  |                 |        |       |
|    | beneficiaries     | accessed incentivized preventive         |                 |        |       |
|    | who have          | services, overall                        |                 |        |       |
|    | accessed          |  |                 |        |       |
|    | incentivized      |  |                 |        |       |
|    | preventive        |  | 54799           | 32907  | 21892 |
| 18 | services, overall |  |                 |        |       |
|    | Monthly count of  | Total number of preventive services      |                 |        |       |
|    | beneficiaries     | provided during the month six months     |                 |        |       |
|    | who have          | prior to the reporting month, divided by |                 |        |       |
|    | accessed          | the number of members enrolled during    |                 |        |       |
|    | incentivized      | that month                               |                 |        |       |
|    | preventive        |  | 0.61            | 0.68   | 0.53  |
| 19 | services, overall |  |                 |        |       |

### Use of other services\*\*

\*\*Measures 20 through 24 incorporate a six-month lag to allow for claim submission: these numbers correlate with members enrolled in June of 201;

| iviea | Sures 20 trirough 24 i | incorporate a six-month lag to allow for cl:<br>T | aim submission, mese nur<br>I | Tibers correlate with the |             |                | 1 4000/ EDI | 1000/ 501    |
|-------|------------------------|---|-------------------------------|---------------------------|-------------|----------------|-------------|--------------|
|       |                        |   |                               |                           | 50-100% FPL | 50-100% FPL no | >100% FPL   | >100% FPL no |
| #     | Measure                | Definition  | Overall Measure               | < 50% FPL                 | w/premium   | premium        | w/premium   | premium      |
| 20a   | Physician              | PMPM utilization of physician visits              | 0.50                          | 0.00                      | 0.07        | 0.70           | 0.25        | 0.74         |
|       | service                | for currently enrolled beneficiaries              | 0.58                          | 0.66                      | 0.27        | 0.70           | 0.25        | 0.71         |
|       | utilization            |   |                               |                           |             |                |             |              |
| 20b   | Physician or           | PMPM utilization of physician or                  |                               |                           |             |                |             |              |
|       | mid-level              | mid-level practitioner visits for                 | 0.60                          | 0.67                      | 0.00        | 0.74           | 0.00        | 0.74         |
|       | practitioner           | currently enrolled beneficiaries                  | 0.60                          | 0.67                      | 0.30        | 0.71           | 0.29        | 0.71         |
|       | utilization            |   |                               |                           |             |                |             |              |
|       | Prescription           | PMPM prescription fills greater                   |                               |                           |             |                |             |              |
| 21    | drug use               | than 28 days for currently enrolled               | 0.49                          | 0.49                      | 0.45        | 0.57           | 0.45        | 0.58         |
|       |                        | beneficiaries                                     |                               |                           |             |                |             |              |
|       | Emergency              | PMPM emergency department                         |                               |                           |             |                |             |              |
|       | department             | visits for emergent conditions                    |                               |                           |             |                |             |              |
|       | utilization,           | among currently enrolled                          |                               |                           |             |                |             |              |
| 22    | emergency              | beneficiaries (i.e. those not subject             | 0.230                         | 0.288                     | 0.019       | 0.315          | 0.014       | 0.303        |
|       |                        | to a copayment)                                   |                               |                           |             |                |             |              |
|       | Emergency              | PMPM emergency department                         |                               |                           |             |                |             |              |
|       | department             | visits for non-emergent conditions                |                               |                           |             |                |             |              |
|       | utilization, non-      | among currently enrolled                          |                               |                           |             |                |             |              |
| 23    | emergency              | beneficiaries (i.e. those subject to a            | 2.237                         | 3.140                     | 0           | 0              | 0           | 0            |
|       |                        | copayment)  |                               |                           |             |                |             |              |
|       | Inpatient              | PMPM emergency department                         |                               |                           |             |                |             |              |
| 24    | admissions             | visits for non-emergent conditions                |                               |                           |             |                |             |              |
|       |                        | among currently enrolled                          |                               |                           |             |                |             |              |
|       |                        | beneficiaries (i.e. those subject to a            | 0.067                         | 0.084                     | 0.008       | 0.092          | 0.003       | 0.081        |
|       |                        | copayment)  |                               |                           |             |                |             |              |

### Renewal (starting in 2017)

|    |  |  |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|--|--|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure  | Definition   | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
| 25 | Monthly count of beneficiaries due for renewal | Number of beneficiaries due for renewal in the reporting month   | 4991            | 3563      | 577         | 246            | 427       | 178          |
| 26 | Number who did<br>not renew                    | Number of beneficiaries due for renewal in the reporting month who are determined ineligible for the HELP program because they failed to complete or return renewal forms or other required documentation, or who were lost to follow up | 21              | 13        | 0           | 4              | 1         | 3            |
| 27 | Number who lost eligibility                    | Number of beneficiaries due for renewal<br>in the reporting month who respond to<br>renewal notices, but are determined<br>ineligible for the HELP program   | 20              | 12        | 0           | 2              | 1         | 5            |
| 28 | No premium change                              | Number of beneficiaries due for renewal in the reporting month who remain eligible, with no change in premium requirement  | 4933            | 3537      | 569         | 240            | 417       | 170          |
| 29 | Premium<br>increase                            | Number of beneficiaries due for renewal in the reporting month who remain eligible, with an increase in required premium***  | 12              | 0         | 6           | 0              | 6         | 0            |
| 30 | Premium<br>decrease                            | Number of beneficiaries due for renewal in the reporting month who remain eligible, with a decrease required premium***  | 5               | 1         | 2           | 0              | 2         | 0            |

<sup>\*\*\*</sup>These measures display the FPL bucket to which the individual moved after their premium increased or decreased. In future reports, these measures will display in which FPL bucket the individual originated prior to premium change.

Complaints, grievances, and appeals

|    |                  |   |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|------------------|---|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure          | Definition                              | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
|    | Complaints and   | Total number of complaints and          |                 |           |             |                |           |              |
|    | grievances,      | grievances filed in the reporting month |                 |           |             |                |           |              |
|    | Medicaid         | regarding the HELP program              | 0               |           |             |                |           |              |
| 31 | program          |   |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
|    | Complaints and   | Total number of complaints and          |                 |           |             |                |           |              |
|    | grievances, plan | grievances filed in the reporting month | 0               |           |             |                |           |              |
| 32 | administrator    | regarding the plan administrator        |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
|    | Complaints and   | Total number of complaints and          |                 |           |             |                |           |              |
|    | grievances,      | grievances filed in the reporting month | 2               |           |             |                |           |              |
| 33 | provider         | regarding a provider                    |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
|    | Appeals,         | Total number of appeals filed in the    | 35              |           |             |                |           |              |
| 34 | eligibility      | reporting month regarding eligibility   |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
|    | Appeals,         | Total number of appeals filed in the    |                 |           |             |                |           |              |
|    | premiums         | reporting month regarding the size of   | 0               |           |             |                |           |              |
| 35 |                  | premium payments                        |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
|    | Appeals, denial  | Total number of appeals filed in the    |                 |           |             |                |           |              |
|    | of benefits      | reporting month regarding denials of    | 20              |           |             |                |           |              |
| 36 |                  | benefits                                |                 | N/A       | N/A         | N/A            | N/A       | N/A          |

### **Enrollment duration among dis-enrollees**

| #  | Measure      | Definition                              | Overall Measure | < 50% FPL | 50-100% FPL<br>w/premium | 50-100% FPL no<br>premium | >100% FPL<br>w/premium | >100% FPL no<br>premium |
|----|--------------|---|-----------------|-----------|--------------------------|---------------------------|------------------------|-------------------------|
|    | Enrollment   | Number of beneficiaries disenrolled     |                 |           |                          |                           |                        |                         |
|    | duration 0-3 | from the demonstration in the reporting |                 |           |                          |                           |                        |                         |
|    | months       | month (measure 12) who had been         |                 |           |                          |                           |                        |                         |
|    |              | enrolled in the demonstration for 3 or  | 422             | 444       |                          |                           | _                      |                         |
|    |              | fewer months at the time of             | 123             | 111       | 1                        | 1                         | /                      | 4                       |
| 37 |              | disenrollment                           |                 |           |                          |                           |                        |                         |
|    | Enrollment   | Number of beneficiaries disenrolled     |                 |           |                          |                           |                        |                         |
|    | duration 4-6 | from the demonstration in the reporting |                 |           |                          |                           |                        |                         |
|    | months       | month (measure 12) who had been         |                 |           |                          |                           |                        |                         |
|    |              | enrolled in the demonstration for       |                 |           |                          |                           |                        |                         |
|    |              | between 4 and 6 months at the time of   | 457             | 399       | 15                       | 11                        | 22                     | 23                      |
| 38 |              | disenrollment                           |                 |           |                          |                           |                        |                         |
|    | Enrollment   | Number of beneficiaries disenrolled     |                 |           |                          |                           |                        |                         |
|    | duration >6  | from the demonstration in the reporting |                 |           |                          |                           |                        |                         |
|    | months       | month (measure 12) who had been         |                 |           |                          |                           |                        |                         |
|    |              | enrolled in the demonstration for 6 or  |                 |           |                          |                           |                        |                         |
|    |              | more months at the time of              | 1626            | 1306      | 56                       | 49                        | 150                    | 110                     |
| 39 |              | disenrollment                           |                 |           |                          |                           |                        |                         |

## Monthly premiums owed at dis-enrollment

|    |                  |  |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|------------------|--|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure          | Definition                               | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |             |                |           |              |
|    | monthly          | from the demonstration in the reporting  |                 |           |             |                |           |              |
|    | premium at time  | month (measure 12) whose monthly         | _               |           | _           |                |           |              |
|    | of disenrollment | premium at the time of disenrollment     | 7               | 0         | 7           | 0              | 0         | 0            |
| 40 | >\$0 and <\$15   | was greater than \$0 but less than \$15  |                 |           |             |                |           |              |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |             |                |           |              |
|    | monthly          | from the demonstration in the reporting  |                 |           |             |                |           |              |
|    | premium at time  | month (measure 12), whose monthly        |                 |           |             |                |           |              |
|    | of disenrollment | premium at the time of disenrollment     | 122             | 0         | 48          | 0              | 74        | 0            |
| 41 | \$15-<\$30       | was \$15 or greater, but less than \$30  |                 |           |             |                |           |              |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |             |                |           |              |
|    | monthly          | from the demonstration in the reporting  |                 |           |             |                |           |              |
|    | premium at time  | month (measure 12), whose monthly        | 07              |           | 4.6         |                | 74        | •            |
|    | of disenrollment | premium at the time of disenrollment     | 87              | 0         | 16          | 0              | 71        | 0            |
| 42 | \$30-<\$50       | was \$30 or greater, but less than \$50  |                 |           |             |                |           |              |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |             |                |           |              |
|    | monthly          | from the demonstration in the reporting  |                 |           |             |                |           |              |
|    | premium at time  | month (measure 12), whose monthly        | 20              |           |             |                | 20        | •            |
|    | of disenrollment | premium at the time of disenrollment     | 29              | 0         | 1           | 0              | 28        | 0            |
| 43 | \$50-<\$75       | was \$50 or greater, but less than \$75. |                 |           |             |                |           |              |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |             |                |           |              |
|    | monthly          | from the demonstration in the reporting  |                 |           |             |                |           |              |
|    | premium at time  | month (measure 12), whose monthly        |                 |           |             |                | _         |              |
|    | of disenrollment | premium at the time of disenrollment     | 6               | 0         | 0           | 0              | 6         | 0            |
| 44 | ≥\$75            | was \$75 or greater.                     |                 |           |             |                |           |              |

## Total debt owed at disenrollment for failure to pay

|    |                   |   |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|-------------------|---|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure           | Definition                              | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
|    | Amount of total   | Number of beneficiaries disenrolled     |                 |           |             |                |           |              |
|    | debt owed at      | from the demonstration in the reporting |                 |           |             |                |           |              |
|    | time of           | month for failure to pay (measure 13),  |                 |           |             |                |           |              |
|    | disenrollment for | whose total debt owed at the time of    |                 |           |             |                |           |              |
| 45 | failure to pay:   | disenrollment was less than \$50.       | 1               | 0         | 0           | 0              | 1         | 0            |
|    | <\$50             |   |                 |           |             |                |           |              |
|    | Amount of total   | Number of beneficiaries disenrolled     |                 |           |             |                |           |              |
|    | debt owed at      | from the demonstration in the reporting |                 |           |             |                |           |              |
|    | time of           | month for failure to pay (measure 13),  |                 |           |             |                |           |              |
|    | disenrollment for | whose total debt owed at the time of    |                 |           |             |                |           |              |
| 46 | failure to pay:   | disenrollment was greater than or equal | 2               | 0         | 0           | 0              | 2         | 0            |
|    | ≥\$50 but <\$100  | to \$50, but less than \$100.           |                 |           |             |                |           |              |
|    | Amount of total   | Number of beneficiaries disenrolled     |                 |           |             |                |           |              |
|    | debt owed at      | from the demonstration in the reporting |                 |           |             |                |           |              |
|    | time of           | month for failure to pay (measure 13),  |                 |           |             |                |           |              |
|    | disenrollment for | whose total debt owed at the time of    |                 |           |             |                |           |              |
| 47 | failure to pay:   | disenrollment was greater than or equal | 49              | 0         | 0           | 0              | 49        | 0            |
|    | ≥\$100 but <\$150 | to \$100, but less than \$150.          |                 |           |             |                |           |              |
|    | Amount of total   | Number of beneficiaries disenrolled     |                 |           |             |                |           |              |
|    | debt owed at      | from the demonstration in the reporting |                 |           |             |                |           |              |
|    | time of           | month for failure to pay (measure 13),  |                 |           |             |                |           |              |
|    | disenrollment for | whose total debt owed at the time of    |                 |           |             |                |           |              |
| 48 | failure to pay:   | disenrollment was greater than \$150.   | 56              | 0         | 0           | 0              | 56        | 0            |
|    | ≥\$150            |   |                 |           |             |                |           |              |

## **Quarterly HELP Act Measures**

## Quarter 2 Measures May 2018 Data

## **Enrollment (by FPL and Demographic Categories)**

|   |                          |   |                 |                  | 50-100% FPL | 50-100% FPL no | >100% FPL        | >100% FPL no | ]           |
|---|--------------------------|---|-----------------|------------------|-------------|----------------|------------------|--------------|-------------|
| # | Measure                  | Definition                                      | Overall Measure | < 50% FPL        | w/premium   | premium        | w/premium        | premium      |             |
|   | Monthly count of         | Number of unduplicated individuals              |                 |                  |             |                |                  |              |             |
|   | total enrollment         | enrolled at any time during the month           | 95897           | 69902            | 11470       | 3378           | 8346             | 2885         |             |
| 1 |                          |   |                 |                  |             |                |                  |              |             |
|   | Monthly count of         | Number of individuals who began a new           |                 |                  |             |                |                  |              |             |
|   | new enrollees            | enrollment spell this month who have            | 956             | 614              | 148         | 27             | 140              | 27           |             |
| 2 |                          | not had Medicaid coverage within prior          | 950             | 014              | 140         | 27             | 140              | 27           |             |
| 2 | Monthly count of         | 3 months  Number of individuals who began a new |                 |                  |             |                |                  |              | -           |
|   | re-enrollments           | enrollment spell this month who have            |                 |                  |             |                |                  |              |             |
|   | re-emonnents             | had Medicaid coverage within the prior          | 1930            | 1399             | 260         | 66             | 156              | 54           |             |
| 3 |                          | 3 months  | 1330            | 1333             | 200         |                | 130              |              |             |
|   | ••                       | Definition                                      |                 | 10 2010          | 24 2 2 2    | 0.5 4.0/5      | 4= = 0/5         | == covp      |             |
| # | Measure<br>Monthly count | Number of unduplicated individuals              | Overall Measure | 19-20YR          | 21-34YR     | 35-44YR        | 45-54YR          | 55-64YR      | >65YR       |
|   | of total                 | enrolled at any time during the month           | 95897           | 6567             | 39607       | 19826          | 14954            | 14625        | 317         |
| 1 | enrollment               | enrolled at any time during the month           | 33037           | 0307             | 33007       | 13020          | 11331            | 11023        | 317         |
|   | Monthly count            | Number of individuals who began a new           |                 |                  |             |                |                  |              |             |
|   | of new enrollees         | enrollment spell this month who have            |                 |                  |             |                |                  |              |             |
|   | or men em emees          | not had Medicaid coverage within prior 3        | 956             | 41               | 429         | 207            | 152              | 127          | 0           |
| 2 |                          | months  |                 |                  |             |                |                  |              |             |
|   | Monthly count            | Number of individuals who began a new           |                 |                  |             |                |                  |              |             |
|   | of re-                   | enrollment spell this month who have            |                 |                  |             |                |                  |              |             |
|   | enrollments              | had Medicaid coverage within the prior 3        | 1930            | 395              | 776         | 391            | 226              | 142          | 0           |
| 3 |                          | months  |                 |                  |             |                |                  |              |             |
|   |                          |   |                 | Native American  |             |                |                  |              | Unspecified |
| # | Measure                  | Definition                                      | Overall Measure | / Alaskan Native | Asian       | White          | Pacific Islander | Black        | Race        |
|   | Monthly count            | Number of unduplicated individuals              |                 |                  |             |                |                  |              |             |
|   | of total                 | enrolled at any time during the month           | 95897           | 14987            | 404         | 66474          | 208              | 859          | 12965       |
| 1 | enrollment               |   |                 |                  |             |                |                  |              |             |
|   | Monthly count            | Number of individuals who began a new           |                 |                  |             |                |                  |              |             |
|   | of new enrollees         | enrollment spell this month who have            | 050             | 120              |             | C41            | -                | 12           | 152         |
| _ |                          | not had Medicaid coverage within prior 3        | 956             | 139              | 6           | 641            | 5                | 12           | 153         |
| 2 |                          | months  |                 |                  |             |                |                  |              |             |
|   | Monthly count            | Number of individuals who began a new           |                 |                  |             |                |                  |              |             |
|   | of re-                   | enrollment spell this month who have            |                 |                  |             |                |                  |              |             |
|   | enrollments              | had Medicaid coverage within the prior 3        | 1930            | 380              | 11          | 1309           | 7                | 11           | 212         |
| 3 |                          | months  |                 | 1                | 1           | I              | 1                | 1            | 1           |

|   |                                   |  |                 |                 | Non-            | Unspecified |
|---|-----------------------------------|--|-----------------|-----------------|-----------------|-------------|
| # | Measure                           | Definition   | Overall Measure | Hispanic/Latino | Hispanic/Latino | Ethnicity   |
| 1 | Monthly count of total enrollment | Number of unduplicated individuals enrolled at any time during the month   | 95897           | 2777            | 70168           | 22952       |
| 2 | Monthly count of new enrollees    | Number of individuals who began a new enrollment spell this month who have not had Medicaid coverage within prior 3 months | 956             | 31              | 648             | 277         |
| 3 | Monthly count of re-enrollments   | Number of individuals who began a new enrollment spell this month who have had Medicaid coverage within the prior 3 months | 1930            | 72              | 1591            | 267         |

| # | Measure                           | Definition   | Overall Measure | Female | Male  |
|---|-----------------------------------|--|-----------------|--------|-------|
| 1 | Monthly count of total enrollment | Number of unduplicated individuals enrolled at any time during the month   | 95897           | 51471  | 44426 |
| 2 | Monthly count of new enrollees    | Number of individuals who began a new enrollment spell this month who have not had Medicaid coverage within prior 3 months | 956             | 444    | 512   |
| 3 | Monthly count of re-enrollments   | Number of individuals who began a new enrollment spell this month who have had Medicaid coverage within the prior 3 months | 1930            | 1128   | 802   |

## **Premium Payment**

| # | Measure           | Definition   | Overall Measure | < 50% FPL | 50-100% FPL<br>w/premium | 50-100% FPL no premium | >100% FPL<br>w/premium | >100% FPL no premium |
|---|-------------------|--|-----------------|-----------|--------------------------|------------------------|------------------------|----------------------|
|   | Monthly count of  | Among enrolled individuals who owe                             |                 |           | ••                       | ·                      |                        | •                    |
|   | beneficiaries     | premiums, number of beneficiaries who                          |                 |           |                          |                        |                        |                      |
|   | who paid a        | paid their premium for this month                              |                 |           |                          |                        |                        |                      |
|   | premium during    |  | 9066            | 751       | 0                        | 4291                   | 0                      | 4025                 |
| 4 | the month         |  |                 |           |                          |                        |                        |                      |
|   | Monthly count of  | Among enrolled individuals who owe                             |                 |           |                          |                        |                        |                      |
|   | beneficiaries in  | premiums, number of beneficiaries who                          |                 |           |                          |                        |                        |                      |
|   | the grace period  | did not pay their premium for the month                        | 12007           | 2         | 6344                     | 0                      | 5740                   | 1                    |
| _ |                   | but are not three months past due                              | 12087           | 2         | 0344                     | 0                      | 3740                   | 1                    |
| 5 |                   |  |                 |           |                          |                        |                        |                      |
|   | Monthly count of  | Among enrolled individuals who owe                             |                 |           |                          |                        |                        |                      |
|   | beneficiaries in  | premiums, number of beneficiaries who                          |                 |           |                          |                        |                        |                      |
|   | long term arrears | have not paid a premium in over three                          |                 |           |                          |                        |                        |                      |
|   |                   | months. This includes individuals with                         |                 |           |                          |                        |                        |                      |
|   |                   | income between 50-100% FPL who                                 |                 |           |                          |                        |                        |                      |
|   |                   | would have been disenrolled for non-                           | 8439            | 17        | 5516                     | 4                      | 2888                   | 15                   |
| 6 |                   | payment of premiums if their income                            | 0433            | 17        | 3310                     | 7                      | 2000                   | 13                   |
| Ь | Monthly count of  | had been greater than 100% FPL                                 |                 |           |                          |                        |                        |                      |
|   | beneficiaries     | Among enrolled individuals who owe premium payments, number of |                 |           |                          |                        |                        |                      |
|   | with collectible  | beneficiaries who have collectible debt                        | 5622            | 0         | 4052                     | 2                      | 1556                   | 12                   |
| 7 | debt              | beneficiaries who have collectible debt                        |                 |           |                          | _                      |                        |                      |
| / | uent              |  |                 |           |                          |                        |                        |                      |

### Mid-year change in circumstance in household composition or income

|    |                                 |   |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |  |
|----|---------------------------------|---|-----------------|-----------|-------------|----------------|-----------|--------------|--|
| #  | Measure                         | Definition  | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |  |
|    | Monthly count of                | Number of enrolled beneficiaries who                                |                 |           |             |                |           |              |  |
|    | beneficiaries                   | notified the state of a mid-year change                             |                 |           |             |                |           |              |  |
|    | who gave notice                 | in circumstance and the change was                                  |                 |           |             |                |           |              |  |
|    | of mid-year                     | effective during the reporting month                                |                 |           |             |                |           |              |  |
|    | change in                       |   |                 |           |             |                |           |              |  |
|    | circumstance in                 |   |                 |           |             |                |           |              |  |
|    | household or                    |   | 1083            | 542       | 230         | 38             | 234       | 39           |  |
|    | income                          |   | 1005            | 342       | 230         | 30             | 234       | 39           |  |
| 8  | information                     | Alough and the additional beautiful                                 |                 |           |             |                |           |              |  |
|    | No premium                      | Number of beneficiaries who notified                                |                 |           |             |                |           |              |  |
|    | change following                | the state of a mid-year change in                                   |                 |           |             |                |           |              |  |
|    | mid-year update of household or | circumstance and experienced no change in their premium requirement |                 |           |             |                |           |              |  |
|    | income                          | during the reporting month  | 820             | 542       | 103         | 38             | 98        | 39           |  |
| 9  | information                     | during the reporting month  |                 |           |             |                |           |              |  |
|    | Premium                         | Number of beneficiaries who notified                                |                 |           |             |                |           |              |  |
|    | increase                        | the state of a mid-year change in                                   |                 |           |             |                |           |              |  |
|    | following mid-                  | circumstance and experienced an                                     |                 |           |             |                |           |              |  |
|    | year update of                  | increase in their premium requirement                               |                 |           |             |                |           |              |  |
|    | household or                    | during the reporting month <sup>y</sup>                             |                 |           |             |                |           |              |  |
|    | income                          |   |                 |           |             |                |           |              |  |
| 10 | information                     |   | 170             | 0         | 54          | 0              | 116       | 0            |  |
|    |                                 |   |                 |           |             |                |           |              |  |
|    | Premium                         | Number of beneficiaries who notified                                |                 |           |             |                |           |              |  |
|    | decrease                        | the state of a mid-year change in                                   |                 |           |             |                |           |              |  |
|    | following mid-                  | circumstance and experienced a                                      |                 |           |             |                |           |              |  |
|    | year update of                  | decrease in their premium requirement                               |                 |           |             |                |           |              |  |
|    | household or                    | during the reporting month <sup>y</sup>                             | 93              | 0         | 73          | 0              | 20        | 0            |  |
| 11 | income<br>information           |   |                 |           | /3          |                | 20        |              |  |
| 11 | iniormation                     |   |                 |           | 1           |                | 1         | 1            |  |

Y These measures display the FPL bucket to which the individual moved after their premium increased or decreased. In future reports, these measures will display in which FPL bucket the individual originated prior to premium change.

### Dis-enrollments outside annual renewal determinations (by FPL and Demographic Categories)

|    |   |   |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |       |
|----|---|---|-----------------|-----------|-------------|----------------|-----------|--------------|-------|
| #  | Measure   | Definition  | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |       |
| 12 | Monthly count of total disenrollment                              | Number of beneficiaries disenrolled from the HELP program mid-year in the reporting month (exclude beneficiaries who disenrolled during their renewal month)  | 2210            | 1604      | 187         | 80             | 258       | 163          |       |
| 13 | Monthly count of disenrollment, failure to pay                    | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) for failure to pay<br>premiums   | 189             | 0         | 0           | 0              | 189       | 0            |       |
| 14 | Monthly count of disenrollment, continuous eligibility exceptions | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) due to specifically<br>noted continuous eligibility exceptions<br>for individuals                      | 688             | 688       | 0           | 0              | 0         | 0            |       |
|    | Monthly count of disenrollment, other                             | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) for any reason other<br>than failure to pay premiums or a<br>specific continuous eligibility exception | 1333            | 916       | 187         | 80             | 69        | 163          |       |
| 15 |   |   |                 |           |             |                |           |              | T     |
| #  | Measure   | Definition  | Overall Measure | 19-20YR   | 21-34YR     | 35-44YR        | 45-54YR   | 55-64YR      | >65YR |
| 12 | Monthly count of total disenrollment                              | Number of beneficiaries disenrolled from the HELP program mid-year in the reporting month (exclude beneficiaries who disenrolled during their renewal month)  | 2210            | 163       | 1026        | 466            | 260       | 234          | 59    |
| 13 | Monthly count of disenrollment, failure to pay                    | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) for failure to pay<br>premiums   | 189             | 7         | 104         | 42             | 22        | 14           | 0     |
| 14 | Monthly count of disenrollment, continuous eligibility exceptions | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) due to specifically<br>noted continuous eligibility exceptions<br>for individuals                      | 688             | 41        | 326         | 138            | 91        | 92           | 0     |
|    | Monthly count of  | Number of beneficiaries disenrolled mid-  |                 |           |             |                |           |              |       |

|    |   |   |                 | Native American  |       |       |                  |       | Unspecified |
|----|---|---|-----------------|------------------|-------|-------|------------------|-------|-------------|
| #  | Measure   | Definition  | Overall Measure | / Alaskan Native | Asian | White | Pacific Islander | Black | Race        |
| 12 | Monthly count of total disenrollment                              | Number of beneficiaries disenrolled from<br>the HELP program mid-year in the<br>reporting month (exclude beneficiaries<br>who disenrolled during their renewal<br>month)                                    | 2210            | 317              | 13    | 1569  | 7                | 31    | 273         |
| 13 | Monthly count of disenrollment, failure to pay                    | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) for failure to pay<br>premiums   | 189             | 0                | 3     | 159   | 2                | 5     | 20          |
| 14 | Monthly count of disenrollment, continuous eligibility exceptions | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) due to specifically noted<br>continuous eligibility exceptions for<br>individuals                      | 688             | 94               | 3     | 468   | 1                | 8     | 114         |
| 15 | Monthly count of disenrollment, other                             | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) for any reason other<br>than failure to pay premiums or a specific<br>continuous eligibility exception | 1333            | 223              | 7     | 942   | 4                | 18    | 139         |

|    |                  |   |                 |                 | Non-            | Unspecified |
|----|------------------|---|-----------------|-----------------|-----------------|-------------|
| #  | Measure          | Definition                                | Overall Measure | Hispanic/Latino | Hispanic/Latino | Ethnicity   |
|    | Monthly count of | Number of beneficiaries disenrolled       |                 |                 |                 |             |
|    | total            | from the HELP program mid-year in the     |                 |                 |                 |             |
|    | disenrollment    | reporting month (exclude beneficiaries    |                 |                 |                 |             |
|    |                  | who disenrolled during their renewal      | 2210            | 91              | 1625            | 494         |
| 12 |                  | month)                                    |                 |                 |                 |             |
|    | Monthly count of | Number of beneficiaries disenrolled mid-  |                 |                 |                 |             |
|    | disenrollment,   | year in the reporting month (not their    |                 |                 |                 |             |
|    | failure to pay   | renewal month) for failure to pay         | 189             | 8               | 151             | 30          |
| 13 |                  | premiums                                  |                 |                 |                 |             |
|    | Monthly count of | Number of beneficiaries disenrolled mid-  |                 |                 |                 |             |
|    | disenrollment,   | year in the reporting month (not their    |                 |                 |                 |             |
|    | continuous       | renewal month) due to specifically        | C00             | 24              | 427             | 220         |
|    | eligibility      | noted continuous eligibility exceptions   | 688             | 31              | 427             | 230         |
| 14 | exceptions       | for individuals                           |                 |                 |                 |             |
|    | Monthly count of | Number of beneficiaries disenrolled mid-  |                 |                 |                 |             |
|    | disenrollment,   | year in the reporting month (not their    |                 |                 |                 |             |
|    | other            | renewal month) for any reason other       | 4222            | F2              | 1047            | 224         |
|    |                  | than failure to pay premiums or a         | 1333            | 52              | 1047            | 234         |
| 15 |                  | specific continuous eligibility exception |                 |                 |                 |             |

| #  | Measure   | Definition  | Overall Measure | Female | Male |
|----|---|---|-----------------|--------|------|
| 12 | Monthly count of total disenrollment                              | Number of beneficiaries disenrolled from the HELP program mid-year in the reporting month (exclude beneficiaries who disenrolled during their renewal month)  | 2210            | 1166   | 1044 |
| 13 | Monthly count of disenrollment, failure to pay                    | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) for failure to pay<br>premiums   | 189             | 114    | 75   |
| 14 | Monthly count of disenrollment, continuous eligibility exceptions | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) due to specifically<br>noted continuous eligibility exceptions<br>for individuals                      | 688             | 361    | 327  |
| 15 | Monthly count of disenrollment, other                             | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) for any reason other<br>than failure to pay premiums or a<br>specific continuous eligibility exception | 1333            | 691    | 642  |

## **Cost sharing limit**

|    |                    |  |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|--------------------|--|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure            | Definition                             | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
|    | Monthly count of   | Count of enrolled individuals who have |                 |           |             |                |           |              |
|    | beneficiaries      | hit 2% co-pay credit since enrollment  |                 |           |             |                |           |              |
|    | who have           | and must now make cost sharing         |                 |           |             |                |           |              |
|    | exceeded 2% co-    | payments, but who have not yet         |                 |           |             |                |           |              |
|    | pay credit but     | reached the 5% cost sharing limit      |                 |           |             |                |           |              |
|    | not reached 5%     |  | 1641            | 1256      | 190         | 0              | 195       | 0            |
| 16 | limit              |  |                 |           |             |                |           |              |
|    | Monthly count of   | Count of enrolled individuals who have |                 |           |             |                |           |              |
|    | beneficiaries      | hit 5% limit on cost sharing and       |                 |           |             |                |           |              |
|    | who have hit 5%    | premiums since enrollment, and no      | 3971            | 3484      | 184         | 1              | 300       | 2            |
| 17 | cost sharing limit | longer make cost sharing payments      |                 |           |             |                |           |              |

## Use of preventative services\* (by FPL and demographic categories) \*Measures 18 and 19 incorporate a six-month lag to allow for claim submission; these numbers correlate with members enrolled in June of 2017

| #   | Measure                          | Definition   | Overall Measure | < 50% FPL        | 50-100% FPL<br>w/premium | 50-100% FPL no premium | >100% FPL<br>w/premium | >100% FPL no premium |             |
|-----|----------------------------------|--|-----------------|------------------|--------------------------|------------------------|------------------------|----------------------|-------------|
| 11  | Monthly count of                 | Monthly count of beneficiaries who have                                  | Overall Measure | \ 307011E        | w/premium                | premium                | w/premium              | premium              |             |
|     | beneficiaries                    | accessed incentivized preventive   |                 |                  |                          |                        |                        |                      |             |
|     | who have                         | services, overall  |                 |                  |                          |                        |                        |                      |             |
|     | accessed                         |  |                 |                  |                          |                        |                        |                      |             |
|     | incentivized                     |  | 56301           | 41656            | 5938                     | 2367                   | 4287                   | 2053                 |             |
| 18  | preventive<br>services, overall  |  | 30301           | 41030            | 3336                     | 2307                   | 4207                   | 2033                 |             |
| 18  | Monthly count of                 | Total number of preventive services                                      |                 |                  |                          |                        |                        |                      |             |
|     | beneficiaries                    | provided during the month six months                                     |                 |                  |                          |                        |                        |                      |             |
|     | who have                         | prior to the reporting month, divided by                                 |                 |                  |                          |                        |                        |                      |             |
|     | accessed                         | the number of members enrolled during                                    |                 |                  |                          |                        |                        |                      |             |
|     | incentivized                     | that month   |                 |                  |                          |                        |                        |                      |             |
|     | preventive                       |  | 0.61            | 0.63             | 0.52                     | 0.66                   | 0.51                   | 0.67                 |             |
| 19  | services, overall                |  |                 |                  |                          |                        |                        |                      |             |
| #   | Measure                          | Definition   | Overall Measure | 19-20YR          | 21-34YR                  | 35-44YR                | 45-54YR                | 55-64YR              | >65YR       |
|     | Monthly count of                 | Monthly count of beneficiaries who have                                  |                 |                  |                          |                        |                        |                      |             |
|     | beneficiaries who                | accessed incentivized preventive   |                 |                  |                          |                        |                        |                      |             |
|     | have accessed incentivized       | services, overall  |                 |                  |                          |                        |                        |                      |             |
|     | preventive                       |  |                 |                  |                          |                        |                        |                      |             |
|     | services, overall                |  | 56301           | 3039             | 20914                    | 11943                  | 10266                  | 10139                | 0           |
| 18  | ,                                |  |                 |                  |                          |                        |                        |                      |             |
|     | Monthly count of                 | Total number of preventive services                                      |                 |                  |                          |                        |                        |                      |             |
|     | beneficiaries who                | provided during the month six months                                     |                 |                  |                          |                        |                        |                      |             |
|     | have accessed                    | prior to the reporting month, divided by                                 |                 |                  |                          |                        |                        |                      |             |
|     | incentivized                     | the number of members enrolled during that month                         |                 |                  |                          |                        |                        |                      |             |
|     | preventive services, overall     | that month   | 0.61            | 0.43             | 0.55                     | 0.64                   | 0.70                   | 0.72                 | 0           |
| 19  | services, overall                |  |                 |                  |                          |                        |                        |                      |             |
|     |                                  |  |                 | Native American  |                          |                        |                        |                      | Unspecified |
| #   | Measure                          | Definition   | Overall Measure | / Alaskan Native | Asian                    | White                  | Pacific Islander       | Black                | Race        |
|     | Monthly count                    | Monthly count of beneficiaries who have                                  |                 | ,                |                          |                        |                        |                      |             |
|     | of beneficiaries                 | accessed incentivized preventive   |                 |                  |                          |                        |                        |                      |             |
|     | who have                         | services, overall  |                 |                  |                          |                        |                        |                      |             |
|     | accessed                         |  |                 |                  |                          |                        |                        |                      |             |
|     | incentivized                     |  | F6201           | 9666             | 240                      | 20277                  | 402                    | 705                  | 6021        |
| 4.0 | preventive                       |  | 56301           | 8666             | 240                      | 39277                  | 402                    | 785                  | 6931        |
| 18  | services, overall  Monthly count | Total number of proventive consists                                      |                 |                  |                          |                        |                        |                      |             |
|     | of beneficiaries                 | Total number of preventive services provided during the month six months |                 |                  |                          |                        |                        |                      |             |
|     | who have                         | prior to the reporting month, divided by                                 |                 |                  |                          |                        |                        |                      |             |
|     | accessed                         | the number of members enrolled during                                    |                 |                  |                          |                        |                        |                      |             |
|     | incentivized                     | that month   |                 |                  |                          |                        |                        |                      |             |
| 1 1 |                                  |  |                 |                  |                          |                        |                        | 0.00                 | 0.50        |
|     | preventive                       |  | 0.61            | 0.61             | 0.53                     | 0.62                   | 0.54                   | 0.62                 | 0.56        |

| Measure           | Definition   | Overall Measure  | Hispanic/Latino   | Non-<br>Hispanic/Latino<br>or Unspecified   |
|-------------------|--|--|---|---|
| Monthly count     | Monthly count of beneficiaries who   |  |   |   |
|                   | •  |  |   |   |
|                   | services, overall  |  |   |   |
|                   |  |  |   |   |
|                   |  | 56301  | 1593  | 54708   |
| services, overall |  |  |   |   |
| Monthly count     | Total number of preventive services  |  |   |   |
| of beneficiaries  | provided during the month six months   |  |   |   |
| who have          | prior to the reporting month, divided by   |  |   |   |
| accessed          | 9  |  |   |   |
|                   | that month   | 0.61   | 0.60  | 0.61  |
| •                 |  | 0.01   | 0.00  | 0.01  |
| services, overall |  |  |   |   |
|                   | of beneficiaries who have accessed incentivized preventive services, overall Monthly count of beneficiaries who have | of beneficiaries who have accessed incentivized preventive services, overall  Monthly count of beneficiaries who have accessed incentivized provided during the month six months prior to the reporting month, divided by the number of members enrolled during that month  Total number of preventive services provided during the month six months prior to the reporting month, divided by the number of members enrolled during that month | of beneficiaries who have accessed incentivized preventive services, overall  Accessed incentivized preventive services, overall  Monthly count of beneficiaries who have accessed incentivized provided during the month six months prior to the reporting month, divided by the number of members enrolled during incentivized preventive  Total number of preventive services provided during the month six months prior to the reporting month, divided by the number of members enrolled during that month  O.61 | of beneficiaries who have accessed incentivized preventive services, overall  Accessed incentivized preventive services, overall  Monthly count of beneficiaries who have accessed incentivized provided during the month six months prior to the reporting month, divided by the number of members enrolled during incentivized preventive  Total number of preventive services provided during the month six months prior to the reporting month, divided by the number of members enrolled during that month  O.61  0.60 |

| #  | Measure           | Definition                               | Overall Measure | Female | Male  |
|----|-------------------|--|-----------------|--------|-------|
|    | Monthly count of  | Monthly count of beneficiaries who have  |                 |        |       |
|    | beneficiaries     | accessed incentivized preventive         |                 |        |       |
|    | who have          | services, overall                        |                 |        |       |
|    | accessed          |  |                 |        |       |
|    | incentivized      |  |                 |        |       |
|    | preventive        |  | 56301           | 32907  | 21892 |
| 18 | services, overall |  |                 |        |       |
|    | Monthly count of  | Total number of preventive services      |                 |        |       |
|    | beneficiaries     | provided during the month six months     |                 |        |       |
|    | who have          | prior to the reporting month, divided by |                 |        |       |
|    | accessed          | the number of members enrolled during    |                 |        |       |
|    | incentivized      | that month                               | 0.01            |        |       |
|    | preventive        |  | 0.61            | 0.68   | 0.53  |
| 19 | services, overall |  |                 |        |       |

### Use of other services\*\*

\*\*Measures 20 through 24 incorporate a six-month lag to allow for claim submission; these numbers correlate with members enrolled in June of 2017

|     |                   |  |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|-----|-------------------|--|-----------------|-----------|-------------|----------------|-----------|--------------|
| #   | Measure           | Definition                             | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
| 20a | Physician         | PMPM utilization of physician visits   | 0.57            | 0.00      | 0.27        | 0.67           | 0.25      | 0.67         |
|     | service           | for currently enrolled beneficiaries   | 0.57            | 0.66      | 0.27        | 0.67           | 0.25      | 0.67         |
|     | utilization       |  |                 |           |             |                |           |              |
| 20b | Physician or      | PMPM utilization of physician or       |                 |           |             |                |           |              |
|     | mid-level         | mid-level practitioner visits for      | 0.50            | 0.67      | 0.20        | 0.00           | 0.20      | 0.00         |
|     | practitioner      | currently enrolled beneficiaries       | 0.58            | 0.67      | 0.30        | 0.68           | 0.28      | 0.68         |
|     | utilization       |  |                 |           |             |                |           |              |
|     | Prescription      | PMPM prescription fills greater        | 0.48            | 0.49      | 0.45        | 0.54           | 0.44      | 0.55         |
| 21  | drug use          | than 28 days for currently enrolled    | 0.48            | 0.49      | 0.45        | 0.54           | 0.44      | 0.55         |
|     |                   | beneficiaries                          |                 |           |             |                |           |              |
|     | Emergency         | PMPM emergency department              |                 |           |             |                |           |              |
|     | department        | visits for emergent conditions         |                 |           |             |                |           |              |
|     | utilization,      | among currently enrolled               | 0.228           | 0.285     | 0.017       | 0.296          | 0.015     | 0.281        |
| 22  | emergency         | beneficiaries (i.e. those not subject  | 0.228           | 0.285     | 0.017       | 0.296          | 0.015     | 0.281        |
|     |                   | to a copayment)                        |                 |           |             |                |           |              |
|     | Emergency         | PMPM emergency department              |                 |           |             |                |           |              |
|     | department        | visits for non-emergent conditions     |                 |           |             |                |           |              |
| 22  | utilization, non- | among currently enrolled               | 2.158           | 3.020     | 0           | 0              | 0         | 0            |
| 23  | emergency         | beneficiaries (i.e. those subject to a | 2.136           | 3.020     | 0           | 0              | 0         | 0            |
|     |                   | copayment)                             |                 |           |             |                |           |              |
| 2.6 | Inpatient         | PMPM emergency department              |                 |           |             |                |           |              |
| 24  | admissions        | visits for non-emergent conditions     |                 |           |             |                |           |              |
|     |                   | among currently enrolled               | 0.066           | 0.083     | 0.007       | 0.088          | 0.004     | 0.075        |
|     |                   | beneficiaries (i.e. those subject to a | 0.000           | 0.005     | 0.007       | 0.000          | 0.004     | 0.073        |
|     |                   | copayment)                             |                 |           |             |                |           |              |

### Renewal (starting in 2017)

|    |  |  |                 | ,         | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|--|--|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure  | Definition   | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
| 25 | Monthly count of beneficiaries due for renewal | Number of beneficiaries due for renewal in the reporting month   | 4711            | 3486      | 498         | 203            | 372       | 152          |
| 26 | Number who did<br>not renew                    | Number of beneficiaries due for renewal in the reporting month who are determined ineligible for the HELP program because they failed to complete or return renewal forms or other required documentation, or who were lost to follow up | 39              | 20        | 1           | 12             | 1         | 5            |
| 27 | Number who lost eligibility                    | Number of beneficiaries due for renewal<br>in the reporting month who respond to<br>renewal notices, but are determined<br>ineligible for the HELP program   | 22              | 13        | 1           | 3              | 1         | 4            |
| 28 | No premium change                              | Number of beneficiaries due for renewal in the reporting month who remain eligible, with no change in premium requirement  | 4641            | 3452      | 494         | 188            | 364       | 143          |
| 29 | Premium<br>increase                            | Number of beneficiaries due for renewal in the reporting month who remain eligible, with an increase in required premium***  | 6               | 0         | 1           | 0              | 5         | 0            |
| 30 | Premium<br>decrease                            | Number of beneficiaries due for renewal in the reporting month who remain eligible, with a decrease required premium***  | 3               | 1         | 1           | 0              | 1         | 0            |

<sup>\*\*\*</sup>These measures display the FPL bucket to which the individual moved after their premium increased or decreased. In future reports, these measures will display in which FPL bucket the individual originated prior to premium change.

Complaints, grievances, and appeals

|    |                  |   |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|------------------|---|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure          | Definition                              | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
|    | Complaints and   | Total number of complaints and          |                 |           |             |                |           |              |
|    | grievances,      | grievances filed in the reporting month |                 |           |             |                |           |              |
|    | Medicaid         | regarding the HELP program              | 0               |           |             |                |           |              |
| 31 | program          |   |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
|    | Complaints and   | Total number of complaints and          |                 |           |             |                |           |              |
|    | grievances, plan | grievances filed in the reporting month | 0               |           |             |                |           |              |
| 32 | administrator    | regarding the plan administrator        |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
|    | Complaints and   | Total number of complaints and          |                 |           |             |                |           |              |
|    | grievances,      | grievances filed in the reporting month | 3               |           |             |                |           |              |
| 33 | provider         | regarding a provider                    |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
|    | Appeals,         | Total number of appeals filed in the    | 57              |           |             |                |           |              |
| 34 | eligibility      | reporting month regarding eligibility   |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
|    | Appeals,         | Total number of appeals filed in the    |                 |           |             |                |           |              |
|    | premiums         | reporting month regarding the size of   | 0               |           |             |                |           |              |
| 35 |                  | premium payments                        |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
| _  | Appeals, denial  | Total number of appeals filed in the    |                 |           |             |                |           |              |
|    | of benefits      | reporting month regarding denials of    | 14              |           |             |                |           |              |
| 36 |                  | benefits                                |                 | N/A       | N/A         | N/A            | N/A       | N/A          |

## **Enrollment duration among dis-enrollees**

|    |              |   |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|--------------|---|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure      | Definition                              | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
|    | Enrollment   | Number of beneficiaries disenrolled     |                 |           |             |                |           |              |
|    | duration 0-3 | from the demonstration in the reporting |                 |           |             |                |           |              |
|    | months       | month (measure 12) who had been         |                 |           |             |                |           |              |
|    |              | enrolled in the demonstration for 3 or  |                 |           |             |                |           |              |
|    |              | fewer months at the time of             | 170             | 145       | 4           | 2              | 9         | 14           |
| 37 |              | disenrollment                           |                 |           |             |                |           |              |
|    | Enrollment   | Number of beneficiaries disenrolled     |                 |           |             |                |           |              |
|    | duration 4-6 | from the demonstration in the reporting |                 |           |             |                |           |              |
|    | months       | month (measure 12) who had been         |                 |           |             |                |           |              |
|    |              | enrolled in the demonstration for       |                 |           |             |                |           |              |
|    |              | between 4 and 6 months at the time of   | 285             | 239       | 13          | 15             | 16        | 15           |
| 38 |              | disenrollment                           |                 |           |             |                |           |              |
|    | Enrollment   | Number of beneficiaries disenrolled     |                 |           |             |                |           |              |
|    | duration >6  | from the demonstration in the reporting |                 |           |             |                |           |              |
|    | months       | month (measure 12) who had been         |                 |           |             |                |           |              |
|    |              | enrolled in the demonstration for 6 or  |                 |           |             |                |           |              |
|    |              | more months at the time of              | 1730            | 1220      | 170         | 63             | 233       | 134          |
| 39 |              | disenrollment                           |                 |           |             |                |           |              |

## Monthly premiums owed at dis-enrollment

|    |                  |  |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|------------------|--|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure          | Definition                               | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |             |                |           |              |
|    | monthly          | from the demonstration in the reporting  |                 |           |             |                |           |              |
|    | premium at time  | month (measure 12) whose monthly         |                 |           |             |                |           |              |
|    | of disenrollment | premium at the time of disenrollment     | 20              | 0         | 19          | 0              | 1         | 0            |
| 40 | >\$0 and <\$15   | was greater than \$0 but less than \$15  |                 |           |             |                |           |              |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |             |                |           |              |
|    | monthly          | from the demonstration in the reporting  |                 |           |             |                |           |              |
|    | premium at time  | month (measure 12), whose monthly        |                 |           |             |                | 100       |              |
|    | of disenrollment | premium at the time of disenrollment     | 235             | 0         | 113         | 0              | 122       | 0            |
| 41 | \$15-<\$30       | was \$15 or greater, but less than \$30  |                 |           |             |                |           |              |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |             |                |           |              |
|    | monthly          | from the demonstration in the reporting  |                 |           |             |                |           |              |
|    | premium at time  | month (measure 12), whose monthly        | 454             |           | 40          |                | 100       |              |
|    | of disenrollment | premium at the time of disenrollment     | 151             | 0         | 49          | 0              | 102       | 0            |
| 42 | \$30-<\$50       | was \$30 or greater, but less than \$50  |                 |           |             |                |           |              |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |             |                |           |              |
|    | monthly          | from the demonstration in the reporting  |                 |           |             |                |           |              |
|    | premium at time  | month (measure 12), whose monthly        | 24              |           | _           |                | 20        |              |
|    | of disenrollment | premium at the time of disenrollment     | 34              | 0         | 5           | 0              | 29        | 0            |
| 43 | \$50-<\$75       | was \$50 or greater, but less than \$75. |                 |           |             |                |           |              |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |             |                |           |              |
|    | monthly          | from the demonstration in the reporting  |                 |           |             |                |           |              |
|    | premium at time  | month (measure 12), whose monthly        | _               |           |             |                |           |              |
|    | of disenrollment | premium at the time of disenrollment     | 5               | 0         | 1           | 0              | 4         | 0            |
| 44 | ≥\$75            | was \$75 or greater.                     |                 |           |             |                |           |              |

## Total debt owed at disenrollment for failure to pay

|    | • | D. F. Maria                             | 0               | , 500/ 5DI | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|---|---|-----------------|------------|-------------|----------------|-----------|--------------|
| #  | Measure                                 | Definition                              | Overall Measure | < 50% FPL  | w/premium   | premium        | w/premium | premium      |
|    | Amount of total                         | Number of beneficiaries disenrolled     |                 |            |             |                |           |              |
|    | debt owed at                            | from the demonstration in the reporting |                 |            |             |                |           |              |
|    | time of                                 | month for failure to pay (measure 13),  |                 |            |             |                |           |              |
| 4- | disenrollment for                       | whose total debt owed at the time of    | 5               | 0          | 0           | 0              | 5         | 0            |
| 45 | failure to pay:                         | disenrollment was less than \$50.       | ] 3             | 0          | 0           | U              | 3         | U            |
|    | <\$50                                   |   |                 |            |             |                |           |              |
|    | Amount of total                         | Number of beneficiaries disenrolled     |                 |            |             |                |           |              |
|    | debt owed at                            | from the demonstration in the reporting |                 |            |             |                |           |              |
|    | time of                                 | month for failure to pay (measure 13),  |                 |            |             |                |           |              |
|    | disenrollment for                       | whose total debt owed at the time of    |                 |            |             |                |           |              |
| 46 | failure to pay:                         | disenrollment was greater than or equal | 6               | 0          | 0           | 0              | 6         | 0            |
|    | ≥\$50 but <\$100                        | to \$50, but less than \$100.           |                 |            |             |                |           |              |
|    | Amount of total                         | Number of beneficiaries disenrolled     |                 |            |             |                |           |              |
|    | debt owed at                            | from the demonstration in the reporting |                 |            |             |                |           |              |
|    | time of                                 | month for failure to pay (measure 13),  |                 |            |             |                |           |              |
|    | disenrollment for                       | whose total debt owed at the time of    |                 |            |             |                |           |              |
| 47 | failure to pay:                         | disenrollment was greater than or equal | 93              | 0          | 0           | 0              | 93        | 0            |
|    | ≥\$100 but <\$150                       | to \$100, but less than \$150.          |                 |            |             |                |           |              |
|    | Amount of total                         | Number of beneficiaries disenrolled     |                 |            |             |                |           |              |
|    | debt owed at                            | from the demonstration in the reporting |                 |            |             |                |           |              |
|    | time of                                 | month for failure to pay (measure 13),  |                 |            |             |                |           |              |
|    | disenrollment for                       | whose total debt owed at the time of    |                 |            |             |                |           |              |
| 48 | failure to pay:                         | disenrollment was greater than \$150.   | 85              | 0          | 0           | 0              | 85        | 0            |
|    | ≥\$150                                  |   |                 |            |             |                |           |              |

## **Quarterly HELP Act Measures**

## Quarter 2 Measures June 2018 Data

## **Enrollment (by FPL and Demographic Categories)**

|   |                                 |  |                 |                  | 50-100% FPL | 50-100% FPL no | >100% FPL        | >100% FPL no | ]           |
|---|---------------------------------|--|-----------------|------------------|-------------|----------------|------------------|--------------|-------------|
| # | Measure                         | Definition   | Overall Measure | < 50% FPL        | w/premium   | premium        | w/premium        | premium      |             |
|   | Monthly count of                | Number of unduplicated individuals   | 96140           | 70530            | 11281       | 3355           | 8184             | 2877         |             |
| 1 | total enrollment                | enrolled at any time during the month  | 30140           | 70330            | 11201       | 3333           | 0104             | 2877         |             |
|   | Monthly count of                | Number of individuals who began a new  |                 |                  |             |                |                  |              |             |
| 2 | new enrollees                   | enrollment spell this month who have<br>not had Medicaid coverage within prior<br>3 months                                 | 788             | 543              | 100         | 22             | 106              | 17           |             |
| 3 | Monthly count of re-enrollments | Number of individuals who began a new enrollment spell this month who have had Medicaid coverage within the prior 3 months | 2026            | 1456             | 271         | 82             | 164              | 57           |             |
| # | Measure                         | Definition   | Overall Measure | 19-20YR          | 21-34YR     | 35-44YR        | 45-54YR          | 55-64YR      | >65YR       |
|   | Monthly count                   | Number of unduplicated individuals   |                 |                  |             |                |                  |              |             |
|   | of total                        | enrolled at any time during the month  | 96140           | 6506             | 39741       | 19932          | 14951            | 14675        | 334         |
| 1 | enrollment  Monthly count       | Number of individuals who began a new  |                 |                  |             |                |                  |              |             |
|   | of new enrollees                | enrollment spell this month who have   |                 |                  |             |                |                  |              |             |
| 2 |                                 | not had Medicaid coverage within prior 3 months  | 788             | 49               | 339         | 152            | 137              | 111          | 0           |
|   | Monthly count                   | Number of individuals who began a new  |                 |                  |             |                |                  |              |             |
|   | of re-<br>enrollments           | enrollment spell this month who have had Medicaid coverage within the prior 3  | 2026            | 394              | 797         | 417            | 252              | 164          | 2           |
| 3 | e ee.                           | months   |                 |                  |             |                |                  |              |             |
|   |                                 |  |                 | Native American  |             |                |                  |              | Unspecified |
| # | Measure                         | Definition   | Overall Measure | / Alaskan Native | Asian       | White          | Pacific Islander | Black        | Race        |
|   | Monthly count                   | Number of unduplicated individuals   | 96140           | 15100            | 409         | 66588          | 214              | 858          | 12971       |
| 1 | of total<br>enrollment          | enrolled at any time during the month  | 90140           | 13100            | 409         | 00366          | 214              | 656          | 129/1       |
| 1 | Monthly count                   | Number of individuals who began a new  |                 |                  |             |                |                  |              |             |
|   | of new enrollees                | enrollment spell this month who have   |                 |                  |             |                |                  |              |             |
|   |                                 | not had Medicaid coverage within prior 3   | 788             | 118              | 4           | 521            | 1                | 21           | 123         |
| 2 | Monthly count                   | months  Number of individuals who began a new  |                 |                  |             |                |                  |              |             |
|   | of re-                          | enrollment spell this month who have   |                 |                  |             |                |                  |              |             |
|   | enrollments                     | had Medicaid coverage within the prior 3   | 2026            | 415              | 9           | 1391           | 1                | 18           | 192         |
| 3 |                                 | months   |                 | 3                |             |                | _                |              |             |

|   |  |  |       |                         | Non-                     | Unspecified        |
|---|--|--|-------|-------------------------|--------------------------|--------------------|
| 1 | Measure  Monthly count of total enrollment | <b>Definition</b> Number of unduplicated individuals enrolled at any time during the month                                 | 96140 | Hispanic/Latino<br>2809 | Hispanic/Latino<br>70461 | Ethnicity<br>22870 |
| 2 | Monthly count of new enrollees             | Number of individuals who began a new enrollment spell this month who have not had Medicaid coverage within prior 3 months | 788   | 15                      | 538                      | 235                |
| 3 | Monthly count of re-enrollments            | Number of individuals who began a new enrollment spell this month who have had Medicaid coverage within the prior 3 months | 2026  | 65                      | 1691                     | 270                |

| # | Measure                           | Definition   | Overall Measure | Female | Male  |
|---|-----------------------------------|--|-----------------|--------|-------|
| 1 | Monthly count of total enrollment | Number of unduplicated individuals enrolled at any time during the month   | 96140           | 51574  | 44566 |
| 2 | Monthly count of new enrollees    | Number of individuals who began a new enrollment spell this month who have not had Medicaid coverage within prior 3 months | 788             | 381    | 407   |
| 3 | Monthly count of re-enrollments   | Number of individuals who began a new enrollment spell this month who have had Medicaid coverage within the prior 3 months | 2026            | 1207   | 819   |

## **Premium Payment**

| # | Measure           | Definition  | Overall Measure | < 50% FPL | 50-100% FPL<br>w/premium | 50-100% FPL no premium | >100% FPL<br>w/premium | >100% FPL no premium |
|---|-------------------|---|-----------------|-----------|--------------------------|------------------------|------------------------|----------------------|
|   | Monthly count of  | Among enrolled individuals who owe  |                 |           |                          | •                      |                        | •                    |
|   | beneficiaries     | premiums, number of beneficiaries who                                     |                 |           |                          |                        |                        |                      |
|   | who paid a        | paid their premium for this month   | 0252            | 71.4      | 0                        | 2020                   | 0                      | 2700                 |
|   | premium during    |   | 8352            | 714       | 0                        | 3939                   | 0                      | 3700                 |
| 4 | the month         |   |                 |           |                          |                        |                        |                      |
|   | Monthly count of  | Among enrolled individuals who owe  |                 |           |                          |                        |                        |                      |
|   | beneficiaries in  | premiums, number of beneficiaries who                                     |                 |           |                          |                        |                        |                      |
|   | the grace period  | did not pay their premium for the month but are not three months past due | 12195           | 3         | 6365                     | 1                      | 5824                   | 3                    |
| 5 |                   | but are not three months past due   | 12133           | 3         | 0303                     | •                      | 3024                   | 3                    |
|   | Monthly count of  | Among enrolled individuals who owe  |                 |           |                          |                        |                        |                      |
|   | beneficiaries in  | premiums, number of beneficiaries who                                     |                 |           |                          |                        |                        |                      |
|   | long term arrears | have not paid a premium in over three                                     |                 |           |                          |                        |                        |                      |
|   | 0                 | months. This includes individuals with                                    |                 |           |                          |                        |                        |                      |
|   |                   | income between 50-100% FPL who  |                 |           |                          |                        |                        |                      |
|   |                   | would have been disenrolled for non-                                      |                 |           |                          |                        |                        |                      |
|   |                   | payment of premiums if their income                                       | 7924            | 15        | 5270                     | 3                      | 2622                   | 14                   |
| 6 |                   | had been greater than 100% FPL  |                 |           |                          |                        |                        |                      |
|   | Monthly count of  | Among enrolled individuals who owe  |                 |           |                          |                        |                        |                      |
|   | beneficiaries     | premium payments, number of   |                 |           |                          |                        |                        |                      |
|   | with collectible  | beneficiaries who have collectible debt                                   | 5721            | 0         | 4094                     | 2                      | 1613                   | 12                   |
| 7 | debt              |   |                 |           |                          |                        |                        |                      |

### Mid-year change in circumstance in household composition or income

|      | •                              |  |                 |           | <u> </u>    |                |           |              |
|------|--------------------------------|--|-----------------|-----------|-------------|----------------|-----------|--------------|
|      |                                |  |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
| #    | Measure                        | Definition   | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
|      | Monthly count of               | Number of enrolled beneficiaries who                                   |                 |           |             |                |           |              |
|      | beneficiaries                  | notified the state of a mid-year change                                |                 |           |             |                |           |              |
|      | who gave notice                | in circumstance and the change was                                     |                 |           |             |                |           |              |
|      | of mid-year                    | effective during the reporting month                                   |                 |           |             |                |           |              |
|      | change in                      |  |                 |           |             |                |           |              |
|      | circumstance in                |  |                 |           |             |                |           |              |
|      | household or                   |  | 1100            | 551       | 227         | 43             | 236       | 43           |
|      | income                         |  | 1100            | 331       | 221         | 43             | 230       | 43           |
| 8    | information                    | No color of hear first day have a life of                              |                 |           |             |                |           |              |
|      | No premium change following    | Number of beneficiaries who notified the state of a mid-year change in |                 |           |             |                |           |              |
|      | mid-year update                | circumstance and experienced no  |                 |           |             |                |           |              |
|      | of household or                | change in their premium requirement                                    |                 |           |             |                |           |              |
|      | income                         | during the reporting month   | 832             | 551       | 97          | 43             | 98        | 43           |
| 9    | information                    | aug a.e reporting month  |                 |           |             |                |           |              |
|      | Premium                        | Number of beneficiaries who notified                                   |                 |           |             |                |           |              |
|      | increase                       | the state of a mid-year change in                                      |                 |           |             |                |           |              |
|      | following mid-                 | circumstance and experienced an  |                 |           |             |                |           |              |
|      | year update of                 | increase in their premium requirement                                  |                 |           |             |                |           |              |
|      | household or                   | during the reporting month <sup>y</sup>                                |                 |           |             |                |           |              |
|      | income                         |  | 462             |           | 45          |                | 447       |              |
| 10   | information                    |  | 162             | 0         | 45          | 0              | 117       | 0            |
|      |                                |  |                 |           |             |                |           |              |
|      | Premium                        | Number of beneficiaries who notified                                   |                 |           |             |                |           |              |
|      | decrease                       | the state of a mid-year change in                                      |                 |           |             |                |           |              |
|      | following mid-                 | circumstance and experienced a decrease in their premium requirement   |                 |           |             |                |           |              |
|      | year update of<br>household or | during the reporting month <sup>y</sup>                                |                 |           |             |                |           |              |
|      | income                         | during the reporting month.  | 106             | 0         | 85          | 0              | 21        | 0            |
| 11   | information                    |  |                 | _         |             |                |           | ] -          |
| , 11 | IIIIOIIIIatioii                |  |                 |           | 1           |                |           | 1            |

Y These measures display the FPL bucket to which the individual moved after their premium increased or decreased. In future reports, these measures will display in which FPL bucket the individual originated prior to premium change.

## Dis-enrollments outside annual renewal determinations (by FPL and Demographic Categories)

| #  | Measure   | Definition  | Overall Measure | < 50% FPL | 50-100% FPL<br>w/premium | 50-100% FPL no<br>premium | >100% FPL<br>w/premium | >100% FPL no<br>premium |       |
|----|---|---|-----------------|-----------|--------------------------|---------------------------|------------------------|-------------------------|-------|
| 12 | Monthly count of total disenrollment                              | Number of beneficiaries disenrolled<br>from the HELP program mid-year in the<br>reporting month (exclude beneficiaries<br>who disenrolled during their renewal<br>month)                                    | 2399            | 1818      | 156                      | 73                        | 247                    | 185                     |       |
| 13 | Monthly count of disenrollment, failure to pay                    | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) for failure to pay<br>premiums   | 160             | 0         | 0                        | 0                         | 160                    | 0                       |       |
| 14 | Monthly count of disenrollment, continuous eligibility exceptions | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) due to specifically<br>noted continuous eligibility exceptions<br>for individuals                      | 818             | 817       | 1                        | 0                         | 0                      | 0                       |       |
| 15 | Monthly count of disenrollment, other                             | Number of beneficiaries disenrolled mid-<br>year in the reporting month (not their<br>renewal month) for any reason other<br>than failure to pay premiums or a<br>specific continuous eligibility exception | 1421            | 1001      | 155                      | 73                        | 87                     | 185                     |       |
| #  | Measure   | Definition  | Overall Measure | 19-20YR   | 21-34YR                  | 35-44YR                   | 45-54YR                | 55-64YR                 | >65YR |
|    | Monthly count of  | Number of beneficiaries disenrolled   |                 |           |                          |                           |                        |                         |       |
| 12 | total<br>disenrollment  | from the HELP program mid-year in the<br>reporting month (exclude beneficiaries<br>who disenrolled during their renewal<br>month)   | 2399            | 171       | 1146                     | 482                       | 301                    | 232                     | 67    |
| 12 |   | reporting month (exclude beneficiaries who disenrolled during their renewal   | 2399            | 6         | 1146                     | 482<br>37                 | 301                    | 232                     | 0     |
|    | Monthly count of disenrollment,                                   | reporting month (exclude beneficiaries who disenrolled during their renewal month)  Number of beneficiaries disenrolled midyear in the reporting month (not their renewal month) for failure to pay         |                 |           |                          |                           |                        |                         |       |

|    |                |  |                 | Native American  |       |       |                  |       | Unspecified |
|----|----------------|--|-----------------|------------------|-------|-------|------------------|-------|-------------|
| #  | Measure        | Definition                                 | Overall Measure | / Alaskan Native | Asian | White | Pacific Islander | Black | Race        |
|    |                | Number of beneficiaries disenrolled from   |                 |                  |       |       |                  |       |             |
|    |                | the HELP program mid-year in the           |                 |                  |       |       |                  |       |             |
|    | Monthly count  | reporting month (exclude beneficiaries     |                 |                  |       |       |                  |       |             |
|    | of total       | who disenrolled during their renewal       | 2399            | 346              | 11    | 1679  | 7                | 24    | 332         |
| 12 | disenrollment  | month)                                     |                 |                  |       |       |                  |       |             |
|    | Monthly count  | Number of beneficiaries disenrolled mid-   |                 |                  |       |       |                  |       |             |
|    | of             | year in the reporting month (not their     | 460             |                  |       | 422   | 2                |       | 22          |
|    | disenrollment, | renewal month) for failure to pay          | 160             | 0                | 0     | 133   | 2                | 3     | 22          |
| 13 | failure to pay | premiums                                   |                 |                  |       |       |                  |       |             |
|    | Monthly count  |  |                 |                  |       |       |                  |       |             |
|    | of             | Number of beneficiaries disenrolled mid-   |                 |                  |       |       |                  |       |             |
|    | disenrollment, | year in the reporting month (not their     |                 |                  |       |       |                  |       |             |
|    | continuous     | renewal month) due to specifically noted   | 040             | 02               | 6     | F74   | 2                | 40    | 4.46        |
|    | eligibility    | continuous eligibility exceptions for      | 818             | 82               | 6     | 571   | 3                | 10    | 146         |
| 14 | exceptions     | individuals                                |                 |                  |       |       |                  |       |             |
|    |                | Number of beneficiaries disenrolled mid-   |                 |                  |       |       |                  |       |             |
|    | Monthly count  | year in the reporting month (not their     |                 |                  |       |       |                  |       |             |
|    | of             | renewal month) for any reason other        | 1 4 2 4         | 264              |       | 075   | 2                | 11    | 164         |
|    | disenrollment, | than failure to pay premiums or a specific | 1421            | 264              | 5     | 975   | 2                | 11    | 164         |
| 15 | other          | continuous eligibility exception           |                 |                  |       |       |                  |       |             |

|    |                  |   |                 |                 | Non-            | Unspecified |
|----|------------------|---|-----------------|-----------------|-----------------|-------------|
| #  | Measure          | Definition                                | Overall Measure | Hispanic/Latino | Hispanic/Latino | Ethnicity   |
|    | Monthly count of | Number of beneficiaries disenrolled       |                 |                 |                 |             |
|    | total            | from the HELP program mid-year in the     |                 |                 |                 |             |
|    | disenrollment    | reporting month (exclude beneficiaries    |                 |                 |                 |             |
|    |                  | who disenrolled during their renewal      | 2399            | 61              | 1727            | 611         |
| 12 |                  | month)                                    |                 |                 |                 |             |
|    | Monthly count of | Number of beneficiaries disenrolled mid-  |                 |                 |                 |             |
|    | disenrollment,   | year in the reporting month (not their    |                 |                 |                 |             |
|    | failure to pay   | renewal month) for failure to pay         | 160             | 5               | 115             | 40          |
| 13 |                  | premiums                                  |                 |                 |                 |             |
|    | Monthly count of | Number of beneficiaries disenrolled mid-  |                 |                 |                 |             |
|    | disenrollment,   | year in the reporting month (not their    |                 |                 |                 |             |
|    | continuous       | renewal month) due to specifically        |                 |                 |                 |             |
|    | eligibility      | noted continuous eligibility exceptions   | 818             | 18              | 514             | 286         |
| 14 | exceptions       | for individuals                           |                 |                 |                 |             |
|    | Monthly count of | Number of beneficiaries disenrolled mid-  |                 |                 |                 |             |
|    | disenrollment,   | year in the reporting month (not their    |                 |                 |                 |             |
|    | other            | renewal month) for any reason other       |                 |                 |                 |             |
|    |                  | than failure to pay premiums or a         | 1421            | 38              | 1098            | 285         |
| 15 |                  | specific continuous eligibility exception |                 |                 |                 |             |

| #   | Measure                          | Definition   | Overall Measure | Female | Male |
|-----|----------------------------------|--|-----------------|--------|------|
|     |                                  | Number of beneficiaries disenrolled  |                 |        |      |
|     | Monthly count of                 | from the HELP program mid-year in the reporting month (exclude beneficiaries |                 |        |      |
|     | total                            | who disenrolled during their renewal   | 2399            | 1257   | 1142 |
| 12  | disenrollment                    | month)   |                 |        |      |
|     |                                  | Number of beneficiaries disenrolled mid-                                     |                 |        |      |
|     | Monthly count of                 | year in the reporting month (not their                                       | 160             | 90     | 70   |
| 13  | disenrollment,<br>failure to pay | renewal month) for failure to pay premiums                                   | 100             | 30     | 70   |
|     | Monthly count of                 | Number of beneficiaries disenrolled mid-                                     |                 |        |      |
|     | disenrollment,                   | year in the reporting month (not their                                       |                 |        |      |
|     | continuous                       | renewal month) due to specifically   | 818             | 424    | 394  |
| 14  | eligibility<br>exceptions        | noted continuous eligibility exceptions for individuals                      | 010             | 727    | 334  |
|     | слосреноно                       | Number of beneficiaries disenrolled mid-                                     |                 |        |      |
|     |                                  | year in the reporting month (not their                                       |                 |        |      |
|     | Monthly count of                 | renewal month) for any reason other  | 1421            | 743    | 678  |
| 1 = | disenrollment,                   | than failure to pay premiums or a  | 1421            | /43    | 0/0  |
| 15  | other                            | specific continuous eligibility exception                                    |                 |        |      |

**Cost sharing limit** 

|    |  |  |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|--|--|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure  | Definition   | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
|    | Monthly count of<br>beneficiaries<br>who have<br>exceeded 2% co-<br>pay credit but<br>not reached 5% | Count of enrolled individuals who have hit 2% co-pay credit since enrollment and must now make cost sharing payments, but who have not yet reached the 5% cost sharing limit | 1400            | 1079      | 161         | 0              | 160       | 0            |
| 16 | limit  |  |                 |           |             |                |           |              |
| 17 | Monthly count of<br>beneficiaries<br>who have hit 5%<br>cost sharing limit                           | Count of enrolled individuals who have<br>hit 5% limit on cost sharing and<br>premiums since enrollment, and no<br>longer make cost sharing payments                         | 3493            | 3082      | 161         | 0              | 250       | 0            |

## Use of preventative services\* (by FPL and demographic categories) \*Measures 18 and 19 incorporate a six-month lag to allow for claim submission; these numbers correlate with members enrolled in June of 2017

|    |                               | prate a six-month lag to allow for claim submiss   |                 |                  | 50-100% FPL | 50-100% FPL no | >100% FPL        | >100% FPL no |             |
|----|-------------------------------|--|-----------------|------------------|-------------|----------------|------------------|--------------|-------------|
| #  | Measure                       | Definition   | Overall Measure | < 50% FPL        | w/premium   | premium        | w/premium        | premium      |             |
|    | Monthly count of              | Monthly count of beneficiaries who have            |                 |                  |             |                |                  |              |             |
|    | beneficiaries<br>who have     | accessed incentivized preventive services, overall |                 |                  |             |                |                  |              |             |
|    | accessed                      | services, overall                                  |                 |                  |             |                |                  |              |             |
|    | incentivized                  |  |                 |                  |             |                |                  |              |             |
|    | preventive                    |  | 57268           | 42471            | 5987        | 2447           | 4232             | 2131         |             |
| 18 | services, overall             |  |                 |                  |             |                |                  |              |             |
|    | Monthly count of              | Total number of preventive services                |                 |                  |             |                |                  |              |             |
|    | beneficiaries                 | provided during the month six months               |                 |                  |             |                |                  |              |             |
|    | who have                      | prior to the reporting month, divided by           |                 |                  |             |                |                  |              |             |
|    | accessed                      | the number of members enrolled during              |                 |                  |             |                |                  |              |             |
|    | incentivized                  | that month   |                 |                  |             |                |                  |              |             |
|    | preventive                    |  | 0.60            | 0.63             | 0.52        | 0.63           | 0.51             | 0.61         |             |
| 19 | services, overall             |  |                 |                  |             |                |                  |              |             |
| #  | Measure                       | Definition   | Overall Measure | 19-20YR          | 21-34YR     | 35-44YR        | 45-54YR          | 55-64YR      | >65YR       |
|    | Monthly count of              | Monthly count of beneficiaries who have            |                 |                  |             |                |                  |              |             |
|    | beneficiaries who             | accessed incentivized preventive                   |                 |                  |             |                |                  |              |             |
|    | have accessed<br>incentivized | services, overall                                  |                 |                  |             |                |                  |              |             |
|    | preventive                    |  |                 |                  |             |                |                  |              |             |
|    | services, overall             |  | 57268           | 3111             | 21276       | 12213          | 10409            | 10259        | 0           |
| 18 | services, overall             |  |                 |                  |             |                |                  |              |             |
|    | Monthly count of              | Total number of preventive services                |                 |                  |             |                |                  |              |             |
|    | beneficiaries who             | provided during the month six months               |                 |                  |             |                |                  |              |             |
|    | have accessed                 | prior to the reporting month, divided by           |                 |                  |             |                |                  |              |             |
|    | incentivized                  | the number of members enrolled during              |                 |                  |             |                |                  |              |             |
|    | preventive                    | that month   | 0.60            | 0.42             | 0.54        | 0.64           | 0.70             | 0.74         |             |
|    | services, overall             |  | 0.60            | 0.43             | 0.54        | 0.64           | 0.70             | 0.71         | 0           |
| 19 |                               |  |                 |                  |             |                |                  |              |             |
|    |                               |  |                 | Native American  |             |                |                  |              | Unspecified |
| #  | Measure                       | Definition   | Overall Measure | / Alaskan Native | Asian       | White          | Pacific Islander | Black        | Race        |
|    | Monthly count                 | Monthly count of beneficiaries who have            |                 |                  |             |                |                  |              |             |
|    | of beneficiaries              | accessed incentivized preventive                   |                 |                  |             |                |                  |              |             |
|    | who have<br>accessed          | services, overall                                  |                 |                  |             |                |                  |              |             |
|    | incentivized                  |  |                 |                  |             |                |                  |              |             |
|    | preventive                    |  | 57268           | 8879             | 241         | 39901          | 415              | 796          | 7036        |
| 18 | services, overall             |  |                 |                  |             |                | -                |              |             |
|    | Monthly count                 | Total number of preventive services                |                 |                  |             |                |                  |              |             |
|    | of beneficiaries              | provided during the month six months               |                 |                  |             |                |                  |              |             |
|    | who have                      | prior to the reporting month, divided by           |                 |                  |             |                |                  |              |             |
|    | accessed                      | the number of members enrolled during              |                 |                  |             |                |                  |              |             |
| 1  | incentivized                  | that month   |                 |                  |             |                | _                |              | _           |
|    |                               |  |                 |                  |             |                |                  |              |             |
|    | preventive                    |  | 0.60            | 0.62             | 0.52        | 0.61           | 0.55             | 0.61         | 0.55        |

| #  | Measure  | Definition   | Overall Measure | Hispanic/Latino | Non-<br>Hispanic/Latino<br>or Unspecified |
|----|--|--|-----------------|-----------------|---|
| 18 | Monthly count<br>of beneficiaries<br>who have<br>accessed<br>incentivized<br>preventive<br>services, overall | Monthly count of beneficiaries who have accessed incentivized preventive services, overall   | 57268           | 1638            | 55630                                     |
| 19 | Monthly count<br>of beneficiaries<br>who have<br>accessed<br>incentivized<br>preventive<br>services, overall | Total number of preventive services provided during the month six months prior to the reporting month, divided by the number of members enrolled during that month | 0.60            | 0.60            | 0.60                                      |

| #  | Measure           | Definition                               | Overall Measure | Female | Male  |
|----|-------------------|--|-----------------|--------|-------|
|    | Monthly count of  | Monthly count of beneficiaries who have  |                 |        |       |
|    | beneficiaries     | accessed incentivized preventive         |                 |        |       |
|    | who have          | services, overall                        |                 |        |       |
|    | accessed          |  |                 |        |       |
|    | incentivized      |  |                 |        |       |
|    | preventive        |  | 57268           | 34333  | 22935 |
| 18 | services, overall |  |                 |        |       |
|    | Monthly count of  | Total number of preventive services      |                 |        |       |
|    | beneficiaries     | provided during the month six months     |                 |        |       |
|    | who have          | prior to the reporting month, divided by |                 |        |       |
|    | accessed          | the number of members enrolled during    |                 |        |       |
|    | incentivized      | that month                               |                 |        |       |
|    | preventive        |  | 0.60            | 0.67   | 0.52  |
| 19 | services, overall |  |                 |        |       |

#### Use of other services\*\*

\*\*Measures 20 through 24 incorporate a six-month lag to allow for claim submission; these numbers correlate with members enrolled in June of 2017

| #   | Measure   | Definition  | Overall Measure | < 50% FPL | 50-100% FPL<br>w/premium | 50-100% FPL no<br>premium | >100% FPL<br>w/premium | >100% FPL no<br>premium |
|-----|---|---|-----------------|-----------|--------------------------|---------------------------|------------------------|-------------------------|
| 20a | Physician<br>service<br>utilization                       | PMPM utilization of physician visits for currently enrolled beneficiaries   | 0.57            | 0.65      | 0.26                     | 0.63                      | 0.24                   | 0.61                    |
| 20b | Physician or<br>mid-level<br>practitioner<br>utilization  | PMPM utilization of physician or<br>mid-level practitioner visits for<br>currently enrolled beneficiaries                               | 0.58            | 0.66      | 0.29                     | 0.63                      | 0.27                   | 0.62                    |
| 21  | Prescription<br>drug use                                  | PMPM prescription fills greater<br>than 28 days for currently enrolled<br>beneficiaries   | 0.48            | 0.49      | 0.45                     | 0.50                      | 0.44                   | 0.50                    |
| 22  | Emergency<br>department<br>utilization,<br>emergency      | PMPM emergency department visits for emergent conditions among currently enrolled beneficiaries (i.e. those not subject to a copayment) | 0.227           | 0.284     | 0.018                    | 0.283                     | 0.014                  | 0.254                   |
| 23  | Emergency<br>department<br>utilization, non-<br>emergency | PMPM emergency department visits for non-emergent conditions among currently enrolled beneficiaries (i.e. those subject to a copayment) | 1.052           | 1.475     | 0                        | 0                         | 0                      | 0                       |
| 24  | Inpatient admissions                                      | PMPM emergency department visits for non-emergent conditions among currently enrolled beneficiaries (i.e. those subject to a copayment) | 0.066           | 0.082     | 0.007                    | 0.080                     | 0.004                  | 0.070                   |

### Renewal (starting in 2017)

|    |  |  |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|--|--|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure  | Definition   | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
| 25 | Monthly count of beneficiaries due for renewal | Number of beneficiaries due for renewal in the reporting month   | 169             | 106       | 23          | 11             | 17        | 12           |
| 26 | Number who did<br>not renew                    | Number of beneficiaries due for renewal in the reporting month who are determined ineligible for the HELP program because they failed to complete or return renewal forms or other required documentation, or who were lost to follow up | 2               | 0         | 0           | 2              | 0         | 0            |
| 27 | Number who lost eligibility                    | Number of beneficiaries due for renewal<br>in the reporting month who respond to<br>renewal notices, but are determined<br>ineligible for the HELP program   | 13              | 5         | 2           | 1              | 0         | 5            |
| 28 | No premium change                              | Number of beneficiaries due for renewal in the reporting month who remain eligible, with no change in premium requirement  | 152             | 101       | 19          | 8              | 17        | 7            |
| 29 | Premium<br>increase                            | Number of beneficiaries due for renewal in the reporting month who remain eligible, with an increase in required premium***  | 0               | 0         | 0           | 0              | 0         | 0            |
| 30 | Premium<br>decrease                            | Number of beneficiaries due for renewal in the reporting month who remain eligible, with a decrease required premium***  | 2               | 0         | 2           | 0              | 0         | 0            |

<sup>\*\*\*</sup>These measures display the FPL bucket to which the individual moved after their premium increased or decreased. In future reports, these measures will display in which FPL bucket the individual originated prior to premium change.

Complaints, grievances, and appeals

|    |                  |   |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|----|------------------|---|-----------------|-----------|-------------|----------------|-----------|--------------|
| #  | Measure          | Definition                              | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
|    | Complaints and   | Total number of complaints and          |                 |           |             |                |           |              |
|    | grievances,      | grievances filed in the reporting month |                 |           |             |                |           |              |
|    | Medicaid         | regarding the HELP program              | 0               |           |             |                |           |              |
| 31 | program          |   |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
|    | Complaints and   | Total number of complaints and          |                 |           |             |                |           |              |
|    | grievances, plan | grievances filed in the reporting month | 0               |           |             |                |           |              |
| 32 | administrator    | regarding the plan administrator        |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
|    | Complaints and   | Total number of complaints and          |                 |           |             |                |           |              |
|    | grievances,      | grievances filed in the reporting month | 0               |           |             |                |           |              |
| 33 | provider         | regarding a provider                    |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
|    | Appeals,         | Total number of appeals filed in the    | 57              |           |             |                |           |              |
| 34 | eligibility      | reporting month regarding eligibility   |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
|    | Appeals,         | Total number of appeals filed in the    |                 |           |             |                |           |              |
|    | premiums         | reporting month regarding the size of   | 0               |           |             |                |           |              |
| 35 |                  | premium payments                        |                 | N/A       | N/A         | N/A            | N/A       | N/A          |
| _  | Appeals, denial  | Total number of appeals filed in the    |                 |           |             |                |           |              |
|    | of benefits      | reporting month regarding denials of    | 3               |           |             |                |           |              |
| 36 |                  | benefits                                |                 | N/A       | N/A         | N/A            | N/A       | N/A          |

## **Enrollment duration among dis-enrollees**

| #  | Measure      | Definition                              | Overall Measure | < 50% FPL | 50-100% FPL<br>w/premium | 50-100% FPL no premium | >100% FPL<br>w/premium | >100% FPL no<br>premium |
|----|--------------|---|-----------------|-----------|--------------------------|------------------------|------------------------|-------------------------|
|    | Enrollment   | Number of beneficiaries disenrolled     |                 |           |                          |                        |                        |                         |
|    | duration 0-3 | from the demonstration in the reporting |                 |           |                          |                        |                        |                         |
|    | months       | month (measure 12) who had been         |                 |           |                          |                        |                        |                         |
|    |              | enrolled in the demonstration for 3 or  |                 |           |                          |                        |                        |                         |
|    |              | fewer months at the time of             | 136             | 121       | 6                        | 3                      | 7                      | 7                       |
| 37 |              | disenrollment                           |                 |           |                          |                        |                        |                         |
|    | Enrollment   | Number of beneficiaries disenrolled     |                 |           |                          |                        |                        |                         |
|    | duration 4-6 | from the demonstration in the reporting |                 |           |                          |                        |                        |                         |
|    | months       | month (measure 12) who had been         |                 |           |                          |                        |                        |                         |
|    |              | enrolled in the demonstration for       |                 |           |                          |                        |                        |                         |
|    |              | between 4 and 6 months at the time of   | 277             | 229       | 9                        | 11                     | 16                     | 20                      |
| 38 |              | disenrollment                           |                 |           |                          |                        |                        |                         |
|    | Enrollment   | Number of beneficiaries disenrolled     |                 |           |                          |                        |                        |                         |
|    | duration >6  | from the demonstration in the reporting |                 |           |                          |                        |                        |                         |
|    | months       | month (measure 12) who had been         |                 |           |                          |                        |                        |                         |
|    |              | enrolled in the demonstration for 6 or  |                 |           |                          | _                      |                        | _                       |
|    |              | more months at the time of              | 1959            | 1466      | 141                      | 59                     | 224                    | 158                     |
| 39 |              | disenrollment                           |                 |           |                          |                        |                        |                         |

## Monthly premiums owed at dis-enrollment

| #  | Measure          | Definition                               | Overall Measure | < 50% FPL | 50-100% FPL<br>w/premium | 50-100% FPL no | >100% FPL<br>w/premium | >100% FPL no<br>premium |
|----|------------------|--|-----------------|-----------|--------------------------|----------------|------------------------|-------------------------|
| ., | Amount of        | Number of beneficiaries disenrolled      | Overall Measure | 130/0112  | W/ premium               | premium        | w/premium              | premium                 |
|    | monthly          | from the demonstration in the reporting  |                 |           |                          |                |                        |                         |
|    | premium at time  | month (measure 12) whose monthly         |                 |           |                          |                |                        |                         |
|    | of disenrollment | premium at the time of disenrollment     | 20              | 0         | 19                       | 0              | 1                      | 0                       |
| 40 | >\$0 and <\$15   | was greater than \$0 but less than \$15  |                 |           |                          |                |                        |                         |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |                          |                |                        |                         |
|    | monthly          | from the demonstration in the reporting  |                 |           |                          |                |                        |                         |
|    | premium at time  | month (measure 12), whose monthly        |                 |           |                          |                |                        |                         |
|    | of disenrollment | premium at the time of disenrollment     | 206             | 0         | 105                      | 0              | 101                    | 0                       |
| 41 | \$15-<\$30       | was \$15 or greater, but less than \$30  |                 |           |                          |                |                        |                         |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |                          |                |                        |                         |
|    | monthly          | from the demonstration in the reporting  |                 |           |                          |                |                        |                         |
|    | premium at time  | month (measure 12), whose monthly        |                 |           |                          |                |                        |                         |
|    | of disenrollment | premium at the time of disenrollment     | 142             | 0         | 31                       | 0              | 111                    | 0                       |
| 42 | \$30-<\$50       | was \$30 or greater, but less than \$50  |                 |           |                          |                |                        |                         |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |                          |                |                        |                         |
|    | monthly          | from the demonstration in the reporting  |                 |           |                          |                |                        |                         |
|    | premium at time  | month (measure 12), whose monthly        |                 |           |                          |                |                        |                         |
|    | of disenrollment | premium at the time of disenrollment     | 30              | 0         | 0                        | 0              | 30                     | 0                       |
| 43 | \$50-<\$75       | was \$50 or greater, but less than \$75. |                 |           |                          |                |                        |                         |
|    | Amount of        | Number of beneficiaries disenrolled      |                 |           |                          |                |                        |                         |
|    | monthly          | from the demonstration in the reporting  |                 |           |                          |                |                        |                         |
|    | premium at time  | month (measure 12), whose monthly        | -               |           | 4                        |                | _                      |                         |
|    | of disenrollment | premium at the time of disenrollment     | 5               | 0         | 1                        | 0              | 4                      | 0                       |
| 44 | ≥\$75            | was \$75 or greater.                     |                 |           |                          |                |                        |                         |

## Total debt owed at disenrollment for failure to pay

|     |                   | 5.6.11                                  |                 |           | 50-100% FPL | 50-100% FPL no | >100% FPL | >100% FPL no |
|-----|-------------------|---|-----------------|-----------|-------------|----------------|-----------|--------------|
| #   | Measure           | Definition                              | Overall Measure | < 50% FPL | w/premium   | premium        | w/premium | premium      |
|     | Amount of total   | Number of beneficiaries disenrolled     |                 |           |             |                |           |              |
|     | debt owed at      | from the demonstration in the reporting |                 |           |             |                |           |              |
|     | time of           | month for failure to pay (measure 13),  |                 |           |             |                |           |              |
| 4.5 | disenrollment for | whose total debt owed at the time of    | 3               | 0         | 0           | 0              | 3         | 0            |
| 45  | failure to pay:   | disenrollment was less than \$50.       | 3               | 0         | 0           | U              | 3         | U            |
|     | <\$50             |   |                 |           |             |                |           |              |
|     | Amount of total   | Number of beneficiaries disenrolled     |                 |           |             |                |           |              |
|     | debt owed at      | from the demonstration in the reporting |                 |           |             |                |           |              |
|     | time of           | month for failure to pay (measure 13),  |                 |           |             |                |           |              |
|     | disenrollment for | whose total debt owed at the time of    |                 |           |             |                |           |              |
| 46  | failure to pay:   | disenrollment was greater than or equal | 1               | 0         | 0           | 0              | 1         | 0            |
|     | ≥\$50 but <\$100  | to \$50, but less than \$100.           |                 |           |             |                |           |              |
|     | Amount of total   | Number of beneficiaries disenrolled     |                 |           |             |                |           |              |
|     | debt owed at      | from the demonstration in the reporting |                 |           |             |                |           |              |
|     | time of           | month for failure to pay (measure 13),  |                 |           |             |                |           |              |
|     | disenrollment for | whose total debt owed at the time of    |                 |           |             |                |           |              |
| 47  | failure to pay:   | disenrollment was greater than or equal | 74              | 0         | 0           | 0              | 74        | 0            |
|     | ≥\$100 but <\$150 | to \$100, but less than \$150.          |                 |           |             |                |           |              |
|     | Amount of total   | Number of beneficiaries disenrolled     |                 |           |             |                |           |              |
|     | debt owed at      | from the demonstration in the reporting |                 |           |             |                |           |              |
|     | time of           | month for failure to pay (measure 13),  |                 |           |             |                |           |              |
|     | disenrollment for | whose total debt owed at the time of    |                 |           |             |                |           |              |
| 48  | failure to pay:   | disenrollment was greater than \$150.   | 82              | 0         | 0           | 0              | 82        | 0            |
|     | ≥\$150            |   |                 |           |             |                |           |              |