HFP 2010 Open Enrollment Results

Open Enrollment (OE) 2010

Summary Report

Voluntary	Number	Percentage
Total Postcards Sent	427,284	100.0%
Total Packets Sent (Requested by Applicant)	28,145	6.6%
OE Transfer Requests Returned From Families Who Requested Packets	1,561	5.6%

Involuntary	Number	Percentage
Total Packets Sent	55,524	100.0%
>Required Plan Change (loss of plan in service area)	34,710	62.5%
>Plan Premium Change (Associated w/ CPP change)	20,814	37.5%
OE Transfer Requests Returned	15,368	27.7%
OE Forced Transfers due to Non-Response	40,156	72.3%

Total Voluntary and Involuntary	Number	Percentage
Total OE Packets and Postcards Sent	482,808	100.0%
Total OE Transfer Requests Returned	16,929	3.5%

NOTE: For the 2010 Open Enrollment, families who did not have to change plans or whose premiums did not change received OE postcards. However, families who had to change plans or whose premiums changed received OE packets.
Data is based on Family Unit Level (approximately 1.74 subscribers per family or packet).

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Open Enrollment 2010 Overview

Note: Units in actual number of children transferred and not family units

Voluntary Transfers	2010 Subscribers Who Voluntarily Changed plans	% of Children Enrolled During OE	2009 Subscribers Who Voluntarily Changed plans	% of Children Enrolled During OE	2008 Subscribers Who Voluntarily Changed plans	% of Children Enrolled During OE	2007 Subscribers Who Voluntarily Changed plans	% of Children Enrolled During OE	2006 Subscribers Who Voluntarily Changed plans	% of Children Enrolled During OE	2005 Subscribers Who Voluntarily Changed plans	% of Children Enrolled During OE
Subscribers Changing Only Health Plans	8,331	0.99%	8,497	0.95%	13,518	1.56%	3,660	0.46%	11,161	1.50%	12,579	1.79%
Subscribers Changing Only Dental Plans	7,339	0.87%	7,142	0.80%	12,414	1.43%	6,309	0.79%	12,551	1.68%	10,361	1.47%
Subscribers Changing Only Vision Plans	750	0.09%	345	0.04%	1,121	0.13%	359	0.05%	504	0.07%	2,354	0.33%
Subscriber Changing Both Health and Dental Plans	249	0.03%	905	0.10%	3,018	0.35%	960	0.12%	3,078	0.41%	3,405	0.48%
Subscriber Changing Both Health and Vision Plans	1,010	0.12%	110	0.01%	720	0.08%	144	0.02%	582	0.08%	N/A	N/A
Subscriber Changing Both Dental and Vision Plans	1,973	0.23%	204	0.02%	1,320	0.15%	418	0.05%	804	0.11%	N/A	N/A
Subscriber Changing Health, Dental, and Vision Plans	906	0.11%	192	0.02%	978	0.11%	274	0.03%	990	0.13%	N/A	N/A
Total	20,558	2.44%	17,395	1.95%	33,089	3.82%	12,124	1.52%	29,670	3.98%	28,699	4.07%

* Indicates subscribers whose plan was no longer available in their zip code.

Required Transfers	2010 Subscribers Who Were Required* to Change Plans	% of Children Enrolled During OE	2009 Subscribers Who Were Required* to Change Plans	% of Children Enrolled During OE	2008 Subscribers Who Were Required* to Change Plans	% of Children Enrolled During OE	2007 Subscribers Who Were Required* to Change Plans	% of Children Enrolled During OE	2006 Subscribers Who Were Required* to Change Plans	% of Children Enrolled During OE	2005 Subscribers Who Were Required* to Change Plans	% of Children Enrolled During OE
Subscribers Changing Only Health Plans	33,896	4.03%	59,417	6.66%	67,621	7.80%	507	0.06%	1,445	0.19%	1,422	0.20%
Subscribers Changing Only Dental Plans	943	0.11%	2,725	0.31%	1,513	0.17%	55	0.01%	3,950	0.53%	203	0.03%
Subscribers Changing Only Vision Plans	20,909	2.48%	311	0.03%	504	0.06%	123	0.02%	66	0.01%	0	0.00%
Subscriber Changing Both Health and Dental Plans	3,897	0.46%	6,753	0.76%	3,897	0.45%	98	0.01%	579	0.08%	73	0.01%
Subscriber Changing Both Health and Vision Plans	3,485	0.41%	1,340	0.15%	1,372	0.16%	21	0.00%	63	0.01%	N/A	N/A
Subscriber Changing Both Dental and Vision Plans	228	0.03%	78	0.01%	56	0.01%	8	0.00%	38	0.01%	N/A	N/A
Subscriber Changing Health, Dental, and Vision Plans	1,242	0.15%	2,013	0.23%	999	0.12%	32	0.00%	868	0.12%	N/A	N/A
Total	64,600	7.67%	72,637	8.14%	75,962	8.76%	844	0.11%	7,009	0.94%	1,698	0.24%

* Indicates subscribers whose plan was no longer available in their zip code.

Total Voluntary and Required Transfers	85,158

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Satisfaction Survey: Overall Satisfaction Rating

On a scale of 1-5 (5 meaning Extremely Satisfied and 1 meaning Not At All Satisfied).
Responses are from families who voluntarily changed plans and from those families that were required to change plans.

Health Plan Satisfaction	Dental Plan Satisfaction	Vision Plan Satisfaction
Average Satisfaction Score: 4.1	Average Satisfaction Score: 2.8	Average Satisfaction Score: 4.0
7,182 (1.5%) families responded to the Health Plan survey	2,355 (.5%) families responded to the Dental Plan survey	3,601 (.7%) families responded to the Vision Plan survey

Reasons for Health Plan Changes	2010 Rank	2009 Rank	2008 Rank	2007 Rank	2006 Rank	2005 Rank
Appoinments to see the doctor have to be made too long in advance.	1	1	1	2	2	2
Primary care doctor left the plan.	2	4	4	10	15	10
Problem getting a Doctor I'm happy with.	3	2	2	1	1	1
Doctor's office is too far away.	4	3	3	6	6	6
Problem getting a specialist when I needed one.	5	5	5	5	5	4

Reasons for Dental Plan Change	2010 Rank	2009 Rank	2008 Rank	2007 Rank	2006 Rank	2005 Rank
Appointments to see the dentist have to be made too long in advance.	1	3	2	3	2	2
Not satisfied with the hours or days a primary care dentist's office is open.	2	10	8	9	10	8
Dentist's office is too far away.	3	5	4	5	4	4
Problem getting a dentist I'm happy with.	4	1	1	1	1	1
Not satisfied with dental care received.	5	2	3	2	3	3

Reasons for Vision Plan Changes	2010 Rank	2009 Rank	2008 Rank	2007 Rank	2006 Rank	2005 Rank
Appointments to see the optometrist have to be made too long in advance.	1	2	1	2	1	2
Problem getting an optometrist I'm happy with.	2	1	2	1	2	1
Optometrist's office is too far away.	3	3	4	4	3	3
It took too long to receive laboratory results and diagnosis.	4	7	11	13	10	10
Not being able to see an optometrist when the need is urgent.	5	10	9	6	6	6

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Healthy Families Program Open Enrollment Transfer Activity - By Health Plan 2010

Data includes voluntary and required transfer requests

Health Plan the Subscriber Transferred To	Alameda Alliance for Health	Anthem Blue Cross EPO	Anthem Blue Cross HMO	Blue Shield EPO	Blue Shield HMO	Cal Optima Kids	Care 1st Health Plan	CenCal Health	Central Coast Alliance for Health	Community Health Group	Community Health Plan	Contra Costa Health Plan	Health Net HMO	Health Net Life EPO	Health Plan of San Joaquin	Health Plan of San Mateo	Inland Empire Health Plan	Kaiser Permanente	Kern Family Health Plan	L.A. Care Health Plan	Molina Healthcare	San Francisco Health Plan	Santa Clara Family Health Plan	Ventura County Health Care Plan	Subscriber Enrollment by Plan After OE	Percentage of Subscriber Enrollment by Plan After OE	Percent Change During Open Enrollment *
STARTING COUNT	8,536	92,273	111,995	10,008	42,427	37,521	11,489	7,889	19,406	24,116	14,558	3,883	134,139	975	17,858	5,913	56,089	158,742	10,935	8,456	37,071	7,616	16,246	3,904	842,045		
Alameda Alliance for Health	8,176	4	-	-	1,202	-	-	-	-	-	-	1	1,046	-	1	-	-	6	-	-	-	-	-	-	10,431	1.12%	22.20%
Anthem Blue Cross EPO	1	75,999	2	1,058	749	2	-	5	-	-	-	-	541	10	-	-	4	23	-	-	-	-	-	4	78,398	9.3%	-15.04%
Anthem Blue Cross HMO	-	4,535	110,983	5	1,145	38	8	-	-	8	36	-	794	4	18	-	118	63	-	19	46	-	15	36	117,851	14.0%	5.23%
Blue Shield EPO	-	109	-	3,945	-	-	-	-	-	-	-	-	236	-	-	-	-	1	-	-	-	-	-	-	4,291	0.5%	-57.12%
Blue Shield HMO	-	31	63		35,226	4	-	22	-	-	-	-	17	-	-	-	-	4	-	-	-	-	-	-	35,367	4.2%	-16.64%
Cal Optima Kids	-	-	27		15	37,395	-	-	-	-	-	-	23	-	-	-	1	6	-	-	-	-	-	-	37,471	4.4%	-0.13%
Care 1st Health Plan	-	-	17		2		11,394	-	-	-	11	-	2	-	-	-	-	1	-	13	4	-	-	-	11,444	1.4%	-0.39%
CenCal Health	-	47		155	17			7,864	1	-	-	-	2	-	-	-	-	-	-	-	-	-	-	5	8,088	1.0%	2.52%
Central Coast Alliance for Health	-	45	1	4	338			-	19,405	-	-	-	2	-	-	-	-	-	-	-	-	-	-	1	19,796	2.4%	2.01%
Community Health Group	1	6	11		2			-	-	24,047	-	-	29	-	-	-	-	1	-	-	26	-	-	-	24,117	2.9%	0.00%
Community Health Plan	-	5	9		1	3	3	-	-	-	14,389	-	2	-	-	-	5	-	-	11	-	-	-	-	14,422	1.7%	-0.93%
Contra Costa Health Plan	-	1			5			-	-	-	-	3,853	1,334	-	-	-	-	1	-	-	-	-	-	-	5,194	0.6%	33.76%
Health Net HMO	1	369	327	1,315	1,195	23	22	-	-	11	43	-	127,356	-	18	-	16	67	7	15	84	5	2	1	130,879	15.5%	-2.43%
Health Net Life EPO	-	59		1				-	-	-	-	-	2	961	-	-	-	-	-	-	-	-	-	-	1,023	0.1%	4.92%
Health Plan of San Joaquin	-	2,715	2	3,512	344			-	-	-	-	-	15	-	17,793	-	-	3	1	-	-	-	-	-	24,385	2.9%	36.55%
Health Plan of San Mateo	-	-	1		5			-	-	-	-	-	6	-	-	5,908	-	2	-	-	-	-	-	-	5,920	0.7%	0.12%
Inland Empire Health Plan	-	13	81	1	28		1	-	-	1	2	-	37	-	-	-	55,780	20	-	-	51	-	-	-	56,015	6.7%	-0.13%
Kaiser Permanente	360	1,331	355	12	1,043	50	42	1	-	43	55	29	1,884	-	26	5	149	168,509	49	35	136	15	41	27	164,197	19.5%	3.44%
Kern Family Health Plan	-	-	11					-	-	-	-	-	35	-	-	-	-	3	10,878	-	-	-	-	-	10,927	1.3%	0.00%
L.A. Care Health Plan	-	-	48		9		17	-	-	-	22	-	24	-	-	-	-	4	-	18,359	20	-	-	-	18,503	2.1%	0.56%
Molina Healthcare	-	-	44	-	9	2	2	-	-	12	6	-	63	-	2	-	16	5	-	4	36,704	-	-	-	36,869	4.4%	-0.54%
San Francisco Health Plan	2	-	-	-	6	-	-	-	-	-	-	-	12	-	-	-	-	-	-	-	-	7,596	-	-	7,616	0.9%	0.00%
Santa Clara Family Health Plan	-	3	33	-	1,080	-	-	-	-	-	-	-	2	-	-	2	-	9	-	-	-	-	16,188	-	17,317	2.1%	6.59%
Ventura County Health Care Plan	-	7,001	-	-	6	-	-	-	-	-	-	-	673	-	-	-	-	14	-	-	-	-	-	3,830	11,524	1.4%	195.18%

Total Subscribers Changing Plans at OE	39,543
Percent of Subscribers Changing Plans at OE	4.7%

ENDING COUNT	842,045	100%

* Excludes disenrollments

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Healthy Families Program Open Enrollment Transfer Activity - By Dental Plan 2010

Data includes voluntary and required transfer requests

Dental Plan the Subscriber Transferred To	Access Dental	Delta Dental	Health Net Dental	Premier Access Dental	SafeGuard Dental	Western Dental	Subscriber Enrollment by Plan After OE *	Percentage of Subscriber Enrollment by Plan After OE *	Percent Change During Open Enrollment *
STARTING COUNT:	148,160	302,455	115,241	28,761	137,470	109,958	842,045		
Access Dental	142,191	178	567	27	714	1,133	144,810	17.2%	-2.26%
Delta Dental	1,782	301,452	705	693	1,240	1,378	307,250	36.5%	1.59%
Health Net Dental	1,755	222	112,428	24	1,062	1,490	116,981	13.9%	1.51%
Premier Access Dental	39	213	4	27,969	53	75	28,353	3.4%	-1.42%
SafeGuard Dental	1,072	109	733	5	133,140	1,120	136,179	16.2%	-0.94%
Western Dental	1,321	281	804	43	1,261	104,762	108,472	12.9%	-1.35%

* Excludes Disenrollments

Total Subscribers Changing Plans at OE:	20,103
Percent of Subscribers Changing Plans at OE:	2.39%

ENDING COUNT:	842,045	100%

HFP 2010 Open Enrollment Results

Healthy Families Program Open Enrollment Transfer Activity - By Vision Plan 2010

Data includes voluntary and required transfer requests

Vision Plan the Subscriber Transferred To:	EyeMed vision Care	SafeGuard Vision	Vision Service Plan (VSP)	Subscriber Enrollment by Plan After OE *	Percentage of Subscriber Enrollment by Plan After OE *	Percent Change During Open Enrollment *
STARTING COUNT:	106,600	99,424	636,021	842,045		
EyeMed vision Care	84,085	302	939	85,326	10.13%	-19.96%
SafeGuard Vision	9,899	97,902	612	108,413	12.87%	9.04%
Vision Service Plan (VSP)	12,616	1,220	634,470	648,306	76.99%	1.93%

Total Subscribers Changing Plans at OE:	25,588
Percent of Subscribers Changing Plans at OE:	3.04%

ENDING COUNT:	842,045	100%

* Excludes Disenrollments

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Percentage of Children Changing Plans During Open Enrollment

	Year					
	2010	2009	2008	2007	2006	2005
Health Plan	4.7%	* 8%	** 10.5%	.7%	3.7%	2.5%
Dental Plan	2.4%	1.6%	2.8%	1%	*** 10.7%	2%
Vision Plan	3%	.5%	.8%	.2%	.7%	.3%

Footnote: * For benefit year 2009/2010 some plans left counties due to a rate freeze.
** For benefit year 2008/2009 some plans left counties due to a 5% rate reduction.
*** For benefit year 2006/2007 Universal Care Dental withdrew from participating in the HFP.

Data is rounded to the tenth decimal point.