

## Open Enrollment (OE) 2011 Summary Report

<b>Voluntary</b>	<b>Number</b>	<b>Percentage</b>
Total Postcards Sent	465,211	100.0%
Total Packets Sent (Requested by Applicant)	12,429	2.7%
OE Transfer Requests Returned From Families Who Requested Packets	3,559	0.8%

<b>Involuntary</b>	<b>Number</b>	<b>Percentage</b>
Total Packets Sent	34,082	100.0%
>Required Plan Change (loss of plan in service area)	5,988	17.6%
>Plan Premium Change (Associated w/ CPP change)	28,094	82.4%
OE Transfer Requests Returned	2,878	8.4%
OE Forced Transfers due to Non-Response	3,313	9.7%

<b>Total Voluntary and Involuntary</b>	<b>Number</b>	<b>Percentage</b>
Total OE Packets and Postcards Sent	511,722	100.0%
Total OE Transfer Requests Returned	6,437	1.3%

**NOTE:** For the 2011 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 1.7 subscribers per family or packet).

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

Voluntary Transfers	2011 Subscribers Who <u>Voluntarily</u> Changed plans	% of Children Enrolled During OE	2010 Subscribers Who <u>Voluntarily</u> Changed plans	% of Children Enrolled During OE	2009 Subscribers Who <u>Voluntarily</u> Changed plans	% of Children Enrolled During OE	2008 Subscribers Who <u>Voluntarily</u> Changed plans	% of Children Enrolled During OE	2007 Subscribers Who <u>Voluntarily</u> Changed plans	% of Children Enrolled During OE	2006 Subscribers Who <u>Voluntarily</u> Changed plans	% of Children Enrolled During OE	2005 Subscribers Who <u>Voluntarily</u> Changed plans	% of Children Enrolled During OE
Subscribers Changing Only Health Plans	9,987	1.15%	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	5,476	0.63%	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	4,187	0.48%	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	657	0.08%	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	988	0.11%	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	897	0.10%	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	98	0.01%	906	0.11%	192	0.02%	978	0.11%	274	0.03%	990	0.13%	N/A	N/A
<b>Total</b>	<b>22,290</b>	<b>2.56%</b>	<b>20,558</b>	<b>2.44%</b>	<b>17,395</b>	<b>1.95%</b>	<b>33,089</b>	<b>3.82%</b>	<b>12,124</b>	<b>1.52%</b>	<b>29,670</b>	<b>3.98%</b>	<b>28,699</b>	<b>4.07%</b>

Required Transfers	2011 Subscribers Who Were <u>Required*</u> to Change Plans	% of Children Enrolled During OE	2010 Subscribers Who Were <u>Required*</u> to Change Plans	% of Children Enrolled During OE	2009 Subscribers Who Were <u>Required*</u> to Change Plans	% of Children Enrolled During OE	2008 Subscribers Who Were <u>Required*</u> to Change Plans	% of Children Enrolled During OE	2007 Subscribers Who Were <u>Required*</u> to Change Plans	% of Children Enrolled During OE	2006 Subscribers Who Were <u>Required*</u> to Change Plans	% of Children Enrolled During OE	2005 Subscribers Who Were <u>Required*</u> to Change Plans	% of Children Enrolled During OE
Subscribers Changing Only Health Plans	6,471	0.74%	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	1,457	0.17%	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	3,215	0.37%	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	1,012	0.12%	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	254	0.03%	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	358	0.04%	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	257	0.03%	1,242	0.15%	2,013	0.23%	999	0.12%	32	0.00%	868	0.12%	N/A	N/A
<b>Total</b>	<b>13,024</b>	<b>1.49%</b>	<b>64,600</b>	<b>7.67%</b>	<b>72,637</b>	<b>8.14%</b>	<b>75,962</b>	<b>8.76%</b>	<b>844</b>	<b>0.11%</b>	<b>7,009</b>	<b>0.94%</b>	<b>1,698</b>	<b>0.24%</b>

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

**Total Voluntary and Required Transfers** **35,314**

## 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.

<p><b><u>Health Plan Satisfaction</u></b></p> <p>Average Satisfaction Score: 3.4</p> <p>1,481 (.3%) families responded to the Health Plan survey</p>	<p><b><u>Dental Plan Satisfaction</u></b></p> <p>Average Satisfaction Score: 2.4</p> <p>1,864 (.4%) families responded to the Dental Plan survey</p>	<p><b><u>Vision Plan Satisfaction</u></b></p> <p>Average Satisfaction Score: 3.9</p> <p>1,022 (.2%) families responded to the Vision Plan survey</p>
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<b><u>Reasons for Health Plan Changes</u></b>	<b><u>2011 Rank</u></b>	<b><u>2010 Rank</u></b>	<b><u>2009 Rank</u></b>	<b><u>2008 Rank</u></b>	<b><u>2007 Rank</u></b>	<b><u>2006 Rank</u></b>	<b><u>2005 Rank</u></b>
Problem getting a Doctor I'm happy with.	1	3	2	2	1	1	1
Appointments to see the doctor have to be made too long in advance	2	1	1	1	2	2	2
Problem getting a specialist when I needed one.	3	6	6	5	5	5	4
Not satisfied with medical care received	4	9	9	7	3	4	3
Not being able to see a doctor when the need is urgent	5	7	7	6	4	3	5

<b><u>Reasons for Dental Plan Change</u></b>	<b><u>2011 Rank</u></b>	<b><u>2010 Rank</u></b>	<b><u>2009 Rank</u></b>	<b><u>2008 Rank</u></b>	<b><u>2007 Rank</u></b>	<b><u>2006 Rank</u></b>	<b><u>2005 Rank</u></b>
Appointments to see the dentist have to be made too long in advance.	1	1	2	3	3	2	2
Problem getting a dentist I'm happy with.	2	4	1	1	1	1	1
Dentist's office is too far away.	3	3	4	5	5	4	4
Not being able to see a dentist when the need is urgent.	4	6	7	7	7	5	5
Problem getting a dental specialist when I need one.	5	8	6	6	6	8	7

<b><u>Reasons for Vision Plan Changes</u></b>	<b><u>2011 Rank</u></b>	<b><u>2010 Rank</u></b>	<b><u>2009 Rank</u></b>	<b><u>2008 Rank</u></b>	<b><u>2007 Rank</u></b>	<b><u>2006 Rank</u></b>	<b><u>2005 Rank</u></b>
Appointments to see the optometrist have to be made too long in advance.	1	1	1	2	2	1	2
Problem getting an optometrist I'm happy with.	2	2	2	1	1	2	1
Optometrist's office is too far away.	3	3	3	3	4	3	3
Not being able to see an optometrist when the need is urgent.	4	5	9	8	6	6	6
Problem getting a vision specialist when I need one.	5	6	7	6	7	7	7

**Healthy Families Program Open Enrollment Transfer Activity - By Health Plan 2011**

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	Partnership Health	San Francisco Health Plan	Santa Clara Family Health Plan	Ventura County Health Plan	Subscriber Enrollment by Plan After OE*	Percentage of Subscriber Enrollment by Plan After OE*	Percent Change During Open Enrollment
<b>STARTING COUNT:</b>	10,869	72,639	122,299	5,280	29,713	37,734	12,563	8,760	22,500	24,644	13,432	5,196	136,195	1,560	24,859	6,035	58,212	184,885	11,050	11,268	34,812	1,105	7,474	17,624	10,983	871,691		
Alameda Alliance for Health	10,661	1	8	-	-	-	-	-	-	-	-	1	10	-	3	1	1	23	-	4	-	-	4	-	-	10,713	1.2%	-1.44%
Anthem Blue Cross EPO	1	70,509	5	76	12	3	-	10	25	1	3	5	709	1,402	57	2	12	62	-	4	1	6	-	2	72,907	8.4%	0.37%	
Anthem Blue Cross HMO	48	119	117,631	1	145	69	48	-	2	41	153	53	473	-	72	-	250	254	26	99	136	-	2	54	226	119,902	13.8%	-1.96%
Blue Shield EPO	-	87	20	5,180	6	-	-	-	-	-	-	-	74	120	-	-	-	5	-	-	-	-	-	-	-	5,492	0.6%	4.02%
Blue Shield HMO	-	44	264	-	29,034	30	-	35	-	-	-	-	46	-	-	-	5	10	1	-	4	-	3	1	-	29,477	3.4%	-0.79%
Cal Optima Kids	-	16	136	-	59	37,397	1	-	-	-	3	-	56	-	-	2	4	43	-	1	-	1	1	-	-	37,720	4.3%	-0.04%
Care 1st Health Plan	-	-	90	-	3	-	12,198	-	-	-	80	-	66	-	-	-	-	6	-	70	21	-	-	-	-	12,534	1.4%	-0.23%
CenCal Health	-	58	8	-	47	3	-	8,703	2	1	-	-	1	-	1	-	3	3	3	-	-	-	1	-	3	8,837	1.0%	0.88%
Central Coast Alliance for Health	1	875	7	-	-	2	1	-	22,454	1	1	2	8	-	2	-	-	17	-	-	2	-	-	3	2	23,378	2.7%	3.90%
Community Health Group	1	43	59	-	-	1	-	-	-	24,361	1	-	59	-	-	-	9	27	3	-	62	-	1	2	-	24,629	2.8%	-0.06%
Community Health Plan	-	3	17	-	1	3	7	-	-	3	12,456	-	22	-	5	-	10	1	1	13	5	-	-	3	-	12,550	1.4%	-6.57%
Contra Costa Health Plan	3	1	3	-	-	-	-	-	-	-	-	-	5,035	3	-	-	1	7	-	-	-	-	-	-	-	5,053	0.6%	-2.75%
Health Net HMO	4	319	1,324	16	73	28	113	5	9	54	448	-	132,831	3	51	1	74	171	69	427	234	5	3	7	1	136,270	15.6%	0.06%
Health Net Life EPO	-	-	-	-	-	-	-	-	-	-	-	-	-	35	-	-	-	-	-	-	-	-	-	-	-	35	0.0%	-97.76%
Health Plan of San Joaquin	12	256	49	1	-	1	1	1	4	-	-	-	154	-	24,583	-	-	8	-	-	1	-	-	9	-	25,080	2.9%	0.89%
Health Plan of San Mateo	-	2	3	-	-	-	-	-	-	1	-	-	-	-	-	5,975	-	19	-	-	-	3	-	-	-	6,003	0.7%	-0.53%
Inland Empire Health Plan	-	12	459	-	68	10	10	2	2	8	10	-	152	-	-	-	57,259	52	-	1	161	-	-	-	-	58,206	6.7%	-0.01%
Kaiser Permanente	135	190	1,309	4	235	187	122	2	1	107	160	100	1,036	-	85	45	552	184,049	5	67	374	13	23	128	58	188,987	21.7%	2.22%
Kern Family Health Plan	-	-	60	-	-	-	-	-	-	-	-	-	58	-	-	-	-	1	10,942	-	-	-	-	-	-	11,061	1.3%	0.00%
L.A. Care Health Plan	-	1	130	-	7	-	40	-	-	-	76	-	30	-	-	-	-	21	-	10,579	34	-	1	-	-	10,919	1.3%	-3.10%
Molina Healthcare	-	14	306	-	15	-	22	1	-	66	41	-	284	-	-	-	33	30	-	7	33,776	-	-	-	-	34,595	4.0%	-0.62%
Partnership Health	3	22	1	-	-	-	-	-	-	-	-	-	113	-	-	-	-	22	-	-	1	1,081	-	-	-	1,243	0.1%	-83.37%
San Francisco Health Plan	-	-	1	-	3	-	-	-	-	-	-	-	8	-	-	4	-	1	-	-	-	-	7,432	-	-	7,449	0.9%	-0.33%
Santa Clara Family Health Plan	-	4	87	2	1	-	-	-	-	-	-	-	2	-	-	4	-	28	-	-	-	-	-	17,416	1	17,545	2.0%	-0.45%
Ventura County Health Care Plan	-	63	322	-	4	-	-	1	1	-	-	-	-	-	-	-	-	25	-	-	-	-	-	-	10,690	11,106	1.3%	1.12%

\* Excludes disenrollments

Total Subscribers Changing Plans at OE:	19,424
Percent of Subscribers Changing Plans at OE:	2.23%

<b>ENDING COUNT:</b>	871,691	100.0%
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## Healthy Families Program Open Enrollment Transfer Activity - By Dental Plan 2011

Data includes voluntary and required transfer requests

Dental Plan the Subscriber Transferred To	Access Dental	Delta Dental	DeltaCare	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
<b>STARTING COUNT:</b>	170,581	261,585	0	150,401	25,270	141,782	122,072	871,691		
Access Dental	164,280	66	0	742	13	534	1,069	166,704	19.1%	-2.27%
Delta Dental	1,258	261,060	0	917	1,729	827	1,120	266,911	30.6%	2.24%
DeltaCare	1,560	32	0	1,195	6	1,211	1,212	5,216	0.6%	0.00%
Health Net Dental	1,414	74	0	146,099	24	976	1,127	149,714	17.2%	-0.46%
Premier Access Dental	27	189	0	54	23,473	11	50	23,804	2.7%	-5.80%
SafeGuard Dental	935	52	0	622	4	137,439	821	139,873	16.0%	-1.35%
Western Dental	1,107	112	0	772	21	784	116,673	119,469	13.7%	-2.13%

\* Excludes Disenrollments

Total Subscribers Changing Plans at OE:	22,667
Percent of Subscribers Changing Plans at OE:	2.60%

ENDING COUNT:	871,691	100%
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## Healthy Families Program Open Enrollment Transfer Activity - By Vision Plan 2011

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
<b>STARTING COUNT:</b>	116,476	109,300	645,915	871,691		
EyeMed Vision Care	110,135	221	859	111,215	12.8%	-4.52%
SafeGuard Vision	2,689	108,268	606	111,563	12.8%	2.07%
Vision Service Plan (VSP)	3,652	811	644,450	648,913	74.4%	0.46%

\* Excludes Disenrollments

<b>Total Subscribers</b>	
Changing Plans at OE:	8,838
Percent of Subscribers Changing Plans at OE:	1.01%

<b>ENDING COUNT:</b>	871,691	100.0%
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### Percentage of Children Changing Plans at Open Enrollment

	2011	2010	2009	2008	2007	2006	2005
<b>Health</b>	2.2%	4.7%	8.0%	10.5%	0.7%	3.7%	2.5%
<b>Dental</b>	2.6%	2.4%	1.6%	2.8%	1.0%	10.7%	2.0%
<b>Vison</b>	1.0%	3.0%	0.5%	0.8%	0.2%	0.7%	0.3%