

**NOTE:** For the 2009 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).

## Open Enrollment (OE) 2009 Summary Report

<b>Voluntary</b>	<b>Number</b>	<b>Percentage</b>
Total Postcards Sent	444,658	100.0%
Total Packets Sent (Requested by Applicant)	4,673	100.0%
OE Transfer Requests Returned	15,307	3.4%

<b>Involuntary</b>	<b>Number</b>	<b>Percentage</b>
Total Packets Sent	64,706	100.0%
>Required Plan Change (loss of plan in service area)	42,765	66.1%
>Plan Premium Change (Associated w/ CPP change)	21,941	33.9%
OE Transfer Requests Returned	16,682	25.8%
OE Forced Transfers due to Non-Response	48,024	74.2%

<b>Total Voluntary and Involuntary</b>	<b>Number</b>	<b>Percentage</b>
Total Packets Sent	69,379	100.0%
Total Postcards Sent	444,658	100.0%
Total OE Transfer Requests Returned	31,989	6.2%

## Open Enrollment 2009 Overview

Note: Units in actual number of individuals transferred and not families units

<b>Voluntary Transfers</b>	2009 Subscribers Who Voluntarily Changed plans	% of OE Eligible Total	2008 Subscribers Who Voluntarily Changed plans	% of OE Eligible Total	2007 Subscribers Who Voluntarily Changed plans	% of OE Eligible Total	2006 Subscribers Who Voluntarily Changed plans	% of OE Eligible Total	2005 Subscribers Who Voluntarily Changed plans	% of OE Eligible Total
Subscribers Changing Only Health Plans	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	7,142	0.80%	12,414	1.43%	6,309	0.79%	12,551	1.68%	10,361	1.47%
Subscribers Changing Only Vision Plans	345	0.04%	1,121	0.13%	359	0.05%	504	0.07%	2,354	0.33%
Subscriber Changing Both Health and Dental Plans	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	110	0.01%	720	0.08%	144	0.02%	582	0.08%	N/A	N/A
Subscriber Changing Both Dental and Vision Plans	204	0.02%	1,320	0.15%	418	0.05%	804	0.11%	N/A	N/A
Subscriber Changing Health, Dental, and Vision Plans	192	0.02%	978	0.11%	274	0.03%	990	0.13%	N/A	N/A
<b>Total</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>

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

<b>Required Transfers</b>	2009 Subscribers Who Were Required* to Change Plans	% of OE Eligible Total	2008 Subscribers Who Were Required* to Change Plans	% of OE Eligible Total	2007 Subscribers Who Were Required* to Change Plans	% of OE Eligible Total	2006 Subscribers Who Were Required* to Change Plans	% of OE Eligible Total	2005 Subscribers Who Were Required* to Change Plans	% of OE Eligible Total
Subscribers Changing Only Health Plans	59,417	6.66%	67,621	7.80%	507	0.06%	1,445	0.19%	1,422	0.20%
Subscribers Changing Only Dental Plans	2,725	0.31%	1,513	0.17%	55	0.01%	3,950	0.53%	203	0.03%
Subscribers Changing Only Vision Plans	311	0.03%	504	0.06%	123	0.02%	66	0.01%	0	0.00%
Subscriber Changing Both Health and Dental Plans	6,753	0.76%	3,897	0.45%	98	0.01%	579	0.08%	73	0.01%
Subscriber Changing Both Health and Vision Plans	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	78	0.01%	56	0.01%	8	0.00%	38	0.01%	N/A	N/A
Subscriber Changing Health, Dental, and Vision Plans	2,013	0.23%	999	0.12%	32	0.00%	868	0.12%	N/A	N/A
<b>Total</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.

<b>Total Voluntary and Required Transfers</b>	<b>90,032</b>
---	---------------

## 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>Health Plan Satisfaction</b></p> <p>Average Satisfaction Score: 4.1</p> <p>12,229 (2.4%) families responded to the Health Plan survey</p>	<p><b>Dental Plan Satisfaction</b></p> <p>Average Satisfaction Score: 2.9</p> <p>3,736 (.7%) families responded to the Dental Plan survey</p>	<p><b>Vision Plan Satisfaction</b></p> <p>Average Satisfaction Score: 3.6</p> <p>1,250 (.2%) families responded to the Vision Plan survey</p>
---	---	---

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

  

Dental Plan Change	2008 Rank	2007 Rank	2006 Rank	2005 Rank
1. Problem getting a Dentist I'm happy with.	1	1	1	1
2. Not satisfied with dental care received.	3	2	3	3
3. Appointments to see the dentist have to be made too long in advance.	2	3	2	2
4. Problem getting care that I or my dentist believed is necessary.	5	4	6	6
5. Dentist's office is too far away.	4	5	4	4

  

Vision Plan Changes	2008 Rank	2007 Rank	2006 Rank	2005 Rank
1. Problem getting an optometrist I'm happy with.	2	1	2	1
2. Appointments to see the optometrist have to be made too long in advance.	1	2	1	2
3. Optometrist's office is too far away	4	4	3	3
4. Not satisfied with vision care received*	3	3	4	4
5. Problem getting care that I or my optometrist believed to be necessary.	5	5	5	5

## Healthy Families Program Open Enrollment Transfer Activity - By Health Plan 2009

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 Plan	Enrollment by Plan of Members Participating in OE*	Percent of Enrollment by Plan of Members Participating in OE*	Percent Change During Open Enrollment
<b>STARTING COUNT:</b>	8,998	174,319	92,274	10,476	43,216	32,403	11,920	7,157	19,720	26,446	16,825	4,062	136,119	704	17,761	5,996	46,569	147,416	12,904	6,727	42,014	8,042	16,535	3,997	<b>892,600</b>		
Alameda Alliance for Health	8,966	1	5	-	3	-	-	-	-	-	-	-	5	2	-	-	-	-	-	-	-	2	1	-	<b>8,985</b>	<b>1.01%</b>	<b>-0.14%</b>
Anthem Blue Cross EPO	2	105,742	2	9	44	-	-	4	15	-	-	-	24	5	-	-	6	1	-	4	-	-	85	-	<b>105,943</b>	<b>11.87%</b>	<b>-39.22%</b>
Anthem Blue Cross HMO	-	20,161	91,939	2	14	7	9	-	-	8	20	-	50	-	1	14	27	7	7	17	-	3	1	-	<b>112,287</b>	<b>12.58%</b>	<b>21.69%</b>
Blue Shield EPO	-	16	1	10,459	-	-	-	-	-	-	-	-	7	8	-	-	1	-	-	-	-	-	-	-	<b>10,492</b>	<b>1.18%</b>	<b>0.15%</b>
Blue Shield HMO	5	5,969	29	-	43,041	6	1	15	-	8	-	54	-	-	-	10	14	-	1	2	5	5	5	-	<b>49,170</b>	<b>5.51%</b>	<b>13.78%</b>
Cal Optima Kids	-	12,017	-	-	-	32,335	-	-	-	-	-	1	-	-	-	3	4	-	-	-	-	-	-	-	<b>44,360</b>	<b>4.97%</b>	<b>36.90%</b>
Care 1st Health Plan	-	3	7	-	-	-	11,734	-	-	-	-	-	2	-	-	-	1	-	-	-	-	-	-	-	<b>11,747</b>	<b>1.32%</b>	<b>-1.45%</b>
CenCal Health	-	177	-	-	8	-	-	7,138	-	1	-	3	-	-	-	-	-	-	-	-	-	-	-	-	<b>7,327</b>	<b>0.82%</b>	<b>2.38%</b>
Central Coast Alliance for Health	-	11	4	1	1	-	-	-	19,703	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	<b>19,724</b>	<b>2.21%</b>	<b>0.02%</b>
Community Health Group	-	81	5	-	3	-	89	-	-	26,408	-	8	-	-	-	1	2	-	-	11	-	-	-	-	<b>26,608</b>	<b>2.98%</b>	<b>0.61%</b>
Community Health Plan	-	57	-	-	-	2	-	-	-	16,731	-	-	-	-	-	3	4	-	3	1	-	-	-	-	<b>16,801</b>	<b>1.88%</b>	<b>-0.14%</b>
Contra Costa Health Plan	3	-	-	-	-	-	-	-	-	-	4,047	12	-	-	-	-	6	-	-	-	-	-	-	-	<b>4,068</b>	<b>0.46%</b>	<b>0.15%</b>
Health Net HMO	5	5,917	116	-	35	2	18	-	-	13	18	4	135,656	-	1	9	22	7	5	310	3	-	4	-	<b>142,145</b>	<b>15.92%</b>	<b>4.43%</b>
Health Net Life EPO	-	-	-	-	-	-	-	-	-	-	-	4	702	-	-	-	-	3	-	-	-	-	-	-	<b>709</b>	<b>0.08%</b>	<b>0.71%</b>
Health Plan of San Joaquin	1	1	1	5	1	-	-	-	-	-	-	-	2	-	17,736	-	1	6	-	5	-	-	-	-	<b>17,759</b>	<b>1.99%</b>	<b>-0.01%</b>
Health Plan of San Mateo	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	5,981	-	5	-	-	3	1	-	-	<b>5,992</b>	<b>0.67%</b>	<b>-0.07%</b>
Inland Empire Health Plan	-	17,469	2	-	3	11	4	-	-	1	-	14	-	-	-	46,479	7	-	-	6	-	2	-	-	<b>63,998</b>	<b>7.17%</b>	<b>37.43%</b>
Kaiser Permanente	14	4,727	105	-	41	40	33	-	-	9	27	11	218	10	12	41	147,302	12	6	153	2	11	13	-	<b>152,787</b>	<b>17.12%</b>	<b>3.64%</b>
Kern Family Health Plan	-	-	5	-	-	-	-	-	-	-	-	12	-	-	-	-	-	12,875	-	-	-	-	-	-	<b>12,892</b>	<b>1.44%</b>	<b>0.00%</b>
L.A. Care Health Plan	-	-	28	-	-	-	2	-	-	6	-	7	-	-	-	-	-	-	6,705	-	-	-	-	-	<b>6,748</b>	<b>0.76%</b>	<b>0.31%</b>
Molina Healthcare	-	1,965	21	-	7	-	30	-	-	7	12	-	27	2	-	8	4	-	-	41,505	-	-	-	-	<b>43,588</b>	<b>4.88%</b>	<b>3.75%</b>
San Francisco Health Plan	2	-	-	-	13	-	-	-	-	-	-	8	-	-	-	-	2	-	-	-	-	8,027	-	-	<b>8,052</b>	<b>0.90%</b>	<b>0.12%</b>
Santa Clara Family Health Plan	-	-	4	-	-	-	-	-	-	-	-	2	-	-	1	-	-	-	-	-	-	-	16,512	-	<b>16,519</b>	<b>1.85%</b>	<b>-0.10%</b>
Ventura County Health Care Plan	-	5	-	-	-	-	-	-	2	-	-	3	-	-	-	-	-	-	-	-	-	-	3,889	-	<b>3,899</b>	<b>0.44%</b>	<b>-2.45%</b>

\* Excludes disenrollments

Total Subscribers Changing Plans at OE:	<b>70,988</b>
Percent of Subscribers Changing Plans at OE:	<b>7.95%</b>

<b>ENDING COUNT:</b>	<b>892,600</b>	<b>100%</b>
----------------------	----------------	-------------

## Healthy Families Program Open Enrollment Transfer Activity - By Dental Plan 2009

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	Enrollment by Plan of Members Participating in OE +	Percent of Enrollment by Plan of Members Participating in OE +	Percent Change During Open Enrollment
<b>STARTING COUNT:</b>	141,434	379,483	85,012	38,648	143,878	104,145	<b>892,600</b>		
<b>Access Dental</b>	139,742	1,816	350	2	593	580	<b>143,083</b>	<b>16.03%</b>	<b>1.17%</b>
<b>Delta Dental</b>	126	373,238	127	61	113	234	<b>373,899</b>	<b>41.89%</b>	<b>-1.47%</b>
<b>Health Net Dental</b>	222	749	83,448	0	507	283	<b>85,209</b>	<b>9.55%</b>	<b>0.23%</b>
<b>Premier Access Dental</b>	569	1,037	390	38,558	493	498	<b>41,545</b>	<b>4.65%</b>	<b>7.50%</b>
<b>SafeGuard Dental</b>	413	1,649	404	9	141,691	562	<b>144,728</b>	<b>16.21%</b>	<b>0.59%</b>
<b>Western Dental</b>	362	994	293	18	481	101,988	<b>104,136</b>	<b>11.67%</b>	<b>-0.01%</b>

\* Excludes Disenrollments

Total Subscribers Changing Plans at OE:	<b>13,935</b>
Percent of Subscribers Changing Plans at OE:	<b>1.56%</b>

<b>ENDING COUNT:</b>		<b>892,600</b>	<b>100%</b>
----------------------	--	----------------	-------------

## Healthy Families Program Open Enrollment Transfer Activity - By Vision Plan 2009

Data includes voluntary and required transfer requests

Vision Plan the Subscriber Transferred To	EyeMed vision Care	SafeGuard Vision	Vision Service Plan (VSP)	Enrollment by Plan of Members Participating in OE*	Percent of Enrollment by Plan of Members Participating in OE*	Percent Change During Open Enrollment
<b>STARTING COUNT:</b>	102,767	91,088	698,745	892,600		
EyeMed vision Care	101,117	204	734	102,055	11.43%	-0.69%
SafeGuard Vision	257	89,966	516	90,739	10.17%	-0.38%
Vision Service Plan (VSP)	1,393	918	697,495	699,806	78.40%	0.15%

\* Excludes Disenrollments

Total Subscribers Changing Plans at OE:	4,022
Percent of Subscribers Changing Plans at OE:	0.45%

<b>ENDING COUNT:</b>	892,600	100%
----------------------	---------	------