

NOTE: Due to large number of required transfers and premium changes, full packets were sent to all HFP families rather than packets and postcards.  
Data is based on Family Unit Level (approximately 1.7 subscribers per family or packet).

## Open Enrollment 2008 Summary Report

<b>Voluntary</b>	<b>Number</b>	<b>Percentage</b>
Total Packets Sent	446,840	100.0%
OE Transfer Requests Returned	16,837	3.8%

<b>Involuntary</b>	<b>Number</b>	<b>Percentage</b>
Total Packets Sent	80,552	100.0%
Required Plan Change (loss of plan in service area)	49,299	61.2%
Plan Premium Change (Associated w/ CPP change)	31,253	38.8%
OE Transfer Requests Returned	20,630	25.6%
OE Forced Transfers due to Non-Response	29,664	36.8%

<b>Total Voluntary and Involuntary</b>	<b>Number</b>	<b>Percentage</b>
Total Packets Sent	527,392	100.0%
Total OE Transfer Requests Returned	37,467	7.1%

Open Enrollment 2008  
Overview

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

Voluntary Transfers	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	13,518	1.56%	3,660	0.46%	11,161	1.50%	12,579	1.79%
Subscribers Changing Only Dental Plans	12,414	1.43%	6,309	0.79%	12,551	1.68%	10,361	1.47%
Subscribers Changing Only Vision Plans	1,121	0.13%	359	0.05%	504	0.07%	2,354	0.33%
Subscriber Changing Both Health and Dental Plans	3,018	0.35%	960	0.12%	3,078	0.41%	3,405	0.48%
Subscriber Changing Both Health and Vision Plans	720	0.08%	144	0.02%	582	0.08%	N/A	N/A
Subscriber Changing Both Dental and Vision Plans	1,320	0.15%	418	0.05%	804	0.11%	N/A	N/A
Subscriber Changing Health, Dental, and Vision Plans	978	0.11%	274	0.03%	990	0.13%	N/A	N/A
<b>Total</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.

Required Transfers	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	67,621	7.80%	507	0.06%	1,445	0.19%	1,422	0.20%
Subscribers Changing Only Dental Plans	1,513	0.17%	55	0.01%	3,950	0.53%	203	0.03%
Subscribers Changing Only Vision Plans	504	0.06%	123	0.02%	66	0.01%	0	0.00%
Subscriber Changing Both Health and Dental Plans	3,897	0.45%	98	0.01%	579	0.08%	73	0.01%
Subscriber Changing Both Health and Vision Plans	1,372	0.16%	21	0.00%	63	0.01%	N/A	N/A
Subscriber Changing Both Dental and Vision Plans	56	0.01%	8	0.00%	38	0.01%	N/A	N/A
Subscriber Changing Health, Dental, and Vision Plans	999	0.12%	32	0.00%	868	0.12%	N/A	N/A
<b>Total</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>109,051</b>
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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. No families were required to change vision plans.

<p><b>Health Plan Satisfaction</b> Average Satisfaction Score: 3.8 16,595 (3.2%) families responded to the Health Plan survey</p>	<p><b>Dental Plan Satisfaction</b> Average Satisfaction Score: 2.5 7,139 (1.4%) families responded to the Dental Plan survey</p>	<p><b>Vision Plan Satisfaction</b> Average Satisfaction Score: 3.3 2,168 (.4%) families responded to the Vision Plan survey</p>
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<b>Health Plan Changes</b>	<b>2007 Rank</b>	<b>2006 Rank</b>	<b>2005 Rank</b>
1. Appointments to see the doctor have to be made too long in advance.	2	2	2
2. Problem getting a doctor I'm happy with.	1	1	1
3. Doctor's office is too far away.	6	6	6
4. Primary care doctor left the plan.	10	15	10
5. Problem getting a specialist when I needed one.	5	5	4

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

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

**Healthy Families Program Open Enrollment Transfer Activity - By Health Plan 2008**

All transfer requests (voluntary and required)

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>	7,934	200,035	124,860	9,349	35,749	32,875	11,658	2,664	3,993	24,685	17,876	3,521	120,243	993	11,042	3,731	46,563	126,879	12,836	5,091	38,400	6,357	15,598	3,830	866,762			* Excludes disenrollments
Alameda Alliance for Health	7,736	20	1,334	-	2	-	-	-	-	1	-	-	9	-	2	-	8	1	-	-	-	5	-	-	9,118	1.1%	14.92%	
Anthem Blue Cross EPO	-	170,103	106	62	376	359	2	6	16	9	17	6	923	246	54	-	438	182	1	1	93	-	4	77	173,081	20.0%	-13.47%	
Anthem Blue Cross HMO	-	171	89,025	980	72	7	69	-	-	41	169	-	693	-	5	-	9	100	90	47	190	-	34	1	91,703	10.6%	-26.56%	
Blue Shield EPO	-	173	1,839	5,601	3	-	-	-	-	-	-	-	986	47	48	-	-	5	-	-	-	-	3	2	8,707	1.0%	-6.87%	
Blue Shield HMO	23	2,944	1,218	1	32,443	43	12	23	1	-	47	-	1,092	-	4	-	71	84	-	16	29	8	22	3	38,084	4.4%	6.53%	
Cal Optima Kids	-	53	19	-	25	32,337	-	-	-	-	3	1	60	-	-	2	14	18	-	1	8	-	-	-	32,541	3.8%	-1.02%	
Care 1st Health Plan	-	0.0%	71	10	21	1	11,169	-	-	-	40	-	52	-	-	-	-	10	-	14	20	-	-	-	11,408	1.3%	-2.14%	
CenCal Health	-	3,629	-	-	16	-	-	2,627	-	1	-	-	876	6	-	-	-	1	-	-	1	-	-	-	7,157	0.8%	168.66%	
Central Coast Alliance for Health	-	15,874	6	-	-	-	-	-	3,974	-	-	-	180	-	2	-	-	-	3	-	-	-	-	-	20,039	2.3%	401.85%	
Community Health Group	-	29	50	1,663	5	-	-	-	-	24,354	2	2	86	-	-	-	8	18	-	-	154	-	-	-	26,371	3.0%	6.83%	
Community Health Plan	2	171	74	1	3	8	13	1	-	5	16,871	-	52	-	-	-	13	16	-	2	9	1	3	4	17,249	2.0%	-3.51%	
Contra Costa Health Plan	3	21	844	-	-	-	1	-	-	1	-	3,366	7	-	-	-	-	1	-	-	-	1	-	-	4,245	0.5%	20.56%	
Health Net HMO	14	2,632	15,727	645	1,231	64	59	2	-	40	218	41	109,769	4	9	1	57	225	99	60	287	6	2	2	131,194	15.1%	9.11%	
Health Net Life EPO	-	8	-	-	-	-	-	-	-	-	-	-	-	690	-	-	-	-	-	-	-	-	-	-	-	698	0.1%	-29.71%
Health Plan of San Joaquin	-	172	4,492	12	15	-	-	-	1	-	1	-	2,600	-	10,822	-	-	14	-	-	-	-	7	-	18,136	2.1%	64.25%	
Health Plan of San Mateo	3	2,252	4	-	-	4	-	-	-	-	-	-	1	-	2	3,689	-	14	-	-	-	4	-	-	5,973	0.7%	60.09%	
Inland Empire Health Plan	-	83	50	3	30	29	7	1	-	10	22	-	81	-	7	-	45,246	41	-	3	146	1	-	-	45,760	5.3%	-1.72%	
Kaiser Permanente	153	1,482	3,552	216	759	17	250	2	-	164	321	104	1,340	-	87	34	605	126,001	8	129	585	15	171	-	135,995	15.7%	7.18%	
Kern Family Health Plan	-	11	59	-	-	2	-	-	-	-	-	-	440	-	-	-	-	8	12,634	-	-	-	-	-	13,154	1.5%	0.00%	
L.A. Care Health Plan	-	-	728	-	18	-	15	-	-	-	72	-	55	-	-	-	2	19	-	4,801	28	-	-	-	5,738	0.7%	12.71%	
Molina Healthcare	-	100	3,841	155	711	2	60	-	-	59	93	-	227	-	-	-	99	74	-	16	36,850	-	2	-	42,289	4.9%	10.13%	
San Francisco Health Plan	-	38	1,744	-	5	-	-	-	-	-	-	1	5	-	-	3	-	5	-	-	-	6,320	-	-	8,121	0.9%	27.75%	
Santa Clara Family Health Plan	-	39	72	-	10	2	-	-	1	-	-	-	708	-	2	-	1	33	-	-	-	1	15,345	-	16,214	1.9%	3.95%	
Ventura County Health Care Plan	-	30	5	-	4	-	1	2	-	-	-	-	1	-	-	-	-	2	-	1	-	-	-	3,741	3,787	0.4%	-1.12%	

Total Subscribers Changing Health Plans at OE:	91,248
Percent of Subscribers Changing Health Plans at OE:	10.53%

<b>ENDING COUNT:</b>	866,762	100.0%
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### Healthy Families Program Open Enrollment Transfer Activity - By *Dental* Plan 2008

All transfer requests (voluntary and required)

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>	127,928	414,947	71,772	27,862	133,856	90,397	866,762		
Access Dental	121,880	485	656	26	798	1,186	125,031	14.4%	-2.26%
Delta Dental	1,160	411,554	351	1,404	316	1,005	415,790	48.0%	0.20%
Health Net Dental	891	337	68,533	4	787	997	71,549	8.3%	-0.31%
Premier Access Dental	330	1,448	51	26,116	544	616	29,105	3.4%	4.46%
SafeGuard Dental	1,702	327	1,021	24	129,567	1,465	134,106	15.5%	0.19%
Western Dental	1,965	796	1,160	288	1,844	85,128	91,181	10.5%	0.87%

\* Excludes Disenrollments

Total Subscribers Changing Dental Plans at OE:	23,984
Percent of Subscribers Changing Dental Plans at OE:	2.77%

<b>ENDING COUNT:</b>		866,762	100%
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### Healthy Families Program Open Enrollment Transfer Activity - By *Vision* Plan 2008

All transfer requests (voluntary and required)

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>	92,544	81,298	692,920	<b>866,762</b>		
EyeMed vision Care	91,139	693	2,114	<b>93,946</b>	<b>10.8%</b>	<b>1.51%</b>
SafeGuard Vision	251	79,224	1,416	<b>80,891</b>	<b>9.3%</b>	<b>-0.50%</b>
Vision Service Plan (VSP)	1,154	1,381	689,390	<b>691,925</b>	<b>79.8%</b>	<b>-0.14%</b>

\* Excludes Disenrollments

Total Subscribers Changing Vision Plans at OE:	<b>7,009</b>
Percent of Subscribers Changing Vision Plans at OE:	<b>0.81%</b>

<b>ENDING COUNT:</b>	<b>866,762</b>	<b>100.0%</b>
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