

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

| Voluntary | Number | Percentage |
|---|---------------|-------------------|
| 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% |

| Involuntary | Number | Percentage |
|--|---------------|-------------------|
| 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% |

| Total Voluntary and Involuntary | Number | Percentage |
|--|---------------|-------------------|
| 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

| Voluntary Transfers | 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 |
| Total | 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 | 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 |
| Total | 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 | 90,032 |
|---|---------------|

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>Health Plan Satisfaction Average Satisfaction Score: 4.1 12,229 (2.4%) families responded to the Health Plan survey</p> | <p>Dental Plan Satisfaction Average Satisfaction Score: 2.9 3,736 (.7%) families responded to the Dental Plan survey</p> | <p>Vision Plan Satisfaction Average Satisfaction Score: 3.6 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 Care Plan | Enrollment by Plan of Members Participating in OE * | Percent of Enrollment by Plan of Members Participating in OE * | Percent Change During Open Enrollment | |
|---|-----------------------------|-----------------------|-----------------------|-----------------|-----------------|-----------------|----------------------|---------------|-----------------------------------|------------------------|-----------------------|--------------------------|----------------|---------------------|----------------------------|--------------------------|---------------------------|-------------------|-------------------------|-----------------------|-------------------|---------------------------|--------------------------------|---------------------------------|---|--|---------------------------------------|---------------------------|
| STARTING COUNT: | 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 | 892,600 | | | * Excludes disenrollments |
| Alameda Alliance for Health | 8,966 | 1 | 5 | - | 3 | - | - | - | - | - | - | - | 5 | - | 2 | - | - | - | - | - | - | 2 | 1 | - | 8,985 | 1.01% | -0.14% | |
| Anthem Blue Cross EPO | 2 | 105,742 | 2 | 9 | 44 | - | - | 4 | 15 | - | - | - | 24 | - | 5 | - | 6 | 1 | - | - | 4 | - | - | 85 | 105,943 | 11.87% | -39.22% | |
| Anthem Blue Cross HMO | - | 20,161 | 91,939 | 2 | 14 | 7 | 9 | - | - | 8 | 20 | - | 50 | - | 1 | 14 | 27 | 7 | 7 | 17 | - | - | 3 | 1 | 112,287 | 12.58% | 21.69% | |
| Blue Shield EPO | - | 16 | 1 | 10,459 | - | - | - | - | - | - | - | - | 7 | - | 8 | - | - | 1 | - | - | - | - | - | - | 10,492 | 1.18% | 0.15% | |
| Blue Shield HMO | 5 | 5,969 | 29 | - | 43,041 | 6 | 1 | 15 | - | - | 8 | - | 54 | - | - | 10 | 14 | - | 1 | 2 | 5 | 5 | 5 | 5 | 49,170 | 5.51% | 13.78% | |
| Cal Optima Kids | - | 12,017 | - | - | - | 32,335 | - | - | - | - | - | - | 1 | - | - | 3 | 4 | - | - | - | - | - | - | - | 44,360 | 4.97% | 36.90% | |
| Care 1st Health Plan | - | 3 | 7 | - | - | - | 11,734 | - | - | - | - | - | 2 | - | - | - | 1 | - | - | - | - | - | - | - | 11,747 | 1.32% | -1.45% | |
| CenCal Health | - | 177 | - | - | 8 | - | - | 7,138 | - | 1 | - | - | 3 | - | - | - | - | - | - | - | - | - | - | - | 7,327 | 0.82% | 2.38% | |
| Central Coast Alliance for Health | - | 11 | 4 | 1 | 1 | - | - | - | 19,703 | - | 2 | - | - | - | - | - | - | 2 | - | - | - | - | - | - | 19,724 | 2.21% | 0.02% | |
| Community Health Group | - | 81 | 5 | - | 3 | - | 89 | - | - | 26,408 | - | - | 8 | - | - | 1 | 2 | - | - | 11 | - | - | - | - | 26,608 | 2.98% | 0.61% | |
| Community Health Plan | - | 57 | - | - | - | 2 | - | - | - | - | 16,731 | - | - | - | - | 3 | 4 | - | 3 | 1 | - | - | - | - | 16,801 | 1.88% | -0.14% | |
| Contra Costa Health Plan | 3 | - | - | - | - | - | - | - | - | - | - | 4,047 | 12 | - | - | - | 6 | - | - | - | - | - | - | - | 4,068 | 0.46% | 0.15% | |
| Health Net HMO | 5 | 5,917 | 116 | - | 35 | 2 | 18 | - | - | 13 | 18 | 4 | 135,656 | - | 1 | 9 | 22 | 7 | 5 | 310 | 3 | - | 4 | 4 | 142,145 | 15.92% | 4.43% | |
| Health Net Life EPO | - | - | - | - | - | - | - | - | - | - | - | - | 4 | 702 | - | - | 3 | - | - | - | - | - | - | - | 709 | 0.08% | 0.71% | |
| Health Plan of San Joaquin | 1 | 1 | 1 | 5 | 1 | - | - | - | - | - | - | - | 2 | - | 17,736 | - | 1 | 6 | - | 5 | - | - | - | - | 17,759 | 1.99% | -0.01% | |
| Health Plan of San Mateo | - | - | - | - | 2 | - | - | - | - | - | - | - | - | - | 5,981 | - | 5 | - | - | - | 3 | 1 | - | - | 5,992 | 0.67% | -0.07% | |
| Inland Empire Health Plan | - | 17,469 | 2 | - | 3 | 11 | 4 | - | - | - | 1 | - | 14 | - | - | 46,479 | 7 | - | - | 6 | - | 2 | - | - | 63,998 | 7.17% | 37.43% | |
| Kaiser Permanente | 14 | 4,727 | 105 | - | 41 | 40 | 33 | - | - | 9 | 27 | 11 | 218 | - | 10 | 12 | 41 | 147,302 | 12 | 6 | 153 | 2 | 11 | 13 | 152,787 | 17.12% | 3.64% | |
| Kern Family Health Plan | - | - | 5 | - | - | - | - | - | - | - | - | - | 12 | - | - | - | - | - | 12,875 | - | - | - | - | - | 12,892 | 1.44% | 0.00% | |
| L.A. Care Health Plan | - | - | 28 | - | - | - | 2 | - | - | - | 6 | - | 7 | - | - | - | - | - | 6,705 | - | - | - | - | - | 6,748 | 0.76% | 0.31% | |
| Molina Healthcare | - | 1,965 | 21 | - | 7 | - | 30 | - | - | 7 | 12 | - | 27 | 2 | - | 8 | 4 | - | - | - | 41,505 | - | - | - | 43,588 | 4.88% | 3.75% | |
| San Francisco Health Plan | 2 | - | - | - | 13 | - | - | - | - | - | - | - | 8 | - | - | - | 2 | - | - | - | - | 8,027 | - | - | 8,052 | 0.90% | 0.12% | |
| Santa Clara Family Health Plan | - | - | 4 | - | - | - | - | - | - | - | - | - | 2 | - | 1 | - | - | - | - | - | - | - | 16,512 | - | 16,519 | 1.85% | -0.10% | |
| Ventura County Health Care Plan | - | 5 | - | - | - | - | - | - | 2 | - | - | - | 3 | - | - | - | - | - | - | - | - | - | 3,889 | - | 3,899 | 0.44% | -2.45% | |

| | |
|--|--------|
| Total Subscribers Changing Plans at OE: | 70,988 |
| Percent of Subscribers Changing Plans at OE: | 7.95% |

| | | |
|----------------------|---------|------|
| ENDING COUNT: | 892,600 | 100% |
|----------------------|---------|------|

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

* Excludes Disenrollments

| | |
|---|--------|
| Total Subscribers Changing Plans at OE: | 13,935 |
| Percent of Subscribers Changing Plans at OE: | 1.56% |

| | | | |
|----------------------|--|---------|------|
| ENDING COUNT: | | 892,600 | 100% |
|----------------------|--|---------|------|

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 |
|---|--------------------|------------------|---------------------------|---|--|---------------------------------------|
| STARTING COUNT: | 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% |

| | | |
|----------------------|----------------|-------------|
| ENDING COUNT: | 892,600 | 100% |
|----------------------|----------------|-------------|