

EIP Monthly One Care Enrollment Data Report—April 2014

Introduction

The data in this report reflects One Care activity as of April 1, 2014. MassHealth takes a snapshot of enrollments and opt-outs shortly after the beginning of the month to allow time for resolution of a small number of delayed successful enrollments at the beginning of each month.

1. February Enrollment Summary

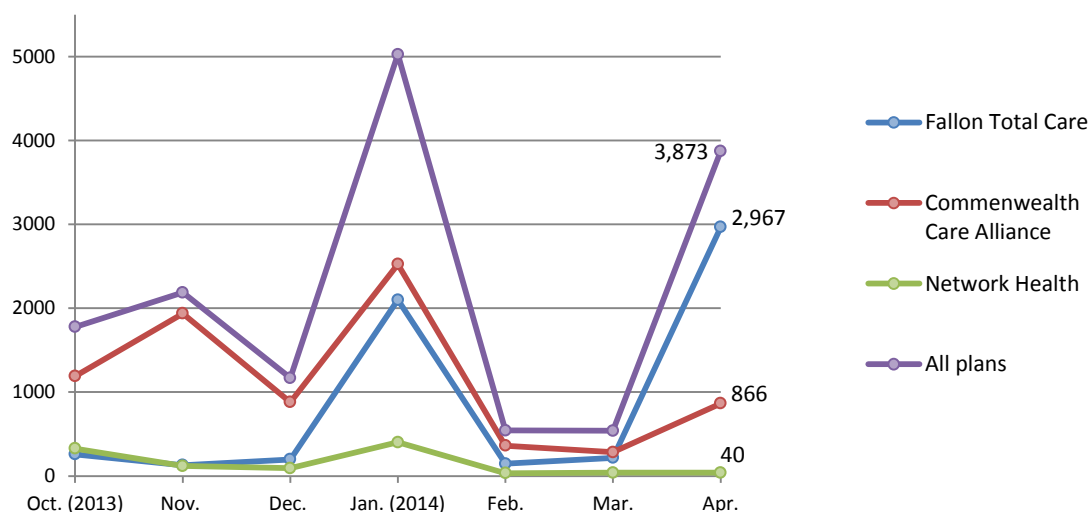
Since March 1, there have been 3,873 new enrollments in One Care with an effective coverage date of March 1, 2014. Of these, 3,411 were passive enrollments; while 462 were member-initiated enrollments. As of April 1, 2014, total enrollment in One Care across all three plans was 13,191.

Plan	New enrollments for March 2014	Total enrollment
Commonwealth Care Alliance (CCA)	866 (22%)	7,070 (54%)
Fallon Total Care (FTC)	2,967 (77%)	5,313 (40%)
Network Health (NH)	40 (1%)	808 (6%)
All Plans	3,873 (100%)	13,191 (100%)

N = approx. 95,000

Why was One Care enrollment in January and April so much higher than other months? Enrollment in One Care began in October 2013. The spikes in enrollment for January and April 2014 reflect the first two groups of passive enrollments, on top of a regular volume of self-enrollments in those months. Passive enrollment is MassHealth’s process of assigning, notifying, and automatically enrolling someone in a One Care plan (also referred to as “auto-assignment”). Passive enrollment currently happens in large groups, rather than on a rolling basis.

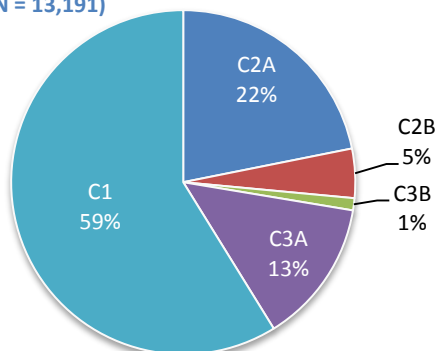
Figure 1. Trends in monthly One Care enrollment volume



2. Rating Category Data. One Care enrollees are categorized based on anticipated or actual service needs as follows:

- **F1:** Residing in an institutional setting
- **C3B:** Very high community long term services and supports needs
- **C3A:** High community long term services and supports needs
- **C2B:** Very high community behavioral health services needs
- **C2A:** High community behavioral health services needs
- **C1:** Other individuals living in the community

Figure 2. Total One Care enrollment by rating category
(N = 13,191)



Note: The F1 rating category represents <1% of enrollments, and therefore does not appear in this chart.

Why is One Care enrollment mostly in the C1 rating category? Individuals in the C1 rating category represent a majority of MassHealth members who are eligible for One Care. Currently, MassHealth estimates that 64.6% of eligible members are in the C1 rating category.

As members enroll in One Care and their assessments are completed, more specific information about their needs may indicate some should be in a different rating category.

Enrollment penetration refers to the percent of individuals who are enrolled out of the total number eligible in a given group. In the different rating categories, enrollment penetration is currently highest in C2A (18.1%) and lowest in F1 (1.8%). (Figure 3)

Figure 3. Rating category enrollment penetration

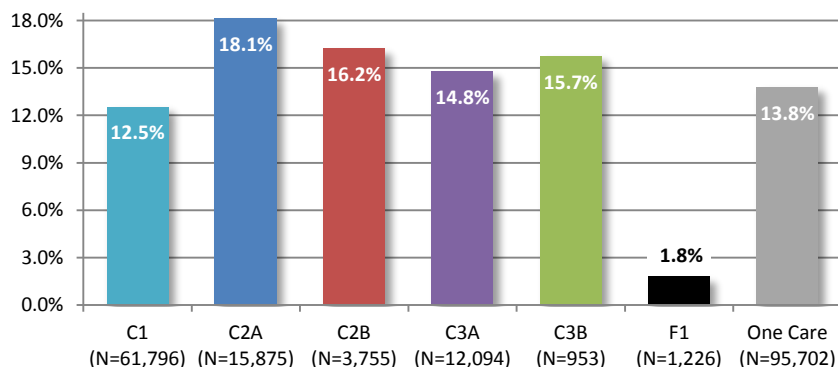
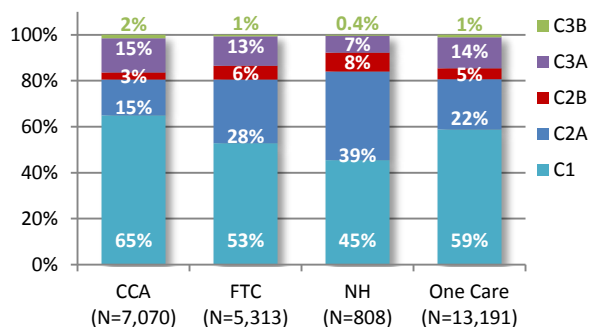


Figure 4. One Care plans' rating category enrollment



Note: The F1 rating category represents <1% of enrollments in each plan, and therefore does not appear in this chart.

Within each plan, what is the distribution of enrollees in each rating category? The three One Care plans' rating category enrollment distribution fluctuates month-to-month. New enrollments drive most of these changes. In addition, as plans complete the assessment process for new enrollees, some individuals move to a different rating category.

MassHealth anticipates that the next round of passive enrollment, in July, will result in additional shifts in the percentage of enrollees in the various rating categories.

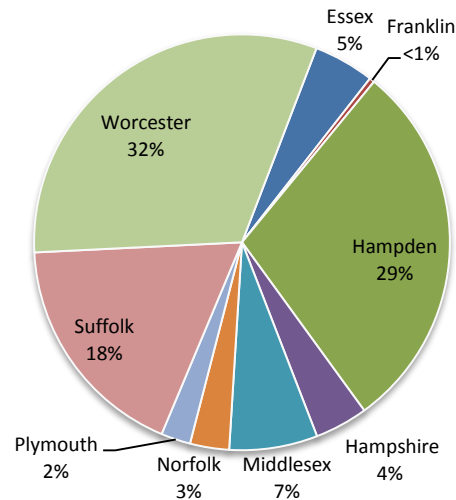
3. County-Specific Data

One Care is available in nine Massachusetts counties. The three One Care plans each serve a different number of counties. One Care enrollments by county are geographically distributed as follows:

One Care County	New enrollments for April 1, 2014	Total enrollment [N = 95,702]
Essex (CCA only)	50	623
Franklin (CCA only)	0	52
Hampden	1,620	3,830
CCA	180 (11%)	1,348 (62%)
FTC	1,440 (89%)	841 (38%)
Hampshire	245	544
CCA	10 (4%)	146 (27%)
FTC	235 (96%)	398 (73%)
Middlesex (CCA only)	81	905
Norfolk (CCA only)	26	401
Plymouth (CCA only)	35	302
Suffolk	314	2,361
CCA	305 (97%)	2,033 (86%)
NH	9 (3%)	328 (14%)
Worcester	1,502	4,173*
CCA	180 (12%)	1,065 (26%)
FTC	1,291 (86%)	2,627 (63%)
NH	31 (2%)	476 (11%)
All Counties	3,873	13,191*

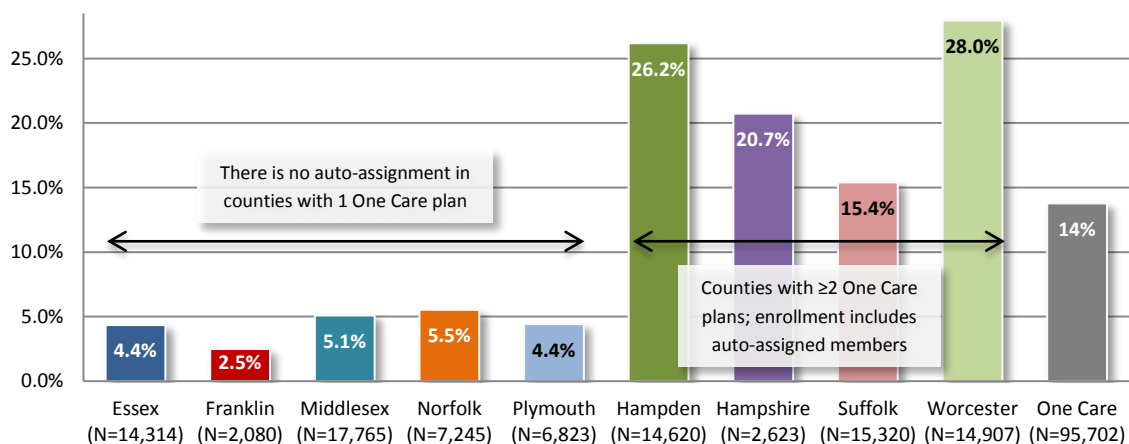
* Data point includes a small number (≤ 5) of potentially invalid enrollments that were unresolved at the time of reporting.

Figure 5. Total One Care enrollment (N=13,191)



Enrollment penetration refers to the percent of individuals who are enrolled out of the total number eligible in a given group. In the counties where One Care is available, between 2.5% and 28.0% of eligible MassHealth members were enrolled as of April 1. The greatest enrollment penetration rate is in Worcester County, where all three One Care plans are available.

Figure 6. County-level One Care enrollment penetration (N = 95,702)



4. Opt-outs

The table below shows the number of individuals who indicated to MassHealth in March 2014 that they do not want to participate in One Care (referred to as “opting out”), as well as total active opt-outs (individuals who opted out, remain eligible, and have not subsequently enrolled). A MassHealth member need not be enrolled in One Care (voluntarily or through the auto-assignment process) to opt out. The numbers reported below include opt-outs by members who were not enrolled at the time they opted out *and* by members who were enrolled at the time they opted out.

Note that MassHealth does not remove from the data individuals who have opted out, but who are not eligible for One Care. As a result, the number of opt-outs reported is higher than it would be if the data reflected only opt-outs by eligible members.

All counties have a small number of member-initiated enrollments (“self-selections”) by individuals who had previously opted out.

County	March Opt-outs	Total Active Opt-outs	Total number of current enrollees who self-selected after previously opting out
Essex	31	2,063	27
Franklin	7	336	1
Hampden	440	3,581	94
Hampshire	101	857	12
Middlesex	38	3,012	52
Norfolk	16	1,262	15
Plymouth	5	926	15
Suffolk	108	2,411	74
Worcester	438	4,332	173
<i>Other*</i>	3	84	2
Total	1,187	18,864	465

*Individuals in counties that do not have a One Care plan are ineligible for One Care.

N = 95,702

5. Monthly One Care Plan Transitions and Disenrollments

The following chart shows the percentage of One Care members who leave their One Care plan either to enroll in a different One Care plan or who disenroll from One Care altogether. Notably, the rate of disenrollment has dropped by over half since the program began. In October, approximately ten percent of enrolled One Care members disenrolled; in March 2014, the rate was about four percent. Since November, the rate of enrollees switching to a different One Care plan has been less than one percent.

