



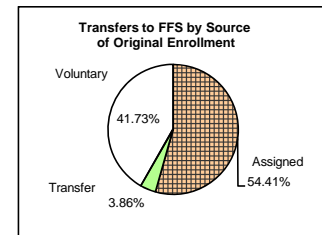
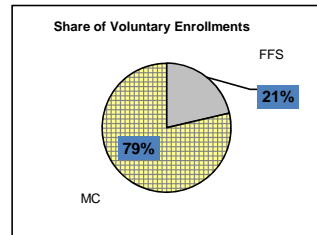
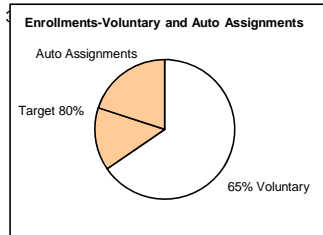
South Carolina Healthy Connections Choices
Enrollment Period- September 2008

Enrollment Snapshot		Current Year			Last Year		
Effective Month- September 2008	<u>Sep-08</u>	Aug-08	SFY 2009 Jul 08 - Sep 08		Sep-07	Aug-07	SFY 2008 Jul 07 - Sep 07
	# %	# %	# %		# %	# %	# %
A. Assignment Pool <i>Excludes FFS Default.</i>	31,946	27,192	83,701		N/A	N/A	N/A
B. Voluntary Choice	18,594	15,908	47,184		N/A	N/A	N/A
B1. Managed Care	15,078	10,996	34,494		N/A	N/A	N/A
B2. Fee For Service	3,516	4,912	12,690		N/A	N/A	N/A
C. Voluntary Choice- Not in the Assignment Pool*	6,714	4,643	14,393		N/A	N/A	N/A
C1. Managed Care	4,823	4,643	12,502		N/A	N/A	N/A
C2. Fee For Service	1,891	-	1,891		N/A	N/A	N/A
D. Auto Assignments	13,352 34.54%	11,284 35.45%	36,517 37.23%		N/A N/A	N/A N/A	N/A N/A
E. Total Voluntary Choice (=B+C)	25,308 65.46%	20,551 64.55%	61,577 62.77%		N/A N/A	N/A N/A	N/A N/A
F. Total Enrollments (=B+C+D)	38,660	31,835	98,094		N/A	N/A	N/A
G. Fee For Service	5,407	4,912	14,581		N/A	N/A	N/A
G1. Share of Voluntary Enrollments (=B2+C2)/E	21%	24%	24%		N/A	N/A	N/A
G2. Share of Total Enrollments (=B2+C2)/F	14%	15%	15%		N/A	N/A	N/A
H. Transfer within 90 Days	6,872	5,360	16,684		N/A	N/A	N/A
H1. Total in 90 Days Choice Period	110,684	108,766	324,623		N/A	N/A	N/A
H2. Transfer Percent	6%	5%	5%		N/A	N/A	N/A

*Members who are in a future Assignment Pool or in the outreach pool

The first autoassignment took place in October, 2007.

September 08 Snapshot	%
Target	80%
Actual	65%
FFS Share of Voluntary Enrollment	21%
MC Share of Voluntary Enrollment	79%



Sep-08	Transfers From	To			Detail	
		MCO	MHN	FFS		
		MCO	1,675	1,124		3,063
		MHN	577			433
		FFS				
Total Transfers				6,872		

Top Transfer/ Disenrollment Reasons

Fee for Service Choice		Transfer to Fee For Service	
1 O03 - Prefer Medicaid Fee-For-Service	4,204	O03 - Prefer Medicaid Fee-For-Service	1,691
2 O01 - Doctors don't participate	643	P09 - Provider doesn't participate	943
3 O06 - Not Specified by Member	329	O06 - Not Specified by Member	226

Call Center Statistics

Effective Month- September 2008	Sep-08	Aug-08	SFY 2009 Jul 08 - Sep 08		Sep-07	Aug-07	SFY 2008 Jul 07 - Sep 07
	# %	# %	# %		# %	# %	# %
A. Total Calls Received	17,040	20,219	52,265		681	N/A	N/A
B. Total Calls Answered	16,862	19,896	50,437		676	N/A	N/A
C. Abandoned	178 1.0%	323 1.6%	1,828 3.5%		5 0.7%	N/A	N/A
D. Percent Answered within 60 Seconds	95.3%	93.4%	91.4%		99.4%	N/A	N/A

Days covered in call period (7/25/08 - 8/21/08) (6/20/08 - 7/24/08)

(8/1/07 - 8/31/07) (7/1/07 - 7/31/07)

Note: For SFY 2008, use the total data available from the program start.



South Carolina Healthy Connections Choices
Historical Enrollment Data
Enrollment Period- September 2008

Trendlines- Data														
	9/07	10/07	11/07	12/07	1/08	2/08	3/08	4/08	5/08	6/08	7/08	8/08	9/08	
Numerator														
A. Voluntary Choice- Assignment Pool	-	-	-	-	3,501	4,416	9,368	6,833	8,438	14,424	12,682	15,908	18,594	
A1. Member Selected MC Plan	-	-	-	-	3,501	3,343	8,195	4,451	5,544	9,847	8,420	10,996	15,078	
A2. Member Selected FFS	-	-	-	-	-	1,073	1,173	2,382	2,894	4,577	4,262	4,912	3,516	
B. Voluntary Choice - Not in the Assignment Pool	-	-	-	-	-	2,899	3,942	8,426	13,485	5,472	3,036	4,643	6,714	
B1. Member Selected MC Plan	-	-	-	-	-	2,899	3,942	8,426	13,485	5,472	3,036	4,643	4,823	
B2. Member Selected FFS	-	-	-	-	-	-	-	-	-	-	-	-	1,891	
Total Voluntary Choice (=A+B)	-	-	-	-	3,501	7,315	13,310	15,259	21,923	19,896	15,718	20,551	25,308	
Denominator														
C. Members up for auto-enroll	-	-	-	-	4,890	11,567	14,874	15,133	18,670	30,016	25,507	27,899	32,824	
B. Voluntary Choice - Not in Assignment Pool	-	-	-	-	-	2,899	3,942	8,426	13,485	5,472	3,036	4,643	6,714	
D. FFS by Default**	-	-	-	-	-	(864)	(473)	(599)	(630)	(2,611)	(944)	(707)	(878)	
Total Beneficiaries in the Month Group (=C+B+D)	-	-	-	-	4,890	13,602	18,343	22,960	31,525	32,877	27,599	31,835	38,660	
Members Auto Assigned	-	-	-	-	1,389	6,287	5,033	7,701	9,602	12,981	11,881	11,284	13,352	
Auto Assigned Rate	0%	0%	0%	0%	28%	46%	27%	34%	30%	39%	43%	35%	35%	
Voluntary Selection Rate	0%	0%	0%	0%	72%	54%	73%	66%	70%	61%	57%	65%	65%	
Total MC Plan Choices (A1+B1)	-	-	-	-	3,501	6,242	12,137	12,877	19,029	15,319	11,456	15,639	19,901	
Total FFS Choices (A2+B2)	-	-	-	-	-	1,073	1,173	2,382	2,894	4,577	4,262	4,912	5,407	
FFS choice as a percent of Member Choices	0%	0%	0%	0%	0%	15%	9%	16%	13%	23%	27%	24%	21%	

** Beneficiaries who were part of the pool initially but at the time of auto-enrollment were no longer eligible.



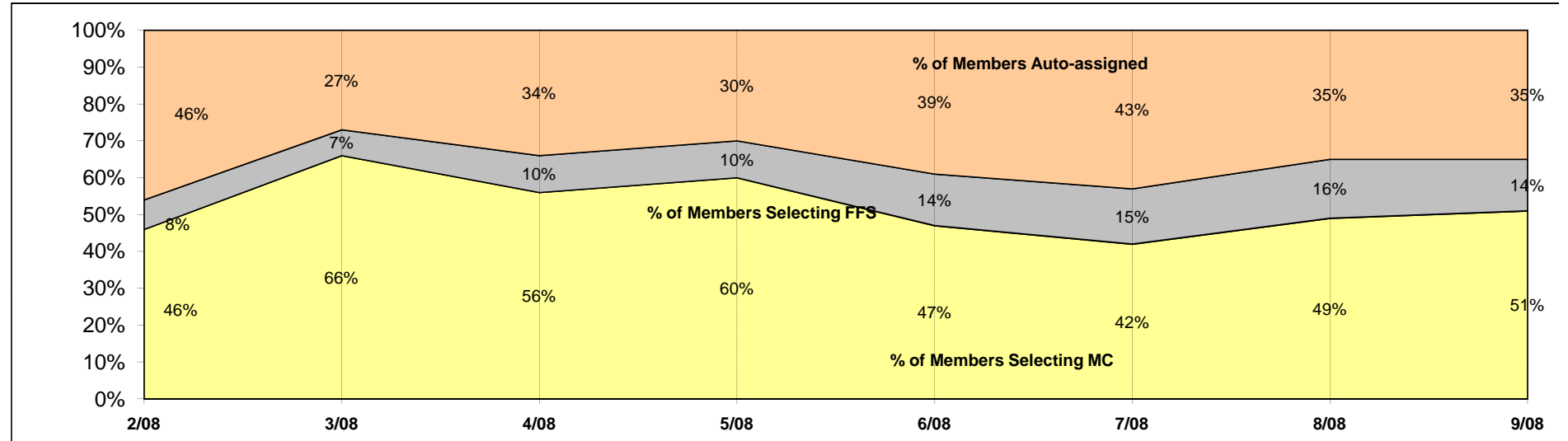
Historical Enrollment Data - Graphical Summary

	9/07	10/07	11/07	12/07	1/08	2/08	3/08	4/08	5/08	6/08	7/08	8/08	9/08
Trendlines- Percentages (graphed below)													
All Members Selected MC Plan (%)					72%	46%	66%	56%	60%	47%	42%	49%	51%
All Members Selected FFS (%)					0%	8%	7%	10%	10%	14%	15%	16%	14%
All Members Auto Assigned (%)					28%	46%	27%	34%	30%	39%	43%	35%	35%
Total (percent)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Note: For the graphical representation, we consider ALL members regardless whether they are in the Assignment Pool.

Trendlines - Quantities

All Members Selected MC Plan	-	-	-	-	3,501	6,242	12,137	12,877	19,029	15,319	11,456	15,639	19,901
All Members Selected FFS	-	-	-	-	-	1,073	1,173	2,382	2,894	4,577	4,262	4,912	5,407
All Members Auto Assigned	-	-	-	-	1,389	6,287	5,033	7,701	9,602	12,981	11,881	11,284	13,352
Total (volume)	-	-	-	-	4,890	13,602	18,343	22,960	31,525	32,877	27,599	31,835	38,660


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South Carolina Healthy Connections Choices
Enrollment Period September 2008

Current and Previous Month Comparison
Plan Summary

Effective Month 9/08	Choice	Auto Assign	Total	Choice	Auto Assign	% of Total Enrollments	Previous Month 8/08	Choice	Auto Assign	Total	Choice	Auto Assign	% of Total Enrollments
AMERIGROUP Community Care	1,210	1,374	2,584	47%	53%	7%	AMERIGROUP Community Care	741	1,098	1,839	40%	60%	6%
BlueChoice HealthPlan	1,004	1,631	2,635	38%	62%	7%	BlueChoice HealthPlan	497	1,149	1,646	30%	70%	5%
Carolina Crescent Health Plan	1,185	1,649	2,834	42%	58%	7%	Carolina Crescent Health Plan	653	1,401	2,054	32%	68%	7%
CHCcares of South Carolina	118	659	777	15%	85%	2%	CHCcares of South Carolina	71	399	470	15%	85%	2%
South Carolina Solutions	6,152	2,111	8,263	74%	26%	21%	South Carolina Solutions	5,557	1,743	7,300	76%	24%	24%
First Choice by Select Health of SC	10,647	2,438	13,085	81%	19%	34%	First Choice by Select Health of SC	7,218	2,247	9,465	76%	24%	32%
Total Carolina Care	1,528	2,017	3,545	43%	57%	9%	Total Carolina Care	1,317	1,858	3,175	41%	59%	11%
Unison Health Plan	3,657	1,480	5,137	71%	29%	13%	Unison Health Plan	2,665	1,352	4,017	66%	34%	13%
Totals	25,501	13,359	38,860	66%	34%	100%	Totals	18,719	11,247	29,966	62%	38%	100%

Last Year Current Month Comparison and Last Year Previous Month Comparison

Effective Month 9/07	Choice	Auto Assign	Total	Choice	Auto Assign	% of Total Enrollments	Previous Month 8/07	Choice	Auto Assign	Total	Choice	Auto Assign	% of Total Enrollments
AMERIGROUP Community Care	0	0	0	0%	0%	0%	AMERIGROUP Community Care	0	0	0	0%	0%	0%
BlueChoice HealthPlan	0	0	0	0%	0%	0%	BlueChoice HealthPlan	0	0	0	0%	0%	0%
Carolina Crescent Health Plan	0	0	0	0%	0%	0%	Carolina Crescent Health Plan	0	0	0	0%	0%	0%
CHCcares of South Carolina	0	0	0	0%	0%	0%	CHCcares of South Carolina	0	0	0	0%	0%	0%
South Carolina Solutions	0	0	0	0%	0%	0%	South Carolina Solutions	0	0	0	0%	0%	0%
First Choice by Select Health of SC	0	0	0	0%	0%	0%	First Choice by Select Health of SC	0	0	0	0%	0%	0%
Total Carolina Care	0	0	0	0%	0%	0%	Total Carolina Care	0	0	0	0%	0%	0%
Unison Health Plan	0	0	0	0%	0%	0%	Unison Health Plan	0	0	0	0%	0%	0%
Totals	0	0	0	0%	0%	0%	Totals	0	0	0	0%	0%	0%

SFY YTD 2009 vs SFY 2008 Comparison

SFY 2009 Jul 08 - Sep 08	Choice	Auto Assign	Total	Choice	Auto Assign	% of Total Enrollments	SFY 2008 Jul 07 - Sep 07	Choice	Auto Assign	Total	Choice	Auto Assign	% of Total Enrollments
AMERIGROUP Community Care	2,482	3,850	6,332	39%	61%	6%	AMERIGROUP Community Care	0	0	0	0%	0%	0%
BlueChoice HealthPlan	1,739	3,616	5,355	32%	68%	5%	BlueChoice HealthPlan	0	0	0	0%	0%	0%
Carolina Crescent Health Plan	2,378	4,677	7,055	34%	66%	7%	Carolina Crescent Health Plan	0	0	0	0%	0%	0%
CHCcares of South Carolina	219	1,543	1,762	12%	88%	2%	CHCcares of South Carolina	0	0	0	0%	0%	0%
South Carolina Solutions	16,635	6,377	23,012	72%	28%	23%	South Carolina Solutions	0	0	0	0%	0%	0%
First Choice by Select Health of SC	24,607	7,768	32,375	76%	24%	33%	First Choice by Select Health of SC	0	0	0	0%	0%	0%
Total Carolina Care	4,216	5,778	9,994	42%	58%	10%	Total Carolina Care	0	0	0	0%	0%	0%
Unison Health Plan	8,534	4,506	13,040	65%	35%	13%	Unison Health Plan	0	0	0	0%	0%	0%
Totals	60,810	38,115	98,925	61%	39%	100%	Totals	0	0	0	0%	0%	0%

Current and Previous Month Existing Total Enrollment Comparison
Plan Summary

Effective Month 9/08	Choice	Auto Assign	Total	Choice	Auto Assign	% of Total Enrollments	Previous Month 8/08	Choice	Auto Assign	Total	Choice	Auto Assign	% of Total Enrollments
AMERIGROUP Community Care	3,047	5,339	8,386	36%	64%	3%	AMERIGROUP Community Care	2,038	4,569	6,607	31%	69%	3%
BlueChoice HealthPlan	1,649	3,434	5,083	32%	68%	2%	BlueChoice HealthPlan	740	2,214	2,954	25%	75%	1%
Carolina Crescent Health Plan	3,213	7,286	10,499	31%	69%	4%	Carolina Crescent Health Plan	2,182	6,321	8,503	26%	74%	4%
CHCcares of South Carolina	481	2,290	2,771	17%	83%	1%	CHCcares of South Carolina	397	1,839	2,236	18%	82%	1%
South Carolina Solutions	49,870	11,109	60,979	82%	18%	23%	South Carolina Solutions	47,123	10,192	57,315	82%	18%	24%
First Choice by Select Health of SC	102,892	14,541	117,433	88%	12%	45%	First Choice by Select Health of SC	96,728	12,986	109,714	88%	12%	46%
Total Carolina Care	18,606	7,716	26,322	71%	29%	10%	Total Carolina Care	18,358	6,635	24,993	73%	27%	10%
Unison Health Plan	21,718	7,298	29,016	75%	25%	11%	Unison Health Plan	19,431	6,494	25,925	75%	25%	11%
Totals	201,476	59,013	260,489	77%	23%	100%	Totals	186,997	51,250	238,247	78%	22%	100%

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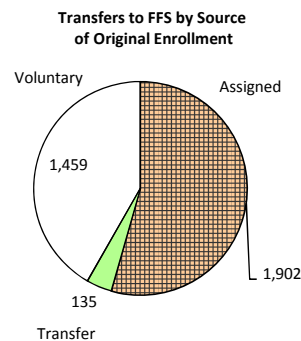


South Carolina Healthy Connections Choices
Enrollment Period September 2008

Disenroll- Transfer Information													
	Sep-08		Aug-08		SFY 2009 Jul 08 - Sep 08			Sep-07		Aug-07		SFY 2008 Jul 07 - Sep 07	
	#	%	#	%	#	%		#	%	#	%	#	%
Fee for Service Choice Reasons													
33 - Not Able to Get the Care Needed	2	0%	-	0%	2	0%		N/A	N/A	N/A	N/A	N/A	N/A
41 - Other	9	0%	-	0%	9	0%		N/A	N/A	N/A	N/A	N/A	N/A
O01 - Doctors don't participate	643	12%	-	0%	643	12%		N/A	N/A	N/A	N/A	N/A	N/A
O02 - Multiple/special health care needs not served by a Health Plan	69	1%	-	0%	69	1%		N/A	N/A	N/A	N/A	N/A	N/A
O03 - Prefer Medicaid Fee-For-Service	4,204	78%	-	0%	4,204	78%		N/A	N/A	N/A	N/A	N/A	N/A
O04 - Advised to remain/return to FFS by doctor	61	1%	-	0%	61	1%		N/A	N/A	N/A	N/A	N/A	N/A
O05 - Advised to remain/return to FFS by someone other than doctor	7	0%	-	0%	7	0%		N/A	N/A	N/A	N/A	N/A	N/A
O06 - Not Specified by Member	329	6%	-	0%	329	6%		N/A	N/A	N/A	N/A	N/A	N/A
P07 - Difficulty Accessing Health Care Services	4	0%	-	0%	4	0%		N/A	N/A	N/A	N/A	N/A	N/A
P08 - Difficulty Accessing Pharmacy Services	3	0%	-	0%	3	0%		N/A	N/A	N/A	N/A	N/A	N/A
P09 - Provider doesn't participate	68	1%	-	0%	68	1%		N/A	N/A	N/A	N/A	N/A	N/A
P16 - Transportation Problem	2	0%	-	0%	2	0%		N/A	N/A	N/A	N/A	N/A	N/A
P17 - Inadequate Specialty Care Networks	6	0%	-	0%	6	0%		N/A	N/A	N/A	N/A	N/A	N/A
Total FFS Choice	5,407	100%	-	0%	5,407	100%		N/A	N/A	N/A	N/A	N/A	N/A
Transfer to FFS													
30 - Moved Out of Plan Service Area	3	0%	-	0%	3	0%		N/A	N/A	N/A	N/A	N/A	N/A
33 - Not Able to Get the Care Needed	14	0%	-	0%	14	0%		N/A	N/A	N/A	N/A	N/A	N/A
38 - Entering Hospice Or Nursing Home	1	0%	-	0%	1	0%		N/A	N/A	N/A	N/A	N/A	N/A
41 - Other	30	1%	-	0%	30	1%		N/A	N/A	N/A	N/A	N/A	N/A
52 - Member Changed Their Mind within 90 Days	76	2%	-	0%	76	2%		N/A	N/A	N/A	N/A	N/A	N/A
61 - Member Is Incarcerated	1	0%	-	0%	1	0%		N/A	N/A	N/A	N/A	N/A	N/A
O01 - Doctors don't participate	119	3%	-	0%	119	3%		N/A	N/A	N/A	N/A	N/A	N/A
O02 - Multiple/special health care needs not served by a Health Plan	77	2%	-	0%	77	2%		N/A	N/A	N/A	N/A	N/A	N/A
O03 - Prefer Medicaid Fee-For-Service	1691	48%	-	0%	1,691	48%		N/A	N/A	N/A	N/A	N/A	N/A
O04 - Advised to remain/return to FFS by doctor	22	1%	-	0%	22	1%		N/A	N/A	N/A	N/A	N/A	N/A
O05 - Advised to remain/return to FFS by someone other than doctor	3	0%	-	0%	3	0%		N/A	N/A	N/A	N/A	N/A	N/A
O06 - Not Specified by Member	226	6%	-	0%	226	6%		N/A	N/A	N/A	N/A	N/A	N/A
P07 - Difficulty Accessing Health Care Services	47	1%	-	0%	47	1%		N/A	N/A	N/A	N/A	N/A	N/A
P08 - Difficulty Accessing Pharmacy Services	112	3%	-	0%	112	3%		N/A	N/A	N/A	N/A	N/A	N/A
P09 - Provider doesn't participate	943	27%	-	0%	943	27%		N/A	N/A	N/A	N/A	N/A	N/A
P10 - Don't understand how Health Plans work	5	0%	-	0%	5	0%		N/A	N/A	N/A	N/A	N/A	N/A
P11 - Don't like the Health Plan Referral Policy	5	0%	-	0%	5	0%		N/A	N/A	N/A	N/A	N/A	N/A
P13 - Health Care Needs Changed	20	1%	-	0%	20	1%		N/A	N/A	N/A	N/A	N/A	N/A
P14 - Problems Receiving Authorization for Referrals	17	0%	-	0%	17	0%		N/A	N/A	N/A	N/A	N/A	N/A
P15 - Opting Out as the Result of Assignment	84	2%	-	0%	84	2%		N/A	N/A	N/A	N/A	N/A	N/A
Total Transfer to FFS	3,496	100%	-	0%	3,496	100%		N/A	N/A	N/A	N/A	N/A	N/A

Transfer to FFS Detail by Source of Original Enrollment - Enrollment Period September 2008

	Member Enrolled Voluntarily		Member Transferred to the Plan		Member was Assigned		Total Disenrollments	
30 - Moved Out of Plan Service Area	2	0%	1	1%	-	0%	3	0%
33 - Not Able to Get the Care Needed	12	1%	-	0%	2	0%	14	0%
38 - Entering Hospice Or Nursing Home	1	0%	-	0%	-	0%	1	0%
41 - Other	21	1%	1	1%	8	0%	30	1%
52 - Member Changed Their Mind within 90 Days	58	4%	4	3%	14	1%	76	2%
61 - Member Is Incarcerated	-	0%	-	0%	1	0%	1	0%
O01 - Doctors don't participate	44	3%	8	6%	67	4%	119	3%
O02 - Multiple/special health care needs not served by a Health Plan	38	3%	3	2%	36	2%	77	2%
O03 - Prefer Medicaid Fee-For-Service	669	46%	72	53%	950	50%	1,691	48%
O04 - Advised to remain/return to FFS by doctor	10	1%	-	0%	12	1%	22	1%
O05 - Advised to remain/return to FFS by someone other than doctor	3	0%	-	0%	-	0%	3	0%
O06 - Not Specified by Member	117	8%	10	7%	99	5%	226	6%
P07 - Difficulty Accessing Health Care Services	29	2%	-	0%	18	1%	47	1%
P08 - Difficulty Accessing Pharmacy Services	67	5%	5	4%	40	2%	112	3%
P09 - Provider doesn't participate	360	25%	26	19%	557	29%	943	27%
P10 - Don't understand how Health Plans work	4	0%	-	0%	1	0%	5	0%
P11 - Don't like the Health Plan Referral Policy	1	0%	-	0%	4	0%	5	0%
P13 - Health Care Needs Changed	11	1%	-	0%	9	0%	20	1%
P14 - Problems Receiving Authorization for Referrals	6	0%	5	4%	6	0%	17	0%
P15 - Opting Out as the Result of Assignment	6	0%	-	0%	78	4%	84	2%
Total Enrollment	1,459	100%	135	100%	1,902	100%	3,496	100%



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South Carolina Healthy Connections Choices
Transfer Details for Enrollment Period September 2008

	TO									Total Transfers From
	AMERIGROUP Community Care	BlueChoice HealthPlan	Carolina Crescent Health Plan	CHCcares of South Carolina	South Carolina Solutions	First Choice by Select Health of SC	Total Carolina Care	Unison Health Plan	Fee for Service	
FROM	AMERIGROUP Community Care	8	16	2	69	161	29	61	318	664
	BlueChoice HealthPlan	12	17	0	38	129	34	31	208	469
	Carolina Crescent Health Plan	3	12	0	50	200	36	59	266	626
	CHCcares of South Carolina	2	3	7	9	54	8	10	93	186
	South Carolina Solutions	8	18	23	2	429	25	72	433	1010
	First Choice by Select Health of SC	25	23	61	1	183	67	176	883	1419
	Total Carolina Care	19	18	119	2	104	352	68	684	1366
	Unison Health Plan	19	22	27	4	109	303	37	611	1132
Total Transfers To										
	88	104	270	11	562	1628	236	477	3496	6872

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