


**The California Managed Risk Medical Insurance Board**

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**AIM Subscriber and Health Plan Data: March 2014 Summary**

Subscriber Data:	March 2014 Activity	FY 13/14 To-Date	Current Enrollment
Number of enrolled women	515	5,647	4,779

**Ethnicity:**

Latina	34.1%	Other and Unknown	9.9%
Asian & Pacific Islander	27.5%	African American	1.4%
Caucasian	27.0%	American Indian & Alaska Nat.	.1%

**Percentage of Enrollment in Selected Counties:**

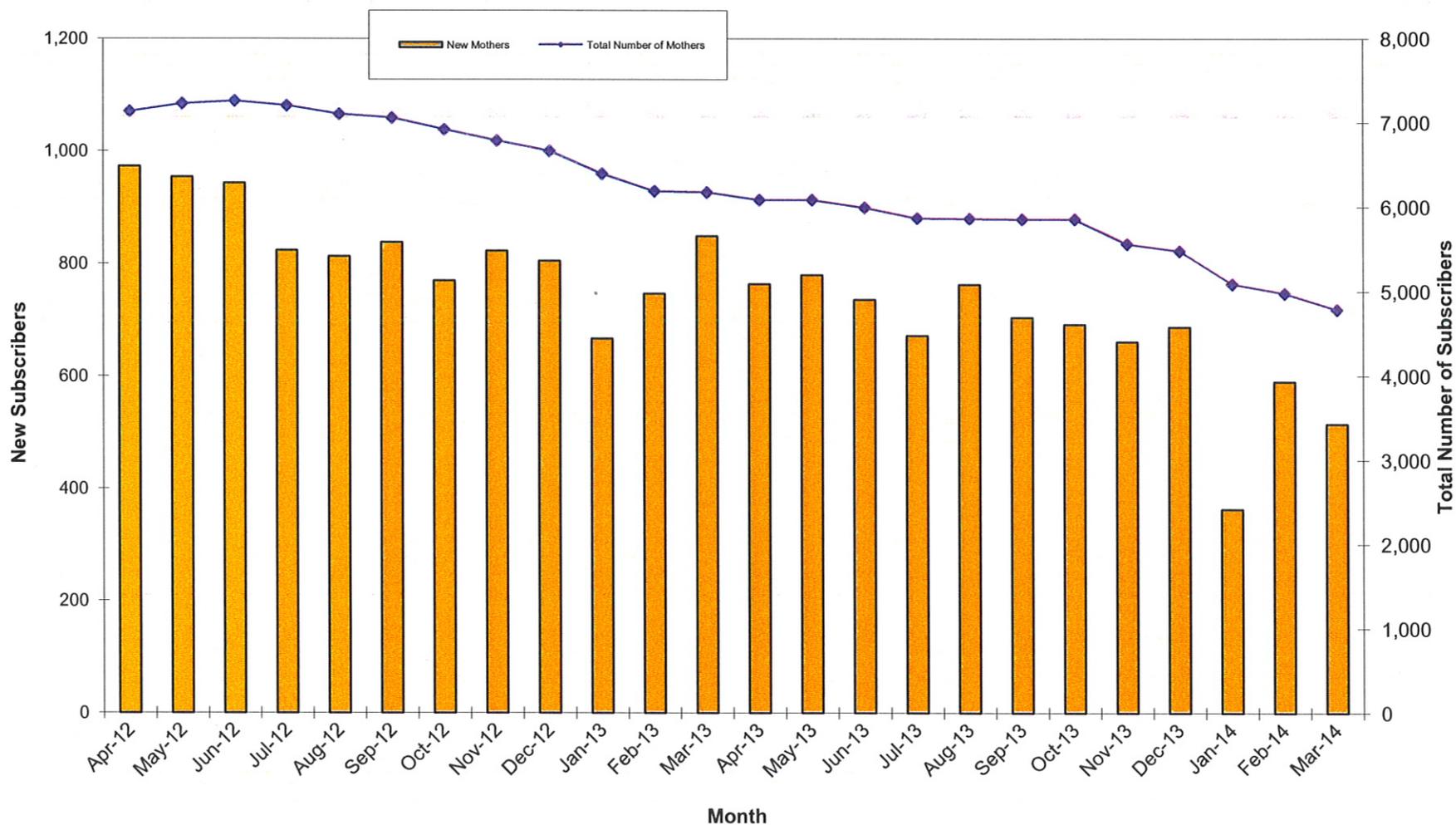
Los Angeles	30.9%	Sacramento	3.1%	Placer	1.7%
San Diego	11.2%	Santa Clara	2.3%	Ventura	1.6%
Orange	7.7%	Alameda	2.2%	Fresno	1.4%
Monterey	6.0%	Kern	2.2%	Imperial	1.4%
Riverside	5.3%	Contra Costa	1.8%	Shasta	1.2%
San Bernardino	3.8%	San Joaquin	1.8%	Sonoma	1.2%

These counties account for 86.8% of total AIM enrollment.

**AIM Health Plan Enrollment:**

Anthem Blue Cross HMO	47.3%
Anthem Blue Cross EPO	33.4%
Central California Alliance for Health	6.0%
Kaiser - North	4.9%
Kaiser - South	4.2%
Health Plan of San Joaquin	2.1%
CenCal Health's Santa Barbara Prenatal Plus 2	1.1%
Contra Costa Health Plan	.6%
Ventura County Health Plan	.4%

### Access for Infants and Mothers Mothers' Enrollment History Enrollment Data April 2012 through March 2014



### Administrative Vendor - Performance Report March 2014

Access for Infants and Mothers Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness and eligibility determination of complete applications within three (3) business days after receipt from SPE.	99%	100%	495 out of 495 applications
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage (Mothers only).	99%	100%	516 out of 516 data transmissions
AIM Members-Only Toll-free line (1-800-433-2611) Line busy rate.	3%	0%	0 blocked out of 8,469 calls attempted*
AIM Members-Only Toll-free line (1-800-433-2611) Line abandon rate.	3%	0.53%	45 abandoned calls out of 8,469 incoming calls*
AIM Members-Only Toll-free line (1-800-433-2611) Seconds to live voice.	<b>85% in 25 seconds</b>	97.0%	7,074 calls answered in 25 seconds out of 7,275 calls answered*
AIM Members-Only Toll-free line (1-800-433-2611) Voice mail calls returned within two (2) business days	100%	100%	6 returned in 2 days out of 6 total voice mails

\*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

### Administrative Vendor - Quality and Accuracy Performance Report February 2014

Access for Infants and Mothers Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for Access for Infants and Mothers (AIM) applications.	98%	99.7%	299 applications with correct eligibility determinations out of 300 AIM applications

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.