

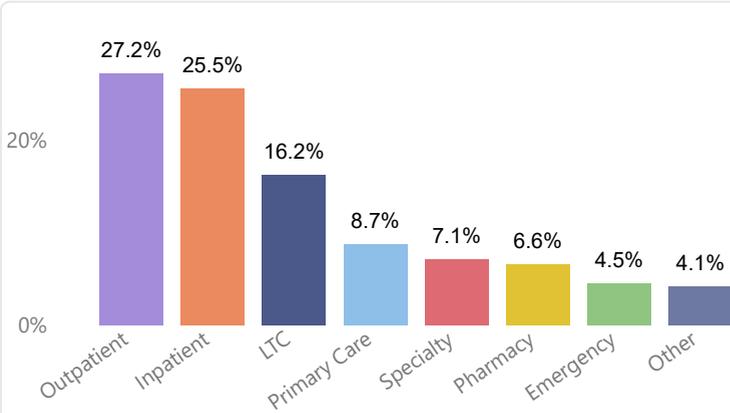
Financials

Income & Expenses

	NOVEMBER 2023	FISCAL YTD
REVENUE	\$ 137.8 M	\$ 688.0 M
MEDICAL EXPENSE	\$ (128.3) M	\$ (637.2) M
ADMIN EXPENSE	\$ (7.9) M	\$ (37.7) M
OTHER	\$ 1.8 M	\$ 11.8 M
NET INCOME	\$ 3.4 M	\$ 24.8 M

Gross Margin %
7.4%

Medical Expenses



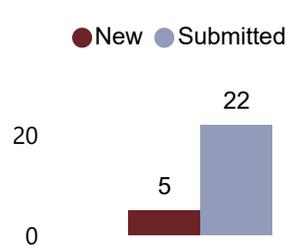
Liquid Reserves

MLR Net %
92.6%

TNE %
699.0%

TNE \$
\$348.8M

Reinsurance Cases

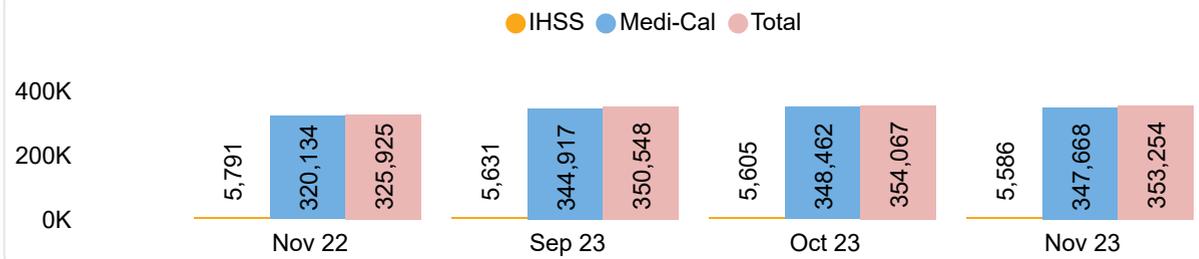


Balance Sheet

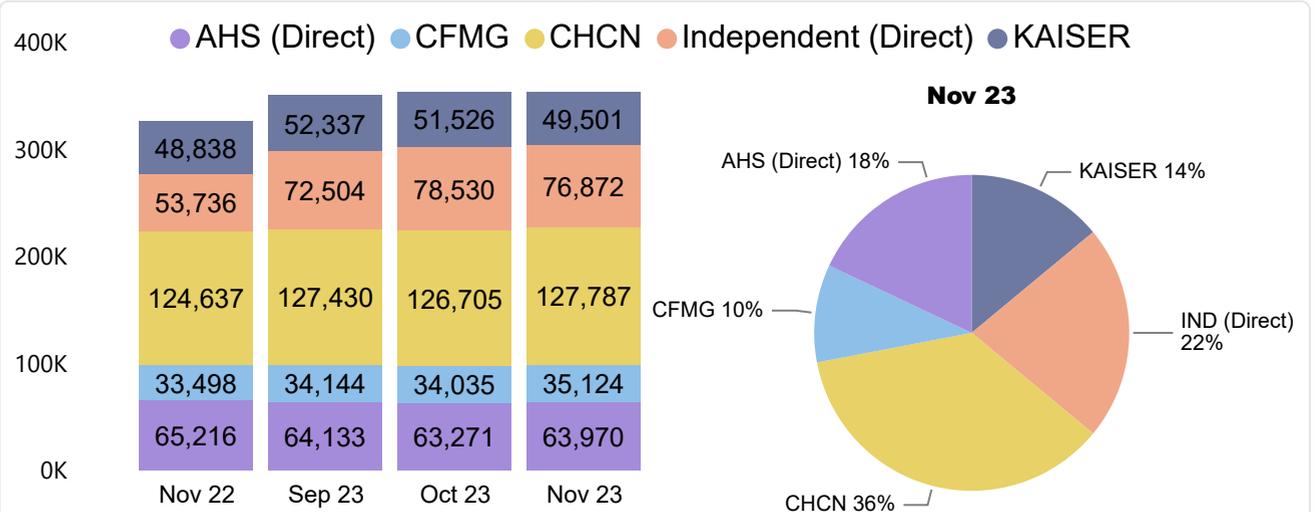
Cash Equivalents	\$480.5M	Current Ratio 1.80
Pass-Through Liabilities	\$169.8M	
Uncommitted Cash	\$310.7M	
Working Capital	\$331.7M	

Membership

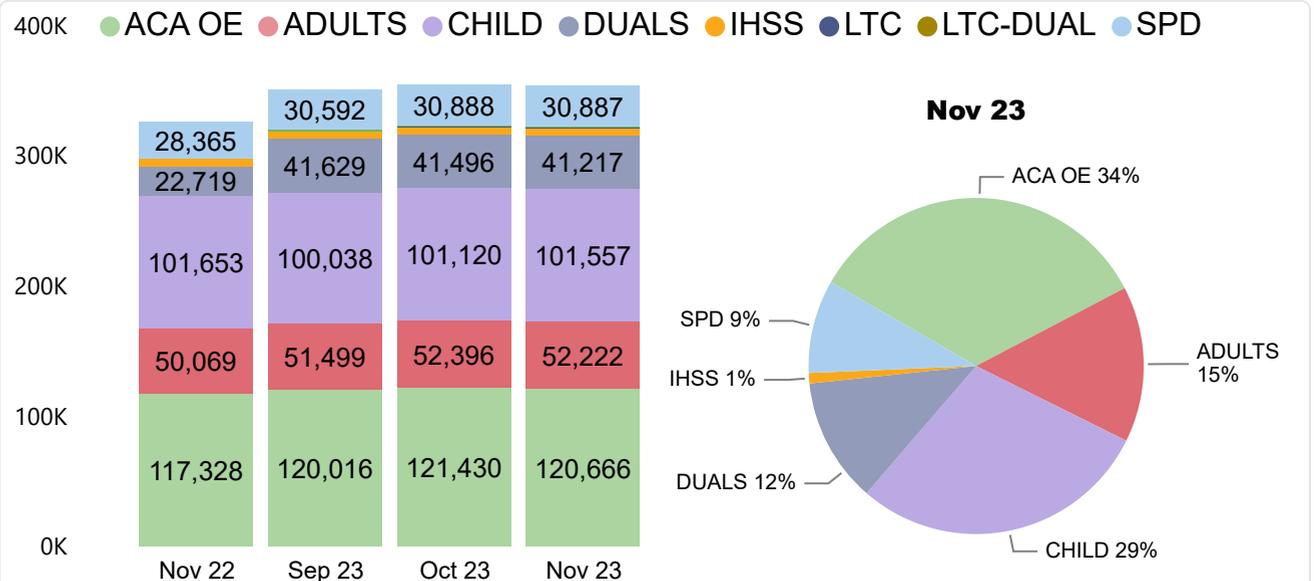
By Plan



By Network

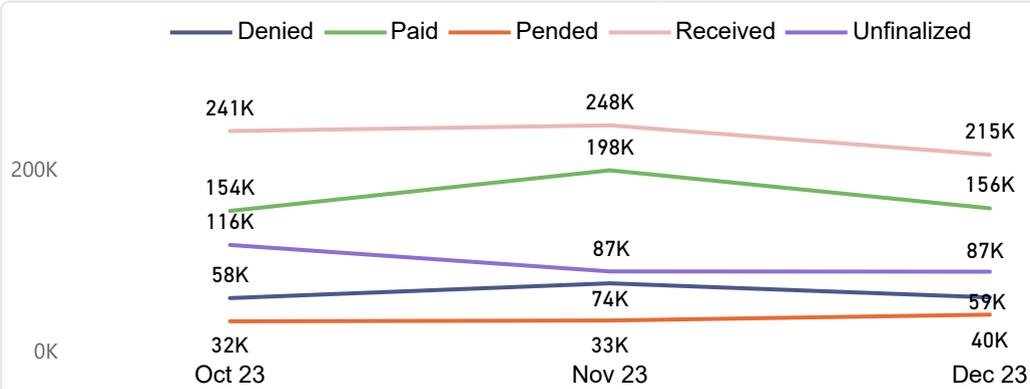


By Category

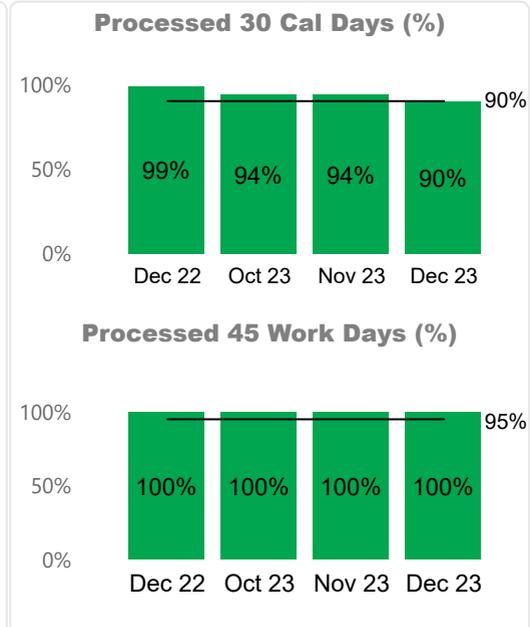


Claims

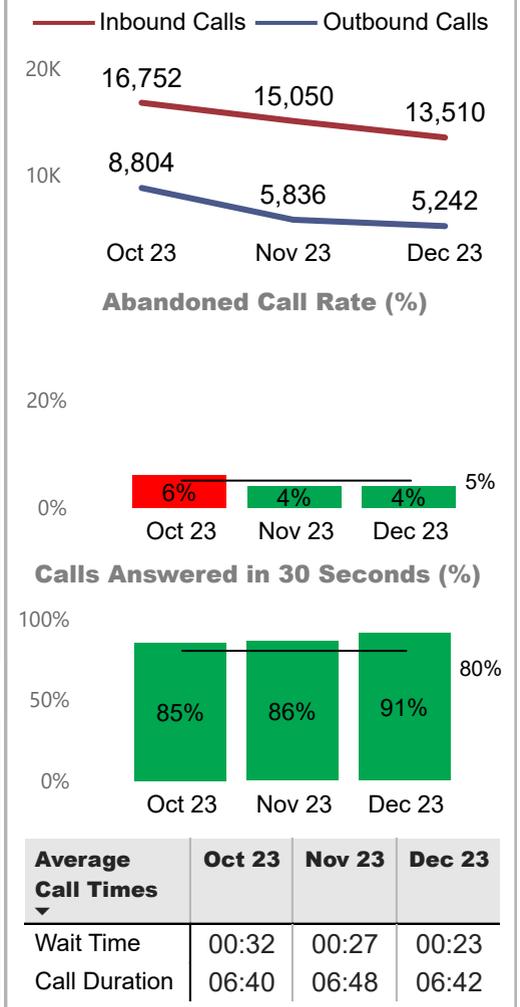
Claims Processing



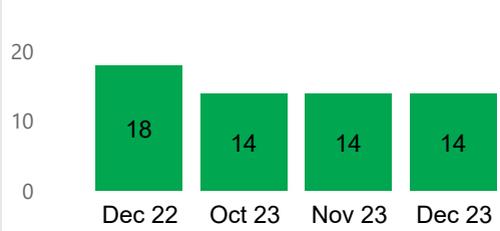
Claims Compliance



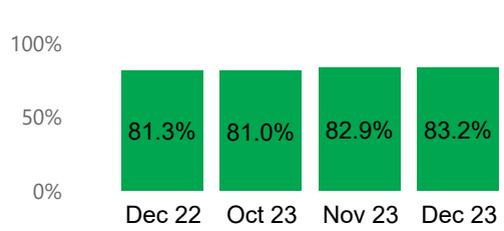
Member Services



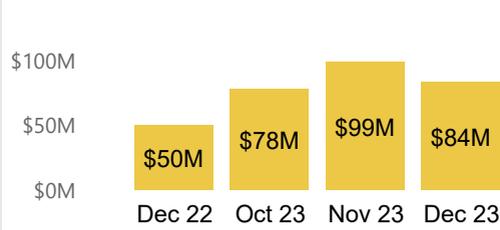
Average Payment TAT (Days)



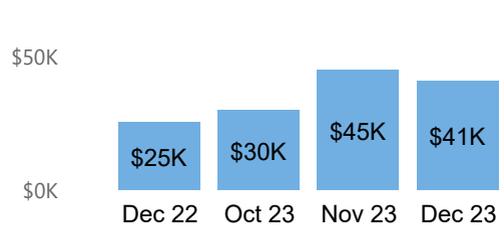
Auto Adjudication Rate (%)



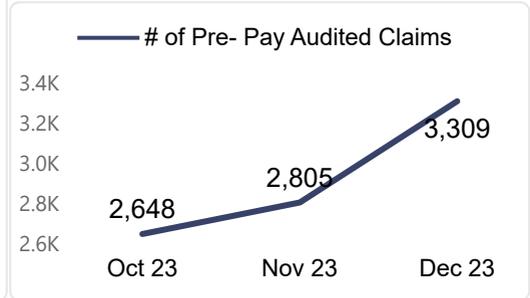
Claims Paid (\$)



Interest Paid (\$)

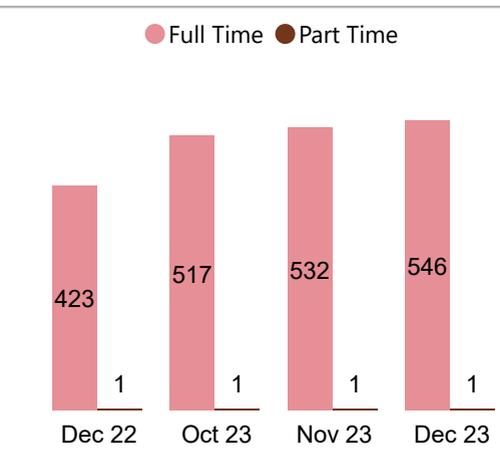


Claims Auditing

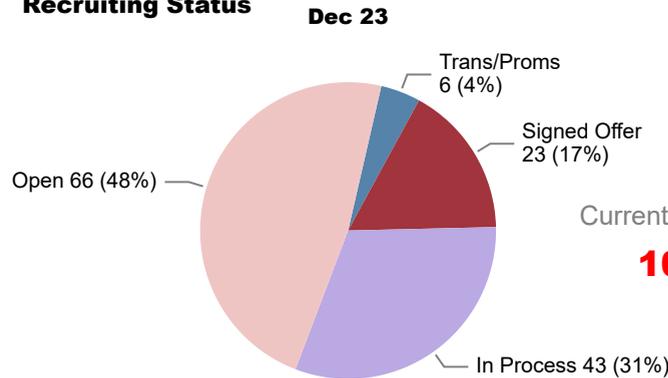


Average Call Times	Oct 23	Nov 23	Dec 23
Wait Time	00:32	00:27	00:23
Call Duration	06:40	06:48	06:42

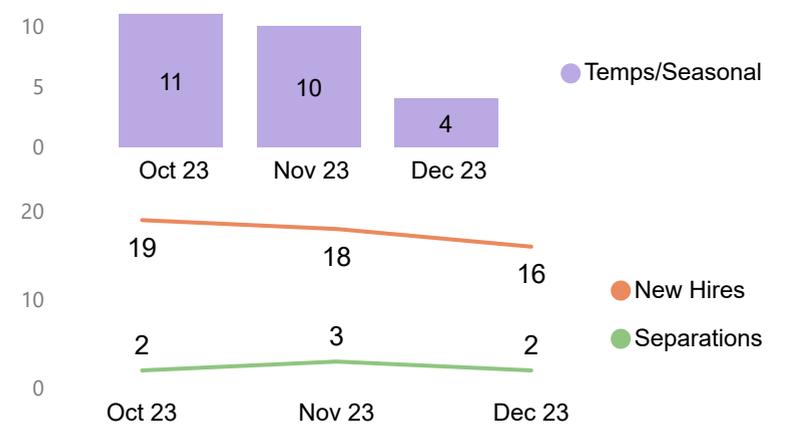
Human Resources



Recruiting Status



Current Vacancy
10%



Provider Services

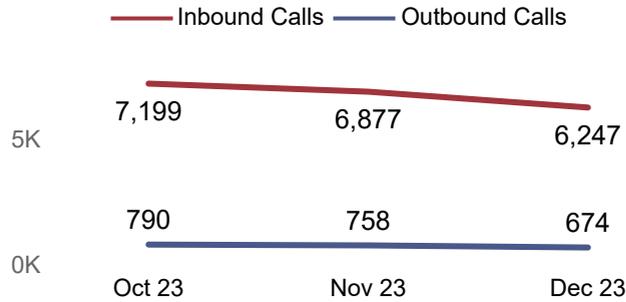
Provider Network

Hospital	17
Specialist	9,714
Primary Care Physician	785
Skilled Nursing Facility	119
Urgent Care	7
Health Centers (FQHCs and Non-FQHCs)	68
TOTAL	10,710

Provider Credentialing

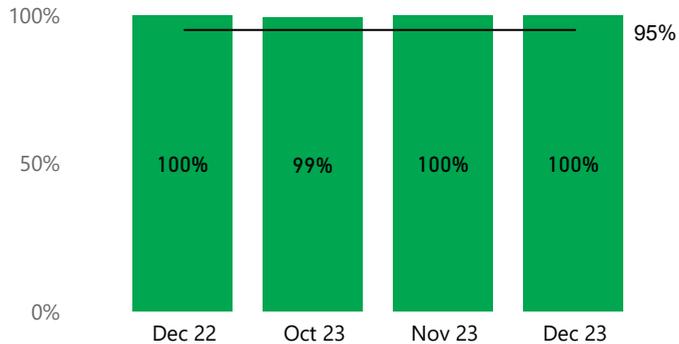
3,020

Provider Call Center



Provider Disputes & Resolutions

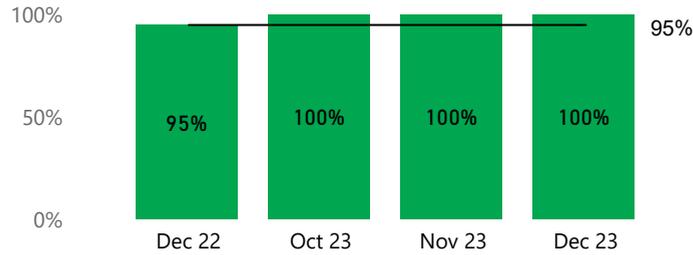
Turnaround Compliance (45 business days)



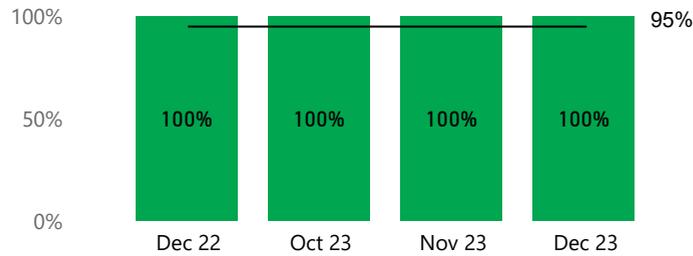
Compliance

Member Grievances

Standard (30 calendar days)

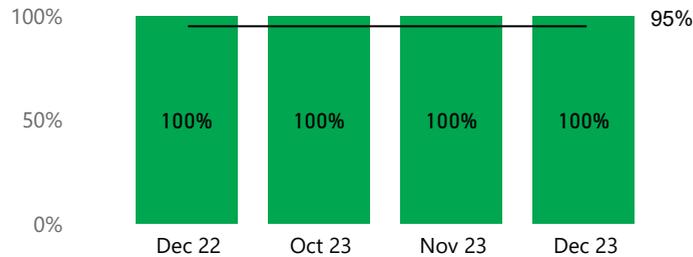


Expedited (3 calendar days)

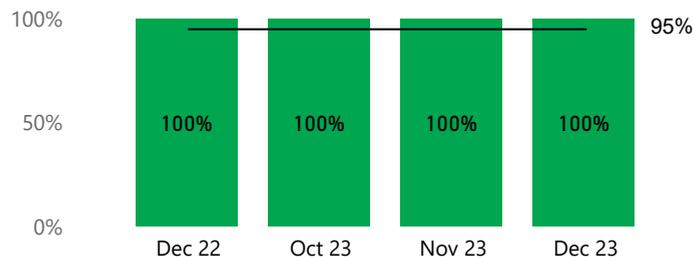


Member Appeals

Standard (30 calendar days)

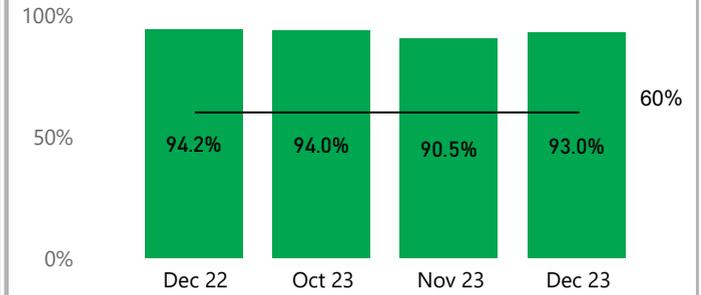


Expedited (3 calendar days)

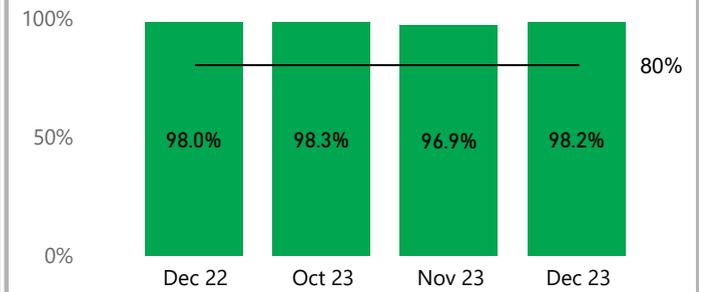


Encounter Data

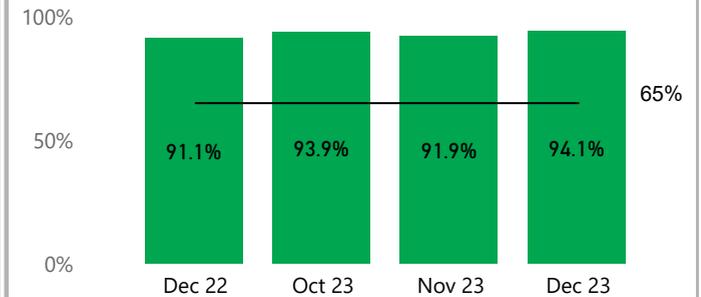
Institutional 0-90 days



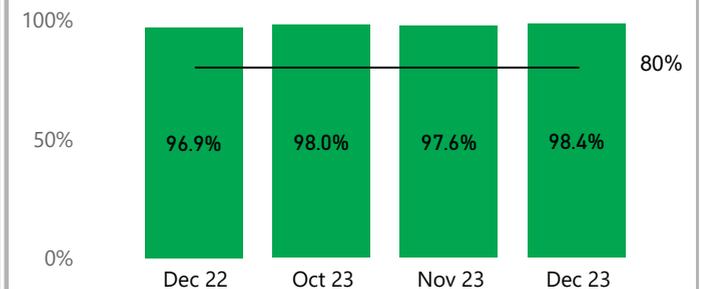
Institutional 0-180 days



Professional 0-90 days

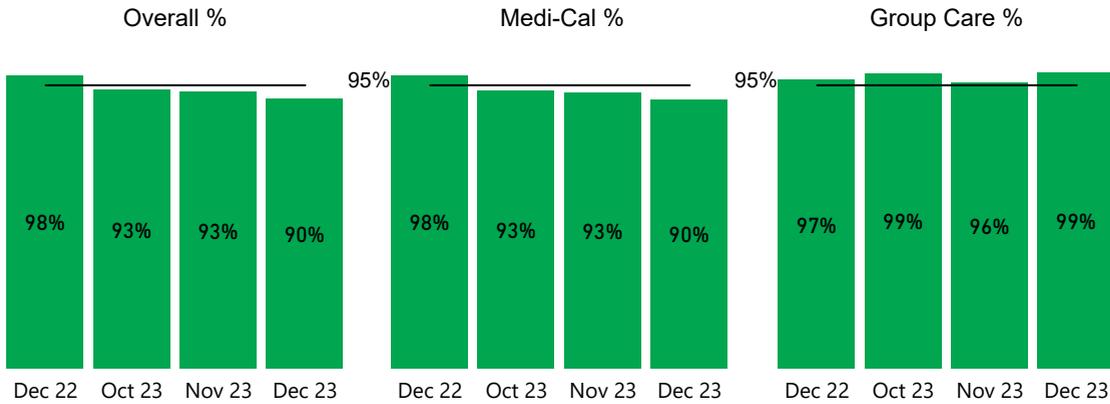


Professional 0-180 days

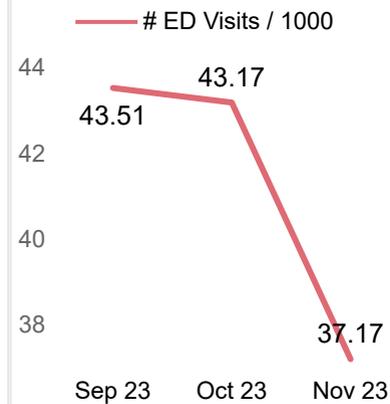


Health Care Services

Authorization Turnaround



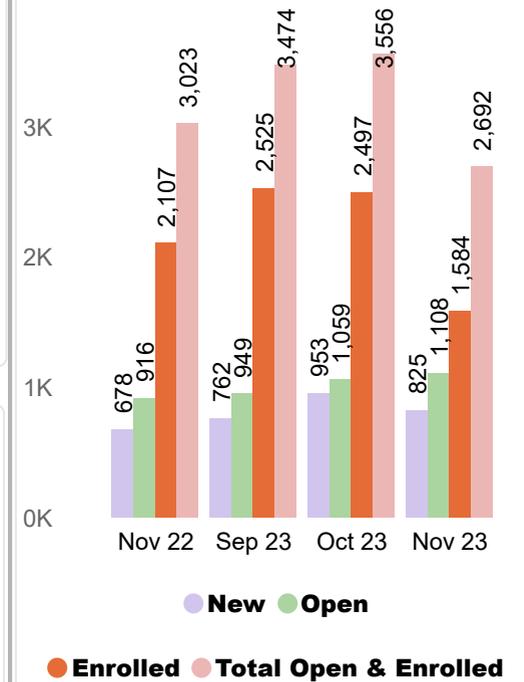
ED Utilization



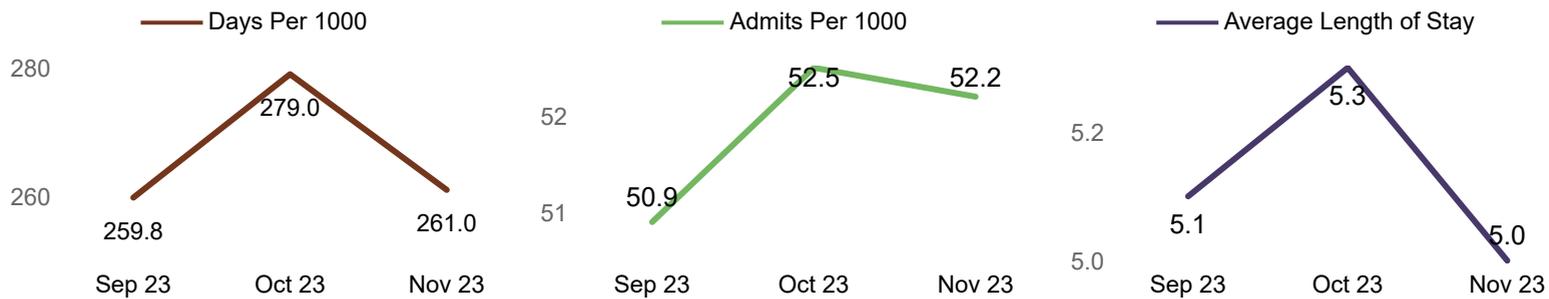
Case Management

Total Cases^

^ ECM Metrics since 2022



Inpatient Utilization

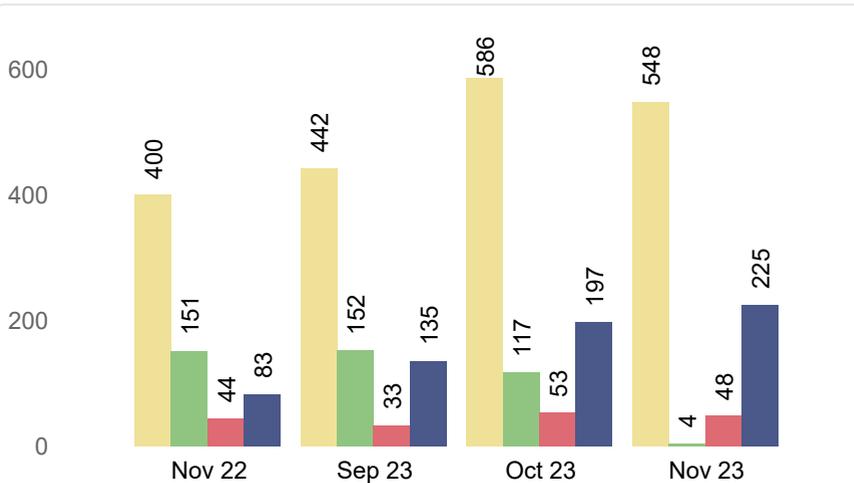


Case Management^

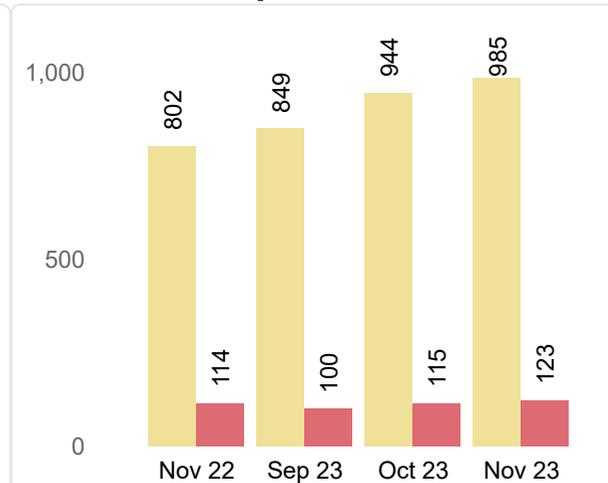
● Care Coordination ● Community Supports ● Complex Cases ● Enhanced Case Management

^ ECM Metrics since 2022

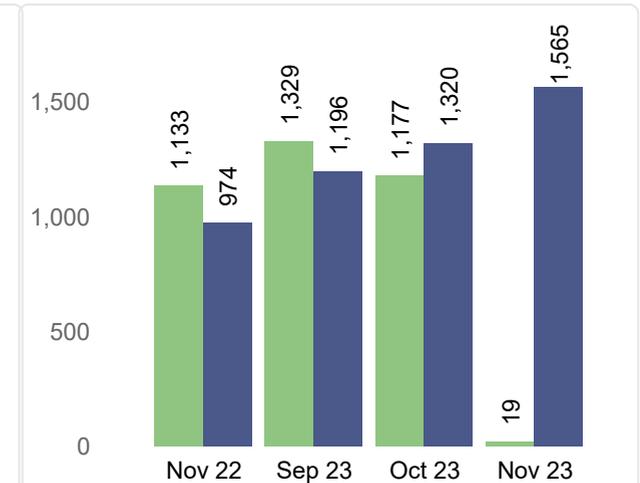
New Cases



Open Cases



Enrolled Cases



Technology (Business Availability)

Applications	Dec 22	Oct 23	Nov 23	Dec 23
HEALTHsuite System	100.0%	100.0%	100.0%	100.0%
Other Applications	100.0%	100.0%	100.0%	100.0%
TruCare System	100.0%	100.0%	100.0%	100.0%

Outpatient Authorization Denial Rates *

OP Authorization Denial Rates	Dec 22	Oct 23	Nov 23	Dec 23
Denial Rate Excluding Partial Denials (%)	3.5%	4.1%	3.8%	3.7%
Overall Denial Rate (%)	3.9%	4.3%	4.0%	3.9%
Partial Denial Rate (%)	0.4%	0.2%	0.3%	0.3%

* IHSS and Medi-Cal Line Of Business

Pharmacy Authorizations

Authorizations	Dec 22	Oct 23	Nov 23	Dec 23
Approved Prior Authorizations	25	37	37	22
Closed Prior Authorizations	77	98	67	58
Denied Prior Authorizations	30	29	39	27
Total Prior Authorizations	132	164	143	107