



My Health LA (MHLA) Program Renewal and Reenrollment Rates Report Fiscal Year 2019 - 20

The Renewal Rate is defined by the percentage of MHLA Participants who completed a renewal before their term date and received an additional 12 months of MHLA coverage. Reenrollment Percentage is defined as the percentage of MHLA Participants who were disenrolled for failure to renew their application but re-enrolled in the subsequent 12 months. This metric is updated monthly with a 12 month “lookback” period beginning in August of each fiscal year.

MHLA Program Renewal and Reenrollment Rates								
Renewal Cohort Month / Total due to renew	Renewal was approved	Renewal was denied	Did not attempt to renew	Renewal Rate – Percentage approved	Reenrolled After Disenrollment*	Reenrolled Percentage	MONTHLY RATE	
7/2019	8770	4503	38	4229	51%	1454	17%	68%
8/2019	9568	5019	46	4503	52%	1527	16%	68%
9/2019	10772	6385	104	4283	59%	1554	14%	74%
10/2019	16211	10163	77	5971	63%	2297	14%	77%
11/2019	13159	7786	55	5318	59%	2212	17%	76%
12/2019	10863	6061	62	4740	56%	2031	19%	74%
1/2020	13082	7057	64	5961	54%	2475	19%	73%
2/2020	12389	6624	66	5699	53%	2343	19%	72%
3/2020	7057	5501	8	1548**	78%	60	1%	79%
4/2020	2082	2082	0	0	100%	0	0%	100%
5/2020	358	356	2	0	100%	1	0%	100%
6/2020	12541	12532	9	0	100%	0	0%	100%
	116,852	74,069	531	42,252	63%	15,954	14%	77%

*Each month’s reenrollment number will be updated monthly to reflect new reenrollments within fiscal year 2019-20.

** This group were the young adults that were disenrolled at the end of March.

Notes:

- “No longer eligible” means the Participant attempted to renew but was not renewed because they became eligible for Medi-Cal, moved out of County, etc.
- Cohort Month = the month in which a participant must complete a renewal to continue coverage in My Health LA.