



My Health LA (MHLA) Program Renewal and Reenrollment Rates Report Fiscal Year 2020 - 21

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
7/2020	1953	1952	1	0	100%	8	0%	100%
8/2020	34571	12285	212	22074	36%	9685	28%	64%
9/2020	10120	6251	40	3829	62%	1926	19%	81%
10/2020	13902	9588	62	4252	69%	2181	16%	85%
11/2020	10985	7615	23	3347	69%	1713	16%	85%
12/2020	9670	6309	21	3340	65%	1823	19%	84%
1/2021	11442	7301	39	4102	64%	2300	20%	84%
2/2021	10944	7224	33	3687	66%	1989	18%	84%
3/2021	9704	6712	30	2962	69%	1388	14%	83%
4/2021	4280	3034	7	1239	71%	502	12%	83%
5/2021	2212	1350	10	852	61%	309	14%	75%
6/2021	14496	10199	81	4216	70%	1658	11%	82%
	134,279	79,820	559	53,900	59%	25,482	19%	78%

*Each month’s reenrollment number will be updated monthly to reflect new reenrollments within fiscal year 2020-21.

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.