



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% | 10114 | 29% | 65% |
| 9/2020 | 10120 | 6251 | 40 | 3829 | 62% | 2000 | 20% | 82% |
| 10/2020 | 13902 | 9588 | 62 | 4252 | 69% | 2258 | 16% | 85% |
| 11/2020 | 10985 | 7615 | 23 | 3347 | 69% | 1757 | 16% | 85% |
| 12/2020 | 9670 | 6309 | 21 | 3340 | 65% | 1880 | 19% | 85% |
| 1/2021 | 11442 | 7301 | 39 | 4102 | 64% | 2403 | 21% | 85% |
| 2/2021 | 10944 | 7224 | 33 | 3687 | 66% | 2105 | 19% | 85% |
| 3/2021 | 9704 | 6712 | 30 | 2962 | 69% | 1487 | 15% | 84% |
| 4/2021 | 4280 | 3034 | 7 | 1239 | 71% | 546 | 13% | 84% |
| 5/2021 | 2212 | 1350 | 10 | 852 | 61% | 339 | 15% | 76% |
| 6/2021 | 14496 | 10199 | 81 | 4216 | 70% | 1838 | 13% | 83% |
| | 134,279 | 79,820 | 559 | 53,900 | 59% | 26,735 | 20% | 79% |

*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.