Managed Care Services
Department of Health Services
LOS ANGELES COUNTY

My Health LA (MHLA) Program Renewal Rates Report
November 2015

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. Renewal rates are produced monthly and represent the number of renewals at the time the report was produced.

MHLA Program Renewal Rates				
Renewal Cohort Month / Total due to renew		Renewal was approved	Did not renew	Renewal Rate – Percentage approved
8/2015*	2188	1602	586	73.2%
9/2015*	10685	7550	3135	70.7%
10/2015	24564	16052	8512	65.3%
11/2015	15414	9502	5912	61.6%
12/2015	-	-	-	-
1/2016	-	-	-	-
2/2016	-	-	-	-
3/2016	-	-	-	-
4/2016	-	-	-	-
5/2016	-	-	-	-
6/2016	-	-	-	-
7/2016	-	-	-	-

Reasons for Not Renewing							
Renewal Cohort Month / Total not renewing		Renewal was denied	%	Did not attempt to renew	%	Voluntary disenrollment (i.e. participant request)	%
8/2015*	586	143	24%	443	76%	0	0%
9/2015*	3135	216	7%	2919	93%	0	0%
10/2015	8512	178	2%	8334	98%	0	0%
11/2015	5912	13	0.2%	5899	99.8%	0	0%
12/2015	-	-	-	-	-	-	-
1/2016	-	-	-	-	-	-	-
2/2016	-	-	-	-	-	-	-
3/2016	-	-	-	-	-	-	-
4/2016	-	-	-	-	-	-	-
5/2016	-	-	-	-	-	-	-
6/2016	-	-	-	-	-	-	-
7/2016	-	-	-	-	-	-	-

**There is a 1.8% margin of error to account for modified applications whose renewal period was reset upon modification of the application.*

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.
- Renewal rates are generated the beginning of the following month and represent renewal rates at the time the report was generated.