Managed Care Services
Department of Health Services
LOS ANGELES COUNTY

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%	7	0%	100%
8/2020	34571	12285	212	22074	36%	6196	18%	53%
9/2020	10120	6251	40	3829	62%	1122	11%	73%
10/2020	13902	9588	62	4252	69%	1004	7%	76%
11/2020	10985	7615	23	3347	69%	25	0%	70%
	71,531	**37,691**	**338**	**33,502**	**53%**	**8,354**	**12%**	**64%**

**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.