

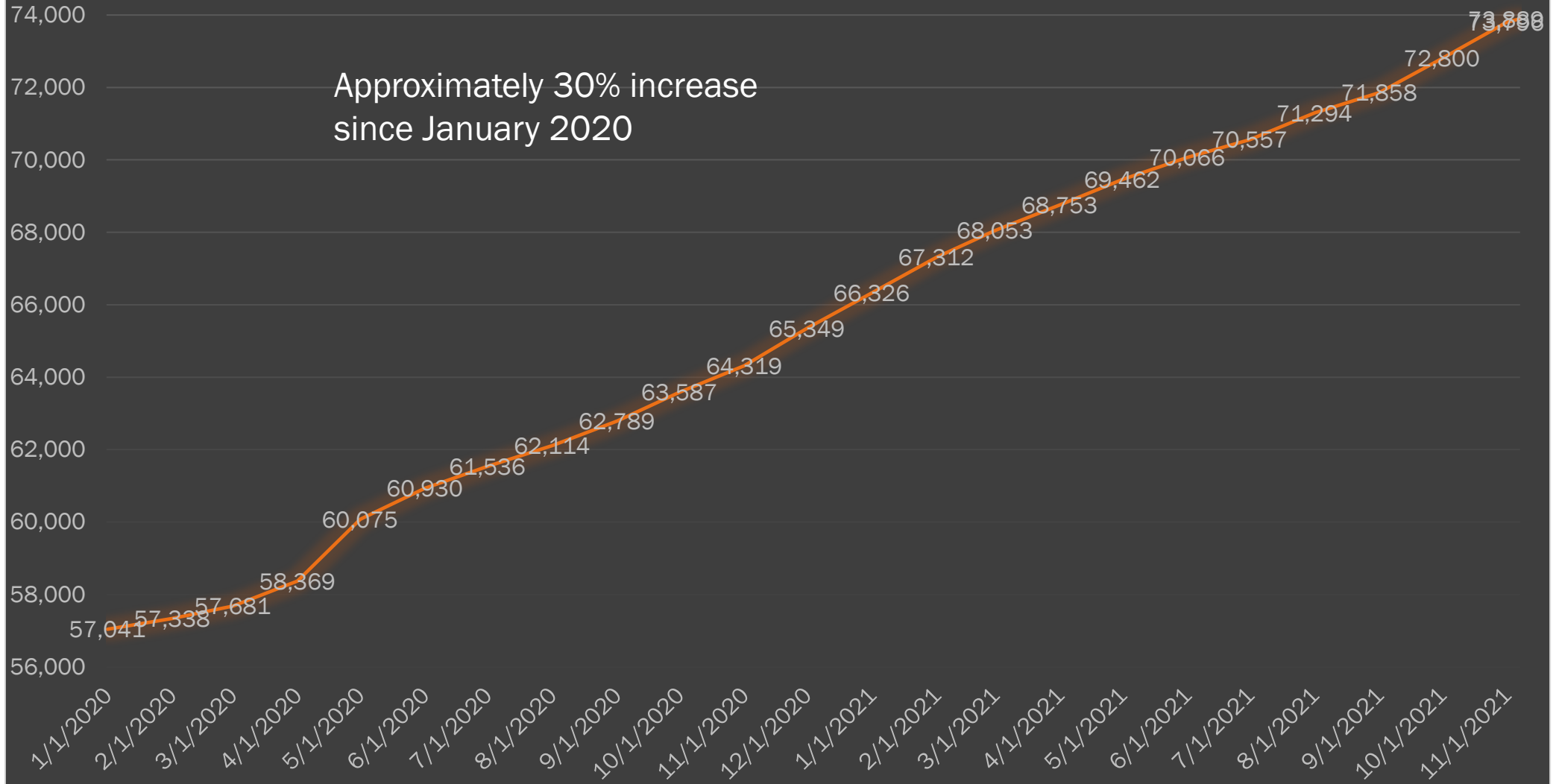


IHN Update

NOVEMBER 8, 2021

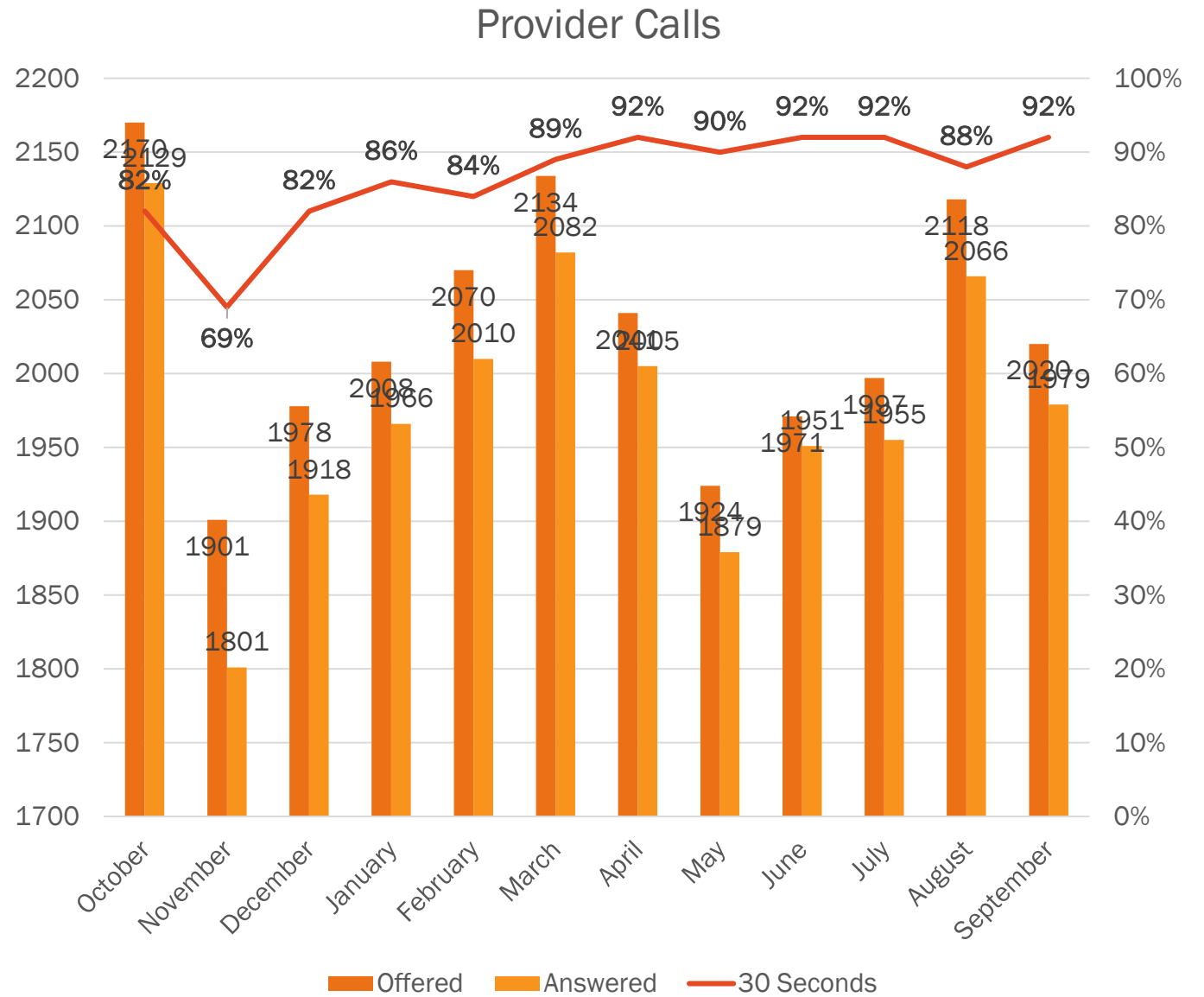
IHN CCO Enrollment

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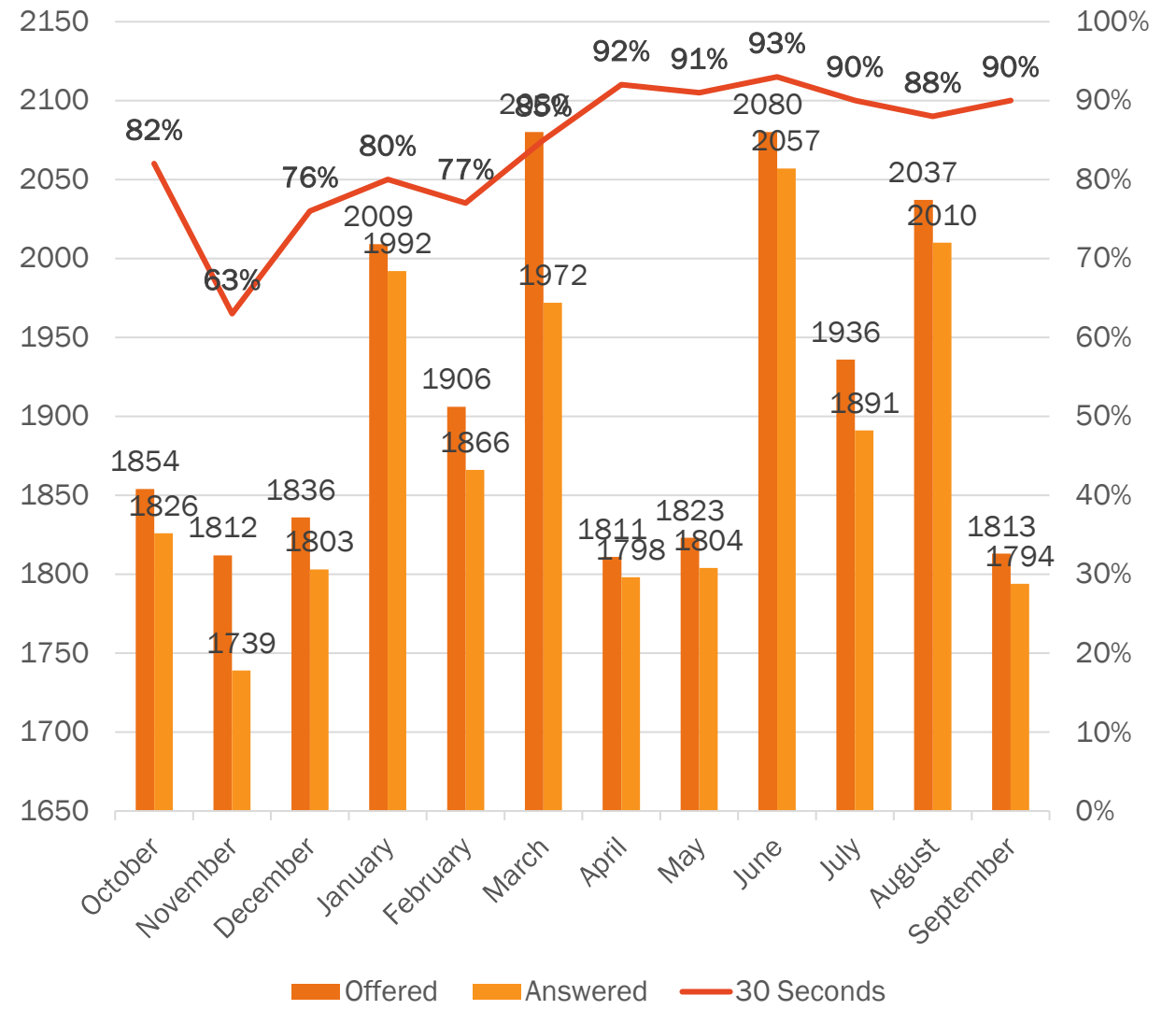
IHN –CCO Provider Calls

October 2020 – September 2021



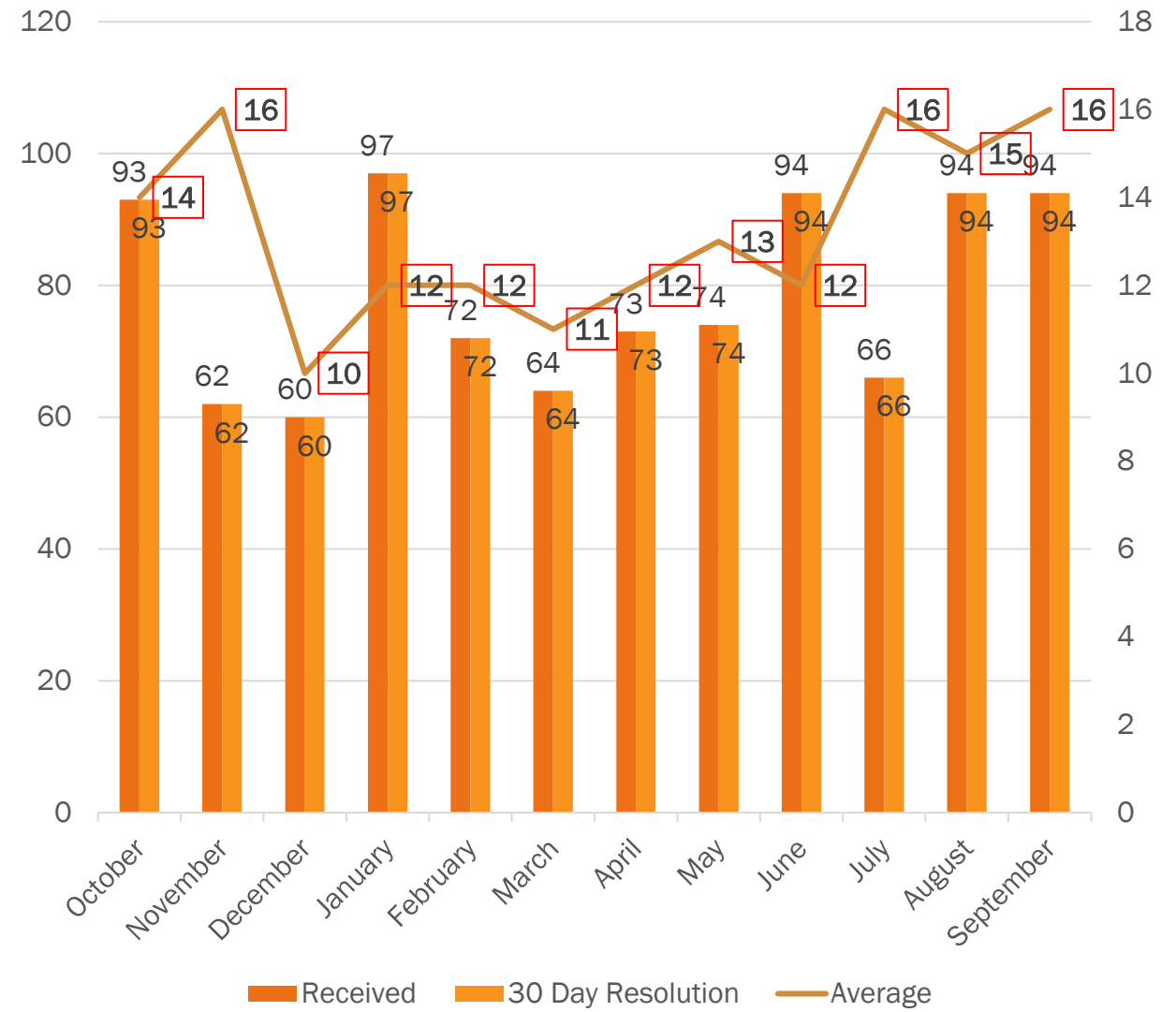
IHN –CCO Member Calls

October 2020 – September 2021



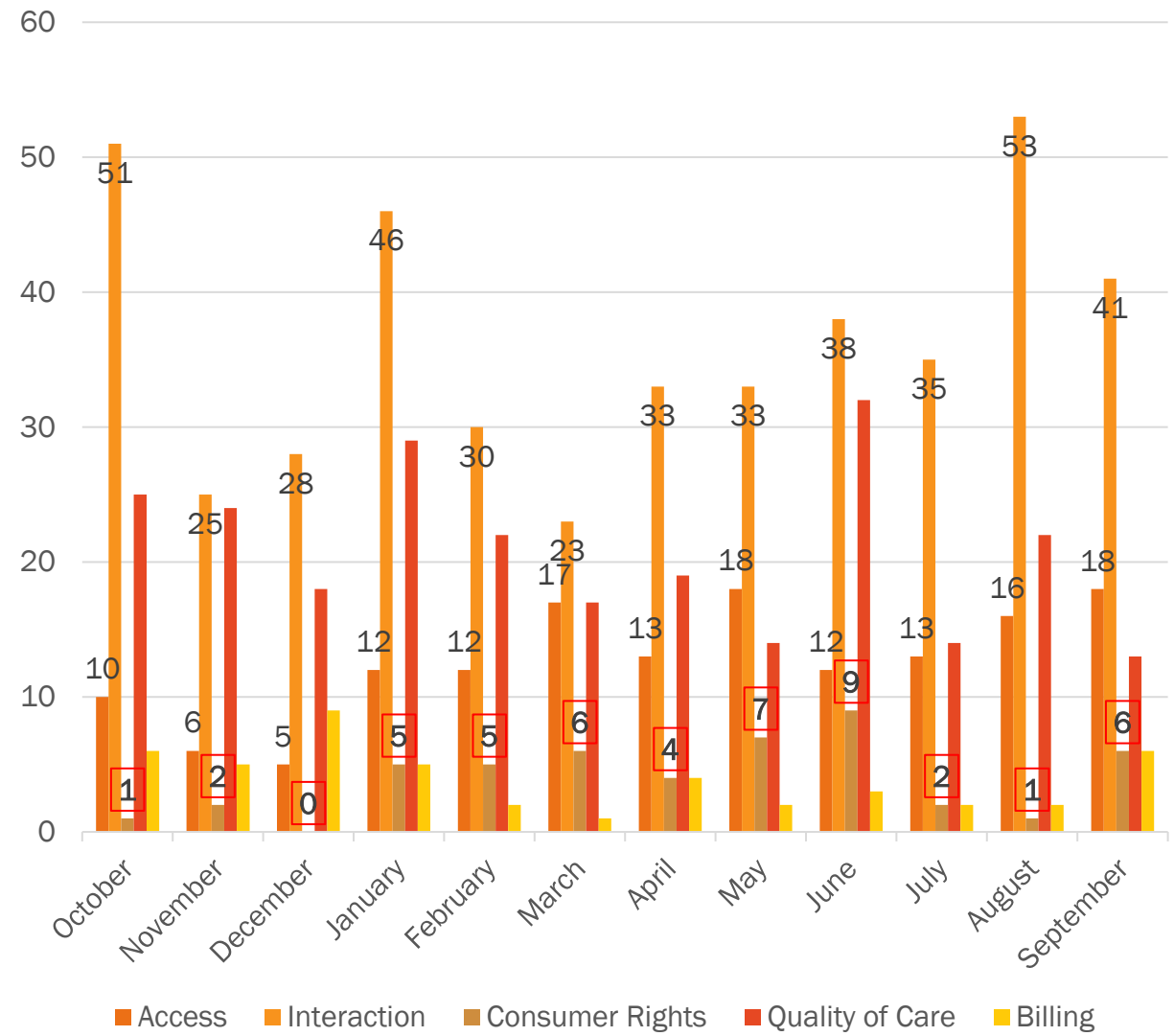
IHN –CCO Member Grievance Volumes

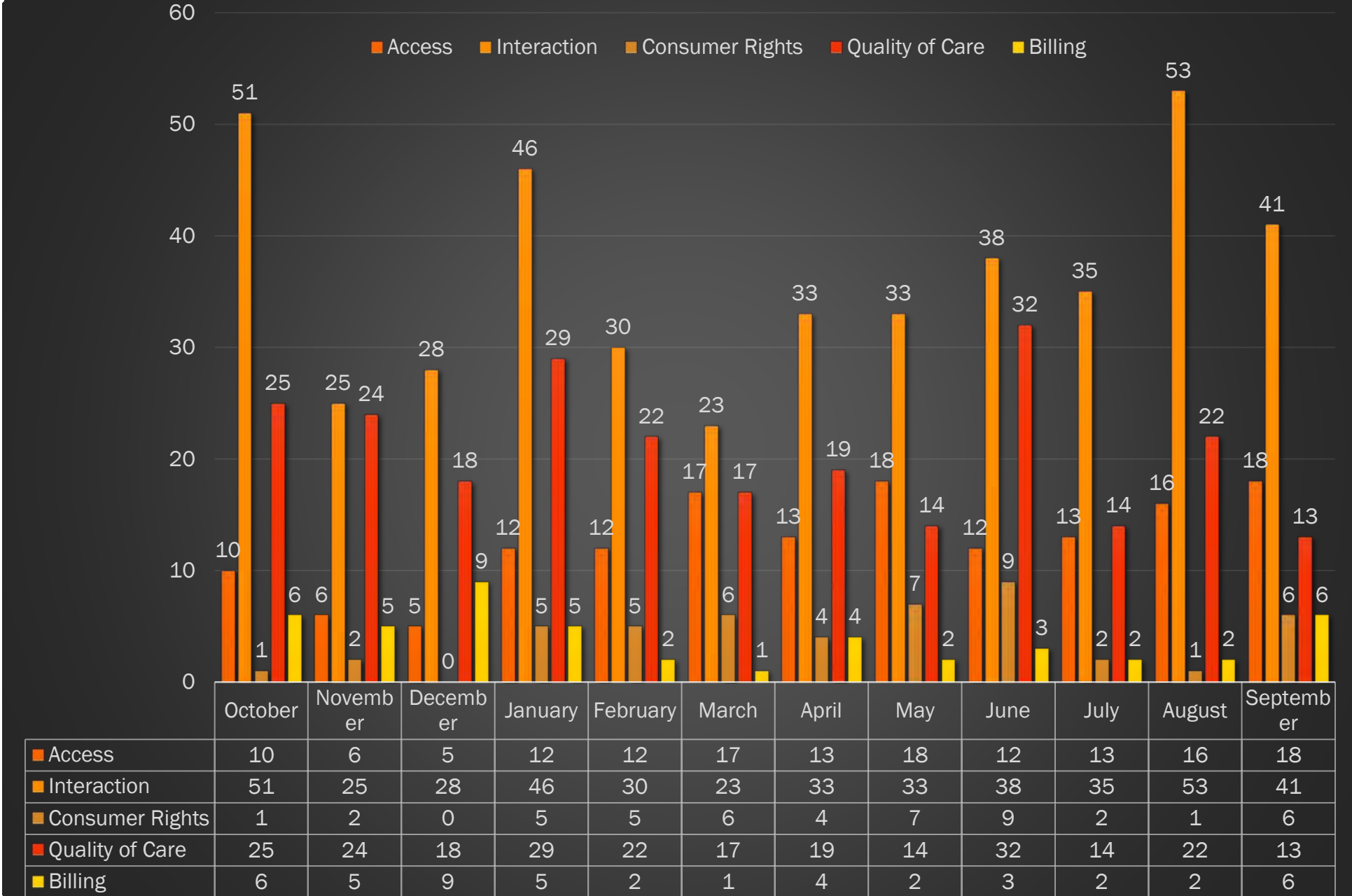
October 2020 – September 2021



IHN –CCO Member Grievance Types

October 2020 – September 2021





COVID Immunization Tracking

Also known as EOT or COVID
Emergency Outcome Tracking

	Target %	Current %	OHA Target %	ALERT Current %	OHA's Report 9/30/21	Individuals Over Target %	ALERT Indiv's Over OHA Target %
African American/Black	49.10%	55.12%	49.10%	54.39%	55.2%	25	22
American Indian / Alaska Native	49.10%	52.24%	49.10%	51.71%	50.2%	18	0
Asian American	49.10%	73.18%	49.10%	71.40%	70.9%	122	113
Hispanic / Latino	49.10%	60.89%	49.10%	58.60%	57.1%	242	195
Native Hawaiian / Pacific Islander	49.10%	56.72%	49.10%	54.48%	55.0%	10	7
Other	49.10%	55.88%	49.10%	54.55%	55.3%	25	20
White	49.10%	55.82%	49.10%	55.01%	54.4%	1,517	1,335
<i>Did Not Answer</i>	49.10%	50.17%	49.10%	49.10%	48.1%	136	NOT MET -0
<i>Unknown/Undetermined</i>	49.10%	53.51%	49.10%	52.54%	52.1%	457	356
Grand Total	49.10%	54.24%	49.10%	53.25%	52.5%	4,001	3,511
12-15 yo	42.00%	41.57%	42.00%	41.20%	40.2%	NOT MET -25	NOT MET -46

American Indian/Alaska Native has remained the same in ALERT for 6 weeks but increasing on other sources

Target Reached for all groups EXCEPT 12-15

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