

| | Jul-14 | | | | | Aug-14 | | | | | Sep-14 | | | | |
|---|---------------|----------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------|---------------|
| | AlohaCare | HMSA | Kaiser | Ohana | UNITED | AlohaCare | HMSA | Kaiser | Ohana | UNITED | AlohaCare | HMSA | Kaiser | Ohana | UNITED |
| # Members | | | | | | | | | | | | | | | |
| QUEST Adult | 30,202 | 63,119 | 8,883 | 10,901 | 9,907 | 29,342 | 62,639 | 8,764 | 10,788 | 9,855 | 28,715 | 62,031 | 8,519 | 10,674 | 9,850 |
| QUEST Keiki | 37,121 | 83,281 | 16,292 | 4,755 | 4,194 | 35,945 | 81,884 | 15,919 | 4,687 | 4,190 | 35,152 | 80,600 | 15,279 | 4,726 | 4,231 |
| Total | 67,323 | 146,400 | 25,175 | 15,656 | 14,101 | 65,287 | 144,523 | 24,683 | 15,475 | 14,045 | 63,867 | 142,631 | 23,798 | 15,400 | 14,081 |
| # Network Providers | | | | | | | | | | | | | | | |
| PCPs | 551 | 756 | 212 | 585 | 597 | 561 | 741 | 217 | 594 | 598 | 443 | 462 | 7 | 589 | 600 |
| PCPs - #in Clinics (ex. FQHC, CHC, etc.) | | | | | 27 | | | | 96 | 27 | 118 | 306 | 215 | 96 | 27 |
| Specialists | 2,104 | 2,592 | 533 | 1,794 | 1,806 | 2,113 | 2,647 | 538 | 1,816 | 1,813 | 2,134 | 2,640 | 547 | 1,819 | 1,818 |
| Behavioral Health | 653 | 1,243 | 150 | 548 | 701 | 660 | 1,249 | 152 | 556 | 706 | 662 | 1,260 | 154 | 563 | 713 |
| Facilities (Hosp./NF) | 35 | 24 | 52 | 51 | 46 | 35 | 24 | 52 | 51 | 46 | 49 | 24 | 52 | 51 | 46 |
| Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA) | 1,466 | 1,153 | 329 | 1,325 | 634 | 1,467 | 1,159 | 331 | 1,337 | 625 | 1,480 | 1,149 | 331 | 1,351 | 630 |
| Total # of providers | 4,809 | 5,768 | 1,276 | 4,303 | 3,811 | 4,836 | 5,820 | 1,073 | 4,450 | 3,815 | 4,886 | 5,841 | 1,306 | 4,469 | 3,834 |
| Call Center | | | | | | | | | | | | | | | |
| # Member Calls | 4,736 | 16,064 | 538 | 2,648 | 1,649 | 4,831 | 12,589 | 437 | 2,340 | 1,519 | 6,066 | 16,019 | 541 | 2,440 | 1,777 |
| Avg. time until phone answered | 0:00:06 | 3:44:00 | 0:00:15 | 0:00:11 | 00:20 | 0:00:12 | 5:06 | 0:00:13 | 0:00:08 | 00:16 | 0:00:35 | 13:44 | 0:00:12 | 0:00:15 | 00:09 |
| Avg. time on phone with member | 3:02 | 2:44:00 | 3:00:00 | 0:07 | 05:46 | 2:54 | 4:08 | 2:58 | 0:07 | 06:01 | 3:07 | 4:38 | 3:09 | 0:07 | 05:23 |
| % of member calls abandoned | 1.5% | 24.82% | 2.50% | 5.4% | 2.4% | 3.6% | 30.06% | 2.30% | 2.6% | 1.3% | 9.8% | 55.19% | 2.30% | 2.4% | 0.6% |
| # Provider Calls | 8,707 | 14,282 | N/A | 292 | 684 | 7,363 | 9,745 | N/A | 257 | 511 | 8,787 | 10,704 | N/A | 294 | 466 |
| Avg. time until phone answered | 0:00:07 | 0:44:00 | N/A | 0:00:05 | 00:05 | 0:00:15 | 6:01 | N/A | 0:00:07 | 00:04 | 0:00:38 | 12:07 | N/A | 0:00:09 | 00:04 |
| Avg. time on phone with provider | 3:20 | 1:27:00 | N/A | 0:07 | 05:54 | 3:19 | 4:11 | N/A | 0:09 | 06:52 | 3:19 | 4:40 | N/A | 0:07 | 06:42 |
| % of provider calls abandoned | 1.2% | 5.69% | N/A | 1.7% | 0.2% | 2.3% | 33.58% | N/A | 0.8% | 0.4% | 8.3% | 46.64% | N/A | 1.7% | 0.2% |
| Medical Claims - Electronic | | | | | | | | | | | | | | | |
| # Submitted, not able to get into system | 1,622 | 7,397 | 10 | 547 | 685 | 1,069 | 7,690 | 11 | 561 | 639 | 1,259 | 6,886 | 13 | 544 | 650 |
| # Received | 34,644 | 270,396 | 269 | 11,867 | 13,713 | 33,940 | 262,108 | 242 | 11,413 | 12,798 | 38,476 | 287,686 | 269 | 13,066 | 13,005 |
| # Paid | 34,304 | 283,765 | 186 | 10,917 | 12,410 | 29,075 | 220,511 | 160 | 11,637 | 10,424 | 34,643 | 239,183 | 189 | 10,622 | 12,020 |
| # In Process | 2,843 | 83,538 | 191 | 836 | 34 | 5,163 | 109,941 | 165 | 970 | 93 | 6,644 | 141,410 | 196 | 839 | 188 |
| # Denied | 2,352 | 19,695 | 5 | 1,161 | 2,149 | 2,386 | 15,083 | 4 | 1,416 | 1,953 | 2,414 | 16,980 | 7 | 1,320 | 1,868 |
| Avg time for processing claim in days (month to date) | 4 | 12 | 13 | 9 | 8 | 4 | 12 | 14 | 10 | 7 | 4 | 12 | 10 | 9 | 8 |
| Medical Claims - Paper | | | | | | | | | | | | | | | |
| # Submitted, not able to get into system | 470 | 1,307 | 96 | 228 | 88 | 461 | 1,498 | 110 | 148 | 93 | 432 | 2,101 | 137 | 153 | 169 |
| # Received | 20,852 | 33,284 | 2,714 | 3,627 | 1,773 | 19,860 | 42,403 | 2,445 | 3,117 | 1,867 | 19,852 | 49,846 | 2,717 | 3,415 | 3,393 |
| # Paid | 19,277 | 48,657 | 1,886 | 2,689 | 1,541 | 15,685 | 41,820 | 1,621 | 2,909 | 1,298 | 17,696 | 52,339 | 1,910 | 2,677 | 1,447 |
| # In Process | 5,973 | 20,848 | 1,932 | 705 | 14 | 5,875 | 34,856 | 1,662 | 631 | 67 | 5,013 | 35,475 | 1,978 | 608 | 128 |
| # Denied | 3,998 | 8,425 | 46 | 560 | 414 | 2,192 | 7,419 | 42 | 676 | 399 | 2,823 | 7,657 | 68 | 615 | 444 |
| Avg time for processing claim in days (month-to-date) | 7 | 25 | 13 | 11 | 12 | 7 | 28 | 14 | 12 | 10 | 8 | 23 | 10 | 11 | 12 |
| Prior Authorization (PA)- Electronic | | | | | | | | | | | | | | | |
| # Received | 148 | 307 | 132 | 10 | 9 | 149 | 267 | 127 | 6 | 6 | 146 | 244 | 150 | 10 | 12 |
| # In Process | 13 | 96 | 0 | 0 | 0 | 27 | 125 | 0 | 0 | 0 | 21 | 79 | 0 | 0 | 0 |
| # Approved | 133 | 263 | 131 | 10 | 9 | 121 | 201 | 123 | 6 | 6 | 125 | 238 | 140 | 10 | 11 |
| # Denied | 2 | 41 | 1 | 0 | 0 | 1 | 37 | 4 | 0 | 0 | 0 | 52 | 10 | 0 | 1 |
| Avg time for PA in days (month to date) | 9 | 10 | 5 | 0 | 10 | 11 | 10 | 5 | 0 | 7 | 7 | 11 | 4 | 0 | 3 |
| Prior Authorization (PA)- Paper and Telephone | | | | | | | | | | | | | | | |
| # Received | 3,313 | 540 | 1 | 197 | 1,042 | 3,097 | 538 | 3 | 163 | 738 | 3,376 | 622 | 0 | 194 | 913 |
| # In Process | 328 | 8 | 0 | 1 | 10 | 652 | 5 | 0 | 16 | 7 | 764 | 0 | 0 | 23 | 12 |
| # Approved | 2,968 | 409 | 0 | 190 | 1,014 | 2,435 | 402 | 0 | 146 | 711 | 2,724 | 483 | 0 | 171 | 854 |
| # Denied | 17 | 131 | 1 | 6 | 18 | 10 | 144 | 3 | 1 | 20 | 12 | 144 | 0 | 0 | 47 |
| Avg time for PA in days (month-to-date) | 5 | 0 | 11 | 5 | 4 | 6 | 0 | 13 | 4 | 4 | 6 | 0 | 0 | 4 | 3 |
| # Non-Emergency Transports | | | | | | | | | | | | | | | |
| Ground | 575 | 638 | 41 | 534 | 364 | 542 | 672 | 54 | 525 | 369 | 545 | 717 | 62 | 587 | 415 |
| Air | 447 | 660 | 1 | 98 | 18 | 389 | 660 | 1 | 86 | 19 | 395 | 698 | 0 | 86 | 17 |
| * round trip | | | | | | | | | | | | | | | |
| # Member Grievance | | | | | | | | | | | | | | | |
| # Received | 11 | 10 | 4 | 8 | 5 | 12 | 4 | 7 | 5 | 9 | 14 | 2 | 5 | 15 | 3 |
| # Resolved | 7 | 7 | 7 | 6 | 6 | 13 | 9 | 5 | 10 | 6 | 13 | 5 | 5 | 6 | 6 |
| # Outstanding | 7 | 9 | 1 | 9 | 3 | 6 | 4 | 3 | 4 | 6 | 7 | 1 | 3 | 13 | 3 |
| # Provider Grievance | | | | | | | | | | | | | | | |
| # Received | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| # Resolved | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| # Outstanding | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| # Member Appeals | | | | | | | | | | | | | | | |
| # Received | 4 | 21 | 2 | 1 | 0 | 0 | 35 | 1 | 1 | 1 | 1 | 35 | 0 | 0 | 0 |
| # Resolved | 3 | 24 | 4 | 1 | 2 | 2 | 24 | 3 | 1 | 0 | 0 | 40 | 0 | 1 | 1 |
| # Outstanding | 2 | 13 | 2 | 1 | 0 | 0 | 24 | 0 | 1 | 1 | 1 | 19 | 0 | 0 | 0 |
| # Provider Appeals | | | | | | | | | | | | | | | |
| # Received | 0 | 5 | 1 | 11 | 21 | 0 | 1 | 0 | 31 | 16 | 0 | 3 | 0 | 15 | 24 |
| # Resolved | 0 | 2 | 0 | 6 | 18 | 0 | 1 | 1 | 11 | 18 | 0 | 6 | 0 | 20 | 24 |
| # Outstanding | 0 | 8 | 1 | 21 | 15 | 0 | 8 | 0 | 41 | 13 | 0 | 5 | 0 | 36 | 13 |
| Utilization - based on Auth (A) or Claims (C) | | | | | | | | | | | | | | | |
| Inpatient Acute Admits (A) - per 1,000 | 83 | 131 | 3 | 106 | 130 | 86 | 133 | 3 | 113 | 95 | 80 | 142 | 3 | 130 | 124 |
| Inpatient Acute Days (A) - per 1,000 | 315 | 543 | 10 | 521 | 582 | 336 | 591 | 12 | 453 | 449 | 297 | 599 | 10 | 530 | 524 |
| Inpatient Acute Psych Admits (A)- per 1,000 | 6 | 1 | 0 | 17 | 6 | 5 | 1 | 0 | 11 | 11 | 6 | 1 | 1 | 15 | 14 |
| Inpatient Acute Psych Days (A)- per 1,000 | 31 | 5 | 4 | 49 | 24 | 24 | 4 | 2 | 107 | 53 | 24 | 5 | 4 | 57 | 47 |
| Readmissions within 30 days (A) | 43 | 278 | 0 | 17 | 15 | 31 | 279 | 0 | 23 | 13 | 36 | 294 | 0 | 27 | 12 |
| Waitlisted Days (A) - per 1,000 | 49 | 8 | 1 | 0 | 0 | 27 | 11 | 1 | 0 | 0 | 26 | 10 | 1 | 34 | 0 |
| ER Visits (C) - per 1,000 | 546 | 428 | 19 | 642 | 529 | 548 | 436 | 20 | 585 | 590 | 577 | 464 | 19 | 645 | 552 |
| # Prescriptions (C) - per 1,000 | 7,913 | 9,530 | 648 | 9,192 | 8,628 | 7,828 | 9,518 | 641 | 9,194 | 8,535 | 8,385 | 9,934 | 630 | 9,404 | 9,165 |

Legend:
ER= Emergency Room
Hosp= Hospital
PCP= Primary Care Provider
Psych= Psychiatric

Many health plans report utilization or frequency of services on a per 1000 members basis. This allows for a consistent statistical comparison across health plans and time periods. It is the use or occurrence (of a service, procedure, or benefit) for every 1,000 members on an annualized basis. This enables health plans of different sizes to be compared and to compare different time periods (by annualizing). An example would be "80 hospital admissions per thousand members." This means that for every 1,000 members 80 are admitted to a hospital every year, so a health plan with 100,000 members would have 8,000 admissions in one year.

as of: 9/30/2014

ALOHA CARE

| # Network Providers by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---|--------------|------------|-----------|-----------|------------|-------------|-------------|--------------|
| PCPs - (Traditional) | 264 | 52 | 9 | 1 | 38 | 39 | 40 | 443 |
| PCPs - (accepting new members) | 174 | 26 | 7 | 1 | 27 | 21 | 30 | 286 |
| PCPs - Clinics (e.g. FQHC, CHC, etc.) | 64 | 9 | 3 | 2 | 3 | 18 | 19 | 118 |
| PCPs - Clinics (accepting new members) | 55 | 9 | 3 | 2 | 2 | 16 | 18 | 105 |
| Specialists | 1610 | 171 | 24 | 2 | 117 | 102 | 108 | 2,134 |
| Specialists (accepting new members) | 680 | 84 | 6 | 1 | 47 | 34 | 45 | 897 |
| Behavioral Health | 408 | 84 | 4 | 3 | 42 | 60 | 61 | 662 |
| Behavioral Health (accepting new members) | 294 | 58 | 3 | 2 | 32 | 49 | 47 | 485 |
| Facilities (Hosp./NF) | 24 | 4 | 1 | 2 | 7 | 2 | 9 | 49 |
| Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA) | 978 | 168 | 13 | 12 | 103 | 110 | 96 | 1,480 |
| Totals | 3,348 | 488 | 54 | 22 | 310 | 331 | 333 | 4,886 |

| # Members by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---------------------|--------|-------|---------|-------|-------|-------------|-------------|--------|
| Members | 33,148 | 9,238 | 2,125 | 468 | 5,742 | 6,649 | 6,497 | 63,867 |

| # Members per PCP by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|-----------------------------|------|------|---------|-------|-------|-------------|-------------|--------|
| Members per PCP | 101 | 151 | 177 | 156 | 140 | 117 | 110 | 114 |

Note: RFP requirement is 300 members for every PCP

HMSA

| # Network Providers by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---|--------------|------------|-----------|-----------|------------|-------------|-------------|--------------|
| PCPs - (Traditional) | 324 | 26 | 5 | 0 | 29 | 48 | 30 | 462 |
| PCPs - (accepting new members) | 160 | 7 | 1 | 0 | 22 | 6 | 16 | 212 |
| PCPs - Clinics (e.g. FQHC, CHC, etc.) | 153 | 33 | 4 | 18 | 15 | 29 | 54 | 306 |
| PCPs - Clinics (accepting new members) | 33 | 6 | 4 | 1 | 13 | 6 | 24 | 87 |
| Specialists | 1770 | 239 | 39 | 13 | 176 | 154 | 249 | 2,640 |
| Specialists (accepting new members) | 1770 | 239 | 39 | 13 | 176 | 154 | 249 | 2,640 |
| Behavioral Health | 786 | 130 | 6 | 3 | 80 | 138 | 117 | 1,260 |
| Behavioral Health (accepting new members) | 786 | 130 | 6 | 3 | 80 | 138 | 117 | 1,260 |
| Facilities (Hosp./NF) | 11 | 2 | 1 | 1 | 3 | 1 | 5 | 24 |
| Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA) | 683 | 143 | 11 | 17 | 86 | 94 | 115 | 1,149 |
| Totals | 3,727 | 573 | 66 | 52 | 389 | 464 | 570 | 5,841 |

| # Members by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---------------------|--------|-------|---------|-------|-------|-------------|-------------|---------|
| Members | 89,500 | 7,958 | 547 | 106 | 7,858 | 22,589 | 14,073 | 142,631 |

| # Members per PCP by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|-----------------------------|------|------|---------|-------|-------|-------------|-------------|--------|
| Members per PCP | 188 | 135 | 61 | 6 | 179 | 293 | 168 | 186 |

Note: RFP requirement is 300 members for every PCP

as of: 9/30/2014

KAISER

| # Network Providers by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---|------------|------------|-----------|----------|------------|-------------|-------------|--------------|
| PCPs - (Traditional) | 0 | 0 | 4 | 3 | 0 | 0 | 0 | 7 |
| PCPs - (accepting new members) | 0 | 0 | 4 | 3 | 0 | 0 | 0 | 7 |
| PCPs - Clinics (e.g. FQHC, CHC, etc.) | 121 | 41 | 0 | 0 | 21 | 15 | 17 | 215 |
| PCPs - Clinics (accepting new members) | 114 | 40 | 0 | 0 | 21 | 15 | 17 | 207 |
| Specialists | 395 | 60 | 1 | 0 | 46 | 20 | 25 | 547 |
| Specialists (accepting new members) | 395 | 60 | 1 | 0 | 46 | 20 | 25 | 547 |
| Behavioral Health | 108 | 18 | 0 | 1 | 11 | 8 | 8 | 154 |
| Behavioral Health (accepting new members) | 108 | 18 | 0 | 1 | 11 | 8 | 8 | 154 |
| Facilities (Hosp./NF) | 35 | 3 | 1 | 1 | 3 | 7 | 2 | 52 |
| Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA) | 200 | 45 | 4 | 4 | 37 | 17 | 24 | 331 |
| Totals | 859 | 167 | 10 | 9 | 118 | 67 | 76 | 1,306 |

| # Members by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---------------------|--------|-------|---------|-------|-------|-------------|-------------|--------|
| Members | 15,768 | 8,030 | | | | | | 23,798 |

| # Members per PCP by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|--|------|------|---------|-------|-------|-------------|-------------|--------|
| Members per PCP | 130 | 196 | 0 | 0 | 0 | 0 | 0 | 107 |
| Note: RFP requirement is 300 members for every PCP | | | | | | | | |

OHANA

| # Network Providers by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---|--------------|------------|-----------|-----------|------------|-------------|-------------|--------------|
| PCPs - (Traditional) | 388 | 52 | 3 | 6 | 46 | 64 | 30 | 589 |
| PCPs - (accepting new members) | 169 | 21 | 3 | 1 | 21 | 22 | 10 | 247 |
| PCPs - Clinics (e.g. FQHC, CHC, etc.) | 67 | 2 | 1 | 1 | 2 | 10 | 13 | 96 |
| PCPs - Clinics (accepting new members) | 67 | 2 | 1 | 1 | 2 | 10 | 13 | 96 |
| Specialists | 1468 | 87 | 13 | 4 | 114 | 75 | 58 | 1,819 |
| Specialists (accepting new members) | 990 | 82 | 13 | 0 | 38 | 73 | 54 | 1,250 |
| Behavioral Health | 403 | 36 | 1 | 0 | 28 | 62 | 33 | 563 |
| Behavioral Health (accepting new members) | 328 | 33 | 1 | 0 | 19 | 51 | 25 | 457 |
| Facilities (Hosp./NF) | 27 | 5 | 2 | 1 | 7 | 2 | 7 | 51 |
| Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA) | 872 | 142 | 17 | 6 | 81 | 117 | 116 | 1,351 |
| Totals | 3,225 | 324 | 37 | 18 | 278 | 330 | 257 | 4,469 |

| # Members by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---------------------|------|------|---------|-------|-------|-------------|-------------|--------|
| Members | 8857 | 2011 | 146 | 38 | 968 | 1846 | 1534 | 15,400 |

| # Members per PCP by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|--|------|------|---------|-------|-------|-------------|-------------|--------|
| Members per PCP | 19 | 37 | 37 | 5 | 20 | 25 | 36 | 22 |
| Note: RFP requirement is 300 members for every PCP | | | | | | | | |

as of: 9/30/2014

UNITED HEALTHCARE

| # Network Providers by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---|--------------|------------|----------|----------|------------|-------------|-------------|--------------|
| PCPs (incl FQHC less est 100 FQHC PCPs) | 474 | 65 | 0 | 0 | 61 | 52 | 42 | 694 |
| PCPs (accepting new members) | 393 | 58 | 0 | 0 | 58 | 23 | 38 | 570 |
| PCPs - # in Clinics (e.g. FQHC) | 11 | 0 | 0 | 0 | 0 | 17 | 1 | 29 |
| PCPs (in Clinic, accepting new members) | 11 | 0 | 0 | 0 | 0 | 17 | 1 | 29 |
| Specialists | 1936 | 173 | 0 | 0 | 193 | 101 | 95 | 2,498 |
| Specialist (accepting new members) | 1414 | 167 | 0 | 0 | 180 | 61 | 92 | 1,914 |
| Behavioral Health | 570 | 81 | 0 | 0 | 26 | 63 | 35 | 775 |
| Behavioral Health (accepting new members) | 555 | 74 | 0 | 0 | 24 | 58 | 33 | 744 |
| Facilities (Hosp./NF) | 38 | 16 | 0 | 0 | 7 | 14 | 7 | 82 |
| Ancillary & Other (All provider types not listed above; incl Phcy, Lab, Allied, Hospice, HHA) | 507 | 90 | 0 | 0 | 72 | 62 | 64 | 795 |
| Totals | 3,547 | 425 | 0 | 0 | 359 | 326 | 245 | 4,902 |

| # Members by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|---------------------|-------|-------|---------|-------|-------|-------------|-------------|--------|
| Members | 8,309 | 1,766 | 128 | 33 | 913 | 1,692 | 1,240 | 14,081 |

| # Members per PCP by Island | Oahu | Maui | Molokai | Lanai | Kauai | East Hawaii | West Hawaii | Totals |
|-----------------------------|------|------|---------|---------|-------|-------------|-------------|--------|
| Members per PCP | 18 | 27 | #DIV/0! | #DIV/0! | 15 | 33 | 30 | 20 |

Note: RFP requirement is 300 members for every PCP