

Case Detail by Issue Type, Reporting Period 7/01/2020 - 7/31/2020
 Managed Care Operations Division, Office of the Ombudsman

Health Care Plan	Enrollment	ATC	ADD	BH	BEN	BIL	COM	DEN	ELG	HCO	LTC	OHC	RX	REF	TRAN	MISC
000 - Fee for Service		45	87	16	118	35	34	8	178	1,504	15	97	5	2	4	187
Access Dental Plan Inc.	261,409	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0
Aetna Better Health of California	24,961	2	1	2	1	1	0	0	1	24	2	7	0	0	0	2
Alameda Alliance for Health	255,419	10	23	3	16	4	5	0	11	88	0	4	1	0	1	14
AltaMed Health Services Corporation	2,868	0	0	0	0	0	0	3	0	1	0	0	0	0	0	1
Anthem Blue Cross Partnership Plan	765,515	28	33	6	53	24	16	4	18	240	6	5	9	1	0	52
Blue Shield of California Promise Health Plan	88,266	8	7	0	3	0	0	0	2	46	2	0	1	0	1	5
Blue Shield of California Promise Health Plan - Los Angeles (CMC)	2,722	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0
Blue Shield of California Promise Health Plan - San Diego (CMC)	2,320	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2
California Health and Wellness Plan	201,400	6	22	0	7	5	4	0	3	62	4	2	2	1	2	5
CalOptima	752,793	33	58	12	36	20	14	1	30	188	1	17	5	2	1	37
CalOptima (CMC)	14,488	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0
Cal Viva Health	363,197	6	6	2	8	5	5	0	1	32	0	7	1	0	2	10
CenCal Health	184,678	3	6	1	8	4	0	2	4	20	1	5	2	0	0	7
Central California Alliance for Health	351,728	15	17	2	10	2	5	2	5	77	0	5	1	0	0	11
Community Health Group CommuniCare Advantage - San Diego (CMC)	6,523	0	0	0	1	0	0	0	0	5	0	0	0	0	0	1
Community Health Group Partnership	258,139	7	6	0	9	0	1	0	7	83	1	1	1	0	1	17
Gold Coast Health Plan	203,570	8	17	0	5	4	3	0	8	45	1	8	2	0	0	11
Health Net Community Solutions, Inc.	1,379,544	40	28	6	56	10	22	142	34	354	3	12	8	3	0	51
Health Net Community Solutions, Inc. - Los Angeles (CMC)	7,246	0	0	0	1	0	0	0	0	0	2	0	0	0	0	2
Health Net of California Dental	310,189	0	0	0	1	0	0	0	1	4	1	2	0	0	0	0
Health Plan of San Joaquin	348,250	4	13	0	6	3	5	1	11	106	1	4	2	0	0	11
Health Plan of San Mateo	107,113	3	12	1	3	4	2	1	2	32	1	1	0	1	0	5
Health Plan of San Mateo CareAdvantage (CMC)	8,602	0	0	0	1	0	0	0	3	29	0	0	0	0	0	1
Inland Empire Health Plan	1,271,982	70	146	2	59	9	7	5	63	824	3	16	11	1	2	78
Inland Empire Health Plan DualChoice - Riverside (CMC)	14,684	0	0	1	1	0	0	0	0	1	0	0	0	0	0	1
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	14,130	0	1	0	0	0	0	0	1	3	0	0	0	0	0	0
Kern Family Health Care	272,986	9	10	0	8	3	3	0	12	60	0	5	0	0	0	10
KP Cal LLC	153,113	1	3	3	11	1	4	7	10	80	1	0	0	1	0	16
L.A. Care Health Plan	2,079,957	65	46	15	74	22	41	101	51	448	6	17	7	2	1	90
L.A. Care Health Plan (CMC)	17,008	0	2	0	0	0	0	0	0	6	0	0	1	0	0	1
Liberty Dental Plan of CA Inc.	232,804	0	0	0	0	0	0	1	0	3	0	2	0	0	0	0
Molina Dual Options - Riverside (CMC)	1,644	0	0	0	0	2	0	0	0	1	0	0	0	0	0	0
Molina Dual Options - San Diego (CMC)	3,674	1	0	0	0	0	0	0	0	9	0	0	0	0	0	0
Molina Healthcare of California Partner	427,919	38	14	1	29	2	2	0	23	555	3	8	1	0	0	34
Molina Healthcare of California Partner - Los Angeles (CMC)	1,681	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0
Partnership HealthPlan of California	559,532	25	32	5	16	12	13	5	13	132	3	4	3	0	2	24
Rady Children's Hospital CCS Demonstration	373	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
San Francisco Health Plan	131,601	1	5	0	6	3	2	0	2	39	1	4	3	0	0	6
Santa Clara Family Health Plan	249,473	6	10	1	14	3	5	1	9	62	1	5	0	0	0	7
Santa Clara Family Health Plan (CMC)	8,925	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Senior Care Action Network (SCAN)	12,184	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0

Health Care Plan	Enrollment	ATC	ADD	BH	BEN	BIL	COM	DEN	ELG	HCO	LTC	OHC	RX	REF	TRAN	MISC
UnitedHealthcare Community Plan of California, Inc.	16,227	2	0	0	3	1	0	0	2	14	0	4	1	0	0	2
Total	11,564,973	436	607	79	565	179	193	286	508	5,190	59	242	67	14	17	701
ATC- Access to Care	COM- Complaint			OHC- Other Health Coverage												
ADD- Address Changes	DEN- Dental			RX- Pharmacy												
BH- Behavioral Health	ELG- Eligibility			REF- Referral												
BEN- Benefit questions	HCO- Enrollment/Disenrollment			TRAN- Transportation												
BIL- Billing	LTC- Long Term Care			MISC- Miscellaneous												