

Case Detail by Issue Type, Reporting Period 8/01/2020 -8/31/2020
 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		47	53	8	74	23	32	4	122	1,089	16	51	5	1	1	122
Access Dental Plan Inc.	263,070	0	0	0	2	0	0	1	0	6	0	0	0	0	0	1
Aetna Better Health of California	26,126	1	0	0	6	1	0	0	0	19	1	3	0	0	0	6
Alameda Alliance for Health	258,707	17	26	2	14	5	7	0	18	84	0	4	4	0	0	16
AltaMed Health Services Corporation	2,873	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0
Anthem Blue Cross Partnership Plan	775,829	39	44	4	28	13	10	7	27	214	7	9	10	2	1	44
Blue Shield of California Promise Health Plan	90,664	4	1	2	7	3	2	0	2	32	3	0	0	0	0	5
Blue Shield of California Promise Health Plan - Los Angeles (CMC)	2,706	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0
California Health and Wellness Plan	203,106	17	18	0	9	1	2	1	4	52	5	4	6	0	2	16
CalOptima	760,777	32	42	5	35	11	7	3	22	183	1	15	1	0	1	49
CalOptima (CMC)	14,584	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0
Cal Viva Health	366,402	6	4	1	3	0	4	0	3	22	4	7	3	0	0	8
CenCal Health	186,760	8	7	2	3	2	1	0	2	20	0	1	1	0	0	1
Central California Alliance for Health	354,033	14	27	0	11	6	6	1	4	52	0	5	0	0	0	11
Community Eldercare (PACE Program) or St. Paul's PACE	1,006	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Community Health Group CommuniCare Advantage - San Diego (CMC)	6,581	0	0	0	0	0	0	0	0	5	1	0	0	0	0	0
Community Health Group Partnership	263,284	7	4	0	12	3	2	0	2	37	0	0	1	0	0	21
Gold Coast Health Plan	206,016	6	12	1	11	5	1	0	5	32	0	7	3	0	0	9
Health Net Community Solutions, Inc.	1,389,353	50	34	9	39	21	21	101	19	279	4	11	7	2	3	56
Health Net Community Solutions, Inc. - Los Angeles (CMC)	7,164	0	0	1	0	0	1	0	0	2	1	0	0	0	0	2
Health Net Community Solutions, Inc. - San Diego (CMC)	1,313	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Health Net of California Dental	314,539	0	0	0	0	0	0	1	0	1	0	0	0	0	0	2
Health Plan of San Joaquin	351,418	9	19	2	9	0	0	0	5	61	0	3	1	1	1	13
Health Plan of San Mateo	108,752	3	4	2	5	3	1	0	3	16	0	2	0	0	0	3
Health Plan of San Mateo CareAdvantage (CMC)	8,632	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0
Inland Empire Health Plan	1,285,018	64	130	6	58	13	11	4	35	723	2	19	6	0	0	85
Inland Empire Health Plan DualChoice - Riverside (CMC)	14,828	0	0	0	2	0	0	0	0	4	0	2	0	0	1	2
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	14,270	1	0	0	0	1	0	0	0	4	0	1	0	0	0	0
InnovAge PACE	910	0	0	0	1	0	1	1	0	1	0	0	0	0	0	0
Kern Family Health Care	277,037	10	8	0	11	1	2	0	2	38	1	7	0	0	0	11
KP Cal LLC	155,667	8	3	4	12	4	3	5	9	59	2	1	2	0	0	20
L.A. Care Health Plan	2,101,961	72	53	13	85	20	38	87	40	421	11	18	8	2	2	111
L.A. Care Health Plan (CMC)	17,225	0	1	0	1	0	1	0	0	8	0	0	0	0	1	1
Liberty Dental Plan of CA Inc.	235,075	0	0	0	0	0	0	1	0	4	0	0	0	0	0	0
Molina Dual Options - San Bernardino (CMC)	1,485	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Molina Dual Options - San Diego (CMC)	3,612	0	1	0	0	0	0	0	0	9	0	0	0	0	0	0
Molina Healthcare of California Partner	431,851	48	20	2	32	4	6	8	11	451	6	3	2	1	1	27
Molina Healthcare of California Partner - Los Angeles (CMC)	1,670	1	0	0	0	1	0	0	0	2	0	0	0	0	0	0
Partnership HealthPlan of California	564,730	29	56	6	31	15	16	5	11	106	5	3	4	0	4	32
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	637	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0
Rady Children's Hospital CCS Demonstration	374	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
San Francisco Health Plan	133,689	4	10	2	4	0	2	0	2	23	0	1	2	0	0	4

Health Care Plan	Enrollment	ATC	ADD	BH	BEN	BIL	COM	DEN	ELG	HCO	LTC	OHC	RX	REF	TRAN	MISC
Santa Clara Family Health Plan	251,995	5	7	0	10	5	1	0	4	55	0	6	0	0	0	13
Santa Clara Family Health Plan (CMC)	9,070	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
Senior Care Action Network (SCAN)	12,084	0	0	0	1	0	0	0	1	4	0	0	0	0	0	0
UnitedHealthcare Community Plan of California, Inc.	17,208	0	0	1	2	1	3	0	1	10	0	1	1	0	0	2
Total	11,689,707	503	587	73	523	164	182	230	356	4,138	70	184	67	9	18	693
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-Tranportation												
BIL-Billing	LTC-Long Term Care			MISC-Miscellaneous												