

Case Detail by Issue Type, Reporting Period 9/01/2020 - 9/30/2020
 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		17	59	15	78	22	24	4	125	1,012	12	57	4	1	1	144
Access Dental Plan Inc.	264,934	0	0	0	0	0	0	4	0	2	0	0	0	0	0	2
Aetna Better Health of California	27,068	6	1	0	2	0	0	0	2	16	3	1	2	1	0	10
Alameda Alliance for Health	261,492	7	19	1	12	4	3	0	27	71	1	3	0	1	0	29
AltaMed Health Services Corporation	2,880	0	0	0	0	0	0	2	0	1	0	0	0	0	0	0
Anthem Blue Cross Partnership Plan	783,278	35	53	4	38	13	14	6	33	244	9	10	5	5	1	66
Anthem Blue Cross Partnership Plan - Los Angeles (CMC)	2,172	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0
Blue Shield of California Promise Health Plan	92,383	3	4	0	2	0	2	0	4	28	1	1	0	0	0	8
Blue Shield of California Promise Health Plan - Los Angeles (CMC)	2,732	1	0	0	1	0	0	0	0	1	0	0	0	0	0	1
Blue Shield of California Promise Health Plan - San Diego (CMC)	2,342	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0
California Health and Wellness Plan	204,400	7	9	1	10	3	3	0	12	53	5	4	1	0	0	15
CalOptima	768,543	27	64	6	39	14	14	2	19	147	3	20	4	1	1	61
CalOptima (CMC)	14,643	0	0	0	1	0	1	0	0	2	0	0	0	0	0	1
Cal Viva Health	368,417	0	6	2	9	1	5	1	1	32	3	5	0	0	0	14
CenCal Health	188,621	10	10	0	2	4	0	0	2	21	0	1	1	0	0	16
Central California Alliance for Health	356,436	12	24	1	9	3	0	0	10	52	0	4	0	0	0	10
Community Eldercare (PACE Program) or St. Paul's PACE	1,006	0	0	0	0	0	1	0	0	2	0	0	0	0	0	0
Community Health Group CommuniCare Advantage - San Diego (CMC)	6,624	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Community Health Group Partnership	266,468	2	10	0	8	4	1	0	2	60	0	5	0	0	0	11
Gold Coast Health Plan	207,787	4	13	0	8	4	1	0	8	31	1	7	1	1	0	9
Health Net Community Solutions, Inc.	1,395,027	30	38	5	53	13	16	135	27	374	5	13	6	1	1	107
Health Net Community Solutions, Inc. - Los Angeles (CMC)	7,107	1	2	0	1	0	0	0	0	1	0	0	0	0	0	0
Health Net of California Dental	318,252	0	0	0	0	0	0	0	0	12	0	2	0	0	0	4
Health Plan of San Joaquin	353,894	7	10	0	10	1	2	1	7	77	0	2	1	0	0	24
Health Plan of San Mateo	109,821	3	9	0	2	3	2	0	3	30	0	1	0	0	1	2
Health Plan of San Mateo CareAdvantage (CMC)	8,675	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0
Inland Empire Health Plan	1,295,547	48	112	6	66	15	9	6	59	621	5	17	5	2	2	119
Inland Empire Health Plan DualChoice - Riverside (CMC)	14,956	0	0	0	0	0	0	0	1	2	0	0	0	0	0	0
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	14,335	1	0	0	1	0	0	1	0	8	0	1	0	0	0	1
InnovAge PACE	866	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0
Kern Family Health Care	279,775	15	7	0	11	2	0	0	12	28	0	3	1	0	2	11
KP Cal LLC	157,610	5	4	1	15	6	2	10	13	45	1	6	2	0	0	20
L.A. Care Health Plan	2,118,132	62	43	11	78	25	25	111	59	372	6	21	11	4	2	139
L.A. Care Health Plan (CMC)	17,458	1	5	0	1	0	0	2	1	8	0	0	0	0	0	3
Liberty Dental Plan of CA Inc.	237,016	0	0	0	2	0	0	0	0	10	2	2	0	0	0	1
Molina Dual Options - San Bernardino (CMC)	1,463	0	0	0	1	0	0	0	0	3	0	0	0	0	0	1
Molina Dual Options - San Diego (CMC)	3,571	0	0	0	0	0	0	0	0	7	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
Molina Healthcare of California Partner	434,755	19	15	2	15	4	7	4	12	469	1	4	2	0	0	59
Molina Healthcare of California Partner - Los Angeles (CMC)	1,647	0	0	0	0	0	0	0	0	3	0	0	0	0	0	1
Partnership HealthPlan of California	570,177	21	39	5	29	10	10	0	15	125	2	2	4	3	3	45
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	648	0	0	0	2	0	0	0	0	1	0	0	0	0	0	0
Rady Children's Hospital CCS Demonstration	375	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
San Francisco Health Plan	135,227	2	10	2	9	3	0	0	5	38	1	1	1	0	0	10
Santa Clara Family Health Plan	253,933	11	2	5	12	2	3	1	14	60	0	7	3	1	0	16
Santa Clara Family Health Plan (CMC)	9,173	0	1	0	0	0	0	0	0	2	0	0	0	0	0	0
Senior Care Action Network (SCAN)	12,201	0	0	0	0	0	0	1	0	6	0	0	0	0	0	2
UnitedHealthcare Community Plan of California, Inc.	17,724	0	0	0	2	0	0	0	0	6	0	5	1	0	0	2
Total	11,778,148	358	569	67	531	156	146	291	474	4,089	61	205	55	21	15	966
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						