

Case Detail by Issue Type, Reporting Period 12/01/2021 - 12/31/2021
 Managed Care Operations Division, Office of the Ombudsman

Health Care Plan	Enrollment	ADD	ARC	BEN	BIL	COM	ELG	HCO	LTC	MISC	OHC	TOTAL
000 - Fee for Service	301,597	117	649	357	89	212	352	658	18	404	79	2,935
Access Dental Plan Inc.	277,113	0	2	0	0	0	1	2	0	0	0	5
Aetna Better Health of California	39,272	1	11	8	0	1	1	16	1	0	2	41
Alameda Alliance for Health	289,595	42	56	19	4	7	10	54	3	3	6	204
AltaMed Health Services Corporation	3,390	0	0	0	0	0	0	2	0	0	0	2
AltaMed PACE	128	0	1	1	0	0	0	1	0	0	0	3
Anthem Blue Cross Partnership Plan	866,799	39	163	57	18	23	17	192	0	11	8	528
Anthem Blue Cross Partnership Plan - Los Angeles (CMC)	1,985	0	0	0	0	0	0	0	0	1	0	1
Anthem Blue Cross Partnership Plan - Santa Clara (CMC)	1,687	0	1	1	0	0	0	1	0	0	0	3
Blue Shield of California Promise Health Plan	112,519	5	16	8	5	2	2	18	0	1	2	59
Blue Shield of California Promise Health Plan - Los Angeles (CMC)	2,765	0	0	0	0	0	0	1	0	0	0	1
Blue Shield of California Promise Health Plan - San Diego (CMC)	2,599	0	0	2	0	0	0	3	0	0	0	5
California Health and Wellness Plan	223,030	18	31	16	3	4	5	36	4	6	2	125
CalOptima	848,935	68	105	40	14	13	15	97	1	7	10	370
CalOptima (CMC)	14,848	0	2	2	0	0	0	0	0	0	0	4
Cal Viva Health	391,857	11	23	11	3	2	5	23	0	4	6	88
CenCal Health	209,568	13	11	7	5	0	2	12	0	1	4	55
Center for Elders Independence	918	1	0	0	0	0	0	0	0	0	0	1
Central California Alliance for Health	385,543	40	28	4	3	4	4	20	1	4	3	111
Community Health Group CommuniCare Advantage - San Diego (CMC)	6,947	0	6	0	0	0	6	9	0	1	0	22
Community Health Group Partnership	266,468	7	18	8	1	2	11	45	0	2	1	95
Contra Costa Health Plan	212,887	30	50	19	5	5	10	44	0	2	3	168
Gold Coast Health Plan	227,487	20	26	9	5	2	0	18	0	3	3	86
Health Net Community Solutions, Inc.	1,482,701	65	307	82	22	23	27	338	8	17	11	900
Health Net Community Solutions, Inc. - Los Angeles (CMC)	6,309	0	0	0	1	0	0	0	0	1	0	2
Health Net Community Solutions, Inc. - San Diego (CMC)	1,249	1	0	0	0	0	0	0	0	0	0	1
Health Net of California Dental	363,172	0	1	3	0	0	0	2	0	0	2	8
Health Plan of San Joaquin	387,648	18	43	8	3	2	4	38	5	0	6	127
Health Plan of San Mateo	122,459	4	9	3	0	3	1	8	0	1	2	31
Health Plan of San Mateo CareAdvantage (CMC)	8,875	2	3	0	1	0	0	0	0	0	0	6
Inland Empire Health Plan	1,412,617	109	255	70	9	33	46	327	1	10	17	877
Inland Empire Health Plan DualChoice - Riverside (CMC)	15,903	0	0	2	1	0	0	1	0	0	1	5
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	15,964	2	1	0	0	0	0	4	0	1	0	8
Kern Family Health Care	309,831	13	32	15	2	1	9	31	1	6	5	115
KP Cal LLC	181,051	11	25	9	4	4	7	57	4	5	1	127
L.A. Care Health Plan	2,314,330	74	249	125	47	48	45	270	5	24	21	908
L.A. Care Health Plan (CMC)	18,553	0	4	3	0	0	0	10	0	1	0	18
Liberty Dental Plan of CA Inc.	262,090	0	2	0	0	0	0	5	0	1	0	8

Health Care Plan	Enrollment	ADD	ARC	BEN	BIL	COM	ELG	HCO	LTC	MISC	OHC	TOTAL
Molina Dual Options - Riverside (CMC)	1,529	0	2	0	0	6	0	0	0	2	0	10
Molina Dual Options - San Diego (CMC)	3,329	0	1	0	0	0	0	3	0	0	0	4
Molina Healthcare of California Partner	474,164	28	181	37	4	6	14	277	8	4	2	561
Molina Healthcare of California Partner - Los Angeles (CMC)	1,385	4	0	1	0	0	0	0	0	0	0	5
On Lok Lifeways	1,657	2	0	0	0	0	0	0	0	0	0	2
Partnership HealthPlan of California	626,000	52	85	22	19	16	14	69	0	4	7	288
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	737	0	3	0	0	0	1	2	0	0	0	6
Rady Children's Hospital CCS Demonstration	380	0	1	0	0	0	0	2	0	0	0	3
San Diego PACE	1,803	0	1	0	0	0	0	3	0	0	0	4
San Francisco Health Plan	152,755	16	20	8	2	9	2	21	0	3	3	84
Santa Clara Family Health Plan	278,793	11	18	14	8	4	6	22	1	1	2	87
Santa Clara Family Health Plan (CMC)	10,215	1	0	0	0	0	0	0	0	0	0	1
SCAN Health Plan	1,945	0	0	0	0	1	0	0	0	0	0	1
Senior Care Action Network (SCAN)	12,486	0	3	1	1	0	0	2	0	0	0	7
UnitedHealthcare Community Plan of California, Inc.	25,844	0	4	5	0	0	0	9	0	0	0	18
Total	13,183,711	825	2,449	977	279	433	617	2,753	61	531	209	9,134

ADD- Address Changes
ATC- Access to Care
BEN- Benefits
BIL- Billing

COM- Complaint
ELG- Eligibility
HCO- Enrollment/Disenrollment

LTC- Long Term Care
OHC- Other Health Coverage
MISC- Miscellaneous