

Case Detail by Issue Type, Reporting Period 11/01/2021 - 11/30/2021
 Managed Care Operations Division, Office of the Ombudsman

Health Care Plan	Enrollment	ADD	ARC	BEN	BIL	COM	ELG	HCO	LTC	MISC	OHC	TOTAL
Fee for Service	301,597	98	758	327	75	173	356	597	11	325	77	2,797
Access Dental Plan Inc.	277,113	0	0	1	0	0	0	2	0	0	3	6
Aetna Better Health of California	39,272	1	16	2	1	0	1	24	2	1	3	51
Alameda Alliance for Health	289,595	39	56	25	8	5	16	50	0	4	1	204
AltaMed Health Services Corporation	3,390	1	3	0	0	0	0	0	0	0	0	4
Anthem Blue Cross Partnership Plan	866,799	49	202	63	11	18	11	180	9	12	15	570
Anthem Blue Cross Partnership Plan - Los Angeles (CMC)	1,985	0	1	0	0	0	0	1	0	0	0	2
Blue Shield of California Promise Health Plan	112,519	2	23	2	4	1	1	31	0	1	1	66
Blue Shield of California Promise Health Plan - San Diego (CMC)	2,599	0	0	1	0	0	0	1	0	0	0	2
California Health and Wellness Plan	223,030	8	38	20	4	9	8	48	1	8	3	147
CalOptima	848,935	63	100	42	17	17	15	101	0	9	22	386
CalOptima (CMC)	14,848	2	0	1	0	0	0	2	0	0	0	5
Cal Viva Health	391,857	15	35	5	5	4	3	29	0	2	9	107
CenCal Health	209,568	16	15	4	1	1	1	11	0	0	4	53
Central California Alliance for Health	385,543	26	44	8	2	5	4	21	0	2	6	118
Central Valley Pace	322	0	1	0	0	0	0	0	0	0	0	1
Community Eldercare (PACE Program) or St. Paul's PACE	1,165	0	1	0	0	0	0	0	0	0	0	1
Community Health Group CommuniCare Advantage - San Diego (CMC)	6,947	0	0	3	1	0	0	7	0	0	0	11
Community Health Group Partnership	266,468	4	37	10	1	1	4	42	1	1	2	103
Contra Costa Health Plan	212,887	26	67	22	3	1	10	50	6	5	6	196
Gold Coast Health Plan	227,487	22	29	9	8	6	3	16	0	2	3	98
Health Net Community Solutions, Inc.	1,482,701	49	300	74	17	27	27	304	5	17	21	841
Health Net Community Solutions, Inc. - Los Angeles (CMC)	6,309	0	1	1	0	0	0	0	0	0	0	2
Health Net of California Dental	363,172	0	4	0	0	0	0	3	0	0	1	8
Health Plan of San Joaquin	387,648	18	51	10	4	3	8	33	0	2	4	133
Health Plan of San Mateo	122,459	7	17	4	4	2	6	13	0	0	0	53
Health Plan of San Mateo CareAdvantage (CMC)	8,875	0	0	0	0	0	1	0	0	0	0	1
Inland Empire Health Plan	1,412,617	150	232	58	5	23	56	228	5	15	17	789
Inland Empire Health Plan DualChoice - Riverside (CMC)	15,903	1	0	0	0	0	0	4	0	0	0	5
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	15,964	2	3	3	0	0	0	4	0	1	3	16
Innovage California PACE	191	0	0	0	0	0	0	1	0	0	0	1
InnovAge PACE	1,056	0	1	0	0	0	0	1	0	0	0	2
Kern Family Health Care	309,831	24	35	18	2	1	5	22	0	1	4	112
KP Cal LLC	181,051	10	35	15	5	6	4	63	0	4	2	144
L.A. Care Health Plan	2,314,330	81	307	133	35	55	35	292	2	26	13	979
L.A. Care Health Plan (CMC)	18,553	0	5	1	0	1	1	6	0	0	1	15
LA Coast PACE	168	0	1	0	0	0	0	0	0	0	0	1
Liberty Dental Plan of CA Inc.	262,090	0	1	0	0	0	0	1	0	0	1	3

Health Care Plan	Enrollment	ADD	ARC	BEN	BIL	COM	ELG	HCO	LTC	MISC	OHC	TOTAL
Molina Dual Options - Riverside (CMC)	1,529	0	0	0	0	0	0	1	0	0	0	1
Molina Dual Options - San Diego (CMC)	3,329	0	0	0	0	0	0	1	0	0	0	1
Molina Healthcare of California Partner	474,164	25	110	28	9	10	12	143	4	3	5	349
On Lok Lifeways	1,657	0	0	0	1	0	0	1	0	0	0	2
Partnership HealthPlan of California	626,000	71	86	18	12	18	7	55	1	10	6	284
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	737	0	0	2	0	0	1	0	0	0	0	3
Rady Children's Hospital CCS Demonstration	380	0	0	2	0	0	1	0	0	0	0	3
San Francisco Health Plan	152,755	9	23	6	1	1	2	24	0	2	12	80
Santa Clara Family Health Plan	278,793	16	22	11	5	3	2	32	0	2	3	96
Santa Clara Family Health Plan (CMC)	10,215	0	0	0	1	2	0	0	0	1	0	4
SCAN Health Plan	1,945	0	1	3	0	0	0	0	0	1	0	5
Senior Care Action Network (SCAN)	12,486	0	2	0	0	0	0	2	0	0	0	4
UnitedHealthcare Community Plan of California, Inc.	25,844	0	3	0	1	0	0	3	0	0	0	7
Total	13,176,678	835	2,666	932	243	393	601	2,450	47	457	248	8,872

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