

Case Detail by Issue Type, Reporting Period 10/01/2021 - 10/31/2021
 Managed Care Operations Division, Office of the Ombudsman

Health Care Plan	Enrollment	ADD	ARC	BEN	BIL	COM	ELG	HCO	LTC	MISC	OHC	TOTAL
Fee for Service	299,512	132	759	312	86	182	345	616	7	368	114	2,921
Access Dental Plan Inc.	276,231	0	7	0	0	0	0	1	0	0	0	8
Aetna Better Health of California	38,376	5	11	3	1	6	0	26	0	2	0	54
Alameda Alliance for Health	287,971	43	93	23	9	4	6	85	1	10	6	280
AltaMed Health Services Corporation	3,343	0	1	0	0	0	0	0	0	0	0	1
Anthem Blue Cross Partnership Plan	861,195	63	223	42	19	21	14	149	4	17	19	571
Blue Shield of California Promise Health Plan	111,486	17	25	6	1	6	0	22	0	0	2	79
Blue Shield of California Promise Health Plan - Los Angeles (CMC)	2,741	1	0	0	0	0	0	0	0	0	0	1
Blue Shield of California Promise Health Plan - San Diego (CMC)	2,549	0	0	0	0	0	0	0	1	0	0	1
Brandman Centers for Senior Care	272	0	0	1	0	0	0	0	0	0	0	1
California Health and Wellness Plan	221,918	10	44	18	3	3	5	30	0	5	2	120
CalOptima	844,839	79	103	37	8	9	24	85	0	8	19	372
CalOptima (CMC)	14,785	2	0	0	0	0	0	1	0	0	0	3
Cal Viva Health	390,506	14	26	16	5	5	8	32	3	0	1	110
CenCal Health	208,022	12	20	4	5	4	4	13	0	2	1	65
Center for Elders Independence	904	0	0	0	0	0	0	1	0	0	0	1
Central California Alliance for Health	384,175	27	42	8	3	7	4	19	0	3	2	115
Community Eldercare (PACE Program) or St. Paul's PACE	1,164	0	0	0	0	1	0	1	0	0	0	2
Community Health Group CommuniCare Advantage - San Diego (CMC)	6,902	0	1	0	0	0	0	3	0	0	0	4
Community Health Group Partnership	266,468	11	37	12	3	4	4	39	1	6	5	122
Contra Costa Health Plan	211,398	35	60	13	7	1	6	53	2	5	4	186
Gold Coast Health Plan	226,505	28	45	15	6	4	4	22	0	2	5	131
Health Net Community Solutions, Inc.	1,476,536	67	342	89	23	28	29	280	12	23	25	918
Health Net Community Solutions, Inc. - Los Angeles (CMC)	6,332	0	1	1	0	0	0	0	0	1	0	3
Health Net of California Dental	360,429	0	7	0	0	0	2	0	0	0	0	9
Health Plan of San Joaquin	385,477	38	58	12	7	5	3	31	0	4	4	162
Health Plan of San Mateo	121,683	9	19	5	1	1	2	16	0	2	2	57
Health Plan of San Mateo CareAdvantage (CMC)	8,846	2	2	0	1	0	0	4	0	0	0	9
Inland Empire Health Plan	1,405,229	112	263	66	11	15	37	264	7	29	8	812
Inland Empire Health Plan DualChoice - Riverside (CMC)	15,782	0	2	1	0	1	1	7	0	0	0	12
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	15,745	1	3	3	0	0	0	1	0	1	0	9
Innovage California PACE	196	0	1	0	0	0	0	0	0	0	0	1
InnovAge PACE	1,060	0	0	1	0	0	0	0	0	0	0	1
Kern Family Health Care	308,270	18	30	11	4	5	4	17	0	4	2	95
KP Cal LLC	179,613	11	41	8	4	9	10	62	4	10	6	165
L.A. Care Health Plan	2,302,720	67	322	97	41	54	27	256	6	19	28	917
L.A. Care Health Plan (CMC)	18,441	0	3	1	0	1	2	6	0	0	0	13

Health Care Plan	Enrollment	ADD	ARC	BEN	BIL	COM	ELG	HCO	LTC	MISC	OHC	TOTAL
Liberty Dental Plan of CA Inc.	260,015	0	1	1	0	0	0	6	0	0	2	10
Molina Dual Options - Riverside (CMC)	1,530	0	0	0	0	0	0	1	0	0	0	1
Molina Dual Options - San Bernardino (CMC)	1,343	0	0	0	0	0	0	1	0	0	0	1
Molina Dual Options - San Diego (CMC)	3,348	0	1	0	0	0	0	1	0	0	0	2
Molina Healthcare of California Partner	470,793	50	139	16	8	9	9	136	1	6	4	378
Molina Healthcare of California Partner - Los Angeles (CMC)	1,402	0	0	0	0	0	0	1	0	0	0	1
Pacific PACE	202	0	2	0	0	1	0	2	0	0	0	5
Partnership HealthPlan of California	623,111	82	92	44	11	25	7	68	0	13	9	351
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	739	0	2	0	0	0	0	0	0	0	0	2
San Diego PACE	1,757	0	0	0	0	0	0	1	0	0	0	1
San Francisco Health Plan	151,835	10	17	6	3	3	5	21	0	1	3	69
Santa Clara Family Health Plan	276,908	11	39	15	8	7	7	29	0	2	0	118
Santa Clara Family Health Plan (CMC)	10,179	0	0	0	1	1	0	0	0	0	0	2
SCAN Health Plan	1,934	0	0	0	0	0	0	0	0	1	0	1
Senior Care Action Network (SCAN)	12,449	0	3	1	0	0	1	1	0	0	0	6
Sutter Senior Care	463	0	0	0	0	0	0	1	0	0	0	1
UnitedHealthcare Community Plan of California, Inc.	25,385	3	6	1	0	0	1	5	0	0	0	16
Total	13,111,014	960	2,893	889	279	422	571	2,416	49	544	273	9,296

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