

Case Detail by Issue Type, Reporting Period 8/01/2019 - 8/31/2019  
 Managed Care Operations Division, Office of the Ombudsman

Plan Name	Plan Enrollment	HCO	QOC	HCP	EDU	COC	ELG	OHC	PRV	MISC	Total Issues	Total Cases	Percent of Total Issues
No Plan - FFS		1,851	10	24	170	1	269	114	11	256	2,706	2,199	31.39%
Unknown/Unspecified Plan		0	0	0	0	0	0	0	0	0	0	0	0%
Aetna Better Health of California	17,785	28	0	2	2	0	1	0	1	5	39	34	.45%
Alameda Alliance for Health	251,101	132	0	3	9	1	13	13	1	5	177	162	2.05%
AltaMed Health Services Corporation	2,604	1	0	0	0	0	1	0	0	1	3	2	.03%
Anthem Blue Cross Partnership Plan	737,083	371	2	29	49	1	23	19	5	27	526	559	6.1%
Anthem Blue Cross Cal MediConnect	5,049	2	0	0	1	0	0	0	0	0	3	2	.03%
Brandman Centers for Senior Care	249	0	0	0	0	0	0	0	0	0	0	0	0%
Cal Viva Health	358,609	58	1	6	11	0	4	13	3	12	108	102	1.25%
California Health and Wellness Plan	198,074	128	0	6	13	0	13	2	1	12	175	170	2.03%
CalOptima	732,509	205	0	11	36	2	28	18	5	26	331	329	3.84%
Blue Shield of California Promise Health Plan	80,718	36	0	1	3	0	4	1	1	5	51	43	.59%
Blue Shield of California Promise Health Plan Cal MediConnect	4,801	0	0	0	0	0	1	0	0	2	3	4	.03%
CenCal Health	175,836	32	0	1	9	0	4	2	1	5	54	61	.63%
Center for Elders Independence	768	0	0	0	0	0	0	0	0	0	0	0	0%
Central California Alliance for Health	337,015	92	0	8	18	1	10	10	0	2	141	152	1.64%
Innovative Integrated Health, Inc.	676	0	0	0	0	0	0	0	0	0	0	0	0%
Communicare Advantage Cal MediConnect	6,204	1	0	0	0	0	0	0	0	0	1	1	.01%
Community Health Group Partnership	255,745	56	0	3	5	0	8	4	1	7	84	67	.97%
Contra Costa Health Plan	176,172	77	0	2	7	0	5	0	1	3	95	106	1.1%
Family Mosaic Project	17	12	0	0	0	0	0	0	0	0	12	12	.14%
Gold Coast Health Plan	195,828	104	0	8	7	0	5	5	4	13	146	143	1.69%
Health Net Cal MediConnect	9,550	4	0	0	1	0	2	0	0	0	7	4	.08%
Health Net Community Solutions, Inc.	1,393,654	546	1	16	48	0	37	29	10	53	740	700	8.58%
Health Plan of San Joaquin	339,446	99	0	2	21	0	7	4	0	4	137	118	1.59%
Health Plan of San Mateo	101,349	27	0	1	2	0	1	0	0	4	35	44	.41%
Health Plan of San Mateo Cal MediConnect	8,774	6	0	0	0	0	0	0	0	0	6	5	.07%
Humboldt Senior Resource Center, Inc	172	0	0	0	0	0	0	0	0	0	0	0	0%
Inland Empire Health Plan	1,229,730	866	1	22	64	0	67	20	4	41	1,085	964	12.59%

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Inland Empire Health Plan Dual Choice Cal MediConnect	27,198	13	0	0	2	0	0	1	0	0	16	14	.19%
InnovAge PACE	703	5	0	0	1	0	0	0	0	0	6	4	.07%
Kern Family Health Care	259,356	48	0	5	2	0	7	5	0	6	73	67	.85%
KP Cal LLC	147,640	115	0	6	26	0	17	2	0	7	173	154	2.01%
L.A. Care Health Plan	2,021,442	505	5	44	82	1	44	34	18	58	791	816	9.18%
L.A. Care Health Plan Cal MediConnect	15,382	11	0	1	3	0	1	0	0	1	17	15	.2%
Molina Dual Options Cal MediConnect	7,494	8	0	1	1	0	0	0	0	2	12	6	.14%
Molina Healthcare Of California Partner	428,111	356	0	10	34	0	22	12	0	13	447	370	5.19%
On Lok Lifeways	1,577	0	0	0	0	0	0	0	0	0	0	0	0%
OneCare Connect Cal MediConnect	14,029	0	0	0	0	0	0	0	0	0	0	0	0%
Partnership HealthPlan of California	545,378	173	1	19	18	1	17	5	4	20	258	299	2.99%
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	610	3	0	0	0	0	0	0	0	1	4	3	.05%
Rady Children's Hospital CCS Demonstration	355	0	0	0	0	0	0	0	0	0	0	0	0%
San Diego PACE	538	0	0	0	0	0	0	0	0	0	0	0	0%
San Francisco Health Plan	125,895	33	0	3	6	0	0	2	0	5	49	58	.57%
Santa Clara Family Health Plan	238,566	65	1	4	5	0	7	2	0	7	91	79	1.06%
Santa Clara Family Health Cal MediConnect	7,848	1	0	1	2	0	0	0	1	1	6	5	.07%
Senior Care Action Network (SCAN)	13,353	0	0	0	0	0	0	0	0	0	0	1	0%
Sutter Senior Care	374	0	0	0	0	0	0	0	0	0	0	0	0%
United Healthcare Community Plan of California	11,433	7	0	0	3	0	1	1	0	0	12	12	.14%
Total	10,475,367	6,070	22	239	658	8	618	317	72	604	8,608	7,874	100%

HCO - Enrollment/Disenrollment  
QOC - Quality of Care  
HCP - Health Care Plan Issues

EDU - Education & Outreach  
COC - Continuity of Care  
ELG - Eligibility

OHC - Other Health Coverage  
PRV - Plan Subcontractor/Provider Issues  
MISC - Miscellaneous Issues