

Case Detail by Issue Type, Reporting Period 02/01/2020 - 02/29/2020
 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		2,018	9	17	141	1	357	130	14	358	3,045	2,240	36.23%
Unknown/Unspecified Plan		0	0	0	0	0	0	0	0	0	0	0	0%
Aetna Better Health of California	20,412	28	0	1	0	0	7	0	0	2	38	32	.45%
Alameda Alliance for Health	241,892	75	0	2	5	1	25	5	0	11	124	104	1.48%
AltaMed Health Services Corporation	2,769	2	0	0	1	0	0	0	0	1	4	3	.05%
Anthem Blue Cross Partnership Plan	721,442	334	3	21	27	2	30	23	3	51	494	379	5.88%
Anthem Blue Cross Cal MediConnect	4,335	1	0	0	0	0	0	0	0	0	1	1	.01%
Brandman Centers for Senior Care	258	0	0	0	0	0	0	0	0	0	0	0	0%
Cal Viva Health	351,117	34	0	4	7	0	12	9	0	6	72	60	.86%
California Health and Wellness Plan	194,523	58	1	6	2	0	10	12	1	10	100	69	1.19%
CalOptima	708,680	164	1	13	18	2	70	30	0	46	344	301	4.09%
Blue Shield of California Promise Health Plan	79,120	48	1	0	2	0	8	1	0	2	62	46	.74%
Blue Shield of California Promise Health Plan Cal MediConnect	4,864	0	0	0	0	0	0	0	0	0	0	0	0%
CenCal Health	174,701	42	0	0	8	0	12	1	1	11	75	78	.89%
Center for Elders Independence	799	0	0	0	0	0	0	0	0	0	0	0	0%
Central California Alliance for Health	336,189	70	0	3	4	0	8	2	0	7	94	98	1.12%
Innovative Integrated Health, Inc.	778	0	0	0	0	0	0	0	0	0	0	0	0%
Communicare Advantage Cal MediConnect	6,236	0	0	0	0	0	0	0	0	0	0	1	0%
Community Health Group Partnership	244,598	49	0	1	1	0	10	0	0	6	67	58	.8%
Contra Costa Health Plan	171,002	62	0	4	3	0	23	1	0	11	104	84	1.24%
Family Mosaic Project	<11	0	0	0	0	0	0	0	0	0	0	0	0%
Gold Coast Health Plan	193,006	60	0	4	11	1	21	7	1	14	119	103	1.42%
Health Net Cal MediConnect	8,854	4	0	0	2	0	0	0	0	2	8	7	.1%
Health Net Community Solutions, Inc.	1,354,673	486	2	23	25	1	72	17	7	45	678	555	8.07%
Health Plan of San Joaquin	334,407	88	1	1	3	0	9	9	0	8	119	103	1.42%
Health Plan of San Mateo	101,421	32	0	1	3	0	2	5	0	5	48	25	.57%
Health Plan of San Mateo Cal MediConnect	8,530	2	0	0	0	0	0	0	0	0	2	1	.02%
Humboldt Senior Resource Center, Inc	185	0	0	0	0	0	0	0	0	0	0	0	0%
Inland Empire Health Plan	1,216,845	729	2	7	30	0	118	25	3	70	984	782	11.71%
Inland Empire Health Plan Dual Choice Cal MediConnect	27,708	13	0	0	1	0	2	1	0	1	18	11	.21%

Case Detail by Issue Type, Reporting Period 02/01/2020 - 02/29/2020
 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
InnovAge PACE	689	0	0	0	0	0	2	0	0	1	3	2	.04%
Kern Family Health Care	260,760	47	0	2	5	0	28	14	0	5	101	87	1.2%
KP Cal LLC	145,251	96	0	4	10	0	19	3	0	10	142	112	1.69%
L.A. Care Health Plan	1,995,718	461	1	19	39	2	67	16	10	67	682	625	8.12%
L.A. Care Health Plan Cal MediConnect	15,658	5	0	1	1	0	0	0	0	1	8	5	.1%
Molina Dual Options Cal MediConnect	7,089	1	0	0	0	0	1	0	0	0	2	1	.02%
Molina Healthcare Of California Partner	410,998	342	2	6	10	0	45	8	1	15	429	339	5.1%
On Lok Lifeways	1,613	0	0	0	0	0	0	0	0	0	0	0	0%
OneCare Connect Cal MediConnect	13,968	3	0	0	0	0	1	0	0	1	5	5	.06%
Partnership HealthPlan of California	534,159	122	2	16	13	3	24	5	3	38	226	224	2.69%
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	618	1	0	0	0	0	0	0	0	0	1	0	.01%
Rady Children's Hospital CCS Demonstration	347	0	0	0	0	0	0	0	0	0	0	0	0%
San Diego PACE	735	0	0	0	0	0	0	0	0	0	0	0	0%
San Francisco Health Plan	124,961	37	0	0	3	0	5	0	0	4	49	34	.58%
Santa Clara Family Health Plan	235,343	71	0	6	7	1	13	2	1	10	111	72	1.32%
Santa Clara Family Health Cal MediConnect	8,235	1	0	0	0	0	0	0	0	0	1	1	.01%
Senior Care Action Network (SCAN)	13,848	4	0	0	0	0	2	0	0	2	8	3	.1%
Sutter Senior Care	439	1	0	0	0	0	0	0	0	0	1	1	.01%
United Healthcare Community Plan of California	12,583	32	0	0	0	0	2	1	0	0	35	28	.42%
Total	10,279,783	5,591	25	162	382	14	1,003	326	45	821	8,369	6,652	100%

HCO - Enrollment/Disenrollment	EDU - Education & Outreach	OHC - Other Health Coverage
QOC - Quality of Care	COC - Continuity of Care	PRV - Plan Subcontractor/Provider Issues
HCP - Health Care Plan Issues	ELG - Eligibility	MISC - Miscellaneous Issues