

Case Detail by Issue Type, Reporting Period 3/01/2020 - 3/31/3030 Managed Care Operations Division, Office of the Ombudsman

Health Plan	Plan Enrollment	ATC	ADD	BH	BEN	BIL	COM	DEN	ELG	HCO	LTC	OHC	RX	REF	TRAN	MISC	Total Cases
No Plan - FFS		123	113	51	89	60	58	33	357	2139	33	97	24	15	2	291	3485
Unknown/Unspecified Plan		9	2	5	8	7	12	0	30	15	0	1	1	1	0	65	156
Aetna Better Health of California	20,821	3	0	0	3	1	0	0	4	31	0	1	0	0	0	1	44
Alameda Alliance for Health	241,673	7	16	1	15	6	1	0	12	74	3	2	0	2	0	30	169
AltaMed Health Services Corporation	2,767	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	2
Anthem Blue Cross Cal MediConnect	4,278	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	2
Anthem Blue Cross Partnership Plan	721,455	35	24	2	17	13	11	11	39	294	5	9	3	0	1	54	518
Blue Shield of California Promise Health Plan	79,183	0	2	0	4	2	1	0	5	37	0	3	2	0	0	4	60
Blue Shield of California Promise Health Plan Cal MediConnect	4,855	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	3
Cal Viva Health	349,842	4	4	0	1	0	5	0	11	70	3	5	2	2	0	5	112
California Health and Wellness Plan	193,301	10	13	1	3	6	1	0	14	56	0	0	2	0	1	11	118
CalOptima	708,277	33	44	3	14	7	8	2	33	141	2	17	3	3	0	29	339
CenCal Health	174,843	4	5	0	2	3	0	0	5	31	0	1	0	0	0	7	58
Central California Alliance for Health	335,749	10	26	0	3	6	0	0	12	27	0	0	0	2	0	7	93
Communicare Advantage Cal MediConnect	6,268	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2
Community Eldercare (PACE Program) or St. Paul's PACE	974	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Community Health Group Partnership	243,136	6	4	1	2	0	2	1	6	38	0	1	0	2	0	8	71
Contra Costa Health Plan	170,983	13	10	0	2	2	0	1	8	48	1	1	2	1	0	10	99
Gold Coast Health Plan	192,496	14	14	2	2	6	2	1	9	55	0	6	2	0	0	19	132
Health Net Cal MediConnect	8,742	0	0	0	1	0	0	0	0	6	0	0	0	0	0	1	8
Health Net Community Solutions, Inc.	1,337,961	45	22	5	29	9	16	55	39	369	7	21	4	8	0	64	693
Health Plan of San Joaquin	334,112	7	13	2	8	4	1	2	9	119	0	4	3	0	0	17	189
Health Plan of San Mateo	100,864	4	1	0	1	2	3	0	8	31	0	1	1	0	0	5	57
Health Plan of San Mateo Cal MediConnect	8,519	11	0	0	0	1	0	0	0	0	0	0	0	0	0	0	12
Inland Empire Health Plan	1,213,642	49	76	2	28	4	10	1	69	925	4	11	3	0	0	94	1276
Inland Empire Health Plan Dual Choice Cal MediConnect	27,849	2	1	0	2	0	1	0	2	26	0	0	0	0	0	5	39
InnovAge PACE	185	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Kern Family Health Care	259,687	6	11	0	6	2	2	0	17	46	0	7	0	0	1	13	111
KP Cal LLC	145,114	7	4	2	8	6	2	5	21	149	6	8	1	2	0	22	243
L.A. Care Health Plan	1,994,512	44	31	9	26	18	31	83	59	425	11	12	4	12	3	93	861
L.A. Care Health Plan Cal MediConnect	15,794	1	1	0	2	1	0	1	2	13	0	0	0	0	0	1	22
Molina Dual Options Cal MediConnect	8,775	1	0	0	0	0	1	0	1	4	0	0	1	0	0	0	8
Molina Healthcare of California Partner	407,721	18	19	5	12	8	5	1	27	275	1	8	3	1	2	33	418
OneCare Connect Cal MediConnect	13,907	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Partnership HealthPlan of California	532,320	14	46	3	13	8	13	1	15	79	3	5	2	2	2	29	235
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	634	0	0	0	0	1	2	0	0	0	0	0	0	0	0	1	4
Rady Children's Hospital CCS Demonstration	345	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
San Francisco Health Plan	124,746	4	14	1	1	2	0	0	8	44	0	2	2	0	0	2	80
Santa Clara Family Health Cal MediConnect	8,317	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	2
Santa Clara Family Health Plan	236,053	5	4	0	6	3	2	1	8	70	0	1	3	0	0	12	115

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Senior Care Action Network (SCAN)	13,927	1	0	0	0	0	0	1	0	4	0	0	0	1	0	0	7
United Healthcare Community Plan of California	12,892	1	4	0	1	0	1	0	1	11	0	0	0	0	0	1	20
Total	10,257,519	491	525	96	309	188	193	200	832	5660	79	225	68	54	12	935	9867

ATC - Access to Care	BIL - Billing	HCO - Enrollment/Disenrollment	REF - Referral
ADD - Address	COM - Complaint	LTC - Long Term Care	TRAN - Transportation
BH - Behavioral Health	DEN - Dental	OHC - Other Health	MISC -
Miscellaneous BIL - Billing	ELG - Eligibility	RX - Pharmacy	