

Case Detail by Issue Type, Reporting Period 11/01/2019 - 11/30/2019
 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		1,339	1	18	106	2	232	105	3	218	2,024	1,556	32.20%
Unknown/Unspecified Plan		0	0	0	0	0	0	0	0	0	0	0	0%
Aetna Better Health of California	19,493	26	0	3	1	0	4	1	0	2	37	30	.59%
Alameda Alliance for Health	246,041	78	1	5	7	1	17	5	0	6	120	104	1.91%
AltaMed Health Services Corporation	2,708	0	0	0	0	0	0	0	0	1	1	0	.02%
Anthem Blue Cross Partnership Plan	728,859	274	2	11	31	0	30	17	4	38	407	336	6.48%
Anthem Blue Cross Cal MediConnect	4,901	0	0	0	0	0	0	0	0	1	1	2	.02%
Brandman Centers for Senior Care	260	0	0	0	0	0	0	0	0	0	0	0	0%
Cal Viva Health	354,448	45	0	7	6	0	6	8	0	4	76	66	1.21%
California Health and Wellness Plan	196,857	63	0	1	3	0	3	0	2	1	73	67	1.16%
CalOptima	719,637	132	0	9	26	2	31	11	0	23	234	205	3.72%
Blue Shield of California Promise Health Plan	80,220	29	0	2	3	0	2	0	0	0	36	31	.57%
Blue Shield of California Promise Health Plan Cal MediConnect	4,967	2	0	0	0	0	1	0	0	0	3	1	.05%
CenCal Health	174,733	31	0	2	2	0	2	2	0	3	42	44	.67%
Center for Elders Independence	795	0	0	0	0	0	0	0	0	0	0	0	0%
Central California Alliance for Health	334,798	47	0	0	7	0	3	1	1	4	63	63	1%
Innovative Integrated Health, Inc.	742	0	0	0	0	0	0	0	0	0	0	0	0%
Communicare Advantage Cal MediConnect	6,207	3	0	0	0	0	0	0	0	0	3	3	.05%
Community Health Group Partnership	250,338	34	0	0	5	0	2	3	0	3	47	31	.75%
Contra Costa Health Plan	173,250	59	0	5	13	0	8	4	1	5	95	72	1.51%
Family Mosaic Project	16	1	0	0	0	0	0	0	0	0	1	1	.02%
Gold Coast Health Plan	193,917	47	0	2	15	0	5	3	0	6	78	74	1.24%
Health Net Cal MediConnect	9,259	9	0	0	2	0	0	0	0	2	13	7	.21%
Health Net Community Solutions, Inc.	1,381,630	414	0	24	41	2	28	25	5	36	575	496	9.15%
Health Plan of San Joaquin	336,404	73	0	5	7	0	8	3	1	7	104	80	1.65%
Health Plan of San Mateo	101,285	18	0	2	7	0	5	0	0	4	36	39	.57%
Health Plan of San Mateo Cal MediConnect	8,736	15	0	0	0	0	0	0	0	2	17	10	.27%
Humboldt Senior Resource Center, Inc	190	0	0	0	0	0	0	0	0	0	0	0	0%
Inland Empire Health Plan	1,225,874	611	0	18	39	0	60	18	5	31	782	624	12.44%

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Inland Empire Health Plan Dual Choice Cal MediConnect	27,607	14	0	0	2	0	2	0	0	0	18	13	.29%
InnovAge PACE	701	0	0	0	0	0	0	0	0	0	0	0	0%
Kern Family Health Care	260,239	52	0	4	2	0	12	9	1	8	88	63	1.4%
KP Cal LLC	146,477	54	0	12	10	1	15	4	2	5	103	82	1.64%
L.A. Care Health Plan	2,018,764	317	0	34	63	0	44	11	8	57	534	474	8.5%
L.A. Care Health Plan Cal MediConnect	15,679	14	0	0	0	0	2	0	0	3	19	12	.3%
Molina Dual Options Cal MediConnect	7,320	1	0	0	0	0	0	1	0	0	2	3	.03%
Molina Healthcare Of California Partner	420,799	251	0	5	13	1	6	6	2	12	296	233	4.71%
On Lok Lifeways	1,599	0	0	0	0	0	0	0	0	0	0	0	0%
OneCare Connect Cal MediConnect	14,055	5	0	1	4	0	2	0	0	3	15	9	.24%
Partnership HealthPlan of California	540,849	121	0	9	27	1	16	1	2	25	202	216	3.21%
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	621	2	0	0	1	0	0	0	1	0	4	3	.06%
Rady Children's Hospital CCS Demonstration	351	0	0	0	0	0	0	0	0	0	0	0	0%
San Diego PACE	633	0	0	0	0	0	0	0	0	0	0	0	0%
San Francisco Health Plan	126,621	24	0	3	3	0	5	0	0	1	36	25	.57%
Santa Clara Family Health Plan	238,311	58	0	5	8	0	1	1	0	1	74	70	1.18%
Santa Clara Family Health Cal MediConnect	8,022	0	0	0	0	0	0	0	0	0	0	0	0%
Senior Care Action Network (SCAN)	13,368	5	0	0	1	0	0	0	0	0	6	3	.1%
Sutter Senior Care	420	0	0	0	0	0	0	0	0	0	0	0	0%
United Healthcare Community Plan of California	12,037	18	0	0	0	0	1	1	0	0	20	18	.32%
Total	10,399,001	4,268	4	187	455	10	552	239	38	512	6,265	5,148	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