

Case Detail by Issue Type, Reporting Period 08/01/2022 - 08/31/2022
 Managed Care Operations Division, Office of the Ombudsman

Health Care Plan	Enrollment	ADD	ATC	BEN	BIL	COM	ELG	HCO	LTC	OHC	MISC	Total
000 - Fee for Service	326,307	116	319	203	68	146	269	1,072	24	293	101	2,611
Access Dental Plan Inc.	288,544	0	1	1	0	0	0	8	0	1	1	12
Aetna Better Health of California	48,634	4	10	4	2	0	0	32	0	0	0	52
Alameda Alliance for Health	313,904	63	33	13	3	8	10	103	3	3	7	246
AltaMed Health Services Corporation	3,670	0	0	0	0	0	1	0	0	0	0	1
Anthem Blue Cross Partnership Plan	948,569	63	94	49	21	30	28	271	9	17	17	599
Anthem Blue Cross Partnership Plan - Los Angeles (CMC)	1,826	0	0	0	0	0	0	1	0	0	0	1
Blue Shield of California Promise Health Plan	123,832	4	8	10	3	4	2	23	1	5	1	61
California Health and Wellness Plan	236,230	34	27	7	5	8	8	69	17	2	8	185
CalOptima	907,801	90	67	43	18	14	18	140	8	9	17	424
CalOptima (CMC)	14,302	0	1	1	0	0	2	4	0	1	0	9
Cal Viva Health	411,852	13	8	9	3	2	6	49	1	3	9	103
CenCal Health	222,628	15	17	6	0	1	8	23	0	0	5	75
Center for Elders Independence	997	0	0	1	0	0	0	0	0	1	0	2
Central California Alliance for Health	407,722	40	26	15	5	4	1	40	0	6	3	140
Central Valley Pace	561	0	0	0	0	0	0	2	0	0	0	2
Community Health Group CommuniCare Advantage - San Diego (C	6,778	0	1	0	2	0	0	6	0	0	0	9
Community Health Group Partnership	266,468	14	14	5	3	2	11	62	1	5	9	126
Contra Costa Health Plan	234,866	37	29	17	4	6	8	75	0	6	5	187
Family Health Centers of San Diego	210	0	0	0	0	0	0	2	0	0	0	2
Gold Coast Health Plan	241,265	30	23	13	5	4	6	53	0	2	4	140
Health Net Community Solutions, Inc.	1,614,967	38	105	56	20	37	20	485	11	13	15	800
Health Net Community Solutions, Inc. - Los Angeles (CMC)	5,751	0	0	0	0	0	0	1	0	0	0	1
Health Net of California Dental	392,084	0	1	0	0	0	3	3	0	0	0	7
Health Plan of San Joaquin	414,812	23	29	7	2	1	6	107	0	2	6	183
Health Plan of San Mateo	134,936	6	9	2	1	1	3	29	0	0	0	51
Health Plan of San Mateo CareAdvantage (CMC)	8,773	1	1	0	1	0	0	4	0	0	0	7
Inland Empire Health Plan	1,543,056	158	141	42	11	28	59	477	2	18	22	958
Inland Empire Health Plan DualChoice - Riverside (CMC)	15,817	3	2	1	0	0	0	1	0	3	0	10
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	16,012	0	3	1	0	2	0	6	0	1	0	13
InnovAge PACE	1,152	0	0	0	0	0	0	1	0	0	0	1
Kern Family Health Care	339,461	14	13	11	5	2	5	33	1	0	6	90
KP Cal LLC	196,451	4	27	8	1	10	5	52	0	5	5	117
L.A. Care Health Plan	2,532,595	84	169	106	40	66	37	553	8	28	28	1,119
L.A. Care Health Plan (CMC)	17,219	1	1	2	0	0	0	15	0	1	0	20
Liberty Dental Plan of CA Inc.	286,746	0	4	0	0	0	0	5	0	0	1	10
Molina Dual Options - San Bernardino (CMC)	1,192	0	1	0	0	0	0	0	0	0	0	1
Molina Dual Options - San Diego (CMC)	3,017	0	2	0	0	0	0	5	0	0	0	7
Molina Healthcare of California Partner	527,150	21	46	16	6	15	13	229	3	7	6	362
Molina Healthcare of California Partner - Los Angeles (CMC)	1,246	0	0	0	0	0	0	1	0	0	0	1
Pacific PACE	353	0	0	0	0	0	0	1	0	0	0	1
Partnership HealthPlan of California	660,983	67	68	33	10	14	19	131	2	16	1	361
San Diego PACE	2,115	0	0	0	0	0	0	5	0	0	0	5
San Francisco Health Plan	166,186	10	10	4	2	3	3	30	0	2	1	65
Santa Clara Family Health Plan	304,633	12	29	13	4	4	5	66	0	2	11	146

Santa Clara Family Health Plan (CMC)	10,409	1	2	1	0	0	0	1	0	0	0	5
SCAN Health Plan	1,901	0	0	1	0	0	0	0	0	0	0	1
Senior Care Action Network (SCAN)	12,599	0	1	1	0	0	0	2	0	1	0	5
UnitedHealthcare Community Plan of California, Inc.	31,159	5	2	2	0	0	0	11	0	0	0	20
Total	14,249,741	971	1,344	704	245	412	556	4,289	91	453	289	9,354

ADD- Address Changes	COM- Complaint	LTC- Long Term Care
ATC- Access to Care	ELG- Eligibility	OHC- Other Health Coverage
BEN- Benefits	HCO- Enrollment/Disenrollment	MISC- Miscellaneous
BIL- Billing		