

Case Detail by Issue Type, Reporting Period 12/01/2022 - 12/31/2022
 Managed Care Operations Division, Office of the Ombudsman

Health Care Plan	Enrollment	ADD	ARC	BEN	BIL	COM	ELG	HCO	LTC	MISC	OHC	TOTAL
000 - Fee for Service	334,605	106	958	791	136	9	267	192	18	698	51	3,226
Access Dental Plan Inc.	292,012	0	5	2	0	0	0	1	0	0	0	8
Aetna Better Health of California	51,739	3	33	14	0	1	2	19	0	1	1	74
Alameda Alliance for Health	322,529	39	38	33	0	0	18	38	0	9	2	177
Anthem Blue Cross Partnership Plan	972,498	53	233	147	31	3	23	177	5	29	16	717
Blue Shield of California Promise Health Plan	129,112	6	31	15	2	0	1	19	1	4	3	82
Blue Shield of California Promise Health Plan - Los Angeles (CMC)	2,849	1	0	1	0	0	0	0	0	0	0	2
Blue Shield of California Promise Health Plan - San Diego (CMC)	2,665	0	0	0	0	0	0	1	0	0	0	1
BRANDMAN CENTERS FOR SENIOR CARE	320	0	2	0	0	0	0	0	0	1	0	3
California Health and Wellness Plan	241,949	27	33	19	12	5	2	13	0	9	7	127
CalOptima	928,676	96	162	52	14	4	21	61	0	18	19	447
CalOptima (CMC)	14,326	0	1	0	0	0	0	0	0	2	0	3
Cal Viva Health	418,051	7	20	19	5	2	7	16	1	8	5	90
GenCal Health	228,012	13	23	12	0	1	3	11	0	3	2	68
Center for Elders Independence	1,057	0	1	1	1	0	0	0	0	2	0	5
Central California Alliance for Health	416,437	49	40	20	3	0	3	15	1	6	0	137
Central Valley Pace	648	0	0	0	0	0	0	1	0	1	0	2
Community Health Group CommuniCare Advantage - San Diego (CMC)	6,795	0	1	0	1	0	0	1	0	0	0	3
Community Health Group Partnership	266,468	8	33	24	1	2	1	23	2	4	4	102
Contra Costa Health Plan	242,086	23	60	33	7	1	4	27	2	7	1	165
Family Health Centers of San Diego	232	0	1	0	0	0	0	0	0	0	0	1
Gold Coast Health Plan	246,754	20	51	18	5	0	4	23	0	8	1	130
Health Net Community Solutions, Inc.	1,650,376	65	418	193	19	7	14	179	6	31	15	947
Health Net Community Solutions, Inc. - Los Angeles (CMC)	5,622	0	0	0	0	0	0	1	0	0	0	1
Health Net Community Solutions, Inc. - San Diego (CMC)	1,115	0	0	0	0	0	0	1	0	0	0	1
Health Net of California Dental	402,284	0	4	0	0	0	0	0	0	0	0	4
Health Plan of San Joaquin	423,783	32	30	31	1	0	3	19	0	5	7	128
Health Plan of San Mateo	138,684	9	9	9	2	0	4	12	0	1	0	46
Health Plan of San Mateo CareAdvantage (CMC)	8,772	0	0	3	0	0	0	0	0	0	0	3
Inland Empire Health Plan	1,576,029	136	228	138	13	8	46	149	0	30	16	764
Inland Empire Health Plan DualChoice - Riverside (CMC)	16,144	2	3	3	1	0	0	6	0	1	0	16
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	16,368	2	5	4	1	0	1	1	0	0	0	14
Innovage California PACE	151	0	0	0	0	0	0	0	0	1	0	1
InnovAge PACE	1,245	0	1	0	0	0	0	2	0	0	0	3
Kern Family Health Care	347,964	9	18	18	5	4	2	7	2	5	4	74
KP Cal LLC	201,699	10	64	29	4	0	6	41	5	10	3	172
L.A. Care Health Plan	2,584,367	83	351	210	29	8	40	189	1	54	19	984
L.A. Care Health Plan (CMC)	16,832	1	2	1	0	0	0	1	0	1	0	6
LA Coast PACE	334	0	0	0	0	0	0	1	0	0	0	1
Liberty Dental Plan of CA Inc.	296,839	2	3	4	0	0	0	1	0	0	0	10
Molina Dual Options - Riverside (CMC)	1,319	0	1	0	0	0	0	0	0	0	0	1
Molina Dual Options - San Diego (CMC)	2,956	1	0	0	0	0	0	0	0	0	0	1
Molina Healthcare of California Partner	536,962	36	137	83	10	2	16	124	10	11	7	436
Partnership HealthPlan of California	676,326	81	65	44	10	4	16	34	1	12	3	270
San Francisco Health Plan	170,195	14	19	14	2	0	3	10	15	3	2	82
Santa Clara Family Health Plan	312,346	17	40	20	6	0	6	25	1	6	5	126
Santa Clara Family Health Plan (CMC)	10,239	0	3	0	0	0	2	2	0	0	0	7
Senior Care Action Network (SCAN)	13,373	3	2	0	1	0	0	0	0	1	0	7
UnitedHealthcare Community Plan of California, Inc.	27,826	3	26	13	1	1	0	22	0	2	0	68
Total	14,559,970	957	3,155	2,018	323	62	515	1,465	71	984	193	9,134
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												