

Case Detail by Issue Type, Reporting Period 11/01/2022 - 11/30/2022
 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	332,292	129	1,022	782	169	6	348	239	77	587	35	3,394
Access Dental Plan Inc.	291,051	0	4	0	0	0	0	3	0	1	0	8
Aetna Better Health of California	50,778	1	38	15	0	0	0	20	4	4	0	82
Alameda Alliance for Health	320,469	47	64	36	3	0	10	56	1	8	7	232
AltaMed Health Services Corporation	3,862	1	1	0	0	0	0	0	0	0	0	2
Anthem Blue Cross Partnership Plan	966,698	91	178	114	6	6	16	135	6	22	14	588
Anthem Blue Cross Partnership Plan - Los Angeles (CMC)	1,816	0	2	1	0	0	1	1	0	0	0	5
Anthem Blue Cross Partnership Plan - Santa Clara (CMC)	1,433	0	1	0	3	0	0	0	0	0	0	4
Blue Shield of California Promise Health Plan	127,420	10	18	14	3	0	2	15	0	10	3	75
Blue Shield of California Promise Health Plan - Los Angeles (CMC)	2,845	0	1	0	0	0	0	0	0	0	0	1
Blue Shield of California Promise Health Plan - San Diego (CMC)	2,673	0	1	1	1	0	0	7	0	0	0	10
BRANDMAN CENTERS FOR SENIOR CARE	317	0	0	0	0	0	1	0	0	0	0	1
California Health and Wellness Plan	240,362	15	45	21	5	4	3	19	6	5	8	131
CalOptima	925,582	124	131	68	12	1	24	70	0	15	14	459
CalOptima (CMC)	14,281	0	0	1	0	0	0	0	0	1	0	2
Cal Viva Health	417,000	16	23	30	4	3	7	19	5	4	13	124
GenCal Health	227,267	13	22	18	3	0	5	10	0	4	2	77
Center for Elders Independence	1,021	0	1	0	0	0	0	0	0	0	0	1
Central California Alliance for Health	414,909	42	43	18	5	2	7	19	0	5	1	142
Central Valley Pace	637	0	1	0	0	0	0	0	0	0	0	1
Community Eldercare (PACE Program) or St. Paul's PACE	1,296	0	0	0	0	0	1	0	0	0	0	1
Community Health Group CommuniCare Advantage - San Diego (CMC)	6,779	0	3	3	0	0	0	0	0	0	0	6
Community Health Group Partnership	266,468	3	35	20	1	0	1	32	1	4	9	106
Contra Costa Health Plan	240,249	45	58	27	5	0	4	33	4	12	4	192
Family Health Centers of San Diego	233	0	0	1	0	0	0	0	0	0	0	1
Gold Coast Health Plan	245,693	29	38	19	5	1	10	22	0	11	5	140
Health Net Community Solutions, Inc.	1,641,194	61	413	221	21	7	13	209	8	20	13	986
Health Net Community Solutions, Inc. - Los Angeles (CMC)	5,645	0	2	1	0	0	0	0	0	1	0	4
Health Net Community Solutions, Inc. - San Diego (CMC)	1,108	0	1	1	0	0	0	0	0	1	0	3
Health Net of California Dental	399,879	0	2	0	0	0	0	0	0	0	0	2
Health Plan of San Joaquin	421,848	18	45	27	2	2	7	32	0	3	8	144
Health Plan of San Mateo	138,010	7	20	9	0	0	5	5	0	2	0	48
Inland Empire Health Plan	1,568,017	117	214	143	9	8	47	186	3	23	10	760
Inland Empire Health Plan DualChoice - Riverside (CMC)	16,052	0	4	0	0	0	0	3	0	2	0	9
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	16,273	2	3	7	0	0	0	1	0	1	0	14
Kern Family Health Care	345,893	12	20	21	5	1	6	16	1	4	5	91
KP Cal LLC	200,443	16	48	26	0	2	9	37	2	7	1	148
L.A. Care Health Plan	2,571,290	93	383	237	40	12	28	208	0	54	27	1,082
L.A. Care Health Plan (CMC)	16,969	0	5	1	1	0	0	7	0	0	0	14
Liberty Dental Plan of CA Inc.	294,286	0	2	0	0	0	0	0	0	0	0	2
Molina Dual Options - Riverside (CMC)	1,337	0	0	1	0	0	0	1	0	0	0	2
Molina Dual Options - San Bernardino (CMC)	1,145	0	0	1	0	0	0	1	0	0	0	2
Molina Dual Options - San Diego (CMC)	2,988	1	1	2	0	0	0	1	0	0	0	5
Molina Healthcare of California Partner	533,957	18	137	72	3	7	20	126	7	16	8	414
On Lok Lifeways	1,756	0	0	1	0	0	0	0	0	0	0	1
Partnership HealthPlan of California	673,362	81	90	44	16	4	20	50	3	26	5	339
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	831	1	0	0	0	0	0	0	0	0	0	1
San Diego PACE	2,255	0	0	0	0	0	0	0	0	1	0	1
San Francisco Health Plan	168,680	14	21	10	2	2	0	13	1	2	8	73
Santa Clara Family Health Plan	310,128	19	24	18	3	0	4	30	1	5	5	109
Santa Clara Family Health Plan (CMC)	10,439	0	1	0	1	0	0	0	1	0	0	3
Senior Care Action Network (SCAN)	13,348	0	3	0	0	0	0	1	0	0	0	4
Stockton Pace Plan	510	0	0	1	0	0	0	0	0	0	0	1
UnitedHealthcare Community Plan of California, Inc.	29,890	1	24	8	1	0	3	31	0	3	0	71
Total	14,490,964	1,027	3,193	2,041	329	68	602	1,658	131	864	205	10,118
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												