

Case Detail by Issue Type, Reporting Period 4/01/2020 - 4/30/2020
 Managed Care Operations Division, Office of the Ombudsman

Health Care Plan Name	Plan Enrollment	ATC	ADD	BH	BEN	BIL	COM	DEN	ELG	HCO	LTC	OHC	RX	REF	TRAN	MISC	Total Cases
000 - Fee for Service / No Eligibility / No Plan	n/a	52	93	62	85	51	71	5	418	1,887	37	76	17	32	4	323	3,213
Aetna Better Health of California	21,475	2	0	0	1	0	0	0	4	31	4	0	2	0	0	1	45
Alameda Alliance for Health	244,010	3	12	2	8	0	1	0	18	72	4	4	2	4	0	9	139
AltaMed Health Services Corporation	2,815	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	2
Anthem Blue Cross Partnership Plan	726,883	19	28	5	14	10	12	5	30	250	8	8	11	12	6	43	461
Anthem Blue Cross Partnership Plan - Los Angeles (CMC)	2,227	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Anthem Blue Cross Partnership Plan - Santa Clara (CMC)	2,010	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Blue Shield of California Promise Health Plan	80,553	5	3	0	3	3	3	0	5	25	0	5	1	0	0	6	59
Blue Shield of California Promise Health Plan - Los Angeles (CMC)	2,719	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Blue Shield of California Promise Health Plan - San Diego (CMC)	2,179	2	0	0	0	0	0	0	0	3	0	0	0	0	0	1	6
California Health and Wellness Plan	194,084	8	9	0	3	1	5	0	7	37	1	1	5	2	0	9	88
CalOptima	729,124	14	48	2	18	12	9	1	43	155	4	4	1	9	1	27	348
CalOptima (CMC)	14,069	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	2
Cal Viva Health	351,278	3	7	3	3	1	1	0	4	36	1	3	4	0	0	8	74
GenCal Health	176,708	3	9	0	5	6	1	0	9	39	0	0	2	1	0	9	84
Central California Alliance for Health	338,625	4	9	4	5	2	4	0	6	56	1	2	0	1	12	17	123
Community Eldercare (PACE Program) or St. Paul's PACE	991	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Health Group Partnership	244,818	2	4	0	6	3	0	0	5	59	0	0	0	2	0	6	87
Community Health Group CommuniCare Advantage - San Diego (CMC)	6,317	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Gold Coast Health Plan	194,066	8	11	2	11	1	1	0	7	52	2	6	3	1	0	10	115
Health Net Community Solutions, Inc.	1,341,268	24	22	6	24	13	13	30	37	302	13	13	4	13	3	45	562
Health Net Community Solutions, Inc. - Los Angeles (CMC)	7,355	0	0	0	1	1	1	0	0	2	0	0	0	0	0	0	5
Health Net Community Solutions, Inc. - San Diego (CMC)	1,307	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Health Plan of San Joaquin	336,414	6	4	0	2	4	3	0	17	61	2	1	0	0	0	6	106
Health Plan of San Mateo	101,648	0	3	0	5	1	1	0	5	21	1	0	6	0	0	6	49
Health Plan of San Mateo CareAdvantage (CMC)	8,538	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2
Inland Empire Health Plan	1,217,149	31	82	4	34	11	12	1	115	960	2	7	11	14	5	80	1,369
Inland Empire Health Plan DualChoice - Riverside (CMC)	14,296	0	0	1	1	0	0	0	0	10	0	0	0	0	0	1	13
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	13,717	2	0	0	1	1	0	0	2	8	0	0	0	1	0	5	20
InnovAge PACE	833	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Kern Family Health Care	260,403	3	5	0	4	2	2	0	9	52	1	3	1	2	0	11	95
KP Cal LLC	146,243	6	1	2	3	1	1	5	10	61	3	3	1	1	0	10	108
L.A. Care Health Plan	2,005,703	44	27	10	41	13	25	30	59	386	7	13	8	17	1	88	769
L.A. Care Health Plan (CMC)	16,035	0	0	1	0	0	0	0	3	8	0	0	0	1	0	2	15
Molina Healthcare of California Partner	407,904	11	19	2	18	4	5	1	39	470	7	13	1	8	0	30	628
Molina Dual Options - Riverside (CMC)	1,613	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	2
Molina Dual Options - San Bernardino (CMC)	1,487	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2
Molina Dual Options - San Diego (CMC)	3,964	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Molina Healthcare of California Partner - Los Angeles (CMC)	1,710	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	3
Partnership HealthPlan of California	535,434	15	30	5	13	7	13	0	11	85	1	8	1	3	3	30	225
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	642	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rady Children's Hospital CCS Demonstration	347	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
San Francisco Health Plan	125,515	1	1	1	3	1	0	0	7	21	1	1	0	2	0	6	45
Santa Clara Family Health Plan	237,887	5	4	1	7	1	1	0	13	35	1	0	1	3	0	11	83
Santa Clara Family Health Plan (CMC)	8,416	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Senior Care Action Network (SCAN)	12,253	0	0	0	0	0	0	0	1	3	0	0	0	0	0	0	4
UnitedHealthcare Community Plan of California, Inc.	13,409	2	0	0	0	2	0	0	4	18	0	2	0	0	0	1	29
Total	10,156,441	275	431	113	320	152	186	79	889	5,217	103	173	82	129	35	801	8,985

ATC- Access to Care
 ADD- Address
 BH- Behavioral Health
 BEN-Benefit questions
 BIL- Billing

COM- Complaint
 DEN- Dental MISC Miscellaneous
 ELG- Eligibility
 HCO- Enrollment/Disenrollment REF Referral
 LTC- Long Term Care

OHC- Other Health
 RX- Pharmacy
 TRAN- Transportation
 MISC- Miscellaneous