

Case Detail by Issue Type, Reporting Period 5/01/2020 - 5/30/2020
 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	42	82	31	61	41	32	12	361	1,952	29	100	23	40	3	266	3,075
Aetna Better Health of California	22,397	2	1	0	0	0	2	0	1	13	0	1	2	0	0	1	23
Alameda Alliance for Health	246,916	11	4	1	6	2	2	2	15	79	0	3	4	4	0	10	143
AltaMed Health Services Corporation	2,809	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Anthem Blue Cross Partnership Plan	737,648	27	22	4	17	15	14	5	29	236	4	19	2	12	0	33	439
Anthem Blue Cross Partnership Plan - Los Angeles (CMC)	2,208	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Anthem Blue Cross Partnership Plan - Santa Clara (CMC)	1,999	0	0	0	1	0	0	0	0	2	0	0	0	0	0	3	6
Blue Shield of California Promise Health Plan	82,248	2	0	1	2	0	1	1	1	46	0	1	0	3	0	9	67
Blue Shield of California Promise Health Plan - Los Angeles (CMC)	2,730	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	2
Blue Shield of California Promise Health Plan - San Diego (CMC)	2,209	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
California Health and Wellness Plan	195,955	4	9	0	5	6	5	0	9	57	1	0	2	0	0	11	109
CalOptima	725,907	12	37	1	13	17	9	2	34	156	2	11	5	9	0	35	343
CalOptima (CMC)	14,184	0	2	0	0	0	0	0	0	20	0	0	0	1	0	0	23
Cal Viva Health	354,281	6	5	1	9	1	0	0	2	59	2	3	3	3	0	16	110
CenCal Health	179,496	11	4	3	3	3	3	0	5	42	0	0	1	0	0	7	82
Central California Alliance for Health	342,362	8	12	4	3	6	0	0	8	42	3	7	5	0	1	8	107
Community Eldercare (PACE Program) or St. Paul's PACE	989	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Health Group Partnership	247,814	2	2	1	0	5	8	0	9	54	0	8	0	1	0	8	98
Community Health Group CommuniCare Advantage - San Diego (CMC)	6,328	0	0	0	0	0	0	0	0	8	0	0	0	0	0	0	8
Gold Coast Health Plan	196,589	6	6	2	2	1	2	0	7	40	2	5	2	2	0	5	82
Health Net Community Solutions, Inc.	1,349,676	17	11	7	13	9	16	60	29	337	6	16	2	9	1	49	582
Health Net Community Solutions, Inc. - Los Angeles (CMC)	7,332	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	2
Health Net Community Solutions, Inc. - San Diego (CMC)	1,296	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Health Plan of San Joaquin	339,470	11	4	1	4	0	4	0	11	64	3	5	1	0	1	9	118
Health Plan of San Mateo	103,233	4	5	0	0	3	0	0	4	20	1	1	0	3	0	7	48
Health Plan of San Mateo CareAdvantage (CMC)	8,538	0	0	0	0	0	0	0	2	49	0	0	0	0	0	2	53
Inland Empire Health Plan	1,231,809	22	61	8	28	7	12	2	84	1,010	4	6	15	19	0	68	1,346
Inland Empire Health Plan DualChoice - Riverside (CMC)	14,388	1	0	1	0	0	0	0	0	12	0	0	0	0	0	1	15
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	13,821	0	0	0	0	0	0	0	2	4	0	0	0	0	0	0	6
InnovAge PACE	822	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Kern Family Health Care	263,792	8	2	0	6	0	3	0	3	49	0	7	4	2	0	7	91
KP Cal LLC	147,627	3	2	1	3	1	3	0	7	114	2	2	2	1	0	16	157
L.A. Care Health Plan	2,020,467	35	30	7	31	15	31	52	79	420	4	11	10	20	2	85	832
L.A. Care Health Plan (CMC)	16,302	0	1	0	1	0	0	1	2	27	0	1	0	2	0	1	36
Molina Healthcare of California Partner	414,310	11	9	2	13	11	7	3	29	209	6	8	3	6	1	31	349
Molina Dual Options - Riverside (CMC)	1,620	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	3
Molina Dual Options - San Bernardino (CMC)	1,496	0	0	0	0	0	0	0	1	3	0	0	0	0	0	0	4
Molina Dual Options - San Diego (CMC)	3,963	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Molina Healthcare of California Partner - Los Angeles (CMC)	1,710	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Partnership HealthPlan of California	542,257	18	25	6	10	6	9	2	16	75	2	4	4	2	1	17	197
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	633	0	0	0	0	0	0	0	0	13	0	0	0	0	0	1	14
Rady Children's Hospital CCS Demonstration	348	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
San Francisco Health Plan	127,023	1	4	1	4	0	1	0	3	35	0	1	1	2	0	6	59
Santa Clara Family Health Plan	241,133	0	6	0	6	1	1	0	4	69	1	0	0	2	0	14	104
Santa Clara Family Health Plan (CMC)	8,551	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	2
Senior Care Action Network (SCAN)	12,257	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UnitedHealthcare Community Plan of California, Inc.	14,143	1	0	0	0	2	1	0	2	14	0	3	1	0	0	0	24
Total	10,253,086	265	346	83	242	155	167	142	759	5,337	72	223	92	143	10	727	8,763

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