



August 3, 2010

DHCS HCO 10- 5673

Ms. Maria Enriquez, Chief
Department of Health Care Services
Fiscal Intermediary & Contracts Oversight Division
MS 4700
P.O. Box 997413
Sacramento, CA 95899-7413

COPS-37 EXCEPTION PRODUCTION ACTIVITY REPORT - Month ending 7/31/2010

Reference: DHCS HCO 10-5498 July 12, 2010
C#0710-0922 July 8, 2010
CA HCO Contract #07-65829 6.5.2.2.C

Dear Ms. Enriquez:

The purpose of the Exception Production Activity Report is to describe the volume and time disposition of contact Exception types. Volumes meeting timeliness requirements are also described by type. This is a contractually required report detailed in Health Care Options Contract 07-65829.

If you have any questions regarding this report, please contact Haiyong Li at (916) 364-6656.

Sincerely,


for
Benjamin R. Coss
Vice President
California Health Care Options

cc: Reports File
Admin File

COPS-37 EXCEPTION PRODUCTION ACTIVITY REPORT

California Health Care Options

Data for 7/1/2010 - 7/31/2010

EXCEPTION ACTIVITY REPORT													
Choice Type	Received	Processed	Processed as approved	Processed as denied	Processed as MAXIMUS pending	Processed as MMCD pending	Processed prior to enrollment	Processed which resulted in a disenrollment	Cumulative Beginning Balance	Daily Ending Balance	Average process completion time in days	Total number processed within the contractual cycle time	Total number not processed within the contractual cycle time
Medical Plan													
7/1/2010	147	116	88	28			16	59	299	31	0.32	116	0
7/2/2010	90	65	45	19	1		8	27	324	25	0.28	65	0
7/6/2010	91	102	66	36			3	34	313	-11	0.50	102	0
7/7/2010	89	94	59	35			1	26	308	-5	0.65	94	0
7/8/2010	123	197	134	61		2	6	30	234	-74	0.72	197	0
7/9/2010	147	152	104	46	2		3	52	229	-5	0.21	152	0
7/12/2010	119	64	39	25			1	21	284	55	0.92	64	0
7/13/2010	171	183	113	67	3		18	57	272	-12	0.38	183	0
7/14/2010	143	214	120	48	2	44		44	201	-71	0.18	214	0
7/15/2010	150	145	77	67	1		2	36	206	5	0.38	145	0
7/16/2010	115	177	123	53	1		2	43	144	-62	0.44	177	0
7/19/2010	131	125	77	47	1		2	35	150	6	0.48	125	0
7/20/2010	128	119	71	45	2	1	2	27	159	9	0.29	119	0
7/21/2010	133	164	101	61	2		6	44	128	-31	0.23	164	0
7/22/2010	98	114	80	33	1		6	33	112	-16	0.33	114	0
7/23/2010	118	113	75	38			3	41	117	5	0.07	113	0
7/26/2010	103	112	87	25			3	37	108	-9	0.62	112	0
7/27/2010	139	119	97	21	1		6	83	128	20	0.26	119	0
7/28/2010	161	97	57	39	1			42	192	64	0.32	97	0
7/29/2010	107	152	86	47	3	16	2	47	147	-45	0.38	152	0
7/30/2010	114	188	101	52	1	34		68	73	-74	0.15	188	0
Medical Total	2,617	2,812	1,800	893	22	97	90	886			0.39	2,812	0
Dental Plan													
7/7/2010	2	2	2						0	0	0.00	2	0

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7/12/2010	2	2	2						0	0	0.00	2	0
7/13/2010	2	2	2						0	0	0.00	2	0
7/14/2010	1	1	1				1		0	0	0.00	1	0
7/20/2010	2	2	2						0	0	0.00	2	0
7/21/2010	4	4	4						0	0	0.00	4	0
7/22/2010	1	1	1						0	0	0.00	1	0
7/27/2010	2	2	2						0	0	0.00	2	0
7/29/2010	1	1	1						0	0	0.00	1	0
Dental Total	17	17	17				1				0.00	17	0
Total	2,634	2,829	1,817	893	22	97	91	886			0.27	2,829	0