



December 8, 2010

DHCS HCO 10- 6729

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-17 DISENROLLMENT SUMMARY REPORT – Effective Date of 12/1/2010**

Reference: Health Care Options Contract #07-65829 - 6.5.2.2.F.3-4  
C #1009-0646, dated October 30, 2009

Dear Ms. Enriquez:

The purpose of this report is to provide a comprehensive view of disenrollments over a reporting period. Volumes are categorized by disenrollment type and reason, while grouping are reported by choice type (medical, dental), county, plan, and language. This is a contractually required report detailed in Health Care Options Contract 07-65829.

**Note:** As of November 2009, volumes categorized by disenrollment type and ZIP Code, as referenced in 6.5.2.2.F.4, are available to run on an ad hoc basis from Reporting Services, per DHCS request via C #1009-0646.

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

Sincerely,

Benjamin R. Coss  
Vice President  
California Health Care Options

cc: Reports File  
Admin File

# COPS-17.2 – Disenrollment Summary Report

Data for transactions between 10/26/2010 12:00:00 AM and 11/23/2010

## Disenrollment Transactions by Plan Type (Medical, Dental), County Name, and Plan Name

| Transaction Type          |             |                            | Disenrollment |      |      |     |     |     |     |     |     |     |       |     |  |
|---------------------------|-------------|----------------------------|---------------|------|------|-----|-----|-----|-----|-----|-----|-----|-------|-----|--|
| Disenrollment Reason Code |             |                            | E09P          | E11P | E12P | F01 | F02 | F03 | F04 | F05 | F06 | F09 | F10   | I01 |  |
| Plan Type                 | County Name | Plan Name                  |               |      |      |     |     |     |     |     |     |     |       |     |  |
| Dental                    | LOS ANGELES | Access Dental Plan         |               |      |      | 458 | 124 | 67  | 95  | 839 | 4   | 319 | 1,607 |     |  |
|                           |             | American Health Guard      |               |      |      | 26  | 9   | 12  | 10  | 44  | 1   | 38  | 155   |     |  |
|                           |             | Care 1st Health Plan       |               |      |      | 17  | 4   | 8   | 13  | 15  |     | 29  | 111   |     |  |
|                           |             | Community Dental Svc, Inc. |               |      |      | 2   | 3   | 2   |     | 6   |     | 4   | 25    |     |  |
|                           |             | Health Net                 |               |      |      | 38  | 19  | 25  | 17  | 46  | 2   | 75  | 187   |     |  |
|                           |             | Liberty Dental Plan of CA  |               |      |      | 6   | 9   | 2   | 6   | 4   |     | 9   | 41    |     |  |
|                           |             | SafeGuard Dental, Inc.     |               |      |      | 5   | 9   | 7   |     | 11  |     | 31  | 86    |     |  |
|                           |             | Western Dental Services    |               |      |      | 27  | 25  | 18  | 28  | 22  |     | 120 | 242   |     |  |
|                           |             | County Subtotal            |               |      |      | 579 | 202 | 141 | 169 | 987 | 7   | 625 | 2,454 |     |  |
|                           | PLACER      | Western Dental Services    |               |      |      |     |     |     |     |     |     |     |       |     |  |
|                           |             | County Subtotal            |               |      |      |     |     |     |     |     |     |     |       |     |  |
|                           | SACRAMENTO  | Access Dental Plan         |               |      |      | 14  | 26  | 28  | 24  | 12  |     |     | 18    | 370 |  |
|                           |             | Community Dental Svc, Inc. |               |      |      | 3   | 9   | 10  | 7   | 2   |     |     | 10    | 150 |  |
|                           |             | HealthNet of California    |               |      |      | 9   | 9   | 6   | 9   | 5   | 3   | 7   | 203   |     |  |
|                           |             | Liberty Dental Plan of CA  |               |      |      | 5   | 22  | 7   | 14  | 4   |     | 4   | 215   |     |  |
|                           |             | Western Dental Services    |               | 1    |      | 12  | 44  | 25  | 18  | 13  | 1   | 18  | 312   |     |  |
|                           |             | County Subtotal            |               | 1    |      | 43  | 110 | 76  | 72  | 36  | 4   | 57  | 1,250 |     |  |

Disenrollment Reason Codes:

E01 = Incarcerated  
 E02 = Prior Care  
 E03 = Enrolled Incorrectly Into a Plan  
 E04 = Deceased  
 E05 = Child Protective Services  
 E06 = Foster Care/Adoption  
 E07 = Problem Using the HCP  
 E08 = Terminated By Plan  
 E09 = Long Term Care  
 E10 = CCS Not In PCCM Contract  
 E11 = Other Health Coverage  
 E12 = Moved Out Of County  
 E13 = Pregnancy  
 F01 = Could Not Choose Doctor I Wanted  
 F02 = Plan Did Not Cover Bene Needs  
 F03 = Doctor Did Not Meet Beneficiary Needs  
 F04 = Too Far To Go  
 F05 = Did Not Choose This Plan

Initiation Codes:

F06 = Moving Out Of County  
 F09 = Other Reason  
 F10 = No Reason Checked  
 I01 = IS-Generated Disenrollment  
 X01 = Waiver Programs exemption  
 X02 = Dental Exemption  
 X03 = Indian Health Coverage  
 X04 = Medical Exemption  
 X05 = MER type E -Voluntary Aid Code or County  
 B - Bene  
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| Transaction Type          |             |                            | Disenrollment |     |     | Total |       |
|---------------------------|-------------|----------------------------|---------------|-----|-----|-------|-------|
| Disenrollment Reason Code |             |                            | X03           | X04 | X05 |       |       |
| Plan Type                 | County Name | Plan Name                  |               |     |     |       |       |
| Dental                    | LOS ANGELES | Access Dental Plan         |               |     |     | 3,513 |       |
|                           |             | American Health Guard      |               |     |     | 295   |       |
|                           |             | Care 1st Health Plan       |               |     |     | 197   |       |
|                           |             | Community Dental Svc, Inc. |               |     |     | 42    |       |
|                           |             | Health Net                 |               |     |     | 409   |       |
|                           |             | Liberty Dental Plan of CA  |               |     |     | 77    |       |
|                           |             | SafeGuard Dental, Inc.     |               |     |     | 149   |       |
|                           |             | Western Dental Services    |               |     |     | 482   |       |
|                           |             | County Subtotal            |               |     |     | 5,164 |       |
|                           | PLACER      | Western Dental Services    |               | 1   |     |       | 1     |
|                           |             | County Subtotal            |               | 1   |     |       | 1     |
|                           |             |                            |               |     |     |       |       |
|                           | SACRAMENTO  | Access Dental Plan         |               | 9   |     |       | 501   |
|                           |             | Community Dental Svc, Inc. |               | 3   |     |       | 194   |
|                           |             | HealthNet of California    |               | 1   |     | 1     | 253   |
|                           |             | Liberty Dental Plan of CA  |               | 3   |     |       | 274   |
|                           |             | Western Dental Services    |               | 7   |     |       | 451   |
|                           |             | County Subtotal            |               | 23  |     | 1     | 1,673 |

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|---------------------------|-----------------|-----------------------------|---------------|------|------|-----|-----|-----|-----|-------|-----|-----|-------|-----|---|
| Disenrollment Reason Code |                 |                             | E09P          | E11P | E12P | F01 | F02 | F03 | F04 | F05   | F06 | F09 | F10   | I01 |   |
| Plan Type                 | County Name     | Plan Name                   |               |      |      |     |     |     |     |       |     |     |       |     |   |
| Dental                    | Total           |                             | 1             |      |      | 622 | 312 | 217 | 241 | 1,023 | 11  | 682 | 3,704 |     |   |
| Medical                   | ALAMEDA         | Alameda Alliance For Health | 2             |      |      | 9   | 1   | 1   |     | 6     |     | 5   | 42    |     |   |
|                           |                 | Anthem Blue Cross Partnrshp |               |      |      | 15  | 8   | 4   | 4   | 12    |     | 19  | 123   | 1   |   |
|                           |                 | Contra Costa Health Plan    |               |      |      |     |     |     |     |       | 1   | 1   | 20    |     |   |
|                           |                 | Health Net Comm Solutions   |               |      |      |     |     |     |     |       | 3   | 1   | 9     |     |   |
|                           |                 | Health Plan of San Joaquin  |               |      |      |     |     |     |     |       |     |     | 16    |     |   |
|                           |                 | Inland Empire Health Plan   |               |      |      |     |     |     |     |       |     |     | 2     |     |   |
|                           |                 | Kern Family Health Care     |               |      |      |     |     |     |     |       |     |     | 2     |     |   |
|                           |                 | KP Cal, LLC                 |               |      |      |     |     |     |     |       |     |     | 7     |     |   |
|                           |                 | L.A. Care Health Plan       |               |      |      |     |     |     |     |       |     |     | 2     |     |   |
|                           |                 | San Francisco Health Plan   |               |      |      |     |     |     |     |       |     |     | 17    |     |   |
|                           |                 | Santa Clara Family H.P.     |               |      |      |     |     |     |     | 1     |     |     | 15    |     |   |
|                           | County Subtotal |                             |               | 2    |      |     | 24  | 9   | 5   | 5     | 18  | 4   | 26    | 255 | 1 |
|                           | CONTRA COSTA    | Alameda Alliance For Health |               |      |      |     |     |     |     |       |     | 9   | 37    |     |   |
|                           |                 | Anthem Blue Cross Partnrshp |               |      |      | 4   | 2   | 4   | 9   | 5     | 3   | 7   | 88    |     |   |
|                           |                 | Community Hlth Grp Partner  |               |      |      |     |     |     |     |       |     |     | 3     |     |   |
|                           |                 | Contra Costa Health Plan    |               | 2    |      | 16  | 8   | 4   | 3   | 5     |     | 13  | 70    |     |   |
|                           |                 | Health Net Comm Solutions   |               |      |      |     |     |     |     |       |     |     | 10    |     |   |

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| Transaction Type          |                        |                             | Disenrollment |     |     | Total |     |
|---------------------------|------------------------|-----------------------------|---------------|-----|-----|-------|-----|
| Disenrollment Reason Code |                        |                             | X03           | X04 | X05 |       |     |
| Plan Type                 | County Name            | Plan Name                   |               |     |     |       |     |
| <b>Dental</b>             | <b>Total</b>           |                             | 24            |     | 1   | 6,838 |     |
| <b>Medical</b>            | <b>ALAMEDA</b>         | Alameda Alliance For Health |               | 2   |     | 68    |     |
|                           |                        | Anthem Blue Cross Partnrshp |               |     |     | 186   |     |
|                           |                        | Contra Costa Health Plan    |               |     |     | 22    |     |
|                           |                        | Health Net Comm Solutions   |               |     |     | 13    |     |
|                           |                        | Health Plan of San Joaquin  |               |     |     | 16    |     |
|                           |                        | Inland Empire Health Plan   |               |     |     | 2     |     |
|                           |                        | Kern Family Health Care     |               |     |     | 2     |     |
|                           |                        | KP Cal, LLC                 |               |     |     | 7     |     |
|                           |                        | L.A. Care Health Plan       |               |     |     | 2     |     |
|                           |                        | San Francisco Health Plan   |               |     |     | 17    |     |
|                           |                        | Santa Clara Family H.P.     |               |     |     | 16    |     |
|                           | <b>County Subtotal</b> |                             |               | 2   |     | 351   |     |
|                           | <b>CONTRA COSTA</b>    | Alameda Alliance For Health |               |     |     |       | 46  |
|                           |                        | Anthem Blue Cross Partnrshp |               |     |     |       | 122 |
|                           |                        | Community Hlth Grp Partner  |               |     |     |       | 3   |
| Contra Costa Health Plan  |                        |                             |               | 3   | 1   | 125   |     |
|                           |                        | Health Net Comm Solutions   |               |     |     | 10    |     |

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|---------------------------|--------------|-----------------------------|---------------|------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Disenrollment Reason Code |              |                             | E09P          | E11P | E12P | F01 | F02 | F03 | F04 | F05 | F06 | F09 | F10 | I01 |     |
| Plan Type                 | County Name  | Plan Name                   |               |      |      |     |     |     |     |     |     |     |     |     |     |
| Medical                   | CONTRA COSTA | Health Plan of San Joaquin  |               |      |      |     |     |     |     |     |     | 3   | 14  |     |     |
|                           |              | Inland Empire Health Plan   |               |      |      |     |     |     |     |     |     |     | 1   |     |     |
|                           |              | KP Cal, LLC                 |               |      |      |     |     |     |     |     |     |     |     | 4   |     |
|                           |              | L.A. Care Health Plan       |               |      |      |     |     |     |     |     |     |     |     | 3   |     |
|                           |              | Molina Healthcare Partner   |               |      |      |     |     |     |     |     |     |     |     | 1   |     |
|                           |              | San Francisco Health Plan   |               |      |      |     |     |     | 1   |     |     |     |     | 10  |     |
|                           |              | Santa Clara Family H.P.     |               |      |      |     |     |     |     |     |     |     |     | 3   |     |
|                           |              | County Subtotal             |               |      | 2    |     |     | 20  | 10  | 8   | 13  | 10  | 12  | 23  | 244 |
|                           | FRESNO       | Alameda Alliance For Health |               |      |      |     |     |     |     |     |     | 2   |     | 2   |     |
|                           |              | Anthem Blue Cross Partnrshp |               | 1    |      |     | 78  | 191 | 21  | 5   | 25  |     | 199 | 484 |     |
|                           |              | Contra Costa Health Plan    |               |      |      |     |     |     |     |     |     |     |     | 3   |     |
|                           |              | Health Net Comm Solutions   |               |      |      | 10  | 29  | 2   | 7   | 3   | 2   | 29  |     | 168 |     |
|                           |              | Health Plan of San Joaquin  |               |      |      |     |     |     |     |     |     |     |     | 5   |     |
|                           |              | Inland Empire Health Plan   |               |      |      |     |     |     |     | 1   |     |     |     | 22  |     |
|                           |              | Kern Family Health Care     |               |      |      |     |     |     |     |     |     |     |     | 15  |     |
|                           |              | L.A. Care Health Plan       |               |      |      |     |     |     |     |     |     | 2   |     | 13  |     |
|                           |              | Molina Healthcare Partner   |               |      |      |     |     |     |     |     |     |     |     | 10  |     |
|                           |              | Santa Clara Family H.P.     |               |      |      |     |     |     |     |     |     |     |     | 11  |     |

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|---------------------------|--------------|-----------------------------|---------------|-----|-----|-------|-------|
| Disenrollment Reason Code |              |                             | X03           | X04 | X05 |       |       |
| Plan Type                 | County Name  | Plan Name                   |               |     |     |       |       |
| Medical                   | CONTRA COSTA | Health Plan of San Joaquin  |               |     |     | 17    |       |
|                           |              | Inland Empire Health Plan   |               |     |     | 1     |       |
|                           |              | KP Cal, LLC                 |               |     |     | 4     |       |
|                           |              | L.A. Care Health Plan       |               |     |     | 3     |       |
|                           |              | Molina Healthcare Partner   |               |     |     | 1     |       |
|                           |              | San Francisco Health Plan   |               |     |     | 11    |       |
|                           |              | Santa Clara Family H.P.     |               |     |     | 3     |       |
|                           |              | County Subtotal             |               | 3   | 1   |       | 346   |
|                           | FRESNO       | Alameda Alliance For Health |               |     |     |       | 4     |
|                           |              | Anthem Blue Cross Partnrshp |               |     |     |       | 1,004 |
|                           |              | Contra Costa Health Plan    |               |     |     |       | 3     |
|                           |              | Health Net Comm Solutions   |               |     | 1   |       | 251   |
|                           |              | Health Plan of San Joaquin  |               |     |     |       | 5     |
|                           |              | Inland Empire Health Plan   |               |     |     |       | 23    |
|                           |              | Kern Family Health Care     |               |     |     |       | 15    |
|                           |              | L.A. Care Health Plan       |               |     |     |       | 15    |
|                           |              | Molina Healthcare Partner   |               |     |     |       | 10    |
|                           |              | Santa Clara Family H.P.     |               |     |     |       | 11    |

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|---------------------------|-------------|-----------------------------|---------------|------|------|-----|-----|-----|-----|-----|-----|-----|-------|-----|--|
| Disenrollment Reason Code |             |                             | E09P          | E11P | E12P | F01 | F02 | F03 | F04 | F05 | F06 | F09 | F10   | I01 |  |
| Plan Type                 | County Name | Plan Name                   |               |      |      |     |     |     |     |     |     |     |       |     |  |
| Medical                   | FRESNO      | County Subtotal             | 1             |      |      | 88  | 220 | 23  | 13  | 28  | 6   | 228 | 733   |     |  |
|                           | KERN        | Anthem Blue Cross Partnrshp |               |      |      |     |     |     |     |     |     | 3   | 1     | 23  |  |
|                           |             | Care1st Partner Plan, LLC   |               |      |      |     |     |     |     |     |     |     |       | 2   |  |
|                           |             | Community Hlth Grp Partner  |               |      |      |     |     |     |     |     |     |     |       | 3   |  |
|                           |             | Contra Costa Health Plan    |               |      |      |     |     |     |     |     |     |     |       | 1   |  |
|                           |             | Health Net Comm Solutions   |               |      |      | 21  | 40  | 9   | 7   | 17  | 7   | 28  | 236   |     |  |
|                           |             | Inland Empire Health Plan   |               |      |      |     |     |     |     |     |     |     |       | 19  |  |
|                           |             | Kern Family Health Care     |               |      | 7    | 21  | 20  | 2   |     | 4   |     | 6   | 104   | 1   |  |
|                           |             | L.A. Care Health Plan       |               |      |      |     |     |     |     |     |     | 1   | 31    |     |  |
|                           |             | Molina Healthcare Partner   |               |      |      |     |     |     |     |     |     |     |       | 3   |  |
|                           |             | County Subtotal             |               |      | 7    | 42  | 60  | 11  | 7   | 21  | 10  | 36  | 422   | 1   |  |
|                           | LOS ANGELES | Alameda Alliance For Health |               |      |      |     |     |     |     |     |     |     |       | 4   |  |
|                           |             | Anthem Blue Cross Partnrshp |               |      |      |     |     | 1   |     |     |     | 6   | 4     | 37  |  |
|                           |             | Care1st Partner Plan, LLC   |               |      |      |     |     |     |     |     |     |     |       | 4   |  |
|                           |             | Community Hlth Grp Partner  |               |      |      |     |     |     |     |     |     |     |       | 5   |  |
|                           |             | Contra Costa Health Plan    |               |      |      |     |     |     |     |     |     |     |       | 7   |  |
|                           |             | Health Net Comm Solutions   |               |      |      | 106 | 210 | 31  | 28  | 97  | 3   | 392 | 1,690 | 13  |  |
|                           |             | Health Plan of San Joaquin  |               |      |      |     |     |     |     |     |     |     |       | 5   |  |

Disenrollment Reason Codes:

E01 = Incarcerated  
 E02 = Prior Care  
 E03 = Enrolled Incorrectly Into a Plan  
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E10 = CCS Not In PCCM Contract  
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 E13 = Pregnancy  
 F01 = Could Not Choose Doctor I Wanted  
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Initiation Codes:

F06 = Moving Out Of County  
 F09 = Other Reason  
 F10 = No Reason Checked  
 I01 = IS-Generated Disenrollment  
 X01 = Waiver Programs exemption  
 X02 = Dental Exemption  
 X03 = Indian Health Coverage  
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# COPS-17.2 – Disenrollment Summary Report

Data for transactions between 10/26/2010 12:00:00 AM and 11/23/2010

| Transaction Type          |             |                             | Disenrollment |     |     | Total |
|---------------------------|-------------|-----------------------------|---------------|-----|-----|-------|
| Disenrollment Reason Code |             |                             | X03           | X04 | X05 |       |
| Plan Type                 | County Name | Plan Name                   |               |     |     |       |
| Medical                   | FRESNO      | County Subtotal             |               |     | 1   | 1,341 |
|                           | KERN        | Anthem Blue Cross Partnrsbp |               |     |     | 27    |
|                           |             | Care1st Partner Plan, LLC   |               |     |     | 2     |
|                           |             | Community Hlth Grp Partner  |               |     |     | 3     |
|                           |             | Contra Costa Health Plan    |               |     |     | 1     |
|                           |             | Health Net Comm Solutions   |               |     |     | 365   |
|                           |             | Inland Empire Health Plan   |               |     |     | 19    |
|                           |             | Kern Family Health Care     |               |     | 1   | 166   |
|                           |             | L.A. Care Health Plan       |               |     |     | 32    |
|                           |             | Molina Healthcare Partner   |               |     |     | 3     |
|                           |             | County Subtotal             |               |     |     | 1     |
|                           | LOS ANGELES | Alameda Alliance For Health |               |     |     | 4     |
|                           |             | Anthem Blue Cross Partnrsbp |               |     |     | 48    |
|                           |             | Care1st Partner Plan, LLC   |               |     |     | 4     |
|                           |             | Community Hlth Grp Partner  |               |     |     | 5     |
|                           |             | Contra Costa Health Plan    |               |     |     | 7     |
|                           |             | Health Net Comm Solutions   |               | 44  | 7   | 2,621 |
|                           |             | Health Plan of San Joaquin  |               |     |     | 5     |

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Initiation Codes:

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# COPS-17.2 – Disenrollment Summary Report

Data for transactions between 10/26/2010 12:00:00 AM and 11/23/2010

| Transaction Type          |              |                             | Disenrollment |      |      |     |     |     |     |     |     |     |       |     |  |
|---------------------------|--------------|-----------------------------|---------------|------|------|-----|-----|-----|-----|-----|-----|-----|-------|-----|--|
| Disenrollment Reason Code |              |                             | E09P          | E11P | E12P | F01 | F02 | F03 | F04 | F05 | F06 | F09 | F10   | I01 |  |
| Plan Type                 | County Name  | Plan Name                   |               |      |      |     |     |     |     |     |     |     |       |     |  |
| Medical                   | LOS ANGELES  | Inland Empire Health Plan   |               |      |      |     |     |     |     |     | 10  | 3   | 252   |     |  |
|                           |              | Kern Family Health Care     |               |      |      |     |     |     |     |     | 6   |     | 16    |     |  |
|                           |              | KP Cal, LLC                 |               |      |      |     |     |     |     |     |     |     |       | 1   |  |
|                           |              | L.A. Care Health Plan       |               |      |      | 79  | 200 | 42  | 41  | 64  | 2   | 346 | 1,781 | 14  |  |
|                           |              | Molina Healthcare Partner   |               |      |      |     |     |     |     |     | 4   | 5   | 88    |     |  |
|                           |              | County Subtotal             |               |      |      | 185 | 411 | 73  | 69  | 161 | 31  | 750 | 3,890 | 27  |  |
|                           | OUT OF STATE | Community Hlth Grp Partner  |               |      |      | 2   |     |     |     |     |     |     |       |     |  |
|                           |              | County Subtotal             |               |      |      | 2   |     |     |     |     |     |     |       |     |  |
|                           | PLACER       | Anthem Blue Cross Partnrshp |               |      |      |     |     |     |     |     |     |     |       |     |  |
|                           |              | County Subtotal             |               |      |      |     |     |     |     |     |     |     |       |     |  |
|                           | RIVERSIDE    | Alameda Alliance For Health |               |      |      |     |     |     |     |     |     |     |       | 3   |  |
|                           |              | Anthem Blue Cross Partnrshp |               |      |      |     |     |     |     |     | 1   | 1   | 15    |     |  |
|                           |              | Community Hlth Grp Partner  |               |      |      |     |     |     |     |     |     |     | 7     |     |  |
|                           |              | Contra Costa Health Plan    |               |      |      |     |     |     |     |     |     | 2   |       |     |  |
|                           |              | Health Net Comm Solutions   |               |      |      | 1   |     |     |     | 1   | 5   |     | 72    |     |  |
|                           |              | Inland Empire Health Plan   |               |      |      | 5   | 4   | 3   | 5   | 2   | 8   | 53  | 187   | 4   |  |
|                           |              | Kern Family Health Care     |               |      |      |     |     |     |     |     |     |     | 9     |     |  |
|                           | KP Cal, LLC  |                             |               |      |      |     |     |     |     |     |     |     | 3     |     |  |

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Initiation Codes:

F06 = Moving Out Of County  
 F09 = Other Reason  
 F10 = No Reason Checked  
 I01 = IS-Generated Disenrollment  
 X01 = Waiver Programs exemption  
 X02 = Dental Exemption  
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# COPS-17.2 – Disenrollment Summary Report

Data for transactions between 10/26/2010 12:00:00 AM and 11/23/2010

| Transaction Type          |              |                             | Disenrollment |     |     | Total |
|---------------------------|--------------|-----------------------------|---------------|-----|-----|-------|
| Disenrollment Reason Code |              |                             | X03           | X04 | X05 |       |
| Plan Type                 | County Name  | Plan Name                   |               |     |     |       |
| Medical                   | LOS ANGELES  | Inland Empire Health Plan   |               |     |     | 265   |
|                           |              | Kern Family Health Care     |               |     |     | 22    |
|                           |              | KP Cal, LLC                 |               |     |     | 1     |
|                           |              | L.A. Care Health Plan       | 2             | 84  | 13  | 2,668 |
|                           |              | Molina Healthcare Partner   |               |     |     | 97    |
|                           |              | County Subtotal             | 2             | 128 | 20  | 5,747 |
|                           | OUT OF STATE | Community Hlth Grp Partner  |               |     |     | 2     |
|                           |              | County Subtotal             |               |     |     | 2     |
|                           | PLACER       | Anthem Blue Cross Partnrshp | 1             |     |     | 1     |
|                           |              | County Subtotal             | 1             |     |     | 1     |
|                           | RIVERSIDE    | Alameda Alliance For Health |               |     |     | 3     |
|                           |              | Anthem Blue Cross Partnrshp |               |     |     | 17    |
|                           |              | Community Hlth Grp Partner  |               |     |     | 7     |
|                           |              | Contra Costa Health Plan    |               |     |     | 2     |
|                           |              | Health Net Comm Solutions   |               |     |     | 79    |
|                           |              | Inland Empire Health Plan   | 1             | 8   |     | 280   |
|                           |              | Kern Family Health Care     |               |     |     | 9     |
|                           | KP Cal, LLC  |                             |               |     | 3   |       |

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Initiation Codes:

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# COPS-17.2 – Disenrollment Summary Report

Data for transactions between 10/26/2010 12:00:00 AM and 11/23/2010

| Transaction Type          |                 |                             | Disenrollment |      |      |     |     |     |     |     |     |     |       |     |  |
|---------------------------|-----------------|-----------------------------|---------------|------|------|-----|-----|-----|-----|-----|-----|-----|-------|-----|--|
| Disenrollment Reason Code |                 |                             | E09P          | E11P | E12P | F01 | F02 | F03 | F04 | F05 | F06 | F09 | F10   | I01 |  |
| Plan Type                 | County Name     | Plan Name                   |               |      |      |     |     |     |     |     |     |     |       |     |  |
| Medical                   | RIVERSIDE       | L.A. Care Health Plan       |               |      |      |     |     |     | 3   |     | 5   | 2   | 70    |     |  |
|                           |                 | Molina Healthcare Partner   |               |      |      | 21  | 37  | 16  | 4   | 46  | 8   | 42  | 354   | 1   |  |
|                           |                 | San Francisco Health Plan   |               |      |      |     |     |     |     |     |     |     | 1     |     |  |
|                           |                 | County Subtotal             |               |      |      | 27  | 41  | 19  | 12  | 49  | 27  | 100 | 721   | 5   |  |
|                           | SACRAMENTO      | Alameda Alliance For Health |               |      |      |     |     |     |     |     |     |     |       | 22  |  |
|                           |                 | Anthem Blue Cross Partnrshp |               |      |      | 29  | 65  | 20  | 5   | 22  |     | 74  | 374   | 6   |  |
|                           |                 | Contra Costa Health Plan    |               |      |      |     |     |     |     |     | 2   |     | 13    |     |  |
|                           |                 | Health Net Comm Solutions   |               |      |      | 61  | 38  | 14  | 3   | 12  |     | 65  | 273   | 5   |  |
|                           |                 | Health Plan of San Joaquin  |               |      |      |     |     |     |     |     |     |     | 27    |     |  |
|                           |                 | Inland Empire Health Plan   |               |      |      |     |     |     |     |     |     |     | 4     |     |  |
|                           |                 | KP Cal, LLC                 |               | 1    |      |     |     | 7   |     | 2   | 2   |     | 1     | 11  |  |
|                           |                 | L.A. Care Health Plan       |               |      |      |     |     |     |     |     |     |     |       | 14  |  |
|                           |                 | Molina Healthcare Partner   |               |      |      | 28  | 28  | 14  | 4   | 33  | 1   | 30  | 264   | 1   |  |
|                           |                 | San Francisco Health Plan   |               |      |      |     |     |     |     |     |     |     | 4     |     |  |
|                           |                 | Santa Clara Family H.P.     |               |      |      |     |     |     |     |     |     |     | 6     |     |  |
|                           | County Subtotal |                             | 1             |      |      | 118 | 138 | 48  | 14  | 69  | 3   | 170 | 1,012 | 12  |  |
|                           | SAN BERNARDINO  | Anthem Blue Cross Partnrshp |               |      |      |     |     |     |     |     |     | 2   |       | 12  |  |
|                           |                 | Community Hlth Grp Partner  |               |      |      |     |     |     |     |     |     |     |       | 1   |  |

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Initiation Codes:

- F06 = Moving Out Of County
- F09 = Other Reason
- F10 = No Reason Checked
- I01 = IS-Generated Disenrollment
- X01 = Waiver Programs exemption
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# COPS-17.2 – Disenrollment Summary Report

Data for transactions between 10/26/2010 12:00:00 AM and 11/23/2010

| Transaction Type          |                 |                             | Disenrollment |     |       | Total |
|---------------------------|-----------------|-----------------------------|---------------|-----|-------|-------|
| Disenrollment Reason Code |                 |                             | X03           | X04 | X05   |       |
| Plan Type                 | County Name     | Plan Name                   |               |     |       |       |
| Medical                   | RIVERSIDE       | L.A. Care Health Plan       |               |     |       | 80    |
|                           |                 | Molina Healthcare Partner   | 1             | 5   |       | 535   |
|                           |                 | San Francisco Health Plan   |               |     |       | 1     |
|                           |                 | County Subtotal             | 2             | 13  |       | 1,016 |
|                           | SACRAMENTO      | Alameda Alliance For Health |               |     |       | 22    |
|                           |                 | Anthem Blue Cross Partnrshp | 6             | 6   | 13    | 620   |
|                           |                 | Contra Costa Health Plan    |               |     |       | 15    |
|                           |                 | Health Net Comm Solutions   | 4             | 2   | 29    | 506   |
|                           |                 | Health Plan of San Joaquin  |               |     |       | 27    |
|                           |                 | Inland Empire Health Plan   |               |     |       | 4     |
|                           |                 | KP Cal, LLC                 |               |     |       | 24    |
|                           |                 | L.A. Care Health Plan       |               |     |       | 14    |
|                           |                 | Molina Healthcare Partner   | 2             | 2   | 1     | 408   |
|                           |                 | San Francisco Health Plan   |               |     |       | 4     |
|                           |                 | Santa Clara Family H.P.     |               |     |       | 6     |
|                           | County Subtotal | 12                          | 10            | 43  | 1,650 |       |
|                           | SAN BERNARDINO  | Anthem Blue Cross Partnrshp |               |     |       | 14    |
|                           |                 | Community Hlth Grp Partner  |               |     |       | 1     |

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| Transaction Type          |                |                             | Disenrollment |      |      |     |     |     |     |     |     |     |     |     |
|---------------------------|----------------|-----------------------------|---------------|------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Disenrollment Reason Code |                |                             | E09P          | E11P | E12P | F01 | F02 | F03 | F04 | F05 | F06 | F09 | F10 | I01 |
| Plan Type                 | County Name    | Plan Name                   |               |      |      |     |     |     |     |     |     |     |     |     |
| Medical                   | SAN BERNARDINO | Contra Costa Health Plan    |               |      |      |     |     |     |     |     | 1   |     |     |     |
|                           |                | Health Net Comm Solutions   |               |      |      |     |     | 3   |     |     | 5   | 6   | 93  |     |
|                           |                | Inland Empire Health Plan   |               |      |      | 8   | 13  | 2   | 3   | 5   | 2   | 71  | 145 | 5   |
|                           |                | Kern Family Health Care     |               |      |      |     |     |     |     |     |     | 2   | 8   |     |
|                           |                | L.A. Care Health Plan       |               |      |      |     |     |     | 2   | 7   |     | 10  | 12  | 170 |
|                           |                | Molina Healthcare Partner   |               |      |      | 17  | 42  | 16  | 9   | 43  | 7   | 38  | 272 | 2   |
|                           |                | Santa Clara Family H.P.     |               |      |      |     |     |     |     |     | 2   |     | 1   |     |
|                           |                | County Subtotal             |               |      |      | 25  | 55  | 20  | 22  | 48  | 29  | 129 | 702 | 7   |
|                           | SAN DIEGO      | Anthem Blue Cross Partnrshp |               |      |      |     |     |     |     |     |     |     | 1   | 11  |
|                           |                | Care1st Partner Plan, LLC   |               |      |      | 49  | 20  | 7   | 4   | 18  |     | 27  | 121 |     |
|                           |                | Community Hlth Grp Partner  |               |      |      | 15  | 43  | 7   | 3   | 10  | 2   | 50  | 86  |     |
|                           |                | Contra Costa Health Plan    |               |      |      |     |     |     |     |     |     |     | 3   |     |
|                           |                | Health Net Comm Solutions   |               |      |      | 59  | 53  | 10  | 21  | 23  | 3   | 43  | 191 |     |
|                           |                | Health Plan of San Joaquin  |               |      |      |     |     |     |     |     |     |     |     | 7   |
|                           |                | Inland Empire Health Plan   |               |      |      |     |     |     |     |     | 3   |     | 19  |     |
|                           |                | Kern Family Health Care     |               |      |      |     |     |     |     |     |     |     |     | 4   |
|                           |                | KP Cal, LLC                 |               |      | 3    |     |     |     |     |     |     |     |     | 6   |
|                           |                | L.A. Care Health Plan       |               |      |      |     |     |     |     |     |     |     |     | 25  |

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| Transaction Type          |                |                             | Disenrollment |     |     | Total |
|---------------------------|----------------|-----------------------------|---------------|-----|-----|-------|
| Disenrollment Reason Code |                |                             | X03           | X04 | X05 |       |
| Plan Type                 | County Name    | Plan Name                   |               |     |     |       |
| Medical                   | SAN BERNARDINO | Contra Costa Health Plan    |               |     |     | 1     |
|                           |                | Health Net Comm Solutions   |               |     |     | 107   |
|                           |                | Inland Empire Health Plan   |               | 5   | 3   | 262   |
|                           |                | Kern Family Health Care     |               |     |     | 10    |
|                           |                | L.A. Care Health Plan       |               | 1   | 1   | 203   |
|                           |                | Molina Healthcare Partner   |               | 6   | 1   | 453   |
|                           |                | Santa Clara Family H.P.     |               |     |     | 3     |
|                           |                | County Subtotal             |               | 12  | 5   | 1,054 |
|                           | SAN DIEGO      | Anthem Blue Cross Partnrshp |               |     |     | 12    |
|                           |                | Care1st Partner Plan, LLC   | 1             | 4   |     | 251   |
|                           |                | Community Hlth Grp Partner  | 1             | 3   |     | 220   |
|                           |                | Contra Costa Health Plan    |               |     |     | 3     |
|                           |                | Health Net Comm Solutions   | 3             | 7   | 1   | 414   |
|                           |                | Health Plan of San Joaquin  |               |     |     | 7     |
|                           |                | Inland Empire Health Plan   |               |     |     | 22    |
|                           |                | Kern Family Health Care     |               |     |     | 4     |
|                           |                | KP Cal, LLC                 |               | 1   |     | 10    |
|                           |                | L.A. Care Health Plan       |               |     |     | 25    |

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Initiation Codes:

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# COPS-17.2 – Disenrollment Summary Report

Data for transactions between 10/26/2010 12:00:00 AM and 11/23/2010

| Transaction Type          |               |                             | Disenrollment |      |      |     |     |     |     |     |     |     |     |     |  |
|---------------------------|---------------|-----------------------------|---------------|------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|--|
| Disenrollment Reason Code |               |                             | E09P          | E11P | E12P | F01 | F02 | F03 | F04 | F05 | F06 | F09 | F10 | I01 |  |
| Plan Type                 | County Name   | Plan Name                   |               |      |      |     |     |     |     |     |     |     |     |     |  |
| Medical                   | SAN DIEGO     | Molina Healthcare Partner   |               |      |      | 12  | 47  |     | 6   | 19  |     | 23  | 213 | 1   |  |
|                           |               | Santa Clara Family H.P.     |               |      |      |     |     |     |     |     |     |     | 1   |     |  |
|                           |               | County Subtotal             | 3             |      |      | 135 | 163 | 24  | 34  | 70  | 8   | 144 | 687 | 1   |  |
|                           | SAN FRANCISCO | Alameda Alliance For Health |               |      |      |     |     |     |     |     |     |     |     | 9   |  |
|                           |               | Anthem Blue Cross Partnrshp |               |      |      |     | 8   | 1   | 1   | 3   |     | 6   | 50  |     |  |
|                           |               | Contra Costa Health Plan    |               |      |      |     |     |     |     |     | 1   |     | 11  |     |  |
|                           |               | Health Net Comm Solutions   |               |      |      |     |     |     |     |     |     |     | 2   |     |  |
|                           |               | Health Plan of San Joaquin  |               |      |      |     |     |     |     |     |     |     | 2   |     |  |
|                           |               | Inland Empire Health Plan   |               |      |      |     |     |     |     |     |     |     | 1   |     |  |
|                           |               | KP Cal, LLC                 |               |      |      |     |     |     |     |     |     |     | 5   |     |  |
|                           |               | L.A. Care Health Plan       |               |      |      |     |     |     |     |     |     |     | 1   |     |  |
|                           |               | Molina Healthcare Partner   |               |      |      |     |     |     |     |     |     |     | 2   |     |  |
|                           |               | San Francisco Health Plan   | 2             |      |      | 2   | 3   |     |     | 2   |     | 2   | 32  |     |  |
|                           |               | Santa Clara Family H.P.     |               |      |      |     |     |     |     |     |     |     | 2   |     |  |
|                           |               | County Subtotal             | 2             |      |      | 2   | 11  | 1   | 1   | 5   | 1   | 8   | 117 |     |  |
|                           | SAN JOAQUIN   | Alameda Alliance For Health |               |      |      |     |     |     |     |     | 6   |     | 30  |     |  |
|                           |               | Anthem Blue Cross Partnrshp |               |      |      | 10  | 29  | 5   | 8   | 5   |     | 53  | 215 |     |  |
|                           |               | Community Hlth Grp Partner  |               |      |      |     |     |     |     |     |     |     | 2   |     |  |

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Data for transactions between 10/26/2010 12:00:00 AM and 11/23/2010

| Transaction Type          |                             |                             | Disenrollment               |     |     | Total |
|---------------------------|-----------------------------|-----------------------------|-----------------------------|-----|-----|-------|
| Disenrollment Reason Code |                             |                             | X03                         | X04 | X05 |       |
| Plan Type                 | County Name                 | Plan Name                   |                             |     |     |       |
| Medical                   | SAN DIEGO                   | Molina Healthcare Partner   | 1                           | 3   |     | 325   |
|                           |                             | Santa Clara Family H.P.     |                             |     |     | 1     |
|                           |                             | County Subtotal             | 6                           | 18  | 1   | 1,294 |
|                           | SAN FRANCISCO               | Alameda Alliance For Health |                             |     |     | 9     |
|                           |                             | Anthem Blue Cross Partnrshp |                             |     | 1   | 70    |
|                           |                             | Contra Costa Health Plan    |                             |     |     | 12    |
|                           |                             | Health Net Comm Solutions   |                             |     |     | 2     |
|                           |                             | Health Plan of San Joaquin  |                             |     |     | 2     |
|                           |                             | Inland Empire Health Plan   |                             |     |     | 1     |
|                           |                             | KP Cal, LLC                 |                             |     |     | 5     |
|                           |                             | L.A. Care Health Plan       |                             |     |     | 1     |
|                           |                             | Molina Healthcare Partner   |                             |     |     | 2     |
|                           |                             | San Francisco Health Plan   |                             | 1   |     | 44    |
|                           |                             | Santa Clara Family H.P.     |                             |     |     | 2     |
|                           |                             | County Subtotal             |                             | 1   | 1   | 150   |
|                           |                             | SAN JOAQUIN                 | Alameda Alliance For Health |     |     |       |
|                           | Anthem Blue Cross Partnrshp |                             |                             |     |     | 325   |
|                           | Community Hlth Grp Partner  |                             |                             |     |     | 2     |

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|---------------------------|-------------|-----------------------------|---------------|------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Disenrollment Reason Code |             |                             | E09P          | E11P | E12P | F01 | F02 | F03 | F04 | F05 | F06 | F09 | F10 | I01 |     |
| Plan Type                 | County Name | Plan Name                   |               |      |      |     |     |     |     |     |     |     |     |     |     |
| Medical                   | SAN JOAQUIN | Contra Costa Health Plan    |               |      |      |     |     |     | 2   |     |     |     | 14  |     |     |
|                           |             | Health Net Comm Solutions   |               |      |      |     |     |     | 2   |     | 4   |     | 14  |     |     |
|                           |             | Health Plan of San Joaquin  | 1             |      | 1    | 10  | 9   |     | 1   | 1   |     |     | 12  | 35  |     |
|                           |             | Inland Empire Health Plan   |               |      |      |     |     |     |     |     |     |     |     | 8   |     |
|                           |             | KP Cal, LLC                 |               |      |      |     |     |     |     |     |     |     |     | 1   |     |
|                           |             | L.A. Care Health Plan       |               |      |      |     |     |     |     |     |     |     |     | 4   |     |
|                           |             | Molina Healthcare Partner   |               |      |      |     |     |     |     |     |     |     |     | 5   |     |
|                           |             | Santa Clara Family H.P.     |               |      |      |     |     |     |     |     |     |     |     | 20  |     |
|                           |             | County Subtotal             |               | 1    |      | 1   | 20  | 38  |     | 5   | 13  | 6   | 10  | 65  | 348 |
|                           | SANTA CLARA | Alameda Alliance For Health |               |      |      |     |     |     |     |     |     | 4   |     | 7   |     |
|                           |             | Anthem Blue Cross Partnrshp |               |      |      | 8   | 29  |     | 4   | 1   | 9   |     | 7   | 87  |     |
|                           |             | Community Hlth Grp Partner  |               |      |      |     |     |     |     |     |     |     |     | 1   |     |
|                           |             | Contra Costa Health Plan    |               |      |      |     |     |     |     |     |     |     |     | 5   |     |
|                           |             | Health Net Comm Solutions   |               |      |      |     |     |     |     |     |     |     |     | 8   |     |
|                           |             | Health Plan of San Joaquin  |               |      |      |     |     |     |     |     |     |     |     | 7   |     |
|                           |             | Inland Empire Health Plan   |               |      |      |     |     |     |     |     |     | 1   |     | 2   |     |
|                           |             | L.A. Care Health Plan       |               |      |      | 1   |     |     |     |     |     |     |     |     | 3   |
|                           |             | Molina Healthcare Partner   |               |      |      |     |     |     |     |     |     |     |     |     | 3   |

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| Transaction Type          |             |                             | Disenrollment |     |     | Total |
|---------------------------|-------------|-----------------------------|---------------|-----|-----|-------|
| Disenrollment Reason Code |             |                             | X03           | X04 | X05 |       |
| Plan Type                 | County Name | Plan Name                   |               |     |     |       |
| Medical                   | SAN JOAQUIN | Contra Costa Health Plan    |               |     |     | 16    |
|                           |             | Health Net Comm Solutions   |               |     |     | 20    |
|                           |             | Health Plan of San Joaquin  |               | 1   |     | 71    |
|                           |             | Inland Empire Health Plan   |               |     |     | 8     |
|                           |             | KP Cal, LLC                 |               |     |     | 1     |
|                           |             | L.A. Care Health Plan       |               |     |     | 4     |
|                           |             | Molina Healthcare Partner   |               |     |     | 5     |
|                           |             | Santa Clara Family H.P.     |               |     |     | 20    |
|                           |             | County Subtotal             |               |     | 1   |       |
|                           | SANTA CLARA | Alameda Alliance For Health |               |     |     | 11    |
|                           |             | Anthem Blue Cross Partnrshp |               | 1   |     | 146   |
|                           |             | Community Hlth Grp Partner  |               |     |     | 1     |
|                           |             | Contra Costa Health Plan    |               |     |     | 5     |
|                           |             | Health Net Comm Solutions   |               |     |     | 8     |
|                           |             | Health Plan of San Joaquin  |               |     |     | 7     |
|                           |             | Inland Empire Health Plan   |               |     |     | 3     |
|                           |             | L.A. Care Health Plan       |               |     |     | 4     |
|                           |             | Molina Healthcare Partner   |               |     |     | 3     |

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| Transaction Type          |             |                             | Disenrollment |      |      |     |     |     |     |     |     |     |     |     |   |  |
|---------------------------|-------------|-----------------------------|---------------|------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|---|--|
| Disenrollment Reason Code |             |                             | E09P          | E11P | E12P | F01 | F02 | F03 | F04 | F05 | F06 | F09 | F10 | I01 |   |  |
| Plan Type                 | County Name | Plan Name                   |               |      |      |     |     |     |     |     |     |     |     |     |   |  |
| Medical                   | SANTA CLARA | Santa Clara Family H.P.     |               |      |      | 10  | 19  |     |     | 2   | 2   | 13  | 38  |     |   |  |
|                           |             | County Subtotal             |               |      |      | 19  | 48  | 4   | 1   | 11  | 7   | 20  | 161 |     |   |  |
|                           | STANISLAUS  | Alameda Alliance For Health |               |      |      |     |     |     |     |     |     |     |     | 10  |   |  |
|                           |             | Anthem Blue Cross Partnrshp |               |      |      | 2   | 4   | 3   |     | 4   | 3   | 4   | 65  |     |   |  |
|                           |             | Contra Costa Health Plan    |               |      |      |     |     |     |     |     |     |     |     | 3   |   |  |
|                           |             | Health Net Comm Solutions   |               |      |      | 1   | 10  |     |     | 3   | 3   | 6   | 75  |     |   |  |
|                           |             | Health Plan of San Joaquin  |               |      |      |     |     |     |     |     |     |     |     | 14  |   |  |
|                           |             | Inland Empire Health Plan   |               |      |      |     |     |     |     |     |     |     |     | 6   |   |  |
|                           |             | Kern Family Health Care     |               |      |      |     |     |     |     |     |     |     |     | 3   |   |  |
|                           |             | L.A. Care Health Plan       |               |      |      |     |     |     |     |     |     |     |     |     | 2 |  |
|                           |             | Molina Healthcare Partner   |               |      |      |     |     |     |     |     |     |     |     |     | 1 |  |
|                           |             | San Francisco Health Plan   |               |      |      |     |     |     |     |     |     |     |     |     | 3 |  |
|                           |             | Santa Clara Family H.P.     |               |      |      |     |     |     |     |     |     |     | 3   | 2   |   |  |
|                           |             | County Subtotal             |               |      |      |     | 3   | 14  | 3   |     | 7   | 6   | 13  | 184 |   |  |
|                           | TULARE      | Anthem Blue Cross Partnrshp |               |      |      | 14  | 47  | 3   | 1   | 3   | 2   | 71  | 94  |     |   |  |
|                           |             | Care1st Partner Plan, LLC   |               |      |      |     |     |     |     |     |     |     |     | 4   |   |  |
|                           |             | Community Hlth Grp Partner  |               |      |      |     |     |     |     |     |     |     |     | 4   |   |  |
|                           |             | Health Net Comm Solutions   |               |      |      | 2   | 8   |     | 1   | 10  |     | 25  | 88  |     |   |  |

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|---------------------------|-------------|-----------------------------|---------------|-----|-----|-------|-----|
| Disenrollment Reason Code |             |                             | X03           | X04 | X05 |       |     |
| Plan Type                 | County Name | Plan Name                   |               |     |     |       |     |
| Medical                   | SANTA CLARA | Santa Clara Family H.P.     |               |     |     | 84    |     |
|                           |             | County Subtotal             |               | 1   |     | 272   |     |
|                           | STANISLAUS  | Alameda Alliance For Health |               |     |     | 10    |     |
|                           |             | Anthem Blue Cross Partnrshp |               |     |     | 85    |     |
|                           |             | Contra Costa Health Plan    |               |     |     | 3     |     |
|                           |             | Health Net Comm Solutions   |               |     |     | 98    |     |
|                           |             | Health Plan of San Joaquin  |               |     |     | 14    |     |
|                           |             | Inland Empire Health Plan   |               |     |     | 6     |     |
|                           |             | Kern Family Health Care     |               |     |     | 3     |     |
|                           |             | L.A. Care Health Plan       |               |     |     | 2     |     |
|                           |             | Molina Healthcare Partner   |               |     |     | 1     |     |
|                           |             | San Francisco Health Plan   |               |     |     | 3     |     |
|                           |             | Santa Clara Family H.P.     |               |     |     | 5     |     |
|                           |             | County Subtotal             |               |     |     |       | 230 |
|                           | TULARE      | Anthem Blue Cross Partnrshp |               |     | 1   |       | 236 |
|                           |             | Care1st Partner Plan, LLC   |               |     |     |       | 4   |
|                           |             | Community Hlth Grp Partner  |               |     |     |       | 4   |
|                           |             | Health Net Comm Solutions   |               |     | 1   |       | 135 |

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|---------------------------|--------------|----------------------------|---------------|------|------|-------|-------|-----|-----|-------|-----|-------|--------|-----|--|
| Disenrollment Reason Code |              |                            | E09P          | E11P | E12P | F01   | F02   | F03 | F04 | F05   | F06 | F09   | F10    | I01 |  |
| Plan Type                 | County Name  | Plan Name                  |               |      |      |       |       |     |     |       |     |       |        |     |  |
| Medical                   | TULARE       | Health Plan of San Joaquin |               |      |      |       |       |     |     |       |     |       | 1      |     |  |
|                           |              | Inland Empire Health Plan  |               |      |      |       |       |     |     |       |     |       | 5      |     |  |
|                           |              | Kern Family Health Care    |               |      |      |       |       |     |     |       |     |       |        | 10  |  |
|                           |              | L.A. Care Health Plan      |               |      |      |       |       |     |     |       | 1   | 3     | 10     |     |  |
|                           |              | Molina Healthcare Partner  |               |      |      |       |       |     |     |       |     | 2     | 3      |     |  |
|                           |              | Santa Clara Family H.P.    |               |      |      |       |       |     |     |       | 1   |       | 1      |     |  |
|                           |              | <b>County Subtotal</b>     |               |      |      |       | 16    | 55  | 3   | 2     | 13  | 4     | 101    | 220 |  |
|                           | <b>Total</b> |                            | 12            | 7    | 3    | 724   | 1,273 | 247 | 206 | 516   | 158 | 1,813 | 9,696  | 54  |  |
| <b>Total</b>              |              |                            | 13            | 7    | 3    | 1,346 | 1,585 | 464 | 447 | 1,539 | 169 | 2,495 | 13,400 | 54  |  |

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Data for transactions between 10/26/2010 12:00:00 AM and 11/23/2010

| Transaction Type          |              |                            | Disenrollment |     |     | Total  |
|---------------------------|--------------|----------------------------|---------------|-----|-----|--------|
| Disenrollment Reason Code |              |                            | X03           | X04 | X05 |        |
| Plan Type                 | County Name  | Plan Name                  |               |     |     |        |
| Medical                   | TULARE       | Health Plan of San Joaquin |               |     |     | 1      |
|                           |              | Inland Empire Health Plan  |               |     |     | 5      |
|                           |              | Kern Family Health Care    |               |     |     | 10     |
|                           |              | L.A. Care Health Plan      |               |     |     | 14     |
|                           |              | Molina Healthcare Partner  |               |     |     | 5      |
|                           |              | Santa Clara Family H.P.    |               |     |     | 2      |
|                           |              | <b>County Subtotal</b>     |               | 2   |     |        |
|                           | <b>Total</b> |                            | 23            | 191 | 73  | 14,996 |
| <b>Total</b>              |              |                            | 47            | 191 | 74  | 21,834 |

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- F01 = Could Not Choose Doctor I Wanted
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Initiation Codes:

- F06 = Moving Out Of County
- F09 = Other Reason
- F10 = No Reason Checked
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- X01 = Waiver Programs exemption
- X02 = Dental Exemption
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# COPS-17.2 – Disenrollment Summary Report

Data for transactions between 10/26/2010 12:00:00 AM and 11/23/2010

## Disenrollment Transactions by Plan Type (Medical, Dental) and Language

| Transaction Type          |               | Disenrollment |      |      |     |     |     |     |       |     |     |       |     |     |     |
|---------------------------|---------------|---------------|------|------|-----|-----|-----|-----|-------|-----|-----|-------|-----|-----|-----|
| Disenrollment Reason Code |               | E09P          | E11P | E12P | F01 | F02 | F03 | F04 | F05   | F06 | F09 | F10   | I01 | X03 | X04 |
| Plan Type                 | Language      |               |      |      |     |     |     |     |       |     |     |       |     |     |     |
| Dental                    | Arabic        |               |      |      |     |     |     |     |       |     |     | 14    |     |     |     |
|                           | Armenian      |               |      |      | 2   |     |     |     |       |     | 3   | 9     |     |     |     |
|                           | Cambodian     |               |      |      |     | 1   | 2   |     | 3     |     |     | 1     |     |     |     |
|                           | Chinese       |               |      |      | 2   | 1   | 4   |     | 1     |     |     | 20    |     |     |     |
|                           | English       | 1             |      |      | 217 | 150 | 123 | 114 | 214   | 2   | 274 | 1,627 |     | 24  |     |
|                           | Farsi         |               |      |      |     |     |     |     |       |     |     | 3     |     |     |     |
|                           | Hmong         |               |      |      | 2   | 7   |     |     |       |     | 1   | 37    |     |     |     |
|                           | Korean        |               |      |      | 2   | 1   |     |     |       |     |     | 4     |     |     |     |
|                           | No Valid Data |               |      |      |     | 2   |     |     | 1     |     |     | 7     |     |     |     |
|                           | Russian       |               |      |      |     | 23  | 1   | 3   |       |     | 5   | 57    |     |     |     |
|                           | Spanish       |               |      |      | 396 | 125 | 80  | 120 | 804   | 9   | 395 | 1,888 |     |     |     |
|                           | Tagalog       |               |      |      |     |     |     | 3   |       |     |     | 10    |     |     |     |
|                           | Vietnamese    |               |      |      | 1   | 2   | 7   | 1   |       |     | 4   | 27    |     |     |     |
| <b>Total</b>              |               | 1             |      |      | 622 | 312 | 217 | 241 | 1,023 | 11  | 682 | 3,704 |     | 24  |     |
| Medical                   | Arabic        |               |      |      | 4   | 7   | 1   |     | 3     | 4   | 26  | 86    |     |     | 2   |
|                           | Armenian      |               |      |      | 14  | 1   |     |     | 3     |     | 55  | 37    |     |     |     |

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# COPS-17.2 – Disenrollment Summary Report

Data for transactions between 10/26/2010 12:00:00 AM and 11/23/2010

| Transaction Type          |               | Disenrollment | Total        |
|---------------------------|---------------|---------------|--------------|
| Disenrollment Reason Code |               | X05           |              |
| Plan Type                 | Language      |               |              |
| Dental                    | Arabic        |               | 14           |
|                           | Armenian      |               | 14           |
|                           | Cambodian     |               | 7            |
|                           | Chinese       |               | 28           |
|                           | English       | 1             | 2,747        |
|                           | Farsi         |               | 3            |
|                           | Hmong         |               | 47           |
|                           | Korean        |               | 7            |
|                           | No Valid Data |               | 10           |
|                           | Russian       |               | 89           |
|                           | Spanish       |               | 3,817        |
|                           | Tagalog       |               | 13           |
|                           | Vietnamese    |               | 42           |
| <b>Total</b>              |               | <b>1</b>      | <b>6,838</b> |
| Medical                   | Arabic        |               | 133          |
|                           | Armenian      |               | 110          |

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# COPS-17.2 – Disenrollment Summary Report

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| Transaction Type          |                                       | Disenrollment |      |      |       |       |       |     |       |     |       |        |       |     |     |
|---------------------------|---------------------------------------|---------------|------|------|-------|-------|-------|-----|-------|-----|-------|--------|-------|-----|-----|
| Disenrollment Reason Code |                                       | E09P          | E11P | E12P | F01   | F02   | F03   | F04 | F05   | F06 | F09   | F10    | I01   | X03 | X04 |
| Plan Type                 | Language                              |               |      |      |       |       |       |     |       |     |       |        |       |     |     |
| Medical                   | Cambodian                             |               |      |      |       | 2     |       |     | 7     |     | 4     | 30     |       |     | 1   |
|                           | Chinese                               | 1             |      |      | 11    | 9     | 2     |     | 1     |     | 25    | 76     |       |     | 1   |
|                           | English                               | 10            | 5    | 2    | 496   | 804   | 200   | 143 | 360   | 95  | 1,036 | 6,182  | 33    | 23  | 141 |
|                           | Farsi                                 |               |      |      | 7     | 5     | 1     |     | 2     |     | 5     | 20     |       |     |     |
|                           | Hmong                                 | 1             |      |      |       | 21    |       | 1   |       |     | 34    | 69     | 1     |     |     |
|                           | Korean                                |               |      |      | 3     |       |       |     |       |     | 2     | 10     |       |     |     |
|                           | No Response, Client declined to state |               |      |      |       |       |       |     | 1     |     |       | 3      |       |     |     |
|                           | No Valid Data                         |               |      |      | 11    | 7     | 1     | 3   | 1     |     | 8     | 35     | 3     |     |     |
|                           | Russian                               |               |      |      | 46    | 25    |       | 1   | 8     |     | 8     | 62     |       |     |     |
|                           | Spanish                               |               | 2    | 1    | 119   | 361   | 37    | 55  | 121   | 59  | 579   | 2,925  | 17    |     | 46  |
|                           | Tagalog                               |               |      |      | 3     |       |       |     |       |     | 3     | 16     |       |     |     |
|                           | Vietnamese                            |               |      |      | 10    | 31    | 5     | 2   | 10    |     | 28    | 145    |       |     |     |
|                           | <b>Total</b>                          |               | 12   | 7    | 3     | 724   | 1,273 | 247 | 206   | 516 | 158   | 1,813  | 9,696 | 54  | 23  |
| <b>Total</b>              |                                       | 13            | 7    | 3    | 1,346 | 1,585 | 464   | 447 | 1,539 | 169 | 2,495 | 13,400 | 54    | 47  | 191 |

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|---------------------------|---------------------------------------|---------------|--------|
| Disenrollment Reason Code |                                       | X05           |        |
| Plan Type                 | Language                              |               |        |
| Medical                   | Cambodian                             |               | 44     |
|                           | Chinese                               | 5             | 131    |
|                           | English                               | 45            | 9,575  |
|                           | Farsi                                 |               | 40     |
|                           | Hmong                                 | 2             | 129    |
|                           | Korean                                |               | 15     |
|                           | No Response, Client declined to state |               | 4      |
|                           | No Valid Data                         | 4             | 73     |
|                           | Russian                               |               | 150    |
|                           | Spanish                               | 11            | 4,333  |
|                           | Tagalog                               | 1             | 23     |
|                           | Vietnamese                            | 5             | 236    |
|                           | <b>Total</b>                          |               | 73     |
| <b>Total</b>              |                                       | 74            | 21,834 |

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