



December 8, 2010

DHCS HCO 10- 6754

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 11/30/2010**

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 11/1/2010 - 11/30/2010

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
<b>Medical Plan</b>													
11/1/2010	94	142	80	60	2			39	219	-48	0.58	142	0
11/2/2010	87	126	72	54			5	28	180	-39	0.46	126	0
11/3/2010	122	112	60	51	1		5	39	190	10	0.23	112	0
11/4/2010	96	82	30	49	3			9	204	14	0.28	82	0
11/5/2010	99	39	16	21	2			7	264	60	0.28	39	0
11/8/2010	134	126	56	70			6	36	272	8	0.37	126	0
11/9/2010	153	120	86	33	1		6	76	305	33	0.33	120	0
11/10/2010	163	191	114	75	2		3	63	277	-28	0.47	190	1
11/12/2010	127	132	67	63	1	1	3	35	272	-5	0.30	132	0
11/15/2010	110	152	86	66			5	37	230	-42	0.55	152	0
11/16/2010	214	155	100	34	2	19	6	77	289	59	0.26	155	0
11/17/2010	181	110	60	49		1	3	49	360	71	0.31	110	0
11/18/2010	109	231	157	74			7	58	238	-122	0.31	231	0
11/19/2010	136	110	51	57	2		1	31	264	26	0.19	110	0
11/22/2010	139	143	76	66	1		8	50	260	-4	0.71	142	1
11/23/2010	141	207	100	100	3	4	5	56	194	-66	0.36	207	0
11/24/2010	151	199	109	90			1	57	146	-48	0.22	199	0
11/29/2010	106	70	35	30	2	3	3	25	182	36	0.43	70	0
11/30/2010	145	153	99	35		19	3	77	174	-8	0.20	153	0
<b>Medical Total</b>	<b>2,507</b>	<b>2,600</b>	<b>1,454</b>	<b>1,077</b>	<b>22</b>	<b>47</b>	<b>70</b>	<b>849</b>			<b>0.36</b>	<b>2,598</b>	<b>2</b>
<b>Dental Plan</b>													
11/2/2010	1	1		1					0	0	0.00	1	0
11/3/2010	1	1	1						0	0	0.00	1	0
11/9/2010	8	8	8				7		0	0	0.00	8	0

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11/12/2010	1	1	1						0	0	0.00	1	0
11/15/2010	1	1	1						0	0	0.00	1	0
11/16/2010	2	2	1	1			1		0	0	0.00	2	0
11/17/2010	3	3	3						0	0	0.00	3	0
11/18/2010	3	3	3						0	0	0.00	3	0
11/19/2010	1	1	1						0	0	0.00	1	0
11/22/2010	3	3	3						0	0	0.00	3	0
11/24/2010	2	2	1	1			1		0	0	0.00	2	0
11/29/2010	1	1	1						0	0	0.00	1	0
11/30/2010	3	3	3						0	0	0.00	3	0
<b>Dental Total</b>	30	30	27	3			9				0.00	30	0
<b>Total</b>	<b>2,537</b>	<b>2,630</b>	<b>1,481</b>	<b>1,080</b>	<b>22</b>	<b>47</b>	<b>79</b>	<b>849</b>			<b>0.21</b>	<b>2,628</b>	<b>2</b>