



January 10, 2011

DHCS HCO 11-7079

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 12/31/2010

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

Data for 12/1/2010 - 12/31/2010

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														
12/1/2010	178	179	65	113			1	5	40	223	-1	0.32	179	0
12/2/2010	94	116	77	39				1	24	201	-22	0.57	116	0
12/3/2010	127	112	49	63				2	23	216	15	0.12	112	0
12/6/2010	100	147	73	74				1	11	169	-47	0.48	147	0
12/7/2010	104	135	69	65	1				37	138	-31	0.38	135	0
12/8/2010	102	79	32	47					20	161	23	0.52	79	0
12/9/2010	154	134	50	83			1	3	28	181	20	0.41	133	1
12/10/2010	152	125	80	45				14	40	208	27	0.11	125	0
12/13/2010	137	139	105	33			1	3	61	206	-2	0.42	139	0
12/14/2010	139	103	52	50			1	6	44	242	36	0.36	103	0
12/15/2010	153	165	93	72				13	43	230	-12	0.17	165	0
12/16/2010	103	99	39	60				3	16	234	4	0.37	99	0
12/17/2010	132	76	50	24			2	4	25	290	56	0.09	76	0
12/20/2010	159	162	83	78			1	2	40	287	-3	0.36	162	0
12/21/2010	113	158	93	65				1	44	242	-45	0.51	158	0
12/22/2010	120	100	48	50	1		1	1	19	262	20	0.28	100	0
12/23/2010	157	164	111	52			1	14	89	255	-7	0.43	164	0
12/24/2010	91	54	9	26	4		15		5	292	37	0.13	54	0
12/27/2010	111	185	124	53			8	2	63	218	-74	0.40	185	0
12/28/2010	88	66	31	34			1	5	19	240	22	0.64	66	0
12/29/2010	52	148	78	70					23	144	-96	0.40	148	0
12/30/2010	75	139	100	38			1	4	19	80	-64	0.41	139	0
12/31/2010	102	98	55	43				4	22	84	4	0.13	98	0
Medical Total	2,743	2,883	1,566	1,277	6		34	88	755			0.35	2,882	1

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California Health Care Options

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Dental Plan													
12/3/2010	1	1	1						0	0	0.00	1	0
12/7/2010	1	1	1						0	0	0.00	1	0
12/13/2010	1	1	1						0	0	0.00	1	0
12/17/2010	2	2	2				1		0	0	0.00	2	0
12/29/2010	6	6	6				1		0	0	0.00	6	0
12/30/2010	4	4	2	2					0	0	0.00	4	0
12/31/2010	7	7	6	1					0	0	0.00	7	0
Dental Total	22	22	19	3			2				0.00	22	0
Total	2,765	2,905	1,585	1,280	6	34	90	755			0.27	2,904	1