



February 8, 2011

DHCS HCO 11-7356

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 1/31/2011

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 1/1/2011 - 1/31/2011

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													
1/3/2011	141	123	81	42			5	60	156	18	0.30	123	0
1/4/2011	75	84	38	46			3	22	147	-9	0.64	84	0
1/5/2011	50	74	44	30			1	7	123	-24	0.12	74	0
1/6/2011	132	134	44	90			9	17	121	-2	0.29	134	0
1/7/2011	163	82	59	21	1	1	6	44	202	81	0.00	82	0
1/10/2011	119	129	65	63		1		25	192	-10	0.92	129	0
1/11/2011	117	67	29	35	3		3	19	242	50	0.48	67	0
1/12/2011	173	148	86	59	2	1	5	63	267	25	0.30	148	0
1/13/2011	111	108	69	39			1	39	270	3	0.39	108	0
1/14/2011	154	150	113	37			2	39	274	4	0.22	150	0
1/18/2011	127	159	102	56	1		3	37	242	-32	0.67	159	0
1/19/2011	152	176	128	47	1		5	49	218	-24	0.31	176	0
1/20/2011	189	107	58	49			12	27	300	82	0.30	107	0
1/21/2011	125	142	81	60	1		5	49	283	-17	0.25	142	0
1/24/2011	164	217	132	81	2	2	5	80	230	-53	0.39	217	0
1/25/2011	134	141	67	74			4	27	223	-7	0.28	141	0
1/26/2011	133	159	78	61	1	19	5	63	197	-26	0.62	159	0
1/27/2011	152	146	73	58		15	2	43	203	6	0.38	146	0
1/28/2011	135	139	90	49			1	41	199	-4	0.26	139	0
1/31/2011	137	202	108	61		33	2	58	134	-65	0.62	201	1
Medical Total	2,683	2,687	1,545	1,058	12	72	79	809			0.39	2,686	1
Dental Plan													
1/7/2011	8	8	1	7				1	0	0	0.00	8	0
1/10/2011	1	1	1						0	0	0.00	1	0

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1/14/2011	1	1	1						0	0	0.00	1	0
1/20/2011	1	1	1						0	0	0.00	1	0
1/21/2011	3	3		3					0	0	0.00	3	0
1/25/2011	4	4	4				1		0	0	0.00	4	0
1/27/2011	12	12	7	5					0	0	0.00	12	0
1/31/2011	1	1		1					0	0	0.00	1	0
Dental Total	31	31	15	16			1	1			0.00	31	0
Total	2,714	2,718	1,560	1,074	12	72	80	810			0.28	2,717	1