



March 8, 2011

DHCS HCO 11-7591

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 3/1/2011

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,

for
Benjamin R. Coss
Vice President
California Health Care Options

cc: Reports File
Admin File

COPS-17.2 – Disenrollment Summary Report

Data for transactions between 1/25/2011 12:00:00 AM and 2/23/2011

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				531	163	59	181	887	2	371	1,767	
		American Health Guard				20	5	2	17	38		38	163	
		Care 1st Health Plan				25	11	4	14	15	1	30	108	
		Community Dental Svc, Inc.				3	5		2	2		7	24	
		Health Net				51	22	16	7	26		54	167	
		Liberty Dental Plan of CA				6	13	4	9	2		2	39	
		SafeGuard Dental, Inc.				16	13	7	7	8		16	76	
		Western Dental Services				38	44	25	35	29		44	221	
		County Subtotal				690	276	117	272	1,007	3	562	2,565	
	SACRAMENTO	Access Dental Plan				6	47	33	18	8		17	410	
		Community Dental Svc, Inc.				16	5	1	2	5		7	149	
		HealthNet of California				11	10	13	19	7		16	199	
		Liberty Dental Plan of CA				16	15	10	15	13	3	24	207	
		Western Dental Services		1		6	36	29	12	2		13	352	
		County Subtotal		1		55	113	86	66	35	3	77	1,317	
Total			1		745	389	203	338	1,042	6	639	3,882		
Medical	ALAMEDA	Alameda Alliance For Health			10	9	5			4	8	6	139	

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
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 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
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 X05 = MER type E -Voluntary Aid Code or County
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Transaction Type			Disenrollment				Total
Disenrollment Reason Code			X01	X03	X04	X05	
Plan Type	County Name	Plan Name					
Dental	LOS ANGELES	Access Dental Plan					3,961
		American Health Guard					283
		Care 1st Health Plan					208
		Community Dental Svc, Inc.					43
		Health Net					343
		Liberty Dental Plan of CA					75
		SafeGuard Dental, Inc.					143
		Western Dental Services					436
		County Subtotal					5,492
	SACRAMENTO	Access Dental Plan		14		2	555
		Community Dental Svc, Inc.		5			190
		HealthNet of California		3			278
		Liberty Dental Plan of CA		4		1	308
		Western Dental Services		8		4	463
County Subtotal			34		7	1,794	
Total			34		7	7,286	
Medical	ALAMEDA	Alameda Alliance For Health			2	1	184

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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	ALAMEDA	Anthem Blue Cross Partnrshp				17	21	2	4	4		10	131	2
		County Subtotal			10	26	26	2	4	8	8	16	270	2
	CONTRA COSTA	Anthem Blue Cross Partnrshp				6	8	2	2	3		3	76	
		Contra Costa Health Plan	1			4	5	6		3	2	22	123	
		County Subtotal	1			10	13	8	2	6	2	25	199	
	FRESNO	Anthem Blue Cross Partnrshp				143	266	26	22	12	1	318	1,201	
		CalViva Health				23	22	6	5	7	11	82	1,615	
		County Subtotal				166	288	32	27	19	12	400	2,816	
	KERN	Health Net Comm Solutions				34	21	8	7	13		19	262	
		Kern Family Health Care		13		23	27	11		9	2	17	236	5
		County Subtotal		13		57	48	19	7	22	2	36	498	5
	KINGS	Anthem Blue Cross Partnrshp				8	5			1		34	201	
		CalViva Health				5	2			4		39	208	
		County Subtotal				13	7			5		73	409	
	LOS ANGELES	Health Net Comm Solutions				107	276	56	44	88	23	360	1,820	7
		L.A. Care Health Plan				90	167	65	63	79	41	539	1,785	16
		County Subtotal				197	443	121	107	167	64	899	3,605	23
	MADERA	Anthem Blue Cross Partnrshp				5	1		2	5		28	244	

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			X01	X03	X04	X05		
Medical	ALAMEDA	Anthem Blue Cross Partnrsip			1		192	
		County Subtotal			3	1	376	
		CONTRA COSTA	Anthem Blue Cross Partnrsip					100
	Contra Costa Health Plan						166	
	County Subtotal						266	
	FRESNO	Anthem Blue Cross Partnrsip	1				1,990	
		CalViva Health			1		1,772	
		County Subtotal	1		1		3,762	
	KERN	Health Net Comm Solutions		2			366	
		Kern Family Health Care					343	
		County Subtotal		2			709	
	KINGS	Anthem Blue Cross Partnrsip					249	
		CalViva Health			1		259	
		County Subtotal			1		508	
	LOS ANGELES	Health Net Comm Solutions		1	65	7	2,854	
		L.A. Care Health Plan			1	70	10	2,926
		County Subtotal		2	135	17	5,780	
	MADERA	Anthem Blue Cross Partnrsip		1			286	

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Plan Type	County Name	Plan Name															
Medical	MADERA	CalViva Health				6	2	2				22	293				
		County Subtotal				11	3	2	2	5		50	537				
	MARIN	KP Cal, LLC	1														
		County Subtotal	1														
	RIVERSIDE	Inland Empire Health Plan				7	7	3	9	7	6	39	298	5			
		Molina Healthcare Partner	1		1	19	55	9	10	32	4	62	333				
		County Subtotal	1		1	26	62	12	19	39	10	101	631	5			
	SACRAMENTO	Anthem Blue Cross Partnrshp				38	117	19	5	13	1	204	318	5			
		Health Net Comm Solutions				42	31	16	11	28		108	291	1			
		KP Cal, LLC	1			1	6		3		1		30	1			
		Molina Healthcare Partner				28	29	11	3	34		19	229				
		County Subtotal	1			109	183	46	22	75	2	331	868	7			
	SAN BERNARDINO	Inland Empire Health Plan				15	17	7	4	4	21	43	325	2			
		Molina Healthcare Partner						1	20	76	17	6	48	2	45	410	2
		County Subtotal				1	35	93	24	10	52	23	88	735	4		
	SAN DIEGO	Care1st Partner Plan, LLC				26	39	4	5	39		42	177				
		Community Hlth Grp Partner						2	17	25	3	4	10	2	57	102	2
		Health Net Comm Solutions				61	63	10	11	37		71	217				

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Plan Type	County Name	Plan Name					
Medical	MADERA	CalViva Health	1		2		328
		County Subtotal	1	1	2		614
	MARIN	KP Cal, LLC					1
		County Subtotal					1
	RIVERSIDE	Inland Empire Health Plan			7	1	389
		Molina Healthcare Partner		1	5	2	534
		County Subtotal		1	12	3	923
	SACRAMENTO	Anthem Blue Cross Partnrshp		11	10	14	755
		Health Net Comm Solutions		7	1	20	556
		KP Cal, LLC		1			44
		Molina Healthcare Partner		9	1	3	366
		County Subtotal		28	12	37	1,721
	SAN BERNARDINO	Inland Empire Health Plan			13	2	453
		Molina Healthcare Partner			7	2	636
		County Subtotal			20	4	1,089
	SAN DIEGO	Care1st Partner Plan, LLC		2	2		336
		Community Hlth Grp Partner		3	4	2	233
		Health Net Comm Solutions		6	12		488

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Plan Type	County Name	Plan Name													
Medical	SAN DIEGO	KP Cal, LLC										1	11	1	
		Molina Healthcare Partner	2			15	61	9	2	16	2	38	208	1	
		County Subtotal	2		2	119	188	26	22	102	4	209	715	4	
	SAN FRANCISCO	Anthem Blue Cross Partnrshp					3				1		5	49	
		San Francisco Health Plan			8	3	3	1			1		4	48	
		County Subtotal			8	3	6	1			2		9	97	
	SAN JOAQUIN	Anthem Blue Cross Partnrshp				34	35	5	10	13			157	212	
		Health Plan of San Joaquin	10			7	17	5	6	2	3	4	123		
		County Subtotal	10			41	52	10	16	15	3	161	335		
	SANTA CLARA	Anthem Blue Cross Partnrshp				14	23	3	7	16	1	17	90		
		Santa Clara Family H.P.			5	4	30	2	5	7		12	132		
		County Subtotal			5	18	53	5	12	23	1	29	222		
	STANISLAUS	Anthem Blue Cross Partnrshp				3	3	4	1	3	1	4	83		
		Health Net Comm Solutions				5	10	1	2	19	2	21	133		
		County Subtotal				8	13	5	3	22	3	25	216		
	TULARE	Anthem Blue Cross Partnrshp				29	65	5		6		129	150		
		Health Net Comm Solutions				7	4			1	2	25	113		
		County Subtotal				36	69	5		7	2	154	263		

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Disenrollment Reason Code			X01	X03	X04	X05	
Plan Type	County Name	Plan Name					
Medical	SAN DIEGO	KP Cal, LLC					13
		Molina Healthcare Partner		2	2	1	359
		County Subtotal		13	20	3	1,429
SAN FRANCISCO	SAN FRANCISCO	Anthem Blue Cross Partnrsip					58
		San Francisco Health Plan					68
		County Subtotal					126
SAN JOAQUIN	SAN JOAQUIN	Anthem Blue Cross Partnrsip					466
		Health Plan of San Joaquin			1	2	180
		County Subtotal			1	2	646
SANTA CLARA	SANTA CLARA	Anthem Blue Cross Partnrsip			1		172
		Santa Clara Family H.P.					197
		County Subtotal			1		369
STANISLAUS	STANISLAUS	Anthem Blue Cross Partnrsip					102
		Health Net Comm Solutions					193
		County Subtotal					295
TULARE	TULARE	Anthem Blue Cross Partnrsip					384
		Health Net Comm Solutions		3			155
		County Subtotal		3			539

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Plan Type	County Name	Plan Name												
Medical	Total		16	13	27	875	1,547	318	253	569	136	2,606	12,416	50
Total			17	13	27	1,620	1,936	521	591	1,611	142	3,245	16,298	50

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Disenrollment Reason Code			X01	X03	X04	X05	
Plan Type	County Name	Plan Name					
Medical	Total		2	50	208	67	19,153
Total			2	84	208	74	26,439

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Plan Type	Language														
Dental	Arabic				1							13			
	Armenian							1			6	11			
	Cambodian							1	1		1	2			
	Chinese				3			1			3	24			
	English				235	224	137	122	175	3	231	1,795			34
	Farsi											5			
	Hmong				2		1					29			
	No Valid Data		1		3	1			2			6			
	Russian				7	3	3	8	2		10	52			
	Spanish				488	161	61	205	862	1	378	1,912			
	Tagalog				2		1			2	2	4			
	Vietnamese				4						8	29			
Total		1			745	389	203	338	1,042	6	639	3,882			34
Medical	Arabic		1		11	7		1			32	68			
	Armenian				11	6		5	1	1	130	33			
	Cambodian		1		3	8		3			9	11			

Disenrollment Reason Codes:

Initiation Codes:

E01 = Incarcerated
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 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

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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 P - Plan
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COPS-17.2 – Disenrollment Summary Report

Data for transactions between 1/25/2011 12:00:00 AM and 2/23/2011

Transaction Type		Disenrollment		Total
		X04	X05	
Disenrollment Reason Code	Plan Type	Language		
Dental	Arabic			14
	Armenian			18
	Cambodian			5
	Chinese			31
	English		6	2,962
	Farsi			5
	Hmong			32
	No Valid Data		1	14
	Russian			85
	Spanish			4,068
	Tagalog			11
	Vietnamese			41
	Total		7	7,286
Medical	Arabic	1		121
	Armenian	3		190
	Cambodian			35

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COPS-17.2 – Disenrollment Summary Report

Data for transactions between 1/25/2011 12:00:00 AM and 2/23/2011

Transaction Type		Disenrollment													
Disenrollment Reason Code		E09P	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10	I01	X01	X03
Plan Type	Language														
Medical	Chinese			2	5	12	5	4			25	61			
	English	11	11	24	606	1,005	239	155	372	101	1,443	7,583	23	1	50
	Farsi				3	4	1				5	20			
	Hmong				3	35	4	1	6		43	72			
	Korean											3			
	No Response, Client declined to state				1							1			
	No Valid Data	2			10	18	4	3	5		11	27	5		
	Russian				31	16		2	13		19	75			
	Spanish	2	1	1	175	410	64	76	169	31	857	4,333	22	1	
	Tagalog				5	5		2	1		8	15			
	Vietnamese				11	21	1	1	2	3	24	114			
Total		16	13	27	875	1,547	318	253	569	136	2,606	12,416	50	2	50
Total		17	13	27	1,620	1,936	521	591	1,611	142	3,245	16,298	50	2	84

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COPS-17.2 – Disenrollment Summary Report

Data for transactions between 1/25/2011 12:00:00 AM and 2/23/2011

Transaction Type		Disenrollment		Total
		X04	X05	
Disenrollment Reason Code	Language			
Medical	Chinese	1	2	117
	English	150	49	11,823
	Farsi	1		34
	Hmong		2	166
	Korean	1		4
	No Response, Client declined to state			2
	No Valid Data		5	90
	Russian	3		159
	Spanish	44	6	6,192
	Tagalog	1		37
	Vietnamese	3	3	183
	Total	208	67	19,153
Total		208	74	26,439

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