



March 8, 2011

DHCS HCO 11-7616

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 2/28/2011

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

California Health Care Options

Data for 2/1/2011 - 2/28/2011

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													
2/1/2011	127	135	86	47	2		11	38	227	-8	0.24	135	0
2/2/2011	119	97	46	50	1		2	25	249	22	0.16	97	0
2/3/2011	121	128	88	40			7	43	242	-7	0.30	128	0
2/4/2011	148	117	82	34		1	5	43	273	31	0.43	117	0
2/7/2011	104	122	73	47	2		14	48	255	-18	0.36	122	0
2/8/2011	174	186	120	66			1	45	243	-12	0.32	186	0
2/9/2011	158	159	77	82			8	39	242	-1	0.25	159	0
2/10/2011	121	95	54	41				34	268	26	0.43	95	0
2/11/2011	127	125	77	47	1			40	270	2	0.22	125	0
2/14/2011	103	109	71	36	1	1	1	39	264	-6	0.61	109	0
2/15/2011	123	125	68	54	1	2	2	41	262	-2	0.42	125	0
2/16/2011	106	171	126	45			2	36	197	-65	0.38	171	0
2/17/2011	111	145	99	45		1	6	35	163	-34	0.38	145	0
2/18/2011	131	103	69	34			4	37	191	28	0.19	102	1
2/22/2011	105	138	61	74	2	1	4	25	158	-33	0.73	138	0
2/23/2011	130	122	93	27	1	1	2	69	166	8	0.31	122	0
2/24/2011	158	130	65	53	3	9	5	48	194	28	0.26	130	0
2/25/2011	82	58	40	15		3	2	27	218	24	0.10	58	0
2/28/2011	158	145	74	36		35	2	63	231	13	0.44	145	0
Medical Total	2,406	2,410	1,469	873	14	54	78	775			0.35	2,409	1
Dental Plan													
2/1/2011	4	4	4						0	0	0.00	4	0
2/2/2011	9	9	8	1					0	0	0.00	9	0
2/3/2011	1	1	1				1		0	0	0.00	1	0

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2/8/2011	1	1	1				1		0	0	0.00	1	0
2/10/2011	1	1	1						0	0	0.00	1	0
2/15/2011	4	4		4					0	0	0.00	4	0
2/18/2011	14	14	14						0	0	0.00	14	0
2/22/2011	1	1		1					0	0	0.00	1	0
2/23/2011	2	2	1	1					0	0	0.00	2	0
2/25/2011	10	10	10				4		0	0	0.00	10	0
2/28/2011	2	2	2						0	0	0.00	2	0
Dental Total	49	49	42	7			6				0.00	49	0
Total	2,455	2,459	1,511	880	14	54	84	775			0.22	2,458	1