



April 8, 2011

DHCS HCO 11-7890

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 – Data for 2/24/2011 through 3/24/2011

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,

Benjamin R. Coss
Vice President
California Health Care Options

cc: Reports File
Admin File

COPS-17.2 – Disenrollment Summary Report

Data for 2/24/2011 through 3/24/2011

Disenrollment Transactions by Plan Type (Medical, Dental), County Name, and Plan Name

Transaction Type			Disenrollment												
Disenrollment Reason Code			E07D	E09P	E11B	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	
Plan Type	County Name	Plan Name													
Medical	ALAMEDA	Alameda Alliance For Health		1			4	17	9		3	6	6	5	
		Anthem Blue Cross Partnrshp						35	7	2	2	13	1	16	
		County Subtotal		1			4	52	16	2	5	19	7	21	
	CONTRA COSTA	Anthem Blue Cross Partnrshp						10	5		2	1		11	
		Contra Costa Health Plan						6		1	3	3	4	18	
		County Subtotal						16	5	1	5	4	4	29	
	FRESNO	Anthem Blue Cross Partnrshp							80	239	12	23	10	6	224
		CalViva Health							11	29	1	1	5	1	20
		County Subtotal							91	268	13	24	15	7	244
	KERN	Health Net Comm Solutions							35	33	4	6	13	1	9
		Kern Family Health Care					1		11	30	3		6	4	22
		County Subtotal					1		46	63	7	6	19	5	31
	KINGS	Anthem Blue Cross Partnrshp							2	1			4		23
		CalViva Health							5	9			10		22
		County Subtotal							7	10			14		45
	LOS ANGELES	Health Net Comm Solutions							99	219	62	36	80	6	328
		L.A. Care Health Plan		1					71	128	42	55	60	18	439

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
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 E13 = Pregnancy
 F01 = Could Not Choose Doctor I Wanted
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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
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 X05 = MER type E -Voluntary Aid Code or County
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COPS-17.2 – Disenrollment Summary Report

Data for 2/24/2011 through 3/24/2011

Transaction Type			Disenrollment					Total	
Disenrollment Reason Code			F10	I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name							
Medical	ALAMEDA	Alameda Alliance For Health	146				1		198
		Anthem Blue Cross Partnrshp	87	2		1	2		168
		County Subtotal	233	2		1	3		366
	CONTRA COSTA	Anthem Blue Cross Partnrshp	80						109
		Contra Costa Health Plan	94				4		133
		County Subtotal	174				4		242
	FRESNO	Anthem Blue Cross Partnrshp	530						1,124
		CalViva Health	301						369
		County Subtotal	831						1,493
	KERN	Health Net Comm Solutions	215				1		317
		Kern Family Health Care	143	3					223
		County Subtotal	358	3			1		540
	KINGS	Anthem Blue Cross Partnrshp	73				1		104
		CalViva Health	160		1				207
		County Subtotal	233		1		1		311
	LOS ANGELES	Health Net Comm Solutions	1,591	15		1	38	6	2,481
		L.A. Care Health Plan	1,998	9		1	74	10	2,906

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Plan Type	County Name	Plan Name													
Medical	LOS ANGELES	County Subtotal	1					170	347	104	91	140	24	767	
		MADERA	Anthem Blue Cross Partnrshp					9	2			9			15
			CalViva Health					1	7			3	7		21
	County Subtotal						10	9			3	16		36	
	RIVERSIDE	Inland Empire Health Plan		1					3	9	1	5	6	13	71
		Molina Healthcare Partner							26	56	13	8	26	2	62
		County Subtotal		1					29	65	14	13	32	15	133
	SACRAMENTO	Anthem Blue Cross Partnrshp			1				41	121	25	23	8		86
		Health Net Comm Solutions			1				25	37	10	5	11		54
		KP Cal, LLC			3							1		2	2
		Molina Healthcare Partner							10	19	5	6	13	2	21
		County Subtotal			5				76	177	40	35	32	4	163
	SAN BERNARDINO	Inland Empire Health Plan			1				6	10	3	1	9	20	52
		Molina Healthcare Partner							23	51	13	22	35	4	40
		County Subtotal			1				29	61	16	23	44	24	92
	SAN DIEGO	Care1st Partner Plan, LLC							22	25	10	2	25	1	37
		Community Hlth Grp Partner			1				11	20	5	3	5	3	45
		Health Net Comm Solutions							34	48	12	12	27	4	56

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Disenrollment Reason Code			F10	I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name							
Medical	LOS ANGELES	County Subtotal	3,589	24		2	112	16	5,387
	MADERA	Anthem Blue Cross Partnrsip	89			5	1		130
		CalViva Health	185			27	2		253
		County Subtotal	274			32	3		383
	RIVERSIDE	Inland Empire Health Plan	265	3			3		380
		Molina Healthcare Partner	322	2			2	2	521
		County Subtotal	587	5			5	2	901
	SACRAMENTO	Anthem Blue Cross Partnrsip	301	7		23	10	8	654
		Health Net Comm Solutions	195	6		13	2	30	389
		KP Cal, LLC	48			2			58
		Molina Healthcare Partner	201	1		6	2	2	288
		County Subtotal	745	14		44	14	40	1,389
	SAN BERNARDINO	Inland Empire Health Plan	388	3			8	3	504
		Molina Healthcare Partner	351				10		549
		County Subtotal	739	3			18	3	1,053
	SAN DIEGO	Care1st Partner Plan, LLC	172			3	1		298
		Community Hlth Grp Partner	120	6		3	3	1	226
		Health Net Comm Solutions	185			4	3		385

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Plan Type	County Name	Plan Name												
Medical	SAN DIEGO	KP Cal, LLC		1					2					1
		Molina Healthcare Partner			1			20	31	4	5	14		15
		County Subtotal		2	1			87	126	31	22	71	8	154
	SAN FRANCISCO	Anthem Blue Cross Partnrshp						9	1		2	4		5
		San Francisco Health Plan					12	2	2		1	2		1
		County Subtotal					12	11	3		3	6		6
	SAN JOAQUIN	Anthem Blue Cross Partnrshp						26	12	8	6	7		173
		Health Plan of San Joaquin			5		1	3	8	1		4		5
		County Subtotal			5		1	29	20	9	6	11		178
	SANTA CLARA	Anthem Blue Cross Partnrshp						13	30	8	5	13	2	20
		Santa Clara Family H.P.			1			6	12	1	1	2	2	18
		County Subtotal			1			19	42	9	6	15	4	38
	STANISLAUS	Anthem Blue Cross Partnrshp						4	6		3	3	3	4
		Health Net Comm Solutions						16	7	5		5	1	9
		County Subtotal						20	13	5	3	8	4	13
	TULARE	Anthem Blue Cross Partnrshp			2			60	50	8	5	6	3	295
		Health Net Comm Solutions						22	13	2	1	3	5	37
		County Subtotal			2			82	63	10	6	9	8	332

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Disenrollment Reason Code			F10	I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name							
Medical	SAN DIEGO	KP Cal, LLC	11						15
		Molina Healthcare Partner	156	2		2	4		254
		County Subtotal	644	8		12	11	1	1,178
	SAN FRANCISCO	Anthem Blue Cross Partnrshp	49						70
		San Francisco Health Plan	66						86
		County Subtotal	115						156
	SAN JOAQUIN	Anthem Blue Cross Partnrshp	179						411
		Health Plan of San Joaquin	123				2		152
		County Subtotal	302				2		563
	SANTA CLARA	Anthem Blue Cross Partnrshp	130				1		222
		Santa Clara Family H.P.	82				1		126
		County Subtotal	212				2		348
	STANISLAUS	Anthem Blue Cross Partnrshp	101				2		126
		Health Net Comm Solutions	111						154
		County Subtotal	212				2		280
	TULARE	Anthem Blue Cross Partnrshp	382				2		813
		Health Net Comm Solutions	110			2	1		196
		County Subtotal	492			2	3		1,009

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Disenrollment Reason Code			E07D	E09P	E11B	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	
Plan Type	County Name	Plan Name													
Medical	Total		1	18	1	1	17	774	1,288	261	251	455	114	2,282	
Dental	LOS ANGELES	Access Dental Plan						552	128	80	169	930	9	355	
		American Health Guard						23	10	8	11	40		34	
		Care 1st Health Plan						25	13	11	7	27	1	21	
		Community Dental Svc, Inc.						5			1	4		5	
		Health Net						45	16	13	7	44		53	
		Liberty Dental Plan of CA						17	11	1	3	2		7	
		SafeGuard Dental, Inc.						13	33	12	5	17		13	
		Western Dental Services						51	13	20	26	20		51	
		County Subtotal						731	224	145	229	1,084	10	539	
	SACRAMENTO	Access Dental Plan			2				8	33	8	23	6	1	11
		Community Dental Svc, Inc.							3			5	4		3
		HealthNet of California							9	8	8	7	2		12
		Liberty Dental Plan of CA							6	18	12	16	3		19
		Western Dental Services			1				4	42	18	17	1		13
County Subtotal				3				30	101	46	68	16	1	58	
Total				3				761	325	191	297	1,100	11	597	
Total			1	21	1	1	17	1,535	1,613	452	548	1,555	125	2,879	

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Disenrollment Reason Code			F10	I01	X01	X03	X04	X05		
Plan Type	County Name	Plan Name								
Medical	Total		9,740	59	1	93	181	62	15,599	
Dental	LOS ANGELES	Access Dental Plan	1,656						3,879	
		American Health Guard	140						266	
		Care 1st Health Plan	99						204	
		Community Dental Svc, Inc.	23						38	
		Health Net	194						372	
		Liberty Dental Plan of CA	40						81	
		SafeGuard Dental, Inc.	50						143	
		Western Dental Services	208						389	
		County Subtotal	2,410							5,372
	SACRAMENTO	Access Dental Plan	336			24		1	453	
		Community Dental Svc, Inc.	146			4			165	
		HealthNet of California	203			8			257	
		Liberty Dental Plan of CA	187			6			267	
		Western Dental Services	375			12		1	484	
		County Subtotal	1,247			54		2	1,626	
	Total	3,657			54		2	6,998		
	Total			13,397	59	1	147	181	64	22,597

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Disenrollment Reason Code		E07D	E09P	E11B	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10	I01	
Plan Type	Language															
Medical	Arabic						3	6			2		22	63		
	Armenian						8	9	2	7			40	46		
	Cambodian		1					2					5	29	1	
	Chinese						5	13	8	1	4	2	12	59		
	English	1	13	1	1	11	526	881	177	159	313	70	1,251	5,908	39	
	Farsi							5	1					5	15	
	Hmong						7	18		1				40	58	
	Korean						3	1							5	
	No Response, Client declined to state													2	3	
	No Valid Data						4	4	1	3	1	1	7	11	1	
	Russian						8	18		1	3		3	43		
	Spanish		3			6	199	322	70	73	131	40	869	3,361	18	
	Tagalog			1					1		1			2	15	
	Vietnamese						11	8	2	5	1	1	24	124		
Total		1	18	1	1	17	774	1,288	261	251	455	114	2,282	9,740	59	
Dental	Arabic								1	1			1	19		

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Plan Type	Language					
Medical	Arabic				1	97
	Armenian					112
	Cambodian				1	39
	Chinese				1	105
	English	1	92	132	34	9,610
	Farsi					26
	Hmong				1	125
	Korean			2		11
	No Response, Client declined to state					5
	No Valid Data				7	40
	Russian			2		78
	Spanish		1	44	6	5,143
	Tagalog				1	21
Vietnamese			1	10	187	
Total		1	93	181	62	15,599
Dental	Arabic					22

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- F03 = Doctor Did Not Meet Beneficiary Needs
- F04 = Too Far To Go
- 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
- X04 = Medical Exemption
- X05 = MER type E -Voluntary Aid Code or County
- B - Bene
- D - DHCS
- P - Plan
- S - Social Services

COPS-17.2 – Disenrollment Summary Report

Data for 2/24/2011 through 3/24/2011

Transaction Type		Disenrollment														
Disenrollment Reason Code		E07D	E09P	E11B	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10	I01	
Plan Type	Language															
Dental	Armenian						3	6			1		2	14		
	Cambodian						1			2				2		
	Chinese						4	2		1			9	28		
	English		2				257	177	114	116	248	1	212	1,670		
	Farsi						3							9		
	Hmong							2					5	22		
	Korean													3		
	No Response, Client declined to state								1							
	No Valid Data						1	1			1		1	3		
	Russian						2	1	2	5			2	54		
	Spanish		1				489	133	73	171	849	10	361	1,811		
	Tagalog						1						2	9		
	Vietnamese							2	1	1	1		2	13		
Total			3			761	325	191	297	1,100	11	597	3,657			
Total		1	21	1	1	17	1,535	1,613	452	548	1,555	125	2,879	13,397	59	

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
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COPS-17.2 – Disenrollment Summary Report

Data for 2/24/2011 through 3/24/2011

Transaction Type		Disenrollment				Total
Disenrollment Reason Code		X01	X03	X04	X05	
Plan Type	Language					
Dental	Armenian					26
	Cambodian					5
	Chinese					44
	English		54		2	2,853
	Farsi					12
	Hmong					29
	Korean					3
	No Response, Client declined to state					1
	No Valid Data					7
	Russian					66
	Spanish					3,898
	Tagalog					12
	Vietnamese					20
Total			54		2	6,998
Total		1	147	181	64	22,597

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