



May 9, 2011

DHCS HCO 11-8159

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 3/25/2011 through 4/25/2011

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 regarding this report, please contact Haiyong Li at (916) 364-6656.

Sincerely,

Benjamin R. Coss
Vice President
California Health Care Options

CC: Report File
Admin File

COPS-17.2 – Disenrollment Summary Report

Data for 3/25/2011 through 4/25/2011

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

Transaction Type			Disenrollment												
Disenrollment Reason Code			E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F09	F10	
Plan Type	County Name	Plan Name													
Medical	ALAMEDA	Alameda Alliance For Health	1			4	6	3	1	1	2	5	11	169	
		Anthem Blue Cross Partnrshp					24	12	4		8	4	23	135	
		County Subtotal	1			4	30	15	5	1	10	9	34	304	
	CONTRA COSTA	Anthem Blue Cross Partnrshp					7	3	2	4	6	2	13	77	
		Contra Costa Health Plan					18	7	1	2	13	5	9	113	
		County Subtotal					25	10	3	6	19	7	22	190	
	FRESNO	Anthem Blue Cross Partnrshp		2				81	219	25	19	11	1	181	512
		CalViva Health						6	15	5	3	1	8	30	298
		County Subtotal		2				87	234	30	22	12	9	211	810
	KERN	Health Net Comm Solutions						18	32	3	12	15	4	13	266
		Kern Family Health Care		2	9			19	14		3			17	208
		County Subtotal		2	9			37	46	3	15	15	4	30	474
	KINGS	Anthem Blue Cross Partnrshp						7	4		3	3		30	63
		CalViva Health						7	94		4	13		64	97
		County Subtotal						14	98		7	16		94	160
	LOS ANGELES	Health Net Comm Solutions						87	248	63	28	68	23	411	1,483
		L.A. Care Health Plan					5	81	141	72	28	51	50	321	2,257

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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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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COPS-17.2 – Disenrollment Summary Report

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Disenrollment Reason Code			I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name						
Medical	ALAMEDA	Alameda Alliance For Health				1		204
		Anthem Blue Cross Partnrshp	1			1		212
		County Subtotal	1			2		416
	CONTRA COSTA	Anthem Blue Cross Partnrshp	2					116
		Contra Costa Health Plan					1	169
		County Subtotal	2				1	285
	FRESNO	Anthem Blue Cross Partnrshp				2		1,053
		CalViva Health					1	367
		County Subtotal				2	1	1,420
	KERN	Health Net Comm Solutions				1		364
		Kern Family Health Care		1		4		277
		County Subtotal		1		5		641
	KINGS	Anthem Blue Cross Partnrshp						110
		CalViva Health						279
		County Subtotal						389
	LOS ANGELES	Health Net Comm Solutions	13			51	2	2,477
		L.A. Care Health Plan	8	1	1	85	3	3,104

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Disenrollment Reason Code			E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F09	F10
Plan Type	County Name	Plan Name												
Medical	LOS ANGELES	County Subtotal				5	168	389	135	56	119	73	732	3,740
		MADERA	Anthem Blue Cross PartnrsHP				3	4	2		6	2	10	101
			CalViva Health					2			11		5	220
		County Subtotal				3	6	2		17	2	15	321	
	MARIN	KP Cal, LLC										1		
		County Subtotal										1		
	RIVERSIDE	Inland Empire Health Plan					7	8	1	2	7	13	33	327
		Molina Healthcare Partner					19	56	11	17	38	7	72	384
		County Subtotal					26	64	12	19	45	20	105	711
	SACRAMENTO	Anthem Blue Cross PartnrsHP	1				18	66	9	20	15	1	84	410
		Health Net Comm Solutions					18	40	12	6	15	5	56	286
		KP Cal, LLC	2				1	1				1	3	36
		Molina Healthcare Partner					4	48	14	10	14		14	337
		County Subtotal	3				41	155	35	36	44	7	157	1,069
	SAN BERNARDINO	Inland Empire Health Plan	1				13	9	1	6	12	14	50	393
		Molina Healthcare Partner					12	56	9	18	51	9	39	407
		County Subtotal	1				25	65	10	24	63	23	89	800
	SAN DIEGO	Care1st Partner Plan, LLC					19	19	5		13		46	157

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Disenrollment Reason Code			I01	X01	X03	X04	X05		
Plan Type	County Name	Plan Name							
Medical	LOS ANGELES	County Subtotal	21	1	1	136	5	5,581	
	MADERA	Anthem Blue Cross Partnrsip				2	5	135	
		CalViva Health				2		240	
		County Subtotal				4	5	375	
	MARIN	KP Cal, LLC						1	
		County Subtotal						1	
	RIVERSIDE	Inland Empire Health Plan		1			10		409
		Molina Healthcare Partner		4		1	4	1	614
		County Subtotal		5		1	14	1	1,023
	SACRAMENTO	Anthem Blue Cross Partnrsip		8		14	9	6	661
		Health Net Comm Solutions		3		8	3	3	455
		KP Cal, LLC				3			47
		Molina Healthcare Partner		5		5	1	1	453
		County Subtotal		16		30	13	10	1,616
	SAN BERNARDINO	Inland Empire Health Plan		3			12	4	518
		Molina Healthcare Partner		2			6		609
		County Subtotal		5			18	4	1,127
	SAN DIEGO	Care1st Partner Plan, LLC					1	1	261

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Disenrollment Reason Code			E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F09	F10	
Plan Type	County Name	Plan Name													
Medical	SAN DIEGO	Community Hlth Grp Partner					18	31	9	6	5	3	46	152	
		Health Net Comm Solutions					53	59	25	16	29	5	64	179	
		KP Cal, LLC	1					3		1			1	12	
		Molina Healthcare Partner					16	56	4	1	7		35	164	
		County Subtotal	1				106	168	43	24	54	8	192	664	
	SAN FRANCISCO	Anthem Blue Cross Partnrshp					6	1	5				1	4	32
		San Francisco Health Plan	1			1	3	2	1		1	2	1	39	
		County Subtotal	1			1	9	3	6		1	3	5	71	
	SAN JOAQUIN	Anthem Blue Cross Partnrshp					14	25	7	4	2			115	195
		Health Plan of San Joaquin	3				11	1	3	4	4	2	6	111	
		County Subtotal	3				25	26	10	8	6	2	121	306	
	SANTA CLARA	Anthem Blue Cross Partnrshp					19	42	1		12	1	33	111	
		Santa Clara Family H.P.			1		12	18	5		6		10	118	
		County Subtotal			1		31	60	6		18	1	43	229	
	STANISLAUS	Anthem Blue Cross Partnrshp	1				8	5	3	9	6	6	4	96	
		Health Net Comm Solutions					9	8	1		6		12	172	
		County Subtotal	1				17	13	4	9	12	6	16	268	
	TULARE	Anthem Blue Cross Partnrshp					42	75	3	1	5	4	92	227	

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Disenrollment Reason Code			I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name						
Medical	SAN DIEGO	Community Hlth Grp Partner			2	7	1	280
		Health Net Comm Solutions	2		3	6	1	442
		KP Cal, LLC				1		19
		Molina Healthcare Partner	1		3	3		290
		County Subtotal	3		8	18	3	1,292
	SAN FRANCISCO	Anthem Blue Cross Partnrsip	1			2		52
		San Francisco Health Plan				1		52
		County Subtotal	1			3		104
	SAN JOAQUIN	Anthem Blue Cross Partnrsip				1	1	364
		Health Plan of San Joaquin					3	148
		County Subtotal				1	4	512
	SANTA CLARA	Anthem Blue Cross Partnrsip						219
		Santa Clara Family H.P.				1		171
		County Subtotal				1		390
	STANISLAUS	Anthem Blue Cross Partnrsip				1		139
		Health Net Comm Solutions						208
		County Subtotal				1		347
	TULARE	Anthem Blue Cross Partnrsip					1	450

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Transaction Type			Disenrollment											
Disenrollment Reason Code			E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F09	F10
Plan Type	County Name	Plan Name												
Medical	TULARE	Health Net Comm Solutions					3	17			8		42	131
		County Subtotal					45	92	3	1	13	4	134	358
	Total		15	9	1	10	689	1,444	307	228	464	179	2,000	10,475
Dental	LOS ANGELES	Access Dental Plan					606	193	87	193	887		356	1,709
		American Health Guard					43	6	8	9	31		43	192
		Care 1st Health Plan				1	27	6	9	3	20		35	109
		Community Dental Svc, Inc.					4	5			3		6	20
		Health Net					57	33	19	11	51	1	80	216
		Liberty Dental Plan of CA					6	2	4	2	5		4	42
		SafeGuard Dental, Inc.					14	19	7	6	16		32	74
		Western Dental Services					48	37	41	33	32	2	75	261
		County Subtotal				1	805	301	175	257	1,045	3	631	2,623
	SACRAMENTO	Access Dental Plan					5	41	25	32	5		18	398
		Community Dental Svc, Inc.					6	16	11	7	7	1	7	185
		HealthNet of California					11	6	13	10	11	1	4	239
		Liberty Dental Plan of CA						22	14	21	15		14	234
Western Dental Services			1			14	20	18	25	2		18	416	
County Subtotal		1				36	105	81	95	40	2	61	1,472	

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Disenrollment Reason Code			I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name						
Medical	TULARE	Health Net Comm Solutions			1	1		203
		County Subtotal			1	1	1	653
	Total		54	2	45	220	30	16,172
Dental	LOS ANGELES	Access Dental Plan						4,031
		American Health Guard						332
		Care 1st Health Plan						210
		Community Dental Svc, Inc.						38
		Health Net						468
		Liberty Dental Plan of CA						65
		SafeGuard Dental, Inc.						168
		Western Dental Services						529
		County Subtotal						
	SACRAMENTO	Access Dental Plan			16		1	541
		Community Dental Svc, Inc.			3			243
		HealthNet of California			5		1	301
		Liberty Dental Plan of CA			6			326
		Western Dental Services			11		1	526
County Subtotal				41		3	1,937	

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Plan Type	County Name	Plan Name												
Dental	Total		1			1	841	406	256	352	1,085	5	692	4,095
Total			16	9	1	11	1,530	1,850	563	580	1,549	184	2,692	14,570

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Disenrollment Reason Code			I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name						
Dental	Total				41		3	7,778
Total			54	2	86	220	33	23,950

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Plan Type	Language														
Medical	Arabic					1	9		3	1	1	12	44		
	Armenian					7	8	1		4		38	42		
	Cambodian											9	28		
	Chinese					7	9	6	2			20	89		
	English	12	8	1	4	487	925	217	150	328	119	1,221	6,700	33	
	Farsi					6	3			2		5	22		
	Hmong					1	23	3				38	44	1	
	Korean						2						2		
	No Response, Client declined to state	1						1				1	5		
	No Valid Data	1				7	5	1	2		1	12	18	4	1
	Russian					3	13	5	1	1		15	48		
	Spanish	1	1		6	158	423	58	69	117	55	607	3,302	16	1
	Tagalog					2	3	6	1	3		4	12		
	Vietnamese					10	21	9		8	3	18	119		
Total		15	9	1	10	689	1,444	307	228	464	179	2,000	10,475	54	2
Dental	Arabic					1		1	6				8		

Disenrollment Reason Codes:

Initiation Codes:

E01 = Incarcerated
 E02 = Prior Care
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 E06 = Foster Care/Adoption
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 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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COPS-17.2 – Disenrollment Summary Report

Data for 3/25/2011 through 4/25/2011

Transaction Type		Disenrollment			Total
Disenrollment Reason Code		X03	X04	X05	
Plan Type	Language				
Medical	Arabic				71
	Armenian		3		103
	Cambodian			1	38
	Chinese				133
	English	45	171	20	10,441
	Farsi				38
	Hmong				110
	Korean				4
	No Response, Client declined to state		1		9
	No Valid Data			1	53
	Russian		2		88
	Spanish		41	7	4,862
	Tagalog				31
Vietnamese			2	1	191
Total		45	220	30	16,172
Dental	Arabic				16

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COPS-17.2 – Disenrollment Summary Report

Data for 3/25/2011 through 4/25/2011

Transaction Type		Disenrollment													
Disenrollment Reason Code		E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F09	F10	I01	X01
Plan Type	Language														
Dental	Armenian						1		3	1		3	23		
	Cambodian					3	1						4		
	Chinese					2	1	3	1	5			21		
	English	1				238	195	152	138	215	3	235	1,870		
	Farsi											1	10		
	Hmong					1	8					4	48		
	Korean					2		1					2		
	No Valid Data					1	3	2				1	2		
	Russian					4	1	6				2	68		
	Spanish				1	584	190	88	203	862	2	441	1,994		
	Tagalog							1	1		1	5	5		
	Vietnamese					5	5	2	1	1			40		
	Total		1			1	841	406	256	352	1,085	5	692	4,095	
Total		16	9	1	11	1,530	1,850	563	580	1,549	184	2,692	14,570	54	2

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COPS-17.2 – Disenrollment Summary Report

Data for 3/25/2011 through 4/25/2011

Transaction Type		Disenrollment			Total
Disenrollment Reason Code		X03	X04	X05	
Plan Type	Language				
Dental	Armenian				31
	Cambodian				8
	Chinese				33
	English	41		2	3,090
	Farsi				11
	Hmong				61
	Korean				5
	No Valid Data				9
	Russian				81
	Spanish			1	4,366
	Tagalog				13
	Vietnamese				54
	Total		41		3
Total		86	220	33	23,950

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