



May 9, 2011

DHCS HCO 11-8184

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 – Data for 4/1/2011 through 4/30/2011

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 type Exception. 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,

Benjamin R. Coss
Vice President
California Health Care Options

CC: Report File
Admin File

COPS-37 EXCEPTION PRODUCTION ACTIVITY REPORT

California Health Care Options

Data for 4/1/2011 through 4/30/2011

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													
4/1/2011	171	240	138	96	3	3	8	40	290	-69	0.22	240	0
4/4/2011	145	193	142	50		1	4	54	242	-48	0.23	193	0
4/5/2011	214	125	88	36	1		7	42	331	89	0.26	125	0
4/6/2011	181	113	50	58	1	4	1	38	399	68	0.40	113	0
4/7/2011	105	188	99	89			3	35	316	-83	0.44	188	0
4/8/2011	134	90	69	20		1	2	41	360	44	0.17	90	0
4/11/2011	186	189	95	92	1	1	6	38	357	-3	0.39	189	0
4/12/2011	138	88	43	42	2	1	2	32	407	50	0.53	87	1
4/13/2011	169	194	116	77	1		6	34	382	-25	0.33	194	0
4/14/2011	137	132	87	44		1	9	55	387	5	0.54	132	0
4/15/2011	167	132	83	48	1		3	33	422	35	0.42	132	0
4/18/2011	153	94	56	37	1		5	43	481	59	0.69	94	0
4/19/2011	156	216	68	147	1		2	47	421	-60	0.54	216	0
4/20/2011	154	108	54	51	3			43	467	46	0.52	108	0
4/21/2011	168	264	146	110	3	5	3	26	371	-96	0.46	264	0
4/22/2011	151	255	137	118			3	31	267	-104	0.28	255	0
4/25/2011	173	129	65	62	1	1	4	45	311	44	0.74	129	0
4/26/2011	155	153	76	77			3	42	313	2	0.37	153	0
4/27/2011	164	211	89	113	4	5	5	55	266	-47	0.66	210	1
4/28/2011	147	235	118	94	2	21	7	34	178	-88	0.27	235	0
4/29/2011	200	208	104	79		25	4	65	170	-8	0.09	208	0
Medical Total	3,368	3,557	1,923	1,540	25	69	87	873			0.41	3,555	2
Dental Plan													
4/1/2011	12	12	12				1		0	0	0.00	12	0

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4/8/2011	15	15	12	3			2		0	0	0.00	15	0
4/11/2011	1	1	1						0	0	0.00	1	0
4/13/2011	7	7	7					1	0	0	0.00	7	0
4/15/2011	1	1	1						0	0	0.00	1	0
4/19/2011	1	1	1						0	0	0.00	1	0
4/21/2011	6	6	6					1	0	0	0.00	6	0
4/22/2011	2	2	2						0	0	0.00	2	0
4/25/2011	2	2	2				1		0	0	0.00	2	0
4/27/2011	6	6		6					0	0	0.00	6	0
4/28/2011	1	1		1					0	0	0.00	1	0
Dental Total	54	54	44	10			4	2			0.00	54	0
Total	3,422	3,611	1,967	1,550	25	69	91	875			0.27	3,609	2