



June 8, 2011

DHCS HCO 11-8439

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 4/26/2011 through 5/24/2011

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 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 4/26/2011 through 5/24/2011

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

Transaction Type			Disenrollment											
Disenrollment Reason Code			E08B	E09P	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10
Plan Type	County Name	Plan Name												
Dental	LOS ANGELES	Access Dental Plan					663	147	60	214	783	1	395	1,568
		American Health Guard					33	13	5	8	23		28	132
		Care 1st Health Plan					28	13	8	10	23		35	105
		Community Dental Svc, Inc.					1	11	5	5	1		6	27
		Health Net					86	25	21	26	29	1	47	170
		Liberty Dental Plan of CA					13	19	1	4	5		10	32
		SafeGuard Dental, Inc.			1		16	19	13	1	7		14	91
		Western Dental Services					53	27	29	27	25	1	53	232
		County Subtotal				1	893	274	142	295	896	3	588	2,357
	RIVERSIDE	Western Dental Services									1			
		County Subtotal									1			
	SACRAMENTO	Access Dental Plan			1		22	27	35	31	3		9	335
		Community Dental Svc, Inc.					1	7	1	1	7		12	122
		HealthNet of California					3	5	10	3	8		12	202
		Liberty Dental Plan of CA					2	6	4	11	1		11	190
		Western Dental Services					11	24	16	18	7		11	300
		County Subtotal			1		39	69	66	64	26		55	1,149

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
 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

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
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COPS-17.2 – Disenrollment Summary Report

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Transaction Type			Disenrollment				Total
Disenrollment Reason Code			I01	X03	X04	X05	
Plan Type	County Name	Plan Name					
Dental	LOS ANGELES	Access Dental Plan					3,831
		American Health Guard					242
		Care 1st Health Plan					222
		Community Dental Svc, Inc.					56
		Health Net					405
		Liberty Dental Plan of CA					84
		SafeGuard Dental, Inc.					162
		Western Dental Services					447
		County Subtotal					
	RIVERSIDE	Western Dental Services					1
		County Subtotal					
	SACRAMENTO	Access Dental Plan		9		1	473
		Community Dental Svc, Inc.					151
		HealthNet of California		2			245
		Liberty Dental Plan of CA		9			234
		Western Dental Services		6			393
		County Subtotal		26		1	1,496

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Disenrollment Reason Code			E08B	E09P	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10
Plan Type	County Name	Plan Name												
Dental	Total			1		1	932	343	208	360	922	3	643	3,506
Medical	ALAMEDA	Alameda Alliance For Health				5	7	6				4	10	155
		Anthem Blue Cross Partnrshp					13	15	3	7	11		14	125
		County Subtotal				5	20	21	3	7	11	4	24	280
	CONTRA COSTA	Anthem Blue Cross Partnrshp					6	4	5	2	2	3	12	63
		Contra Costa Health Plan		1			10	6	4	2	12		10	125
		County Subtotal		1			16	10	9	4	14	3	22	188
	FRESNO	Anthem Blue Cross Partnrshp					61	195	11	9	7	4	163	409
		CalViva Health					6	6	4	12	6	1	19	226
		County Subtotal					67	201	15	21	13	5	182	635
	KERN	Health Net Comm Solutions					45	18	7	7	13		13	222
		Kern Family Health Care			1		13	16	2	1	8	3	13	149
		County Subtotal			1		58	34	9	8	21	3	26	371
	KINGS	Anthem Blue Cross Partnrshp					1						34	42
		CalViva Health					1	1	1		4		53	74
		County Subtotal					2	1	1		4		87	116
	LOS ANGELES	Health Net Comm Solutions				1	75	187	43	38	69	7	447	1,431
		L.A. Care Health Plan				3	73	119	39	34	53	37	296	1,724

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Disenrollment Reason Code			I01	X03	X04	X05	
Plan Type	County Name	Plan Name					
Dental	Total			26		1	6,946
Medical	ALAMEDA	Alameda Alliance For Health			2	1	190
		Anthem Blue Cross Partnrshp	1				189
		County Subtotal	1		2	1	379
	CONTRA COSTA	Anthem Blue Cross Partnrshp					97
		Contra Costa Health Plan					170
		County Subtotal					267
	FRESNO	Anthem Blue Cross Partnrshp					859
		CalViva Health			1	1	282
		County Subtotal			1	1	1,141
	KERN	Health Net Comm Solutions				1	326
		Kern Family Health Care				2	208
		County Subtotal				3	534
	KINGS	Anthem Blue Cross Partnrshp					77
		CalViva Health					134
		County Subtotal					211
LOS ANGELES	Health Net Comm Solutions	9	2	46	1	2,356	
	L.A. Care Health Plan	4	2	60	11	2,455	

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Plan Type	County Name	Plan Name													
Medical	LOS ANGELES	County Subtotal				4	148	306	82	72	122	44	743	3,155	
		MADERA	Anthem Blue Cross Partnrshp				7	8				5		8	111
			CalViva Health				1	4				2	4	6	188
			County Subtotal				8	12				7	4	14	299
	RIVERSIDE	Inland Empire Health Plan					3	11	6	2	2	13	37	279	
		Molina Healthcare Partner					13	25	10	3	39	1	56	336	
		County Subtotal					16	36	16	5	41	14	93	615	
	SACRAMENTO	Anthem Blue Cross Partnrshp					20	39	17	16	10	2	77	294	
		Health Net Comm Solutions					22	32	14	5	7		61	236	
		KP Cal, LLC			2		1						5	25	
		Molina Healthcare Partner					12	18	15	8	17	1	10	196	
		County Subtotal			2		55	89	46	29	34	3	153	751	
	SAN BERNARDINO	Inland Empire Health Plan			1		5	11		5	12	23	54	360	
		Molina Healthcare Partner					24	40	5	8	44	10	54	355	
		County Subtotal			1		29	51	5	13	56	33	108	715	
	SAN DIEGO	Care1st Partner Plan, LLC			1		25	18	4	6	16		38	132	
		Community Hlth Grp Partner					13	3	7	6	5	3	47	77	
		Health Net Comm Solutions					35	47	25	6	27		56	154	

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Disenrollment Reason Code			I01	X03	X04	X05	
Plan Type	County Name	Plan Name					
Medical	LOS ANGELES	County Subtotal	13	4	106	12	4,811
	MADERA	Anthem Blue Cross Partnrsip		3			142
		CalViva Health			3		208
		County Subtotal			6		350
	RIVERSIDE	Inland Empire Health Plan	2	1	7		363
		Molina Healthcare Partner		1	1	3	488
		County Subtotal	2	2	8	3	851
	SACRAMENTO	Anthem Blue Cross Partnrsip	8	14	8	2	507
		Health Net Comm Solutions	3	7	1	2	390
		KP Cal, LLC					33
		Molina Healthcare Partner	1	6	3		287
		County Subtotal	12	27	12	4	1,217
	SAN BERNARDINO	Inland Empire Health Plan			13		484
		Molina Healthcare Partner	2		2	1	545
		County Subtotal	2		15	1	1,029
	SAN DIEGO	Care1st Partner Plan, LLC	1	3	2		246
		Community Hlth Grp Partner	3	3	8		175
		Health Net Comm Solutions		2	3	1	356

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Plan Type	County Name	Plan Name													
Medical	SAN DIEGO	KP Cal, LLC		1				1	1				9	2	
		Molina Healthcare Partner		1			18	42	2	1	11		14	163	
		County Subtotal		3			91	111	39	19	59	3	164	528	
	SAN FRANCISCO	Anthem Blue Cross Partnrshp					1	2						1	57
		San Francisco Health Plan				4	1	4			4	3	1	48	
		County Subtotal				4	2	6			4	3	2	105	
	SAN JOAQUIN	Anthem Blue Cross Partnrshp					22	22	3	7	10	3	109	129	
		Health Plan of San Joaquin			2		5	4	3		3	4	16	88	
		County Subtotal			2		27	26	6	7	13	7	125	217	
	SANTA CLARA	Anthem Blue Cross Partnrshp					18	17	4	4	11		15	104	
		Santa Clara Family H.P.					3	9	2		2	3	12	67	
		County Subtotal					21	26	6	4	13	3	27	171	
	STANISLAUS	Anthem Blue Cross Partnrshp					3	7	2	3	1		13	68	
		Health Net Comm Solutions	1				8	6		2	15		12	141	
		County Subtotal	1				11	13	2	5	16		25	209	
	TULARE	Anthem Blue Cross Partnrshp					13	48	1	4			69	144	
		Health Net Comm Solutions					3	8	3	1	8		13	88	
		County Subtotal					16	56	4	5	8		82	232	

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Disenrollment Reason Code			I01	X03	X04	X05	
Plan Type	County Name	Plan Name					
Medical	SAN DIEGO	KP Cal, LLC					14
		Molina Healthcare Partner	2	3	4	2	263
		County Subtotal	6	11	17	3	1,054
SAN FRANCISCO	SAN FRANCISCO	Anthem Blue Cross Partnrsip					61
		San Francisco Health Plan					65
		County Subtotal					126
SAN JOAQUIN	SAN JOAQUIN	Anthem Blue Cross Partnrsip					305
		Health Plan of San Joaquin				1	126
		County Subtotal				1	431
SANTA CLARA	SANTA CLARA	Anthem Blue Cross Partnrsip	1				174
		Santa Clara Family H.P.			1	1	100
		County Subtotal	1		1	1	274
STANISLAUS	STANISLAUS	Anthem Blue Cross Partnrsip					97
		Health Net Comm Solutions			1		186
		County Subtotal			1		283
TULARE	TULARE	Anthem Blue Cross Partnrsip			1		280
		Health Net Comm Solutions					124
		County Subtotal			1		404

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Plan Type	County Name	Plan Name												
Medical	Total		1	9	1	13	587	999	243	199	436	129	1,877	8,587
Total			1	10	1	14	1,519	1,342	451	559	1,358	132	2,520	12,093

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Transaction Type Disenrollment Reason Code Plan Type County Name Plan Name			Disenrollment				Total
			I01	X03	X04	X05	
Medical	Total		37	50	164	30	13,362
Total			37	76	164	31	20,308

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Plan Type	Language														
Dental	Arabic												6		
	Armenian					3	1					6	12		
	Chinese					1	4	7				2	24		
	English		1		1	284	169	114	121	201	1	247	1,658		26
	Farsi											3	1		
	Hmong					6	3	1					25		
	Korean					10			1			1	4		
	No Valid Data					2	2			2		1	6		
	Russian								7			2	52		
	Spanish					626	158	86	230	718	2	377	1,699		
	Tagalog							3	1			1	3		
	Vietnamese							3		1		3	16		
Total			1		1	932	343	208	360	922	3	643	3,506		26
Medical	Arabic					8	5	3	1	1		5	34		
	Armenian					13	1			2		38	31		
	Cambodian					3				1		8	28		

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 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
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 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 4/26/2011 through 5/24/2011

Transaction Type		Disenrollment		Total
		X04	X05	
Disenrollment Reason Code	Plan Type	Language		
Dental	Arabic			6
	Armenian			22
	Chinese			38
	English		1	2,824
	Farsi			4
	Hmong			35
	Korean			16
	No Valid Data			13
	Russian			61
	Spanish			3,896
	Tagalog			8
	Vietnamese			23
	Total		1	6,946
Medical	Arabic			57
	Armenian	3		88
	Cambodian	1		41

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
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COPS-17.2 – Disenrollment Summary Report

Data for 4/26/2011 through 5/24/2011

Transaction Type		Disenrollment													
Disenrollment Reason Code		E08B	E09P	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10	I01	X03
Plan Type	Language														
Medical	Chinese				1	11	19	2	4			15	65		
	English	1	4	1	7	416	699	165	121	312	99	1,049	5,666	26	48
	Farsi					1	1	3		1		2	20		
	Hmong					1	6			3		35	59		
	Korean					4		1					2		
	No Response, Client declined to state									1		1			
	No Valid Data		1			7	5	1		2		10	36		1
	Russian				1	3	5						11	31	2
	Spanish		3		4	112	250	67	72	107	30	661	2,500	8	1
	Tagalog			1		2	3	1	1	3		1	4	1	
	Vietnamese					6	5			3		41	111		
Total		1	9	1	13	587	999	243	199	436	129	1,877	8,587	37	50
Total		1	10	1	14	1,519	1,342	451	559	1,358	132	2,520	12,093	37	76

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COPS-17.2 – Disenrollment Summary Report

Data for 4/26/2011 through 5/24/2011

Transaction Type		Disenrollment		Total
		X04	X05	
Disenrollment Reason Code	Language			
Plan Type	Language			
Medical	Chinese	1		118
	English	117	19	8,750
	Farsi	1		29
	Hmong		1	105
	Korean			7
	No Response, Client declined to state			2
	No Valid Data			63
	Russian			53
	Spanish	39	9	3,863
	Tagalog	1	1	19
	Vietnamese	1		167
	Total		164	30
Total		164	31	20,308

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