



June 8, 2011

DHCS HCO 11-8465

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 5/1/2011 through 5/31/2011

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,



for

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 5/1/2011 through 5/31/2011

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													
5/2/2011	181	132	43	88		1	6	25	319	49	0.42	132	0
5/3/2011	173	111	61	45	3	2	6	30	381	62	0.32	111	0
5/4/2011	204	223	87	135	1		6	50	362	-19	0.13	223	0
5/5/2011	132	103	47	54	1	1	1	6	391	29	0.58	103	0
5/6/2011	220	129	59	68	1	1	9	30	482	91	0.13	129	0
5/9/2011	218	131	57	71		3	3	19	569	87	0.45	131	0
5/10/2011	234	194	78	112	2	2	9	28	609	40	0.35	194	0
5/11/2011	177	133	75	56	1	1	4	27	653	44	0.30	133	0
5/12/2011	230	134	50	83	1		7	24	749	96	0.22	134	0
5/13/2011	232	172	76	94	1	1	7	42	809	60	0.19	172	0
5/16/2011	220	148	61	84	2	1	6	45	881	72	0.74	148	0
5/17/2011	261	130	46	80	4		6	21	1,012	131	0.58	130	0
5/18/2011	249	219	80	136	2	1	1	34	1,042	30	0.38	219	0
5/19/2011	211	293	122	142	3	26	9	47	960	-82	0.54	293	0
5/20/2011	228	319	161	140	3	15	3	74	869	-91	0.54	319	0
5/23/2011	211	366	182	144	1	39	4	43	714	-155	0.54	366	0
5/24/2011	239	219	79	75	2	63	4	65	734	20	0.23	219	0
5/25/2011	240	273	83	126	3	61	3	40	701	-33	0.30	273	0
5/26/2011	213	255	48	107	2	98	2	15	659	-42	0.33	255	0
5/27/2011	200	412	137	184	3	88	4	48	447	-212	0.34	412	0
5/31/2011	316	444	97	227	5	115	6	56	319	-128	0.20	444	0
Medical Total	4,589	4,540	1,729	2,251	41	519	106	769			0.37	4,540	0
Dental Plan													
5/3/2011	4	4	4						0	0	0.00	4	0

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5/5/2011	4	4	4						0	0	0.00	4	0
5/6/2011	1	1	1						0	0	0.00	1	0
5/9/2011	1	1	1						0	0	0.00	1	0
5/12/2011	1	1	1						0	0	0.00	1	0
5/18/2011	8	8		8					0	0	0.00	8	0
5/19/2011	14	14	13	1			2		0	0	0.00	14	0
5/20/2011	3	3	3				1		0	0	0.00	3	0
5/23/2011	1	1	1				1		0	0	0.00	1	0
5/24/2011	1	1		1					0	0	0.00	1	0
5/25/2011	1	1	1						0	0	0.00	1	0
5/27/2011	1	1	1						0	0	0.00	1	0
Dental Total	40	40	30	10			4				0.00	40	0
Total	4,629	4,580	1,759	2,261	41	519	110	769			0.24	4,580	0