



July 11, 2011

DHCS HCO 11-8714

Ms. Tanya Homman, Chief
Department of Health Care Services
Medi-Cal Managed Care Division
MS 4400
P.O. Box 997413
Sacramento, CA 95899-7413

COPS-17 DISENROLLMENT SUMMARY REPORT – Data for 5/25/2011 through 6/27/2011

Reference: Health Care Options Contract #07-65829 - 6.5.2.2.F.3-4
C #1009-0646 dated October 30, 2009

Dear Ms. Homman:

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,



for

Benjamin R. Coss
Vice President
California Health Care Options

CC: Report File
Admin File

COPS-17.2 – Disenrollment Summary Report

Data for 5/25/2011 through 6/27/2011

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													
Dental	LOS ANGELES	Access Dental Plan				4	724	143	55	172	786	8	425	1,694	
		American Health Guard					22	1	4	8	31		20	121	
		Care 1st Health Plan					22	20	17	15	18	2	25	84	
		Community Dental Svc, Inc.					4	3			1		4	27	
		Health Net					69	17	11	22	51		45	190	
		Liberty Dental Plan of CA					6	11	4	1	6		7	40	
		SafeGuard Dental, Inc.					20	12	6	4	16		15	51	
		Western Dental Services					55	35	16	26	32	2	57	235	
		County Subtotal				4	922	242	113	248	941	12	598	2,442	
	SACRAMENTO	Access Dental Plan		1				6	30	17	38	2	3	26	421
		Community Dental Svc, Inc.						3	9	3	13	7		12	159
		HealthNet of California						4	9	6	4	4		10	262
		Liberty Dental Plan of CA						22	22	11	7	15		14	214
		Western Dental Services						19	29	25	13	7	2	19	423
County Subtotal			1				54	99	62	75	35	5	81	1,479	
Total			1			4	976	341	175	323	976	17	679	3,921	
Medical	ALAMEDA	Alameda Alliance For Health	4			4	7	2	2	3	2	1	9	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
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 E09 = Long Term Care
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 E11 = Other Health Coverage
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 E13 = Pregnancy
 F01 = Could Not Choose Doctor I Wanted
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 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
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 X05 = MER type E -Voluntary Aid Code or County
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COPS-17.2 – Disenrollment Summary Report

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Transaction Type			Disenrollment					Total
Disenrollment Reason Code			I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name						
Dental	LOS ANGELES	Access Dental Plan						4,011
		American Health Guard						207
		Care 1st Health Plan						203
		Community Dental Svc, Inc.						39
		Health Net						405
		Liberty Dental Plan of CA						75
		SafeGuard Dental, Inc.						124
		Western Dental Services						458
		County Subtotal						5,522
	SACRAMENTO	Access Dental Plan				5		549
		Community Dental Svc, Inc.						206
		HealthNet of California				3		302
		Liberty Dental Plan of CA				1		306
		Western Dental Services				2		539
County Subtotal					11		1,902	
Total					11		7,424	
Medical	ALAMEDA	Alameda Alliance For Health					2	185

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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	ALAMEDA	Anthem Blue Cross Partnrshp					8	11	4	7	8		16	123	
		County Subtotal	4			4	15	13	6	10	10	1	25	272	
	CONTRA COSTA	Anthem Blue Cross Partnrshp					15	3	2	3	5	2	7	61	
		Contra Costa Health Plan				4	8	7	1	1	6	1	18	121	
		County Subtotal				4	23	10	3	4	11	3	25	182	
	FRESNO	Anthem Blue Cross Partnrshp					46	186	9	10	11	3	92	517	
		CalViva Health					11	27	4	12	5		23	305	
		County Subtotal					57	213	13	22	16	3	115	822	
	KERN	Health Net Comm Solutions					38	26	15	3	12	3	12	253	
		Kern Family Health Care		1	3		17	28	5		3		10	221	
		County Subtotal		1	3		55	54	20	3	15	3	22	474	
	KINGS	Anthem Blue Cross Partnrshp					2	1					1	24	31
		CalViva Health					2	7			1	2	22	67	
		County Subtotal					4	8			1	3	46	98	
	LOS ANGELES	Health Net Comm Solutions					63	183	71	34	64	9	811	1,895	
		L.A. Care Health Plan			1	8	10	85	152	47	29	80	28	314	1,966
		County Subtotal			1	8	10	148	335	118	63	144	37	1,125	3,861
	MADERA	Anthem Blue Cross Partnrshp					9	14			1		9	212	

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Disenrollment Reason Code			I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name						
Medical	ALAMEDA	Anthem Blue Cross Partnrsip						177
		County Subtotal					2	362
	CONTRA COSTA	Anthem Blue Cross Partnrsip	1					99
		Contra Costa Health Plan						167
		County Subtotal	1					266
	FRESNO	Anthem Blue Cross Partnrsip						874
		CalViva Health				1		388
		County Subtotal				1		1,262
	KERN	Health Net Comm Solutions				2		364
		Kern Family Health Care	1	1		4		295
		County Subtotal	1	1		6		659
	KINGS	Anthem Blue Cross Partnrsip						59
		CalViva Health						101
		County Subtotal						160
	LOS ANGELES	Health Net Comm Solutions	9	2		53	5	3,199
		L.A. Care Health Plan	3	7	1	105	7	2,843
		County Subtotal	12	9	1	158	12	6,042
	MADERA	Anthem Blue Cross Partnrsip			7			252

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Plan Type	County Name	Plan Name												
Medical	MADERA	CalViva Health							2	2	6		1	142
		County Subtotal					9	14	2	2	7		10	354
	RIVERSIDE	Inland Empire Health Plan					7	11	3	3	5	10	72	342
		Molina Healthcare Partner					19	39	12	11	47	2	36	411
		County Subtotal					26	50	15	14	52	12	108	753
	SACRAMENTO	Anthem Blue Cross Partnrshp					38	49	17	18	10	4	61	402
		Health Net Comm Solutions					22	16	11	6	11		52	296
		KP Cal, LLC		3				1	1			3	1	26
		Molina Healthcare Partner					12	19	5	16	39		15	241
		County Subtotal		3			72	85	34	40	60	7	129	965
	SAN BERNARDINO	Inland Empire Health Plan		1			16	6	5	12	5	5	39	392
		Molina Healthcare Partner					20	56	10	12	55	11	65	460
		County Subtotal		1			36	62	15	24	60	16	104	852
	SAN DIEGO	Care1st Partner Plan, LLC				1	12	26	4	8	27	1	51	127
		Community Hlth Grp Partner					13	11	2	3	7	1	44	144
		Health Net Comm Solutions					40	54	10	17	35	6	58	175
		KP Cal, LLC						1	1	1			1	12
		Molina Healthcare Partner					19	45	7	8	14	2	21	165

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Plan Type	County Name	Plan Name						
Medical	MADERA	CalViva Health			1			154
		County Subtotal			8			406
	RIVERSIDE	Inland Empire Health Plan	1	1	1	7	1	464
		Molina Healthcare Partner				4	1	582
		County Subtotal	1	1	1	11	2	1,046
	SACRAMENTO	Anthem Blue Cross Partnrshp	5		6	5	2	617
		Health Net Comm Solutions	1		6	4	1	426
		KP Cal, LLC						35
		Molina Healthcare Partner	1		3	5	1	357
		County Subtotal	7		15	14	4	1,435
		SAN BERNARDINO	Inland Empire Health Plan	2	1		9	3
	Molina Healthcare Partner		1			2	2	694
	County Subtotal		3	1		11	5	1,190
	SAN DIEGO	Care1st Partner Plan, LLC			3	4	1	265
		Community Hlth Grp Partner	3		1	2	2	233
		Health Net Comm Solutions	3	1	2	2		403
		KP Cal, LLC			1			17
		Molina Healthcare Partner	3			1		285

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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	County Subtotal				1	84	137	24	37	83	10	175	623	
	SAN FRANCISCO	Anthem Blue Cross Partnrshp					4	4		2	4		2	96	
		San Francisco Health Plan				9	3	12	2		3		9	52	
		County Subtotal				9	7	16	2	2	7		11	148	
	SAN JOAQUIN	Anthem Blue Cross Partnrshp					20	24	12		14	1	63	173	
		Health Plan of San Joaquin	6				11	8	8		2	4	12	108	
		County Subtotal	6				31	32	20		16	5	75	281	
	SANTA CLARA	Anthem Blue Cross Partnrshp			2		12	20	8	1	9	2	11	92	
		Santa Clara Family H.P.				3	3	15	6	3	4	2	6	82	
		County Subtotal			2	3	15	35	14	4	13	4	17	174	
	STANISLAUS	Anthem Blue Cross Partnrshp					4	3	2			1	6	84	
		Health Net Comm Solutions					10	9		4	5	2	16	160	
		County Subtotal					14	12	2	4	5	3	22	244	
	TULARE	Anthem Blue Cross Partnrshp					14	46	1	6			64	182	
		Health Net Comm Solutions					5	17	6		4		41	128	
		County Subtotal					19	63	7	6	4		105	310	
	Total			15	4	10	32	615	1,139	295	235	504	107	2,114	10,413
	Total			16	4	10	36	1,591	1,480	470	558	1,480	124	2,793	14,334

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Disenrollment Reason Code			I01	X01	X03	X04	X05		
Plan Type	County Name	Plan Name							
Medical	SAN DIEGO	County Subtotal	9	1	7	9	3	1,203	
	SAN FRANCISCO	Anthem Blue Cross Partnrsip						112	
		San Francisco Health Plan				1		91	
		County Subtotal				1		203	
	SAN JOAQUIN	Anthem Blue Cross Partnrsip				1		308	
		Health Plan of San Joaquin				1	1	161	
		County Subtotal				2	1	469	
	SANTA CLARA	Anthem Blue Cross Partnrsip						157	
		Santa Clara Family H.P.			1	3	1	129	
		County Subtotal			1	3	1	286	
	STANISLAUS	Anthem Blue Cross Partnrsip				1		101	
		Health Net Comm Solutions			1			207	
		County Subtotal			1	1		308	
	TULARE	Anthem Blue Cross Partnrsip				1		314	
		Health Net Comm Solutions			1	2	2	206	
		County Subtotal			1	3	2	520	
	Total			34	14	34	220	32	15,817
	Total			34	14	45	220	32	23,241

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Disenrollment Reason Code		E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F09	F10	I01	X01
Plan Type	Language														
Dental	Arabic								1				5		
	Armenian					2						3	17		
	Cambodian					1	3								
	Chinese					4	7	2	2			7	17		
	English	1			2	312	166	110	120	254	7	239	1,968		
	Farsi													1	
	Hmong							3	2	1		2	22		
	Korean												1	6	
	No Valid Data					2				1		1	10		
	Russian					3	14		6	6		10	52		
	Spanish				2	649	149	60	192	714	10	414	1,796		
	Tagalog					2	2							2	
	Vietnamese					1						2	25		
Total		1			4	976	341	175	323	976	17	679	3,921		
Medical	Arabic					4	4					9	51		
	Armenian					4	6		1	2		39	80		

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Disenrollment Reason Code		X03	X04	X05	
Plan Type	Language				
Dental	Arabic				6
	Armenian				22
	Cambodian				4
	Chinese				39
	English	11			3,190
	Farsi				1
	Hmong				30
	Korean				7
	No Valid Data				14
	Russian				91
	Spanish				3,986
	Tagalog				6
	Vietnamese				28
Total		11			7,424
Medical	Arabic				68
	Armenian		5		137

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COPS-17.2 – Disenrollment Summary Report

Data for 5/25/2011 through 6/27/2011

Transaction Type		Disenrollment													
		E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F09	F10	I01	X01
Disenrollment Reason Code	Language														
Plan Type	Language														
Medical	Cambodian					2	3		1			10	33		
	Chinese					11	12	2	6	6		27	125		1
	English	12	3	10	26	439	779	215	144	329	79	1,012	6,675	20	7
	Farsi					3	1		1	2		1	21		
	Hmong	1				13	11	4	7	2		7	43		
	Korean							2				2	8		
	No Response, Client declined to state					1						3	4		
	No Valid Data	1			1	13	6	2		9		12	58	3	1
	Russian					2	20		6	15		18	53		3
	Spanish	1	1		5	116	275	70	67	135	26	953	3,118	11	2
	Tagalog					3	5	2	2			5	15		
	Vietnamese					4	15			4	2	16	129		
	Total		15	4	10	32	615	1,139	295	235	504	107	2,114	10,413	34
Total		16	4	10	36	1,591	1,480	470	558	1,480	124	2,793	14,334	34	14

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
 D - DHCS
 P - Plan
 S - Social Services

COPS-17.2 – Disenrollment Summary Report

Data for 5/25/2011 through 6/27/2011

Transaction Type		Disenrollment			Total
Disenrollment Reason Code		X03	X04	X05	
Plan Type	Language				
Medical	Cambodian		2	1	52
	Chinese		1		191
	English	33	153	17	9,953
	Farsi		1		30
	Hmong				88
	Korean				12
	No Response, Client declined to state				8
	No Valid Data	1	7	2	116
	Russian		1	1	119
	Spanish		48	8	4,836
	Tagalog		1	2	35
	Vietnamese		1	1	172
Total		34	220	32	15,817
Total		45	220	32	23,241

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