



July 1, 2011

DHCS HCO 11-8626

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-37 EXCEPTION PRODUCTION ACTIVITY REPORT – Data for 6/1/2011 through 6/30/2011

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. Homman:

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 6/1/2011 through 6/30/2011

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													
6/1/2011	205	207	97	106	3	1	5	30	947	-2	0.71	207	0
6/2/2011	301	228	68	156	1	3	10	21	1,020	73	0.41	228	0
6/3/2011	231	261	103	158			7	31	990	-30	0.46	261	0
6/6/2011	216	256	118	135	2	1	10	40	950	-40	0.69	256	0
6/7/2011	264	239	111	124	1	3	3	39	975	25	0.62	239	0
6/8/2011	278	227	76	140	1	10	9	41	1,026	51	0.70	227	0
6/9/2011	286	239	77	155	1	6	8	28	1,073	47	0.56	239	0
6/10/2011	239	231	124	99	2	6	6	26	1,081	8	0.55	231	0
6/12/2011	2	2	2				2		1,081	0	-0.50	2	0
6/13/2011	284	264	97	71	3	93	5	70	1,101	20	0.29	264	0
6/14/2011	245	292	35	136	3	118	4	25	1,054	-47	0.51	292	0
6/15/2011	223	263	48	86	1	128	3	17	1,014	-40	0.32	263	0
6/16/2011	329	357	99	117	3	138	6	58	986	-28	0.29	357	0
6/17/2011	324	413	129	136	4	144	5	68	897	-89	0.27	413	0
6/20/2011	304	390	97	142	3	148	9	39	811	-86	0.39	390	0
6/21/2011	314	377	53	167	1	156	4	17	748	-63	0.33	377	0
6/22/2011	317	344	78	129	4	133	5	50	721	-27	0.21	344	0
6/23/2011	220	404	154	130	2	118	3	45	537	-184	0.53	404	0
6/24/2011	257	294	69	79	3	143	8	43	500	-37	0.22	294	0
6/27/2011	288	399	113	134	2	150	2	48	389	-111	0.65	399	0
6/28/2011	273	360	90	136	5	129	6	57	302	-87	0.44	360	0
6/29/2011	322	515	128	230	1	156	9	52	109	-193	0.32	515	0
6/30/2011	226	289	73	88	10	118	5	39	46	-63	2.44	289	0
Medical Total	5,948	6,851	2,039	2,854	56	1,902	134	884			0.50	6,851	0

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Dental Plan													
6/3/2011	7	7	7						0	0	0.00	7	0
6/15/2011	1	1	1						0	0	0.00	1	0
6/21/2011	2	2	2						0	0	0.00	2	0
6/24/2011	10	10		10					0	0	0.00	10	0
6/29/2011	4	4	4				1	1	0	0	0.00	4	0
Dental Total	24	24	14	10			1	1			0.00	24	0
Total	5,972	6,875	2,053	2,864	56	1,902	135	885			0.41	6,875	0