



August 8, 2011

DHCS HCO 11-9005

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 7/1/2011 through 7/31/2011**

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. 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,

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 7/1/2011 through 7/31/2011

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
<b>Medical Plan</b>													
7/1/2011	204	222	28	80	2	112	4	12	1,450	-18	0.20	222	0
7/5/2011	289	333	108	99	2	124	5	70	1,406	-44	0.39	333	0
7/6/2011	270	290	73	79	2	136	9	48	1,386	-20	0.37	290	0
7/7/2011	290	358	71	141	1	145	2	35	1,318	-68	0.38	358	0
7/8/2011	291	303	69	87	3	144	9	36	1,306	-12	0.12	303	0
7/11/2011	306	395	115	128	2	150	12	62	1,217	-89	0.44	395	0
7/12/2011	322	384	105	103	4	172	12	59	1,155	-62	0.47	384	0
7/13/2011	376	451	113	160	5	173	6	65	1,080	-75	0.47	451	0
7/14/2011	253	330	58	159	1	112	8	32	1,003	-77	0.56	330	0
7/15/2011	238	297	59	108	3	127	3	33	944	-59	0.40	297	0
7/18/2011	424	455	110	138	4	203	7	74	913	-31	0.24	455	0
7/19/2011	354	409	95	118	4	192	5	66	858	-55	0.52	409	0
7/20/2011	244	355	66	159	5	125	3	34	747	-111	0.57	355	0
7/21/2011	288	364	68	140	1	155	3	48	671	-76	0.35	364	0
7/22/2011	265	292	86	95		111	4	53	644	-27	0.29	292	0
7/25/2011	324	384	89	135	1	159	4	52	584	-60	0.48	384	0
7/26/2011	241	404	107	177	1	119	4	45	421	-163	0.87	404	0
7/27/2011	368	449	104	173	13	159	5	66	340	-81	0.85	449	0
7/28/2011	304	346	104	99	3	140	9	62	298	-42	0.51	346	0
7/29/2011	400	444	137	151	1	155	11	86	254	-44	0.34	444	0
<b>Medical Total</b>	6,051	7,265	1,765	2,529	58	2,913	125	1,038			0.44	7,265	0
<b>Dental Plan</b>													
7/6/2011	5	5	2	3			1		0	0	0.00	5	0
7/21/2011	1	1	1						0	0	0.00	1	0

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7/26/2011	1	1		1					0	0	0.00	1	0
7/27/2011	5	5	5				1		0	0	0.00	5	0
7/28/2011	4	4	2	2					0	0	0.00	4	0
7/29/2011	4	4	4				4		0	0	0.00	4	0
<b>Dental Total</b>	20	20	14	6			6				0.00	20	0
<b>Total</b>	<b>6,071</b>	<b>7,285</b>	<b>1,779</b>	<b>2,535</b>	<b>58</b>	<b>2,913</b>	<b>131</b>	<b>1,038</b>			<b>0.34</b>	<b>7,285</b>	<b>0</b>