



September 9, 2011

DHCS HCO 11-9263

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 7/26/2011 through 8/25/2011

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,

Benjamin R. Coss
Vice President
California Health Care Options

CC: Report File
Admin File

COPS-17.2 – Disenrollment Summary Report

Data for 7/26/2011 through 8/25/2011

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

Transaction Type			Disenrollment												
Disenrollment Reason Code			E07P	E09P	E11B	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	
Plan Type	County Name	Plan Name													
Dental	LOS ANGELES	Access Dental Plan							606	176	83	183	822	6	
		American Health Guard							9	7	8	11	22		
		Care 1st Health Plan						1	37	9	3	12	17		
		Community Dental Svc, Inc.							2		2	2	4	1	
		Health Net							67	39	17	17	55		
		Liberty Dental Plan of CA							6	6	3	2	10	1	
		SafeGuard Dental, Inc.							32	20	2	3	10		
		Western Dental Services							43	18	21	33	23		
		County Subtotal						1	802	275	139	263	963	8	
	SACRAMENTO	Access Dental Plan			1					11	36	37	34	10	
		Community Dental Svc, Inc.								7	6		7	2	
		HealthNet of California								8	20	6	9	6	3
		Liberty Dental Plan of CA				1				2	17	10	14	3	1
		Western Dental Services								8	29	31	23	5	1
		County Subtotal			2					36	108	84	87	26	5
	SAN BERNARDINO	Care 1st Health Plan													
		County Subtotal													

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
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- E10 = CCS Not In PCCM Contract
- E11 = Other Health Coverage
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- E13 = Pregnancy
- F01 = Could Not Choose Doctor I Wanted
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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
- B - Bene
- D - DHCS
- P - Plan
- S - Social Services

COPS-17.2 – Disenrollment Summary Report

Data for 7/26/2011 through 8/25/2011

Transaction Type			Disenrollment					Total		
Disenrollment Reason Code			F09	F10	I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name								
Dental	LOS ANGELES	Access Dental Plan	450	1,749						4,075
		American Health Guard	22	85						164
		Care 1st Health Plan	20	101						200
		Community Dental Svc, Inc.	3	21						35
		Health Net	58	209						462
		Liberty Dental Plan of CA	13	37						78
		SafeGuard Dental, Inc.	23	71						161
		Western Dental Services	60	228						426
		County Subtotal	649	2,501						5,601
	SACRAMENTO	Access Dental Plan	20	403			14			566
		Community Dental Svc, Inc.	7	181			7			217
		HealthNet of California	15	261			4		1	333
		Liberty Dental Plan of CA	7	193			10			258
		Western Dental Services	19	357			8		3	484
		County Subtotal	68	1,395			43		4	1,858
	SAN BERNARDINO	Care 1st Health Plan		1						1
		County Subtotal		1						1

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Disenrollment Reason Code			E07P	E09P	E11B	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	
Plan Type	County Name	Plan Name													
Dental	Total			2				1	838	383	223	350	989	13	
Medical	ALAMEDA	Alameda Alliance For Health		3				2	11	5	2	8	5	3	
		Anthem Blue Cross Partnrshp						24	21	3	10	10		8	
		County Subtotal		3				2	35	26	5	18	15	11	
	CONTRA COSTA	Anthem Blue Cross Partnrshp				1			8	6	1	9	2	1	
		Contra Costa Health Plan			1				19	5	6	3	2	6	
		County Subtotal		1	1				27	11	7	12	4	7	
	FRESNO	Anthem Blue Cross Partnrshp					1		38	198	7	6	13	3	
		CalViva Health							2	12	2	6	19	2	
		County Subtotal					1		40	210	9	12	32	5	
	KERN	Health Net Comm Solutions							43	35	6	6	23		
		Kern Family Health Care					2		17	28	4	5	5		
		County Subtotal					2		60	63	10	11	28		
	KINGS	Anthem Blue Cross Partnrshp							3	1				1	
		CalViva Health							7	2				5	3
		County Subtotal							10	3				6	3
	LOS ANGELES	Health Net Comm Solutions							88	172	69	32	75	13	
		L.A. Care Health Plan					1	15	93	127	43	55	103	32	

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Disenrollment Reason Code			F09	F10	I01	X01	X03	X04	X05		
Plan Type	County Name	Plan Name									
Dental	Total		717	3,897			43		4	7,460	
Medical	ALAMEDA	Alameda Alliance For Health	8	143		1		2		193	
		Anthem Blue Cross Partnrshp	16	145	2				2	241	
		County Subtotal	24	288	2	1		2	2	434	
	CONTRA COSTA	Anthem Blue Cross Partnrshp	2	57							87
		Contra Costa Health Plan	24	121							187
		County Subtotal	26	178							274
	FRESNO	Anthem Blue Cross Partnrshp	70	421		1					758
		CalViva Health	30	296							369
		County Subtotal	100	717		1					1,127
	KERN	Health Net Comm Solutions	16	277							406
		Kern Family Health Care	14	312						2	389
		County Subtotal	30	589						2	795
	KINGS	Anthem Blue Cross Partnrshp	16	42							63
		CalViva Health	27	57							101
		County Subtotal	43	99							164
	LOS ANGELES	Health Net Comm Solutions	524	1,683	15	9		21	8		2,709
		L.A. Care Health Plan	466	2,105	6	10	1	51	18		3,126

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Plan Type	County Name	Plan Name													
Medical	LOS ANGELES	County Subtotal					1	15	181	299	112	87	178	45	
		MADERA	Anthem Blue Cross Partnrshp						7	17				7	
			CalViva Health											2	
	County Subtotal							7	17				9		
	RIVERSIDE	Inland Empire Health Plan							8	6	2	6	9	3	
		Molina Healthcare Partner							26	38	11	9	71	2	
		County Subtotal							34	44	13	15	80	5	
	SACRAMENTO	Anthem Blue Cross Partnrshp			1					29	42	25	10	8	1
		Health Net Comm Solutions							19	28	14	3	23	5	
		KP Cal, LLC		1	4				1	1	2				
		Molina Healthcare Partner							16	28	23	8	33	2	
		County Subtotal		1	5				65	99	64	21	64	8	
	SAN BERNARDINO	Inland Empire Health Plan							3	6	8	6	7	3	
		Molina Healthcare Partner							15	67	19	9	41	1	
		County Subtotal							18	73	27	15	48	4	
	SAN DIEGO	Care1st Partner Plan, LLC			1	1	1			37	51	8	13	45	
		Community Hlth Grp Partner							15	19	9	5	18		
		Health Net Comm Solutions							46	61	9	20	30	6	

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Disenrollment Reason Code			F09	F10	I01	X01	X03	X04	X05		
Plan Type	County Name	Plan Name									
Medical	LOS ANGELES	County Subtotal	990	3,788	21	19	1	72	26	5,835	
	MADERA	Anthem Blue Cross Partnrsip	32	145			1				209
		CalViva Health	3	158			1				164
		County Subtotal	35	303			2				373
	RIVERSIDE	Inland Empire Health Plan	40	367	1	1	2	2	3		450
		Molina Healthcare Partner	78	375	1	2	1	1	2		617
		County Subtotal	118	742	2	3	3	3	5		1,067
	SACRAMENTO	Anthem Blue Cross Partnrsip	35	380	9		11	6	5		562
		Health Net Comm Solutions	40	352	5		13				502
		KP Cal, LLC	1	26			1				37
		Molina Healthcare Partner	22	278	2		11	1	2		426
		County Subtotal	98	1,036	16		36	7	7		1,527
	SAN BERNARDINO	Inland Empire Health Plan	59	475	3		6	8	1		585
		Molina Healthcare Partner	47	368				3	1		571
		County Subtotal	106	843	3		6	11	2		1,156
	SAN DIEGO	Care1st Partner Plan, LLC	57	195				1			410
		Community Hlth Grp Partner	75	130	6		2	3	1		283
		Health Net Comm Solutions	52	215	1		3	4	3		450

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California Health Care Options

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Disenrollment Reason Code			E07P	E09P	E11B	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	
Plan Type	County Name	Plan Name													
Medical	SAN DIEGO	KP Cal, LLC		2								1			
		Molina Healthcare Partner						6	48	4	6	11	3		
		County Subtotal		3	1	1			104	179	30	45	104	9	
	SAN FRANCISCO	Anthem Blue Cross Partnrshp							2	9		4	15		
		San Francisco Health Plan						5	4	8			6		
		County Subtotal						5	6	17		4	21		
	SAN JOAQUIN	Anthem Blue Cross Partnrshp			1					19	39	9	1	14	3
		Health Plan of San Joaquin			9					9	5	1	1	5	5
		County Subtotal			10					28	44	10	2	19	8
	SANTA CLARA	Anthem Blue Cross Partnrshp								19	28	5	5	11	
		Santa Clara Family H.P.			1				4	11	25		1	5	2
		County Subtotal			1				4	30	53	5	6	16	2
	STANISLAUS	Anthem Blue Cross Partnrshp								1	8				
		Health Net Comm Solutions								4	15	1	2	5	1
		County Subtotal								5	23	1	2	5	1
	TULARE	Anthem Blue Cross Partnrshp				1				12	45	3	1	1	
		Health Net Comm Solutions								7	18		1	13	
		County Subtotal				1				19	63	3	2	14	

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Disenrollment Reason Code			F09	F10	I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name								
Medical	SAN DIEGO	KP Cal, LLC	4	12	1					20
		Molina Healthcare Partner	29	183	1		6	3	2	302
		County Subtotal	217	735	9		11	11	6	1,465
	SAN FRANCISCO	Anthem Blue Cross Partnrshp	4	116						150
		San Francisco Health Plan	6	68					1	98
		County Subtotal	10	184					1	248
	SAN JOAQUIN	Anthem Blue Cross Partnrshp	117	212						415
		Health Plan of San Joaquin	6	136			3		2	182
		County Subtotal	123	348			3		2	597
	SANTA CLARA	Anthem Blue Cross Partnrshp	14	107						189
		Santa Clara Family H.P.	14	123						186
		County Subtotal	28	230						375
	STANISLAUS	Anthem Blue Cross Partnrshp	28	151					1	189
		Health Net Comm Solutions	8	140			1			177
		County Subtotal	36	291			1		1	366
	TULARE	Anthem Blue Cross Partnrshp	73	187			1			324
		Health Net Comm Solutions	27	141						207
		County Subtotal	100	328			1			531

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Plan Type	County Name	Plan Name												
Medical	Total		1	23	3	3	2	26	669	1,224	296	252	643	108
Total			1	25	3	3	2	27	1,507	1,607	519	602	1,632	121

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Disenrollment Reason Code			F09	F10	I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name								
Medical	Total		2,084	10,699	53	24	64	106	54	16,334
Total			2,801	14,596	53	24	107	106	58	23,794

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Plan Type	Language														
Dental	Arabic													2	7
	Armenian								2					10	12
	Cambodian														8
	Chinese								8		3	2		6	31
	English		1				1	257	196	129	143	251	4	251	1,890
	Farsi							1							7
	Hmong								1			6	1	5	39
	Korean							10				1			9
	No Valid Data							1	1	1	2			1	6
	Russian							4	5		7			4	64
	Spanish		1					560	168	89	194	729	8	438	1,786
	Tagalog							3	2	1					8
	Vietnamese							2		3		1			30
Total			2				1	838	383	223	350	989	13	717	3,897
Medical	Arabic							2	9	1				50	86
	Armenian							18	6	3		4		40	86

Disenrollment Reason Codes:

Initiation Codes:

E01 = Incarcerated
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 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
 X03 = Indian Health Coverage
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 X05 = MER type E -Voluntary Aid Code or County

B - Bene
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COPS-17.2 – Disenrollment Summary Report

Data for 7/26/2011 through 8/25/2011

Transaction Type		Disenrollment					Total
Disenrollment Reason Code		I01	X01	X03	X04	X05	
Plan Type	Language						
Dental	Arabic						9
	Armenian						24
	Cambodian						8
	Chinese						50
	English			43		4	3,170
	Farsi						8
	Hmong						52
	Korean						20
	No Valid Data						12
	Russian						84
	Spanish						3,973
	Tagalog						14
	Vietnamese						36
	Total				43		4
Medical	Arabic				1		149
	Armenian		2		2	1	162

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COPS-17.2 – Disenrollment Summary Report

Data for 7/26/2011 through 8/25/2011

Transaction Type		Disenrollment														
Disenrollment Reason Code		E07P	E09P	E11B	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F09	F10	
Plan Type	Language															
Medical	Cambodian		1					2	8			1		19	36	
	Chinese		1					19	30	12	8	7	1	27	148	
	English	1	16	3	3	2	17	451	850	205	154	449	83	1,138	6,920	
	Farsi							8	1	3	1	1		2	17	
	Hmong							1	22		1	1		6	67	
	Korean							2			2	1		5	9	
	No Response, Client declined to state													1	3	
	No Valid Data		1						24	19	2	2	31		64	109
	Russian								7	19	1	8	5		11	60
	Spanish		4					9	123	229	63	70	137	24	704	2,940
	Tagalog								4	4		1	1		3	32
	Vietnamese								8	27	6	5	5		14	186
Total		1	23	3	3	2	26	669	1,224	296	252	643	108	2,084	10,699	
Total		1	25	3	3	2	27	1,507	1,607	519	602	1,632	121	2,801	14,596	

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COPS-17.2 – Disenrollment Summary Report

Data for 7/26/2011 through 8/25/2011

Transaction Type		Disenrollment					Total
Disenrollment Reason Code		I01	X01	X03	X04	X05	
Plan Type	Language						
Medical	Cambodian						67
	Chinese						253
	English	35	15	59	76	38	10,515
	Farsi						33
	Hmong						98
	Korean						19
	No Response, Client declined to state						4
	No Valid Data	4	5	3	1	2	267
	Russian		1			1	113
	Spanish	14	1	2	25	11	4,356
	Tagalog				1	1	47
	Vietnamese						251
Total		53	24	64	106	54	16,334
Total		53	24	107	106	58	23,794

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