



October 10, 2011

DHCS HCO 11-9539

Ms. Jane Ogle, Deputy Director
Health Care Delivery Systems
Department of Health Care Services
MS 4000
P.O. Box 997413
Sacramento, CA 95899-7413

COPS-17 DISENROLLMENT SUMMARY REPORT – Data for 8/26/2011 through 9/26/2011

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

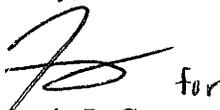
Dear Ms. Ogle:

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 8/26/2011 through 9/26/2011

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					597	149	52	138	689	3	273	1,534
		American Health Guard					19	11	1	7	17		28	94
		Care 1st Health Plan					25	13	9	7	15		18	90
		Community Dental Svc, Inc.					2	4	4	2	2		4	26
		Health Net					56	35	2	9	48		44	225
		Liberty Dental Plan of CA					9	16	2	1	1		6	36
		SafeGuard Dental, Inc.					30	12	4	5	17		21	63
		Western Dental Services					40	26	13	23	42	2	52	217
		County Subtotal					778	266	87	192	831	5	446	2,285
	SACRAMENTO	Access Dental Plan					7	20	24	22	3		21	397
		Community Dental Svc, Inc.					12	9	1	1	9		5	138
		HealthNet of California					5	11	1	11	6		11	266
		Liberty Dental Plan of CA					11	10	15	15	7		15	220
		Western Dental Services		1			20	25	17	25	8		41	409
County Subtotal			1			55	75	58	74	33		93	1,430	
Total			1			833	341	145	266	864	5	539	3,715	
Medical	ALAMEDA	Alameda Alliance For Health	3		1	7	12	1		1	6		16	183

Disenrollment Reason Codes:

E01 = Incarcerated
 E02 = Prior Care
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 E06 = Foster Care/Adoption
 E07 = Problem Using the HCP
 E08 = Terminated By Plan
 E09 = Long Term Care
 E10 = CCS Not In PCCM Contract
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 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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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						3,435		
		American Health Guard						177		
		Care 1st Health Plan						177		
		Community Dental Svc, Inc.						44		
		Health Net						419		
		Liberty Dental Plan of CA						71		
		SafeGuard Dental, Inc.						152		
		Western Dental Services						415		
		County Subtotal						4,890		
	SACRAMENTO	Access Dental Plan				17		1	512	
		Community Dental Svc, Inc.				7			182	
		HealthNet of California				7			318	
		Liberty Dental Plan of CA				3			296	
		Western Dental Services				15		1	562	
		County Subtotal				49		2	1,870	
	Total					49		2	6,760	
	Medical	ALAMEDA	Alameda Alliance For Health					1	2	233

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California Health Care Options

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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	3				20	16	11	12	16		22	160
		County Subtotal	6		1	7	32	17	11	13	22		38	343
	CONTRA COSTA	Anthem Blue Cross Partnrshp					7	9	4	1	3		9	72
		Contra Costa Health Plan		5			21	6	4	7	7		10	136
		County Subtotal		5			28	15	8	8	10		19	208
	FRESNO	Anthem Blue Cross Partnrshp		1			25	172	9		10	1	83	396
		CalViva Health					8	23	2	3	8	1	14	247
		County Subtotal		1			33	195	11	3	18	2	97	643
	KERN	Health Net Comm Solutions					33	32	3		10		26	183
		Kern Family Health Care					16	21	6	6	7		14	206
		County Subtotal					49	53	9	6	17		40	389
	KINGS	Anthem Blue Cross Partnrshp					1	1	1		1		18	21
		CalViva Health					4	6					26	33
		County Subtotal					5	7	1		1		44	54
	LOS ANGELES	Health Net Comm Solutions		1			93	150	67	32	99	6	502	1,777
		L.A. Care Health Plan			1		91	240	43	25	75	23	447	2,276
		County Subtotal		1	1		184	390	110	57	174	29	949	4,053
	MADERA	Anthem Blue Cross Partnrshp					4	9	3	1	2		13	121

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Disenrollment Reason Code			I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name						
Medical	ALAMEDA	Anthem Blue Cross Partnrshp	1					261
		County Subtotal	1			1	2	494
	CONTRA COSTA	Anthem Blue Cross Partnrshp	1			1		107
		Contra Costa Health Plan					2	198
		County Subtotal	1			1	2	305
	FRESNO	Anthem Blue Cross Partnrshp					1	698
		CalViva Health		1		1		308
		County Subtotal		1		1	1	1,006
	KERN	Health Net Comm Solutions				1		288
		Kern Family Health Care					1	277
		County Subtotal				1	1	565
	KINGS	Anthem Blue Cross Partnrshp						43
		CalViva Health			1			70
		County Subtotal			1			113
	LOS ANGELES	Health Net Comm Solutions	14	9	1	28	6	2,785
		L.A. Care Health Plan	9	25	7	48	19	3,329
		County Subtotal	23	34	8	76	25	6,114
	MADERA	Anthem Blue Cross Partnrshp						153

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Plan Type	County Name	Plan Name												
Medical	MADERA	CalViva Health						1			5		8	83
		County Subtotal					4	10	3	1	7		21	204
	RIVERSIDE	Inland Empire Health Plan					11	6	4	6	5	8	64	314
		Molina Healthcare Partner					20	40	10	7	31	1	43	309
		County Subtotal					31	46	14	13	36	9	107	623
	SACRAMENTO	Anthem Blue Cross Partnrshp		1			21	36	14	13	16	4	49	325
		Health Net Comm Solutions					35	31	11	9	17		25	349
		KP Cal, LLC							1				10	20
		Molina Healthcare Partner					22	27	10	6	47		20	299
		County Subtotal		1			78	94	36	28	80	4	104	993
	SAN BERNARDINO	Inland Empire Health Plan					6	4	5	4	16	1	48	384
		Molina Healthcare Partner					20	55	12	11	37	1	35	429
		County Subtotal					26	59	17	15	53	2	83	813
	SAN DIEGO	Care1st Partner Plan, LLC					31	51	4	6	29	3	55	229
		Community Hlth Grp Partner					23	27	10	5	10	2	110	152
		Health Net Comm Solutions					68	54	11	14	19		60	259
		KP Cal, LLC							1	1	1		3	6
		Molina Healthcare Partner		1			11	64	7	6	12	1	20	170

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Disenrollment Reason Code			I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name						
Medical	MADERA	CalViva Health						97
		County Subtotal						250
	RIVERSIDE	Inland Empire Health Plan	2		2	2	2	426
		Molina Healthcare Partner	2	1	1		2	467
		County Subtotal	4	1	3	2	4	893
	SACRAMENTO	Anthem Blue Cross Partnrshp	4		26	3	3	515
		Health Net Comm Solutions	3	1	22	2	3	508
		KP Cal, LLC			1		1	33
		Molina Healthcare Partner	5		13	1		450
		County Subtotal	12	1	62	6	7	1,506
	SAN BERNARDINO	Inland Empire Health Plan	3			3	4	478
		Molina Healthcare Partner	1			5	1	607
		County Subtotal	4			8	5	1,085
	SAN DIEGO	Care1st Partner Plan, LLC	1		6		1	416
		Community Hlth Grp Partner	5		10	1	1	356
		Health Net Comm Solutions			4	2		491
		KP Cal, LLC						12
		Molina Healthcare Partner			2	3	2	299

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Plan Type	County Name	Plan Name													
Medical	SAN DIEGO	County Subtotal	1				133	196	33	32	71	6	248	816	
	SAN FRANCISCO	Anthem Blue Cross Partnrshp					8	10	1	2	9		5	96	
		San Francisco Health Plan		2			2	5			7		9	73	
		County Subtotal		2			10	15	1	2	16		14	169	
	SAN JOAQUIN	Anthem Blue Cross Partnrshp					17	18	5	4	18		83	202	
		Health Plan of San Joaquin		4			8	3	1			1	7	118	
		County Subtotal		4			25	21	6	4	18	1	90	320	
	SANTA CLARA	Anthem Blue Cross Partnrshp					20	43	13	4	6		21	97	
		Santa Clara Family H.P.					13	60		5	2	1	38	152	
		County Subtotal					33	103	13	9	8	1	59	249	
	STANISLAUS	Anthem Blue Cross Partnrshp					10	1	2		3	2	10	99	
		Health Net Comm Solutions					5	4	2		5		12	91	
		County Subtotal					15	5	4		8	2	22	190	
	TULARE	Anthem Blue Cross Partnrshp					5	30	3	8	3	2	57	153	
		Health Net Comm Solutions					12	17	6		3		33	88	
		County Subtotal					17	47	9	8	6	2	90	241	
	Total			21	1	1	7	703	1,273	286	199	545	58	2,025	10,308
	Total			22	1	1	7	1,536	1,614	431	465	1,409	63	2,564	14,023

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Disenrollment Reason Code			I01	X01	X03	X04	X05		
Plan Type	County Name	Plan Name							
Medical	SAN DIEGO	County Subtotal	6		22	6	4	1,574	
	SAN FRANCISCO	Anthem Blue Cross Partnrshp				1		132	
		San Francisco Health Plan		1	1		2	102	
		County Subtotal		1	1	1	2	234	
	SAN JOAQUIN	Anthem Blue Cross Partnrshp			6	1		354	
		Health Plan of San Joaquin			10		1	153	
		County Subtotal			16	1	1	507	
	SANTA CLARA	Anthem Blue Cross Partnrshp						204	
		Santa Clara Family H.P.				1	1	273	
		County Subtotal				1	1	477	
	STANISLAUS	Anthem Blue Cross Partnrshp			1			128	
		Health Net Comm Solutions			1	1		121	
		County Subtotal			2	1		249	
	TULARE	Anthem Blue Cross Partnrshp		1	1		1	264	
		Health Net Comm Solutions						159	
		County Subtotal		1	1		1	423	
	Total			51	39	116	106	56	15,795
	Total			51	39	165	106	58	22,555

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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	1						8		
	Armenian					2				1		6	15		
	Cambodian												2		
	Chinese						3	1	2	1		1	35		
	English	1				281	189	93	117	252	2	202	1,868		
	Farsi					4	1					1	3		
	Hmong					1		6				12	45		
	Korean							1	3				2	4	
	No Valid Data					2	1	1		1		6	12		
	Russian					1	1		7	3		9	76		
	Spanish					539	140	41	135	603	3	295	1,605		
	Tagalog							1	1				6		
	Vietnamese					2	4	2	1	3		5	36		
Total		1				833	341	145	266	864	5	539	3,715		
Medical	Arabic					2	14		4	6	2	16	75		
	Armenian					24	7		2	7		43	115		1

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Disenrollment Reason Code		X03	X04	X05	
Plan Type	Language				
Dental	Arabic				10
	Armenian				24
	Cambodian				2
	Chinese				43
	English	49		1	3,055
	Farsi				9
	Hmong				64
	Korean				10
	No Valid Data			1	24
	Russian				97
	Spanish				3,361
	Tagalog				8
	Vietnamese				53
Total		49		2	6,760
Medical	Arabic				119
	Armenian		4		203

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- 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 8/26/2011 through 9/26/2011

Transaction Type		Disenrollment													
Disenrollment Reason Code		E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F09	F10	I01	X01
Plan Type	Language														
Medical	Cambodian					3	3	1		4		18	34	2	
	Chinese					25	18	12	2	4		27	174		
	English	16	1	1	5	477	770	193	134	370	38	1,049	6,638	29	24
	Farsi					3	2			1		4	31		
	Hmong					2	24					20	63	1	
	Korean					5	14	1				13	25		
	No Response, Client declined to state									1		2	6		
	No Valid Data	3				27	21	3	4	28	1	61	116	2	7
	Russian					7	10	1	2	10		11	89		4
	Spanish	2			2	112	335	70	49	104	17	728	2,738	16	2
	Tagalog					4	14	1	1	2		10	43	1	
	Vietnamese					12	41	4	1	8		23	161		1
Total		21	1	1	7	703	1,273	286	199	545	58	2,025	10,308	51	39
Total		22	1	1	7	1,536	1,614	431	465	1,409	63	2,564	14,023	51	39

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
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COPS-17.2 – Disenrollment Summary Report

Data for 8/26/2011 through 9/26/2011

Transaction Type		Disenrollment			Total
Disenrollment Reason Code		X03	X04	X05	
Plan Type	Language				
Medical	Cambodian				65
	Chinese			1	263
	English	112	76	36	9,969
	Farsi			1	42
	Hmong			1	111
	Korean		1		59
	No Response, Client declined to state				9
	No Valid Data	4	1	5	283
	Russian			1	135
	Spanish		23	11	4,209
	Tagalog				76
	Vietnamese			1	252
Total		116	106	56	15,795
Total		165	106	58	22,555

Disenrollment Reason Codes:

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- E02 = Prior Care
- E03 = Enrolled Incorrectly Into a Plan
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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
- X03 = Indian Health Coverage
- X04 = Medical Exemption
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- S - Social Services