



November 8, 2011

DHCS HCO 11-9799

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 9/27/2011 through 10/26/2011

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 9/27/2011 through 10/26/2011

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

Transaction Type			Disenrollment												
Disenrollment Reason Code			E09P	E11D	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10	
Plan Type	County Name	Plan Name													
Dental	LOS ANGELES	Access Dental Plan					478	128	109	173	523	9	366	1,246	
		American Health Guard					25	7	7	10	16		17	89	
		Care 1st Health Plan					43	18	11	10	20		27	102	
		Community Dental Svc, Inc.					7	1	4	5	6		11	48	
		Health Net					77	17	21	21	50		55	197	
		Liberty Dental Plan of CA					10	9	4	4	9	5	6	41	
		SafeGuard Dental, Inc.		1				21	10	10	11	9		30	85
		Western Dental Services						47	43	16	29	19		57	230
		County Subtotal		1				708	233	182	263	652	14	569	2,038
	SACRAMENTO	Access Dental Plan		1				6	36	36	52	8		35	401
		Community Dental Svc, Inc.					2	3	10	5	15	6		19	150
		HealthNet of California						10	14	16	17	4		14	208
		Liberty Dental Plan of CA						5	19	3	15	8	1	15	220
		Western Dental Services						31	31	48	20	11	1	39	366
		County Subtotal		1			2	55	110	108	119	37	2	122	1,345
	SAN BERNARDINO	Western Dental Services						1							
		County Subtotal						1							

Disenrollment Reason Codes:

E01 = Incarcerated
 E02 = Prior Care
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 E04 = Deceased
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 E07 = Problem Using the HCP
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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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 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	X02	X03	X04	X05	
Plan Type	County Name	Plan Name							
Dental	LOS ANGELES	Access Dental Plan							3,032
		American Health Guard							171
		Care 1st Health Plan							231
		Community Dental Svc, Inc.							82
		Health Net							438
		Liberty Dental Plan of CA							88
		SafeGuard Dental, Inc.							177
		Western Dental Services							441
		County Subtotal							4,660
	SACRAMENTO	Access Dental Plan				5		1	581
		Community Dental Svc, Inc.				3			213
		HealthNet of California				2			285
		Liberty Dental Plan of CA			1				287
		Western Dental Services				8			555
		County Subtotal			1	18		1	1,921
	SAN BERNARDINO	Western Dental Services							1
		County Subtotal							1

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Disenrollment Reason Code			E09P	E11D	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10	
Plan Type	County Name	Plan Name													
Dental	Total		2			2	764	343	290	382	689	16	691	3,383	
Medical	ALAMEDA	Alameda Alliance For Health				3	24	11	8	2	10	9	27	216	
		Anthem Blue Cross Partnrshp	1				42	35	8	10	32		28	230	
		County Subtotal	1			3	66	46	16	12	42	9	55	446	
	CONTRA COSTA	Anthem Blue Cross Partnrshp					6	12	4	8			2	18	67
		Contra Costa Health Plan	1				52	8	5	2	11	6	13	173	
		County Subtotal	1				58	20	9	10	11	8	31	240	
	FRESNO	Anthem Blue Cross Partnrshp					107	182	38	7	7	3	97	479	
		CalViva Health					25	34	6	1	16	4	29	244	
		County Subtotal					132	216	44	8	23	7	126	723	
	KERN	Health Net Comm Solutions					51	35	19	7	17	8	31	314	
		Kern Family Health Care			13		28	39	8	4	23	2	27	272	
		County Subtotal			13		79	74	27	11	40	10	58	586	
	KINGS	Anthem Blue Cross Partnrshp					7	11			2		33	40	
		CalViva Health					1	5	2	1	1	1	44	63	
		County Subtotal					8	16	2	1	3	1	77	103	
LOS ANGELES	Health Net Comm Solutions	1	1			404	236	196	126	213	22	520	2,074		
	L.A. Care Health Plan	4		1		350	239	109	90	323	38	667	2,854		

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Disenrollment Reason Code			I01	X01	X02	X03	X04	X05		
Plan Type	County Name	Plan Name								
Dental	Total				1	18		1	6,582	
Medical	ALAMEDA	Alameda Alliance For Health				1	4		315	
		Anthem Blue Cross Partnrshp							386	
		County Subtotal				1	4		701	
	CONTRA COSTA	Anthem Blue Cross Partnrshp								117
		Contra Costa Health Plan					2			273
		County Subtotal					2			390
	FRESNO	Anthem Blue Cross Partnrshp								920
		CalViva Health								359
		County Subtotal								1,279
	KERN	Health Net Comm Solutions						1		483
		Kern Family Health Care						1		417
		County Subtotal						2		900
	KINGS	Anthem Blue Cross Partnrshp								93
		CalViva Health								118
		County Subtotal								211
LOS ANGELES	Health Net Comm Solutions		6	5			31	7	3,842	
	L.A. Care Health Plan		4	13			54	18	4,764	

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Plan Type	County Name	Plan Name													
Medical	LOS ANGELES	County Subtotal	5	1	1		754	475	305	216	536	60	1,187	4,928	
		MADERA	Anthem Blue Cross Partnrshp					10	22		1			21	147
			CalViva Health						7	4		6		4	109
		County Subtotal					10	29	4	1	6		25	256	
	RIVERSIDE	Inland Empire Health Plan					22	6	4	8	15	7	65	385	
		Molina Healthcare Partner					64	60	27	13	55	1	66	384	
		County Subtotal					86	66	31	21	70	8	131	769	
	SACRAMENTO	Anthem Blue Cross Partnrshp		3				46	64	46	11	14	3	60	418
		Health Net Comm Solutions				2		53	34	23	10	30	3	69	323
		KP Cal, LLC						4	1	1		3		1	22
		Molina Healthcare Partner						50	47	36	5	41	2	45	350
		County Subtotal		3			2	153	146	106	26	88	8	175	1,113
	SAN BERNARDINO	Inland Empire Health Plan						25	9	10	13	26	26	74	479
		Molina Healthcare Partner						64	58	38	9	62	9	72	432
		County Subtotal						89	67	48	22	88	35	146	911
	SAN DIEGO	Care1st Partner Plan, LLC		2				74	49	10	8	62		85	228
		Community Hlth Grp Partner						39	41	7	8	27	3	104	174
		Health Net Comm Solutions						88	79	21	14	48		71	255

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Plan Type	County Name	Plan Name							
Medical	LOS ANGELES	County Subtotal	10	18			85	25	8,606
	MADERA	Anthem Blue Cross Partnrshp							201
		CalViva Health							130
		County Subtotal							331
	RIVERSIDE	Inland Empire Health Plan	1	1		2	10	1	527
		Molina Healthcare Partner				1	2		673
		County Subtotal	1	1		3	12	1	1,200
	SACRAMENTO	Anthem Blue Cross Partnrshp				11	5	1	682
		Health Net Comm Solutions	1			11	4	1	564
		KP Cal, LLC					1		33
		Molina Healthcare Partner				3	4		583
		County Subtotal	1			25	14	2	1,862
	SAN BERNARDINO	Inland Empire Health Plan	4			3	20	1	690
		Molina Healthcare Partner	2			1	3		750
		County Subtotal	6			4	23	1	1,440
	SAN DIEGO	Care1st Partner Plan, LLC				5	2	2	527
		Community Hlth Grp Partner	4	1		4	7	1	420
		Health Net Comm Solutions				3	1	1	581

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Plan Type	County Name	Plan Name												
Medical	SAN DIEGO	KP Cal, LLC						2	1					5
		Molina Healthcare Partner					50	56	13	3	40	5	41	161
		County Subtotal	2				251	227	52	33	177	8	301	823
	SAN FRANCISCO	Anthem Blue Cross Partnrshp	1				20	14	6	2	10	1	31	105
		San Francisco Health Plan					22	16	3	1	44	2	7	218
		County Subtotal	1				42	30	9	3	54	3	38	323
	SAN JOAQUIN	Anthem Blue Cross Partnrshp					44	36	13	2	25	3	69	192
		Health Plan of San Joaquin	1				7	5	2		5		22	89
		County Subtotal	1				51	41	15	2	30	3	91	281
	SANTA CLARA	Anthem Blue Cross Partnrshp					45	29	15	5	27	2	31	148
		Santa Clara Family H.P.				1	30	67	9	3	40	2	51	182
		County Subtotal				1	75	96	24	8	67	4	82	330
	STANISLAUS	Anthem Blue Cross Partnrshp					11	7	2	2	3	4	33	114
		Health Net Comm Solutions					19	10	1	2	4		18	147
		County Subtotal					30	17	3	4	7	4	51	261
	TULARE	Anthem Blue Cross Partnrshp	1				32	79	15	1	4	4	86	187
		Health Net Comm Solutions					10	10	1	3	10		25	126
		County Subtotal	1				42	89	16	4	14	4	111	313

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Disenrollment Reason Code			I01	X01	X02	X03	X04	X05		
Plan Type	County Name	Plan Name								
Medical	SAN DIEGO	KP Cal, LLC							8	
		Molina Healthcare Partner	1			5	5	3	383	
		County Subtotal	5	1		17	15	7	1,919	
	SAN FRANCISCO	Anthem Blue Cross Partnrshp			1				1	192
		San Francisco Health Plan			4			2	1	320
		County Subtotal			5			2	2	512
	SAN JOAQUIN	Anthem Blue Cross Partnrshp						1		385
		Health Plan of San Joaquin						2		133
		County Subtotal						3		518
	SANTA CLARA	Anthem Blue Cross Partnrshp								302
		Santa Clara Family H.P.						1		386
		County Subtotal						1		688
	STANISLAUS	Anthem Blue Cross Partnrshp					1			177
		Health Net Comm Solutions					1			202
		County Subtotal					2			379
	TULARE	Anthem Blue Cross Partnrshp			1		1			411
		Health Net Comm Solutions								185
		County Subtotal			1		1			596

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Disenrollment Reason Code			E09P	E11D	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10
Plan Type	County Name	Plan Name												
Medical	Total		15	1	14	6	1,926	1,655	711	382	1,256	172	2,685	12,406
Total			17	1	14	8	2,690	1,998	1,001	764	1,945	188	3,376	15,789

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Disenrollment Reason Code			I01	X01	X02	X03	X04	X05	Total
Plan Type	County Name	Plan Name							
Medical	Total		23	26		53	163	38	21,532
Total			23	26	1	71	163	39	28,114

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Plan Type	Language														
Dental	Arabic					2			6	2		5	14		
	Armenian					1		1	3			1	10		
	Cambodian											1	3		
	Chinese					9	5	2	6	1	3	3	15		
	English	1			2	266	196	174	157	186	9	287	1,764		
	Farsi					1	1						12		
	Hmong					1	1					14	41		
	Korean					11		1	1			1	4		
	No Valid Data	1				3	4	1	2	2		2	13		
	Russian					2	3	2	3			7	82		
	Spanish					463	122	104	200	494	4	364	1,388		
	Tagalog						1	4		4			6		
	Vietnamese					5	10	1	4			6	31		
Total		2			2	764	343	290	382	689	16	691	3,383		
Medical	Arabic					16	8	1	1	19		39	58		
	Armenian					46	14	16	1	68	6	63	269		

Disenrollment Reason Codes:

Initiation Codes:

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 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

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COPS-17.2 – Disenrollment Summary Report

Data for 9/27/2011 through 10/26/2011

Transaction Type		Disenrollment				Total
Disenrollment Reason Code		X02	X03	X04	X05	
Plan Type	Language					
Dental	Arabic					29
	Armenian					16
	Cambodian					4
	Chinese					44
	English	1	15		1	3,059
	Farsi					14
	Hmong					57
	Korean					18
	No Valid Data					28
	Russian					99
	Spanish		2			3,141
	Tagalog					15
	Vietnamese			1		58
	Total		1	18		1
Medical	Arabic					142
	Armenian			1	2	486

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COPS-17.2 – Disenrollment Summary Report

Data for 9/27/2011 through 10/26/2011

Transaction Type		Disenrollment													
Disenrollment Reason Code		E09P	E11D	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10	I01	X01
Plan Type	Language														
Medical	Cambodian					4	3	2		3		21	42	1	
	Chinese					116	33	11	8	135	1	69	345	1	2
	English	11	1	12	5	1,135	1,056	455	220	615	125	1,514	7,540	6	16
	Farsi					24	10	8		20	1	22	80		
	Hmong					23	21	3		1	1	13	62		
	Korean					20	11	1	2	17		10	63		
	No Response, Client declined to state					1		1		1		3	9		
	No Valid Data	2			1	51	45	12	5	44		59	165	1	3
	Russian					37	36	18		85		30	233		2
	Spanish	2		2		395	375	164	143	202	38	766	3,262	14	3
	Tagalog					32	10	6	1	28		34	85		
	Vietnamese					26	33	13	1	18		42	193		
	Total		15	1	14	6	1,926	1,655	711	382	1,256	172	2,685	12,406	23
Total		17	1	14	8	2,690	1,998	1,001	764	1,945	188	3,376	15,789	23	26

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COPS-17.2 – Disenrollment Summary Report

Data for 9/27/2011 through 10/26/2011

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		X02	X03	X04	X05	
Disenrollment Reason Code	Language					
Plan Type	Language					
Medical	Cambodian					76
	Chinese			2	1	724
	English		49	121	20	12,901
	Farsi				4	169
	Hmong			1		125
	Korean				1	125
	No Response, Client declined to state					15
	No Valid Data			2	1	391
	Russian				2	443
	Spanish		3	33	7	5,409
	Tagalog					196
	Vietnamese		1	3		330
Total			53	163	38	21,532
Total		1	71	163	39	28,114

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