



December 8, 2011

DHCS HCO 11-10078

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 10/27/2011 through 11/22/2011

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 10/27/2011 through 11/22/2011

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

Transaction Type			Disenrollment												
Disenrollment Reason Code			E09P	E11P	E12B	E12P	E13B	F01	F02	F03	F04	F05	F06	F09	
Plan Type	County Name	Plan Name													
Dental	LOS ANGELES	Access Dental Plan						643	144	59	140	549	3	391	
		American Health Guard						20	3	3	12	12		28	
		Care 1st Health Plan						45	9	5	13	9		42	
		Community Dental Svc, Inc.						5	8	1	2	1		10	
		Health Net						98	33	14	23	39	3	69	
		Liberty Dental Plan of CA						9	11	4		5		9	
		SafeGuard Dental, Inc.						14	12	7	8	9		23	
		Western Dental Services						44	27	12	26	24		75	
		County Subtotal						878	247	105	224	648	6	647	
	RIVERSIDE	Western Dental Services													
		County Subtotal													
	SACRAMENTO	Access Dental Plan							11	33	19	20	12		42
		Community Dental Svc, Inc.							6	7	5	7	10	1	8
		HealthNet of California							12	19	2	6	3		20
		Liberty Dental Plan of CA		1					14	34	7	4	8		24
		Western Dental Services							18	32	13	27	8		41
		County Subtotal		1					61	125	46	64	41	1	135

Disenrollment Reason Codes:

E01 = Incarcerated
 E02 = Prior Care
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 E04 = Deceased
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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
 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

Initiation Codes:

B - Bene
 D - DHCS
 P - Plan
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COPS-17.2 – Disenrollment Summary Report

Data for 10/27/2011 through 11/22/2011

Transaction Type			Disenrollment					Total	
Disenrollment Reason Code			F10	I01	X01	X03	X04		X05
Plan Type	County Name	Plan Name							
Dental	LOS ANGELES	Access Dental Plan	1,362						3,291
		American Health Guard	98						176
		Care 1st Health Plan	111						234
		Community Dental Svc, Inc.	29						56
		Health Net	219						498
		Liberty Dental Plan of CA	45						83
		SafeGuard Dental, Inc.	64						137
		Western Dental Services	209						417
		County Subtotal	2,137						4,892
	RIVERSIDE	Western Dental Services	1						1
		County Subtotal	1						1
	SACRAMENTO	Access Dental Plan	355				3		495
		Community Dental Svc, Inc.	154				1		199
		HealthNet of California	168				4		234
		Liberty Dental Plan of CA	197				4		293
		Western Dental Services	338				2	1	480
		County Subtotal	1,212				14	1	1,701

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Disenrollment Reason Code			E09P	E11P	E12B	E12P	E13B	F01	F02	F03	F04	F05	F06	F09	
Plan Type	County Name	Plan Name													
Dental	Total		1					939	372	151	288	689	7	782	
Medical	ALAMEDA	Alameda Alliance For Health				2		15	11	3	1	4	1	15	
		Anthem Blue Cross Partnrshp	1				45	15	4	5	22			40	
		County Subtotal	1			2		60	26	7	6	26	1	55	
	CONTRA COSTA	Anthem Blue Cross Partnrshp						17	6	2			1		15
		Contra Costa Health Plan						43	13	3	5	7			20
		County Subtotal						60	19	5	5	8			35
	FRESNO	Anthem Blue Cross Partnrshp		2					84	181	36	5	16	4	81
		CalViva Health							21	25	6	3	23	3	18
		County Subtotal		2					105	206	42	8	39	7	99
	KERN	Health Net Comm Solutions							46	15	5	11	16	2	25
		Kern Family Health Care					1		32	39	5	2	11	1	46
		County Subtotal					1		78	54	10	13	27	3	71
	KINGS	Anthem Blue Cross Partnrshp							5						23
		CalViva Health							3	3	1		2		24
		County Subtotal							8	3	1		2		47
	LOS ANGELES	Health Net Comm Solutions					2		353	199	145	65	140	18	537
		L.A. Care Health Plan					1		377	307	108	77	206	17	596

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Disenrollment Reason Code			F10	I01	X01	X03	X04	X05		
Plan Type	County Name	Plan Name								
Dental	Total		3,350			14		1	6,594	
Medical	ALAMEDA	Alameda Alliance For Health	154				2		208	
		Anthem Blue Cross Partnrshp	144	4		2		1	283	
		County Subtotal	298	4		2	2	1	491	
	CONTRA COSTA	Anthem Blue Cross Partnrshp	72							113
		Contra Costa Health Plan	97			1				189
		County Subtotal	169			1				302
	FRESNO	Anthem Blue Cross Partnrshp	378							787
		CalViva Health	202							301
		County Subtotal	580							1,088
	KERN	Health Net Comm Solutions	208					1		329
		Kern Family Health Care	196	1						334
		County Subtotal	404	1				1		663
	KINGS	Anthem Blue Cross Partnrshp	38							66
		CalViva Health	46							79
		County Subtotal	84							145
LOS ANGELES	Health Net Comm Solutions	1,700	20	6		24		11	3,220	
	L.A. Care Health Plan	2,130	9	18		37		21	3,904	

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Plan Type	County Name	Plan Name													
Medical	LOS ANGELES	County Subtotal					3	730	506	253	142	346	35	1,133	
		MADERA	Anthem Blue Cross PartnrsHP					6	3				1		11
			CalViva Health					4	1				1		3
	County Subtotal						10	4				2		14	
	RIVERSIDE	Inland Empire Health Plan					1	10	5	10	3	8	4	47	
		Molina Healthcare Partner						36	66	19	10	66	1	88	
		County Subtotal					1	46	71	29	13	74	5	135	
	SACRAMENTO	Anthem Blue Cross PartnrsHP		1				49	48	28	8	13	3	66	
		Health Net Comm Solutions						47	38	14	1	20		63	
		KP Cal, LLC						3	2	1		4	2	4	
		Molina Healthcare Partner		1				53	23	13	13	40	2	33	
		County Subtotal		2				152	111	56	22	77	7	166	
	SAN BERNARDINO	Inland Empire Health Plan			3		2	21	11	5	3	19	17	44	
		Molina Healthcare Partner						53	62	18	10	33	4	51	
		County Subtotal			3		2	74	73	23	13	52	21	95	
	SAN DIEGO	Care1st Partner Plan, LLC		2				42	36	6	5	40		55	
		Community Hlth Grp Partner						33	24	14	6	18	1	87	
		Health Net Comm Solutions						85	52	17	16	40	3	56	

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Plan Type	County Name	Plan Name							
Medical	LOS ANGELES	County Subtotal	3,830	29	24		61	32	7,124
	MADERA	Anthem Blue Cross Partnrsip	114			3			138
		CalViva Health	66						75
		County Subtotal	180			3			213
	RIVERSIDE	Inland Empire Health Plan	238	3		1	1		331
		Molina Healthcare Partner	247	1			3		537
		County Subtotal	485	4		1	4		868
	SACRAMENTO	Anthem Blue Cross Partnrsip	334	10		7	1		568
		Health Net Comm Solutions	283	10		6	1		483
		KP Cal, LLC	24			1			41
		Molina Healthcare Partner	276	4		6	3		467
		County Subtotal	917	24		20	5		1,559
	SAN BERNARDINO	Inland Empire Health Plan	342	3	1		5	4	480
		Molina Healthcare Partner	346	2			1		580
		County Subtotal	688	5	1		6	4	1,060
	SAN DIEGO	Care1st Partner Plan, LLC	180			1	3	3	373
		Community Hlth Grp Partner	114	4		2	3	2	308
		Health Net Comm Solutions	197				1	1	468

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Disenrollment Reason Code			E09P	E11P	E12B	E12P	E13B	F01	F02	F03	F04	F05	F06	F09
Plan Type	County Name	Plan Name												
Medical	SAN DIEGO	KP Cal, LLC						1	1		4			1
		Molina Healthcare Partner						34	48	5	9	20		44
		County Subtotal	2					195	161	42	40	118	4	243
	SAN FRANCISCO	Anthem Blue Cross Partnrshp						25	12	1	2	17	1	21
		San Francisco Health Plan	1			3		19	17	3	1	28	5	25
		County Subtotal	1			3		44	29	4	3	45	6	46
	SAN JOAQUIN	Anthem Blue Cross Partnrshp						59	27	13	16	20		95
		Health Plan of San Joaquin						6	2	1	1	1	1	11
		County Subtotal						65	29	14	17	21	1	106
	SANTA CLARA	Anthem Blue Cross Partnrshp	2					30	16	9	8	12	1	32
		Santa Clara Family H.P.						16	42	3	1	10	1	28
		County Subtotal	2					46	58	12	9	22	2	60
	STANISLAUS	Anthem Blue Cross Partnrshp						13	24				1	7
		Health Net Comm Solutions						11	8	5	1	1		8
		County Subtotal						24	32	5	1	2		15
	TULARE	Anthem Blue Cross Partnrshp	1					20	66	10	3	1	1	47
		Health Net Comm Solutions						7	15		1	8		20
		County Subtotal	1					27	81	10	4	9	1	67

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Disenrollment Reason Code			F10	I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name							
Medical	SAN DIEGO	KP Cal, LLC	7						14
		Molina Healthcare Partner	162	1		5	1	1	330
		County Subtotal	660	5		8	8	7	1,493
	SAN FRANCISCO	Anthem Blue Cross Partnrshp	73		2		1		155
		San Francisco Health Plan	123		2	2			229
		County Subtotal	196		4	2	1		384
	SAN JOAQUIN	Anthem Blue Cross Partnrshp	199						429
		Health Plan of San Joaquin	94					1	118
		County Subtotal	293					1	547
	SANTA CLARA	Anthem Blue Cross Partnrshp	90	1					201
		Santa Clara Family H.P.	118						219
		County Subtotal	208	1					420
	STANISLAUS	Anthem Blue Cross Partnrshp	123						168
		Health Net Comm Solutions	127						161
		County Subtotal	250						329
	TULARE	Anthem Blue Cross Partnrshp	129				1		279
		Health Net Comm Solutions	114			1	1		167
		County Subtotal	243			1	2		446

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Disenrollment Reason Code			E09P	E11P	E12B	E12P	E13B	F01	F02	F03	F04	F05	F06	F09
Plan Type	County Name	Plan Name												
Medical	Total		11	1	3	5	6	1,724	1,463	513	296	870	93	2,387
Total			12	1	3	5	6	2,663	1,835	664	584	1,559	100	3,169

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Disenrollment Reason Code			F10	I01	X01	X03	X04	X05	
Plan Type	County Name	Plan Name							
Medical	Total		9,485	73	29	38	90	45	17,132
Total			12,835	73	29	52	90	46	23,726

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Plan Type	Language															
Dental	Arabic														9	
	Armenian						2						8	8		
	Cambodian												7	4		
	Chinese						4	2	1		3		1	22		
	English						280	225	96	123	177	4	343	1,716		
	Farsi								1				5	2		
	Hmong							4					1	21		
	Korean										1			3		
	No Response, Client declined to state													1		
	No Valid Data		1					4	2			1		4	11	
	Russian							1	5	3				8	53	
	Spanish							640	126	50	165	506	3	393	1,447	
	Tagalog							2	5						7	
Vietnamese							6	3			1		11	47		
Total		1					939	372	151	288	689	7	782	3,350		
Medical	Arabic						13	5		1	5		28	51		

Disenrollment Reason Codes:

Initiation Codes:

E01 = Incarcerated
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 F03 = Doctor Did Not Meet Beneficiary Needs
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 F05 = Did Not Choose This Plan

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 F10 = No Reason Checked
 I01 = IS-Generated Disenrollment
 X01 = Waiver Programs exemption
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B - Bene
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COPS-17.2 – Disenrollment Summary Report

Data for 10/27/2011 through 11/22/2011

Transaction Type		Disenrollment				Total
Disenrollment Reason Code		X01	X03	X04	X05	
Plan Type	Language					
Dental	Arabic					9
	Armenian					18
	Cambodian					11
	Chinese					33
	English		13		1	2,978
	Farsi					8
	Hmong					26
	Korean					4
	No Response, Client declined to state					1
	No Valid Data		1			24
	Russian					70
	Spanish					3,330
	Tagalog					14
Vietnamese					68	
Total			14		1	6,594
Medical	Arabic					103

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COPS-17.2 – Disenrollment Summary Report

Data for 10/27/2011 through 11/22/2011

Transaction Type		Disenrollment													
Disenrollment Reason Code		E09P	E11P	E12B	E12P	E13B	F01	F02	F03	F04	F05	F06	F09	F10	I01
Plan Type	Language														
Medical	Armenian						47	16	8	3	51		87	200	
	Cambodian						4				2		12	21	1
	Chinese				3		83	23	12	9	33	7	47	225	
	English	6	1		2	4	1,024	854	304	173	466	67	1,385	5,841	39
	Farsi						13	12	3	1	17		12	22	
	Hmong	1					9	17	2				5	18	
	Korean						16	12			4		12	37	
	No Response, Client declined to state	1					3	1	1		5		1	6	
	No Valid Data	2					58	29	6	1	44	1	63	156	6
	Russian	1					20	33	4		51	1	43	120	
	Spanish			3		2	385	425	158	99	161	16	629	2,586	25
	Tagalog						25	13	7	2	24	1	20	44	2
	Vietnamese						24	23	8	7	7		43	158	
Total		11	1	3	5	6	1,724	1,463	513	296	870	93	2,387	9,485	73
Total		12	1	3	5	6	2,663	1,835	664	584	1,559	100	3,169	12,835	73

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COPS-17.2 – Disenrollment Summary Report

Data for 10/27/2011 through 11/22/2011

Transaction Type		Disenrollment				Total
Disenrollment Reason Code		X01	X03	X04	X05	
Plan Type	Language					
Medical	Armenian	1			2	415
	Cambodian					40
	Chinese	1				443
	English	17	35	71	24	10,313
	Farsi				1	81
	Hmong					52
	Korean		1	1	3	86
	No Response, Client declined to state				1	19
	No Valid Data	4	2	2	1	375
	Russian	5				278
	Spanish	1		16	10	4,516
	Tagalog				3	141
	Vietnamese					270
Total		29	38	90	45	17,132
Total		29	52	90	46	23,726

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