



December 10, 2012

DHCS HCO 12-13475

Ms. Margaret Tatar, 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 11/1/2012 through 11/30/2012

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. Tatar:

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 11/1/2012 through 11/30/2012

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
Medical Plan													
11/1/2012	154	141	66	53		22	4	43	987	13	0.47	141	0
11/2/2012	138	155	67	74		14	8	34	970	-17	2.09	155	0
11/5/2012	193	185	57	96	4	28	6	34	978	8	0.40	185	0
11/6/2012	168	146	53	47		46	9	30	1,000	22	0.03	146	0
11/7/2012	203	217	78	80	1	58	12	46	986	-14	0.94	217	0
11/8/2012	219	207	132	38	1	36	13	82	998	12	0.07	207	0
11/9/2012	176	210	95	60	1	54	13	34	964	-34	2.72	210	0
11/13/2012	159	182	85	44	3	50	9	60	941	-23	0.74	182	0
11/14/2012	241	249	132	55	1	61	13	98	933	-8	0.50	249	0
11/15/2012	239	255	119	65	1	70	13	69	917	-16	1.40	255	0
11/16/2012	186	205	96	49	2	58	12	57	898	-19	0.56	205	0
11/19/2012	162	159	69	42		48	7	45	901	3	0.51	159	0
11/20/2012	106	132	53	22	2	55	3	38	875	-26	2.01	132	0
11/21/2012	191	212	107	58	1	46	7	77	854	-21	1.49	212	0
11/26/2012	170	251	143	55		53	4	78	773	-81	2.13	251	0
11/27/2012	146	184	80	54	3	47	2	59	735	-38	1.18	184	0
11/28/2012	179	261	127	78	1	55	9	73	653	-82	2.69	261	0
11/29/2012	166	246	111	94		41	11	71	573	-80	3.46	246	0
11/30/2012	116	125	59	29		37	2	48	564	-9	0.30	125	0
Medical Total	3,312	3,722	1,729	1,093	21	879	157	1,076			1.25	3,722	0
Dental Plan													
11/1/2012	2	2	1	1			1		0	0	0.00	2	0
11/2/2012	2	2	2				2		0	0	0.00	2	0
11/7/2012	5	5	4	1			3	1	0	0	0.00	5	0

COPS-37 EXCEPTION PRODUCTION ACTIVITY REPORT

California Health Care Options

Data for 11/1/2012 through 11/30/2012

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
11/13/2012	1	1		1					0	0	0.00	1	0
11/15/2012	3	3	3				3		0	0	0.00	3	0
11/16/2012	4	4	2	2				1	0	0	0.00	4	0
11/19/2012	3	3	3						0	0	0.00	3	0
11/20/2012	2	2		2					0	0	0.00	2	0
11/21/2012	1	1		1					0	0	0.00	1	0
11/26/2012	2	1	1				1		0	1	0.00	1	0
11/27/2012	1	1		1					0	0	0.00	1	0
11/28/2012	1								0	1	0.00		0
11/30/2012	3	4	2	2			2		0	-1	0.50	4	0
Dental Total	30	29	18	11			12	2			0.04	29	0
Total	3,342	3,751	1,747	1,104	21	879	169	1,078			0.78	3,751	0