



January 10, 2012

DHCS HCO 12-10369

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 11/23/2011 through 12/27/2011

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 11/23/2011 through 12/27/2011

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

Transaction Type			Disenrollment											
Disenrollment Reason Code			E09P	E11B	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10
Plan Type	County Name	Plan Name												
Dental	LOS ANGELES	Access Dental Plan					483	118	68	105	556	2	330	1,020
		American Health Guard					23	2	5	1	14		22	72
		Care 1st Health Plan					27	8	4	10	26		51	71
		Community Dental Svc, Inc.					8	2	2	4	4	1	2	19
		Health Net					71	21	10	13	62	3	104	225
		Liberty Dental Plan of CA				1	11	3	3		6		20	37
		SafeGuard Dental, Inc.					15	10	5	5	6		35	58
		Western Dental Services					40	19	28	24	23	1	79	167
		County Subtotal				1	678	183	125	162	697	7	643	1,669
	SACRAMENTO	Access Dental Plan					25	27	23	17	5		45	325
		Community Dental Svc, Inc.					15	9	2	4	4		24	181
		HealthNet of California					16	3	6	12	8		14	266
		Liberty Dental Plan of CA					13	10	15	6	8		28	244
		Western Dental Services		1			27	36	24	20	11		44	366
County Subtotal			1			96	85	70	59	36		155	1,382	
Total			1			1	774	268	195	221	733	7	798	3,051
Medical	ALAMEDA	Alameda Alliance For Health	1			1	10	6	5		7	1	25	172

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
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 E11 = Other Health Coverage
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 E13 = Pregnancy
 F01 = Could Not Choose Doctor I Wanted
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 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
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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						2,682	
		American Health Guard						139	
		Care 1st Health Plan						197	
		Community Dental Svc, Inc.						42	
		Health Net						509	
		Liberty Dental Plan of CA						81	
		SafeGuard Dental, Inc.						134	
		Western Dental Services						381	
		County Subtotal						4,165	
	SACRAMENTO	Access Dental Plan				3		2	472
		Community Dental Svc, Inc.				2			241
		HealthNet of California				3		2	330
		Liberty Dental Plan of CA				5		1	330
		Western Dental Services				16		4	549
		County Subtotal				29		9	1,922
Total					29		9	6,087	
Medical	ALAMEDA	Alameda Alliance For Health					1	1	230

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Transaction Type			Disenrollment											
Disenrollment Reason Code			E09P	E11B	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10
Plan Type	County Name	Plan Name												
Medical	ALAMEDA	Anthem Blue Cross Partnrshp					62	29	4	3	21	3	37	196
		County Subtotal	1			1	72	35	9	3	28	4	62	368
	CONTRA COSTA	Anthem Blue Cross Partnrshp					11	7	1	5	4		16	68
		Contra Costa Health Plan	5				22	12	2	4	5	3	26	134
		County Subtotal	5				33	19	3	9	9	3	42	202
	FRESNO	Anthem Blue Cross Partnrshp					54	229	18	1	10	1	93	434
		CalViva Health					12	32		3	12		16	231
		County Subtotal					66	261	18	4	22	1	109	665
	KERN	Health Net Comm Solutions					57	26	11	6	11	3	35	291
		Kern Family Health Care			5		32	29	6	6	11	2	25	220
		County Subtotal			5		89	55	17	12	22	5	60	511
	KINGS	Anthem Blue Cross Partnrshp					1	9					19	49
		CalViva Health						2			2		18	37
		County Subtotal					1	11			2		37	86
	LOS ANGELES	Health Net Comm Solutions					380	174	103	56	157	10	748	2,014
		L.A. Care Health Plan	4		5	12	327	247	93	53	178	15	553	2,120
		County Subtotal	4		5	12	707	421	196	109	335	25	1,301	4,134
	MADERA	Anthem Blue Cross Partnrshp					2	5			1		12	165

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Plan Type	County Name	Plan Name							
Medical	ALAMEDA	Anthem Blue Cross Partnrsip	1			1		357	
		County Subtotal	1			2	1	587	
	CONTRA COSTA	Anthem Blue Cross Partnrsip						112	
		Contra Costa Health Plan						213	
		County Subtotal						325	
	FRESNO	Anthem Blue Cross Partnrsip						840	
		CalViva Health						306	
		County Subtotal						1,146	
	KERN	Health Net Comm Solutions			1			1	442
		Kern Family Health Care	1	1					338
		County Subtotal	1	2				1	780
	KINGS	Anthem Blue Cross Partnrsip							78
		CalViva Health							59
		County Subtotal							137
	LOS ANGELES	Health Net Comm Solutions	13	17	1	43	26		3,742
		L.A. Care Health Plan	3	23	4	62	23		3,722
		County Subtotal	16	40	5	105	49		7,464
	MADERA	Anthem Blue Cross Partnrsip			3				188

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Plan Type	County Name	Plan Name												
Medical	MADERA	CalViva Health					6	1			3		2	136
		County Subtotal					8	6			4		14	301
	RIVERSIDE	Inland Empire Health Plan					16	13	4	6	8	10	40	289
		Molina Healthcare Partner	2				35	53	15	11	54	1	75	336
		County Subtotal	2				51	66	19	17	62	11	115	625
	SACRAMENTO	Anthem Blue Cross Partnrshp					49	67	23	5	16	2	68	401
		Health Net Comm Solutions					70	26	12	2	44	4	73	385
		KP Cal, LLC	2				5	1				3	7	29
		Molina Healthcare Partner					51	32	12	8	41	1	58	283
		County Subtotal	2				175	126	47	15	101	10	206	1,098
	SAN BERNARDINO	Inland Empire Health Plan					16	9	1		5	6	89	380
		Molina Healthcare Partner	1				70	95	19	12	54	4	69	430
		County Subtotal	1				86	104	20	12	59	10	158	810
	SAN DIEGO	Care1st Partner Plan, LLC	3				59	58	14	3	33	6	62	188
		Community Hlth Grp Partner					41	29	11	5	9	5	130	169
		Health Net Comm Solutions					106	42	16	23	22	4	79	229
		KP Cal, LLC	1				1				2		2	3
		Molina Healthcare Partner					57	62	13	2	18	1	45	193

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Plan Type	County Name	Plan Name						
Medical	MADERA	CalViva Health			1			149
		County Subtotal			4			337
	RIVERSIDE	Inland Empire Health Plan	1	1	1	5	1	395
		Molina Healthcare Partner		2			1	585
		County Subtotal	1	3	1	5	2	980
	SACRAMENTO	Anthem Blue Cross Partnrshp	10	1	19	2	1	664
		Health Net Comm Solutions	4		19	3	3	645
		KP Cal, LLC	1		2			50
		Molina Healthcare Partner	1		17	1	2	507
		County Subtotal	16	1	57	6	6	1,866
		SAN BERNARDINO	Inland Empire Health Plan	3		1	9	1
	Molina Healthcare Partner		1			4	3	762
	County Subtotal		4		1	13	4	1,282
	SAN DIEGO	Care1st Partner Plan, LLC	5		8	4	2	445
		Community Hlth Grp Partner	3	2	4	2		410
		Health Net Comm Solutions	1	2	13	4		541
		KP Cal, LLC						9
		Molina Healthcare Partner			3		3	397

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Plan Type	County Name	Plan Name													
Medical	SAN DIEGO	County Subtotal	4				264	191	54	33	84	16	318	782	
	SAN FRANCISCO	Anthem Blue Cross Partnrshp					21	25	3	1	12	3	34	153	
		San Francisco Health Plan			1		18	8	1	1	27	1	17	114	
		County Subtotal			1		39	33	4	2	39	4	51	267	
	SAN JOAQUIN	Anthem Blue Cross Partnrshp					50	45	9	4	17	1	67	240	
		Health Plan of San Joaquin		4			12	7	2	1	7	9	18	142	
		County Subtotal		4			62	52	11	5	24	10	85	382	
	SANTA CLARA	Anthem Blue Cross Partnrshp		1			23	38	6	4	9	5	21	118	
		Santa Clara Family H.P.					22	37	2	1	7	3	22	126	
		County Subtotal		1			45	75	8	5	16	8	43	244	
	STANISLAUS	Anthem Blue Cross Partnrshp		1			33	16	1	1	1	1	34	153	
		Health Net Comm Solutions					9	2	4	4	19		21	121	
		County Subtotal		1			42	18	5	5	20	1	55	274	
	TULARE	Anthem Blue Cross Partnrshp		1			32	52	7	7	5	4	117	176	
		Health Net Comm Solutions					14	11	2	1	8	7	39	155	
		County Subtotal		1			46	63	9	8	13	11	156	331	
	Total			26	1	10	13	1,786	1,536	420	239	840	119	2,812	11,080
	Total			27	1	10	14	2,560	1,804	615	460	1,573	126	3,610	14,131

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Disenrollment Reason Code			I01	X01	X03	X04	X05		
Plan Type	County Name	Plan Name							
Medical	SAN DIEGO	County Subtotal	9	4	28	10	5	1,802	
	SAN FRANCISCO	Anthem Blue Cross Partnrshp			1			253	
		San Francisco Health Plan			8	1	1	198	
		County Subtotal			8	2	1	451	
	SAN JOAQUIN	Anthem Blue Cross Partnrshp						433	
		Health Plan of San Joaquin				1		203	
		County Subtotal				1		636	
	SANTA CLARA	Anthem Blue Cross Partnrshp		1	1		1	1	229
		Santa Clara Family H.P.							220
		County Subtotal		1	1		1	1	449
	STANISLAUS	Anthem Blue Cross Partnrshp					1		242
		Health Net Comm Solutions							180
		County Subtotal					1		422
	TULARE	Anthem Blue Cross Partnrshp					1		402
		Health Net Comm Solutions					1		238
		County Subtotal					2		640
	Total			49	59	99	146	69	19,304
	Total			49	59	128	146	78	25,391

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Disenrollment Reason Code		E09P	E11B	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10	I01	X01	
Plan Type	Language															
Dental	Arabic					4						1	5			
	Armenian					2						2	7			
	Cambodian					1	2						2			
	Chinese					10	5			1		5	18			
	English	1			1	292	163	112	108	190	2	382	1,665			
	Farsi					1			1			3	2			
	Hmong					3	1					7	32			
	Korean					5		2				1	1			
	No Response, Client declined to state					1										
	No Valid Data					1	2	1		1		1	7			
	Russian					1	6		4	4		6	88			
	Spanish					453	85	80	105	537	5	385	1,175			
	Tagalog								3			3	14			
Vietnamese							4				2	35				
Total		1			1	774	268	195	221	733	7	798	3,051			
Medical										1		1				

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Plan Type	Language				
Dental	Arabic				10
	Armenian				11
	Cambodian				5
	Chinese				39
	English	29		9	2,954
	Farsi				7
	Hmong				43
	Korean				9
	No Response, Client declined to state				1
	No Valid Data				13
	Russian				109
	Spanish				2,825
	Tagalog				20
Vietnamese				41	
Total		29		9	6,087
Medical					2

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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

California Health Care Options

Data for 11/23/2011 through 12/27/2011

Transaction Type		Disenrollment													
Disenrollment Reason Code		E09P	E11B	E11P	E12P	F01	F02	F03	F04	F05	F06	F09	F10	I01	X01
Plan Type	Language														
Medical	Arabic					17	7			7		34	60		
	Armenian					33	25	3	5	30	3	99	142		2
	Cambodian	1				4	2	1		4		28	18	1	
	Chinese		1			66	21	8	3	35		52	211		
	English	20		10	10	1,105	935	281	124	509	89	1,565	6,965	30	36
	Farsi	2				5	13	2		9		15	40		
	Hmong					7	4	1	1	1	3	12	41		
	Korean					15	9	1		10		12	26		
	No Response, Client declined to state					4	3	1		1		2	14		
	No Valid Data	2				62	37	12	8	36	2	136	195	2	9
	Russian					14	17	5	2	37		24	113		5
	Spanish	1			3	392	409	101	93	144	20	753	3,016	15	6
	Tagalog					20	5	3	1	6	2	33	53	1	
	Vietnamese					42	49	1	2	10		46	186		1
Total		26	1	10	13	1,786	1,536	420	239	840	119	2,812	11,080	49	59
Total		27	1	10	14	2,560	1,804	615	460	1,573	126	3,610	14,131	49	59

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
 X05 = MER type E -Voluntary Aid Code or County
 B - Bene
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 P - Plan
 S - Social Services

COPS-17.2 – Disenrollment Summary Report

Data for 11/23/2011 through 12/27/2011

Transaction Type		Disenrollment			Total
Disenrollment Reason Code		X03	X04	X05	
Plan Type	Language				
Medical	Arabic		1	1	127
	Armenian		1	6	349
	Cambodian		2		61
	Chinese			1	398
	English	94	109	26	11,908
	Farsi		1	2	89
	Hmong				70
	Korean				73
	No Response, Client declined to state			1	26
	No Valid Data	4	3	16	524
	Russian			2	219
	Spanish	1	28	13	4,995
	Tagalog		1	1	126
Vietnamese				337	
Total		99	146	69	19,304
Total		128	146	78	25,391

Disenrollment Reason Codes:

E01 = Incarcerated
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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
 X05 = MER type E -Voluntary Aid Code or County
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