



July 10, 2012

DHCS HCO 12-12064

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-17 DISENROLLMENT SUMMARY REPORT – Data for 5/25/2012 through 6/26/2012

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

Dear Ms. Tatar:

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,

Benjamin R. Coss
Vice President
California Health Care Options

CC: Report File
Admin File

COPS-17.2 – Disenrollment Summary Report

Data for 5/25/2012 through 6/26/2012

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

Transaction Type			Disenrollment												
Disenrollment Reason Code			E07B	E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F07	
Plan Type	County Name	Plan Name													
Dental	LOS ANGELES	Access Dental Plan						396	86	51	123	614	2	7	
		American Health Guard						22	8	5	1	20			
		Care 1st Health Plan						17	9	1	7	31			
		Health Net					1	78	34	12	20	68		4	
		Liberty Dental Plan of CA						16	10	2	7	11			
		SafeGuard Dental, Inc.						14	10	4	8	3			
		Western Dental Services						43	21	2	8	31		4	
		County Subtotal					1	586	178	77	174	778	2	15	
	RIVERSIDE	SafeGuard Dental, Inc.													
		County Subtotal													
	SACRAMENTO	Access Dental Plan						10	18	8	16	7	1		
		HealthNet of California						10	15	12	2	1		1	
		Liberty Dental Plan of CA						13	18	7	10	14			
		Western Dental Services			2		1	27	33	17	21	12			
		County Subtotal			2		1	60	84	44	49	34	1	1	
	SAN BERNARDINO	Care 1st Health Plan													
		County Subtotal													

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=
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Initiation Codes:

- F06 = Moving Out Of County=
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- I01 = IS-Generated Disenrollment=
- X01 = Waiver Programs exemption=
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COPS-17.2 – Disenrollment Summary Report

Data for 5/25/2012 through 6/26/2012

Transaction Type			Disenrollment							Total		
Disenrollment Reason Code			F08	F09	F10	I01	X01	X03	X04	X05		
Plan Type	County Name	Plan Name										
Dental	LOS ANGELES	Access Dental Plan		368	1,255						2,902	
		American Health Guard		29	74						159	
		Care 1st Health Plan		39	111						215	
		Health Net		95	266						578	
		Liberty Dental Plan of CA		26	70						142	
		SafeGuard Dental, Inc.		20	55						114	
		Western Dental Services		53	181						343	
		County Subtotal			630	2,012						4,453
	RIVERSIDE	SafeGuard Dental, Inc.				1						1
		County Subtotal				1						1
	SACRAMENTO	Access Dental Plan		27	352				2			441
		HealthNet of California		15	269							325
		Liberty Dental Plan of CA		33	402				4			501
		Western Dental Services		28	473				4		1	619
		County Subtotal			103	1,496			10		1	1,886
	SAN BERNARDINO	Care 1st Health Plan				2						2
		County Subtotal				2						2

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Plan Type	County Name	Plan Name													
Dental	Total			2			2	646	262	121	223	812	3	16	
Medical	ALAMEDA	Alameda Alliance For Health		1			3	13	10	8	3	9	1		
		Anthem Blue Cross Partnrshp		2				59	27	9	1	9	2		
		County Subtotal		3			3	72	37	17	4	18	3		
	CONTRA COSTA	Anthem Blue Cross Partnrshp						28	9	2	5	2			
		Contra Costa Health Plan		6			3	23	9	1		1	2		
		County Subtotal		6			3	51	18	3	5	3	2		
	FRESNO	Anthem Blue Cross Partnrshp			1				98	166	19	7	2	3	1
		CalViva Health							18	16	2	2	10		
		County Subtotal			1				116	182	21	9	12	3	1
	KERN	Health Net Comm Solutions							39	33	3	1	13		
		Kern Family Health Care				11			23	19	7	3	2	1	
		County Subtotal				11			62	52	10	4	15	1	
	KINGS	Anthem Blue Cross Partnrshp							2	7			7	1	
		CalViva Health											1		
		County Subtotal							2	7			8	1	
LOS ANGELES	Health Net Comm Solutions		1				1	442	232	67	53	108	18		
	L.A. Care Health Plan			19	2			263	193	62	51	56	21		

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Disenrollment Reason Code			F08	F09	F10	I01	X01	X03	X04	X05		
Plan Type	County Name	Plan Name										
Dental	Total			733	3,511			10		1	6,342	
Medical	ALAMEDA	Alameda Alliance For Health		11	194				4		257	
		Anthem Blue Cross Partnrshp	1	29	229		1		3		372	
		County Subtotal	1	40	423		1		7		629	
	CONTRA COSTA	Anthem Blue Cross Partnrshp		13	88							147
		Contra Costa Health Plan		11	126				2			184
		County Subtotal		24	214				2			331
	FRESNO	Anthem Blue Cross Partnrshp		92	432		3		1	1		826
		CalViva Health		13	171		8				1	241
		County Subtotal		105	603		11		1	2		1,067
	KERN	Health Net Comm Solutions		26	259				4	2		380
		Kern Family Health Care		14	212		1				1	294
		County Subtotal		40	471		1		4	3		674
	KINGS	Anthem Blue Cross Partnrshp		16	40							73
		CalViva Health		26	43							70
		County Subtotal		42	83							143
	LOS ANGELES	Health Net Comm Solutions	3	422	2,465		17		65	5		3,899
		L.A. Care Health Plan	4	390	2,126		97	2	107	16		3,409

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Disenrollment Reason Code			E07B	E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F07	
Plan Type	County Name	Plan Name													
Medical	LOS ANGELES	County Subtotal	1	19	2		1	705	425	129	104	164	39		
		MADERA	Anthem Blue Cross Partnrshp					14	17	2			1		
			CalViva Health					3	5				2	1	
	County Subtotal						17	22	2			3	1		
	RIVERSIDE	Inland Empire Health Plan		2			1	25	8	3	2	2	2	1	
		Molina Healthcare Partner		1			2	37	85	5	8	18	1		
		County Subtotal		3			3	62	93	8	10	20	2		
	SACRAMENTO	Anthem Blue Cross Partnrshp		5				47	42	15	6	5	1		
		Health Net Comm Solutions						67	40	8	19	19	5		
		KP Cal, LLC						2	1	1		2			
		Molina Healthcare Partner		1			1	23	40	10	4	16	2		
		County Subtotal		6			1	139	123	34	29	42	8		
	SAN BERNARDINO	Inland Empire Health Plan						22	13	7	5	9	5		
		Molina Healthcare Partner		2				29	62	6	8	26	2		
		County Subtotal		2				51	75	13	13	35	7		
	SAN DIEGO	Care1st Partner Plan, LLC		3				55	32	3	1	17		1	
		Community Hlth Grp Partner		2				52	15	11	3	16	2		
		Health Net Comm Solutions						53	57	8	12	14			

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Disenrollment Reason Code			F08	F09	F10	I01	X01	X03	X04	X05		
Plan Type	County Name	Plan Name										
Medical	LOS ANGELES	County Subtotal	7	812	4,591		114	2	172	21	7,308	
	MADERA	Anthem Blue Cross Partnrs		7	129				1			171
		CalViva Health			1	84						96
		County Subtotal			8	213			1			267
	RIVERSIDE	Inland Empire Health Plan			45	285		1	3	9	3	390
		Molina Healthcare Partner			34	258		1	1	1		452
		County Subtotal			79	543		2	4	10	3	842
	SACRAMENTO	Anthem Blue Cross Partnrs			67	422		2	13	4	1	630
		Health Net Comm Solutions			80	388		1	6	7		640
		KP Cal, LLC			3	18						27
		Molina Healthcare Partner			15	260	2		1	4		379
		County Subtotal			165	1,088	2	3	20	15	1	1,676
	SAN BERNARDINO	Inland Empire Health Plan			57	444				19		581
		Molina Healthcare Partner		1	45	376				3		560
		County Subtotal		1	102	820				22		1,141
	SAN DIEGO	Care1st Partner Plan, LLC			58	202			1	3		376
		Community Hlth Grp Partner			99	173			4	12	1	390
		Health Net Comm Solutions		1	62	208				13		428

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California Health Care Options

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Disenrollment Reason Code			E07B	E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F07
Plan Type	County Name	Plan Name												
Medical	SAN DIEGO	KP Cal, LLC		1					1	1				
		Molina Healthcare Partner		5				42	53	5	9	10		
		County Subtotal		11				202	158	28	25	57	2	1
	SAN FRANCISCO	Anthem Blue Cross Partnrshp		2				21	10	8	1	5		
		San Francisco Health Plan		10			3	10	10	1	1	3	1	
		County Subtotal		12			3	31	20	9	2	8	1	
	SAN JOAQUIN	Anthem Blue Cross Partnrshp						30	35	11	10	7	1	
		Health Plan of San Joaquin		11		2	4	10	9	1	1	1		
		County Subtotal		11		2	4	40	44	12	11	8	1	
	SANTA CLARA	Anthem Blue Cross Partnrshp		2				27	34	6			11	6
		Santa Clara Family H.P.						20	19		1	2		
		County Subtotal		2				47	53	6	1	13	6	
	STANISLAUS	Anthem Blue Cross Partnrshp		3				12	8	2	2	9		
		Health Net Comm Solutions						29	17	1	1	8		
		County Subtotal		3				41	25	3	3	17		
	TULARE	Anthem Blue Cross Partnrshp		1				13	63	6	3	1		
		Health Net Comm Solutions						1	8	1	1	2	1	
		County Subtotal		1				14	71	7	4	3	1	

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Plan Type	County Name	Plan Name										
Medical	SAN DIEGO	KP Cal, LLC		2	4						9	
		Molina Healthcare Partner		41	179				2	1	347	
		County Subtotal	1	262	766			5	30	2	1,550	
	SAN FRANCISCO	Anthem Blue Cross Partnrsph			30	138				2		217
		San Francisco Health Plan			11	99		6	1	1	1	158
		County Subtotal			41	237		6	1	3	1	375
	SAN JOAQUIN	Anthem Blue Cross Partnrsph			30	256				2		382
		Health Plan of San Joaquin			6	108						153
		County Subtotal			36	364				2		535
	SANTA CLARA	Anthem Blue Cross Partnrsph			28	179						293
		Santa Clara Family H.P.			18	146				4	1	211
		County Subtotal			46	325				4	1	504
	STANISLAUS	Anthem Blue Cross Partnrsph			9	187				1		233
		Health Net Comm Solutions			12	182				1		251
		County Subtotal			21	369				2		484
	TULARE	Anthem Blue Cross Partnrsph			51	191		1	1			331
		Health Net Comm Solutions			44	133		1		2		194
		County Subtotal			95	324		2	1	2		525

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Disenrollment Reason Code	Plan Type	County Name	Plan Name												
Medical	Total			1	80	13	2	18	1,652	1,405	302	224	426	78	2
Total				1	82	13	2	20	2,298	1,667	423	447	1,238	81	18

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Plan Type	County Name	Plan Name									
Medical	Total		10	1,918	11,434	2	140	34	276	34	18,051
Total			10	2,651	14,945	2	140	44	276	35	24,393

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COPS-17.2 – Disenrollment Summary Report

Data for 5/25/2012 through 6/26/2012

Disenrollment Transactions by Plan Type (Medical, Dental) and Language

Transaction Type		Disenrollment													
Disenrollment Reason Code		E07B	E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F07	F08	F09
Plan Type	Language														
Dental	Arabic														5
	Armenian						8								4
	Cambodian														
	Chinese						3								2
	English		2			2	255	154	63	84	217	2	12		353
	Farsi														
	Hmong								8		1				1
	Korean						1	2		1					1
	No Valid Data								1	1	2	1			2
	Russian						6	4		7					2
	Spanish						367	101	49	131	588		4		361
	Tagalog														
	Vietnamese						6				4				2
Total			2			2	646	262	121	223	812	3	16	733	
Medical	Arabic						9	4	1		2	1		18	
	Armenian						35	27	2		7	1		44	

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COPS-17.2 – Disenrollment Summary Report

Data for 5/25/2012 through 6/26/2012

Transaction Type		Disenrollment					Total	
Disenrollment Reason Code		F10	I01	X01	X03	X04		X05
Plan Type	Language							
Dental	Arabic	10						15
	Armenian	19						31
	Cambodian	3						3
	Chinese	26						31
	English	1,950			10			3,104
	Farsi	1						1
	Hmong	33						43
	Korean	7						12
	No Valid Data	6					1	14
	Russian	41						60
	Spanish	1,393						2,994
	Tagalog	4						4
	Vietnamese	18						30
Total		3,511			10		1	6,342
Medical	Arabic	29					1	65
	Armenian	188		74		9	1	388

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COPS-17.2 – Disenrollment Summary Report

California Health Care Options

Data for 5/25/2012 through 6/26/2012

Transaction Type		Disenrollment													
Disenrollment Reason Code		E07B	E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F07	F08	F09
Plan Type	Language														
Medical	Cambodian		1				11	4			3				19
	Chinese		1				38	19	6	1	6				38
	English	1	58	12	2	16	1,095	904	222	139	280	51	2	5	1,140
	Farsi		1				13	28	5						12
	Hmong						7	21	6	1					2
	Korean		1				9	4							4
	No Response, Client declined to state						5	2							1
	No Valid Data		6			1	50	28	4	2	14				64
	Russian		1				6	7	2		3				49
	Spanish		11	1		1	337	316	53	78	108	21		4	477
	Tagalog						21	6			2	1		1	19
	Vietnamese						16	35	1	3	1	3			31
	Total		1	80	13	2	18	1,652	1,405	302	224	426	78	2	10
Total		1	82	13	2	20	2,298	1,667	423	447	1,238	81	18	10	2,651

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COPS-17.2 – Disenrollment Summary Report

Data for 5/25/2012 through 6/26/2012

Transaction Type		Disenrollment						Total
Disenrollment Reason Code		F10	I01	X01	X03	X04	X05	
Plan Type	Language							
Medical	Cambodian	34				2		74
	Chinese	229				5	1	344
	English	7,291	1	45	32	188	16	11,500
	Farsi	46				2	1	108
	Hmong	39						76
	Korean	36				1		55
	No Response, Client declined to state	2						10
	No Valid Data	145		10	1	12	2	339
	Russian	89		6		5	1	169
	Spanish	3,069	1	5	1	51	10	4,544
	Tagalog	45						95
	Vietnamese	192				1	1	284
	Total		11,434	2	140	34	276	34
Total		14,945	2	140	44	276	35	24,393

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