



July 11, 2012

DHCS HCO 12-12016

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 7/1/2012 through 7/10/2012

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 7/1/2012 through 7/10/2012

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													
7/2/2012	166	274	111	105		58	5	54	546	-108	1.50	274	0
7/3/2012	228	341	145	128		68	8	67	433	-113	1.50	341	0
7/5/2012	243	411	181	169		61	2	113	265	-168	1.32	411	0
7/6/2012	241	315	106	128	1	80	6	87	191	-74	0.76	315	0
7/9/2012	287	390	74	201	4	111	6	29	88	-103	0.84	390	0
7/10/2012	248	330	151	106		73	2	86	6	-82	0.91	330	0
Medical Total	1,413	2,061	768	837	5	451	29	436			1.14	2,061	0
Dental Plan													
7/2/2012	1	1	1						0	0	0.00	1	0
7/5/2012	3	3		3					0	0	0.00	3	0
7/9/2012	4	4	4				1		0	0	0.00	4	0
7/10/2012	1	1	1						0	0	0.00	1	0
Dental Total	9	9	6	3			1				0.00	9	0
Total	1,422	2,070	774	840	5	451	30	436			0.68	2,070	0