



June 8, 2012

DHCS HCO 12-11788

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 4/26/2012 through 5/24/2012

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,

for
Benjamin R. Coss
Vice President
California Health Care Options

CC: Report File
Admin File

COPS-17.2 – Disenrollment Summary Report

Data for 4/26/2012 through 5/24/2012

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

Transaction Type			Disenrollment											
Disenrollment Reason Code			E09B	E09P	E11P	E12P	F01	F02	F03	F04	F05	F06	F07	F08
Plan Type	County Name	Plan Name												
Dental	LOS ANGELES	Access Dental Plan					433	132	38	91	556	1	6	2
		American Health Guard					13	7	1	2	8			
		Care 1st Health Plan					40	12	2	6	21			
		Community Dental Svc, Inc.					6	2	7		3			
		Health Net					71	39	9	9	48		1	
		Liberty Dental Plan of CA					13	11	5	1	4		1	
		SafeGuard Dental, Inc.					12	10	2	2	6	1		
		Western Dental Services					26	18	11	31	21		4	
	County Subtotal					614	231	75	142	667	2	12	2	
	SACRAMENTO	Access Dental Plan					20	15	15	19	8		1	
		Community Dental Svc, Inc.					18	1	2	2	2			
		HealthNet of California					11	15	1	9	6			
		Liberty Dental Plan of CA					3	11	5	7	3			1
		Western Dental Services			2		16	41	20	39	12			1
County Subtotal				2		68	83	43	76	31		1	2	
Total				2		682	314	118	218	698	2	13	4	
Medical	ALAMEDA	Alameda Alliance For Health	1			4	22	7	3	1	10	1		

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

Data for 4/26/2012 through 5/24/2012

Transaction Type			Disenrollment					Total		
Disenrollment Reason Code			F09	F10	X01	X03	X04	X05		
Plan Type	County Name	Plan Name								
Dental	LOS ANGELES	Access Dental Plan	363	1,062					2,684	
		American Health Guard	32	78					141	
		Care 1st Health Plan	47	111					239	
		Community Dental Svc, Inc.	7	15					40	
		Health Net	95	285					557	
		Liberty Dental Plan of CA	13	33					81	
		SafeGuard Dental, Inc.	27	72					132	
		Western Dental Services	63	171					345	
		County Subtotal	647	1,827					4,219	
	SACRAMENTO	Access Dental Plan	24	389		2			493	
		Community Dental Svc, Inc.	9	127		2			163	
		HealthNet of California	38	238		7		1	326	
		Liberty Dental Plan of CA	15	233				2	280	
		Western Dental Services	74	406		3		1	615	
		County Subtotal	160	1,393		14		4	1,877	
	Total			807	3,220		14		4	6,096
	Medical	ALAMEDA	Alameda Alliance For Health	8	222	1		3		283

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Plan Type	County Name	Plan Name													
Medical	ALAMEDA	Anthem Blue Cross Partnrshp		5			56	24	7	3	13				
		County Subtotal	1	5		4	78	31	10	4	23	1			
	CONTRA COSTA	Anthem Blue Cross Partnrshp			1			16	9	2		3			
		Contra Costa Health Plan			1			19	7	1	1	8	3		
		County Subtotal			2			35	16	3	1	11	3		
	FRESNO	Anthem Blue Cross Partnrshp			1			89	174	5	1	9	4		1
		CalViva Health						11	7	5	10	7	1	1	
		County Subtotal			1			100	181	10	11	16	5	1	1
	KERN	Health Net Comm Solutions						57	17	18	1	13			
		Kern Family Health Care				8		20	30	13	1	5	2		
		County Subtotal				8		77	47	31	2	18	2		
	KINGS	Anthem Blue Cross Partnrshp						1		1					
		CalViva Health								4		1			
		County Subtotal						1		5		1			
	LOS ANGELES	Health Net Comm Solutions						533	235	97	67	87	15	1	3
		L.A. Care Health Plan			6			206	148	67	45	87	6		4
		County Subtotal			6			739	383	164	112	174	21	1	7
	MADERA	Anthem Blue Cross Partnrshp					4	10			1				

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Disenrollment Reason Code			F09	F10	X01	X03	X04	X05	
Plan Type	County Name	Plan Name							
Medical	ALAMEDA	Anthem Blue Cross Partnrsip	39	249			2		398
		County Subtotal	47	471	1		5		681
	CONTRA COSTA	Anthem Blue Cross Partnrsip	17	74			1		123
		Contra Costa Health Plan	18	138			4		200
		County Subtotal	35	212			5		323
	FRESNO	Anthem Blue Cross Partnrsip	90	508	8		2		892
		CalViva Health	22	187	3		1		255
		County Subtotal	112	695	11		3		1,147
	KERN	Health Net Comm Solutions	14	260			2		382
		Kern Family Health Care	33	214			1	1	328
		County Subtotal	47	474			3	1	710
	KINGS	Anthem Blue Cross Partnrsip	10	59					71
		CalViva Health	9	48					62
		County Subtotal	19	107					133
	LOS ANGELES	Health Net Comm Solutions	514	2,713	18	1	51	3	4,338
		L.A. Care Health Plan	440	2,060	66	3	90	11	3,239
		County Subtotal	954	4,773	84	4	141	14	7,577
	MADERA	Anthem Blue Cross Partnrsip	9	119			1		144

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Plan Type	County Name	Plan Name												
Medical	MADERA	CalViva Health					4	1	2		2			
		County Subtotal					8	11	2		3			
	RIVERSIDE	Inland Empire Health Plan			3		18	12	3	2	8	4		
		Molina Healthcare Partner				1	39	45	10	12	6		1	
		County Subtotal			3	1	57	57	13	14	14	4	1	
	SACRAMENTO	Anthem Blue Cross Partnrshp			2		61	50	10	1	9	3		
		Health Net Comm Solutions					94	32	20	11	28	1	1	
		KP Cal, LLC			3		3	1	3	3		1		
		Molina Healthcare Partner					23	21	12	4	15	1		
		County Subtotal			5		181	104	45	19	52	6	1	
	SAN BERNARDINO	Inland Empire Health Plan			1		18	10	10	2	4	5		1
		Molina Healthcare Partner				2	45	62	7	16	28	2		
		County Subtotal			1	2	63	72	17	18	32	7		1
	SAN DIEGO	Care1st Partner Plan, LLC			2		50	23	6	6	30			
		Community Hlth Grp Partner					44	43	6	1	17			1
		Health Net Comm Solutions					57	31	16	6	21	2		
		KP Cal, LLC					1		1					
		Molina Healthcare Partner			1		30	41	11	4	19			

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Disenrollment Reason Code			F09	F10	X01	X03	X04	X05	
Plan Type	County Name	Plan Name							
Medical	MADERA	CalViva Health	2	74	1	1		1	88
		County Subtotal	11	193	1	2		1	232
	RIVERSIDE	Inland Empire Health Plan	35	308	2		11	2	408
		Molina Healthcare Partner	30	277			1		422
		County Subtotal	65	585	2		12	2	830
	SACRAMENTO	Anthem Blue Cross Partnrshp	89	378		7	7		617
		Health Net Comm Solutions	72	484		11	5		759
		KP Cal, LLC	1	26		3	1	1	46
		Molina Healthcare Partner	44	261		7	3		391
		County Subtotal	206	1,149		28	16	1	1,813
	SAN BERNARDINO	Inland Empire Health Plan	68	377	5		21	7	529
		Molina Healthcare Partner	62	346			5	4	579
		County Subtotal	130	723	5		26	11	1,108
	SAN DIEGO	Care1st Partner Plan, LLC	72	207	1	6	3	1	407
		Community Hlth Grp Partner	93	225		7	8	1	446
		Health Net Comm Solutions	64	170		4	8		379
		KP Cal, LLC	1	19					22
		Molina Healthcare Partner	46	167		5	3		327

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Plan Type	County Name	Plan Name													
Medical	SAN DIEGO	County Subtotal		3			182	138	40	17	87	2		1	
		SAN FRANCISCO	Anthem Blue Cross Partnrshp				15	12	7		9				
			San Francisco Health Plan		4		1	7	2	2		5	1		
		County Subtotal		4		1	22	14	9		14	1			
	SAN JOAQUIN	Anthem Blue Cross Partnrshp		1			37	38	12	1	15				
		Health Plan of San Joaquin		1			12	5	5		1	5			
		County Subtotal		2			49	43	17	1	16	5			
	SANTA CLARA	Anthem Blue Cross Partnrshp					25	28	9	4	18				
		Santa Clara Family H.P.					15	14	3	2	1	1			
		County Subtotal					40	42	12	6	19	1			
	STANISLAUS	Anthem Blue Cross Partnrshp					20	16	5		4	1			
		Health Net Comm Solutions					18	19	4		16	1			
		County Subtotal					38	35	9		20	2			
	TULARE	Anthem Blue Cross Partnrshp					13	77	4	1	1	1			
		Health Net Comm Solutions					7	12	2		9	3			
		County Subtotal					20	89	6	1	10	4			
		Total		1	32	8	8	1,690	1,263	393	206	510	64	4	10
	Total			1	34	8	8	2,372	1,577	511	424	1,208	66	17	14

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Disenrollment Reason Code			F09	F10	X01	X03	X04	X05		
Plan Type	County Name	Plan Name								
Medical	SAN DIEGO	County Subtotal	276	788	1	22	22	2	1,581	
	SAN FRANCISCO	Anthem Blue Cross Partnrshp	20	118	2		1		184	
		San Francisco Health Plan	23	107	9		1	2	164	
		County Subtotal	43	225	11		2	2	348	
	SAN JOAQUIN	Anthem Blue Cross Partnrshp	33	239					376	
		Health Plan of San Joaquin	8	137			2		176	
		County Subtotal	41	376			2		552	
	SANTA CLARA	Anthem Blue Cross Partnrshp	26	179					289	
		Santa Clara Family H.P.	20	132			2		190	
		County Subtotal	46	311			2		479	
	STANISLAUS	Anthem Blue Cross Partnrshp	30	173			1		250	
		Health Net Comm Solutions	13	174			2		247	
		County Subtotal	43	347			3		497	
	TULARE	Anthem Blue Cross Partnrshp	60	238		2			397	
		Health Net Comm Solutions	20	123					176	
		County Subtotal	80	361		2			573	
	Total			2,155	11,790	116	58	242	34	18,584
	Total			2,962	15,010	116	72	242	38	24,680

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Disenrollment Reason Code		E09B	E09P	E11P	E12P	F01	F02	F03	F04	F05	F06	F07	F08	F09	F10
Plan Type	Language														
Dental	Arabic						1								5
	Armenian					2	3							4	15
	Cambodian					2								1	
	Chinese					3	4	1	4					2	23
	English		2			271	172	68	109	195		10	2	352	1,885
	Farsi						1	2							4
	Hmong													11	28
	Korean					4	2								5
	No Valid Data					2	2		1					2	7
	Russian					1	1							15	63
	Spanish					395	124	47	104	503	2	3	2	417	1,160
	Tagalog							2							6
	Vietnamese					2	2							3	19
Total			2			682	314	118	218	698	2	13	4	807	3,220
Medical	Arabic					24	2	1						13	48
	Armenian					40	33	4		8				48	172

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Plan Type	Language					
Dental	Arabic					6
	Armenian					24
	Cambodian					3
	Chinese					37
	English		14		3	3,083
	Farsi					7
	Hmong					39
	Korean					11
	No Valid Data					14
	Russian				1	81
	Spanish					2,757
	Tagalog					8
	Vietnamese					26
Total			14		4	6,096
Medical	Arabic			1		89
	Armenian	31		12		348

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- 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
- D - DHCS
- P - Plan
- S - Social Services

COPS-17.2 – Disenrollment Summary Report

Data for 4/26/2012 through 5/24/2012

Transaction Type		Disenrollment													
Disenrollment Reason Code		E09B	E09P	E11P	E12P	F01	F02	F03	F04	F05	F06	F07	F08	F09	F10
Plan Type	Language														
Medical	Cambodian					8	10		1	2				11	31
	Chinese		1			29	15	8	4	16				38	214
	English	1	22	7	8	1,038	819	247	127	348	47	3	8	1,267	7,500
	Farsi					10	11	2		5				26	44
	Hmong					3	44			1				11	78
	Korean					5	2	1		1				7	43
	No Response, Client declined to state		1			2	3	1						2	9
	No Valid Data		3			51	38	15	4	10	2			72	166
	Russian					16	10	4		1			1	40	98
	Spanish		4	1		440	251	107	66	110	15		2	567	3,219
	Tagalog		1			6	9	3	2	4				25	30
	Vietnamese					18	16		2	4				28	138
Total		1	32	8	8	1,690	1,263	393	206	510	64	4	10	2,155	11,790
Total		1	34	8	8	2,372	1,577	511	424	1,208	66	17	14	2,962	15,010

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

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COPS-17.2 – Disenrollment Summary Report

Data for 4/26/2012 through 5/24/2012

Transaction Type		Disenrollment				Total
Disenrollment Reason Code		X01	X03	X04	X05	
Plan Type	Language					
Medical	Cambodian			1		64
	Chinese	1		4		330
	English	54	54	169	18	11,737
	Farsi			2		100
	Hmong	1				138
	Korean					59
	No Response, Client declined to state			1	1	20
	No Valid Data	13	2	5	2	383
	Russian	4		2		176
	Spanish	12	2	44	12	4,852
	Tagalog				1	81
	Vietnamese			1		207
	Total		116	58	242	34
Total		116	72	242	38	24,680

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