



June 8, 2012

DHCS HCO 12-11814

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 5/1/2012 through 5/31/2012

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 5/1/2012 through 5/31/2012

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													
5/1/2012	298	300	124	100		76	5	72	2,854	-2	0.82	300	0
5/2/2012	258	292	134	112		46	8	55	2,820	-34	3.52	292	0
5/3/2012	302	417	123	230		64	7	56	2,705	-115	2.33	417	0
5/4/2012	123	108	18	60		30	2		2,720	15	0.00	108	0
5/7/2012	359	539	155	282		102	15	65	2,540	-180	2.31	539	0
5/8/2012	277	463	137	256		70	15	56	2,354	-186	2.84	463	0
5/9/2012	242	403	134	190		79	3	29	2,193	-161	2.36	403	0
5/10/2012	336	511	117	272		122	4	52	2,018	-175	2.26	511	0
5/11/2012	308	475	137	238	5	95	9	79	1,851	-167	2.55	475	0
5/14/2012	296	486	130	245	1	110	5	45	1,661	-190	1.63	486	0
5/15/2012	319	438	129	206	1	102	11	60	1,542	-119	1.55	438	0
5/16/2012	268	376	99	191		86	4	51	1,434	-108	2.62	376	0
5/17/2012	294	410	128	187		95	5	62	1,318	-116	1.32	410	0
5/18/2012	303	351	107	154		90	8	62	1,270	-48	1.07	351	0
5/21/2012	266	348	131	130		87	8	68	1,188	-82	2.49	348	0
5/22/2012	266	390	120	184		86	12	76	1,064	-124	2.09	390	0
5/23/2012	186	293	88	134		71	2	35	957	-107	3.24	293	0
5/24/2012	320	438	115	225	2	96	10	69	839	-118	1.36	438	0
5/25/2012	282	403	116	192	4	91	12	61	718	-121	2.60	403	0
5/29/2012	258	388	110	197		81	5	67	588	-130	1.78	388	0
5/30/2012	224	340	95	172		73	2	50	472	-116	2.44	340	0
5/31/2012	230	381	96	189	2	94	1	38	321	-151	2.42	381	0
Medical Total	6,015	8,550	2,543	4,146	15	1,846	153	1,208			2.07	8,550	0

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Dental Plan													
5/1/2012	1	1	1						0	0	0.00	1	0
5/2/2012	3	3	2	1			1		0	0	0.00	3	0
5/3/2012	1	1	1						0	0	0.00	1	0
5/7/2012	4	4	4				1		0	0	0.00	4	0
5/8/2012	3	3	2	1			2		0	0	0.00	3	0
5/10/2012	3	3	3				3		0	0	0.00	3	0
5/11/2012	1	1		1					0	0	0.00	1	0
5/14/2012	2	2	2				2		0	0	0.00	2	0
5/16/2012	2	2	1	1					0	0	0.00	2	0
5/17/2012	1	1		1					0	0	0.00	1	0
5/24/2012	5	5	2	3					0	0	0.00	5	0
Dental Total	26	26	18	8			9				0.00	26	0
Total	6,041	8,576	2,561	4,154	15	1,846	162	1,208			1.38	8,576	0