



October 8, 2012

DHCS HCO 12-12905

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 9/1/2012 through 9/30/2012**

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 9/1/2012 through 9/30/2012

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
<b>Medical Plan</b>													
9/4/2012	234	179	83	84		12	4	45	788	55	0.27	179	0
9/5/2012	141	185	74	88		23	4	17	744	-44	0.73	185	0
9/6/2012	269	320	140	167		13	5	80	693	-51	0.49	320	0
9/7/2012	167	251	100	128		23	16	34	609	-84	1.94	251	0
9/10/2012	265	239	72	139		28	3	32	635	26	4.89	239	0
9/11/2012	175	168	50	93		25	2	21	642	7	0.62	168	0
9/12/2012	263	274	159	104		11	16	76	631	-11	0.80	274	0
9/13/2012	249	213	62	136		15	6	45	667	36	0.00	213	0
9/14/2012	144	139	19	75		45	2	9	672	5	0.01	139	0
9/17/2012	231	200	99	87		14	6	66	703	31	0.25	200	0
9/18/2012	155	119	51	55		13	4	31	739	36	0.27	119	0
9/19/2012	200	204	94	66		44	6	58	735	-4	0.13	204	0
9/20/2012	197	228	76	103		49	1	50	704	-31	0.13	228	0
9/21/2012	174	182	50	80		52	10	32	696	-8	0.10	182	0
9/24/2012	167	169	75	59		35	6	51	694	-2	0.20	169	0
9/25/2012	185	200	47	85	2	66	5	22	679	-15	0.40	200	0
9/26/2012	146	171	47	82		42	9	14	654	-25	1.13	171	0
9/27/2012	203	298	159	95		44	7	82	559	-95	2.44	298	0
9/28/2012	148	292	109	146		37	8	54	415	-144	2.14	292	0
<b>Medical Total</b>	<b>3,713</b>	<b>4,031</b>	<b>1,566</b>	<b>1,872</b>	<b>2</b>	<b>591</b>	<b>120</b>	<b>819</b>			<b>0.89</b>	<b>4,031</b>	<b>0</b>
<b>Dental Plan</b>													
9/5/2012	12	12	8	4			6		0	0	0.00	12	0
9/7/2012	2	2	2						0	0	0.00	2	0
9/10/2012	1	1	1				1		0	0	0.00	1	0

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9/11/2012	13	13	2	11			1	1	0	0	0.00	13	0
9/12/2012	4	4	4				2	1	0	0	0.00	4	0
9/13/2012	2	2	1	1			1		0	0	0.00	2	0
9/17/2012	4	4	2	2			2		0	0	0.00	4	0
9/18/2012	2	2	1	1			1		0	0	0.00	2	0
9/19/2012	1	1		1					0	0	0.00	1	0
9/20/2012	2	2	2				2		0	0	0.00	2	0
9/21/2012	4	4	1	3					0	0	0.00	4	0
9/24/2012	11	11	7	4			5		0	0	0.00	11	0
9/25/2012	14	14	3	11			1		0	0	0.00	14	0
9/26/2012	2	2	1	1			1		0	0	0.00	2	0
9/27/2012	4	4	3	1			1		0	0	0.00	4	0
9/28/2012	1	1	1						0	0	0.00	1	0
<b>Dental Total</b>	<b>79</b>	<b>79</b>	<b>39</b>	<b>40</b>			<b>24</b>	<b>2</b>			<b>0.00</b>	<b>79</b>	<b>0</b>
<b>Total</b>	<b>3,792</b>	<b>4,110</b>	<b>1,605</b>	<b>1,912</b>	<b>2</b>	<b>591</b>	<b>144</b>	<b>821</b>			<b>0.48</b>	<b>4,110</b>	<b>0</b>