



September 11, 2012

DHCS HCO 12-12629

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 7/27/2012 through 8/28/2012

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 7/27/2012 through 8/28/2012

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

Transaction Type			Disenrollment												
Disenrollment Reason Code			E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F07	F08	
Plan Type	County Name	Plan Name													
Dental	LOS ANGELES	Access Dental Plan	1			3	467	141	50	101	677	5	1	2	
		Care 1st Health Plan					33	10	8	7	20		1		
		Health Net				1	81	43	11	16	44	2			
		Liberty Dental Plan of CA					11	8	6	2	5				
		SafeGuard Dental, Inc.					25	12	2	11	8				
		Western Dental Services	1			2	59	61	6	17	22		2		
		County Subtotal	2			6	676	275	83	154	776	7	4	2	
	SACRAMENTO	Access Dental Plan	1				18	19	5	19	3				
		HealthNet of California					13	16	7	4				2	
		Liberty Dental Plan of CA	2				13	20	6	13	10				
		Western Dental Services					44	45	14	29	6				
		County Subtotal	3				88	100	32	65	19			2	
	Total			5			6	764	375	115	219	795	7	4	4
	Medical	ALAMEDA	Alameda Alliance For Health	1			11	15	12	2		5	4		
Anthem Blue Cross Partnrshp			1		1		27	22	8	2	7				
County Subtotal			2		1	11	42	34	10	2	12	4			
CONTRA COSTA		Anthem Blue Cross Partnrshp					20	3	4	1		2			

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=
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 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=
 F09 = Other Reason=
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 I01 = IS-Generated Disenrollment=
 X01 = Waiver Programs exemption=
 X02 = Dental Exemption=
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Transaction Type			Disenrollment					Total		
Disenrollment Reason Code			F09	F10	X01	X02	X03	X04	X05	
Plan Type	County Name	Plan Name								
Dental	LOS ANGELES	Access Dental Plan	355	1,265						3,068
		Care 1st Health Plan	42	96						217
		Health Net	55	248						501
		Liberty Dental Plan of CA	15	38						85
		SafeGuard Dental, Inc.	26	55						139
		Western Dental Services	40	142						352
		County Subtotal	533	1,844						4,362
	SACRAMENTO	Access Dental Plan	22	369			4		2	462
		HealthNet of California	11	243		2	4		2	304
		Liberty Dental Plan of CA	9	272			5			350
		Western Dental Services	47	442			10		1	638
		County Subtotal	89	1,326		2	23		5	1,754
	Total		622	3,170		2	23		5	6,116
	Medical	ALAMEDA	Alameda Alliance For Health	13	252	9			3	
Anthem Blue Cross Partnrshp			21	270	2			1		362
County Subtotal			34	522	11			4		689
CONTRA COSTA		Anthem Blue Cross Partnrshp	25	71				2		128

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Plan Type	County Name	Plan Name												
Medical	CONTRA COSTA	Contra Costa Health Plan	5				30	5	1	6	3	2		
		County Subtotal	5				50	8	5	7	3	4		
	FRESNO	Anthem Blue Cross Partnrshp	2				101	177	30	2	7	3		
		CalViva Health			1		20	15	4	1	5	10		
		County Subtotal	2		1		121	192	34	3	12	13		
	KERN	Health Net Comm Solutions					38	24	14	7	16			
		Kern Family Health Care		31			30	13	8	3	7	3		
		County Subtotal		31			68	37	22	10	23	3		
	KINGS	Anthem Blue Cross Partnrshp					3	6						
		CalViva Health					2	7			2			
		County Subtotal					5	13			2			
	LOS ANGELES	Health Net Comm Solutions					431	193	72	62	53	13		2
		L.A. Care Health Plan	9	1		46	268	181	67	37	63	36	2	10
		County Subtotal	9	1		46	699	374	139	99	116	49	2	12
	MADERA	Anthem Blue Cross Partnrshp					17	9	1	3				
		CalViva Health					4	2		2		5		
		County Subtotal					21	11	1	5		5		
	RIVERSIDE	Inland Empire Health Plan					16	11	3	7	4	10		

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Plan Type	County Name	Plan Name								
Medical	CONTRA COSTA	Contra Costa Health Plan	17	158						227
		County Subtotal	42	229				2		355
	FRESNO	Anthem Blue Cross Partnrsip	126	473			1	2		924
		CalViva Health	21	205						282
		County Subtotal	147	678			1	2		1,206
	KERN	Health Net Comm Solutions	46	248				3		396
		Kern Family Health Care	24	238						357
		County Subtotal	70	486				3		753
	KINGS	Anthem Blue Cross Partnrsip	20	27						56
		CalViva Health	19	51						81
		County Subtotal	39	78						137
	LOS ANGELES	Health Net Comm Solutions	452	2,442	20		1	52	4	3,797
		L.A. Care Health Plan	410	2,188	64		4	97	11	3,494
		County Subtotal	862	4,630	84		5	149	15	7,291
	MADERA	Anthem Blue Cross Partnrsip	8	173			1	1		213
		CalViva Health		65						78
		County Subtotal	8	238			1	1		291
	RIVERSIDE	Inland Empire Health Plan	33	410			5	4	2	505

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Plan Type	County Name	Plan Name													
Medical	RIVERSIDE	Molina Healthcare Partner	1				31	65	22	9	11	1			
		County Subtotal	1				47	76	25	16	15	11			
	SACRAMENTO	Anthem Blue Cross Partnrshp	6				53	62	20	20	3	1			
		Health Net Comm Solutions					61	34	13	5	19				
		KP Cal, LLC	2				2	1							
		Molina Healthcare Partner	3				25	31	13	8	12				
		County Subtotal	11				141	128	46	33	34	1			
		SAN BERNARDINO	Inland Empire Health Plan				1	40	27	5	15	4	5	2	
	Molina Healthcare Partner						49	49	12	12	17				
	County Subtotal					1	89	76	17	27	21	5	2		
	SAN DIEGO	Care1st Partner Plan, LLC	1			2	49	50	3	11	10				
		Community Hlth Grp Partner				1	33	24	16	11	4	5			
		Health Net Comm Solutions					55	40	13	8	19	3		1	
		KP Cal, LLC	1					1			1				
		Molina Healthcare Partner	5				35	36	7	5	9	6			
		County Subtotal	7			3	172	151	39	35	43	14			1
	SAN FRANCISCO	Anthem Blue Cross Partnrshp					4	13	1	2	4				
		San Francisco Health Plan	2			3	16	6	1		2	8			

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Plan Type	County Name	Plan Name								
Medical	RIVERSIDE	Molina Healthcare Partner	48	324	1			2		515
		County Subtotal	81	734	1		5	6	2	1,020
	SACRAMENTO	Anthem Blue Cross Partnrshp	80	428			9	3	1	686
		Health Net Comm Solutions	84	478			10	9		713
		KP Cal, LLC	5	23					2	35
		Molina Healthcare Partner	34	263			5	3		397
		County Subtotal	203	1,192			24	15	3	1,831
		SAN BERNARDINO	Inland Empire Health Plan	90	566	19			22	3
	Molina Healthcare Partner		52	335	16			6	2	550
	County Subtotal		142	901	35			28	5	1,349
	SAN DIEGO	Care1st Partner Plan, LLC	36	203			4	6	1	376
		Community Hlth Grp Partner	85	239			3	8	2	431
		Health Net Comm Solutions	51	183			3	6		382
		KP Cal, LLC	6	10						19
		Molina Healthcare Partner	39	195			1	4		342
		County Subtotal	217	830			11	24	3	1,550
	SAN FRANCISCO	Anthem Blue Cross Partnrshp	18	83						125
		San Francisco Health Plan	7	92	4			2	2	145

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Plan Type	County Name	Plan Name													
Medical	SAN FRANCISCO	County Subtotal	2			3	20	19	2	2	6	8			
		SAN JOAQUIN	Anthem Blue Cross Partnrshp	1			49	50	4	2	10	8			
			Health Plan of San Joaquin	2			2	7	8	2	2				
		County Subtotal	3			2	56	58	6	4	10	8			
	SANTA CLARA	Anthem Blue Cross Partnrshp					39	47	3	1	15				
		Santa Clara Family H.P.					16	23	3	3	3	6	1		
		County Subtotal					55	70	6	4	18	6	1		
	STANISLAUS	Anthem Blue Cross Partnrshp	1				12	17	6	1	1	4			
		Health Net Comm Solutions					17	7	4	1	4				
		County Subtotal	1				29	24	10	2	5	4			
	TULARE	Anthem Blue Cross Partnrshp					28	82	3	2	3	1		1	
		Health Net Comm Solutions					10	8		4	4	4			
		County Subtotal					38	90	3	6	7	5		1	
		Total		43	32	2	66	1,653	1,361	365	255	327	140	5	14
	Total			48	32	2	72	2,417	1,736	480	474	1,122	147	9	18

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Disenrollment Reason Code			F09	F10	X01	X02	X03	X04	X05		
Plan Type	County Name	Plan Name									
Medical	SAN FRANCISCO	County Subtotal	25	175	4			2	2	270	
	SAN JOAQUIN	Anthem Blue Cross Partnrs	39	321				1	1	486	
		Health Plan of San Joaquin	14	195				1		233	
		County Subtotal	53	516				2	1	719	
	SANTA CLARA	Anthem Blue Cross Partnrs	28	230				1		364	
		Santa Clara Family H.P.	20	200	1			2		278	
		County Subtotal	48	430	1			3		642	
	STANISLAUS	Anthem Blue Cross Partnrs	23	161				1		227	
		Health Net Comm Solutions	13	167						213	
		County Subtotal	36	328				1		440	
	TULARE	Anthem Blue Cross Partnrs	62	252						434	
		Health Net Comm Solutions	27	154						211	
		County Subtotal	89	406						645	
	Total			2,096	12,373	136		47	242	31	19,188
	Total			2,718	15,543	136	2	70	242	36	25,304

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Disenrollment Reason Code		E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F07	F08	F09	F10	
Plan Type	Language															
Dental	Arabic					5	5								1	
	Armenian					3								3	22	
	Cambodian													1	2	
	Chinese					8	4		3	2				3	34	
	English	4			3	326	198	71	94	197	4	1	3	302	1,748	
	Farsi														3	
	Hmong					4								1	22	
	Korean								1						5	
	No Response, Client declined to state															1
	No Valid Data				1	4	1	1							3	13
	Russian							1	5	2					4	46
	Spanish	1			2	400	165	38	120	593	3	3	1	301	1,229	
	Tagalog									2					2	3
Vietnamese					14				1					2	41	
Total		5			6	764	375	115	219	795	7	4	4	622	3,170	
Medical	Arabic					30	3	8	5	1	2			10	48	

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Plan Type	Language						
Dental	Arabic						11
	Armenian						28
	Cambodian						3
	Chinese						54
	English		2	22		3	2,978
	Farsi						3
	Hmong						27
	Korean						6
	No Response, Client declined to state						1
	No Valid Data			1		1	25
	Russian						58
	Spanish						2,856
	Tagalog						7
Vietnamese					1	59	
Total			2	23		5	6,116
Medical	Arabic					1	108

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=
- S - Social Services=

COPS-17.2 – Disenrollment Summary Report

California Health Care Options

Data for 7/27/2012 through 8/28/2012

Transaction Type		Disenrollment														
Disenrollment Reason Code		E09P	E11P	E12B	E12P	F01	F02	F03	F04	F05	F06	F07	F08	F09	F10	
Plan Type	Language															
Medical	Armenian					18	10	2		1			1	24	142	
	Cambodian					1	2	1		1	1			10	43	
	Chinese	1			1	17	15	10	1	12	2			37	144	
	English	35	30	2	47	1,069	938	262	167	207	105	2	9	1,340	8,530	
	Farsi					6	13			1				15	32	
	Hmong					8	6	1						9	29	
	Korean				1	32	12	2	1	1				9	34	
	No Response, Client declined to state					1									12	
	No Valid Data	3			2	34	24	10		7			1		36	122
	Russian					11	16		1	1					23	82
	Spanish	4	2		12	379	287	69	74	92	29	1	2	540	2,937	
	Tagalog				2	17	7		2	3	1				18	53
	Vietnamese				1	30	28		4				1	2	25	165
Total		43	32	2	66	1,653	1,361	365	255	327	140	5	14	2,096	12,373	
Total		48	32	2	72	2,417	1,736	480	474	1,122	147	9	18	2,718	15,543	

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COPS-17.2 – Disenrollment Summary Report

Data for 7/27/2012 through 8/28/2012

Transaction Type		Disenrollment					Total
Disenrollment Reason Code		X01	X02	X03	X04	X05	
Plan Type	Language						
Medical	Armenian	47			5	2	252
	Cambodian						59
	Chinese				2		242
	English	59		44	174	22	13,042
	Farsi				1		68
	Hmong						53
	Korean				2		94
	No Response, Client declined to state						13
	No Valid Data	17		1	6	3	266
	Russian	10			3		147
	Spanish	3		2	45	3	4,481
	Tagalog				1		104
	Vietnamese				3		259
Total		136		47	242	31	19,188
Total		136	2	70	242	36	25,304

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