



April 10, 2013

DHCS HCO 13-14588

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 2/26/2013 through 3/26/2013**

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 2/26/2013 through 3/26/2013

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

Transaction Type			Disenrollment												
Disenrollment Reason Code			E07D	E09P	E11P	E12B	E12D	E12P	F01	F02	F03	F04	F05	F06	
Plan Type	County Name	Plan Name													
Dental	LOS ANGELES	Access Dental Plan							140	61	27	54	286		
		Health Net							46	17	8	17	33	6	
		Liberty Dental Plan of CA							47	23	4	7	49		
		SafeGuard Dental, Inc.						1	17	6	3	3	8		
		Western Dental Services			1				1	17	26	11	20	12	
		County Subtotal			1				2	267	133	53	101	388	6
	SACRAMENTO	Access Dental Plan								20	22	5	13	10	
		HealthNet of California								22	16	8	4	9	1
		Liberty Dental Plan of CA								21	23	18	4	16	
		County Subtotal								63	61	31	21	35	1
	<b>Total</b>				1				2	330	194	84	122	423	7
	Medical	ALAMEDA	Alameda Alliance For Health						1	19	4	3	2	3	6
			Anthem Blue Cross Partnrshp							15	7	11	7	6	7
County Subtotal								1	34	11	14	9	9	13	
CONTRA COSTA		Anthem Blue Cross Partnrshp								13	21	3	2	2	
		Contra Costa Health Plan						1	25	2	6	2	11	4	
		County Subtotal						1	38	23	9	4	13	4	

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  
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 X05 = MER type E -Voluntary Aid Code or County  
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Transaction Type			Disenrollment							Total		
Disenrollment Reason Code			F07	F08	F09	F10	I01	X03	X04	X05		
Plan Type	County Name	Plan Name										
Dental	LOS ANGELES	Access Dental Plan	4	2	200	710					1	1,485
		Health Net	1		47	237						412
		Liberty Dental Plan of CA			48	160						338
		SafeGuard Dental, Inc.			34	72						144
		Western Dental Services			35	143						266
		County Subtotal		5	2	364	1,322				1	2,645
	SACRAMENTO	Access Dental Plan				70	445		5			590
		HealthNet of California				80	370		1		1	512
		Liberty Dental Plan of CA		1		69	617		15		4	788
		County Subtotal		1		219	1,432		21		5	1,890
	<b>Total</b>			6	2	583	2,754		21		6	4,535
	Medical	ALAMEDA	Alameda Alliance For Health			20	232	2		5	1	298
			Anthem Blue Cross Partnrshp			34	225	2		5	1	320
County Subtotal					54	457	4		10	2	618	
CONTRA COSTA		Anthem Blue Cross Partnrshp			20	122	1		2		186	
		Contra Costa Health Plan			47	184	4		3		289	
		County Subtotal			67	306	5		5		475	

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Disenrollment Reason Code			E07D	E09P	E11P	E12B	E12D	E12P	F01	F02	F03	F04	F05	F06	
Plan Type	County Name	Plan Name													
Medical	FRESNO	Anthem Blue Cross Partnrshp							85	87	32	3	4	4	
		CalViva Health							12	17	6	1	9	11	
		County Subtotal							97	104	38	4	13	15	
	KERN	Health Net Comm Solutions								26	26	14	5	10	1
		Kern Family Health Care		3	31					9	15			1	5
		County Subtotal		3	31					35	41	14	5	11	6
	KINGS	Anthem Blue Cross Partnrshp								4	7	2			
		CalViva Health								1	3				1
		County Subtotal								5	10	2			1
	LOS ANGELES	Health Net Comm Solutions								212	122	118	51	61	27
		L.A. Care Health Plan		10		2			13	118	146	78	28	32	44
		County Subtotal		10		2			13	330	268	196	79	93	71
	MADERA	Anthem Blue Cross Partnrshp								6	9	2	1	1	1
		CalViva Health									1				
		County Subtotal								6	10	2	1	1	1
	RIVERSIDE	Inland Empire Health Plan								10	7	2	10	7	27
		Molina Healthcare Partner			1					18	51	15	9	12	2
		County Subtotal			1					28	58	17	19	19	29

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Disenrollment Reason Code			F07	F08	F09	F10	I01	X03	X04	X05		
Plan Type	County Name	Plan Name										
Medical	FRESNO	Anthem Blue Cross Partnrsip			92	362					669	
		CalViva Health			35	189		1	1		282	
		County Subtotal			127	551		1	1		951	
	KERN	Health Net Comm Solutions			30	309	1			1	423	
		Kern Family Health Care			12	244	11			2	333	
		County Subtotal			42	553	12			3	756	
	KINGS	Anthem Blue Cross Partnrsip			27	46					86	
		CalViva Health			15	57				1	78	
		County Subtotal			42	103				1	164	
	LOS ANGELES	Health Net Comm Solutions			3	551	2,489	84		56	6	3,780
		L.A. Care Health Plan	1	3	464	2,233	131	1	115		5	3,424
		County Subtotal	1	6	1,015	4,722	215	1	171		11	7,204
	MADERA	Anthem Blue Cross Partnrsip			6	124						150
		CalViva Health			2	58						61
		County Subtotal			8	182						211
	RIVERSIDE	Inland Empire Health Plan		1	33	382	23			5	2	509
		Molina Healthcare Partner		1	27	367	9			2		514
		County Subtotal		2	60	749	32			7	2	1,023

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Plan Type	County Name	Plan Name													
Medical	SACRAMENTO	Anthem Blue Cross Partnrshp							24	30	16	7	39	6	
		Health Net Comm Solutions	2						37	41	20	11	32	3	
		KP Cal, LLC							3	2	2		2	1	
		Molina Healthcare Partner							16	30	20	10	19		
		County Subtotal		2						80	103	58	28	92	10
	SAN BERNARDINO	Inland Empire Health Plan			1					8	15	9	5	1	26
		Molina Healthcare Partner							1	29	83	18	12	10	6
		County Subtotal			1				1	37	98	27	17	11	32
	SAN DIEGO	Care1st Partner Plan, LLC			3					24	37	13	5	4	1
		Community Hlth Grp Partner								31	23	11	3	5	3
		Health Net Comm Solutions								71	34	19	6	12	3
		KP Cal, LLC								9	2	3	8	5	
		Molina Healthcare Partner								25	36	5	8	1	2
		County Subtotal			3					160	132	51	30	27	9
	SAN FRANCISCO	Anthem Blue Cross Partnrshp			1					6	7			2	2
		San Francisco Health Plan			1					5	1			2	3
		County Subtotal			2					11	8			4	5
	SAN JOAQUIN	Health Net Comm Solutions							9	8	9	2	4	1	

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Disenrollment Reason Code			F07	F08	F09	F10	I01	X03	X04	X05		
Plan Type	County Name	Plan Name										
Medical	SACRAMENTO	Anthem Blue Cross Partnrsip			65	433	9	1	6		636	
		Health Net Comm Solutions			79	393	7	11	13	1	650	
		KP Cal, LLC			5	63	1				79	
		Molina Healthcare Partner			34	261	7	4	4		405	
		County Subtotal			183	1,150	24	16	23	1	1,770	
	SAN BERNARDINO	Inland Empire Health Plan				81	478	27	1	9	1	662
		Molina Healthcare Partner			1	84	424	6	1	4		679
		County Subtotal			1	165	902	33	2	13	1	1,341
	SAN DIEGO	Care1st Partner Plan, LLC				66	212	13	9	7		394
		Community Hlth Grp Partner				107	257	8	3	4	1	456
		Health Net Comm Solutions				74	283	3	4	5		514
		KP Cal, LLC				30	60					117
		Molina Healthcare Partner				24	219	3	9	4		336
		County Subtotal				301	1,031	27	25	20	1	1,817
	SAN FRANCISCO	Anthem Blue Cross Partnrsip				8	86	2		1		115
		San Francisco Health Plan		1		10	120	3	1	2		149
		County Subtotal		1		18	206	5	1	3		264
	SAN JOAQUIN	Health Net Comm Solutions				29	221			1		284

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Plan Type	County Name	Plan Name													
Medical	SAN JOAQUIN	Health Plan of San Joaquin		3					4	3	1			8	
		County Subtotal		3					13	11	10	2	4	9	
	SANTA CLARA	Anthem Blue Cross Partnrshp		2					20	19	6	5	1	2	
		Santa Clara Family H.P.							15	12	2	4	1	11	
		County Subtotal		2					35	31	8	9	2	13	
	STANISLAUS	Health Net Comm Solutions							30	19	10	4	1	7	
		Health Plan of San Joaquin							9	11	7	1	7		
		County Subtotal							39	30	17	5	8	7	
	TULARE	Anthem Blue Cross Partnrshp							11	33	6	4	5	1	
		Health Net Comm Solutions				2	1		13	16		1	3		
		County Subtotal				2	1		24	49	6	5	8	1	
	<b>Total</b>			2	25	31	4	1	16	972	987	469	217	315	226
	<b>Total</b>			2	26	31	4	1	18	1,302	1,181	553	339	738	233

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Plan Type	County Name	Plan Name										
Medical	SAN JOAQUIN	Health Plan of San Joaquin			12	174			1		206	
		County Subtotal			41	395			2		490	
	SANTA CLARA	Anthem Blue Cross Partnrshp			28	224	2		2		311	
		Santa Clara Family H.P.		1	38	228	13		5		330	
		County Subtotal		1	66	452	15		7		641	
	STANISLAUS	Health Net Comm Solutions			59	359					1	490
		Health Plan of San Joaquin			15	157						207
		County Subtotal			74	516					1	697
	TULARE	Anthem Blue Cross Partnrshp			59	162			2			283
		Health Net Comm Solutions			21	124						181
		County Subtotal			80	286			2			464
	<b>Total</b>			2	10	2,343	12,561	372	46	268	19	18,886
	<b>Total</b>			8	12	2,926	15,315	372	67	268	25	23,421

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Disenrollment Reason Code		E07D	E09P	E11P	E12B	E12D	E12P	F01	F02	F03	F04	F05	F06	F07	F08
Plan Type	Language														
Dental	Arabic							1							
	Armenian							4							
	Cambodian														
	Chinese							2	7	2					
	English		1				2	138	108	39	54	147	7	1	1
	Farsi									1					
	Hmong							6	1	2					
	Korean							2							
	No Valid Data							1	1						
	Russian							9	2	3					
	Spanish							167	74	36	68	276		5	1
	Tagalog								1						
	Vietnamese									1					
<b>Total</b>			1				2	330	194	84	122	423	7	6	2
Medical	Arabic							13	2	2		5			
	Armenian							8	14	5		2			

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Disenrollment Reason Code		F09	F10	I01	X03	X04	X05	
Plan Type	Language							
Dental	Arabic		20					21
	Armenian	4	19					27
	Cambodian		1					1
	Chinese	3	35				1	50
	English	304	1,611		20		5	2,438
	Farsi	6	6					13
	Hmong	4	49					62
	Korean		5					7
	No Valid Data	3	5					10
	Russian	15	39		1			69
	Spanish	244	921					1,792
	Tagalog		8					9
	Vietnamese		35					36
	<b>Total</b>		583	2,754		21		6
Medical	Arabic	14	90					126
	Armenian	35	175	1		21		261

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- 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

Data for 2/26/2013 through 3/26/2013

Transaction Type		Disenrollment														
Disenrollment Reason Code		E07D	E09P	E11P	E12B	E12D	E12P	F01	F02	F03	F04	F05	F06	F07	F08	
Plan Type	Language															
Medical	Cambodian							5	1							
	Chinese		2					20	22	7	5	19	2		1	
	English	2	18	27	2		13	600	682	346	149	215	157		5	
	Farsi							3	2	3	1	4	1			
	Hmong								5	1	1	5				
	Korean							9	4	3		1	1			
	No Response, Client declined to state							2								
	No Valid Data		3	1				20	27	6	3	4	4	1		
	Russian							10	21	5		4	3	1		
	Spanish		2	3	2	1	3	243	189	81	57	54	58		4	
	Tagalog							15	5	2						
	Vietnamese							24	13	8	1	2				
<b>Total</b>		2	25	31	4	1	16	972	987	469	217	315	226	2	10	
<b>Total</b>		2	26	31	4	1	18	1,302	1,181	553	339	738	233	8	12	

Disenrollment Reason Codes:

E01 = Incarcerated  
 E02 = Prior Care  
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 E04 = Deceased  
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# COPS-17.2 – Disenrollment Summary Report

Data for 2/26/2013 through 3/26/2013

Transaction Type		Disenrollment						Total
Disenrollment Reason Code		F09	F10	I01	X03	X04	X05	
Plan Type	Language							
Medical	Cambodian	11	29	2		1		49
	Chinese	46	253	25		6		408
	English	1,401	8,239	174	44	146	13	12,233
	Farsi	7	56			6	1	84
	Hmong	6	43					61
	Korean	41	48	9				116
	No Response, Client declined to state	2	5					9
	No Valid Data	36	138	15	1	13	1	273
	Russian	50	73	3		5		175
	Spanish	652	3,191	115	1	66	3	4,725
	Tagalog	25	58	13		1	1	120
	Vietnamese	17	163	15		3		246
	<b>Total</b>		2,343	12,561	372	46	268	19
<b>Total</b>		2,926	15,315	372	67	268	25	23,421

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