



January 9, 2013

DHCS HCO 13-13745

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 12/1/2012 through 12/31/2012

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 12/1/2012 through 12/31/2012

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													
12/3/2012	128	152	81	55	1	15	8	30	1,337	-24	2.96	152	0
12/4/2012	101	104	65	37	1	1	5	27	1,334	-3	2.46	104	0
12/5/2012	169	301	182	116	1	2	6	59	1,202	-132	2.84	301	0
12/6/2012	172	231	134	95		2	13	52	1,143	-59	3.06	231	0
12/7/2012	155	203	149	41		13	7	43	1,095	-48	2.24	203	0
12/10/2012	98	139	49	53		37	5	15	1,054	-41	2.22	139	0
12/11/2012	115	171	78	86	1	6	8	28	998	-56	3.25	171	0
12/12/2012	151	123	81	41		1	6	58	1,026	28	1.17	123	0
12/13/2012	130	111	55	53	1	2	3	25	1,045	19	4.23	111	0
12/14/2012	138	105	71	27	3	4	5	36	1,078	33	0.58	105	0
12/17/2012	199	167	120	32	2	13	18	84	1,110	32	0.71	167	0
12/18/2012	98	107	44	45	3	15	1	31	1,101	-9	4.19	107	0
12/19/2012	142	225	127	78	2	18	7	33	1,018	-83	7.68	225	0
12/20/2012	118	129	62	54		13	4	33	1,007	-11	6.72	129	0
12/21/2012	192	219	137	39		43	12	106	980	-27	1.74	219	0
12/24/2012	123	192	78	70	12	32	8	36	911	-69	2.95	192	0
12/26/2012	102	105	16	44	2	43		13	908	-3	0.90	105	0
12/27/2012	97	126	70	29		27	5	55	879	-29	1.66	126	0
12/28/2012	79	93	31	21		41		18	865	-14	1.99	93	0
12/31/2012	124	134	70	29	1	34	2	59	855	-10	0.74	134	0
Medical Total	2,631	3,137	1,700	1,045	30	362	123	841			2.72	3,137	0
Dental Plan													
12/3/2012	8	8	8						3	0	0.00	8	0
12/4/2012	1	2		1		1			3	-1	3.00	2	0

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12/5/2012	3	3	2	1			1	1	3	0	0.00	3	0
12/6/2012	4	4	2	2			1		3	0	0.00	4	0
12/7/2012	6	6	3	3			1		3	0	0.00	6	0
12/10/2012	3	3	3				2		3	0	0.00	3	0
12/11/2012	5	6	5	1			1		3	-1	3.50	6	0
12/12/2012	3	3	2	1			1		3	0	0.00	3	0
12/13/2012	3	3	2	1			1		3	0	0.00	3	0
12/14/2012	4	4	3	1			1		3	0	0.00	4	0
12/17/2012	2	2	2					1	3	0	0.00	2	0
12/18/2012	4	4	3	1			3		3	0	0.00	4	0
12/19/2012	4	4	3	1			2	1	3	0	0.00	4	0
12/21/2012	1	1	1				1		3	0	0.00	1	0
12/24/2012	1	1	1						3	0	0.00	1	0
12/26/2012	1	1		1					3	0	0.00	1	0
12/27/2012	2	2	2				1		3	0	0.00	2	0
12/28/2012	2	2	1	1			1		3	0	0.00	2	0
12/31/2012	2	3	2	1					3	-1	8.00	3	0
Dental Total	59	62	45	16			1	17	3		0.76	62	0
Total	2,690	3,199	1,745	1,061	30	363	140	844			1.76	3,199	0