



July 9, 2013

DHCS HCO 13-15468

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 5/29/2013 through 6/26/2013

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 5/29/2013 through 6/26/2013

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

Transaction Type			Disenrollment											
Disenrollment Reason Code			E09P	E11P	E12B	E12D	E12P	F01	F02	F03	F04	F05	F06	F07
Plan Type	County Name	Plan Name												
Dental	LOS ANGELES	Access Dental Plan						281	110	52	70	357		
		Health Net	1					221	62	22	34	178		1
		Liberty Dental Plan of CA						66	20	5	9	52		
		County Subtotal	1					568	192	79	113	587		1
	SACRAMENTO	Access Dental Plan						22	21	6	16	5	2	
		HealthNet of California						11	6	18	5	8	1	3
		Liberty Dental Plan of CA						12	13	3	22	7	2	
		County Subtotal						45	40	27	43	20	5	3
	Total			1				613	232	106	156	607	5	4
	Medical	ALAMEDA	Alameda Alliance For Health						13	5	2	2	3	13
Anthem Blue Cross Partnrshp								17	19	5	5	5	3	
County Subtotal								30	24	7	7	8	16	
CONTRA COSTA		Anthem Blue Cross Partnrshp	2					14	7	4	1	5		
		Contra Costa Health Plan						4	10	9	1	3	6	
		County Subtotal	2					18	17	13	2	8	6	
FRESNO		Anthem Blue Cross Partnrshp	2			1		39	81	4	3	5	1	
		CalViva Health						9	28	4	1	8	1	

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=
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- F01 = Could Not Choose Doctor I Wanted=
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Initiation Codes:

- F06 = Moving Out Of County=
- F09 = Other Reason=
- F10 = No Reason Checked=
- I01 = IS-Generated Disenrollment=
- X01 = Waiver Programs exemption=
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Transaction Type			Disenrollment					Total			
Disenrollment Reason Code			F08	F09	F10	I01	X03	X04	X05		
Plan Type	County Name	Plan Name									
Dental	LOS ANGELES	Access Dental Plan	1	368	995					2,234	
		Health Net	1	266	670					1,456	
		Liberty Dental Plan of CA		112	259					523	
		County Subtotal	2	746	1,924					4,213	
	SACRAMENTO	Access Dental Plan		42	339		2			455	
		HealthNet of California		35	334		2		1	424	
		Liberty Dental Plan of CA		45	442		1			547	
		County Subtotal		122	1,115		5		1	1,426	
	Total			2	868	3,039		5		1	5,639
	Medical	ALAMEDA	Alameda Alliance For Health	1	14	210			1		264
Anthem Blue Cross Partnrsip				38	165			2		259	
County Subtotal			1	52	375			3		523	
CONTRA COSTA		Anthem Blue Cross Partnrsip		27	94			2		156	
		Contra Costa Health Plan		14	151	1		1		200	
		County Subtotal		41	245	1		3		356	
FRESNO		Anthem Blue Cross Partnrsip		88	273					497	
		CalViva Health		29	169			4		253	

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Disenrollment Reason Code			E09P	E11P	E12B	E12D	E12P	F01	F02	F03	F04	F05	F06	F07	
Plan Type	County Name	Plan Name													
Medical	FRESNO	County Subtotal	2			1		48	109	8	4	13	2		
	KERN	Health Net Comm Solutions						33	54	2	5	10	1		
		Kern Family Health Care			14			18	18	1	1	5			
		County Subtotal			14			51	72	3	6	15	1		
	KINGS	Anthem Blue Cross Partnrshp						1	8	4				1	
		CalViva Health						4				2	1		
		County Subtotal						5	8	4		2	2		
	LOS ANGELES	Health Net Comm Solutions				3			336	201	107	63	88	26	1
		L.A. Care Health Plan		18					178	145	63	46	50	52	3
		County Subtotal		18		3			514	346	170	109	138	78	4
	MADERA	Anthem Blue Cross Partnrshp							3	1	1		1		
		CalViva Health								2					
		County Subtotal							3	3	1		1		
	RIVERSIDE	Inland Empire Health Plan		1					8	6	7	8	16	10	
		Molina Healthcare Partner							46	48	12	6	24	3	
		County Subtotal		1					54	54	19	14	40	13	
	SACRAMENTO	Anthem Blue Cross Partnrshp							39	23	19	11	8	2	
		Health Net Comm Solutions							37	23	14	10	15	1	

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Disenrollment Reason Code			F08	F09	F10	I01	X03	X04	X05		
Plan Type	County Name	Plan Name									
Medical	FRESNO	County Subtotal		117	442			4		750	
	KERN	Health Net Comm Solutions		41	265			1		412	
		Kern Family Health Care		37	186			3		283	
		County Subtotal		78	451			4		695	
	KINGS	Anthem Blue Cross Partnrshp		62	43			1		120	
		CalViva Health		28	33					68	
		County Subtotal		90	76			1		188	
	LOS ANGELES	Health Net Comm Solutions			662	2,366		1	39	7	3,900
		L.A. Care Health Plan		3	527	2,103	1		79	9	3,277
		County Subtotal		3	1,189	4,469	1	1	118	16	7,177
	MADERA	Anthem Blue Cross Partnrshp			6	82		1			95
		CalViva Health			9	47		1			59
		County Subtotal			15	129		2			154
	RIVERSIDE	Inland Empire Health Plan			57	399		1	7		520
		Molina Healthcare Partner			61	412		1	2		615
		County Subtotal			118	811		2	9		1,135
	SACRAMENTO	Anthem Blue Cross Partnrshp			58	331		2	4	1	498
		Health Net Comm Solutions		1	64	376		18	9	1	569

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Plan Type	County Name	Plan Name													
Medical	SACRAMENTO	KP Cal, LLC						2	3	1					
		Molina Healthcare Partner						38	21	9	4	11	2	1	
		County Subtotal						116	70	43	25	34	5	1	
	SAN BERNARDINO	Inland Empire Health Plan						26	16	12	4	4	21		
		Molina Healthcare Partner				1		33	66	16	11	24	9		
		County Subtotal				1		59	82	28	15	28	30		
	SAN DIEGO	Care1st Partner Plan, LLC		10					39	38	7	2	13	3	
		Community Hlth Grp Partner							18	17	6	4	2	6	
		Health Net Comm Solutions							75	47	10	15	20	1	
		KP Cal, LLC								3	1	6			
		Molina Healthcare Partner		1					23	33	12	2	9	2	
		County Subtotal		11					155	138	36	29	44	12	
	SAN FRANCISCO	Anthem Blue Cross Partnrshp							5	10	4	2	3		
		San Francisco Health Plan							8	5	3	3	2		
		County Subtotal							13	15	7	5	5		
	SAN JOAQUIN	Health Net Comm Solutions							26	3	4	1	11	2	1
		Health Plan of San Joaquin		6				1	7	3	2	2	3	10	
		County Subtotal		6				1	33	6	6	3	14	12	1

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Plan Type	County Name	Plan Name								
Medical	SACRAMENTO	KP Cal, LLC		6	20					32
		Molina Healthcare Partner		31	250		10	2	1	380
		County Subtotal	1	159	977		30	15	3	1,479
	SAN BERNARDINO	Inland Empire Health Plan	1	83	485	1		18	2	673
		Molina Healthcare Partner	1	90	454			8	1	714
		County Subtotal	2	173	939	1		26	3	1,387
	SAN DIEGO	Care1st Partner Plan, LLC		64	166	1	3	1		347
		Community Hlth Grp Partner		85	209	2	5	5		359
		Health Net Comm Solutions		121	272		3	3	1	568
		KP Cal, LLC		7	26		1			44
		Molina Healthcare Partner		43	192		2	1		320
		County Subtotal		320	865	3	14	10	1	1,638
	SAN FRANCISCO	Anthem Blue Cross Partnrshp		11	66					101
		San Francisco Health Plan		15	90					126
		County Subtotal		26	156					227
	SAN JOAQUIN	Health Net Comm Solutions		27	196			1	1	273
		Health Plan of San Joaquin	1	4	132			1		172
		County Subtotal	1	31	328			2	1	445

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Disenrollment Reason Code			E09P	E11P	E12B	E12D	E12P	F01	F02	F03	F04	F05	F06	F07	
Plan Type	County Name	Plan Name													
Medical	SANTA CLARA	Anthem Blue Cross Partnrshp						34	21	9	5	4	1		
		Santa Clara Family H.P.	1					12	14	9		1	2		
		County Subtotal	1					46	35	18	5	5	3		
	STANISLAUS	Health Net Comm Solutions						25	24	7	4	2	5		
		Health Plan of San Joaquin	7					10	1			6	4		
		County Subtotal	7					35	25	7	4	8	9		
	TULARE	Anthem Blue Cross Partnrshp	1					16	31	3			3		
		Health Net Comm Solutions						10	14				2		
		County Subtotal	1					26	45	3			5		
	Total			49	14	3	2	1	1,206	1,049	373	228	368	189	6
	Total			50	14	3	2	1	1,819	1,281	479	384	975	194	10

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Disenrollment Reason Code			F08	F09	F10	I01	X03	X04	X05		
Plan Type	County Name	Plan Name									
Medical	SANTA CLARA	Anthem Blue Cross Partnrsip		31	169					274	
		Santa Clara Family H.P.		25	165			1		230	
		County Subtotal		56	334			1		504	
	STANISLAUS	Health Net Comm Solutions		31	206					304	
		Health Plan of San Joaquin		29	129			1		187	
		County Subtotal		60	335			1		491	
	TULARE	Anthem Blue Cross Partnrsip		53	119					226	
		Health Net Comm Solutions		23	139					188	
		County Subtotal		76	258					414	
	Total			8	2,601	11,190	6	49	197	24	17,563
	Total			10	3,469	14,229	6	54	197	25	23,202

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Disenrollment Reason Code		E09P	E11P	E12B	E12D	E12P	F01	F02	F03	F04	F05	F06	F07	F08	F09	
Plan Type	Language															
Dental	Arabic						1									
	Armenian						5				1				20	
	Cambodian										2				3	
	Chinese						21	24	1	5	3				35	
	English	1					261	113	53	52	191	5	3	1	376	
	Farsi							1		1					4	
	Hmong							3		1						
	Korean						10		2		4				6	
	No Response, Client declined to state															
	No Valid Data						1	3							4	
	Russian						2	2	3	3					17	
	Spanish						299	82	47	91	406		1	1	387	
	Tagalog															
Vietnamese						13	4		3					16		
Total		1				613	232	106	156	607	5	4	2	868		
Medical	Arabic	1					7	6	3	7	2				22	

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Disenrollment Reason Code		F10	I01	X03	X04	X05	
Plan Type	Language						
Dental	Arabic	11					12
	Armenian	24					50
	Cambodian	2					7
	Chinese	100					189
	English	1,700		5		1	2,762
	Farsi	7					13
	Hmong	27					31
	Korean	43					65
	No Response, Client declined to state	1					1
	No Valid Data	8					16
	Russian	25					52
	Spanish	1,044					2,358
	Tagalog	9					9
Vietnamese	38					74	
Total		3,039		5		1	5,639
Medical	Arabic	65			1		114

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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 5/29/2013 through 6/26/2013

Transaction Type		Disenrollment														
Disenrollment Reason Code		E09P	E11P	E12B	E12D	E12P	F01	F02	F03	F04	F05	F06	F07	F08	F09	
Plan Type	Language															
Medical	Armenian						11	12	4	1	3		1		47	
	Cambodian						1	1	1		1				13	
	Chinese						17	24	7	1	3	8	1		42	
	English	39	13	3	2	1	808	746	241	120	237	134	1	8	1,625	
	Farsi						2	6	1	1					15	
	Hmong						6	6		2					8	
	Korean						8	11	14	1					13	
	No Response, Client declined to state															2
	No Valid Data	6					21	16	7	1	4					43
	Russian	1					8	20	4	2	3			1		51
	Spanish	2	1				286	189	87	91	114	45	2			686
	Tagalog						10	4	1			1				10
	Vietnamese						21	8	3	1	1	1				24
Total		49	14	3	2	1	1,206	1,049	373	228	368	189	6	8	2,601	
Total		50	14	3	2	1	1,819	1,281	479	384	975	194	10	10	3,469	

Disenrollment Reason Codes:

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- E02 = Prior Care=
- E03 = Enrolled Incorrectly Into a Plan=
- E04 = Deceased=
- E05 = Child Protective Services=
- E06 = Foster Care/Adoption=
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- E08 = Terminated By Plan=
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COPS-17.2 – Disenrollment Summary Report

Data for 5/29/2013 through 6/26/2013

Transaction Type		Disenrollment					Total
Disenrollment Reason Code		F10	I01	X03	X04	X05	
Plan Type	Language						
Medical	Armenian	110			6		195
	Cambodian	23			1	1	42
	Chinese	187			1		291
	English	7,775	3	46	135	14	11,951
	Farsi	41			3		69
	Hmong	41					63
	Korean	36			1		84
	No Response, Client declined to state	4					6
	No Valid Data	91		2	7	1	199
	Russian	75			4	1	170
	Spanish	2,599	3	1	37	5	4,148
	Tagalog	27			1	2	56
	Vietnamese	116					175
Total		11,190	6	49	197	24	17,563
Total		14,229	6	54	197	25	23,202

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- X02 = Dental Exemption=
- X03 = Indian Health Coverage=
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- D - DHCS=
- P - Plan=
- S - Social Services=