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July 9, 2013

DHCS HCO 13-15501

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 6/1/2013 through 6/30/2013

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 6/1/2013 through 6/30/2013

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													
6/3/2013	138	174	68	84		22	4	28	1,687	-36	13.91	174	0
6/4/2013	190	201	137	35		29	12	87	1,676	-11	4.65	201	0
6/5/2013	231	270	142	72		56	12	64	1,637	-39	7.06	270	0
6/6/2013	195	227	73	89		65	9	38	1,605	-32	6.01	227	0
6/7/2013	156	285	187	61		37	5	46	1,476	-129	19.82	285	0
6/10/2013	106	142	34	60		48	3	13	1,440	-36	6.77	142	0
6/11/2013	181	203	98	56		49	7	50	1,418	-22	5.02	203	0
6/12/2013	117	165	82	52		31	10	23	1,370	-48	11.93	165	0
6/13/2013	120	159	54	50		55	8	31	1,331	-39	8.64	159	0
6/14/2013	144	177	92	43		42	11	64	1,298	-33	5.42	177	0
6/15/2013	1	1	1						1,298	0	-1.00	1	0
6/17/2013	151	195	114	39		42	2	60	1,254	-44	9.10	195	0
6/18/2013	130	360	155	165		40	3	46	1,024	-230	12.63	360	0
6/19/2013	162	256	157	60		39	8	43	930	-94	11.32	256	0
6/20/2013	175	298	143	99		56	8	66	807	-123	11.41	298	0
6/21/2013	141	172	85	28		59	6	75	776	-31	4.01	172	0
6/24/2013	172	260	158	59		43	8	78	688	-88	6.37	260	0
6/25/2013	141	160	64	57		39	4	42	669	-19	4.43	160	0
6/26/2013	179	198	50	69		79	5	27	650	-19	4.93	198	0
6/27/2013	76	97	38	26		33	5	32	629	-21	2.19	97	0
6/28/2013	165	229	117	74		38	10	74	565	-64	5.11	229	0
Medical Total	3,071	4,229	2,049	1,278		902	140	987			7.61	4,229	0
Dental Plan													
6/3/2013	1								1	1	0.00		0

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6/10/2013	1	1		1					1	0	24.00	1	0
6/14/2013	3	3	2	1			2		1	0	0.00	3	0
6/17/2013	1	1		1					1	0	0.00	1	0
6/19/2013	29	25	25				25		1	4	0.00	25	0
6/25/2013	1								1	1	0.00		0
6/26/2013	3	2	1	1			1		1	1	0.00	2	0
6/28/2013	10	10	10				10		1	0	0.00	10	0
Dental Total	49	42	38	4			38				4.00	42	0
Total	3,120	4,271	2,087	1,282			902	178	987		6.80	4,271	0