



September 9, 2014

DHCS HCO 14-19458

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 7/29/2014 through 8/26/2014

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 – Disenrollment Summary Report

Data for 7/29/2014 through 8/26/2014

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

Transaction Type			Disenrollment												
Disenrollment Reason Code			F01	F02	F03	F04	F05	F06	F09	F10	I01	X03	X04	X05	
Plan Type	County Name	Plan Name													
Dental	LOS ANGELES	Access Dental Plan	268	146	70	54	492	3	408	848	1				
		Health Net	209	170	77	16	149	5	455	720	2				
		Liberty Dental Plan of CA	42	54	36	13	44	3	121	240					
		County Subtotal	519	370	183	83	685	11	984	1,808	3				
	SACRAMENTO	Access Dental Plan	59	64	26	18	19	3	146	523		1			
		HealthNet of California	15	41	23	18	8	4	109	446		1		1	
		Liberty Dental Plan of CA	15	44	9	25	21	1	77	460	1	1			
		County Subtotal	89	149	58	61	48	8	332	1,429	1	3		1	
	Total			608	519	241	144	733	19	1,316	3,237	4	3		1
	Medical	ALAMEDA	Alameda Alliance For Health	22	16	2	3	5	18	45	329	27		2	
Anthem Blue Cross Partnrshp			39	31	18	8	33	18	110	443	4		2		
County Subtotal			61	47	20	11	38	36	155	772	31		4		
ALPINE		Anthem Blue Cross Partnrshp								1					
		County Subtotal								1					
AMADOR		Anthem Blue Cross Partnrshp	1						1		7				
		CA Health and Wellness	3		2					1	25				
		County Subtotal	4		2				1	1	32				

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=
 F02 = Plan Did Not Cover Bene Needs=
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Initiation Codes:

F06 = Moving Out Of County=
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 F10 = No Reason Checked=
 I01 = IS-Generated Disenrollment=
 X01 = Waiver Programs exemption=
 X02 = Dental Exemption=
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COPS-17 – Disenrollment Summary Report

Data for 7/29/2014 through 8/26/2014

Transaction Type			Total	
Disenrollment Reason Code				
Plan Type	County Name	Plan Name		
Dental	LOS ANGELES	Access Dental Plan	2,290	
		Health Net	1,803	
		Liberty Dental Plan of CA	553	
		County Subtotal	4,646	
	SACRAMENTO	Access Dental Plan	859	
		HealthNet of California	666	
		Liberty Dental Plan of CA	654	
		County Subtotal	2,179	
	Total		6,825	
	Medical	ALAMEDA	Alameda Alliance For Health	469
			Anthem Blue Cross Partnrshp	706
			County Subtotal	1,175
ALPINE		Anthem Blue Cross Partnrshp	1	
		County Subtotal	1	
AMADOR		Anthem Blue Cross Partnrshp	9	
		CA Health and Wellness	31	
		County Subtotal	40	

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Disenrollment Reason Code			F01	F02	F03	F04	F05	F06	F09	F10	I01	X03	X04	X05
Plan Type	County Name	Plan Name												
Medical	BUTTE	Anthem Blue Cross Partnrshp	2	6	5		1		16	40				
		CA Health and Wellness	3	8		1	4	4	17	53				
		County Subtotal	5	14	5	1	5	4	33	93				
	CALAVERAS	Anthem Blue Cross Partnrshp	21	1		4		2	11	24		1		
		CA Health and Wellness	5					5	3	12		1		
		County Subtotal	26	1		4		7	14	36		2		
	COLUSA	Anthem Blue Cross Partnrshp							2	2				
		CA Health and Wellness							2	11				
		County Subtotal							4	13				
	CONTRA COSTA	Anthem Blue Cross Partnrshp	31	23	11	7	4	4	49	162	3			
		Contra Costa Health Plan	18	16	9		11	21	34	181	6	1	1	
		County Subtotal	49	39	20	7	15	25	83	343	9	1	1	
	EL DORADO	Anthem Blue Cross Partnrshp	18	15	6	5	13	6	12	38				1
		CA Health and Wellness	1	1			1	10	10	37			1	
		KP Cal, LLC							1					
		County Subtotal	19	16	6	5	14	16	23	75			1	1
	FRESNO	Anthem Blue Cross Partnrshp	49	165	36	12	21	9	125	332	2		1	
		CalViva Health	27	42	10	6	11	8	69	313	9		1	1

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Disenrollment Reason Code			
Plan Type	County Name	Plan Name	
Medical	BUTTE	Anthem Blue Cross Partnrsip	70
		CA Health and Wellness	90
		County Subtotal	160
	CALAVERAS	Anthem Blue Cross Partnrsip	64
		CA Health and Wellness	26
		County Subtotal	90
	COLUSA	Anthem Blue Cross Partnrsip	4
		CA Health and Wellness	13
		County Subtotal	17
	CONTRA COSTA	Anthem Blue Cross Partnrsip	294
		Contra Costa Health Plan	298
		County Subtotal	592
	EL DORADO	Anthem Blue Cross Partnrsip	114
		CA Health and Wellness	61
		KP Cal, LLC	1
		County Subtotal	176
	FRESNO	Anthem Blue Cross Partnrsip	752
		CalViva Health	497

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Disenrollment Reason Code			F01	F02	F03	F04	F05	F06	F09	F10	I01	X03	X04	X05
Plan Type	County Name	Plan Name												
Medical	FRESNO	County Subtotal	76	207	46	18	32	17	194	645	11		2	1
	GLENN	Anthem Blue Cross Partnrshp					2		3	7				
		CA Health and Wellness			4				3	6		1		
		County Subtotal			4			2	6	13		1		
	IMPERIAL	CA Health and Wellness		2	7	1		1	2	1	41		6	2
		Molina Healthcare Partner		17	32	13	1	51	4	43	130		1	
		County Subtotal		19	39	14	1	52	6	44	171		7	2
	INYO	Anthem Blue Cross Partnrshp									2		1	
		CA Health and Wellness								3	4		26	
		County Subtotal								3	6		27	
	KERN	Health Net Comm Solutions		51	115	24	5	27	16	106	409	3		1
		Kern Family Health Care		18	36	11	11	3	5	36	222	4		1
		County Subtotal		69	151	35	16	30	21	142	631	7		2
	KINGS	Anthem Blue Cross Partnrshp		2	5	1	1			24	73			
		CalViva Health			4	1			2	7	54			
		County Subtotal		2	9	2	1		2	31	127			
	LOS ANGELES	Care 1st		65	28		5	332	2	411	819	61		
		CareMore		48	12		6	229	1	268	554	57		

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Plan Type	County Name	Plan Name	
Medical	FRESNO	County Subtotal	1,249
	GLENN	Anthem Blue Cross Partnrshp	12
		CA Health and Wellness	14
		County Subtotal	26
	IMPERIAL	CA Health and Wellness	63
		Molina Healthcare Partner	292
		County Subtotal	355
	INYO	Anthem Blue Cross Partnrshp	3
		CA Health and Wellness	33
		County Subtotal	36
	KERN	Health Net Comm Solutions	757
		Kern Family Health Care	347
		County Subtotal	1,104
	KINGS	Anthem Blue Cross Partnrshp	106
		CalViva Health	68
		County Subtotal	174
	LOS ANGELES	Care 1st	1,723
		CareMore	1,175

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COPS-17 – Disenrollment Summary Report

California Health Care Options

Data for 7/29/2014 through 8/26/2014

Transaction Type			Disenrollment											
Disenrollment Reason Code			F01	F02	F03	F04	F05	F06	F09	F10	I01	X03	X04	X05
Plan Type	County Name	Plan Name												
Medical	LOS ANGELES	Health Net	207	54		8	792	4	1,149	2,306	112		2	2
		Health Net Comm Solutions	307	297	157	54	305	42	978	2,750	43		6	5
		L.A. Care	40	14	2	2	185		227	225	65			
		L.A. Care Health Plan	225	183	121	57	198	82	846	2,664	63	4	24	13
		Molina Dual Options	64	22	2	3	325	2	410	805	48			
		County Subtotal	956	610	282	135	2,366	133	4,289	10,123	449	4	32	20
	MADERA	Anthem Blue Cross Partnrshp	2	1					10	114				
		CalViva Health	1	1			1	3	12	53				
		County Subtotal	3	2			1	3	22	167				
	MARIPOSA	Anthem Blue Cross Partnrshp		1							2			
		CA Health and Wellness	2				2			7				
		County Subtotal	2	1			2			9				
	MONO	Anthem Blue Cross Partnrshp			1				1		2			
		CA Health and Wellness		2						1	4		2	
		County Subtotal		2	1				1	1	6		2	
	NEVADA	Anthem Blue Cross Partnrshp	1	2					1	1	11			
		CA Health and Wellness		8	1		6	1	3	26		1		
		County Subtotal	1	10	1		6	2	4	37		1		

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Disenrollment Reason Code			
Plan Type	County Name	Plan Name	
Medical	LOS ANGELES	Health Net	4,636
		Health Net Comm Solutions	4,944
		L.A. Care	760
		L.A. Care Health Plan	4,480
		Molina Dual Options	1,681
		County Subtotal	19,399
	MADERA	Anthem Blue Cross Partnrsip	127
		CalViva Health	71
		County Subtotal	198
	MARIPOSA	Anthem Blue Cross Partnrsip	3
		CA Health and Wellness	11
		County Subtotal	14
	MONO	Anthem Blue Cross Partnrsip	4
		CA Health and Wellness	9
		County Subtotal	13
	NEVADA	Anthem Blue Cross Partnrsip	16
		CA Health and Wellness	46
		County Subtotal	62

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Plan Type	County Name	Plan Name													
Medical	PLACER	Anthem Blue Cross Partnrsbp	10	5	6	3	3	4	20	86					
		CA Health and Wellness	37	23	11	6	14	1	31	79		1	1		
		KP Cal, LLC							1	1	4				
		County Subtotal	47	28	17	9	17	6	52	169		1	1		
	PLUMAS	Anthem Blue Cross Partnrsbp				1					5				
		CA Health and Wellness		1					1	5	5				
		County Subtotal		1		1		1	5	10					
	RIVERSIDE	IEHP Dual Choice	16	5		2	84	1	93	137	23			1	
		Inland Empire Health Plan	23	17	8	1	22	34	119	522	15	4	1	1	
		Molina Dual Options	18	6		2	95		113	177	20				
		Molina Healthcare Partner	57	123	55	3	47	9	158	466	7	1			
		County Subtotal	114	151	63	8	248	44	483	1,302	65	5	2	1	
	SACRAMENTO	Anthem Blue Cross Partnrsbp	34	51	30	6	31	10	174	446	8	3	4		
		Health Net Comm Solutions	80	91	22	7	72	7	179	630	6	1	4	3	
		KP Cal, LLC		6	3		2	4	13	74	1	1			
		Molina Healthcare Partner	30	48	26	5	21	3	88	263	17		1		
		County Subtotal	144	196	81	18	126	24	454	1,413	32	5	9	3	
	SAN BENITO	Anthem Blue Cross Partnrsbp	1				3	3	8	126					

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Medical	PLACER	Anthem Blue Cross Partnrsdp	137
		CA Health and Wellness	204
		KP Cal, LLC	6
		County Subtotal	347
	PLUMAS	Anthem Blue Cross Partnrsdp	6
		CA Health and Wellness	12
		County Subtotal	18
	RIVERSIDE	IEHP Dual Choice	362
		Inland Empire Health Plan	767
		Molina Dual Options	431
		Molina Healthcare Partner	926
		County Subtotal	2,486
	SACRAMENTO	Anthem Blue Cross Partnrsdp	797
		Health Net Comm Solutions	1,102
		KP Cal, LLC	104
		Molina Healthcare Partner	502
		County Subtotal	2,505
	SAN BENITO	Anthem Blue Cross Partnrsdp	141

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COPS-17 – Disenrollment Summary Report

California Health Care Options

Data for 7/29/2014 through 8/26/2014

Transaction Type			Disenrollment												
Disenrollment Reason Code			F01	F02	F03	F04	F05	F06	F09	F10	I01	X03	X04	X05	
Plan Type	County Name	Plan Name													
Medical	SAN BENITO	Regular Medi-Cal (FFS)							5	27					
		County Subtotal	1				3	3	13	153					
	SAN BERNARDINO	IEHP Dual Choice	29	7			118	1	103	146	19				
		Inland Empire Health Plan	35	29	11	15	37	58	154	570	13		3	3	
		Molina Dual Options	25	12		4	82		95	184	10				
		Molina Healthcare Partner	44	142	40	15	54	9	190	458					
		County Subtotal	133	190	51	34	291	68	542	1,358	42		3	3	
	SAN DIEGO	Care 1st	24	13	3		117		123	176	22				
		Care1st Partner Plan, LLC	124	51	32	6	54	6	295	401	2	4			
		CommuniCare Advantage	18	6	3		58		124	125	16				
		Community Hlth Grp Partner	32	40	13	7	37	11	159	271	6		2	2	
		Health Net	26	7	3		79	1	120	150	8	1	1		
		Health Net Comm Solutions	75	145	25	26	35	7	154	246	1	3	2		
		KP Cal, LLC	14	5	1	3	3	6	15	44					
		Molina Dual Options	23	9	1		77		95	142	19				
		Molina Healthcare Partner	47	50	20	4	45	13	129	325	8	4	1		
	County Subtotal	383	326	101	46	505	44	1,214	1,880	82	12	6	2		
	SAN FRANCISCO	Anthem Blue Cross Partnrsbp	6	9	6	3	5	4	36	138	4				

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COPS-17 – Disenrollment Summary Report

Data for 7/29/2014 through 8/26/2014

Transaction Type			Total
Disenrollment Reason Code			
Plan Type	County Name	Plan Name	
Medical	SAN BENITO	Regular Medi-Cal (FFS)	32
		County Subtotal	173
	SAN BERNARDINO	IEHP Dual Choice	423
		Inland Empire Health Plan	928
		Molina Dual Options	412
		Molina Healthcare Partner	952
		County Subtotal	2,715
	SAN DIEGO	Care 1st	478
		Care1st Partner Plan, LLC	975
		CommuniCare Advantage	350
		Community Hlth Grp Partner	580
		Health Net	396
		Health Net Comm Solutions	719
		KP Cal, LLC	91
		Molina Dual Options	366
		Molina Healthcare Partner	646
		County Subtotal	4,601
	SAN FRANCISCO	Anthem Blue Cross Partnrshp	211

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COPS-17 – Disenrollment Summary Report

Data for 7/29/2014 through 8/26/2014

Transaction Type			Disenrollment												
Disenrollment Reason Code			F01	F02	F03	F04	F05	F06	F09	F10	I01	X03	X04	X05	
Plan Type	County Name	Plan Name													
Medical	SAN FRANCISCO	San Francisco Health Plan	15	3	3	3	10	6	21	154	8		1	1	
		County Subtotal	21	12	9	6	15	10	57	292	12		1	1	
	SAN JOAQUIN	Health Net Comm Solutions	27	33	10	5	22		84	232					
		Health Plan of San Joaquin	14	13	5	4	5	27	19	179					
		County Subtotal	41	46	15	9	27	27	103	411					
	SANTA CLARA	Anthem Blue Cross Partnrshp	34	48	23	4	44	5	112	350	65		1		
		Santa Clara Family H.P.	20	19	9	4	25	29	84	332	140		1	2	
		County Subtotal	54	67	32	8	69	34	196	682	205		2	2	
	STANISLAUS	Health Net Comm Solutions	28	46	15	1	11	9	73	333	5				
		Health Plan of San Joaquin	13	7	5	7	7	12	25	209	6				
		County Subtotal	41	53	20	8	18	21	98	542	11				
	SUTTER	Anthem Blue Cross Partnrshp	3	1					4	4	21				
		CA Health and Wellness	21	35	2			16	1	33	46				
		County Subtotal	24	36	2			16	5	37	67				
	TEHAMA	Anthem Blue Cross Partnrshp	6	2	1		4	1	10	21					
		CA Health and Wellness	2	1	1	1			2	24					
		County Subtotal	8	3	2	1	4	1	12	45					
	TULARE	Anthem Blue Cross Partnrshp	3	39	7	2	4	7	107	212			2		

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COPS-17 – Disenrollment Summary Report

Data for 7/29/2014 through 8/26/2014

Transaction Type			Total
Disenrollment Reason Code			
Plan Type	County Name	Plan Name	
Medical	SAN FRANCISCO	San Francisco Health Plan	225
		County Subtotal	436
	SAN JOAQUIN	Health Net Comm Solutions	413
		Health Plan of San Joaquin	266
		County Subtotal	679
	SANTA CLARA	Anthem Blue Cross Partnrshp	686
		Santa Clara Family H.P.	665
		County Subtotal	1,351
	STANISLAUS	Health Net Comm Solutions	521
		Health Plan of San Joaquin	291
		County Subtotal	812
	SUTTER	Anthem Blue Cross Partnrshp	33
		CA Health and Wellness	154
		County Subtotal	187
	TEHAMA	Anthem Blue Cross Partnrshp	45
		CA Health and Wellness	31
		County Subtotal	76
	TULARE	Anthem Blue Cross Partnrshp	383

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COPS-17 – Disenrollment Summary Report

Data for 7/29/2014 through 8/26/2014

Transaction Type			Disenrollment												
Disenrollment Reason Code			F01	F02	F03	F04	F05	F06	F09	F10	I01	X03	X04	X05	
Plan Type	County Name	Plan Name													
Medical	TULARE	Health Net Comm Solutions	12	16	6	3	10	12	44	177			1		
		County Subtotal	15	55	13	5	14	19	151	389			3		
	TUOLUMNE	Anthem Blue Cross Partnrshp	1	1						7	12				
		CA Health and Wellness							1	8	13				
		County Subtotal	1	1					1	15	25				
	YUBA	Anthem Blue Cross Partnrshp			2	1				5	27				
		CA Health and Wellness	5	5	4		18	2	12	34					
		County Subtotal	5	5	6	1	18	2	17	61					
	Total			2,324	2,322	846	353	3,934	584	8,498	22,099	956	68	71	34
	Total			2,932	2,841	1,087	497	4,667	603	9,814	25,336	960	71	71	35

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COPS-17 – Disenrollment Summary Report

Data for 7/29/2014 through 8/26/2014

Transaction Type			Total	
Disenrollment Reason Code				
Plan Type	County Name	Plan Name		
Medical	TULARE	Health Net Comm Solutions	281	
		County Subtotal	664	
	TUOLUMNE	Anthem Blue Cross Partnrshp	21	
		CA Health and Wellness	22	
		County Subtotal	43	
	YUBA	Anthem Blue Cross Partnrshp	35	
		CA Health and Wellness	80	
		County Subtotal	115	
	Total			42,089
	Total			48,914

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COPS-17 – Disenrollment Summary Report

Data for 7/29/2014 through 8/26/2014

Disenrollment Transactions by Plan Type (Medical, Dental) and Language

Transaction Type		Disenrollment											Total	
Disenrollment Reason Code		F01	F02	F03	F04	F05	F06	F09	F10	I01	X03	X04	X05	
Plan Type	Language													
Dental			1					3	5					9
	Arabic		4	1	2		1	10	17					35
	Armenian	9	4	4		2		19	18					56
	Cambodian	1	1					3	2					7
	Chinese	16	3	6	3	6	1	29	102					166
	English	321	347	147	82	262	12	817	1,997	3	3		1	3,992
	Farsi		2	3	6			6	6					23
	Hmong		1	1				3	16					21
	Korean	3	6	1	2	4		10	38					64
	No Valid Data	4	2			2		6	6					20
	Russian	1	2	5	1			13	50					72
	Spanish	249	134	68	44	452	5	379	913	1				2,245
	Tagalog				1			3	10					14
	Vietnamese	4	12	5	3	5		15	57					101
Total		608	519	241	144	733	19	1,316	3,237	4	3		1	6,825
Medical		1	3	1		1		1	6					13

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COPS-17 – Disenrollment Summary Report

Data for 7/29/2014 through 8/26/2014

Transaction Type		Disenrollment											Total	
Disenrollment Reason Code		F01	F02	F03	F04	F05	F06	F09	F10	I01	X03	X04	X05	
Plan Type	Language													
Medical	Arabic	5	8	1	1	33	2	55	108	1			1	215
	Armenian	35	12	12	2	141	2	424	577	9		1		1,215
	Cambodian	4	2	2	2	6	2	18	48	11				95
	Chinese	37	24	16	7	86	8	218	1,169	73		3		1,641
	English	1,462	1,634	541	249	2,311	472	5,119	13,404	374	67	48	27	25,708
	Farsi	44	10	9	2	101	2	128	158	5		3		462
	Hmong	3	48	2	1			22	58			1		135
	Korean	38	20	1	4	98		83	409	25		1		679
	No Response, Client declined to state	1	2			2	1	5	7	1				19
	No Valid Data	53	37	7	6	214	5	263	499	54		2		1,140
	Russian	21	4	6	2	71	1	201	296	8			1	611
	Spanish	560	459	219	72	757	75	1,702	4,704	278	1	12	5	8,844
	Tagalog	21	14	7	3	67	3	102	158	24				399
Vietnamese	39	45	22	2	46	11	157	498	93				913	
Total		2,324	2,322	846	353	3,934	584	8,498	22,099	956	68	71	34	42,089
Total		2,932	2,841	1,087	497	4,667	603	9,814	25,336	960	71	71	35	48,914

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