



**Cal MediConnect
March 2015 Complaint and Resolution Report**

| Health Plan | Eligibility | Benefit Package | Access | Privacy | Contractor/ Partner | Coverage Gap | Customer Service | Enrollment/ Disenrollment | Equitable Relief/ Good Cause Requests | Appeals/ Grievances | Marketing | Payment/ Claims | Plan Administration | Pricing/ Premium | Quality of Care | Other | Plan Total |
|---------------------------------|-------------|-----------------|--------|---------|---------------------|--------------|------------------|---------------------------|---------------------------------------|---------------------|-----------|-----------------|---------------------|------------------|-----------------|-------|------------|
| Anthem Blue Cross | | | | | | | | | | | | | | | | 1 | 1 |
| Care1st Health Plan | | 13 | 1 | | | | 2 | 6 | | | | | | | 7 | | 29 |
| Care More Health Plan | | 1 | 2 | | | | 7 | 1 | | | | | | | 3 | 1 | 15 |
| Community Health Group* | | 69 | 54 | | | | 8 | 8 | | | | 1 | | | 1 | | 141 |
| Health Net Community Solutions | | 16 | 7 | | | | 13 | 2 | | 2 | | | | | 4 | 1 | 45 |
| Health Plan of San Mateo | | 1 | 3 | | | | 8 | | | | | | | | 2 | 2 | 16 |
| IEHP Health Access [#] | | 17 | 59 | | | | 49 | 1 | | 21 | | | | | 16 | 2 | 165 |
| LA Care Health Plan | | 10 | 4 | | | | 13 | | | 2 | 3 | | 1 | | 18 | 4 | 55 |
| Molina Healthcare | | | 2 | | | | 7 | 2 | | 2 | | | | | 4 | 5 | 22 |
| Santa Clara Family Health | | | | | | | | | | 1 | | | | | | 1 | 2 |
| Sub-Total | | 127 | 132 | | | | 107 | 20 | | 28 | | 1 | 1 | 0 | 55 | 17 | 491 |

*CHG coverage determination calls were being categorized as pharmacy process and pharmacy eligibility benefit complaints. Plan representatives would then assist the member in initiating a coverage determination. These calls are now be categorized as coverage determinations and the Plan will develop a desktop process that will optimize the coverage determination process.

[#]In March IEHP's enrollment increased by 539 members due to passive enrollment resulting in higher Access and Customer Service complaints. IEHP has approved funding for additional specialist physicians once the specialist is contracted and credentialed.