



**Cal MediConnect  
November 2014 Complaint and Resolution Report**

Health Plan	Complaint Resolution	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	Totals
Care1st Health Plan	# Resolved							3							1		4
	# Open																0
	<b>Subtotal</b>	0	0	0	0	0	0	3	0	0	0	0	0	0	1	0	<b>4</b>
Care More Health Plan	# Resolved															1	1
	# Open																0
	<b>Subtotal</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	<b>1</b>
Community Health Group	# Resolved		10				6	8								11	35
	# Open																0
	<b>Subtotal</b>	0	10	0	0	0	6	8	0	0	0	0	0	0	0	11	<b>35</b>
Health Net Community Solutions	# Resolved		2				2	6		7	1	2			4		24
	# Open																0
	<b>Subtotal</b>	0	2	0	0	0	2	6	0	7	1	2	0	0	4	0	<b>24</b>
Health Plan of San Mateo	# Resolved						1										1
	# Open																0
	<b>Subtotal</b>	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	<b>1</b>
IEHP Health Access	# Resolved		9				7	1		2					2	2	23
	# Open																0
	<b>Subtotal</b>	0	9	0	0	0	7	1	0	2	0	0	0	0	2	2	<b>23</b>
LA Care Health Plan	# Resolved		2				1	2				1			1	1	8
	# Open																0
	<b>Subtotal</b>	0	2	0	0	0	1	2	0	0	0	1	0	0	1	1	<b>8</b>
Molina Healthcare*	# Resolved		3				16	28		7	1	1			1	1	58
	# Open																0
	<b>Subtotal</b>	0	3	0	0	0	16	28	0	7	1	1	0	0	1	1	<b>58</b>
<b>Total Complaints</b>																	<b>154</b>
<b>Total Resolutions</b>																	<b>154</b>

\*Molina is providing additional training to call center staff to properly distinguish between a complaint and an enrollment inquiry about the passive enrollment process.