



**Cal MediConnect
October 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							4						1	3	1	9
	# Open																0
	Subtotal	0	0	0	0	0	0	4	0	0	0	0	0	1	3	1	9
Care More Health Plan	# Resolved							2									2
	# Open																0
	Subtotal	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	2
Community Health Group	# Resolved		12				2	3		1						4	22
	# Open																0
	Subtotal	0	12	0	0	0	2	3	0	1	0	0	0	0	0	4	22
Health Net Community Solutions	# Resolved		1					8		6	1				2		18
	# Open																0
	Subtotal	0	1	0	0	0	0	8	0	6	1	0	0	0	2	0	18
Health Plan of San Mateo	# Resolved		1					1									2
	# Open																0
	Subtotal	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	2
IEHP Health Access*	# Resolved		10				23	2		2		1					38
	# Open																0
	Subtotal	0	10	0	0	0	23	2	0	2	0	1	0	0	0	0	38
LA Care Health Plan	# Resolved		3					3								1	7
	# Open																0
	Subtotal	0	3	0	0	0	0	3	0	0	0	0	0	0	0	1	7
Molina Healthcare#	# Resolved		7				27	37		7					1	17	96
	# Open																0
	Subtotal	0	7	0	0	0	27	37	0	7	0	0	0	0	1	17	96
Total Complaints																	194
Total Resolutions																	194

*IEHP offers supplemental dental benefits that have added to their customer service and Access/Benefit complaint totals. The Plan has encountered issues with dental authorizations. The Plan provides members with specific information on dental benefits and authorization protocols. The Plan will continue to educate dental providers on proper authorization request processes.

#Molina verified that the majority of enrollment/disenrollment complaints are regarding passive enrollment. The Plan investigated their customer service complaints and identified that they were related to transportation. Transportation issues included items such as: "ride is late; ride didn't show; I need a van with a ramp and you sent a taxi." To resolve these complaints, the Plan contacts the transportation vendor to address the issue and reschedules the appointment as needed.