

Case Detail by Issue Type, Reporting Period 9/01/2023 - 9/30/2023
 Managed Care Operations Division, Office of the Ombudsman

Health Care Plan	Enrollment	ADD	ATC	BEN	BIL	COM	ELG	HCO	LTC	OHC	MISC	Total
000 - Fee for Service	357,270	117	1,031	304	52	5	268	303	16	382	53	2,531
Aetna Better Health of California	69,440	5	35	12	1	0	3	24	0	3	5	88
Alameda Alliance for Health	344,545	34	91	32	4	3	20	44	7	6	5	246
AltaMed Health Services Corporation	4,128	2	0	0	0	0	0	0	0	0	0	2
Anthem Blue Cross Partnership Plan	1,074,167	83	284	74	20	7	29	156	7	22	8	690
Blue Shield of California Promise Health Plan	151,373	15	41	7	1	0	5	22	2	5	1	99
California Health and Wellness Plan	270,285	34	63	18	7	2	13	33	0	5	2	177
CalOptima	966,884	138	200	60	18	3	51	75	1	13	9	568
Cal Viva Health	437,551	18	57	16	4	1	4	9	1	4	3	117
CenCal Health	232,768	38	46	5	1	1	5	14	0	2	1	113
Center for Elders Independence	1,050	0	2	0	0	0	2	1	0	1	0	6
Central California Alliance for Health	420,886	55	88	12	5	4	5	22	1	9	5	206
Central Valley Pace	902	0	0	1	0	0	1	0	0	0	0	2
Community Health Group Partnership	357,270	12	65	11	5	0	5	19	1	1	5	124
Contra Costa Health Plan	267,564	29	88	24	2	1	13	19	5	2	4	187
Family Health Centers of San Diego, Inc.	309	0	1	0	0	0	0	1	0	0	0	2
Gary and Mary West PACE	325	0	2	0	0	0	0	0	0	0	0	2
Gold Coast Health Plan	251,948	22	47	10	9	0	11	12	0	7	3	121
Health Net Community Solutions, Inc.	1,764,810	78	523	116	35	6	29	225	7	36	13	1,068
Health Net of California Dental	429,246	0	9	1	0	0	0	1	0	0	0	11
Health Plan of San Joaquin	454,031	22	75	17	8	0	6	26	6	6	2	168
Health Plan of San Mateo	151,209	13	58	12	1	2	4	11	1	2	3	107
Inland Empire Health Plan	1,678,771	173	520	113	20	4	71	158	0	21	13	1,093
Innovage California PACE	139	0	0	1	0	0	0	0	0	0	0	1
InnovAge PACE	1,241	0	1	1	0	0	1	2	0	0	0	5
Kern Family Health Care	368,812	10	55	25	3	0	11	26	1	3	3	137
KP Cal LLC	220,114	16	94	12	5	0	11	28	0	3	1	170
L.A. Care Health Plan	2,711,346	101	646	175	42	11	38	290	4	52	25	1,384
Liberty Dental Plan of CA Inc.	325,936	7	7	1	0	0	0	0	0	1	0	16
Molina Healthcare of California Partner	20,606	40	165	62	9	3	26	128	0	15	5	453
On Lok Lifeways	1,767	0	0	1	0	0	0	0	0	0	0	1
Pacific PACE	532	0	0	0	1	0	0	0	0	0	0	1
Partnership HealthPlan of California	689,241	89	140	52	14	1	23	44	1	17	7	388
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	859	0	0	0	0	0	0	4	0	0	0	4
San Diego PACE	2,509	0	1	1	0	0	0	1	0	0	0	3
San Francisco Health Plan	190,129	7	36	5	3	0	4	10	0	1	0	66
Santa Clara Family Health Plan	332,407	14	59	10	4	1	5	34	3	4	7	141
Senior Care Action Network (SCAN)	21,633	0	3	0	1	0	0	4	0	0	0	8
Stockton Pace Plan	799	0	2	1	1	0	0	1	0	0	0	5
Total	14,574,802	1,172	4,535	1,192	276	55	664	1,747	64	623	183	10,511

ATC- Access to Care	COM- Complaint	OHC- Other Health Coverage
ADD- Address Changes	DEN- Dental	RX- Pharmacy
BH- Behavioral Health	ELG- Eligibility	REF- Referral
BEN- Benefit questions	HCO- Enrollment/Disenrollment	TRAN- Transportation
BIL- Billing	LTC- Long Term Care	MISC- Miscellaneous