

Case Detail by Issue Type, Reporting Period 7/01/2022 - 7/31/2022
 Managed Care Operations Division, Office of the Ombudsman

Health Care Plan	Enrollment	ADD	ATC	BEN	BIL	COM	ELG	HCO	LTC	MISC	OHC	TOTAL	
000 - Fee for Service	323,958	105	260	181	67	157	239	1,023	24	289	102	2,447	
Access Dental Plan Inc.	287,354	1	0	0	0	1	1	5	0	0	1	9	
Aetna Better Health of California	47,794	2	9	3	0	1	2	41	6	1	1	66	
Alameda Alliance for Health	312,350	35	40	18	3	9	13	92	9	5	8	232	
AltaMed Health Services Corporation	3,641	0	0	0	0	0	0	1	0	0	0	1	
Anthem Blue Cross Partnership Plan	942,386	48	76	19	10	22	17	291	3	26	28	540	
Anthem Blue Cross Partnership Plan - Los Angeles (CMC)	1,837	0	0	0	0	0	0	1	0	0	0	1	
Blue Shield of California Promise Health Plan	122,874	4	10	2	1	2	0	28	0	2	1	50	
Blue Shield of California Promise Health Plan - Los Angeles (CMC)	2,785	0	0	1	0	0	0	1	0	0	0	2	
Blue Shield of California Promise Health Plan - San Diego (CMC)	2,554	0	0	0	0	0	0	1	0	0	0	1	
California Health and Wellness Plan	234,927	21	18	14	3	6	11	53	6	9	2	143	
CalOptima	903,899	82	75	24	11	17	19	141	2	11	22	404	
CalOptima (CMC)	14,363	0	0	0	1	1	0	1	0	0	0	3	
Cal Viva Health	410,130	14	11	7	4	9	8	39	1	5	7	105	
CenCal Health	220,427	19	5	2	0	3	1	32	0	3	2	67	
Central California Alliance for Health	406,237	24	21	10	3	5	6	67	0	0	2	138	
Community Eldercare (PACE Program) or St. Paul's PACE	1,257	0	0	0	0	0	0	1	0	0	0	1	
Community Health Group CommuniCare Advantage - San Diego (CMC)	6,880	1	0	3	1	0	0	12	0	0	0	17	
Community Health Group Partnership	266,468	3	13	8	3	3	7	67	0	5	1	110	
Contra Costa Health Plan	232,877	24	41	8	3	2	6	84	2	10	7	187	
Gold Coast Health Plan	239,667	38	20	5	10	3	5	59	0	6	7	153	
Health Net Community Solutions, Inc.	1,605,320	61	100	45	21	30	16	565	16	24	21	899	
Health Net Community Solutions, Inc. - Los Angeles (CMC)	5,787	1	0	0	0	2	0	1	0	0	0	4	
Health Net of California Dental	389,205	0	1	1	0	1	0	9	0	0	1	13	
Health Plan of San Joaquin	412,593	15	34	6	2	7	8	56	1	2	4	135	
Health Plan of San Mateo	134,172	16	12	4	1	2	1	30	0	2	1	69	
Health Plan of San Mateo CareAdvantage (CMC)	8,775	0	0	0	0	1	0	0	0	0	0	1	
Inland Empire Health Plan	1,533,990	126	115	31	9	23	57	430	6	24	24	845	
Inland Empire Health Plan DualChoice - Riverside (CMC)	15,779	0	2	0	1	1	0	2	0	0	0	6	
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	15,952	1	0	0	0	0	0	2	0	0	0	3	
Innovage California PACE	157	0	0	0	0	0	0	2	0	0	0	2	
InnovAge PACE	1,087	0	1	0	0	0	0	2	0	0	0	3	
Kern Family Health Care	337,529	19	18	9	2	7	5	32	0	6	9	107	
KP Cal LLC	195,130	8	22	11	1	4	9	67	5	2	7	136	
L.A. Care Health Plan	2,519,663	57	136	56	31	60	29	499	7	46	13	934	
L.A. Care Health Plan (CMC)	17,261	0	0	0	0	2	0	9	0	0	1	12	
Liberty Dental Plan of CA Inc.	283,717	0	2	0	0	0	0	2	0	1	3	8	
Molina Dual Options - Riverside (CMC)	1,382	1	0	0	0	0	0	1	0	0	0	2	
Molina Dual Options - San Bernardino (CMC)	1,195	0	0	0	0	0	0	0	0	0	1	1	
Molina Dual Options - San Diego (CMC)	3,048	0	2	0	0	0	0	2	0	0	0	4	
Molina Healthcare of California Partner	524,689	16	39	16	4	8	7	254	9	6	5	364	
Molina Healthcare of California Partner - Los Angeles (CMC)	1,251	0	0	1	0	0	0	0	0	0	0	1	
Partnership HealthPlan of California	658,201	46	65	31	6	12	9	100	0	11	4	284	
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	790	0	0	0	0	0	0	2	0	0	0	2	
San Diego PACE	2,074	0	3	0	0	0	0	1	0	0	0	4	
San Francisco Health Plan	165,146	7	15	4	3	4	1	31	0	8	1	74	
Santa Clara Family Health Plan	303,247	8	19	8	5	4	4	54	3	5	3	113	
Santa Clara Family Health Plan (CMC)	10,337	0	2	1	0	0	0	0	1	1	1	6	
SCAN Health Plan	1,904	0	0	0	0	0	0	1	0	0	0	1	
Senior Care Action Network (SCAN)	12,560	0	1	2	0	0	0	3	0	0	0	6	
UnitedHealthcare Community Plan of California, Inc.	30,787	1	5	1	1	1	0	8	0	0	0	17	
Total	14,177,393	804	1,193	532	207	410	481	4,205	101	510	290	8,733	
ADD- Address Changes	COM- Complaint							LTC- Long Term Care					
ATC- Access to Care	ELG- Eligibility							OHC- Other Health Coverage					
BEN- Benefits	HCO- Enrollment/Disenrollment							MISC- Miscellaneous					
BIL- Billing													