

Case Detail by Issue Type, Reporting Period 10/01/2022 - 10/31/2022
 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	329,648	165	928	694	75	3	297	186	38	493	33	2,912
Access Dental Plan Inc.	152,198	0	3	1	0	0	0	0	0	0	0	4
Aetna Better Health of California	49,806	2	18	8	1	0	0	12	0	2	3	46
Alameda Alliance for Health	318,098	48	66	37	6	0	17	27	1	20	14	236
AltaMed Health Services Corporation	13	0	3	1	0	0	0	0	0	1	0	5
Anthem Blue Cross Partnership Plan	958,501	61	197	95	17	6	16	159	8	26	8	593
Blue Shield of California Promise Health Plan	125,755	7	21	14	2	1	2	25	0	5	1	78
Blue Shield of California Promise Health Plan - Los Angeles (CMC)	2,817	0	4	0	0	0	0	0	0	1	0	5
Blue Shield of California Promise Health Plan - San Diego (CMC)	2,629	0	1	1	0	0	1	1	0	1	0	5
California Health and Wellness Plan	238,698	23	42	13	7	2	4	22	8	2	8	131
CalOptima	920,497	106	114	66	4	3	19	83	0	16	10	421
CalOptima (CMC)	14,195	0	1	0	0	0	0	2	0	1	0	4
Cal Viva Health	414,859	13	26	13	2	2	3	20	1	5	10	95
GenCal Health	225,451	24	16	8	5	1	7	11	1	4	1	78
Center for Elders Independence	1,007	2	3	2	0	0	0	0	0	0	0	7
Central California Alliance for Health	413,095	48	39	20	3	0	3	26	2	5	3	149
Central Valley Pace	421	0	1	0	0	0	0	0	0	0	0	1
Community Health Group CommuniCare Advantage - San Diego (CMC)	6,727	0	14	5	0	0	2	3	0	0	0	24
Community Health Group Partnership	266,468	9	30	23	1	1	1	40	0	5	9	119
Contra Costa Health Plan	238,001	43	51	37	6	1	7	31	5	10	2	193
Family Health Centers of San Diego	221	0	0	0	0	0	0	1	0	0	0	1
Gold Coast Health Plan	243,964	47	27	23	6	2	5	22	0	7	1	140
Health Net Community Solutions, Inc.	1,630,178	70	433	255	22	13	30	204	15	34	17	1,093
Health Net Community Solutions, Inc. - Los Angeles (CMC)	5,659	0	0	1	0	0	0	0	0	0	0	1
Health Net of California Dental	173,295	2	6	2	0	0	0	2	0	0	1	13
Health Plan of San Joaquin	418,882	30	49	28	7	1	2	37	3	5	4	166
Health Plan of San Mateo	136,815	19	20	5	3	1	1	4	0	2	0	55
Inland Empire Health Plan	1,558,581	170	281	173	11	0	65	192	0	25	34	951
Inland Empire Health Plan DualChoice - Riverside (CMC)	15,960	0	6	3	0	0	0	3	0	0	0	12
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	16,158	0	14	3	0	0	0	4	0	1	0	22
InnovAge PACE	517	0	1	0	0	0	0	0	0	1	0	2
InnovAge PACE	1,190	0	2	0	0	0	0	1	0	0	0	3
Kern Family Health Care	342,883	14	26	10	2	1	7	17	1	9	4	91
KP Cal LLC	198,856	12	43	40	8	1	4	36	3	7	4	158
L.A. Care Health Plan	2,553,719	110	471	251	39	7	26	237	4	67	18	1,230
L.A. Care Health Plan (CMC)	17,000	1	8	2	0	0	0	5	0	0	2	18
LA Coast PACE	310	0	1	0	0	0	0	0	0	0	0	1
Liberty Dental Plan of CA Inc.	290,836	0	5	0	0	0	0	3	0	1	0	9
Molina Dual Options - Riverside (CMC)	1,349	0	1	0	0	0	0	0	0	0	0	1
Molina Dual Options - San Diego (CMC)	2,994	2	3	0	0	0	0	2	0	0	0	7
Molina Healthcare of California Partner	530,348	28	138	59	4	7	22	126	7	9	6	406
Molina Healthcare of California Partner - Los Angeles (CMC)	1,218	0	0	0	0	0	0	0	0	1	0	1
Partnership HealthPlan of California	669,343	67	117	57	25	6	12	44	3	18	5	354
San Diego PACE	2,191	0	0	0	0	0	0	2	0	1	0	3
San Francisco Health Plan	167,607	5	15	16	0	1	5	9	0	3	5	59
Santa Clara Family Health Plan	307,418	11	39	22	5	2	1	19	1	7	3	110
Santa Clara Family Health Plan (CMC)	10,428	0	0	1	1	0	0	2	0	0	0	4
Senior Care Action Network (SCAN)	13,002	1	3	1	0	0	0	4	0	1	0	10
Stockton Pace Plan	506	0	0	0	0	0	0	1	0	0	0	1
UnitedHealthcare Community Plan of California, Inc.	30,621	2	9	6	1	0	0	5	0	1	0	24
Total	14,020,933	1,142	3,296	1,996	263	62	559	1,630	101	797	206	10,052
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												