

Case Detail by Issue Type, Reporting Period 9/01/2022 - 9/30/2022
 Managed Care Operations Division, Office of the Ombudsman

Health Care Plan	Enrollment	ADD	ARC	BEN	BIL	COM	ELG	HCO	LTC	MISC	OHC	TOTAL
000-Fee for Service	327,844	121	441	300	57	174	251	927	29	354	100	2,754
Access Dental Plan Inc.	289,550	0	1	2	0	0	0	4	0	1	0	8
Aetna Better Health of California	49,236	2	12	3	1	1	2	16	1	1	0	39
Alameda Alliance for Health	316,107	37	66	25	5	5	12	69	1	5	12	237
AltaMed Health Services Corporation	3,727	0	1	0	0	0	0	1	0	0	0	2
Anthem Blue Cross Partnership Plan	953,428	88	132	54	17	20	18	300	2	8	17	656
Anthem Blue Cross Partnership Plan - Santa Clara (CMC)	1,462	0	1	0	0	0	0	0	0	0	0	1
Blue Shield of California Promise Health Plan	124,806	4	11	4	2	1	2	27	0	3	2	56
Blue Shield of California Promise Health Plan - Los Angeles (CMC)	2,808	0	1	0	0	0	1	0	0	0	0	2
Blue Shield of California Promise Health Plan - San Diego (CMC)	2,613	0	0	0	0	0	0	1	1	0	0	2
California Health and Wellness Plan	237,581	25	25	16	2	5	5	49	3	2	5	137
CalOptima	914,589	90	101	34	9	20	17	111	0	11	14	407
CalOptima (CMC)	14,252	0	2	2	0	0	0	1	0	0	0	5
Cal Viva Health	413,576	7	27	8	2	1	3	29	4	1	3	85
CenCal Health	224,079	16	18	7	4	4	3	32	0	1	0	85
Center for Elders Independence	1,006	1	0	0	0	0	0	0	0	0	0	1
Central California Alliance for Health	410,751	35	30	16	5	7	4	35	0	3	5	140
Central Valley Pace	584	0	0	0	0	0	0	1	0	0	0	1
Community Eldercare (PACE Program) or St. Paul's PACE	1,266	0	0	0	0	1	0	1	0	0	0	2
Community Health Group CommuniCare Advantage - San Diego (CMC)	6,787	0	1	1	0	1	0	9	0	0	0	12
Community Health Group Partnership	266,468	6	19	9	5	6	5	57	1	5	3	116
Contra Costa Health Plan	236,321	24	39	17	9	1	18	81	0	5	8	202
Gold Coast Health Plan	242,635	16	26	8	4	2	8	27	0	1	4	96
Health Net Community Solutions, Inc.	1,622,546	38	181	77	22	28	22	448	14	12	13	855
Health Net Community Solutions, Inc. - Los Angeles (CMC)	5,687	1	0	0	1	0	0	0	0	0	0	2
Health Net of California Dental	394,631	0	1	1	0	0	0	4	0	0	0	6
Health Plan of San Joaquin	417,080	16	26	8	1	1	5	59	3	0	2	121
Health Plan of San Mateo	135,996	8	11	3	0	1	2	14	0	1	2	42
Health Plan of San Mateo CareAdvantage (CMC)	8,770	1	0	0	0	2	0	2	0	0	0	5
Inland Empire Health Plan	1,551,253	132	164	60	14	14	64	339	3	12	8	810
Inland Empire Health Plan DualChoice - Riverside (CMC)	15,884	2	3	3	1	1	0	1	0	0	0	11
Inland Empire Health Plan DualChoice - San Bernardino (CMC)	16,048	1	2	2	3	2	0	6	0	0	0	16
InnovAge PACE	1,152	0	0	0	0	0	0	3	0	1	0	4
Kern Family Health Care	341,173	20	16	9	2	2	7	27	0	7	8	98
KP Cal LLC	197,740	13	26	11	4	3	5	69	2	5	2	140
L.A. Care Health Plan	2,542,894	74	233	97	32	57	33	445	17	30	18	1,036
L.A. Care Health Plan (CMC)	17,120	0	2	1	0	0	0	4	0	0	0	7
Liberty Dental Plan of CA Inc.	289,166	1	1	1	0	0	0	2	0	0	1	6
Molina Dual Options - Riverside (CMC)	1,363	0	1	0	0	0	0	0	0	0	0	1
Molina Dual Options - San Bernardino (CMC)	1,176	0	0	0	0	0	0	2	0	1	0	3
Molina Dual Options - San Diego (CMC)	3,014	0	2	0	0	0	0	3	0	0	0	5
Molina Healthcare of California Partner	528,410	26	67	18	8	14	5	197	6	6	5	352
On Lok Lifeways	1,725	0	0	0	0	1	0	1	0	0	0	2
Partnership HealthPlan of California	665,141	62	74	34	22	27	11	82	0	6	2	320
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	806	0	0	0	0	0	0	1	0	0	0	1
San Diego PACE	2,159	0	0	0	0	0	0	1	0	0	0	1
San Francisco Health Plan	166,905	10	16	13	4	3	2	26	1	2	1	78
Santa Clara Family Health Plan	305,970	13	22	12	2	9	3	39	0	4	3	107
Santa Clara Family Health Plan (CMC)	10,427	3	0	0	0	1	0	1	0	0	0	5
Senior Care Action Network (SCAN)	12,690	0	2	0	0	0	0	2	0	0	0	4
Stockton Pace Plan	495	0	0	0	0	1	0	0	0	0	0	1
UnitedHealthcare Community Plan of California, Inc.	30,905	3	5	2	0	1	0	7	0	0	2	20
Total	14,329,802	896	1,809	858	238	417	508	3,563	88	488	240	9,105
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												