Managed Care Operations Division Office of the Ombudsman

Case Detail by Issue Type

Reporting Period 02/01/2019 - 02/28/2019

Plan Name	Plan Enrollment	HCO	QOC	HCP	EDU	COC	ELG	OHC	PRV	MISC	Total Issues	Total Cases	Percent of Total
No Plan - FFS		1,833	6	10	237	3	209	164	9	240	2,711	2,397	32.34%
Unknown/Unspecified Plan		4	3	14	6	0	23	6	1	69	126	88	1.50%
Aetna Better Health of California	13,295	24	0	0	4	0	4	0	0	0	32	33	0.38%
Alameda Alliance for Health	255,618	94	0	3	21	0	21	6	1	1	147	138	1.75%
AltaMed Health Services Corporation	2,554	1	0	0	1	0	0	0	0	0	2	1	0.02%
Anthem Blue Cross Partnership Plan	745,088	368	0	30	76	8	28	23	13	17	563	529	6.72%
Anthem Blue Cross Cal MediConnect	5,494	0	0	0	0	0	0	0	0	0	0	0	0.00%
Brandman Centers for Senior Care	241	0	0	0	0	0	0	0	0	0	0	0	0.00%
Cal Viva Health	359,211	56	0	1	20	0	5	11	2	4	99	108	1.18%
California Health and Wellness Plan	197,194	98	0	9	14	0	6	3	0	3	133	123	1.59%
CalOptima	742,435	187	1	5	53	2	43	26	1	8	326	320	3.89%
Blue Shield of California Promise Health Plan	81,449	27	0	2	2	0	3	0	0	1	35	36	0.42%
Blue Shield of California Promise Health Plan Cal MediConnect	4,959	3	1	0	2	0	1	0	0	1	8	6	0.10%
CenCal Health	176,233	51	0	1	9	0	3	2	0	1	67	68	0.80%
Center for Elders Independence	751	0	0	0	0	0	0	0	0	0	0	0	0.00%
Central California Alliance for Health	340,858	95	0	1	9	0	5	5	0	2	117	145	1.40%
Innovative Integrated Health, Inc.	618	0	0	0	0	0	0	0	0	0	0	0	0.00%
Communicare Advantage Cal MediConnect	6,017	2	0	0	0	0	0	0	0	0	2	2	0.02%
Community Health Group Partnership	259,911	52	1	0	12	0	2	3	0	2	72	65	0.86%
Contra Costa Health Plan	177,234	62	0	4	9	0	9	1	0	1	86	76	1.03%
Family Mosaic Project	35	0	0	0	0	0	0	0	0	0	0	0	0.00%
Gold Coast Health Plan	197,309	60	0	2	19	1	6	7	5	2	102	122	1.22%
Health Net Cal MediConnect	11,153	3	0	0	0	0	1	0	0	0	4	6	0.05%
Health Net Community Solutions, Inc.	1,416,763	526	3	20	74	1	46	20	7	23	720	754	8.59%
Health Plan of San Joaquin	342,156	92	1	3	12	0	8	3	0	3	122	124	1.46%
Health Plan of San Mateo	103,071	19	0	2	5	1	1	0	0	0	28	30	0.33%
Health Plan of San Mateo Cal MediConnect	8,792	0	0	1	0	0	0	0	0	0	1	0	0.01%
Humboldt Senior Resource Center, Inc	166	0	0	0	0	0	0	0	0	0	0	0	0.00%
Inland Empire Health Plan	1,226,332	723	2	22	112	3	73	21	4	12	972	924	11.60%
Inland Empire Health Plan Dual Choice Cal MediConnect	26,218	15	0	0	2	0	1	0	0	0	18	14	0.21%

Plan Name	Plan Enrollment	НСО	QOC	HCP	EDU	COC	ELG	OHC	PRV	MISC	Total Issues	Total Cases	Percent of Total
InnovAge PACE	605	1	0	0	0	0	0	0	0	0	1	1	0.01%
Kern Family Health Care	255,698	55	0	2	9	0	5	5	0	4	80	77	0.95%
KP Cal LLC	145,998	103	0	4	26	0	16	7	0	4	160	137	1.91%
L.A. Care Health Plan	2,036,152	504	1	23	124	1	48	16	7	25	749	782	8.94%
L.A. Care Health Plan Cal MediConnect	15,776	20	0	0	6	0	1	0	0	1	28	28	0.33%
Molina Dual Options Cal MediConnect	7,770	6	0	0	1	0	0	0	0	0	7	5	0.08%
Molina Healthcare Of California Partner	434,362	386	2	8	27	0	20	14	4	5	466	420	5.56%
On Lok Lifeways	1,568	0	0	0	0	0	0	0	0	0	0	0	0.00%
OneCare Connect Cal MediConnect	14,051	2	0	1	0	0	0	0	0	0	3	5	0.04%
Partnership HealthPlan of California	551,516	150	0	10	34	0	18	7	7	10	236	236	2.82%
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	616	0	0	0	0	0	0	0	0	0	0	0	0.00%
Rady Children's Hospital CCS Demostration	365	0	0	0	0	0	0	0	0	0	0	0	0.00%
San Diego PACE	388	0	0	0	0	0	0	0	0	0	0	0	0.00%
San Francisco Health Plan	127,227	31	0	3	9	0	3	0	2	1	49	49	0.58%
Santa Clara Family Health Plan	242,873	55	0	4	18	0	5	2	1	4	89	83	1.06%
Santa Clara Family Health Cal MediConnect	7,538	0	0	0	0	0	1	0	0	2	3	2	0.04%
Senior Care Action Network (SCAN)	13,534	2	0	0	2	0	0	0	0	2	6	5	0.07%
Sutter Senior Care	306	0	0	0	0	0	0	0	0	0	0	0	0.00%
United Healthcare Community Plan of California	9,088	9	0	1	2	0	0	0	0	0	12	12	0.14%
Total	10,557,498	5,710	21	185	955	20	615	352	64	448	8,370	7,939	100.00%
HCO - Enrollment/Disenrollment EDU - Education & Outre	ach	OHC -	Other H	ealth Co	verage								
QOC - Quality of Care COC - Continuity of Care		PRV - Plan Subcontractor/Provider Issues											

HCP - Health Care Plan Issues

ELG - Eligibility

MISC - Miscellaneous Issues