Managed Care Operations Division Office of the Ombudsman

Case Detail by Issue Type

Reporting Period 01/01/2018 - 01/31/2018

Plan Name	Plan Enrollment	HCO	QOC	HCP	EDU	COC	ELG	OHC	PRV	MISC	Total Issues	Total Cases	Percent of Total Issues
No Plan - FFS		2,394	3	38	142	2	229	127	17	251	3,203	3,018	29.90%
Unknown/Unspecified Plan		20	0	1	6	0	4	2	3	103	139	111	1.30%
Aetna Better Health of California	135	10	0	0	5	0	0	1	0	0	16	16	0.15%
Alameda Alliance for Health	261,512	98	0	5	27	0	18	1	0	3	152	155	1.42%
AltaMed Health Services Corporation	66,761	40	0	1	5	0	3	0	1	1	51	50	0.48%
Anthem Blue Cross Partnership Plan	771,535	582	2	26	72	1	20	20	8	30	761	767	7.10%
Anthem Blue Cross Cal MediConnect	2,786	0	0	0	0	0	0	1	0	0	1	0	0.01%
Brandman Centers for Senior Care	225	0	0	0	0	0	0	0	0	0	0	0	0.00%
Cal Viva Health	362,370	114	0	5	13	0	4	5	2	5	148	139	1.38%
California Health and Wellness Plan	193,958	133	0	9	18	0	2	5	0	7	174	182	1.62%
CalOptima	766,614	304	0	13	61	0	38	9	4	24	453	470	4.23%
Care 1st Partner Plan, LLC	84,204	61	0	3	2	3	5	0	0	1	75	76	0.70%
Care 1st Cal MediConnect	5,573	4	0	1	1	0	0	0	0	0	6	6	0.06%
CareMore Cal MediConnect	3,549	0	0	0	0	0	0	0	0	0	0	0	0.00%
CenCal Health	179,003	68	0	0	5	0	3	2	0	0	78	83	0.73%
Center for Elders Independence	696	0	0	0	0	0	0	0	0	0	0	0	0.00%
Central California Alliance for Health	351,124	118	0	5	12	0	6	5	1	6	153	166	1.43%
Central Valley Medical Services Corp	421	0	0	0	0	0	0	0	0	0	0	0	0.00%
Communicare Advantage Cal MediConnect	5,491	1	0	0	0	0	0	0	0	0	1	1	0.01%
Community Health Group Partnership	278,720	50	0	1	8	1	1	2	0	7	70	71	0.65%
Contra Costa Health Plan	181,068	78	0	1	13	0	5	0	1	1	99	94	0.92%
Family Mosaic Project	19	1	0	0	0	0	0	0	0	0	1	0	0.01%
Gold Coast Health Plan	201,266	106	2	3	13	0	9	7	1	5	146	152	1.36%
Health Net Cal MediConnect	13,723	9	0	0	1	0	0	0	1	0	11	11	0.10%
Health Net Community Solutions, Inc.	1,495,567	684	1	26	61	1	38	29	6	34	880	1,013	8.22%
Health Plan of San Joaquin	348,366	112	1	1	18	0	4	1	1	7	145	130	1.35%
Health Plan of San Mateo	112,426	33	0	1	3	0	1	0	0	2	40	47	0.37%
Health Plan of San Mateo Cal MediConnect	9,070	11	0	0	1	0	0	0	0	0	12	10	0.11%
Humboldt Senior Resource Center, Inc	135	0	0	0	0	0	0	0	0	0	0	0	0.00%
Inland Empire Health Plan	1,223,202	1,174	1	15	113	1	119	25	5	28	1,481	1,362	13.83%

Reporting Period 01/01/2018 - 01/31/2018

Plan Name	Plan Enrollment	HCO	QOC	НСР	EDU	COC	ELG	OHC	PRV	MISC	Total Issues	Total Cases	Percent of Total Issues
Inland Empire Health Plan Dual Choice Cal MediConnect	24,540	32	0	1	3	0	0	0	0	5	41	36	0.38%
InnovAge PACE	449	0	0	0	0	0	0	0	0	0	0	0	0.00%
Kern Family Health Care	249,697	58	0	6	9	0	8	7	0	5	93	88	0.87%
KP Cal LLC	144,847	172	1	2	25	1	12	0	2	8	223	209	2.08%
L.A. Care Health Plan	2,052,664	717	4	74	109	2	48	16	16	50	1,036	1,067	9.67%
L.A. Care Health Plan Cal MediConnect	15,009	19	0	0	1	0	1	0	0	0	21	19	0.20%
Molina Dual Options Cal MediConnect	8,956		0	0	1	0	1	0	0	0	8	8	0.07%
Molina Healthcare Of California Partner	463,967	436	0	16	43	2	14	13	4	7	535	494	4.99%
On Lok Lifeways	1,439	0	0	0	0	0	0	0	0	0	0	0	0.00%
OneCare Connect Cal MediConnect	14,839	10	0	0	2	0	1	0	0	0	13	12	0.12%
Partnership HealthPlan of California	567,034	161	0	21	30	0	18	2	0	15	247	262	2.31%
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	671	0	0	0	1	0	0	0	0	0	1	3	0.01%
Rady Children's Hospital CCS Demostration	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
San Francisco Health Plan	132,707	25	0	0	1	0	1	2	0	1	30	32	0.28%
Santa Clara Family Health Plan	256,164	82	0	2	8	0	9	1	1	6	109	109	1.02%
Santa Clara Family Health Cal MediConnect	7,138	4	0	0	0	0	0	0	0	0	4	4	0.04%
Senior Care Action Network (SCAN)	13,367	10	0	0	1	0	1	0	0	0	12	11	0.11%
Sutter Senior Care	288	1	0	0	0	0	0	0	0	0	1	0	0.01%
United Healthcare Community Plan of California	2,178	36	0	0	5	0	0	0	0	0	41	37	0.38%
Tota	I 10,875,473	7,974	15	277	839	14	623	283	74	612	10,711	10,521	100.00%
HCO - Enrollment/DisenrollmentEDU - Education &QOC - Quality of CareCOC - Continuity of		I	OHC - Ot PRV - Pla	n Subco	ontractor	/Provide	er Issues						
HCP - Health Care Plan Issues ELG - Eligibility		MISC - Miscellaneous Issues											