

Case Detail by Issue Type, Reporting Period 01/01/2020 - 01/31/2020  
 Managed Care Operations Division, Office of the Ombudsman

Plan Name	Plan Enrollment	HCO	QOC	HCP	EDU	COC	ELG	OHC	PRV	MISC	Total Issues	Total Cases	Percent of Total Issues
No Plan - FFS		2,154	2	12	143	4	526	157	14	341	3,353	2,386	36.62%
Unknown/Unspecified Plan		0	0	0	0	0	0	0	0	0	0	0	0%
Aetna Better Health of California	19,952	32	0	2	2	0	4	1	0	2	43	29	.47%
Alameda Alliance for Health	242,908	106	0	3	16	0	20	8	0	15	168	138	1.83%
AltaMed Health Services Corporation	2,765	1	0	0	0	0	0	0	0	0	1	1	.01%
Anthem Blue Cross Partnership Plan	722,486	338	2	19	28	1	47	24	9	52	520	435	5.68%
Anthem Blue Cross Cal MediConnect	4,422	0	0	0	0	0	3	0	0	0	3	2	.03%
Brandman Centers for Senior Care	260	1	0	0	0	0	1	0	0	0	2	1	.02%
Cal Viva Health	352,510	72	1	5	6	0	15	7	2	12	120	99	1.31%
California Health and Wellness Plan	195,224	84	0	6	12	0	12	3	1	11	129	119	1.41%
CalOptima	707,991	182	0	4	22	1	72	8	2	35	326	304	3.56%
Blue Shield of California Promise Health Plan	79,247	29	0	2	1	1	5	1	1	4	44	38	.48%
Blue Shield of California Promise Health Plan Cal MediConnect	4,914	3	0	0	0	0	1	0	0	0	4	4	.04%
CenCal Health	173,140	31	0	0	7	0	16	1	0	7	62	52	.68%
Center for Elders Independence	796	0	0	0	0	0	0	0	0	0	0	0	0%
Central California Alliance for Health	333,263	66	0	2	7	0	9	4	0	9	97	83	.06%
Innovative Integrated Health, Inc.	770	0	0	0	0	0	0	0	0	0	0	0	0%
Communicare Advantage Cal MediConnect	6,226	1	0	0	0	0	1	0	0	0	2	1	.02%
Community Health Group Partnership	246,037	66	0	5	4	2	9	1	1	7	95	75	1.04%
Contra Costa Health Plan	171,284	63	0	2	3	0	25	2	2	9	106	79	1.16%
Family Mosaic Project	11	6	0	0	0	0	0	0	0	0	6	5	.07%
Gold Coast Health Plan	192,539	89	0	9	8	0	15	6	2	12	141	129	1.54%
Health Net Cal MediConnect	8,928	3	1	0	1	0	0	0	0	0	5	3	.05%
Health Net Community Solutions, Inc.	1,364,090	499	1	14	31	3	119	16	6	48	737	611	8.05%
Health Plan of San Joaquin	334,416	77	0	2	11	0	25	4	1	6	126	108	1.38%
Health Plan of San Mateo	100,137	22	1	1	3	2	4	0	0	3	36	36	.39%
Health Plan of San Mateo Cal MediConnect	8,541	2	0	0	0	1	0	0	0	0	3	2	.03%
Humboldt Senior Resource Center, Inc	186	0	0	0	0	0	0	0	0	0	0	0	0%
Inland Empire Health Plan	1,217,062	789	0	15	40	4	139	25	6	58	1,076	858	11.75%

Case Detail by Issue Type, Reporting Period 01/01/2020 - 01/31/2020  
 Managed Care Operations Division, Office of the Ombudsman

Plan Name	Plan Enrollment	HCO	QOC	HCP	EDU	COC	ELG	OHC	PRV	MISC	Total Issues	Total Cases	Percent of Total Issues
Inland Empire Health Plan Dual Choice Cal MediConnect	27,572	10	0	1	1	0	1	0	0	0	13	12	.14%
InnovAge PACE	687	2	0	0	0	0	0	0	0	0	2	1	.02%
Kern Family Health Care	259,657	57	0	5	5	0	26	4	1	10	108	72	1.18%
KP Cal LLC	145,272	111	0	5	9	0	36	2	0	12	175	142	1.91%
L.A. Care Health Plan	2,000,774	408	0	28	29	3	110	33	13	72	696	606	7.6%
L.A. Care Health Plan Cal MediConnect	15,529	4	0	1	1	0	5	0	1	2	14	10	.15%
Molina Dual Options Cal MediConnect	7,136	1	0	0	2	0	0	0	0	1	4	2	.04%
Molina Healthcare Of California Partner	413,286	318	0	12	16	1	51	7	1	34	440	325	4.81%
On Lok Lifeways	1,618	0	0	0	0	0	0	0	0	0	0	0	0%
OneCare Connect Cal MediConnect	13,984	0	0	0	0	0	0	0	0	0	0	0	0%
Partnership HealthPlan of California	534,374	169	0	10	30	1	35	13	9	28	295	269	3.22%
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	615	1	0	0	0	0	0	0	0	0	1	1	.01%
Rady Children's Hospital CCS Demonstration	352	0	0	0	0	0	0	0	0	0	0	0	0%
San Diego PACE	706	0	0	0	0	0	0	0	0	0	0	0	0%
San Francisco Health Plan	125,411	36	0	0	6	0	14	2	0	2	60	53	.66%
Santa Clara Family Health Plan	235,802	70	0	1	9	0	12	4	0	11	107	78	1.17%
Santa Clara Family Health Cal MediConnect	8,133	3	0	0	0	0	1	0	0	0	4	3	.04%
Senior Care Action Network (SCAN)	13,947	3	0	0	1	0	0	0	0	0	4	0	.04%
Sutter Senior Care	437	0	0	0	0	0	0	0	0	0	0	0	0%
United Healthcare Community Plan of California	12,337	18	0	1	1	0	5	2	0	1	28	21	.31%
<b>Total</b>	<b>10,295,397</b>	<b>5,909</b>	<b>8</b>	<b>166</b>	<b>454</b>	<b>24</b>	<b>1,359</b>	<b>333</b>	<b>72</b>	<b>803</b>	<b>9,128</b>	<b>7,172</b>	<b>100%</b>

HCO - Enrollment/Disenrollment  
 QOC - Quality of Care  
 HCP - Health Care Plan Issues

EDU - Education & Outreach  
 COC - Continuity of Care  
 ELG - Eligibility

OHC - Other Health Coverage  
 PRV - Plan Subcontractor/Provider Issues  
 MISC - Miscellaneous Issues