

Case Detail by Issue Type, Reporting Period 7/01/2019 - 7/31/2019
 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		1,578	3	22	250	4	243	107	8	185	2,400	2,115	3.13%
Unknown/Unspecified Plan		0	0	0	0	0	0	0	0	0	0	0	0%
Aetna Better Health of California	17,235	31	0	2	5	0	1	1	0	2	42	27	.53%
Alameda Alliance for Health	252,635	103	0	2	20	0	22	2	1	9	159	140	2.0%
AltaMed Health Services Corporation	2,613	0	0	0	0	0	0	0	0	0	0	0	0%
Anthem Blue Cross Partnership Plan	740,355	277	0	26	49	4	15	15	4	21	411	428	5.16%
Anthem Blue Cross Cal MediConnect	5,101	3	0	0	0	0	0	0	0	0	3	2	.04%
Brandman Centers for Senior Care	245	0	0	0	0	0	0	0	0	0	0	0	0%
Cal Viva Health	359,684	47	0	3	11	0	7	7	3	10	88	95	1.1%
California Health and Wellness Plan	199,152	104	0	6	7	0	8	2	4	5	136	139	1.71%
CalOptima	736,101	218	0	17	54	1	36	11	2	14	353	336	4.43%
Blue Shield of California Promise Health Plan	81,244	30	0	1	9	0	2	1	0	4	47	42	.59%
Blue Shield of California Promise Health Plan Cal MediConnect	4,800	10	0	0	0	0	0	0	0	1	11	6	.14%
CenCal Health	176,476	48	0	3	11	0	3	2	0	2	69	71	.87%
Center for Elders Independence	765	1	0	1	0	0	1	0	0	0	3	3	.04%
Central California Alliance for Health	337,753	85	0	3	24	0	11	5	0	10	138	145	1.73%
Innovative Integrated Health, Inc.	665	0	0	0	0	0	0	0	0	0	0	0	0%
Communicare Advantage Cal MediConnect	6,164	0	0	0	0	0	1	0	0	0	1	1	.01%
Community Health Group Partnership	256,735	46	0	3	6	0	8	2	0	2	67	69	.84%
Contra Costa Health Plan	177,465	58	0	4	11	1	7	4	1	4	90	85	1.13%
Family Mosaic Project	26	3	0	0	0	0	0	0	0	0	3	3	.04%
Gold Coast Health Plan	196,245	69	0	9	19	1	8	3	0	7	116	134	1.46%
Health Net Cal MediConnect	9,714	3	0	2	2	0	0	0	0	0	7	6	.09%
Health Net Community Solutions, Inc.	1,400,711	495	1	33	69	2	38	24	10	30	702	700	8.81%
Health Plan of San Joaquin	340,665	90	0	6	13	0	7	1	0	6	123	126	1.54%
Health Plan of San Mateo	102,326	24	0	5	3	0	4	0	0	4	40	60	.5%
Health Plan of San Mateo Cal MediConnect	8,786	5	0	0	0	0	0	0	0	0	5	4	.06%
Humboldt Senior Resource Center, Inc	172	0	0	0	0	0	0	0	0	0	0	0	0%
Inland Empire Health Plan	1,231,380	878	0	28	101	2	112	30	5	48	1,204	1,119	15.11%

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Inland Empire Health Plan Dual Choice Cal MediConnect	27,009	10	0	0	2	0	1	0	0	3	16	17	.2%
InnovAge PACE	690	1	0	0	0	0	0	0	0	0	1	1	.01%
Kern Family Health Care	259,048	55	0	2	10	0	12	6	1	5	91	85	1.14%
KP Cal LLC	147,759	108	0	5	31	1	10	7	1	10	173	154	2.17%
L.A. Care Health Plan	2,026,945	430	1	49	85	1	58	24	11	52	711	709	8.93%
L.A. Care Health Plan Cal MediConnect	15,328	3	0	1	2	0	0	0	0	2	8	12	.1%
Molina Dual Options Cal MediConnect	7,535	3	0	1	0	0	1	0	0	0	5	4	.06%
Molina Healthcare Of California Partner	429,961	289	2	6	30	0	26	8	6	12	379	312	4.76%
On Lok Lifeways	1,574	0	0	0	0	0	0	0	0	0	0	0	0%
OneCare Connect Cal MediConnect	13,997	0	0	0	1	0	1	0	0	0	2	2	.03%
Partnership HealthPlan of California	547,426	137	1	15	32	0	15	2	4	20	226	261	2.84%
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	595	12	0	0	0	0	0	0	0	0	12	7	.15%
Rady Children's Hospital CCS Demonstration	363	0	0	0	0	0	0	0	0	0	0	0	0%
San Diego PACE	510	0	0	0	0	0	0	0	0	0	0	0	0%
San Francisco Health Plan	126,845	18	0	1	1	0	3	1	0	1	25	24	.31%
Santa Clara Family Health Plan	239,813	52	1	3	9	0	5	0	1	5	76	77	.95%
Santa Clara Family Health Cal MediConnect	7,787	1	0	0	0	0	0	0	0	0	1	1	.01%
Senior Care Action Network (SCAN)	13,358	4	0	0	0	0	0	0	0	0	4	4	.05%
Sutter Senior Care	371	0	0	0	0	0	0	0	0	0	0	0	0%
United Healthcare Community Plan of California	11,216	12	0	2	0	0	1	2	0	1	18	16	.23%
Total	10,512,127	5,329	9	259	867	17	666	265	62	474	7,948	7,526	100%

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