Managed Care Operations Division Office of the Ombudsman

Reporting Period 11/01/2018 - 11/30/2018

Plan Name	Plan	HCO	QOC	HCP	EDU	COC	ELG	OHC	PRV	MISC	Total	Total	Percent
No Plan - FFS	Enrollment	1,667	5	15	180	3	173	93	10	186	lssues 2,332	Cases 1,971	Total 30.31%
Unknown/Unspecified Plan		1,007	1	7	3	0	175	0	2	27	2,332	48	0.92%
Aetna Better Health of California	10,913	30	0	, 1	3	0	3	1	2	1	41	30	0.53%
Alameda Alliance for Health	260,054	83	0	3	17	1	16	6	2	2	130	113	1.69%
AltaMed Health Services Corporation	68,512	17	0	0	2	0	1	0	0	1	21	17	0.27%
Anthem Blue Cross Partnership Plan	752,477	376	1	17	45	2	26	18	6	10	501	459	6.51%
Anthem Blue Cross Cal MediConnect	2,562	1	0	0	0	0	0	0	0	0	1	0	0.01%
Brandman Centers for Senior Care	234	1	0	0	0	0	0	0	0	0	1	0	0.01%
Cal Viva Health	361,521	66	1	2	9	0	2	6	1	2	89	80	1.16%
California Health and Wellness Plan	197,090	113	2	5	7	0	12	4	1	6	150	143	1.95%
CalOptima	750,797	195	0	6	37	3	24	7	0	7	279	265	3.63%
Care 1st Partner Plan, LLC	82,837	52	0	3	3	0	4	1	0	2	65	52	0.84%
Care 1st Cal MediConnect	5,077	2	0	0	0	0	0	0	0	1	3	3	0.04%
CareMore Cal MediConnect	3,267	2	0	0	0	0	0	0	0	0	2	2	0.03%
CenCal Health	177,223	57	0	1	8	0	4	0	1	1	72	68	0.94%
Center for Elders Independence	733	0	0	0	0	0	0	0	0	0	0	0	0.00%
Central California Alliance for Health	344,678	74	0	1	9	0	2	2	0	3	91	90	1.18%
Central Valley Medical Services Corp	593	0	0	0	0	0	0	0	0	0	0	0	0.00%
Communicare Advantage Cal MediConnect	6,012	0	0	1	0	0	0	0	1	0	2	2	0.03%
Community Health Group Partnership	266,683	44	0	0	5	0	4	8	1	3	65	54	0.84%
Contra Costa Health Plan	179,980	64	0	3	6	0	7	0	0	2	82	76	1.07%
Family Mosaic Project	39	2	0	0	0	0	0	0	0	0	2	2	0.03%
Gold Coast Health Plan	198,311	84	0	8	14	0	11	3	0	3	123	119	1.60%
Health Net Cal MediConnect	11,943	7	0	0	2	0	0	0	0	0	9	9	0.12%
Health Net Community Solutions, Inc.	1,443,491	553	1	16	53	3	23	20	2	28	699	677	9.09%
Health Plan of San Joaquin	345,286	113	0	2	9	0	4	1	3	3	135	126	1.75%
Health Plan of San Mateo	105,165	16	0	0	4	0	2	0	0	0	22	23	0.29%
Health Plan of San Mateo Cal MediConnect	9,000	11	0	0	0	0	0	0	0	0	11	11	0.14%
Humboldt Senior Resource Center, Inc	163	0	0	0	0	0	0	0	0	0	0	0	0.00%
Inland Empire Health Plan	1,230,440	845	2	13	74	2	53	21	5	24	1,039	903	13.51%

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Plan Name	Plan Enrollment	HCO	QOC	HCP	EDU	COC	ELG	OHC	PRV	MISC	Total Issues	Total Cases	Percent Total
Inland Empire Health Plan Dual Choice Cal MediConnect	26,065	18	0	0	3	0	0	0	0	2	23	17	0.30%
InnovAge PACE	575	1	0	0	0	0	0	0	0	0	1	1	0.01%
Kern Family Health Care	254,225	46	0	1	5	0	3	12	1	8	76	80	0.99%
KP Cal LLC	147,000	121	0	0	16	1	10	3	1	3	155	121	2.01%
L.A. Care Health Plan	2,063,574	524	2	28	70	1	33	12	10	25	705	680	9.16%
L.A. Care Health Plan Cal MediConnect	15,984	12	0	0	2	0	0	0	0	0	14	15	0.18%
Molina Dual Options Cal MediConnect	8,186	2	0	0	1	0	0	0	0	0	3	2	0.04%
Molina Healthcare Of California Partner	445,738	241	2	7	19	1	6	12	4	7	299	250	3.89%
On Lok Lifeways	1,556	0	0	0	0	0	0	0	0	0	0	0	0.00%
OneCare Connect Cal MediConnect	14,343	1	0	0	1	0	0	0	0	0	2	1	0.03%
Partnership HealthPlan of California	557,339	189	1	13	39	0	7	1	6	9	265	247	3.44%
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	643	2	0	0	0	0	0	0	0	0	2	1	0.03%
Rady Children's Hospital CCS Demostration	210	1	0	0	0	0	1	0	0	0	2	2	0.03%
San Francisco Health Plan	128,730	23	0	2	4	0	0	0	0	0	29	26	0.38%
Santa Clara Family Health Plan	246,356	40	0	2	6	0	3	3	0	3	57	49	0.74%
Santa Clara Family Health Cal MediConnect	7,396	2	0	0	1	0	1	1	0	0	5	4	0.06%
Senior Care Action Network (SCAN)	13,339	2	0	0	0	0	0	0	0	0	2	2	0.03%
Sutter Senior Care	313	0	0	0	0	0	0	0	0	0	0	0	0.00%
United Healthcare Community Plan of California	7,895	14	0	0	1	0	0	0	0	0	15	12	0.19%
Total	10,746,653	5,712	18	157	657	17	454	235	59	369	7,678	6,841	100.00%
QOC - Quality of Care COC - Continuity of Care				OHC - Other Health Coverage PRV - Plan Subcontractor/Provider Issues MISC - Miscellaneous Issues									