

April 2014 Complaint and Resolution Report

Health Plan	Complaint Resolution	Eligibility	Benefit package/ Access	Privacy	Contractor/Partner	Coverage Gap	Customer Service	Enrollment/ Disenrollment	Equitable Relief/ Good Cause Requests	Appeals/ Grievances	Marketing	Payment/ Claims	Plan Administration	Pricing/ Premium	Quality of Care	Other	Totals
Care1st Health Plan	# Resolved							1									1
	# Open																0
	Subtotal	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Community Health Group	# Resolved		7													1	8
	# Open																0
	Subtotal	0	7	0	0	0	0	0	0	0	0	0	0	0	0	1	8
Health Net Community Solutions	# Resolved		1					1									2
	# Open																0
	Subtotal	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	2
Health Plan of San Mateo*	# Resolved		109					1		1							111
	# Open																0
	Subtotal	0	109	0	0	0	0	1	0	1	0	0	0	0	0	0	111
IEHP Health Access	# Resolved							1					1				2
	# Open																0
	Subtotal	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	2
LA Care Health Plan	# Resolved																0
	# Open																0
	Subtotal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Molina Healthcare	# Resolved							2									2
	# Open																0
	Subtotal	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	2
Total Complaints																	126
Total Resolutions																	126

*Health Plan of San Mateo (HPSM) received all passive enrollments (approximately 3,000) in April. Thus, complaints and grievances for this plan were largely concentrated during this month which is different than other plans. Access issues were primarily due to changed drug plans or beneficiaries providing incorrect information to the pharmacy. HPSM provided outreach to pharmacies. Access issues are not ongoing; access complaints were down 94% the following month.