

Cal MediConnect
August 2014 Complaint and Resolution Report

Health Plan	Complaint Resolution	Eligibility	Benefit package/ Access	Privacy	Contractor/P artners	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						3	2		1					4		10
	# Open																0
	Subtotal	0	0	0	0	0	3	2	0	1	0	0	0	0	4	0	10
Care More Health Plan	# Resolved		1				2	1									4
	# Open																0
	Subtotal	0	1	0	0	0	2	1	0	0	0	0	0	0	0	0	4
Community Health Group*	# Resolved		23				6	15		5						18	67
	# Open																0
	Subtotal	0	23	0	0	0	6	15	0	5	0	0	0	0	0	18	67
Health Net Community Solutions	# Resolved		2				1	2		7	2					1	15
	# Open																0
	Subtotal	0	2	0	0	0	1	2	0	7	2	0	0	0	0	1	15
Health Plan of San Mateo	# Resolved		1														1
	# Open																0
	Subtotal	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
IEHP Health Access	# Resolved		4				3	2		2							11
	# Open																0
	Subtotal	0	4	0	0	0	3	2	0	2	0	0	0	0	0	0	11
LA Care Health Plan	# Resolved		6				1	1		1					4	2	15
	# Open																0
	Subtotal	0	6	0	0	0	1	1	0	1	0	0	0	0	4	2	15
Molina Healthcare*	# Resolved		4				6	21		3					2	28	64
	# Open																0
	Subtotal	0	4	0	0	0	6	21	0	3	0	0	0	0	2	28	64
Total Complaints																	183
Total Resolutions																	183

*Complaints under "Other" include: PCP change/identification card correction, provider billing issues, and Continuity of Care requests.