



Cal MediConnect
December 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		2				3	3		1					5	1	15
	# Open																0
	Subtotal	0	2	0	0	0	3	3	0	1	0	0	0	0	5	1	15
Care More Health Plan	# Resolved						2	1									3
	# Open																0
	Subtotal	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	3
Community Health Group*	# Resolved		49				5	17		6						7	84
	# Open																0
	Subtotal	0	49	0	0	0	5	17	0	6	0	0	0	0	0	7	84
Health Net Community Solutions	# Resolved		3					7		9	1					1	21
	# Open																0
	Subtotal	0	3	0	0	0	0	7	0	9	1	0	0	0	0	1	21
Health Plan of San Mateo	# Resolved		3					1									4
	# Open																0
	Subtotal	0	3	0	0	0	0	1	0	0	0	0	0	0	0	0	4
IEHP Health Access	# Resolved		13				10	1		7					6		37
	# Open																0
	Subtotal	0	13	0	0	0	10	1	0	7	0	0	0	0	6	0	37
LA Care Health Plan	# Resolved		8				3	1				1			1		14
	# Open																0
	Subtotal	0	8	0	0	0	3	1	0	0	0	1	0	0	1	0	14
Molina Healthcare	# Resolved		6				29	22		2					3	2	64
	# Open																0
	Subtotal	0	6	0	0	0	29	22	0	2	0	0	0	0	3	2	64
Total Complaints																	242
Total Resolutions																	242

*Community Health Group reported 49 Benefit Package/Access complaints. 16 members received a bill from a provider. A claim was sent to these providers and it was processed for payment. The Plan continues to educate providers on appropriate billing processes. 10 members were not able to obtain prescribed medication because they were part of step therapy or needed prior authorization. The members received assistance and were able to get their needed medication. 11 members asked for taxi transportation, but their taxi benefit for the calendar year had been exhausted. The members were re-educated on this process and bus passes were offered and mailed to them.

#Molina continues to work with their transportation provider to address member needs. The Plan confirmed that enrollment complaints were related to passive enrollment.