

## July 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 <sup>#</sup> | Totals     |
|--------------------------------|----------------------|-------------|-------------------------|---------|--------------------|--------------|------------------|---------------------------|---------------------------------------|---------------------|-----------|-----------------|---------------------|------------------|-----------------|--------------------|------------|
| Care1st Health Plan            | # Resolved           |             | 2                       |         |                    |              | 2                | 10                        |                                       |                     | 1         |                 |                     |                  |                 | 1                  | 16         |
|                                | # Open               |             |                         |         |                    |              |                  |                           |                                       |                     |           |                 |                     |                  |                 |                    | 0          |
|                                | Subtotal             | 0           | 2                       | 0       | 0                  | 0            | 2                | 10                        | 0                                     | 0                   | 1         | 0               | 0                   | 0                | 0               | 1                  | 16         |
| Care More Health Plan          | # Resolved           |             | 1                       |         |                    |              |                  | 3                         |                                       |                     |           |                 |                     |                  |                 |                    | 4          |
|                                | # Open               |             |                         |         |                    |              |                  |                           |                                       |                     |           |                 |                     |                  |                 |                    | 0          |
|                                | Subtotal             | 0           | 1                       | 0       | 0                  | 0            | 0                | 3                         | 0                                     | 0                   | 0         | 0               | 0                   | 0                | 0               | 0                  | 4          |
| Community Health Group*        | # Resolved           |             | 57                      |         |                    |              | 5                | 18                        |                                       | 6                   |           | 4               |                     |                  |                 | 30                 | 120        |
|                                | # Open               |             |                         |         |                    |              |                  |                           |                                       |                     |           |                 |                     |                  |                 |                    | 0          |
|                                | Subtotal             | 0           | 57                      | 0       | 0                  | 0            | 5                | 18                        | 0                                     | 6                   | 0         | 4               | 0                   | 0                | 0               | 30                 | 120        |
| Health Net Community Solutions | # Resolved           |             | 6                       |         |                    |              | 1                | 5                         |                                       |                     | 1         |                 |                     |                  |                 | 2                  | 15         |
|                                | # Open               |             |                         |         |                    |              |                  |                           |                                       |                     |           |                 |                     |                  |                 |                    | 0          |
|                                | Subtotal             | 0           | 6                       | 0       | 0                  | 0            | 1                | 5                         | 0                                     | 0                   | 1         | 0               | 0                   | 0                | 0               | 2                  | 15         |
| Health Plan of San Mateo       | # Resolved           |             | 1                       |         |                    |              | 1                |                           |                                       |                     | 1         |                 |                     |                  |                 |                    | 3          |
|                                | # Open               |             |                         |         |                    |              |                  |                           |                                       |                     |           |                 |                     |                  |                 |                    | 0          |
|                                | Subtotal             | 0           | 1                       | 0       | 0                  | 0            | 1                | 0                         | 0                                     | 0                   | 1         | 0               | 0                   | 0                | 0               | 0                  | 3          |
| IEHP Health Access             | # Resolved           |             | 2                       |         |                    |              | 4                | 3                         |                                       | 3                   |           |                 | 1                   |                  | 2               |                    | 15         |
|                                | # Open               |             |                         |         |                    |              |                  |                           |                                       |                     |           |                 |                     |                  |                 |                    | 0          |
|                                | Subtotal             | 0           | 2                       | 0       | 0                  | 0            | 4                | 3                         | 0                                     | 3                   | 0         | 0               | 1                   | 0                | 2               | 0                  | 15         |
| LA Care Health Plan            | # Resolved           |             | 5                       |         |                    |              | 5                | 6                         |                                       |                     | 2         |                 |                     |                  | 1               | 2                  | 21         |
|                                | # Open               |             |                         |         |                    |              |                  |                           |                                       |                     |           |                 |                     |                  |                 |                    | 0          |
|                                | Subtotal             | 0           | 5                       | 0       | 0                  | 0            | 5                | 6                         | 0                                     | 0                   | 2         | 0               | 0                   | 0                | 1               | 2                  | 21         |
| Molina Healthcare              | # Resolved           |             | 11                      |         |                    |              | 10               | 15                        |                                       |                     |           |                 |                     |                  |                 | 10                 | 46         |
|                                | # Open               |             |                         |         |                    |              |                  |                           |                                       |                     |           |                 |                     |                  |                 |                    | 0          |
|                                | Subtotal             | 0           | 11                      | 0       | 0                  | 0            | 10               | 15                        | 0                                     | 0                   | 0         | 0               | 0                   | 0                | 0               | 10                 | 46         |
| <b>Total Complaints</b>        |                      |             |                         |         |                    |              |                  |                           |                                       |                     |           |                 |                     |                  |                 |                    | <b>236</b> |
| <b>Total Resolutions</b>       |                      |             |                         |         |                    |              |                  |                           |                                       |                     |           |                 |                     |                  |                 |                    | <b>236</b> |

\*The majority of benefit/access complaints from Community Health Group (CHG) were related to the pharmacy process under managed care. Specifically, the need to obtain prior authorization for medications not on the formulary, medications with quantity limits, or medications that require step therapy. CHG is working to further educate members and providers on the pharmacy process under managed care. CHG continues to review pharmacy rejections to determine if additional information or action is needed to authorize the request.

<sup>#</sup>CHG had complaints related to PCP assignment/member materials. Members who called in to request a PCP transfer and new identification card are reflected in this total. Although the members concerns were addressed immediately upon receipt, CHG documented these calls as complaints since an expression of dissatisfaction was present when the call was received.