

June 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							5			1						6
	# Open																0
	Subtotal	0	0	0	0	0	0	5	0	0	1	0	0	0	0	0	6
Community Health Group*	# Resolved		33				6	15		5		1				23	83
	# Open																0
	Subtotal	0	33	0	0	0	6	15	0	5	0	1	0	0	0	23	83
Health Net Community Solutions	# Resolved						1	3			1						5
	# Open																0
	Subtotal	0	0	0	0	0	1	3	0	0	1	0	0	0	0	0	5
Health Plan of San Mateo	# Resolved		4					3									7
	# Open																0
	Subtotal	0	4	0	0	0	0	3	0	0	0	0	0	0	0	0	7
IEHP Health Access	# Resolved		1				2	6						1	2		12
	# Open																0
	Subtotal	0	1	0	0	0	2	6	0	0	0	0	0	1	2	0	12
LA Care Health Plan	# Resolved		28				1	1				1					31
	# Open																0
	Subtotal	0	28	0	0	0	1	1	0	0	0	1	0	0	0	0	31
Molina Healthcare	# Resolved		7				2	10								1	20
	# Open																0
	Subtotal	0	7	0	0	0	2	10	0	0	0	0	0	0	0	1	20
Total Complaints																	164
Total Resolutions																	164

*Community Health Group (CHG) benefit/access complaints were primarily related to access to prescriptions. CHG has taken the following actions to address the number of complaints:

1. On a daily basis CHG reviewed rejections to determine if more information is needed and took necessary steps to obtain it, such as contacting the prescribing physician or the primary care physician.
2. For maintenance medications a one year approval is entered in the pharmacy database to avoid future refill problems for the member.

[#]CHG had complaints related to identification card/member materials. In the case where a member's file did not have a doctor of preference CHG assigned a doctor based on the member's residence address, language, ect. When a member called in to request a doctor of preference, CHG processed and mailed a new ID card to the member.