



**Cal MediConnect
March 2015 Complaint and Resolution Report**

Health Plan	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	Plan Total
Anthem Blue Cross																1	1
Care1st Health Plan		13	1				2	6							7		29
Care More Health Plan		1	2				7	1							3	1	15
Community Health Group*		69	54				8	8				1			1		141
Health Net Community Solutions		16	7				13	2		2					4	1	45
Health Plan of San Mateo		1	3				8								2	2	16
IEHP Health Access [#]		17	59				49	1		21					16	2	165
LA Care Health Plan		10	4				13			2	3		1		18	4	55
Molina Healthcare			2				7	2		2					4	5	22
Santa Clara Family Health										1						1	2
Sub-Total		127	132				107	20		28		1	1	0	55	17	491

*CHG coverage determination calls were being categorized as pharmacy process and pharmacy eligibility benefit complaints. Plan representatives would then assist the member in initiating a coverage determination. These calls are now be categorized as coverage determinations and the Plan will develop a desktop process that will optimize the coverage determination process.

[#]In March IEHP's enrollment increased by 539 members due to passive enrollment resulting in higher Access and Customer Service complaints. IEHP has approved funding for additional specialist physicians once the specialist is contracted and credentialed.