

May 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	0	0	0	0	0	1	6
Community Health Group	# Resolved		26				1	3									30
	# Open																0
	Subtotal	0	26	0	0	0	1	3	0	0	0	0	0	0	0	0	30
Health Net Community Solutions	# Resolved							1									1
	# Open						1	1									2
	Subtotal	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	3
Health Plan of San Mateo	# Resolved		7														7
	# Open																0
	Subtotal	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	7
IEHP Health Access	# Resolved		4					12						1			17
	# Open							1									1
	Subtotal	0	4	0	0	0	0	13	0	0	0	0	0	1	0	0	18
LA Care Health Plan	# Resolved																0
	# Open																0
	Subtotal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Molina Healthcare	# Resolved		1				3	19									23
	# Open							1									1
	Subtotal	0	1	0	0	0	3	20	0	0	0	0	0	0	0	0	24
Total Complaints																	88
Total Resolutions																	84