

**Cal MediConnect
September 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				1	1									1	6	
	# Open																	0	
	Subtotal	0	2	0	0	0	1	1	0	0	0	0	0	0	0	1		1	6
Care More Health Plan	# Resolved		2				2											4	
	# Open																	0	
	Subtotal	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0		0	4
Community Health Group	# Resolved		25				4	10										12	51
	# Open																	0	
	Subtotal	0	25	0	0	0	4	10	0	0	0	0	0	0	0	0		12	51
Health Net Community Solutions	# Resolved		6				2	8		3							1	1	21
	# Open																	0	
	Subtotal	0	6	0	0	0	2	8	0	3	0	0	0	0	0	1		1	21
Health Plan of San Mateo	# Resolved		1															1	
	# Open																	0	
	Subtotal	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0		0	1
IEHP Health Access	# Resolved		6				35	3		5							1	50	
	# Open																	0	
	Subtotal	0	6	0	0	0	35	3	0	5	0	0	0	0	0	1		0	50
LA Care Health Plan	# Resolved		2				1											4	7
	# Open																	0	
	Subtotal	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0		4	7
Molina Healthcare*	# Resolved		5				14	17		6							1	22	65
	# Open																	0	
	Subtotal	0	5	0	0	0	14	17	0	6	0	0	0	0	0	1		22	65
Total Complaints																	205		
Total Resolutions																	205		

*Other complaints for Molina include PCP changes, provider billing issues, and Continuity of Care requests.