

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	1	6
	# Open																0
	Subtotal	0	2	0	0	0	1	1	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	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	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	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	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	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	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	1	22	65
Total Complaints																	205
Total Resolutions																	205

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