





































## Managed Care Performance Monitoring Dashboard Report

Grievances Demographics per 1,000 Member Months as of 2018Q3

Row Labels	Grievances per 1,000 Member Months
Female	1.5
Invalid	0.0
Male	1.1
Unknown	0.0

Row Labels	Grievances per 1,000 Member Months
Ages 0-18	0.6
Ages 19-39	1.3
Ages 40-64	2.8
Ages 65+	1.3

Row Labels	Grievances per 1,000 Member Months
Asian	1.0
Black or African-American	2.1
Hispanic	1.0
Native Hawaiian or Other Pacific Islander	1.0

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 17 of 30

## Managed Care Performance Monitoring Dashboard Report

No Match	0.0
Other/Unknown	1.6
White	2.0

### Grievances per 1,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD
2016Q4	0.7	0.7	0.3	0.2	2.1
2017Q1	0.7	0.8	0.4	0.2	2.2
2017Q2	0.9	1.0	0.4	0.2	2.6
2017Q3	0.8	1.1	0.5	0.3	2.9
2017Q4	0.9	1.1	0.6	0.3	2.9
2018Q1	1.0	1.4	0.7	0.4	3.2
2018Q2	1.6	1.5	0.7	0.4	3.6
2018Q3	1.5	1.7	0.9	0.5	4.3

### Grievance Type Counts as of 2018Q3

Row Labels	Accessibility Grievances
Excessive Long Wait Time	1,187
Facility Physical Access	133
Language Accessibility	147
Primary Care Provider Availability	1,576
Specialist Availability	1,057

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 18 of 30

Managed Care Performance Monitoring Dashboard Report

Telephone Accessibility	677
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Row Labels	Benefits Grievances
Dispute over Covered Services	3,863

Row Labels	Quality of Grievances
Inadequate Facilities	715
Inappropriate Ancillary Care	1,728
Inappropriate Hospital Care	387
Inappropriate Provider Care	4,252
Plan Denial of Treatment	915
Poor Provider/Staff Attitude	10,175
Provider Denial of Treatment	422

Row Labels	Referral Grievances
Delay in Referral	1,951

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 19 of 30

## Managed Care Performance Monitoring Dashboard Report

Plan Refusal to Refer	378
Provider Refusal to Refer	709

Row Labels	Other Grievances
Other	15,517

### State Fair Hearings per 10,000 Members Demographics as of September 2018

Row Labels	Hearings per 10,000 Member Months
Female	0.1
Male	0.1
Grand Total	0.1

Row Labels	Hearings per 10,000 Member Months
Ages 0-18	0.0
Ages 19-39	0.1
Ages 40-64	0.3
Ages 65+	0.1
Grand Total	0.1

Row Labels	Hearings per 10,000 Member Months
Asian	0.1

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 20 of 30

## Managed Care Performance Monitoring Dashboard Report

Black or African-American	0.3
Hispanic	0.0
Native Hawaiian or Other Pacific Islander	0.1
Other/Unknown	0.1
White	0.2
Grand Total	0.1

### Hearings per 10,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD	Grand Total
201710	0.2	0.2	0.1	0.0	1.4	0.2
201711	0.3	0.2	0.1	0.0	0.9	0.2
201712	0.2	0.2	0.1		0.7	0.1
201801	0.2	0.2	0.1	0.0	1.0	0.2
201802	0.2	0.2	0.1	0.0	1.1	0.2
201803	0.2	0.2	0.1	0.0	0.8	0.2
201804	0.2	0.2	0.1	0.1	0.9	0.2
201805	0.2	0.2	0.1	0.0	1.0	0.2
201806	0.2	0.2	0.1	0.0	0.8	0.2
201807	0.3	0.2	0.1	0.0	0.5	0.2
201808	0.2	0.2	0.1	0.0	0.8	0.2
201809	0.3	0.1	0.0	0.0	0.5	0.1
Grand Total	0.2	0.2	0.1	0.0	0.9	0.2

Count of State Fair Hearings: Outcomes as of September 2018

### Managed Care Performance Monitoring Dashboard Report

Row Labels	Female	Male	Grand Total
Denied or Dismissed	26	22	48
Granted	7	5	12
Withdrawal or Non-Appearance	37	20	57
Grand Total	70	47	117

Row Labels	Ages 0-18	Ages 19-39	Ages 40-64	Ages 65+	Grand Total
Denied or Dismissed	4	8	33	3	48
Granted	1	4	6	1	12
Withdrawal or Non-Appearance	11	13	26	7	57
Grand Total	16	25	65	11	117

Row Labels	Denied or Dismissed	Granted	Withdrawal or Non-Appearance	Grand Total
Asian	1	1	7	9
Black or African-American	10	3	10	23
Hispanic	8	2	9	19
Native Hawaiian or Other Pacific Islander	1	1	1	3
Other/Unknown	7	1	5	13

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 22 of 30

## Managed Care Performance Monitoring Dashboard Report

White	21	4	25	50
Grand Total	48	12	57	117

Medical Exemption Requests per 10,000 Members as of September 2018

Row Labels	MERs per 10,000 Member Months
Female	0.5
Male	0.6
Grand Total	0.6

Row Labels	MERs per 10,000 Member Months
Ages 0-18	0.2
Ages 19-39	0.7
Ages 40-64	1.1
Ages 65+	0.4
Grand Total	0.6

Row Labels	MERs per 10,000 Member Months
Asian	0.4
Black or African-American	0.9
Hispanic	0.4
Native Hawaiian or Other Pacific Islander	0.4

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 23 of 30

## Managed Care Performance Monitoring Dashboard Report

Other/Unknown	0.8
White	0.8
Grand Total	0.6

### MERs per 10,000 Member Months by Population

Row Labels	Dual	MO-ACA	MO-Other	MO-OTLIC	MO-SPD	Grand Total
201710	0.7	0.9	0.5	0.1	2.7	0.7
201711	0.6	0.8	0.4	0.1	2.5	0.6
201712	0.5	0.8	0.5	0.1	2.3	0.6
201801	0.7	1.0	0.6	0.3	2.6	0.8
201802	0.7	0.9	0.5	0.2	2.8	0.7
201803	0.8	0.9	0.5	0.1	2.4	0.7
201804	0.6	0.8	0.5	0.1	2.3	0.6
201805	0.7	0.9	0.4	0.2	2.8	0.7
201806	0.6	0.9	0.5	0.2	2.1	0.7
201807	0.5	0.8	0.4	0.2	2.4	0.6
201808	0.7	0.8	0.4	0.1	2.5	0.7
201809	0.3	0.6	0.4	0.1	2.5	0.6
Grand Total	0.6	0.8	0.5	0.2	2.5	0.7

### Count of Medical Exemption Requests: Exempt Status as of September 2018

Row Labels	Female	Male
Approved	176	195
Denied	130	88
Grand Total	306	283

MERs	Column Labels			
Row Labels	Ages 0-18	Ages 19-39	Ages 40-64	Ages 65+
Approved	57	128	162	24

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 24 of 30



### Managed Care Performance Monitoring Dashboard Report

Denied	24	84	94	16
Grand Total	81	212	256	40

Row Labels	MERs
Approved	371
Denied	218
Grand Total	589

Row Labels	Approved	Denied	Grand Total
201710	365	406	771
201711	342	357	699
201712	342	343	685
201801	471	386	857
201802	443	338	781
201803	441	336	777
201804	362	336	698
201805	407	354	761
201806	425	320	745
201807	424	203	627
201808	458	183	641
201809	371	218	589
Grand Total	4,851	3,780	8,631

PCPs per 2,000 Members as of September 2018

Row Labels	PCPs per 2,000
AAH	4
Aetna	4
AHF	43
Anthem	6
Blue Shield	10
CalOptima	4
CalViva	2

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change      Page 25 of 30

## Managed Care Performance Monitoring Dashboard Report

CCAH	3
CCHP	30
CenCal	3
CH&W	16
CHG	5
GCHP	24
Health Net	6
HPSJ	3
HPSM	18
IEHP	6
Kaiser	65
Kern	19
LA Care	9
Molina	8
Partnership	12
SCFHP	9
SFHP	47
United	127

Physicians per 1,200 Members as of September 2018

Row Labels	Physicians per 1,200 Members
AAH	52
Aetna	556
AHF	2,514
Anthem	21
Blue Shield	35
CalOptima	12
CalViva	5
CCAH	22
CCHP	66
CenCal	10

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 26 of 30

## Managed Care Performance Monitoring Dashboard Report

CH&W	38
CHG	14
GCHP	86
Health Net	10
HPSJ	5
HPSM	48
IEHP	13
Kaiser	164
Kern	55
LA Care	12
Molina	19
Partnership	40
SCFHP	29
SFHP	125
United	440

### 2018 HEDIS® Aggregated Quality Factor Score (AQFS)

Row Labels	AQFS
Kaiser - San Diego	98.10%
Kaiser - KP North	98.10%
SFHP - San Francisco	89.52%
CCAH - Monterey/Santa Cruz	81.90%
HPSM - San Mateo	81.43%
CenCal - Santa Barbara	81.43%

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 27 of 30

## Managed Care Performance Monitoring Dashboard Report

CalOptima - Orange	80.00%
CHG - San Diego	79.05%
Partnership - Southeast	78.57%
CenCal - San Luis Obispo	76.19%
Anthem - Tulare	75.71%
Molina - San Diego	75.24%
CH&W - Imperial	73.33%
AAH - Alameda	70.95%
CCHP - Contra Costa	70.95%
Health Net - Tulare	70.00%
CalViva - Madera	68.57%
SCFHP - Santa Clara	68.10%
Partnership - Southwest	67.62%
CalViva - Kings	67.62%
LA Care - Los Angeles	66.67%
Anthem - San Francisco	66.19%
Anthem - Santa Clara	65.24%

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 28 of 30

Managed Care Performance Monitoring Dashboard Report

IEHP - Riverside/San Bernardino	65.24%
Health Net - Los Angeles	65.24%
Anthem - Madera	64.76%
Blue Shield - San Diego	63.81%
Anthem - Contra Costa	61.90%
Kern - Kern	61.90%
CalViva - Fresno	60.48%
Molina - Sacramento	59.52%
GCHP - Ventura	59.52%
Anthem - Kings	59.05%
Anthem - Alameda	58.57%
Health Net - San Diego	57.14%
CCAH - Merced	56.19%
Molina - Imperial	56.19%
Molina - Riverside/San Bernardino	55.71%
Anthem - Fresno	52.86%
Anthem - San Benito	52.38%

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 29 of 30

Managed Care Performance Monitoring Dashboard Report

Health Net - Kern	52.38%
Anthem - Sacramento	50.48%
Anthem - Region 1	50.48%
Anthem - Region 2	50.00%
Partnership - Northwest	49.52%
CH&W - Region 1	48.57%
HPSJ - San Joaquin	48.10%
Health Net - Sacramento	48.10%
Partnership - Northeast	47.62%
CH&W - Region 2	47.14%
Health Net - Stanislaus	47.14%
HPSJ - Stanislaus	43.33%
Health Net - San Joaquin	38.57%

Source: Enterprise Performance Monitoring System

Note: Data in this dashboard is preliminary and subject to change Page 30 of 30