Case Detail by Issue Type, Reporting Period 08/01/2023 - 08/31/2023
Managed Care Operations Division, Office of the Ombudsman

Health Care Plan	Enrollment	ADD	ATC	BEN	BIL	COM	ELG		LTC	OHC	MISC	Total
000 - Fee for Service	359,207	151	1,155	387	68	5	329	206	11	457	83	2,852
Access Dental Plan Inc.	309,678	0	7	2	0	0	0	0	0	1	0	10
Aetna Better Health of California	69,526	6	25	12	4	1	5	27	0	1	4	85
Alameda Alliance for Health	348,938	41	81	29	5	1	35	28	2	7	5	234
AltaMed Health Services Corporation	4,132	1	0	0	0	0	0	1	0	0	0	2
AltaMed PACE	346	0	1	1	0	0	0	0	0	0	0	2
Anthem Blue Cross Partnership Plan	1,083,473	105	341	97	21	5	46	126	2	24	13	780
Blue Shield of California Promise Health Plan	151,927	14	31	11	2	1	4	14	0	6	1	84
California Health and Wellness Plan	272,156	26	66	17	10	1	5	16	1	3	3	148
CalOptima	970,052	167	191	69	9	2	39	48	0	12	11	548
Cal Viva Health	441,077	24	46	18	6	5	7	18	4	2	7	137
CenCal Health	234,122	52	28	9	5	0	5	14	0	0	1	114
Center for Elders Independence	1,077	0	1	0	0	0	0	2	0	0	0	3
Central California Alliance for Health	424,538	65	46	24	2	1	13	17	0	2	3	173
Central Valley Pace	881	0	0	0	0	0	0	0	0	1	0	1
Community Eldercare (PACE Program) or St. Paul's PACE	1,430	0	1	0	0	0	0	0	0	0	0	1
Community Health Group Partnership	359,207	11	38	14	6	0	9	25	1	4	3	111
Contra Costa Health Plan	268,369	39	84	27	1	0	9	27	3	7	6	203
Gold Coast Health Plan	254,770	35	48	16	10	0	8	8	2	7	4	138
Health Net Community Solutions, Inc.	1,780,292	105	510	152	21	4	37	199	4	32	20	1,084
Health Plan of San Joaquin	456,892	34	58	19	0	1	12	25	2	8	4	163
Health Plan of San Mateo	152,122	19	16	8	1	0	10	4	0	3	2	63
Inland Empire Health Plan	1,689,054	221	416	117	24	4	91	152	4	36	15	1,080
InnovAge PACE	1,222	0	2	0	0	0	0	0	0	0	0	2
Kern Family Health Care	372,160	18	50	12	2	1	10	8	2	5	8	116
KP Cal LLC	221,436	28	78	24	8	2	9	35	1	10	8	203
L.A. Care Health Plan	2,738,877	169	618	188	34	8	38	235	4	49	34	1,377
Liberty Dental Plan of CA Inc.	328,313	0	4	2	0	0	0	0	0	0	0	6
Molina Healthcare of California Partner	575,954	42	141	56	12	2	16	114	4	1	7	395
On Lok Lifeways	1,797	0	0	0	0	0	1	0	0	0	0	1
Partnership HealthPlan of California	692,880	83	134	55	18	6	19	25	0	17	4	361
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	857	1	0	1	0	0	0	0	0	0	0	2
San Diego PACE	2,512	1	1	1	0	0	0	1	0	0	0	4
San Francisco Health Plan	192,040	29	33	9	1	0	8	6	0	1	5	92
Santa Clara Family Health Plan	335,001	29	65	14	4	2	9	25	1	4	7	160
Senior Care Action Network (SCAN)	21,386	0	7	1	0	0	0	6	0	0	0	14
Total	**15,117,701**	**1,516**	**4,323**	**1,392**	**274**	**52**	**774**	**1,412**	**48**	**700**	**258**	**10,749**

ADD- Address Changes
ATC- Access to Care
BEN- Benefits
BIL- Billing
COM- Complaint
ELG- Eligibility
HCO- Enrollment/Disenrollment
LTC- Long Term Care
OHC- Other Health Coverage
MISC- Miscellaneous