

Case Detail by Issue Type, Reporting Period 7/01/2023 - 7/31/2023
Managed Care Operations Division, Office of the Ombudsman

Health Care Plan	Enrollment	ADD	ATC	BEN	BIL	COM	ELG	HCO	LTC	MISC	OHC	TOTAL
000 - Fee for Service	359,075	127	981	350	63	7	284	175	81	396	65	2,529
Access Dental Plan Inc.	312,407	0	1	3	0	0	1	2	0	0	0	7
Aetna Better Health of California	69,434	3	24	17	1	0	2	14	2	9	2	74
Alameda Alliance for Health	352,728	44	75	21	3	1	30	22	0	9	4	209
AltaMed Health Services Corporation	4,105	0	2	0	0	0	0	0	0	1	0	3
Anthem Blue Cross Partnership Plan	1,090,013	128	203	91	32	4	35	116	6	32	9	656
Blue Shield of California Promise Health Plan	151,599	12	21	11	1	0	4	14	0	5	3	71
California Health and Wellness Plan	272,522	30	53	13	2	7	8	16	0	3	4	136
CalOptima	965,289	156	171	40	5	3	39	55	1	17	9	496
Cal Viva Health	443,442	23	55	17	4	2	10	11	0	5	1	128
CenCal Health	234,256	27	13	3	6	0	5	7	0	5	1	67
Center for Elders Independence	1,080	0	1	0	0	0	0	0	0	1	0	2
Central California Alliance for Health	426,121	49	38	19	6	2	8	21	2	6	6	157
Central Valley Pace	837	0	1	0	0	0	0	1	0	1	0	3
Community Health Group Partnership	359,075	10	39	7	2	1	0	20	0	5	5	89
Contra Costa Health Plan	267,632	39	55	14	5	2	12	26	1	4	7	165
Gold Coast Health Plan	254,369	32	41	11	2	0	8	15	1	7	1	118
Health Net Community Solutions, Inc.	1,780,562	86	412	125	16	11	39	181	4	28	17	919
Health Net of California Dental	434,929	0	11	1	1	0	0	1	0	0	0	14
Health Plan of San Joaquin	457,120	19	61	14	4	1	5	14	0	5	5	128
Health Plan of San Mateo	152,255	19	21	10	1	0	6	8	1	3	1	70
Inland Empire Health Plan	1,687,273	210	368	98	16	1	74	145	4	33	20	969
InnovAge PACE	1,212	0	5	0	0	0	0	0	0	2	0	7
Kern Family Health Care	372,684	27	36	11	2	0	10	12	0	6	11	115
KP Cal LLC	222,169	22	77	15	10	2	12	26	1	4	3	172
L.A. Care Health Plan	2,738,740	142	448	154	31	9	47	215	0	43	39	1,128
Liberty Dental Plan of CA Inc.	329,555	0	3	0	0	0	0	4	0	0	0	7
Molina Healthcare of California Partner	578,031	30	104	39	8	0	21	79	0	6	3	290
Pacific PACE	452	0	1	0	0	0	0	0	0	0	0	1
Partnership HealthPlan of California	695,563	102	97	38	14	5	17	37	0	19	7	336
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	854	0	0	0	0	0	0	8	0	0	0	8
San Diego PACE	2,510	0	3	0	0	0	0	0	0	1	0	4
San Francisco Health Plan	194,303	13	25	9	5	0	3	15	0	6	3	79
Santa Clara Family Health Plan	334,616	10	49	11	4	3	2	9	1	2	6	97
Senior Care Action Network (SCAN)	21,498	0	5	0	0	0	0	7	0	0	0	12
Stockton Pace Plan	748	0	1	0	0	0	0	0	0	0	0	1
Total	15,569,058	1,360	3,501	1,142	244	61	682	1,276	105	664	232	9,267
ADD- Address Changes	COM- Complaint							LTC- Long Term Care				
ATC- Access to Care	ELG- Eligibility							OHC- Other Health Coverage				
BEN- Benefits	HCO- Enrollment/Disenrollment							MISC- Miscellaneous				
BIL- Billing												