

Case Detail by Issue Type, Reporting Period 12/01/2023 - 12/30/2023
 Managed Care Operations Division, Office of the Ombudsman

Health Care Plan	Enrollment	ADD	ATC	BEN	BIL	COM	ELG	HCO	LTC	OHC	MISC	Total
000 - Fee for Service	354,218	84	987	223	79	4	345	364	40	324	118	2,568
Access Dental Plan Inc.	289,611	0	1	1	0	0	0	0	0	0	0	2
Aetna Better Health of California	57,835	7	32	5	4	1	5	26	0	4	3	87
Alameda Alliance for Health	346,681	31	105	16	5	0	23	49	10	8	8	255
AltaMed Health Services Corporation	4,142	0	0	0	0	0	0	1	0	0	0	1
Anthem Blue Cross Partnership Plan	1,032,669	55	217	52	16	3	32	105	14	37	9	540
Blue Shield of California Promise Health Plan	152,108	9	36	13	3	1	4	21	0	5	3	95
California Health and Wellness Plan	256,499	18	64	10	4	1	10	18	5	3	3	136
CalOptima	933,722	98	221	42	20	2	71	101	0	28	19	602
Cal Viva Health	430,517	9	21	6	6	1	6	17	1	1	3	71
CenCal Health	226,989	20	40	5	7	0	7	12	0	6	5	102
Center for Elders Independence	1,133	0	1	0	0	0	0	3	0	0	0	4
Central California Alliance for Health	405,390	36	39	11	4	0	5	22	2	6	6	131
Community Health Group Partnership	354,218	7	49	4	0	0	14	39	0	7	5	125
Contra Costa Health Plan	267,225	40	59	8	3	1	12	36	25	9	6	199
Family Health Centers of San Diego	322	0	0	0	0	0	0	1	0	0	0	1
Gold Coast Health Plan	243,551	23	45	8	7	1	6	14	0	7	5	116
Health Net Community Solutions, Inc.	1,672,253	85	427	72	21	10	46	288	33	34	13	1,029
Health Net of California Dental	409,235	1	2	2	0	0	0	4	0	0	0	9
Health Plan of San Joaquin	438,193	20	46	13	2	1	7	28	1	3	7	128
Health Plan of San Mateo	143,165	9	24	3	2	0	4	10	1	1	7	61
Inland Empire Health Plan	1,627,763	151	362	69	15	5	53	198	66	22	21	962
InnovAge PACE	1,200	0	2	0	2	0	0	1	0	0	0	5
Kern Family Health Care	363,505	15	27	4	6	1	7	11	1	4	11	87
KP Cal LLC	217,167	16	117	16	9	1	22	42	3	14	8	248
L.A. Care Health Plan	2,556,716	104	553	97	34	4	54	335	11	57	38	1,287
LA Coast PACE	483	0	0	0	0	0	0	1	0	0	0	1
Liberty Dental Plan of CA Inc.	313,364	0	2	1	0	0	0	0	0	0	0	3
Molina Healthcare of California Partner	553,321	55	144	29	6	3	13	112	1	20	5	388
Partnership HealthPlan of California	661,237	75	120	27	22	8	31	60	1	18	5	367
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	867	0	3	1	0	0	0	0	0	0	0	4
San Diego PACE	2,636	0	1	0	0	0	0	2	0	0	0	3
San Francisco Health Plan	184,465	9	34	3	6	0	8	14	1	2	2	79
Santa Clara Family Health Plan	318,462	15	47	14	4	3	7	16	2	2	2	112
Senior Care Action Network (SCAN)	20,011	2	6	1	0	0	2	13	0	0	0	15
Stockton Pace Plan	836	0	0	1	0	0	0	0	0	0	0	1
Sutter Senior Care	463	0	0	0	1	0	0	0	0	0	0	1
Total		3,834	757	288	51	794	1,964	218	622	312	9,825	9,825

ATC- Access to Care	COM- Complaint	OHC- Other Health Coverage
ADD- Address Changes	DEN- Dental	RX- Pharmacy
BH- Behavioral Health	ELG- Eligibility	REF- Referral
BEN- Benefit questions	HCO- Enrollment/Disenrollment	TRAN- Transportation
BIL- Billing	LTC- Long Term Care	MISC- Miscellaneous