Case Detail by Issue Type, Reporting Period 11/01/2023 - 11/30/2023
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	351,772	116	1,002	276	62	7	338	340	12	295	82	2,530
Access Dental Plan Inc.	295,543	0	1	1	0	0	0	4	0	0	0	6
Aetna Better Health of California	63,303	2	33	9	1	0	2	28	0	4	0	79
Alameda Alliance for Health	346,891	54	97	27	10	1	29	49	10	12	8	297
AltaMed Health Services Corporation	4,140	0	1	0	1	0	0	1	0	0	0	3
Anthem Blue Cross Partnership Plan	1,044,232	67	222	62	17	9	33	135	8	26	14	593
Blue Shield of California Promise Health Plan	149,550	12	36	10	3	0	5	17	0	8	2	93
California Health and Wellness Plan	261,064	20	52	19	3	3	6	30	1	8	5	147
CalOptima	942,537	98	262	47	9	5	52	120	0	10	25	628
Cal Viva Health	432,442	15	38	8	1	3	8	19	0	1	4	97
CenCal Health	228,800	40	17	12	5	0	7	8	0	2	2	93
Center for Elders Independence	1,066	0	0	0	0	0	0	3	0	0	0	3
Central California Alliance for Health	408,639	29	53	11	2	1	4	18	1	2	4	125
Central Valley Pace	945	0	2	0	0	0	0	0	0	0	0	2
Community Eldercare (PACE Program) or St. Paul's PACE	1,438	0	0	0	0	0	0	1	0	0	0	1
Community Health Group Partnership	351,772	16	50	13	6	1	6	35	0	8	0	135
Contra Costa Health Plan	267,960	35	83	20	6	2	17	28	4	11	5	211
Family Health Centers of San Diego	316	0	1	0	0	0	0	0	0	0	0	1
Gold Coast Health Plan	245,505	23	40	19	7	1	8	14	0	2	2	116
Health Net Community Solutions, Inc.	1,700,311	69	492	95	26	8	35	253	1	26	15	1,020
Health Net of California Dental	416,797	0	11	1	0	0	2	1	0	0	0	15
Health Plan of San Joaquin	442,226	14	66	16	3	1	14	22	3	5	4	148
Health Plan of San Mateo	144,703	7	26	4	0	1	6	13	0	2	1	60
Inland Empire Health Plan	1,637,461	152	419	93	19	5	67	191	0	13	20	979
InnovAge PACE	1,175	0	0	0	0	0	0	1	0	0	0	1
Kern Family Health Care	360,822	14	50	16	4	2	20	21	0	5	6	138
KP Cal LLC	217,410	13	99	22	4	1	7	42	2	6	3	199
L.A. Care Health Plan	2,595,536	76	563	143	44	6	64	259	1	46	31	1,233
Liberty Dental Plan of CA Inc.	319,175	0	4	2	0	0	0	1	0	0	0	7
Molina Healthcare of California Partner	554,943	39	148	39	10	2	19	85	0	10	8	360
Pacific PACE	610	0	0	0	0	0	0	1	0	0	0	1
Partnership HealthPlan of California	666,987	59	115	27	16	3	29	28	0	13	4	294
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	858	0	0	0	0	0	0	5	0	0	0	5
San Diego PACE	2,541	0	1	0	0	0	0	0	0	0	0	1
San Francisco Health Plan	186,180	7	21	14	2	1	9	7	1	2	5	69
Santa Clara Family Health Plan	322,530	27	36	16	9	0	5	24	2	5	4	128
Senior Care Action Network (SCAN)	20,084	1	3	2	0	0	0	0	0	0	0	2
Sequoia Pace	69	1	1	0	0	0	0	0	0	0	0	2
Stockton Pace Plan	816	0	5	0	0	0	0	2	0	0	0	7
Sutter Senior Care	456	0	0	0	0	0	0	0	0	1	0	1
Total	14,989,605	4,050	1,024	270	63	792	1,806	46	523	254	9,830	9,830

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- Tranportation
BIL- Billing	LTC- Long Term Care	MISC- Miscellaneous