

Case Detail by Issue Type, Reporting Period 10/01/2023 - 10/31/2023
 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	352,182	122	1,059	306	49	14	327	319	14	340	95	2,645
Access Dental Plan Inc.	300,392	0	0	1	0	0	0	0	0	0	0	1
Aetna Better Health of California	66,532	4	33	10	2	0	6	26	0	3	1	85
Alameda Alliance for Health	348,333	40	134	39	6	2	26	48	39	17	8	359
AltaMed Health Services Corporation	4,148	0	0	0	0	0	0	1	0	3	0	4
Anthem Blue Cross Partnership Plan	1,057,461	77	245	65	18	10	39	128	4	27	13	626
Blue Shield of California Promise Health Plan	149,384	9	48	3	3	2	1	22	0	3	3	94
California Health and Wellness Plan	265,556	31	71	21	6	1	11	34	0	8	6	189
CalOptima	950,629	120	279	46	7	8	45	84	0	29	17	635
Cal Viva Health	434,785	8	63	12	4	3	9	14	0	7	2	122
CenCal Health	230,310	47	43	6	6	0	3	12	0	2	4	123
Center for Elders Independence	1,067	0	2	1	0	0	0	0	0	1	0	4
Central California Alliance for Health	413,113	44	56	10	4	3	9	16	1	1	4	148
Central Valley Pace	936	0	0	0	0	0	0	0	0	1	0	1
Community Eldercare (PACE Program) or St. Paul's PACE	1,443	0	0	1	0	0	0	0	1	0	0	2
Community Health Group Partnership	352,182	11	48	18	1	1	8	20	1	5	4	117
Contra Costa Health Plan	268,619	38	100	27	3	2	18	44	32	10	4	278
Family Health Centers of San Diego	319	0	0	0	0	0	0	2	0	0	0	2
Gold Coast Health Plan	247,693	30	29	11	3	1	10	24	3	6	4	121
Health Net Community Solutions, Inc.	1,725,994	93	547	114	38	7	61	244	13	21	23	1,161
Health Net of California Dental	422,448	1	5	0	0	1	0	2	0	0	0	9
Health Plan of San Joaquin	446,526	24	77	10	5	0	15	14	1	5	5	156
Health Plan of San Mateo	146,807	13	27	6	2	0	6	4	0	2	2	62
Inland Empire Health Plan	1,650,286	212	463	76	22	3	74	226	4	27	16	1,123
InnovAge PACE	1,180	0	1	0	0	0	0	0	0	0	0	1
Kern Family Health Care	363,074	16	44	19	2	2	14	18	0	5	4	124
KP Cal LLC	218,495	9	82	21	3	0	16	36	1	8	1	177
L.A. Care Health Plan	2,642,978	92	622	149	38	17	72	254	11	43	44	1,342
LA Coast PACE	447	1	0	0	0	0	0	0	0	0	0	1
Liberty Dental Plan of CA Inc.	322,676	0	2	1	0	0	0	0	0	1	0	4
Molina Healthcare of California Partner	559,333	28	201	50	8	2	11	132	1	12	9	454
Pacific PACE	570	0	1	0	0	0	0	0	0	0	0	1
Partnership HealthPlan of California	674,645	76	132	24	14	4	22	38	0	22	8	340
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	855	0	0	0	0	0	0	6	0	0	0	6
San Diego PACE	2,538	0	1	0	0	0	0	3	0	0	0	4
San Francisco Health Plan	188,228	16	35	9	6	0	6	14	0	5	5	96
Santa Clara Family Health Plan	326,109	16	67	15	7	1	10	18	0	5	1	140
Senior Care Action Network (SCAN)	20,006	1	9	1	0	0	1	3	0	2	0	10
Total	15,158,279	4,526	1,072	257	84	820	1,806	126	621	283	10,767	10,767

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