

Case Detail by Issue Type, Reporting Period 02/01/2023 - 02/28/2023
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	334,605	96	872	576	55	6	320	156	38	776	55	2,950
Access Dental Plan Inc.	309,834	0	6	2	0	0	1	2	0	0	0	11
Aetna Better Health of California	64,077	3	29	23	3	1	2	42	0	1	4	108
Alameda Alliance for Health	346,707	26	69	61	2	0	10	43	3	11	4	229
Anthem Blue Cross Partnership Plan	1,073,653	86	294	205	24	6	26	262	30	30	12	975
Blue Shield of California Promise Health Plan	146,342	4	25	25	3	2	3	22	0	4	1	89
California Health and Wellness Plan	264,038	20	49	43	6	2	10	36	0	7	3	176
CalOptima	959,270	139	116	66	16	2	18	72	0	23	10	462
Cal Viva Health	435,145	15	39	39	7	0	3	32	1	5	1	142
CenCal Health	231,062	18	11	13	3	0	0	13	0	1	1	60
Center for Elders Independence	1,069	0	3	0	0	0	0	2	0	0	0	5
Central California Alliance for Health	421,304	44	12	16	7	0	6	20	1	4	3	113
Community Health Group Partnership	355,177	13	36	31	1	0	6	34	5	10	2	138
Contra Costa Health Plan	259,269	40	53	33	5	2	9	44	3	7	5	201
Family Health Centers of San Diego	254	0	0	1	0	0	1	0	0	0	0	2
Gary and Mary West PACE	311	0	1	0	0	0	0	3	0	0	0	4
Gold Coast Health Plan	250,577	21	19	17	6	1	6	15	1	4	5	95
Health Net Community Solutions, Inc.	1,742,115	76	522	249	22	7	23	302	28	32	12	1,273
Health Net of California Dental	423,041	0	2	4	0	0	2	0	1	0	0	9
Health Plan of San Joaquin	449,540	25	50	44	7	1	6	49	5	8	11	206
Health Plan of San Mateo	149,739	10	50	6	0	0	3	5	0	1	1	76
Inland Empire Health Plan	1,647,524	149	247	161	17	3	67	209	2	29	15	899
InnovAge PACE	1,278	0	3	1	0	0	0	0	0	0	0	4
Kern Family Health Care	364,527	27	34	19	3	5	6	27	1	3	7	132
KP Cal LLC	216,015	12	41	31	4	0	6	47	2	12	1	156
L.A. Care Health Plan	2,694,486	70	451	278	39	9	43	304	15	49	21	1,279
Liberty Dental Plan of CA Inc.	315,036	0	1	2	0	0	0	0	0	0	0	3
Molina Healthcare of California Partner	577,336	31	140	77	9	3	14	170	4	16	3	467
Pacific PACE	383	0	0	0	0	0	0	0	0	1	0	1
Partnership HealthPlan of California	684,249	76	62	37	8	5	26	41	2	15	3	275
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	817	0	0	0	0	0	0	1	0	0	0	1
San Diego PACE	2,328	0	0	0	0	0	0	0	0	1	0	1
San Francisco Health Plan	190,856	11	22	13	0	0	5	7	0	3	6	67
Santa Clara Family Health Plan	329,486	12	33	22	5	1	10	23	0	3	7	116
SCAN Health Plan	3,187	0	1	1	0	0	0	1	0	2	0	5
Senior Care Action Network (SCAN)	17,584	2	6	4	0	0	0	13	0	0	0	25
Total	15,262,221	1,026	3,299	2,100	252	56	632	1,997	142	1,058	193	10,755
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												