

Case Detail by Issue Type, Reporting Period 01/01/2023 - 01/31/2023
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	334,605	178	1,295	877	95	3	362	186	21	713	59	3,789
Access Dental Plan Inc.	296,489	0	1	1	1	0	0	0	0	1	0	4
Aetna Better Health of California	57,163	0	30	16	4	0	7	17	0	0	2	76
Alameda Alliance for Health	324,681	33	77	41	6	1	15	29	4	10	3	219
AltaMed Health Services Corporation	3,924	0	0	2	0	0	0	0	0	0	0	2
Anthem Blue Cross Partnership Plan	992,943	100	269	187	21	3	23	156	9	30	23	821
Blue Shield of California Promise Health Plan	138,955	12	37	15	3	0	0	21	2	2	3	95
BRANDMAN CENTERS FOR SENIOR CARE	314	0	0	1	0	0	0	0	0	0	0	1
California Health and Wellness Plan	244,265	19	51	36	7	0	5	32	2	7	10	169
CalOptima	952,580	128	118	72	8	1	24	64	0	25	12	452
Cal Viva Health	421,006	7	26	30	6	0	9	18	1	6	3	106
CenCal Health	229,722	13	11	4	2	0	1	5	0	1	1	38
Center for Elders Independence	1,050	1	0	0	0	0	0	4	1	0	0	6
Central California Alliance for Health	420,082	43	36	22	1	1	3	11	1	6	3	127
Community Eldercare (PACE Program) or St. Paul's PACE	1,302	0	0	1	0	0	0	0	0	2	0	3
Community Health Group Partnership	348,857	10	32	20	4	1	3	29	2	9	11	121
Contra Costa Health Plan	243,956	50	54	30	5	2	3	37	2	5	0	188
Family Health Centers of San Diego	238	1	4	4	0	0	0	2	0	5	0	16
Gold Coast Health Plan	248,879	33	46	28	9	0	7	20	0	3	4	150
Health Net Community Solutions, Inc.	1,679,156	71	539	262	22	8	28	212	5	34	29	1,210
Health Net of California Dental	408,411	0	4	1	1	0	0	1	0	0	0	7
Health Plan of San Joaquin	426,362	32	62	43	6	0	9	33	0	8	6	199
Health Plan of San Mateo	149,099	12	6	7	3	1	2	12	0	2	1	46
Inland Empire Health Plan	1,616,902	143	304	183	11	2	61	151	3	39	19	916
InnovAge PACE	1,233	0	1	0	0	0	1	1	0	0	1	4
Kern Family Health Care	350,243	20	29	25	1	2	9	11	0	6	9	112
KP Cal LLC	214,211	15	62	33	5	0	7	42	5	9	3	181
L.A. Care Health Plan	2,631,356	86	468	257	50	8	33	230	12	65	27	1,236
LA Coast PACE	328	0	0	1	0	0	0	1	0	0	0	2
Liberty Dental Plan of CA Inc.	302,717	0	2	3	0	0	0	1	0	0	0	6
Molina Healthcare of California Partner	557,511	31	161	135	7	2	13	172	2	7	10	540
Partnership HealthPlan of California	682,103	112	101	69	12	5	13	49	1	15	10	387
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	803	0	0	0	0	0	0	7	0	0	0	7
San Diego PACE	2,267	0	0	0	0	0	0	0	0	1	0	1
San Francisco Health Plan	171,916	10	23	26	2	0	1	20	0	2	9	93
Santa Clara Family Health Plan	324,466	21	25	29	4	0	1	26	0	5	10	121
SCAN Health Plan	3,201	0	4	0	0	0	0	2	0	0	0	6
Senior Care Action Network (SCAN)	17,819	0	3	2	0	0	1	4	1	0	0	11
Total	14,801,115	1,181	3,881	2,463	296	40	641	1,606	74	1,018	268	11,468
ADD- Address Changes	COM- Complaint											
ATC- Access to Care	ELG- Eligibility											
BEN- Benefits	HCO- Enrollment/Disenrollment											
BIL- Billing	LTC- Long Term Care											
	OHC- Other Health Coverage											
	MISC- Miscellaneous											