Case Detail by Issue Type, Reporting Period 03/01/2023 - 03/31/2023
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	97	931	624	75	9	283	159	23	774	55	3,030
Access Dental Plan Inc.	310,678	0	3	1	0	0	0	1	0	0	0	5
Aetna Better Health of California	65,549	5	43	23	2	0	3	28	0	6	3	113
Alameda Alliance for Health	349,850	46	65	44	3	1	13	31	1	10	4	218
AltaMed Health Services Corporation	3,941	0	1	0	0	0	0	1	0	0	0	2
Anthem Blue Cross Partnership Plan	1,078,952	75	267	153	25	11	28	206	11	33	16	825
Blue Shield of California Promise Health Plan	148,048	9	35	13	2	0	4	25	0	4	1	93
BRANDMAN CENTERS FOR SENIOR CARE	320	0	1	0	0	0	0	0	0	0	0	1
California Health and Wellness Plan	265,173	21	28	32	5	3	9	33	4	6	6	147
CalOptima	961,113	135	96	57	14	1	21	55	1	19	8	407
Cal Viva Health	437,493	12	35	22	5	2	4	20	0	5	6	111
CenCal Health	231,840	18	20	11	3	0	6	14	2	5	2	81
Center for Elders Independence	1,072	0	0	0	0	0	0	2	0	0	0	2
Central California Alliance for Health	422,400	39	37	13	2	0	7	11	0	9	2	120
Community Eldercare (PACE Program) or St. Paul's PACE	1,337	1	0	0	1	0	0	0	0	0	0	2
Community Health Group Partnership	356,887	14	43	21	1	1	4	28	1	7	2	122
Contra Costa Health Plan	262,124	36	64	32	9	7	9	33	7	6	1	204
Gold Coast Health Plan	251,473	47	32	20	4	2	14	16	1	11	7	154
Health Net Community Solutions, Inc.	1,755,418	71	361	229	16	9	30	241	8	39	14	1,018
Health Net of California Dental	425,877	0	6	4	0	0	0	1	0	0	0	11
Health Plan of San Joaquin	451,639	36	53	40	6	0	5	34	7	7	8	196
Health Plan of San Mateo	150,882	14	9	8	0	0	1	16	0	1	0	49
Inland Empire Health Plan	1,658,757	155	277	159	25	3	57	191	3	39	27	936
InnovAge PACE	1,250	0	0	3	0	0	0	1	0	1	0	5
Innovative Integrated Health, Inc.	867	19	35	22	2	0	4	18	0	5	8	113
Kern Family Health Care	366,555	10	46	32	5	3	3	30	4	14	0	147
KP Cal LLC	217,739	92	482	254	44	7	46	249	9	49	21	1,253
L.A. Care Health Plan	2,713,088	0	4	1	0	0	0	1	0	0	0	6
Liberty Dental Plan of CA Inc.	318,106	33	152	73	12	1	11	183	4	8	11	488
Molina Healthcare of California Partner	578,602	0	0	1	0	0	0	0	0	0	0	1
On Lok Lifeways	1,750	95	87	45	14	2	24	48	0	23	4	342
Partnership HealthPlan of California	687,723	0	0	1	0	0	0	0	0	0	0	1
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	820	0	1	0	0	0	0	0	0	0	0	1
San Diego PACE	2,339	17	18	15	5	1	2	19	3	1	1	82
San Francisco Health Plan	192,568	20	38	31	10	2	11	27	1	8	5	153
Santa Clara Family Health Plan	331,459	0	2	1	0	0	0	2	0	0	0	5
SCAN Health Plan	3,241	2	4	5	1	0	0	10	0	1	0	23
Senior Care Action Network (SCAN)	17,588	0	0	0	0	0	0	1	0	0	0	1
Sutter Senior Care	422	0	0	1	0	0	0	0	0	0	0	1
Total	15,024,940	1,119	3,276	1,991	291	65	599	1,735	90	1,091	212	10,469

ADD- Address Changes
ATC- Access to Care
BEN- Benefits
BIL- Billing
COM- Complaint
ELG- Eligibility
HCO- Enrollment/Disenrollment
LTC- Long Term Care
OHC- Other Health Coverage
MISC- Miscellaneous