

Case Detail by Issue Type, Reporting Period 12/01/2019 - 12/31/2019  
 Managed Care Operations Division, Office of the Ombudsman

Plan Name	Plan Enrollment	HCO	QOC	HCP	EDU	COC	ELG	OHC	PRV	MISC	Total Issues	Total Cases	Percent of Total Issues
No Plan - FFS		1,619	1	9	143	2	388	94	9	298	2,563	1,989	35.51%
Unknown/Unspecified Plan		0	0	0	0	0	0	0	0	0	0	0	0%
Aetna Better Health of California	19,584	16	0	0	2	0	3	0	0	1	22	15	.3%
Alameda Alliance for Health	242,938	72	0	3	10	0	28	2	0	7	122	119	1.69%
AltaMed Health Services Corporation	2,724	2	0	0	0	0	0	0	0	0	2	1	.03%
Anthem Blue Cross Partnership Plan	721,175	256	0	28	32	0	66	12	7	21	422	371	5.85%
Anthem Blue Cross Cal MediConnect	4,840	2	0	0	0	0	0	0	0	0	2	2	.03%
Brandman Centers for Senior Care	258	1	0	0	0	0	0	0	0	0	1	1	.01%
Cal Viva Health	351,508	64	0	2	5	0	4	8	1	7	91	87	1.26%
California Health and Wellness Plan	195,367	75	0	0	4	0	13	3	1	7	103	104	1.43%
CalOptima	709,475	149	0	10	19	2	42	15	1	24	262	246	3.63%
Blue Shield of California Promise Health Plan	79,081	26	0	4	5	0	4	1	0	2	42	29	.58%
Blue Shield of California Promise Health Plan Cal MediConnect	5,034	4	0	0	0	0	0	0	0	0	4	4	.06%
CenCal Health	172,718	36	0	1	8	0	10	0	1	1	57	63	.79%
Center for Elders Independence	796	0	0	0	0	0	0	0	0	0	0	0	0%
Central California Alliance for Health	331,906	58	0	2	12	1	11	3	2	11	100	94	1.39%
Innovative Integrated Health, Inc.	753	0	0	0	0	0	0	0	0	0	0	0	0%
Communicare Advantage Cal MediConnect	6,253	0	0	0	0	0	1	0	0	2	3	1	.04%
Community Health Group Partnership	246,713	46	0	3	2	0	10	2	1	4	68	62	.94%
Contra Costa Health Plan	170,833	56	0	2	3	0	17	4	1	12	95	70	1.32%
Family Mosaic Project	16	0	0	0	0	0	0	0	0	0	0	0	0%
Gold Coast Health Plan	191,732	76	0	1	12	0	12	8	0	7	116	101	1.61%
Health Net Cal MediConnect	9,220	2	0	0	0	0	1	0	0	1	4	3	.06%
Health Net Community Solutions, Inc.	1,368,879	408	0	25	33	1	61	9	9	41	587	519	8.13%
Health Plan of San Joaquin	334,443	86	0	1	8	0	12	0	1	10	118	81	1.64%
Health Plan of San Mateo	99,445	19	2	3	3	2	2	0	2	8	41	42	.57%
Health Plan of San Mateo Cal MediConnect	8,664	36	0	0	0	0	0	0	0	0	36	20	.5%
Humboldt Senior Resource Center, Inc	191	0	0	0	0	0	0	0	0	0	0	0	0%
Inland Empire Health Plan	1,215,896	579	0	12	48	2	95	25	2	41	804	689	11.14%

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Inland Empire Health Plan Dual Choice Cal MediConnect	27,720	9	0	0	1	0	2	0	0	1	13	11	.18%
InnovAge PACE	686	0	0	1	0	0	0	0	0	0	1	1	.01%
Kern Family Health Care	258,475	36	0	1	4	0	20	13	1	7	82	73	1.14%
KP Cal LLC	145,136	94	0	2	13	0	16	5	1	5	136	127	1.88%
L.A. Care Health Plan	2,005,852	334	0	27	47	1	70	20	11	42	552	531	7.65%
L.A. Care Health Plan Cal MediConnect	15,835	14	0	0	0	0	2	0	0	1	17	9	.24%
Molina Dual Options Cal MediConnect	7,268	10	0	0	0	0	2	0	0	1	13	5	.18%
Molina Healthcare Of California Partner	415,166	290	1	12	23	0	36	0	6	12	380	315	5.27%
On Lok Lifeways	1,612	0	0	0	0	0	0	0	0	0	0	0	0%
OneCare Connect Cal MediConnect	14,092	2	0	0	0	0	0	0	0	0	2	2	.03%
Partnership HealthPlan of California	534,110	132	0	17	19	0	30	5	3	26	232	223	3.21%
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	616	2	0	1	1	0	0	0	0	0	4	5	.06%
Rady Children's Hospital CCS Demonstration	349	1	0	0	0	0	0	0	0	0	1	1	.01%
San Diego PACE	659	0	0	0	0	0	0	0	0	0	0	0	0%
San Francisco Health Plan	125,494	17	1	2	2	0	7	4	0	5	38	34	.53%
Santa Clara Family Health Plan	235,886	25	0	4	8	0	4	2	0	9	52	56	.72%
Santa Clara Family Health Cal MediConnect	8,085	1	0	0	1	0	0	0	0	0	2	0	.03%
Senior Care Action Network (SCAN)	13,234	1	0	0	0	0	0	0	0	0	1	1	.01%
Sutter Senior Care	426	1	0	0	0	0	0	0	0	0	1	0	.01%
United Healthcare Community Plan of California	12,078	18	0	0	0	0	5	1	0	1	25	18	.35%
Total	10,301,143	4,657	5	173	468	11	969	235	60	614	7,192	6,107	100%

HCO - Enrollment/Disenrollment  
 QOC - Quality of Care

EDU - Education & Outreach  
 COC - Continuity of Care

OHC - Other Health Coverage  
 PRV - Plan Subcontractor/Provider Issues