

Case Detail by Issue Type, Reporting Period 10/01/2019 - 10/31/2019  
 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		1,891	2	17	156	4	300	145	14	295	2,824	2,123	32.76%
Unknown/Unspecified Plan		0	0	0	0	0	0	0	0	0	0	0	0%
Aetna Better Health of California	18,958	21	0	1	6	0	3	0	0	5	36	29	.42%
Alameda Alliance for Health	248,560	105	0	2	17	0	23	4	1	7	159	132	1.84%
AltaMed Health Services Corporation	2,659	0	0	0	0	0	0	0	0	0	0	0	0%
Anthem Blue Cross Partnership Plan	732,433	354	3	22	34	2	23	28	13	26	505	461	5.86%
Anthem Blue Cross Cal MediConnect	4,961	2	0	0	0	0	0	0	0	1	3	3	.03%
Brandman Centers for Senior Care	253	0	0	0	0	0	0	0	0	0	0	0	0%
Cal Viva Health	356,126	49	0	3	4	0	7	6	1	5	75	62	.87%
California Health and Wellness Plan	197,339	107	0	7	12	1	11	4	1	5	148	133	1.72%
CalOptima	727,715	191	0	18	33	3	32	23	2	42	344	302	3.99%
Blue Shield of California Promise Health Plan	80,546	40	0	4	7	0	3	3	0	4	61	56	.71%
Blue Shield of California Promise Health Plan Cal MediConnect	4,902	2	0	0	0	0	0	0	0	0	2	1	.02%
CenCal Health	175,430	49	0	0	9	0	8	1	0	6	73	73	.85%
Center for Elders Independence	788	0	0	0	0	0	0	0	0	0	0	1	0%
Central California Alliance for Health	336,356	79	0	1	7	0	9	5	0	1	102	96	1.18%
Innovative Integrated Health, Inc.	724	0	0	0	0	0	0	0	0	0	0	0	0%
Communicare Advantage Cal MediConnect	6,162	3	0	0	0	0	0	0	0	0	3	2	.03%
Community Health Group Partnership	252,688	48	0	3	6	0	7	3	0	11	78	58	.90%
Contra Costa Health Plan	174,446	80	0	3	12	0	8	4	4	5	116	104	1.35%
Family Mosaic Project	15	0	0	0	0	0	0	0	0	0	0	0	0%
Gold Coast Health Plan	195,351	64	0	4	13	0	16	5	1	9	112	98	1.30%
Health Net Cal MediConnect	9,341	2	0	0	1	0	1	0	0	0	4	4	.05%
Health Net Community Solutions, Inc.	1,385,795	535	0	23	37	2	42	24	10	43	716	690	8.31%
Health Plan of San Joaquin	337,608	104	0	8	13	0	6	0	1	13	145	118	1.68%
Health Plan of San Mateo	102,019	24	0	0	6	0	1	2	1	2	36	40	.42%
Health Plan of San Mateo Cal MediConnect	8,776	8	0	0	0	0	0	0	0	0	8	6	.09%
Humboldt Senior Resource Center, Inc	185	0	0	0	0	0	0	0	0	0	0	0	0%
Inland Empire Health Plan	1,228,343	868	1	20	65	1	85	28	7	59	1,134	992	13.15%

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Inland Empire Health Plan Dual Choice Cal MediConnect	27,467	22	0	1	2	0	0	0	0	2	27	13	.31%
InnovAge PACE	703	2	0	0	0	0	0	0	0	0	2	2	.02%
Kern Family Health Care	260,141	53	0	2	10	1	12	5	3	12	98	65	1.14%
KP Cal LLC	147,251	128	0	6	17	0	32	2	0	9	194	150	2.25%
L.A. Care Health Plan	2,020,594	489	0	48	71	1	51	26	13	50	749	678	8.69%
L.A. Care Health Plan Cal MediConnect	15,538	16	0	0	4	0	0	0	0	0	20	18	.23%
Molina Dual Options Cal MediConnect	7,356	3	0	0	1	0	0	0	0	0	4	4	.05%
Molina Healthcare Of California Partner	424,386	365	0	15	25	0	24	14	5	10	458	348	5.31%
On Lok Lifeways	1,595	0	0	0	0	0	0	0	0	0	0	0	0%
OneCare Connect Cal MediConnect	13,972	2	0	0	0	0	0	0	0	0	2	3	.02%
Partnership HealthPlan of California	544,264	139	0	26	27	0	20	4	1	29	246	263	2.85%
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	611	17	0	0	0	0	0	0	0	0	17	1	.20%
Rady Children's Hospital CCS Demonstration	351	0	0	0	0	0	0	0	0	0	0	0	0%
San Diego PACE	608	0	0	0	0	0	0	0	0	0	0	0	0%
San Francisco Health Plan	127,259	21	0	0	3	0	2	1	0	1	28	26	.32%
Santa Clara Family Health Plan	239,853	38	0	5	6	0	6	3	1	6	65	73	.75%
Santa Clara Family Health Cal MediConnect	7,931	2	0	0	0	0	0	0	1	0	3	2	.03%
Senior Care Action Network (SCAN)	13,428	1	0	0	0	0	1	0	0	0	2	2	.02%
Sutter Senior Care	404	0	0	0	0	0	0	0	0	0	0	0	0%
United Healthcare Community Plan of California	11,782	15	0	0	2	0	2	0	0	3	22	18	.26%
Total	10,442,191	5,924	6	239	604	15	733	340	80	658	8,599	7,232	100%

HCO - Enrollment/Disenrollment  
 QOC - Quality of Care  
 HCP - Health Care Plan Issues

EDU - Education & Outreach  
 COC - Continuity of Care  
 ELG - Eligibility

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