Case Detail by Issue Type, Reporting Period 9/01/2019 - 9/30/2019 Managed Care Operations Division, Office of the Ombudsman

Plan Name	Plan Enrollment	НСО	QOC	НСР	EDU	coc	ELG	ОНС	PRV	MISC	Total Issues	Total Cases	Percent of Total Issues
No Plan - FFS		1,928	4	12	141	1	245	100	7	259	2,697	2,185	32.61%
Unknown/Unspecified Plan		0	0	0	0	0	0	0	0	0	0	0	0%
Aetna Better Health of California	18,384	13	0	1	6	0	0	0	0	2	22	16	.27%
Alameda Alliance for Health	249,038	112	0	7	17	0	35	7	0	16	194	171	2.35%
AltaMed Health Services Corporation	2,616	0	0	0	0	0	0	0	0	0	0	0	0%
Anthem Blue Cross Partnership Plan	733,129	346	1	29	35	0	24	27	14	33	509	492	6.15%
Anthem Blue Cross Cal MediConnect	4,987	4	0	0	0	0	0	0	0	0	4	4	.05%
Brandman Centers for Senior Care	255	0	0	0	0	0	0	0	0	0	0	0	0%
Cal Viva Health	356,301	67	0	5	3	0	5	3	2	12	97	93	1.17%
California Health and Wellness Plan	197,210	89	0	8	5	1	6	4	0	7	120	117	1.45%
CalOptima	729,594	213	0	20	39	2	38	14	0	25	351	343	4.24%
Blue Shield of California Promise Health Plan	80,123	34	0	5	4	0	5	1	1	1	51	42	.62%
Blue Shield of California Promise Health Plan Cal MediConnect	4,825	2	0	0	0	0	1	0	0	0	3	3	.04%
CenCal Health	175,131	50	1	2	3	0	4	3	0	1	64	67	.77%
Center for Elders Independence	769	0	0	0	1	0	0	0	0	0	1	1	.01%
Central California Alliance for Health	336,049	77	0	1	12	1	3	4	0	7	105	122	1.27%
Innovative Integrated Health, Inc.	684	0	0	0	0	0	0	0	0	0	0	0	0%
Communicare Advantage Cal MediConnect	6,175	2	0	0	0	0	0	0	0	0	2	2	.02%
Community Health Group Partnership	253,084	34	0	0	4	0	8	5	0	10	61	60	.74%
Contra Costa Health Plan	174,358	69	0	5	10	0	5	1	1	9	100	101	1.21%
Family Mosaic Project	15	2	0	0	0	0	0	0	0	0	2	2	.02%
Gold Coast Health Plan	195,054	106	0	4	9	0	16	4	2	13	154	131	1.86%
Health Net Cal MediConnect	9,427	1	0	0	0	0	0	0	0	0	1	3	.01%
Health Net Community Solutions, Inc.	1,387,887	496	1	20	38	1	35	18	8	51	668	644	8.08%
Health Plan of San Joaquin	337,693	79	0	5	11	0	3	3	2	5	108	84	1.31%
Health Plan of San Mateo	100,520	31	0	1	1	0	5	0	0	7	45	43	.54%
Health Plan of San Mateo Cal MediConnect	8,782	19	0	0	0	0	0	0	0	0	19	16	.23%
Humboldt Senior Resource Center, Inc	176	0	0	0	0	0	0	0	0	0	0	0	0%
Inland Empire Health Plan	1,224,209	829	1	22	48	0	55	25	6	51	1,037	909	12.54%
Inland Empire Health Plan Dual Choice Cal MediConnect	27,214	20	0	0	1	0	1	1	0	3	26	21	.31%
InnovAge PACE	695	0	0	0	0	0	0	0	0	0	0	0	0%

Plan Name	Plan Enrollment	НСО	QOC	НСР	EDU	COC	ELG	OHC	PRV	MISC	Total Issues	Total Cases	Percent of Total Issues
Kern Family Health Care	259,011	46	0	5	6	0	6	9	1	6	79	75	.96%
KP Cal LLC	146,958	113	0	5	13	0	10	3	0	5	149	116	1.8%
L.A. Care Health Plan	2,018,170	432	2	61	58	1	53	26	8	67	708	664	8.56%
L.A. Care Health Plan Cal MediConnect	15,375	10	0	1	0	0	1	0	0	0	12	11	.15%
Molina Dual Options Cal MediConnect	7,417	4	0	0	0	0	1	0	0	1	6	5	.07%
Molina Healthcare Of California Partner	424,685	355	0	10	19	0	21	11	1	18	435	340	5.26%
On Lok Lifeways	1,582	0	0	0	0	0	0	0	0	0	0	0	0%
OneCare Connect Cal MediConnect	13,952	6	0	0	2	0	1	0	0	0	9	7	.11%
Partnership HealthPlan of California	542,672	147	1	16	22	0	24	2	2	19	233	265	2.82%
Positive Healthcare (a.k.a. AIDS Healthcare Foundation)	613	6	0	0	0	0	0	0	16	0	22	5	.27%
Rady Children's Hospital CCS Demostration	352	0	0	0	0	0	0	0	0	0	0	0	0%
San Diego PACE	563	0	0	0	0	0	0	0	0	0	0	0	0%
San Francisco Health Plan	125,152	37	0	2	10	0	4	2	1	3	59	53	.71%
Santa Clara Family Health Plan	237,005	55	0	8	7	0	4	2	1	7	84	64	1.02%
Santa Clara Family Health Cal MediConnect	7,827	2	0	1	0	0	0	0	0	0	3	3	.04%
Senior Care Action Network (SCAN)	13,414	2	0	0	0	0	1	0	0	1	4	2	.05%
Sutter Senior Care	387	0	0	0	0	0	0	0	0	0	0	0	0%
United Healthcare Community Plan of California	11,590	15	2	1	2	0	0	1	1	4	26	22	.31%
Total	10,429,519	5,838	11	256	525	7	620	275	73	639	8,244	7,282	100%

HCO - Enrollment/Disenrollment EDU - Education & Outreach

QOC - Quality of Care

HCP - Health Care Plan Issues

COC - Continuity of Care

ELG - Eligibility

OHC - Other Health Coverage

PRV - Plan Subcontractor/Provider Issues

MISC - Miscellaneous Issues