

**Department of Managed Health Care  
Provider Complaint Unit Statistics  
January 1, 2018 - December 31, 2018**

The information below represents statistics related to provider complaints received by the Department's Provider Complaint Unit pursuant to Health and Safety Code Section 1371.39(a). The submission of a provider complaint itself does not mean that the health care service plan has violated applicable provisions of California law.

Total Provider Complaints Received<sup>1</sup>

<b>Calendar Quarter</b>	<b>Number of Complaints</b>
First Quarter	1,708
Second Quarter	2,010
Third Quarter	1,318
Fourth Quarter	2,163
<b>2018 Total</b>	<b>7,199</b>

Total Funds Recovered<sup>2</sup>

<b>Calendar Quarter</b>	<b>Amount Recovered</b>
First Quarter	\$2,521,667
Second Quarter	\$1,578,029
Third Quarter	\$3,216,822
Fourth Quarter	\$4,589,810
<b>2018 Total</b>	<b>\$11,906,328</b>

Total Provider Complaints Received by Type of Provider<sup>3</sup>

<b>Provider Type</b>	<b>Yearly Total</b>	<b>% of Total</b>
Hospital/Institutional	2680	37.23%
Other Specialist Providers	1939	26.93%
Other Ancillary Service Providers	551	7.65%
Ambulance	472	6.56%

<sup>1</sup> Total Provider Complaints Received

Data represents provider complaint case received during yearly reporting period.

<sup>2</sup> Total Funds Recovered

Recovered amounts are based on provider complaint cases closed during yearly reporting period.

<sup>3</sup> Total Provider Complaints Received by Provider Type

Data represents provider complaint cases received during a yearly reporting period.

Total Provider Complaints Received by Type of Provider

<b>Provider Type</b>	<b>Yearly Total</b>	<b>% of Total</b>
Skilled Nursing Facility	412	5.72%
Mental Health	252	3.50%
Durable Medical Equipment	242	3.36%
Hospital-Based Physician	137	1.90%
Home Health Services	106	1.47%
ER Physician	88	1.22%
OB/GYN	72	1.00%
Physical/Speech/Occupational Therapy	68	0.94%
Pharmacy	66	0.92%
Dental	32	0.44%
Internal Medicine	21	0.29%
Pediatrics	19	0.26%
Chiropractic	12	0.17%
Family/General Practice	12	0.17%
Anesthesiology	6	0.08%
Laboratory Services	6	0.08%
On Call Physicians (Not ER)	5	0.07%
Vision	1	0.01%
<b>Total</b>	<b>7,199</b>	<b>100%</b>

Total Provider Complaints Received by Full Service Plans/Specialty Plan<sup>4</sup>

<b>Full Service/Specialty Plans</b>	<b>Yearly Total</b>	<b>% of Total</b>
Blue Cross of California (Anthem Blue Cross)	1707	23.71%
Molina Healthcare of California	902	12.53%
Alameda Alliance For Health	753	10.46%
* Health Net of California, Inc.	740	10.28%
** Local Initiative Health Authority For Los Angeles County (L.A. Care Plan de Salud; DBA: L.A. Care Health Plan)	707	9.82%

<sup>4</sup> Total Provider Complaints Received by Full Service Plans/Specialty Plans  
Data represents provider complaint cases received during a yearly reporting period broken out by Full Service Plans/Specialty Plans.

<b>Full Service/Specialty Plans</b>	<b>Yearly Total</b>	<b>% of Total</b>
California Physicians' Service (Blue Shield of California)	348	4.83%
California Health and Wellness Plan (California Health and Wellness; DBA: California Health & Wellness; DBA: CA Health and Wellness; DBA: CA Health & Wellness)	281	3.90%
Blue Shield of California Promise Health Plan	266	3.69%
Aetna Health of California, Inc.	199	2.76%
Inland Empire Health Plan (IEHP)	185	2.57%
Kaiser Foundation Health Plan, Inc. (Kaiser Permanente Medical Care Program; DBA: Kaiser Permanente)	172	2.39%
UHC of California (UnitedHealthcare of California; Formerly: PacifiCare of California/Secure Horizons)	165	2.29%
Health Plan of San Joaquin Joint Powers Authority (QIF)	120	1.67%
EPIC Health Plan	88	1.22%
Cigna HealthCare of California, Inc.	88	1.22%
Health Net Community Solutions, Inc.	63	0.88%
Magellan Health Services of California-EmployerSvc	50	0.69%
Community Health Group	33	0.46%
ValueOptions of California, Inc. (Value Behavioral Health of CA; Formerly: American Psych Management of CA)	28	0.39%
U. S. Behavioral Health Plan, California (OptumHealth Behavioral Solutions of California)	26	0.36%
UnitedHealthcare Benefits Plan of California	25	0.35%
Orange County Health Authority (CalOptima)	24	0.33%
Humana Health Plan of California, Inc.	24	0.33%
Scan Health Plan	16	0.22%
L.A. Care Health Plan Joint Powers Authority (QIF)	15	0.21%
Fresno-Kings-Madera Regional Health Authority (CalViva Health)	12	0.17%
ACN Group of California, Inc. (OptumHealth Physical Health of California)	12	0.17%
Delta Dental of California	12	0.17%
Partnership HealthPlan of California	11	0.15%
Universal Care, Inc. (Brand New Day)	10	0.14%

<b>Full Service/Specialty Plans</b>	<b>Yearly Total</b>	<b>% of Total</b>
Aetna Dental of California Inc.	9	0.13%
Santa Clara County Health Authority (Santa Clara Family Health Plan)	8	0.11%
Easy Choice Health Plan, Inc.	8	0.11%
Blue Cross of California Partnership Plan, LLC (QIF)	7	0.10%
Managed Health Network	7	0.10%
Central Health Plan of California, Inc.	6	0.08%
CareMore Health Plan	6	0.08%
GEMCare Health Plan, Inc. (Physicians Choice by GEMCare Health Plan)	5	0.07%
Western Health Advantage	5	0.07%
San Francisco Health Authority (QIF) (San Francisco Health Plan)		0.06%
Santa Clara County (Valley Health Plan)	4	0.06%
UDC Dental California, Inc. (United Dental Care of California, Inc.; Formerly: National Dental Health)	4	0.06%
Sutter Health Plan (Sutter Health Plus)	4	0.06%
DaVita Health Plan of California, Inc.	3	0.04%
Health Net Health Plan of Oregon, Inc. (Health Net Medicare of California.)	3	0.04%
Sharp Health Plan	3	0.04%
Kern Health Systems	2	0.03%
San Mateo Health Commission (Health Plan of San Mateo)	2	0.03%
PRIMECARE Medical Network, Inc.	2	0.03%
County of Los Angeles-Department of Health Services (Community Health Plan)	2	0.03%
Group Health Services Inc. Of California	2	0.03%
Coordinated Care Plan of California (SynerMed)	2	0.03
Employee Network Inc. (ENI)	2	0.03%
Monarch Health Plan	2	0.03%
Alignment Health Plan	2	0.03%
Molina Healthcare of CA Partner Plan, Inc. (QIF)	2	0.03%
Santa Cruz-Monterey-Merced Managed Medical Care Commission (Central California Alliance for Health)	1	0.01%
Medi-Excel, SA de CV (MediExcel Health Plan)	1	0.01%
Vantage Care	1	0.01%

<b>Full Service/Specialty Plans</b>	<b>Yearly Total</b>	<b>% of Total</b>
UnitedHealthcare Community Plan, Inc.	1	0.01%
Prospect Health Plan, Inc.	1	0.01%
Providence Health Network	1	0.01%
United Concordia Dental Plans of CA, Inc.	1	0.01%
Contra Costa County Medical Services (Contra Costa Health Plan)	1	0.01%
Scripps Health Plan Services, Inc.	1	0.01%
Heritage Provider Network, Inc.	1	0.01%
San Joaquin County Health Commission (The Health Plan of San Joaquin)	1	0.01%
<b>Total</b>	<b>7,199</b>	<b>100%</b>

*Full Service Plans/Specialty Plans with no numbers to report are not included.*

**Total Provider Complaint Nature of Complaint "Main Category" Identified<sup>5</sup>**

<b>Nature of Complaint "Main Category"</b>	<b>Yearly Totals</b>	<b>% of Totals</b>
Claims Payment Dispute	5657	78.6%
Dispute Resolution Problems	1106	15.4%
Non-Contracted Providers	207	2.9%
Other	116	1.6%
Overpayment/Refund Request	55	0.8%
Not Specified	43	0.6%
Contractual Issues	15	0.2%
<b>Grand Total</b>	<b>7,199</b>	<b>100%</b>

*\*Health Net of California and Health Net of Community Solutions are both licensed under Health Net of California*

*\*\*Local Initiative Health Authority for L.A. County and L.A. Care Health Plan Joint Power Authority are both licensed under Local Initiative Health Authority for L.A. County*

<sup>5</sup> Provider Complaint Nature of Complaint "Main Category" Identified

Data represents provider complaint cases received during a yearly reporting period except cases with a close reason of consumer, invalid, duplicate, multiple claims and non-jurisdictional.