



**Ready to  
Resolve Your  
HMO Problem**

RECORD OF CONSUMER COMPLAINTS 2000



This report and more information about the HMO Help Center, the Department of Managed Health Care, the Business, Transportation and Housing Agency, our Patient Advocate and your HMO rights and responsibilities are available at [www.hmohelp.ca.gov](http://www.hmohelp.ca.gov) or by calling 1-888-HMO-2219.

## A Message from the People at the Department of Managed Health Care

When you're sick and need to see a doctor, you want to do just that. You don't want to stand in line, wait on hold and you don't want excuses. The Department of Managed Health Care's HMO Help Center works to help consumers who simply want the care to which they and their family are entitled.

Indeed, before the HMO Help Center opened in July, 2000, Californians were frustrated by a confusing system in which HMO administrators sometimes made the decision about patient care.



Today, because of our HMO Help Center and the new patient rights we enforce, at the end of the day, health care professionals have the final word on medical issues.

The Help Center is open 24 hours a day, seven days a week and serves consumers speaking dozens of languages.

We are focused on assisting Californians understand their rights and we help them take advantage of the many ways they can challenge a decision of their HMO.

- ✦ Our first goal is to resolve consumer problems upfront, before we have to put a price tag on a Californian's health tragedy. For example, we are pilot testing a three-way conference call system with PacifiCare and Kaiser Permanente to provide quick and sometimes instant resolutions to consumer complaints.
- ✦ More complicated problems can be resolved with a formal complaint that is reviewed by our consumer rights experts and in-house health care professionals.
- ✦ And our independent medical review ensures that doctors make the final decision on questions of medical necessity and experimental treatment.

We hope you find this report informative and helpful to you in your efforts to be part of our shared responsibility to improve the health care of every Californian.

Together, we can silence the cynics and validate the visionaries.

## USE OF THE REPORT

This report provides specific information about the number and types of complaints, involving HMOs and other health plans, received by the HMO Help Center during the 2000 calendar year.

The report does not give you all the information you need to choose the right HMO or health plan. HMO report cards, including the one coming soon from the Department, are more useful for making those kinds of decisions.

You should learn as much as possible about the HMO you are considering before making a final selection.

### Complaint Eligibility

HMO enrollees should use their HMO's internal grievance process before seeking assistance from the Department of Managed Health Care except when the dispute involves an imminent and serious threat to their health. The HMO has 30 days to resolve the complaint.

If an enrollee seeks the Department's assistance with a non-emergency grievance without first

accessing their HMO's internal grievance process as described above, the Department will usually forward the grievance to the HMO for direct resolution. For reporting purposes, such cases are classified as "Referrals to Plan".

"I DIDN'T KNOW WHERE TO TURN WHEN MY BEST FRIEND, A PHYSICIAN, TOLD ME TO CONTACT THE DEPARTMENT OF MANAGED HEALTH CARE. AFTER 14 MONTHS OF FRUSTRATION WITH MY HEALTH PLAN, YOUR E-MAIL WAS A WELCOME RELIEF. WE CANNOT EXPRESS HOW GRATEFUL WE ARE WITH WORDS"

**RUSSELL AND SALLY HOFFMAN  
VALENCIA, CA**

## Report Contents

The Health Care Service Plan Complaint Data Report details the number and types of complaints received by the Department during the 2000 calendar year.

"I BELIEVE THE PUBLIC NEEDS TO BE EDUCATED ABOUT THE DEPARTMENT OF MANAGED HEALTH CARE AND ABOUT THEIR RIGHTS AND PROTECTIONS AVAILABLE TO THEM. I WISH TO THANK YOU FOR EVERYTHING YOU HAVE DONE IN PUSHING MY HEALTH PLAN TO THE POINT THEY WERE WILLING TO MOVE FORWARD."

**GALO KOSTKA  
RIVERSIDE, CA**

The Summary of 2000 Enrollee Complaints, lists health plans which were licensed during the 2000 calendar year; the number of complaints received against each health plan; the number of referrals to plan; the plan's average enrollment during the year; and the number of complaints per 10,000 enrollees.

Health plans are listed according to their official licensed name. In instances where a plan is known by more than one name, the licensed name is shown first with additional names in parentheses.

A complaint is a grievance against a health care service plan that has been received by the Department of Managed Health Care. Health care service plans are commonly referred to as "HMOs" or "health maintenance organizations."

Health care service plans either arrange for the provision of health services to enrollees, or pay for the cost of those services in return for a prepaid or periodic charge. In contrast, an insurance company indemnifies and reimburses an insured for health care costs that are incurred.

An insurance company does not provide or contract for the services to be provided to the insured. Health care service plans in California offer some or all of the following services: medical, dental, vision, psychological, chiropractic, and prescription/pharmacy.

Complaints are classified in six categories: Accessibility; Coverage/Benefits Disputes; Appeals of Denials of Care/Payment; Quality of Care; Billing and Financial; and Attitude and Service. For more information on the complaint categories see Appendix B.

## Enrollment

The health plan enrollment figures reflect an average of the quarterly enrollment data provided to the Department by the health plans.

A health plan may have no enrollees if the plan has recently been granted a Knox-Keene license. The Health Care Service Plans that received a license during 2000 are listed below.

### *Health Plans Granted A License in 2000*

Health Plan	Date
Avante Behavioral Health Plan	10/18/00
Avante Complementary Health Plan	11/07/00
Orange Prevention and Treatment Integrated	06/28/00
Santa Barbara Regional Health Authority	06/22/00
Santa Cruz – Monterey Managed Medical Care	06/20/00
Sistemas Medicos Nacionales S.A. de C.V.	01/31/00

A health plan which appeared in last year's report but does not appear in this year's may have surrendered its Knox-Keene license. The Health Care Service Plans that surrendered their license during 2000 are listed below.

### *Licenses Surrendered by Health Plans in 2000*

Health Plan	Date
Dr. Leventhal's Vision Care Ctrs of America	10/04/00
Greater America Health Plan	09/13/00
Greater Pacific HMO, Inc.	01/28/00
HMO California	05/04/00
Laurel Dental Plan, Inc.	07/19/00
MedPartners Provider Network, Inc.	03/27/00
Omni Healthcare, Inc.	05/10/00
St. Joseph's Provider Network	07/31/00

## Complaint Statistics

A number of factors can influence the number of complaints filed with respect to a particular health plan. Possible factors include, among others, the total number

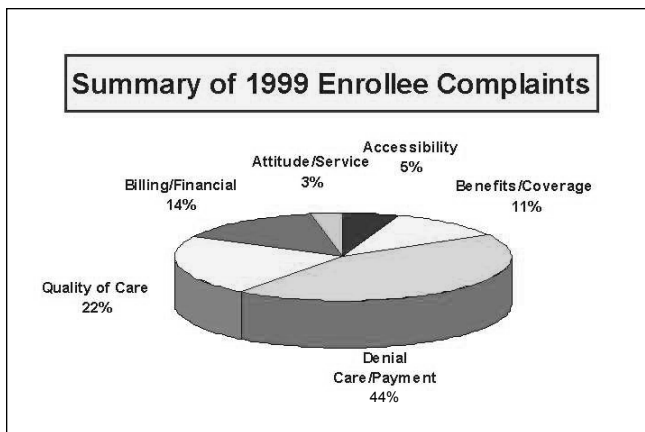
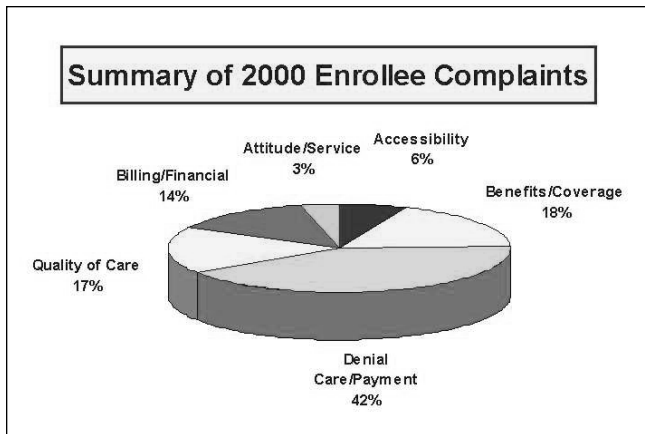
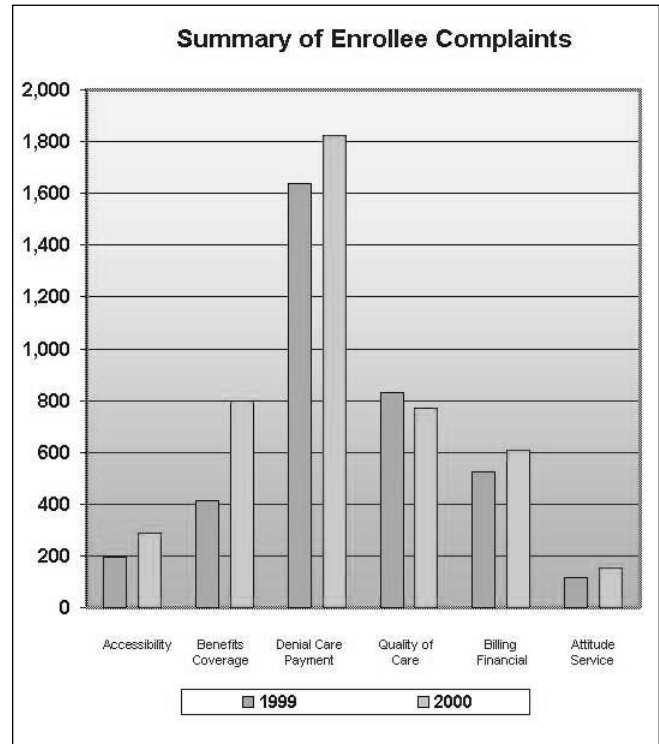
"THANK YOU SO MUCH FOR HELPING ME WITH MY HMO 'CRISIS'. I JUST DIDN'T HAVE THE ENERGY OR TIME TO DEAL WITH THE HMO MAZE. AGAIN, THANK YOU SO MUCH FOR THE DIFFERENCE YOU MADE IN MY LIFE."

**JUDY BURROWS**  
**HUNTINGTON BEACH, CA**

of enrollees in the health plan, the degree to which the health plan discloses to enrollees their right to file a complaint with the Department, the effectiveness of the health plan's internal grievance process, or the quality of the health plan's services.

The number of complaints for each health plan is also presented as "Complaints per 10,000 Enrollees." This presentation allows for the comparison of health plans with significantly different enrollments.

## SUMMARY OF HMO HELP CENTER CONSUMER ASSISTANCE INFORMATION



## Health Care Dollars Recovered for Californians Unfairly Billed for HMO Services

2000 Month	Amount	Year-to-Date Total
July	\$31,537	\$31,537
August	\$131,737	\$163,274
September	\$29,784	\$193,058
October	\$261,156	\$454,214
November	\$12,665	\$466,879
December	\$373,374	\$840,253

"I WANTED TO WRITE TO SAY HOW MUCH MY WIFE, MARY, AND I APPRECIATED YOUR WARM AND PROFESSIONAL ASSISTANCE AS WE WERE TRYING TO GET AN APPROVAL FOR EMMA'S SURGERY. EMMA IS DOING FINE AND ENJOYING BEING A HAPPY SECOND GRADER. HER POSITIVE EXPERIENCE WITH HER SURGERY WOULD NOT HAVE BEEN POSSIBLE WITHOUT YOUR KIND ASSISTANCE."

**JOHN AND MARY BOWES**  
**AGOURA HILLS, CA**

# California Department of Managed Health Care

## Summary of 2000 Enrollee Complaints

### 01/01/2000 to 12/31/2000

Plan Type Plan Name	Complaints Received	Referrals To Plan	Enrollees	Complaints Per 10,000 Enrollees	Issue Categories			
					Accessibility		Benefits/Coverage	
					Issues	Issues Per 10,000 Enrollees	Issues	Issues Per 10,000 Enrollees
<b>Full Service</b>								
Aetna US Healthcare of California, Inc.	141	39	2,098,336	0.6720	8	0.0381	32	0.1525
Alameda Alliance for Health	1	0	929,517	0.0108	1	0.0108	0	0.0000
Blue Cross of California	519	136	4,038,949	1.2850	33	0.0817	142	0.3516
California Physician's Service, Blue Shield of CA	307	97	1,932,996	1.5882	20	0.1035	64	0.3311
Care First Health Plan	1	1	68,611	0.1457	0	0.0000	0	0.0000
Cedars-Sinai Provider Plan, LLC	0	0	5,707	0.0000	0	0.0000	0	0.0000
Chinese Community Health Plan	0	0	6,971	0.0000	0	0.0000	0	0.0000
Cigna HealthCare of California, Inc.	164	32	696,715	2.3539	12	0.1722	26	0.3732
Cohen Medical Corporation (Tower Health Services)	4	0	12,910	3.0984	0	0.0000	0	0.0000
Community Health Group	1	1	74,751	0.1338	1	0.1338	0	0.0000
Contra Costa County Medical Svcs (Contra Costa Hlth)	1	0	48,752	0.2051	0	0.0000	0	0.0000
County of LA-Dept. of Health Svcs(Community HP)	2	1	117,620	0.1700	0	0.0000	0	0.0000
County of Ventura (Ventura County Health Care Plan)	0	0	9,200	0.0000	0	0.0000	0	0.0000
FPA Medical Management of CA, Inc.	0	0	0	0.0000	0	0.0000	0	0.0000
Health Net	498	45	2,155,962	2.3099	26	0.1206	119	0.5520
Health Plan of The Redwoods	24	2	70,650	3.3970	0	0.0000	6	0.8493
Heritage Provider Network, Inc.	0	1	448,966	0.0000	0	0.0000	0	0.0000
Inland Empire Health Plan	2	0	207,063	0.0966	0	0.0000	0	0.0000
Inter Valley Health Plan	23	1	69,100	3.3285	0	0.0000	4	0.5789
Kaiser Foundation Health Plan, Inc.	734	133	5,994,143	1.2245	90	0.1501	106	0.1768
Kern Health Systems, Inc.	0	0	50,625	0.0000	0	0.0000	0	0.0000
Lifeguard, Inc.	18	4	246,429	0.7304	1	0.0406	3	0.1217
Local Initiative Health Authority for LA Co /LA Care HP	0	0	1,792,015	0.0000	0	0.0000	0	0.0000
Maxicare (Maxicare of California, Inc.)	41	16	254,989	1.6079	9	0.3530	8	0.3137
Medpartners Provider Network, Inc.	1	0	0	0.0000	0	0.0000	0	0.0000
Molina Medical Centers (American Family)	3	0	171,231	0.1752	1	0.0584	0	0.0000
National Med, Inc.	11	2	548,787	0.2004	0	0.0000	4	0.0729
Omni Healthcare, Inc.	7	1	0	0.0000	0	0.0000	0	0.0000
On Lok Senior Health Services	0	0	867	0.0000	0	0.0000	0	0.0000
One Health Plan of California, Inc.	3	0	85,787	0.3497	1	0.1166	0	0.0000
Orange Prevention & Trtmt Intergratd Medcl Assis-Calop	0	0	38,244	0.0000	0	0.0000	0	0.0000
PacifiCare of California	603	87	2,389,187	2.5239	49	0.2051	132	0.5525
Primecare Medical Network, Inc. A CA Corp	1	0	227,987	0.0439	1	0.0439	1	0.0439
Priorityplus of California	0	0	97,065	0.0000	0	0.0000	0	0.0000
ProMed Health Care Administrators	0	0	5,580	0.0000	0	0.0000	0	0.0000
Prudential Health Care Plan of CA, Inc.	93	27	762,033	1.2204	9	0.1181	18	0.2362
Regents of the University of California ( UC San Diego)	2	0	11,705	1.7087	0	0.0000	1	0.8543
San Francisco Health Plan	0	1	30,496	0.0000	0	0.0000	0	0.0000
San Joaquin Co Health Commission (HP of San Joaquin)	0	0	53,960	0.0000	0	0.0000	0	0.0000
San Mateo Health Commission (HP of San Mateo)	1	0	38,093	0.2625	0	0.0000	0	0.0000
Santa Barbara Regional Health Authority	0	0	1,267	0.0000	0	0.0000	0	0.0000
Santa Clara Co. (Valley Health Plan)	1	0	39,752	0.2516	0	0.0000	0	0.0000
Santa Clara County Health Authority(Snta Clar Family HP)	0	0	127,323	0.0000	0	0.0000	0	0.0000
Santa Cruz - Monterey Managed Health Care Comm.	0	0	742	0.0000	0	0.0000	0	0.0000
SCAN Health Plan (SmartCare)	30	3	46,939	6.3913	5	1.0652	6	1.2783
Scripps Clinic Health Services	1	0	463,023	0.0216	0	0.0000	0	0.0000
Sharp Health Plan	7	0	87,379	0.8011	1	0.1144	1	0.1144
Sistemas Medicos Nacionales, S.A.de.C.V (Simnsa HC)	0	0	7,954	0.0000	0	0.0000	0	0.0000
St. Joseph's Provider Network (Calaveras Provider Ntwk)	0	0	1,657	0.0000	0	0.0000	0	0.0000
United Healthcare of CA, Inc.	12	2	80,313	1.4942	1	0.1245	4	0.4981
Universal Care	20	1	266,054	0.7517	1	0.0376	3	0.1128
Vivahealth, Inc. (BPS HMO)	1	0	3,506	2.8523	0	0.0000	0	0.0000
Watts Health Foundation (UHP Healthcare)	10	2	119,762	0.8350	0	0.0000	1	0.0835

# California Department of Managed Health Care

## Summary of 2000 Enrollee Complaints

### 01/01/2000 to 12/31/2000

Plan Type Plan Name	Issue Categories							
	Denial Care/Payment		Quality of Care		Billing/Financial		Attitude/Service	
	Issues	Issues Per 10,000 Enrollees	Issues	Issues Per 10,000 Enrollees	Issues	Issues Per 10,000 Enrollees	Issues	Issues Per 10,000 Enrollees
<b>Full Service</b>								
Aetna US Healthcare of California, Inc.	82	0.3908	14	0.0667	30	0.1430	5	0.0238
Alameda Alliance for Health	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Blue Cross of California	233	0.5769	68	0.1684	145	0.3590	12	0.0297
California Physician's Service, Blue Shield of CA	156	0.8070	27	0.1397	79	0.4087	12	0.0621
Care First Health Plan	1	0.1457	0	0.0000	0	0.0000	0	0.0000
Cedars-Sinai Provider Plan, LLC	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Chinese Community Health Plan	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Cigna HealthCare of California, Inc.	107	1.5358	21	0.3014	14	0.2009	7	0.1005
Cohen Medical Corporation (Tower Health Services)	3	2.3238	0	0.0000	1	0.7746	0	0.0000
Community Health Group	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Contra Costa County Medical Svcs (Contra Costa Hlth)	1	0.2051	0	0.0000	0	0.0000	0	0.0000
County of LA-Dept. of Health Svcs(Community HP)	0	0.0000	2	0.1700	0	0.0000	0	0.0000
County of Ventura (Ventura County Health Care Plan)	0	0.0000	0	0.0000	0	0.0000	0	0.0000
FPA Medical Management of CA, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Health Net	294	1.3637	57	0.2644	69	0.3200	24	0.1113
Health Plan of The Redwoods	18	2.5478	2	0.2831	5	0.7077	1	0.1415
Heritage Provider Network, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Inland Empire Health Plan	2	0.0966	1	0.0483	0	0.0000	2	0.0966
Inter Valley Health Plan	8	1.1577	8	1.1577	4	0.5789	0	0.0000
Kaiser Foundation Health Plan, Inc.	258	0.4304	314	0.5238	88	0.1468	44	0.0734
Kern Health Systems, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Lifeguard, Inc.	10	0.4058	3	0.1217	1	0.0406	2	0.0812
Local Initiative Health Authority for LA Co /LA Care HP	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Maxicare (Maxicare of California, Inc.)	24	0.9412	7	0.2745	6	0.2353	3	0.1177
Medpartners Provider Network, Inc.	1	0.0000	0	0.0000	0	0.0000	0	0.0000
Molina Medical Centers (American Family)	2	0.1168	1	0.0584	0	0.0000	0	0.0000
National Med, Inc.	6	0.1093	0	0.0000	2	0.0364	1	0.0182
Omni Healthcare, Inc.	1	0.0000	1	0.0000	5	0.0000	1	0.0000
On Lok Senior Health Services	0	0.0000	0	0.0000	0	0.0000	0	0.0000
One Health Plan of California, Inc.	2	0.2331	0	0.0000	0	0.0000	0	0.0000
Orange Prevention & Trtmt Intergratd Medcl Assis-Calop	0	0.0000	0	0.0000	0	0.0000	0	0.0000
PacifiCare of California	329	1.3770	116	0.4855	70	0.2930	16	0.0670
Primecare Medical Network, Inc. A CA Corp	0	0.0000	0	0.0000	0	0.0000	1	0.0439
Priorityplus of California	0	0.0000	0	0.0000	0	0.0000	0	0.0000
ProMed Health Care Administrators	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Prudential Health Care Plan of CA, Inc.	51	0.6693	8	0.1050	21	0.2756	3	0.0394
Regents of the University of California ( UC San Diego)	1	0.8543	0	0.0000	0	0.0000	0	0.0000
San Francisco Health Plan	0	0.0000	0	0.0000	0	0.0000	0	0.0000
San Joaquin Co Health Commission (HP of San Joaquin)	0	0.0000	0	0.0000	0	0.0000	0	0.0000
San Mateo Health Commission (HP of San Mateo)	2	0.5250	1	0.2625	0	0.0000	0	0.0000
Santa Barbara Regional Health Authority	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Santa Clara Co. (Valley Health Plan)	1	0.2516	0	0.0000	0	0.0000	0	0.0000
Santa Clara County Health Authority(Snta Clar Family HP)	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Santa Cruz - Monterey Managed Health Care Comm.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
SCAN Health Plan (SmartCare)	15	3.1956	10	2.1304	2	0.4261	0	0.0000
Scripps Clinic Health Services	0	0.0000	0	0.0000	1	0.0216	0	0.0000
Sharp Health Plan	4	0.4578	0	0.0000	1	0.1144	1	0.1144
Sistemas Medicos Nacionales, S.A.de.C.V (Simnsa HC)	0	0.0000	0	0.0000	0	0.0000	0	0.0000
St. Joseph's Provider Network (Calaveras Provider Ntwk)	0	0.0000	0	0.0000	0	0.0000	0	0.0000
United Healthcare of CA, Inc.	7	0.8716	3	0.3735	2	0.2490	1	0.1245
Universal Care	14	0.5262	2	0.0752	6	0.2255	1	0.0376
Vivahealth, Inc. (BPS HMO)	0	0.0000	0	0.0000	1	2.8523	0	0.0000
Watts Health Foundation (UHP Healthcare)	8	0.6680	3	0.2505	0	0.0000	0	0.0000

# California Department of Managed Health Care

## Summary of 2000 Enrollee Complaints

### 01/01/2000 to 12/31/2000

Plan Type Plan Name	Complaints Received	Referrals To Plan	Enrollees	Complaints Per 10,000 Enrollees	Issue Categories			
					Accessibility		Benefits/Coverage	
					Issues	Issues Per 10,000 Enrollees	Issues	Issues Per 10,000 Enrollees
Western Health Advantage	2	0	49,132	0.4071	1	0.2035	1	0.2035
Subtotals & Averages	3290	635	27,086,802	1.2146	271	0.1000	682	0.2518
<b>Dental</b>								
Access Dental Plan	1	0	99,959	0.1000	0	0.0000	1	0.1000
Aetna US Healthcare Dental Plan of California, Inc.	1	2	33,576	0.2978	0	0.0000	0	0.0000
American Healthguard Corporation	0	0	14,237	0.0000	0	0.0000	0	0.0000
Ameritas Managed Dental Plan, Inc (Consolidated Hlth)	5	1	47,875	1.0444	0	0.0000	2	0.4178
Baycare Health Plan	1	0	1,020	9.8039	0	0.0000	0	0.0000
CA Pacific Dental (formerly Pacific Union)	7	1	162,144	0.4317	0	0.0000	2	0.1233
California Benefits Dental Plan	0	0	26,192	0.0000	0	0.0000	0	0.0000
California Dental Network, Inc.	0	1	83,344	0.0000	0	0.0000	0	0.0000
Century Dental Plan	1	0	6,247	1.6008	0	0.0000	1	1.6008
Cigna Dental Health of California, Inc.	9	0	431,130	0.2088	0	0.0000	2	0.0464
Community Dental Services (SmileCare)	6	1	74,607	0.8042	0	0.0000	1	0.1340
Consumer Health, Inc. (Newport Dental Plan)	0	0	37,593	0.0000	0	0.0000	0	0.0000
Dedicated Dental Systems, Inc.	6	1	43,622	1.3755	0	0.0000	2	0.4585
Delta Dental Plan of California	196	66	7,416,910	0.2643	2	0.0027	67	0.0903
Dental Benefit Providers of California, Inc.	1	0	177,115	0.0565	0	0.0000	0	0.0000
Dental Health Services	4	0	89,612	0.4464	0	0.0000	0	0.0000
Denticare of California, Inc.	13	0	458,533	0.2835	2	0.0436	7	0.1527
Golden West Health Plan, Inc.	2	0	230,181	0.0869	1	0.0434	0	0.0000
Greater California Dental Plan ( Smilesaver )	5	2	336,817	0.1484	0	0.0000	0	0.0000
Healthdent of California, Inc.	1	0	12,021	0.8319	1	0.8319	0	0.0000
Ideal Dental Health Plan	1	0	1,154	8.6655	1	8.6655	0	0.0000
Managed Dental Care	0	0	37,391	0.0000	0	0.0000	0	0.0000
PacifiCare Dental & Vision	11	1	2,574,920	0.0427	1	0.0039	0	0.0000
Preferred Health Plan, Inc.	0	0	26,431	0.0000	0	0.0000	0	0.0000
PrimeCare Dental Plan, Inc.	0	0	1,353	0.0000	0	0.0000	0	0.0000
Private Medical-Care, Inc. ( PMI )	29	12	1,039,704	0.2789	3	0.0289	6	0.0577
Safeguard Health Plans, Inc.	47	2	403,529	1.1647	3	0.0743	11	0.2726
UDC Dental California, Inc.	1	0	32,293	0.3097	0	0.0000	0	0.0000
United Concordia DP of CA (Mida)	4	1	273,930	0.1460	0	0.0000	2	0.0730
Western Dental Services, Inc.	15	5	946,829	0.1584	1	0.0106	2	0.0211
Subtotals & Averages	367	96	15,120,269	0.2427	15	0.0099	106	0.0701
<b>Vision</b>								
Eye Care Plan of America - California Inc.	0	0	1,027	0.0000	0	0.0000	0	0.0000
Eyecare Service Plan, Inc.	0	0	90,743	0.0000	0	0.0000	0	0.0000
Eyemed, Inc. (Eyexam 2000 of California, Inc.)	0	0	672,694	0.0000	0	0.0000	0	0.0000
For Eyes Vision Plan, Inc.	0	0	5,324	0.0000	0	0.0000	0	0.0000
Foundation Health Vision (AVP)	0	0	267,711	0.0000	0	0.0000	0	0.0000
Medical Eye Services, Inc.	1	0	62,918	0.1589	0	0.0000	1	0.1589
Nval Visioncare Systems of California, Inc.	0	0	1	0.0000	0	0.0000	0	0.0000
Pearle Visioncare, Inc.	0	0	169,001	0.0000	0	0.0000	0	0.0000
Procure Eye Exam, Inc.	0	0	24,554	0.0000	0	0.0000	0	0.0000
Vision First Eye Care, Inc.	0	0	2,618	0.0000	0	0.0000	0	0.0000
Vision Plan of America	0	0	36,003	0.0000	0	0.0000	0	0.0000
Vision Service Plan	6	0	9,265,855	0.0065	0	0.0000	3	0.0032
Visioncare of California (Sterling)	0	0	63,958	0.0000	0	0.0000	0	0.0000
Subtotals & Averages	7	0	10,662,407	0.0066	0	0.0000	4	0.0038
<b>Psychological</b>								
Avante Behavioral Health Plan	0	0	0	0.0000	0	0.0000	0	0.0000



# California Department of Managed Health Care

## Summary of 2000 Enrollee Complaints

### 01/01/2000 to 12/31/2000

Plan Type Plan Name	Issue Categories							
	Denial Care/Payment		Quality of Care		Billing/Financial		Attitude/Service	
	Issues	Issues Per 10,000 Enrollees	Issues	Issues Per 10,000 Enrollees	Issues	Issues Per 10,000 Enrollees	Issues	Issues Per 10,000 Enrollees
Western Health Advantage	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Subtotals & Averages	1641	0.6058	669	0.2470	553	0.2042	137	0.0506
<b>Dental</b>								
Access Dental Plan	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Aetna US Healthcare Dental Plan of California, Inc.	1	0.2978	0	0.0000	0	0.0000	0	0.0000
American Healthguard Corporation	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Ameritas Managed Dental Plan, Inc (Consolidated Hlth)	3	0.6266	2	0.4178	1	0.2089	0	0.0000
Baycare Health Plan	0	0.0000	0	0.0000	1	9.8039	0	0.0000
CA Pacific Dental (formerly Pacific Union)	2	0.1233	0	0.0000	2	0.1233	2	0.1233
California Benefits Dental Plan	0	0.0000	0	0.0000	0	0.0000	0	0.0000
California Dental Network, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Century Dental Plan	0	0.0000	1	1.6008	0	0.0000	0	0.0000
Cigna Dental Health of California, Inc.	3	0.0696	2	0.0464	2	0.0464	0	0.0000
Community Dental Services (SmileCare)	1	0.1340	3	0.4021	1	0.1340	0	0.0000
Consumer Health, Inc. (Newport Dental Plan)	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Dedicated Dental Systems, Inc.	2	0.4585	3	0.6877	1	0.2292	0	0.0000
Delta Dental Plan of California	98	0.1321	30	0.0404	26	0.0351	6	0.0081
Dental Benefit Providers of California, Inc.	0	0.0000	1	0.0565	0	0.0000	0	0.0000
Dental Health Services	3	0.3348	3	0.3348	2	0.2232	0	0.0000
Denticare of California, Inc.	4	0.0872	1	0.0218	2	0.0436	1	0.0218
Golden West Health Plan, Inc.	0	0.0000	1	0.0434	0	0.0000	0	0.0000
Greater California Dental Plan ( Smilesaver )	1	0.0297	2	0.0594	3	0.0891	1	0.0297
Healthdent of California, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Ideal Dental Health Plan	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Managed Dental Care	0	0.0000	0	0.0000	0	0.0000	0	0.0000
PacifiCare Dental & Vision	3	0.0117	6	0.0233	1	0.0039	1	0.0039
Preferred Health Plan, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
PrimeCare Dental Plan, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Private Medical-Care, Inc. ( PMI )	12	0.1154	16	0.1539	5	0.0481	3	0.0289
Safeguard Health Plans, Inc.	24	0.5948	17	0.4213	5	0.1239	2	0.0496
UDC Dental California, Inc.	1	0.3097	0	0.0000	0	0.0000	0	0.0000
United Concordia DP of CA (Mida)	0	0.0000	2	0.0730	0	0.0000	1	0.0365
Western Dental Services, Inc.	2	0.0211	11	0.1162	2	0.0211	1	0.0106
Subtotals & Averages	160	0.1058	101	0.0668	54	0.0357	18	0.0119
<b>Vision</b>								
Eye Care Plan of America - California Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Eyecare Service Plan, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Eyemed, Inc. (Eyexam 2000 of California, Inc.)	0	0.0000	0	0.0000	0	0.0000	0	0.0000
For Eyes Vision Plan, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Foundation Health Vision (AVP)	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Medical Eye Services, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Nval Visioncare Systems of California, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Pearle Visioncare, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Procure Eye Exam, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Vision First Eye Care, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Vision Plan of America	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Vision Service Plan	3	0.0032	0	0.0000	1	0.0011	0	0.0000
Visioncare of California (Sterling)	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Subtotals & Averages	3	0.0028	0	0.0000	1	0.0009	0	0.0000
<b>Psychological</b>								
Avante Behavioral Health Plan	0	0.0000	0	0.0000	0	0.0000	0	0.0000

# California Department of Managed Health Care

## Summary of 2000 Enrollee Complaints

### 01/01/2000 to 12/31/2000

Plan Type Plan Name	Complaints Received	Referrals To Plan	Enrollees	Complaints Per 10,000 Enrollees	Issue Categories			
					Accessibility		Benefits/Coverage	
					Issues	Issues Per 10,000 Enrollees	Issues	Issues Per 10,000 Enrollees
Cigna Behavioral Health of CA (MCC Behavioral)	0	0	489,330	0.0000	0	0.0000	0	0.0000
Health And Human Resource Center	0	0	160,015	0.0000	0	0.0000	0	0.0000
Holman Professional Counseling Centers	0	0	218,520	0.0000	0	0.0000	0	0.0000
Human Affairs International of California	0	0	1,043,114	0.0000	0	0.0000	0	0.0000
Managed Health Network	3	0	1,386,380	0.0216	0	0.0000	2	0.0144
Merit Behavioral Care of California, Inc.	0	0	904,142	0.0000	0	0.0000	0	0.0000
PacifiCare Behavioral Health of CA, Inc.	14	3	1,471,082	0.0952	0	0.0000	2	0.0136
U. S. Behavioral Health Plan, California	3	1	1,576,909	0.0190	0	0.0000	1	0.0063
ValueOptions of CA (firmly Value Behavioral)	0	0	365,851	0.0000	0	0.0000	0	0.0000
Vista Behavioral Health Plans	0	0	151,863	0.0000	0	0.0000	0	0.0000
Subtotals & Averages	20	4	7,767,206	0.0257	0	0.0000	5	0.0064
<b>Other</b>								
American Speciality Health Plans(ACN/Amer. Chiro. Net)	0	0	81,436	0.0000	0	0.0000	0	0.0000
Avante Complementary Health Plan	0	0	0	0.0000	0	0.0000	0	0.0000
ChiroSave, Inc.	0	0	1,173	0.0000	0	0.0000	0	0.0000
Landmark Healthplan of CA, Inc.	0	1	263,548	0.0000	0	0.0000	0	0.0000
Merk - Medco Managed Care of California, Inc.	0	0	198,085	0.0000	0	0.0000	0	0.0000
Subtotals & Averages	0	1	544,242	0.0000	0	0.0000	0	0.0000
<b>Totals &amp; Averages</b>	<b>3,684</b>	<b>736</b>	<b>61,180,926</b>	<b>0.6021</b>	<b>286</b>	<b>0.0467</b>	<b>797</b>	<b>0.1303</b>

# California Department of Managed Health Care

## Summary of 2000 Enrollee Complaints

### 01/01/2000 to 12/31/2000

Plan Type Plan Name	Issue Categories							
	Denial Care/Payment		Quality of Care		Billing/Financial		Attitude/Service	
	Issues	Issues Per 10,000 Enrollees	Issues	Issues Per 10,000 Enrollees	Issues	Issues Per 10,000 Enrollees	Issues	Issues Per 10,000 Enrollees
Cigna Behavioral Health of CA (MCC Behavioral)	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Health And Human Resource Center	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Holman Professional Counseling Centers	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Human Affairs International of California	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Managed Health Network	3	0.0216	0	0.0000	0	0.0000	0	0.0000
Merit Behavioral Care of California, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
PacifiCare Behavioral Health of CA, Inc.	13	0.0884	0	0.0000	0	0.0000	0	0.0000
U. S. Behavioral Health Plan, California	3	0.0190	0	0.0000	0	0.0000	0	0.0000
ValueOptions of CA (frmrlly Value Behavioral)	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Vista Behavioral Health Plans	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Subtotals & Averages	19	0.0245	0	0.0000	0	0.0000	0	0.0000
<b>Other</b>								
American Speciality Health Plans(ACN/Amer. Chiro. Net)	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Avante Complementary Health Plan	0	0.0000	0	0.0000	0	0.0000	0	0.0000
ChiroSave, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Landmark Healthplan of CA, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Merk - Medco Managed Care of California, Inc.	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Subtotals & Averages	0	0.0000	0	0.0000	0	0.0000	0	0.0000
<b>Totals &amp; Averages</b>	<b>1823</b>	<b>0.2980</b>	<b>770</b>	<b>0.1259</b>	<b>608</b>	<b>0.0994</b>	<b>155</b>	<b>0.0253</b>

**APPENDIX: DETAILS OF HMO HELP CENTER  
CONSUMER ASSISTANCE INFORMATION**

## **Complaint Categories and Issues**

### Category 1- Accessibility

**Excessively Long Wait/Appointment Schedule Time**

Routine, specialty, or ancillary appointments

**Lack of Primary Care Physician Availability**

By geographic area, telephone, or for visits

**Lack of Specialist Availability**

By geographic area, telephone, or for visits

**Lack of Telephone Availability**

Plan, provider entity, primary care physician (PCP), or specialist

### Category 2- Coverage/Benefits Disputes

**Dispute over Covered Services**

Disagreement about whether or not a service is covered under the member's contract/evidence of coverage (EOC).

**Does not like Benefit**

Member unhappy with benefit

### Category 3 – Appeals of Denials of Care/Payment

**Plan Denial of Treatment**

Refusal to authorize

**Experimental/Investigational Procedure Denied**

By plan or provider entity

**In-Area 'Emergency/Urgent Service Denied**

By plan or provider entity

**Refusal to Pay Equipment**

Durable medical equipment (DME) services

**Refusal to Pay Treatment**

Medical services received by member or dependent

**Out-of-Area Emergency/Urgent Service Denied**

In-plan and out-of-plan services

**Provider Entity Denial of Treatment**

Primary care physician or specialist refusal to authorize

**Plan Refusal to Refer**

Specialist or ancillary services

### Category 4 – Quality of Care

**Inadequate Facilities**

Hospital, physician's office, skilled nursing facility (SNF), or hospice

**Inappropriate Ancillary Care**

Diagnostic treatment & services, physical therapy, speech therapy, occupational therapy, or home health

**Inappropriate Hospital Care**

By staff

**Inappropriate Physician Care**

Primary care physician or specialist

**Plan Inappropriate Care**

Overall quality of care provided to member, not physician specific

**Provider Entity Inappropriate Care**

Overall care provided to member, not physician specific

**Provider Entity Refusal to Refer**

Specialist or ancillary services

Category 5 – Billing and Financial

**Assignment of Benefits**

Member authorizes non-participating provider to receive payment directly from health plan

**Cancellation of Coverage**

Member, dependent

**Disenrollment Problems**

Dispute over disenrollment, member or dependent

**Improper Marketing/Solicitation**

By plan, provider entity, physician, or insurance agent/broker

**Non-Acceptance of Coverage**

Individual, spouse, or dependent denied coverage

**Insufficient Payment**

For services rendered

**Premium Increased**

Member premium

**Premium Refund Request**

Member request

**Slow Payment**

For services received

Category 6 – Attitude and Service

**Poor Physician/Staff Attitude**

Physician/staff specific

**Slow Reply**

To enrollee inquiries