

California Department of Managed Health Care 2007 Independent Medical Review Results by Health Plan Report Definition

The Summary of 2007 Independent Medical Reviews (IMRs) by Health Plan:

- Details the number and types of IMRs closed during the 2007 calendar year. The total number of IMRs resolved (1,716) includes 365 cases in which the health plan reversed its denial prior to the review process. A total of 1,351 IMRs completed the review process in 2007.
- Lists health plans licensed during the 2007 calendar year, the health plan's average enrollment during the year, the number of IMRs resolved for each health plan, the upheld and overturned determinations, and the number of IMRs that were reversed or withdrawn. Enrollment data is provided for comparison purposes.
- Health plans are listed according to the name they were doing business as (dba) during 2007. In instances where a health plan is known by more than one name, the dba name is shown first with the additional name(s) in parentheses.

Enrollment Information Definition

The health plan enrollment figures were provided to the Department by the health plans in their quarterly financial filings and reflect the average of quarterly enrollment figures provided for 2007 for the population of enrollees within the Department's jurisdiction. The following types of member enrollment categories were **not** used to determine enrollment: Medicare Advantage members, "administrative services only" (ASO), and "plan to plan" enrollment. Due to these excluded categories, certain enrollment reporting anomalies, or a health plan merger, a plan may reflect zero enrollment yet reflect a number of IMRs.

California Department of Managed Health Care 2007 Independent Medical Review Results By Health Plan

Plan Type and Name	Members	Total IMRs Resolved	Experimental/Investigational IMR				Medical Necessity IMR			
			Total IMRs	Plan Upheld	Plan Overturned	IMR Reversed	Total IMRS	Plan Upheld	Plan Overturned	IMR Reversed
Full Service - Endrollment Over 400,000										
Blue Cross of California	3,976,476	636	252	105	66	81	384	155	116	113
Blue Shield of California	2,168,916	615	190	85	67	38	425	198	192	35
Health Net of California Inc.	1,983,303	115	26	19	4	3	89	46	23	20
Kaiser Permanente	6,093,077	114	3	1	1	1	111	58	31	22
PacifiCare of California	1,252,183	89	3	1	1	1	86	37	25	24
Subtotal	15,473,955	1,569	474	211	139	124	1,095	494	387	214
Full Service - Enrollment Under 400,000										
AETNA Health of California Inc.	329,496	40	10	6	3	1	30	12	11	7
Care 1st Health Plan	221,049	6	0	0	0	0	6	2	0	4
Cigna HealthCare of California Inc.	295,178	19	1	0	0	1	18	8	5	5
Contra Costa Health Plan	65,954	1	1	1	0	0	0	0	0	0
IEHP (Inland Empire Health Plan)	324,186	8	0	0	0	0	8	4	4	0
Kern Health Systems Inc.	92,262	2	0	0	0	0	2	2	0	0
Molina Medical Center	204,759	3	0	0	0	0	3	2	0	1
One Health Plan	55,330	6	0	0	0	0	6	1	2	3
Sharp Health Plan	43,029	5	0	0	0	0	5	2	3	0
Western Health Advantage	93,931	5	2	2	0	0	3	1	1	1
Community Health Group	93,349	1	0	0	0	0	1	0	0	1
Subtotal	1,818,523	96	14	9	3	2	82	34	26	22
Chiropractic										
ASHP	3,776,318	1	0	0	0	0	1	1	0	0
Landmark Healthplan of California Inc.	162,338	1	0	0	0	0	1	0	1	0
Subtotal	3,938,656	2	0	0	0	0	2	1	1	0
Psychological										
Cigna Behavioral Health of California Inc.	233,520	2	0	0	0	0	2	2	0	0
HAI-CA (Human Affairs International)	559,236	1	0	0	0	0	1	0	1	0
PacifiCare Behavioral Health	1,747,784	25	0	0	0	0	25	11	12	2
U.S. Behavioral Health Plan California	2,492,216	18	0	1	0	0	17	11	6	0
Vista Behavioral Health Plans	298,485	3	0	0	0	0	3	1	1	1
Subtotal	5,331,241	49	0	1	0	0	48	25	20	3

* Due to certain enrollment reporting anomalies, or a health plan merger, a plan may reflect zero enrollment yet reflect a number of complaints

California Department of Managed Health Care 2007 Complaint Results by Category and Health Plan Report Definition

The Summary of 2007 Formal Member Complaints:

- Details the number and types of complaints closed by the Department during the 2007 calendar year. A member's complaint can include more than one issue such as: claim reimbursement, quality of care, access to care, etc. However, a complaint resulting in multiple distinct issues is counted as only one complaint against the health plan.
- Lists health plans licensed during the 2007 calendar year, the number of complaints closed for each health plan, the health plan's average enrollment during the year, the number of complaints per 10,000 members, and the number of issues for each complaint category. Enrollment data is provided for comparison purposes.
- Health plans are listed according to the name they were doing business as (dba) during 2007. In instances where a health plan is known by more than one name, the dba name is shown first with the additional name(s) in parentheses.
- Complaints are classified in seven categories: Access, Benefits/Coverage, Claims/Financial, Enrollment, Coordination of Care, Attitude/Service of the Health Plan, and Attitude/Service of the Provider.

Enrollment Information Definition

The health plan enrollment figures were provided to the Department by the health plans in their quarterly financial filings and reflect the average of quarterly enrollment figures provided for 2007 for the population of enrollees within the Department's jurisdiction. The following types of member enrollment categories were **not** used to determine enrollment: Medicare Advantage members, "administrative services only" (ASO), and "plan to plan" enrollment. Due to these excluded categories, certain enrollment reporting anomalies, or a health plan merger, a plan may reflect zero enrollment yet reflect a number of complaints.

THIS INFORMATION IS PROVIDED FOR STATISTICAL PURPOSES ONLY. THE DIRECTOR OF THE DEPARTMENT OF MANAGED HEALTH CARE HAS NEITHER INVESTIGATED NOR DETERMINED WHETHER THE COMPLAINTS WITHIN THIS SUMMARY ARE REASONABLE OR VALID.

IEHP (Inland Empire Health Plan)	2	324,186	0.06	0	0.00	1	0.03	0	0.00	0	0.00	0	0.00	0	0.00	1	0.03
Inter Valley Health Plan	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Kern Health Systems Inc.	1	92,262	0.11	0	0.00	1	0.11	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Lakeside Comprehensive HealthCare, Inc.	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Maxicare of California, Inc	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
MD Care, Inc.	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Medcore	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Molina Medical Center	4	204,759	0.20	0	0.00	2	0.10	1	0.05	0	0.00	0	0.00	1	0.05	0	0.00
On Lok Senior Health Services	0	1,020	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
One Health Plan	4	55,330	0.72	0	0.00	0	0.00	4	0.72	0	0.00	0	0.00	0	0.00	0	0.00
Partnership HealthPlan of California	0	89,300	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Positive Healthcare	0	646	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Primecare Medical Network Inc.	0	186,889	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
ProMed HCA (Health Care Administrators)	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
San Francisco Community Health Authority	3	53,527	0.56	0	0.00	2	0.37	0	0.00	1	0.19	0	0.00	0	0.00	0	0.00
San Miguel Health Plan	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Santa Barbara Regional Health Authority	0	87,321	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Santa Clara Family Health Plan	0	100,999	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
SCAN Health Plan	0	5,926	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Scripps Clinic Health Plan Services Inc.	0	26,976	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Sharp Health Plan	2	43,029	0.46	0	0.00	1	0.23	0	0.00	1	0.23	0	0.00	0	0.00	0	0.00
Simnsa Health Care	0	18,424	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Talbert Health Plan	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
UCSD (University of California San Diego) Senior Health Plan	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
UHP Healthcare	3	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0
Universal Care	2	0	0.00	0	0.00	0	0.00	2	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Valley Health Plan	0	61,880	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ventura County Health Care Plan	2	11,971	1.67	0	0.00	0	0.00	1	0.84	1	0.84	0	0.00	0	0.00	0	0.00
Western Health Advantage	20	93931	2.13	0	0.00	7	0.75	10	1.06	1	0.11	2	0.21	0	0.00	0	0.00

Total **178** **3,528,429** **0.50** **9** **0.03** **58** **0.16** **81** **0.23** **12** **0.03** **11** **0.03** **17** **0.05** **3** **0.01**

Chiropractic

ACN Group of California, Inc.	0	203,700	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
ASHP	2	3,776,318	0.01	1	0.00	2	0.01	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Basic Chiropractic Health Plan	0	136	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Landmark Healthplan of California Inc.	1	162,338	0.06	0	0.00	1	0.06	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

March Vision Care, Inc.	0	133	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Max Vision Care, Inc.	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Medical Eye Services Inc.	0	55,315	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Pearle Visioncare Inc.	0	29,937	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Sterling Visioncare	0	57,952	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Vision First Eye Care Inc.	0	1,820	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Vision Plan of America	0	25,996	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Vision Service Plan	3	6,447,782	0.00	0	0.00	0	0.00	1	0.00	1	0.00	1	0.00	0	0.00	1	0.00
Total	3	7,448,150	0.00	0	0.00	0	0.00	1	0.00	1	0.00	1	0.00	0	0.00	1	0.00

Discount Dental																	
New Dental Choice	1	5,365	1.86	0	0.00	0	0.00	0	0.00	1	1.86	0	0.00	0	0.00	0	0.00
Total	1	5,365	1.86	0	0.00	0	0.00	0	0.00	1	1.86	0	0.00	0	0.00	0	0.00

Psychological																	
Avante Behavioral Health Plan	0	17,645	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Cigna Behavioral Health of California Inc.	2	235,485	0.08	0	0.00	1	0.04	1	0.04	0	0.00	0	0.00	1	0.04	0	0.00
CONCERN: Employee Assistance Program	0	121,136	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
HAI-CA (Human Affairs International of California)	0	559,236	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Holman Professional Counseling Centers	0	140,163	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Integrated Insights	0	261,263	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Managed Health Network	3	3,094,274	0.01	1	0.00	1	0.00	0	0.00	1	0.00	0	0.00	0	0.00	0	0.00
Merit Behavioral Care of California Inc.	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
PacifiCare Behavioral Health of California Inc.	21	1,747,784	0.12	1	0.01	18	0.10	3	0.02	0	0.00	0	0.00	3	0.02	1	0.01
Robert T. Dorris & Associates	0	15,559	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
U.S. Behavioral Health Plan California	8	2,492,216	0.03	1	0.00	3	0.01	2	0.01	0	0.00	1	0.00	1	0.00	1	0.00
ValueOptions of California Inc.	0	419,230	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Vista Behavioral Health Plans	1	298,485	0.03	0	0.00	0	0.00	1	0.03	0	0.00	0	0.00	0	0.00	0	0.00
VMC Connect	0	93,144	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total	35	9,495,620	0.04	3	0.00	23	0.02	7	0.01	1	0.00	1	0.00	5	0.01	2	0.00

Pharmacy																	
Envision Insurance Company	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total	0	0	0.00	0	0	0	0	0	0	0	0	0	0	0	0	0.00	0

* Due to certain enrollment reporting anomalies, or a health plan merger, a plan may reflect zero enrollment yet reflect a number of complaints