

**California Department of Managed Health Care
2008 Independent Medical Review Results by Health Plan
Report Definition**

The Summary of 2008 Independent Medical Reviews (IMRs) by Health Plan:

- Details the number and types of IMRs closed during the 2008 calendar year. The total number of IMRs resolved (2,067) includes 547 cases in which the health plan reversed its denial prior to the review process. A total of 1,520 cases were reviewed by the Independent Medical Reviewers in 2008.
- Lists health plans licensed during the 2008 calendar year, the health plan's average enrollment during the year, the number of IMRs resolved for each health plan, the number of IMRs upheld or overturned by the Independent Medical Review organization, and the number of IMRs that the health plan reversed or withdrew. Enrollment data is provided for comparison purposes.
- Health plans are listed according to the name they were doing business as (dba) during 2008. 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 2008 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
2008 Independent Medical Review Results by Health Plan**

Plan Type and Name	Members	Total IMRs Resolved	Experimental/Investigational IMR				Medical Necessity IMR				ER Reimbursement IMR			
			Total IMRs	Plan Upheld	Plan Overturned	IMR Reversed	Total IMRs	Plan Upheld	Plan Overturned	IMR Reversed	Total IMRs	Plan Upheld	Plan Overturned	IMR Reversed
Full Service - Enrollment over 400,000														
Anthem Blue Cross	3,773,140	814	299	137	75	87	507	197	141	169	8	3	0	5
Blue Shield of California	2,124,980	537	166	80	75	11	358	158	162	38	13	2	6	5
Health Net of California Inc.	1,989,320	138	44	27	12	5	85	31	33	21	9	2	1	6
Kaiser Permanente	5,958,579	337	5	3	1	1	138	57	34	47	194	40	54	100
PacifiCare of California	1,007,041	74	1	1	0	0	64	34	11	19	9	3	2	4
Subtotal	14,853,060	1,900	515	248	163	104	1152	477	381	294	233	50	63	120
Full Service - Enrollment under 400,000														
AETNA Health of California Inc.	384,210	42	5	2	2	1	22	14	8	0	15	5	7	3
CalOptima	345,630	1	0	0	0	0	1	0	0	1	0	0	0	0
Care 1st Health Plan	221,145	3	0	0	0	0	3	0	0	3	0	0	0	0
Cigna HealthCare of California Inc.	281,314	21	7	3	3	1	14	4	6	4	0	0	0	0
Community Health Group	105,991	2	0	0	0	0	2	0	1	1	0	0	0	0
Health Plan of San Joaquin	77,080	1	0	0	0	0	1	0	0	1	0	0	0	0
Health Plan of San Mateo	61,716	2	0	0	0	0	2	1	0	1	0	0	0	0
IEHP (Inland Empire Health Plan)	352,301	13	0	0	0	0	13	5	3	5	0	0	0	0
Inter Valley Health Plan		1	0	0	0	0	1	0	0	1	0	0	0	0
Kern Health Systems Inc.	95,467	2	0	0	0	0	2	1	1	0	0	0	0	0
Molina Medical Center	192,728	8	0	0	0	0	8	2	4	2	0	0	0	0
One Health Plan	30,349	4	1	1	0	0	3	0	1	2	0	0	0	0
Sharp Health Plan	43,808	7	0	0	0	0	7	4	3	0	0	0	0	0
Ventura County Health Care Plan	13,130	1	0	0	0	0	1	1	0	0	0	0	0	0
Western Health Advantage	75,768	9	3	2	1	0	6	2	3	1	0	0	0	0
Subtotal	2,280,637	117	16	8	6	2	86	34	30	22	15	5	7	3
Chiropractic														
ASHP	3,702,172	1	0	0	0	0	1	1	0	0	0	0	0	0
Subtotal	3,702,172	1	0	0	0	0	1	1	0	0	0	0	0	0
Psychological														
HAI-CA (Human Affairs International of California)	529,608	1	0	0	0	0	1	0	1	0	0	0	0	0
PacifiCare Behavioral Health of California Inc.	1,630,829	30	0	0	0	0	30	10	19	1	0	0	0	0
U.S. Behavioral Health Plan California	706,255	12	3	2	1	0	9	5	3	1	0	0	0	0
Vista Behavioral Health Plans	305,877	6	0	0	0	0	6	3	3	0	0	0	0	0
Subtotal	3,172,569	49	3	2	1	0	46	18	26	2	0	0	0	0

* 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
2008 Complaint Results by Category and Health Plan
Report Definition**

The Summary of 2008 Formal Member Complaints:

- Details the number and types of complaints closed by the Department during the 2008 calendar year. A member's complaint can include more than one issue. However, a complaint consisting of multiple distinct issues is counted as only one complaint against the health plan.
- Lists health plans licensed during the 2008 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 2008. 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 2008 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.

Plan Type and Name	Complaints Resolved	Members	Complaints per 10,000	Access Issues		Benefits/Coverage Issues		Claims/Financial Issues		Enrollment Issues		Coordination of Care Issues		Attitude/Service of Health Plan		Attitude/Service of Provider	
				Count	Per 10,000	Count	Per 10,000	Count	Per 10,000	Count	Per 10,000	Count	Per 10,000	Count	Per 10,000	Count	Per 10,000
Maxicare of California, Inc	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MD Care, Inc.	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Medcore	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Molina Medical Center	2	192,728	0.10	0.00	0.00	2.00	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
On Lok Senior Health Services	0	758	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
One Health Plan	6	30,349	1.98	0.00	0.00	2.00	0.66	2.00	0.66	2.00	0.66	0.00	0.00	0.00	0.00	0.00	0.00
Partnership HealthPlan of California	0	92,196	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Positive Healthcare	0	773	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Primecare Medical Network Inc.	0	177,960	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ProMed HCA (Health Care Administrators)	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
San Francisco Community Health Authority	4	55,260	0.72	1.00	0.18	1.00	0.18	0.00	0.00	0.00	0.00	2.00	0.36	0.00	0.00	0.00	0.00
San Miguel Health Plan	0	416	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Santa Barbara San Luis Obispo Regional Health Authority	0	174,637	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Santa Clara Family Health Plan	2	106,611	0.19	0.00	0.00	1.00	0.09	0.00	0.00	0.00	0.00	1.00	0.09	0.00	0.00	0.00	0.00
SCAN Health Plan	0	6,810	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Scripps Health Plan Services Inc.	0	23,135	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sharp Health Plan	5	43,808	1.14	0.00	0.00	5.00	1.14	0.00	0.00	0.00	0.00	1.00	0.23	0.00	0.00	0.00	0.00

Plan Type and Name	Complaints Resolved	Members	Complaints per 10,000	Access Issues		Benefits/Coverage Issues		Claims/Financial Issues		Enrollment Issues		Coordination of Care Issues		Attitude/Service of Health Plan		Attitude/Service of Provider	
				Count	Per 10,000	Count	Per 10,000	Count	Per 10,000	Count	Per 10,000	Count	Per 10,000	Count	Per 10,000	Count	Per 10,000
Holman Professional Counseling Centers	0	149,845	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Horizon Health EAP - Behavioral Services	0	404,409	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Managed Health Network	2	3,036,024	0.01	0.00	0.00	2.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Merit Behavioral Care of California Inc.	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
PacifiCare Behavioral Health of California Inc.	34	1,630,829	0.21	0.00	0.00	18.00	0.11	14.00	0.09	0.00	0.00	2.00	0.01	0.00	0.00	0.00	0.00
Robert T. Dorris & Associates	0	16,861	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
U.S. Behavioral Health Plan California	10	706,255	0.14	0.00	0.00	5.00	0.07	4.00	0.06	0.00	0.00	1.00	0.01	0.00	0.00	1.00	0.01
ValueOptions of California Inc.	0	420,159	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Vista Behavioral Health Plans	2	305,877	0.07	0.00	0.00	2.00	0.07	0.00	0.00	0.00	0.00	1.00	0.03	0.00	0.00	0.00	0.00
VMC Connect	0	93,444	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total	49	7,688,120	0.06	0.00	0.00	27.00	0.04	19.00	0.02	0.00	0.00	4.00	0.01	0.00	0.00	1.00	0.00