

California Department of Managed Health Care 2009 Independent Medical Review Results by Health Plan Report Definition

The Summary of 2009 Independent Medical Reviews (IMRs) by Health Plan:

- Details the number and types of IMRs resolved during the 2009 calendar year. The total number of IMRs resolved (1,727) includes 296 cases in which the health plan reversed its denial prior to the review process. A total of 1,431 cases were reviewed by the Independent Medical Reviewers in 2009.
- Lists health plans licensed during the 2009 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.
- "Resolved" cases are those which were determined to be within the Department's jurisdiction, eligible for review by the Department, and resolved (closed) within the calendar year. Cases pending at the end of the calendar year and resolved (closed) in the following year are reported in the subsequent year's Annual Report.
- Health plans are listed according to the name they were doing business as (dba) during 2009. 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 2009 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.

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.

California Department of Managed Health Care 2009 Complaint Results by Category and Health Plan Report Definition

The Summary of 2009 Formal Member Complaints:

- Details the number and types of complaints resolved by the Department during the 2009 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 2009 calendar year, the number of complaints resolved 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.
- "Resolved" cases are those which were determined to be within the Department's jurisdiction, eligible for review by the Department, and resolved (closed) within the calendar year. Cases pending at the end of the calendar year and resolved (closed) in the following year are reported in the subsequent year's Annual Report.
- Health plans are listed according to the name they were doing business as (dba) during 2009. 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 2009 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.

**California Department of Managed Health Care
2009 Complaint Results by Category and Health Plan**

| 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 |
| Full Service - Over 400,000 | | | | | | | | | | | | | | | | | |
| AETNA Health of California, Inc. | 138 | 446,560 | 3.09 | 3 | 0.07 | 57 | 1.28 | 37 | 0.83 | 19 | 0.43 | 10 | 0.22 | 19 | 0.43 | 1 | 0.02 |
| Anthem Blue Cross | 935 | 3,429,156 | 2.73 | 15 | 0.04 | 332 | 0.97 | 419 | 1.22 | 57 | 0.17 | 24 | 0.07 | 143 | 0.42 | 6 | 0.02 |
| Blue Shield of California | 799 | 2,025,522 | 3.94 | 13 | 0.06 | 389 | 1.92 | 273 | 1.35 | 81 | 0.40 | 23 | 0.11 | 54 | 0.27 | 5 | 0.02 |
| Health Net of California, Inc. | 368 | 1,992,694 | 1.85 | 6 | 0.03 | 192 | 0.96 | 114 | 0.57 | 31 | 0.16 | 14 | 0.07 | 19 | 0.10 | 4 | 0.02 |
| IEHP (Inland Empire Health Plan) | 3 | 404,669 | 0.07 | 1 | 0.02 | 2 | 0.05 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 1 | 0.02 | 0 | 0.00 |
| Kaiser Permanente | 1,809 | 5,650,286 | 3.20 | 50 | 0.09 | 380 | 0.67 | 632 | 1.12 | 124 | 0.22 | 531 | 0.94 | 100 | 0.18 | 95 | 0.17 |
| L.A. Care Health Plan | 3 | 796,970 | 0.04 | 1 | 0.01 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 2 | 0.03 | 0 | 0.00 |
| PacifiCare of California | 219 | 773,591 | 2.83 | 4 | 0.05 | 127 | 1.64 | 59 | 0.76 | 18 | 0.23 | 11 | 0.14 | 9 | 0.12 | 1 | 0.01 |
| Total | 4,274 | 15,519,448 | 2.75 | 93 | 0.06 | 1479 | 0.95 | 1534 | 0.99 | 330 | 0.21 | 613 | 0.39 | 347 | 0.22 | 112 | 0.07 |
| Full Service - Under 400,000 | | | | | | | | | | | | | | | | | |
| Alameda Alliance for Health | 2 | 99,744 | 0.20 | 1 | 0.10 | 1 | 0.10 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Arcadian Health Plan, 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 |
| Arta | 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 |
| CalOptima | 2 | 377,209 | 0.05 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 2 | 0.05 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Care 1st Health Plan | 9 | 209,348 | 0.43 | 0 | 0.00 | 4 | 0.19 | 2 | 0.10 | 2 | 0.10 | 1 | 0.05 | 1 | 0.05 | 1 | 0.05 |
| CareMore Health Plan | 2 | 0 | 0.00 | 0 | 0.00 | 1 | 0.00 | 1 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| GenCal Health | 0 | 95,420 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Central Coast Alliance for Health | 0 | 135,023 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Central Health Plan 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 |
| Chinese Community Health Plan | 2 | 6,298 | 3.18 | 0 | 0.00 | 1 | 1.59 | 1 | 1.59 | 0 | 0.00 | 0 | 0.00 | 1 | 1.59 | 0 | 0.00 |
| Cigna HealthCare of California, Inc. | 42 | 220,634 | 1.90 | 2 | 0.09 | 16 | 0.73 | 15 | 0.68 | 6 | 0.27 | 3 | 0.14 | 0 | 0.00 | 0 | 0.00 |
| Community Health Group | 0 | 112,948 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Community Health Plan | 5 | 172,843 | 0.29 | 0 | 0.00 | 0 | 0.00 | 2 | 0.12 | 1 | 0.06 | 0 | 0.00 | 1 | 0.06 | 1 | 0.06 |

| | | | | | | | | | | | | | | | | | |
|---------------------|-----------|------------------|-------------|----------|-------------|-----------|-------------|-----------|-------------|----------|-------------|-----------|-------------|----------|-------------|----------|-------------|
| Western Dental Plan | 6 | 620,582 | 0.10 | 0 | 0.00 | 1 | 0.02 | 1 | 0.02 | 0 | 0.00 | 4 | 0.06 | 0 | 0.00 | 1 | 0.02 |
| Total | 52 | 2,110,932 | 0.25 | 4 | 0.02 | 13 | 0.06 | 17 | 0.08 | 1 | 0.00 | 19 | 0.09 | 4 | 0.02 | 3 | 0.01 |

Dental / Vision

| | | | | | | | | | | | | | | | | | |
|--|------------|-------------------|-------------|----------|-------------|-----------|-------------|-----------|-------------|----------|-------------|-----------|-------------|----------|-------------|----------|-------------|
| Delta Dental Plan of California | 120 | 12,934,750 | 0.09 | 1 | 0.00 | 29 | 0.02 | 71 | 0.05 | 2 | 0.00 | 25 | 0.02 | 5 | 0.00 | 6 | 0.00 |
| Golden West Vision-Dental Plan | 7 | 139,918 | 0.50 | 0 | 0.00 | 3 | 0.21 | 3 | 0.21 | 0 | 0.00 | 1 | 0.07 | 0 | 0.00 | 0 | 0.00 |
| PMI | 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 |
| Safeguard Health Plans, Inc. - MetLife | 34 | 810,698 | 0.42 | 0 | 0.00 | 13 | 0.16 | 9 | 0.11 | 2 | 0.02 | 13 | 0.16 | 0 | 0.00 | 3 | 0.04 |
| SmileSaver/Signature Vision | 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 | 161 | 13,885,366 | 0.12 | 1 | 0.00 | 45 | 0.03 | 83 | 0.06 | 4 | 0.00 | 39 | 0.03 | 5 | 0.00 | 9 | 0.01 |

Vision

| | | | | | | | | | | | | | | | | | |
|----------------------------------|----------|------------------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|-------------|
| EYEXAM of California, Inc. | 0 | 364,868 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| FirstSight Vision Services, Inc. | 0 | 210,757 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| For Eyes Vision Plan | 0 | 14,373 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| March Vision Care, Inc. | 0 | 730 | 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 | 450 | 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 | 54,477 | 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 | 50,345 | 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 | 1,304 | 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 | 19,269 | 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 | 2 | 6,511,189 | 0.00 | 0 | 0.00 | 1 | 0.00 | 1 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Total | 2 | 7,227,762 | 0.00 | 0 | 0.00 | 1 | 0.00 | 1 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 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 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |

Discount Dental

| | | | | | | | | | | | | | | | | | |
|-----------------------------------|----------|----------------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|-------------|
| Dental Choice of California, Inc. | 8 | 654,457 | 0.12 | 0 | 0.00 | 3 | 0.05 | 2 | 0.03 | 1 | 0.02 | 1 | 0.02 | 0 | 0.00 | 1 | 0.02 |
| Gold Plan or My Smile Dental Plan | 0 | 9,880 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| New Dental Choice | 0 | 16,029 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Total | 8 | 680,366 | 0.12 | 0 | 0.00 | 3 | 0.04 | 2 | 0.03 | 1 | 0.01 | 1 | 0.01 | 0 | 0.00 | 1 | 0.01 |

| Medical Discount Plan | | | | | | | | | | | | | | | | | |
|--|-----------|------------------|-------------|----------|-------------|-----------|-------------|-----------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|-------------|
| Family Care | 0 | 3,288 | 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 | 3,288 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Psychological | | | | | | | | | | | | | | | | | |
| Avante Behavioral Health Plan | 0 | 29,941 | 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 | 178,456 | 0.11 | 0 | 0.00 | 2 | 0.11 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| CONCERN: Employee Assistance Program | 0 | 132,011 | 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 | 322,974 | 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 | 136,699 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Horizon Health EAP - Behavioral Services | 0 | 465,779 | 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 | 0 | 1,778,697 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 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 |
| NEAS Western Division, Inc | 0 | 50,158 | 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. | 34 | 1,159,953 | 0.29 | 1 | 0.01 | 15 | 0.13 | 13 | 0.11 | 1 | 0.01 | 2 | 0.02 | 4 | 0.03 | 0 | 0.00 |
| U.S. Behavioral Health Plan California | 16 | 761,437 | 0.21 | 0 | 0.00 | 8 | 0.11 | 5 | 0.07 | 0 | 0.00 | 0 | 0.00 | 4 | 0.05 | 0 | 0.00 |
| ValueOptions of California, Inc. | 0 | 395,584 | 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 | 2 | 369,576 | 0.05 | 0 | 0.00 | 2 | 0.05 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| VMC Connect | 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 | 54 | 5,781,265 | 0.09 | 1 | 0.00 | 27 | 0.05 | 18 | 0.03 | 1 | 0.00 | 2 | 0.00 | 8 | 0.01 | 0 | 0.00 |