

California Department of Managed Health Care 2010 Independent Medical Review Results by Health Plan Report Definition

The Summary of 2010 Independent Medical Reviews (IMRs) by Health Plan:

- Details the number and types of IMRs resolved during the 2010 calendar year. The total number of IMRs resolved (1,779) includes 326 cases in which the health plan reversed its denial prior to the review process. A total of 1,453 cases were reviewed by the IMR organizations in 2010.
- Lists health plans licensed during the 2010 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.
- Includes data for resolved IMRs 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.
- Lists health plans according to the name they were doing business as (dba) during 2010. 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 2010 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
2010 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	Upheld by IMR	Overturned by IMR	Reversed by Plan	Total IMRs	Upheld by IMR	Overturned by IMR	Reversed by Plan	Total IMRs	Upheld by IMR	Overturned by IMR	Reversed by Plan
Full Service - Enrollment over 400,000														
Anthem Blue Cross	3,215,040	729	328	158	113	57	394	142	138	114	7	1	1	5
Blue Shield of California	1,890,101	392	104	57	40	7	269	125	111	33	19	9	1	9
CalOptima	401,647	1	0	0	0	0	1	0	0	1	0	0	0	0
Health Net of California, Inc.	2,026,416	142	53	33	17	3	85	35	28	22	4	2	0	2
IEHP (Inland Empire Health Plan)	455,005	10	0	0	0	0	10	4	3	3	0	0	0	0
Kaiser Permanente	5,947,970	250	6	5	1	0	224	93	110	21	20	4	0	16
L.A. Care Health Plan	854,953	8	0	0	0	0	8	3	2	3	0	0	0	0
PacifiCare of California	591,442	54	4	1	3	0	40	22	9	9	10	8	1	1
Subtotal	15,382,574	1,586	495	254	174	67	1,031	424	401	206	60	24	3	33
Full Service - Enrollment under 400,000														
AETNA Health of California, Inc.	387,407	77	11	4	7	0	23	10	10	3	43	30	11	2
Care 1st Health Plan	218,537	8	0	0	0	0	8	1	1	6	0	0	0	0
Central Coast Alliance for Health	196,466	1	0	0	0	0	1	0	1	0	0	0	0	0
Cigna HealthCare of California, Inc.	242,005	25	11	5	6	0	14	6	4	4	0	0	0	0
Community Health Plan	122,015	1	0	0	0	0	1	0	1	0	0	0	0	0
Contra Costa Health Plan	75,425	2	0	0	0	0	2	1	1	0	0	0	0	0
Health Plan of San Mateo	68,806	1	0	0	0	0	1	0	0	1	0	0	0	0
Kern Health Systems, Inc.	105,527	1	1	0	1	0	0	0	0	0	0	0	0	0
Santa Clara Family Health Plan	115,169	1	0	0	0	0	1	1	0	0	0	0	0	0
Sharp Health Plan	48,818	8	0	0	0	0	7	2	4	1	1	1	0	0
Valley Health Plan	13,277	1	0	0	0	0	1	1	0	0	0	0	0	0
Ventura County Health Care Plan	16,154	2	0	0	0	0	2	1	1	0	0	0	0	0
Western Health Advantage	75,803	12	5	2	3	0	7	5	2	0	0	0	0	0
Subtotal	1,685,409	140	28	11	17	0	68	28	25	15	44	31	11	2
Psychological														
Cigna Behavioral Health of California, Inc.	197,590	1	1	0	1	0	0	0	0	0	0	0	0	0
PacifiCare Behavioral Health of California, Inc.	891,496	25	5	3	2	0	20	6	13	1	0	0	0	0
U.S. Behavioral Health Plan California	1,212,432	25	2	1	1	0	23	10	12	1	0	0	0	0
Vista Behavioral Health Plans	319,272	2	0	0	0	0	2	0	1	1	0	0	0	0
Subtotal	2,620,790	53	8	4	4	0	45	16	26	3	0	0	0	0

"Upheld by IMR" refers to cases in which the IMR organization issued a decision upholding the health plan's denial of the requested treatment.

"Overturned by IMR" refers to cases in which the IMR organization issued a decision overturning the health plan's denial of the requested treatment.

"Reversed by Plan" refers to cases in which the health plan reversed its previous denial after the DMHC received the enrollee's IMR application but prior to the IMR organization rendering its decision.

California Department of Managed Health Care 2010 Complaint Results by Category and Health Plan Report Definition

The Summary of 2010 Formal Member Complaints:

- Details the number and types of complaints resolved by the Department during the 2010 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 2010 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.
- Includes data for resolved complaints 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.
- Lists health plans according to the name they were doing business as (dba) during 2010. 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.
- Classifies complaints 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 2010 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
2010 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
				Health Plan of San Mateo	0	68,806	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Heritage Medical Systems	0	384,427	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Honored Citizens Choice 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
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.	2	105,527	0.19	0	0.00	1	0.09	0	0.00	0	0.00	0	0.00	1	0.09	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	3	223,621	0.13	0	0.00	0	0.00	3	0.13	0	0.00	0	0.00	0	0.00	0	0.00
Monarch 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
On Lok Senior Health Services	1	38	263.16	0	0.00	0	0.00	0	0.00	0	0.00	1	263.16	0	0.00	0	0.00
One Health Plan	1	1,811	5.52	0	0.00	0	0.00	1	5.52	0	0.00	0	0.00	0	0.00	0	0.00
Partnership HealthPlan of California	0	157,526	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	753	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	0	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	0	49,051	0.00	0	0.00	0	0.00	0	0.00	0	0.00	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 Clara Family Health Plan	1	115,169	0.09	0	0.00	0	0.00	1	0.09	0	0.00	0	0.00	0	0.00	0	0.00
SCAN Health Plan	0	7,700	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Scripps Health Plan Services 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
Sharp Health Plan	13	48,818	2.66	0	0.00	11	2.25	0	0.00	0	0.00	0	0.00	2	0.41	0	0.00
Simnsa Health Care	22	19,762	11.13	0	0.00	3	1.52	20	10.12	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	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
Universal Care	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
Valley Health Plan	3	13,277	2.26	0	0.00	3	2.26	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

**California Department of Managed Health Care
2010 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
				Ventura County Health Care Plan	4	16,154	2.48	1	0.62	2	1.24	0	0.00	0	0.00	0	0.00
Western Health Advantage	11	75,803	1.45	0	0.00	6	0.79	4	0.53	1	0.13	0	0.00	0	0.00	0	0.00
Total	256	3,006,847	0.85	7	0.02	102	0.34	99	0.33	22	0.07	7	0.02	33	0.11	2	0.01
Chiropractic																	
ASHP	0	3,418,816	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.	0	126,016	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
OptumHealth Physical Health of California	0	185,385	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	3,730,217	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Dental																	
Access Dental Plan	3	333,707	0.09	0	0.00	0	0.00	1	0.03	1	0.03	0	0.00	0	0.00	1	0.03
AETNA Dental of California Inc.	8	222,071	0.36	0	0.00	1	0.05	6	0.27	0	0.00	0	0.00	0	0.00	2	0.09
Affinity Dental 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
California Benefits Dental Plan	1	16,924	0.59	0	0.00	0	0.00	0	0.00	0	0.00	1	0.59	0	0.00	0	0.00
California Dental Network, Inc.	1	46,076	0.22	0	0.00	0	0.00	0	0.00	0	0.00	1	0.22	0	0.00	0	0.00
CENTAGUARD Dental Plan	0	22,863	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Cigna Dental Health of California Inc.	5	174,724	0.29	0	0.00	2	0.11	2	0.11	0	0.00	1	0.06	0	0.00	0	0.00
DDS Inc./DDSI (Dedicated Dental Systems Inc.)	0	7,830	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Dental Health Services	0	70,481	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Managed Dental Care	0	119,471	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Mida Dental	1	183,183	0.05	0	0.00	0	0.00	0	0.00	0	0.00	1	0.05	0	0.00	0	0.00
Newport Dental Centers	0	72,021	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Preferred Dental Plan	0	170,050	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Primecare Dental Plan	0	4,596	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Smile Care	1	25,951	0.39	0	0.00	0	0.00	0	0.00	0	0.00	1	0.39	0	0.00	0	0.00
United Dental Care	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
Western Dental PPlan	11	617,358	0.18	0	0.00	0	0.00	2	0.03	0	0.00	8	0.13	0	0.00	1	0.02
Total	34	2,087,306	0.16	0	0.00	4	0.02	13	0.06	1	0.00	13	0.06	0	0.00	4	0.02
Dental / Vision																	

**California Department of Managed Health Care
2010 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
Total	0	3,903	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	26,695	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	197,590	0.10	0	0.00	2	0.10	0	0.00	0	0.00	0	0.00	1	0.05	0	0.00
CONCERN: Employee Assistance Program	0	143,395	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Empathia Pacific, Inc.	0	60,891	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)	1	226,882	0.04	0	0.00	1	0.04	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Holman Professional Counseling Centers	0	145,262	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	458,594	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	1,557,379	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
PacifiCare Behavioral Health of California Inc.	33	891,496	0.37	1	0.01	19	0.21	6	0.07	0	0.00	2	0.02	11	0.12	0	0.00
U.S. Behavioral Health Plan California	20	1,212,432	0.16	1	0.01	8	0.07	7	0.06	0	0.00	1	0.01	4	0.03	0	0.00
ValueOptions of California Inc.	0	381,854	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	319,272	0.03	0	0.00	1	0.03	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	57	5,621,742	0.10	2	0.00	31	0.06	13	0.02	0	0.00	3	0.01	16	0.03	0	0.00