#### 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

					Experimen	tal/Investigational	I IMR		Medi	ical Necessity IMF	?	ER Reimbursement IMR					
			Total IMRs	Total		Overturned by		Total		Overturned by		Total		Overturned by	•		
Plan Type and Name		Members	Resolved	IMRs	by IMR	IMR	Plan	IMRs	by IMR	IMR	Plan	IMRs	by IMR	IMR	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 400,00	0																
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	С.	197,590	1	1	0	1	0	0	0	0	0	0	0	0	0		
PacifiCare Behavioral Health of California	a, 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		

<sup>&</sup>quot;Upheld by IMR" refers to cases in which the IMR organization issued a decision upholding the health plan's denial of the requested treatment.

<sup>&</sup>quot;Overturned by IMR" refers to cases in which the IMR organization issued a decision overturning the health plan's denial of the requested treatment.

<sup>&</sup>quot;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.

#### 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.

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				Access Issues		Benefits/Coverage Issues		Claims/Financial Issues		Enrollment Issues		Coordination of Care Issues		Attitude/Service of Health Plan		Attitude	e/Service ovider
	Complaints		Complaints	Access	Per	155	Per	133	sues	Enrollment	Per	OI Cale	Per	Orrical	Per	OFFIC	Per
Plan Type and Name	Resolved	Members	per 10,000	Count	10,000	Count	10,000	Count	Per 10,000	Count	10,000	Count	10,000	Count	10,000	Count	10,000
Full Service - Over 400,000																	
Anthem Blue Cross	1,050	3,215,040	3.27	24	0.07	365	1.14	472	1.47	74	0.23	25	0.08	173	0.54	7	0.02
Blue Shield of California	810	1,890,101	4.29	15	0.08	445	2.35	233	1.23	73	0.39	20	0.11	59	0.31	7	0.04
CalOptima	2	401,647	0.05	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	1	0.02	1	0.02
Health Net of California Inc.	321	2,026,416	1.58	10	0.05	179	0.88	93	0.46	19	0.09	14	0.07	32	0.16	1	0.00
IEHP (Inland Empire Health Plan)	7	455,005	0.15	1	0.02	6	0.13	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Kaiser Permanente	1,839	5,947,970	3.09	65	0.11	416	0.70	530	0.89	137	0.23	553	0.93	134	0.23	124	0.21
L.A. Care Health Plan	3	854,953	0.04	0	0.00	2	0.02	1	0.01	0	0.00	1	0.01	0	0.00	0	0.00
PacifiCare of California	180	591,442	3.04	5	0.08	101	1.71	41	0.69	18	0.30	10	0.17	18	0.30	0	0.00
Tota	ıl 4,212	15,382,574	2.74	120	0.08	1,514	0.98	1,370	0.89	321	0.21	623	0.41	417	0.27	140	0.09
Full Service - Under 400,000																	
AETNA Health of California Inc.	149	387,407	3.85	2	0.05	61	1.57	54	1.39	17	0.44	2	0.05	23	0.59	2	0.05
Alameda Alliance for Health	1	108,107	0.09	0	0.00	0	0.00	0	0.00	1	0.09	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
Care 1st Health Plan	12	218,537	0.55	3	0.14	4	0.18	3	0.14	0	0.00	1	0.05	1	0.05	0	0.00
CareMore 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
CenCal Health	1	101,473	0.10	0	0.00	0	0.00	1	0.10	0	0.00	0	0.00	0	0.00	0	0.00
Central Coast Alliance for Health	0	196,466	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	4	6,209	6.44	0	0.00	2	3.22	0	0.00	1	1.61	1	1.61	0	0.00	0	0.00
Cigna HealthCare of California Inc.	19	242,005	0.79	0	0.00	8	0.33	7	0.29	1	0.04	1	0.04	4	0.17	0	0.00
Community Health Group	0	122,015	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	6	162,841	0.37	1	0.06	1	0.06	4	0.25	0	0.00	0	0.00	0	0.00	0	0.00
Contra Costa Health Plan	2	75,425	0.27	0	0.00	0	0.00	1	0.13	1	0.13	0	0.00	0	0.00	0	0.00
Easy Choice Health Plan, Inc.	1	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	1	0.00	0	0.00	0	0.00
GEMCare 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
Health Plan of San Joaquin	0	98,119	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00

				Access	s Issues		Coverage ues		/Financial sues	Enrollment	Issues	Coordination of Care Issues		Attitude/Service of Health Plan		Attitude/Service of Provider	
Plan Type and Name	Complaints Resolved	Members	Complaints 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	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	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

				Complaints per 10,000	Access	s Issues	Benefits/Coverage Issues		Claims/Financial Issues		Enrollment Issues		Coordination of Care Issues		Attitude/Service of Health Plan		Attitude/Service of Provider	
Plan Type and Name		Complaints Resolved	Members		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	2	1.24	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 PLan		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																		

					Access	s Issues		Coverage ues		Financial sues	Enrollment Issues		Coordination of Care Issue				Attitude/Service of Provider	
Plan Type and Name		Complaints Resolved	Members	Complaints 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	Count	Per 10,000
Delta Dental Plan of California		103	13,229,750	0.08	1	0.00	42	0.03	29	0.02	1	0.00	15	0.01	5	0.00	12	0.01
Golden West Vision-Dental Plan		3	120,103	0.25	0	0.00	1	0.08	1	0.08	1	0.08	0	0.00	0	0.00	0	0.00
РМІ		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		45	801,942	0.56	0	0.00	14	0.17	16	0.20	0	0.00	12	0.15	1	0.01	5	0.06
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	151	14,151,795	0.11	1	0.00	57	0.04	46	0.03	2	0.00	27	0.02	6	0.00	17	0.01
Vision																		
EYEXAM of California, Inc.		0	380,105	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	235,267	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	13,720	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	746	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	954	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	55,423	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	51,043	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	1,214	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	16,870	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	6,515,845	0.00	0	0.00	1	0.00	0	0.00	0	0.00	0	0.00	1	0.00	0	0.00
Pharmacy	Total	2	7,271,187	0.00	0	0.00	1	0.00	0	0.00	0	0.00	0	0.00	1	0.00	0	0.00
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.		19	621,070	0.31	0	0.00	6	0.10	5	0.08	1	0.02	8	0.13	3	0.05	1	0.02
Gold Plan or My Smile Dental Plan		0	14,702	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	20,277	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
	Total	19	656,049	0.29	0	0.00	6	0.09	5	0.08	1	0.02	8	0.12	3	0.05	1	0.02
Medical Discount Plan																		
Family Care		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
	Total										0						0	

					Access Issues		Benefits/Coverage Issues			/Financial sues	Enrollment Issues		Coordination of Care Issues		Attitude/Service of Health Plan		Attitude/Service of Provider	
Plan Type and Name		Complaints Resolved	Members	Complaints Per Per bers per 10,000 Count 10,000 Count 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