

TIMELY ACCESS AND NETWORK ADEQUACY GRIEVANCE REPORT FORM

Version 2017 for Reporting Period 12/31/2016

PLEASE review these instructions before completing this template. Pursuant to Health and Safety Code section 1367.035, subd. (a)(6), health plans are required to submit a report of the grievances regarding network adequacy and timely access received by the health plan over the course of the calendar year. The Department has issued a template provided under the tab "Grievance Template" for plans to utilize when reporting this grievance data. The instructions for how to complete this template are below.

Where the Department has requested that the health plan utilize specific terminology in a particular field, the Department has provided a list of its preferred terminology in separate tabs within this worksheet. Plans must utilize the Department's terminology when reporting grievances in this log.

Column	Description	Format
Date Received	The date the health plan received the complaint.	mm/dd/yyyy
Date Resolved	The date the health plan resolved the complaint.	mm/dd/yyyy
Complaint ID	Unique identifier for the complaint. Do not include PHI or Enrollee Name.	Text field 1-100 characters. Health Plan to define Numeric/Text Field
County	County in which the complainant resides or works based on health plan records.	Text field. (Please reference the "County Terminology" tab for the Department's preferred terminology.)
Provider Group/IPA	Provider Group or IPA to which enrollee is assigned at time of complaint, if assigned to a Provider Group or IPA. If the enrollee is not assigned to a Provider Group or IPA, enter NA.	Text field. (Please reference the "Provider Group Terminology" tab for the Department's preferred terminology or enter "Individually Contracted Provider" if not in a Provider Group.)
Line-of-Business	The line-of-business (Individual/Family, Commercial, Large Group Commercial, Medi-Cal, Small Group Commercial) to which the complaint was related.	Text field. (Please reference the "Line-of-Business Terminology" tab for the Department's preferred terminology.)
Name of Network	The name of the network to which the complaint was related. Often more than one line of business is associated with one network.	Text field. (Please reference the Plan Profile tab in the Timely Access Webportal to ensure the Plan's entry in this field matches a Network Name identified in the "Name of Network" field in the Timely Access Report network spreadsheet.)
DMHC Complaint Category	The type of timely access or network adequacy complaint expressed by the enrollee, as classified by the DMHC. If one enrollee complaint includes more than one issue, the Plan should enter a separate row to report the separate issue. For example, if the enrollee submits a grievance concerning both timely and geographic access to a specialist, the health plan should populate two rows for that complaint, each row identifying the relevant DMHC complaint category from the "Complaint Values" tab. All other fields should be repeated.	Text field. See the DMHC complaint category values in the tab labeled "Complaint Values."

Provider Type	The type of provider the enrollee is trying to access, or against whom the complaint is lodged. The health plan must select one of the following eight provider types for this field: PCP, PCP Extender, Specialist, Hospital, Clinic, Mental Health Professional, Mental Health Facility, or Ancillary Provider. If the enrollee complaint is not regarding timely or geographic access to a specific provider type, the Health Plan may enter "Plan" or "Provider Group" or "NA."	Text field. See the tab labeled "Provider Type Terminology" which lists each of the eight specific values requested for this field. The health plan must choose one of these eight values. Additionally, to ensure that the appropriate provider value is listed, health plans may reference the tab labeled "Specialty Terminology," which indicates the provider specialties that fall under each of the eight values listed in the "Provider Type Terminology" tab.
Provider Specialty	The specific specialty practiced by the provider against whom the complaint is lodged, or the specialty the enrollee is trying to access. See the attached list of terminology for specific values to enter in this field. If the complaint is regarding a PCP or specialist, the health plan should enter the specialty or subspecialty. If the complaint is regarding a hospital, clinic or mental health facility, the Plan should identify the specific type of facility. If the complaint is regarding a mental health professional, the Plan should enter the professional's type of licensure. If the complaint is related to ancillary providers, the Plan should enter the specific type of service delivered by that ancillary provider. If the enrollee complaint is not regarding timely or geographic access to a specific provider specialty, the Health Plan may enter "Plan" or "Provider Group" or "NA."	Text field. See the tab labeled "Specialty Terminology" to find the specific values requested for this field.
DMHC Nature of Resolution	What the plan has done to resolve the enrollee's complaint, as classified by the DMHC.	Text field. See DMHC resolution values in the "Resolution Values" tab.

Date Received	Date Resolved	Complaint ID	County	Provider Group/IPA	Line-of-Business	Name of Network	DMHC Complaint Category	Provider Type	Provider Specialty	DMHC Nature of Resolution
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"COUNTY" VALUES

County
Alameda
Alpine
Amador
Butte
Calaveras
Colusa
Contra Costa
Del Norte
El Dorado
Fresno
Glenn
Humboldt
Imperial
Inyo
Kern
Kings
Lake
Lassen
Los Angeles
Madera
Marin
Mariposa
Mendocino
Merced
Modoc
Mono
Monterey
Napa
Nevada
Orange
Placer
Plumas
Riverside
Sacramento
San Benito
San Bernardino
San Diego
San Francisco
San Joaquin
San Luis Obispo
San Mateo
Santa Barbara
Santa Clara
Santa Cruz
Shasta

Sierra
Siskiyou
Solano
Sonoma
Stanislaus
Sutter
Tehama
Trinity
Tulare
Tuolumne
Ventura
Yolo
Yuba

"PROVIDER GROUP/IPA" VALUES & DEFINITIONS		
GROUP NAME	MANAGEMENT ENTITY (Secretary of State "SoS")	MAJOR SYSTEM (Secretary of State "SoS")
Access IPA	Alpha Medical Management, LLC (SoS#200219210017)	Associated Hispanic Physicians of Southern California Medical Group, Inc (SoS#C1690051)
Access Medical Group IPA	Advanced Medical Management, Inc (SoS#C1155145)	Access Medical Group, Inc (SoS#C1473141)
Accountable Health Care IPA	MedPoint Management (SoS#C1767046)	Accountable Health Care IPA, A Professional Medical Corp (SoS#C1866299)
Advanced Medical Doctors of California	S and S Management, Inc (SoS#C2819176)	Advanced Medical Doctors of California (SoS#C3529996)
Affiliated Physicians IPA	MSO, Inc of Southern California/Vitalinks, Inc (SoS#C2889380)	Affiliated Physicians IPA (SoS#C3162510)
AIDS Healthcare Foundation	AIDS Healthcare Foundation (SoS#C1589471)	AIDS Healthcare Foundation (SoS#C1589471)
Alameda Health System	Alameda Health System (SoS#not applicable)	Alameda County (SoS#not applicable)
AllCare IPA	Independent Physician Associates Medical Group, Inc, dba AllCare IPA (SoS#C1650184)	Independent Physician Associates Medical Group, Inc, dba AllCare IPA (SoS#C1650184)
Alliance Desert Physicians	Epic Management, L.P. (SoS#199507200032)	Alliance Desert Physicians (SoS#C3111318)
Allied Pacific IPA/Allied Physicians IPA	Network Medical Management, Inc (SoS#C1741264)	Allied Physicians of California, A Professional Medical Corp, dba Allied Physicians IPA (SoS#C1711310)
Alpha Care Medical Group	SynerMed (SoS#C2360986)	Alpha Care Medical Group, Inc (SoS#C1853505)
AltaMed Health Services	Conifer Value-Based Care, LLC, Sub of Tenet Healthcare (SoS#201313310366)	AltaMed Health Services Corp (SoS#C0596703)
AMVI Care Health Network	Prospect Medical Systems, Inc (SoS#C1788034)	Co D.I. Pham, MD, Inc (SoS#C1161371)
AMVI Medical Group	Prospect Medical Systems, Inc (SoS#C1788034)	Co D.I. Pham, MD, Inc (SoS#C1161371)
Anchor Medical Group	Anchor Medical Group, A Medical Corp (SoS#C1983982)	Anchor Medical Group, A Medical Corp (SoS#C1983982)
Angeles IPA	SynerMed (SoS#C2360986)	Angeles-IPA, A Medical Corp (SoS#C1765418)
AppleCare Medical Group	AppleCare Medical Management, LLC (SoS#201006810203)	OptumHealth Holdings, LLC, A Sub of United Healthcare (out of state)
Asian Community Medical Group	HealthSmart Management Services Organization, Inc (SoS#C1782020)	Asian Community Medical Group, Inc (SoS#C1725100)
Associated Hispanic Physicians	Alpha Medical Management, LLC (SoS#200219210017)	Associated Hispanic Physicians of Southern California Medical Group, Inc (SoS#C1690051)
Beaver Medical Group	Epic Management, L.P. (SoS#199507200032)	Beaver Medical Group, LP (SoS#1995021000103)
Be la Vista Medical Group	MedPoint Management (SoS#C1767046)	Bella Vista Medical Group, Inc (SoS#C1732638)
Brown & Toland Physicians	Brown & Toland Physician Services Organization, Inc (SoS#C1980569)	California Pacific Medical Group, Inc, dba Brown & Toland Physicians (SoS#C1838427)
Cal Care IPA	Primary Provider Management Co, Inc (SoS#C1147466)	Primary Provider Management Co, Inc (SoS#C1147466)
California IPA	Advanced Medical Management, Inc (SoS#C1155145)	California IPA (SoS#C3574484)
California Pacific Physicians Medical Group	HealthSmart Management Services Organization, Inc (SoS#C1782020)	California Pacific Physicians Medical Group, Inc (SoS#C1530010)
CareMore Medical Group	CareMore Health Plan, Inc, HMO-Sub of Blue Cross of California (SoS#C026284)	Blue Cross of California (SoS#C1712553)
Cedars-Sinai Medical Care Foundation	Cedars-Sinai Medical Care Foundation (SoS#C1877856)	Cedars-Sinai Medical Center (SoS#C0035769)
Centinela Valley IPA	MedPoint Management (SoS#C1767046)	Robert Kennedy IPA Medical Group, Inc, dba Centinela Valley IPA (SoS#C2155658)
Central Valley Medical Group	Sutter Connect dba Sutter Physician Services (SoS#C1649347)	Sutter Health (SoS#C1088703)
Chaffey Medical Group	Epic Management, L.P. (SoS#199507200032)	Inland Empire Medical Network (SoS#C3073050)
Children First Medical Group	Children First Medical Group, Inc (SoS#C190755)	Children First Medical Group, Inc (SoS#C190755)
Children's Physicians Medical Group	Rady Children's Physician Management Services (SoS#C1940037)	Rady Children's Hospital & Health Center, San Diego (SoS#C0250564)
Chinese Community Health Care Association	Chinese Community Health Plan (SoS#C1540732)	Chinese Community Health Plan (SoS#C1540732)
CHOC Physicians Network	Rady Children's Physician Management Services (SoS#C1940037)	Children's Hospital of Orange County (SoS#C0464983)
Choice Medical Group	Desert Physicians Management, LLC (SoS#200126410108)	Corwin Medical Group, Inc, IPA, dba Choice Medical Group (SoS#C1492351)
Citrus Valley Physicians Group	Coast Healthcare Management, LLC, Sub of Tenet Healthcare (SoS#200421710112)	Citrus Valley Health Partners, Inc (SoS#C1138243)
Clinica Sierra Vista	Clinica Sierra Vista (SoS#C0641648)	Clinica Sierra Vista (SoS#C0641648)
Community Family Care Medical Group IPA	Conifer Value-Based Care, LLC, Sub of Tenet Healthcare (SoS#201313310366)	Community Family Care Medical Group IPA, Inc (SoS#C2001721)
Community Health Center Network	Community Health Center Network, Inc (SoS#C1892702)	Community Health Center Network, Inc (SoS#C1892702)
Community Health Network	San Francisco Department of Public Health (SoS#not applicable)	City & County of San Francisco (SoS#not applicable)
CommunityCare IPA	Advanced Medical Management, Inc (SoS#C1155145)	Clinicas de Salud del Pueblo, Inc (SoS#C0605736)
Contra Costa Health Services	Contra Costa County Dept of Health Services (SoS#not applicable)	Contra Costa County (SoS#not applicable)
Crown City Medical Group	SynerMed (SoS#C2360986)	Crown City Medical Group, Inc, A Medical Corp (SoS#C1439035)
DCHS Medical Foundation	DCHS Medical Foundation (SoS#C3420318)	Daughters of Charity Health System (SoS#C2346440)
Desert Valley Medical Group	Desert Valley Hospital, Inc (SoS#C1815218)	Desert Valley Hospital, Inc (SoS#C1815218)
Dignity Health Medical Group-Dominican	Dignity Health Medical Foundation (SoS#C1672204)	Dignity Health Medical Foundation (SoS#C1672204)
Dignity Health Medical Group-Inland Empire, a service of Dignity Health Medical Foundation	Dignity Health Medical Foundation (SoS#C1672204)	Dignity Health Medical Foundation (SoS#C1672204)
Doctors Choice Medical Group	MSO, Inc of Southern California/Vitalinks, Inc (SoS#C2889380)	Doctors Choice Medical Group (SoS#C3526363)
El Proyecto del Barrio	MedPoint Management (SoS#C1767046)	El Proyecto del Barrio (SoS#C0618407)
Empire Physicians' Medical Group	Empire Physician Management Co, LLC (SoS#200807010103)	Empire Physicians Medical Group, Inc (SoS#C1363615)
Employee Health Systems Medical Group (EHS)	SynerMed (SoS#C2360986)	Pacific Alliance Medical Center, Inc (SoS#C1462261)
Encompass Medical Group	Encompass Medical Group, Inc (SoS#C2172532)	Encompass Family Physicians Medical Group, Inc (SoS#C1573152)
Esperanza Medical Group	Alpha Medical Management, LLC (SoS#200219210017)	Esperanza Medical Group, Inc (SoS#C3028673)
Exceptional Care Medical Group	Conifer Value-Based Care, LLC, Sub of Tenet Healthcare (SoS#201313310366)	Exceptional Care Medical Group, Inc (SoS#C1963384)
Facility Medical Foundation	Providence Medical Management Services, dba Providence Medical Institute (SoS#C1400153)	Providence Health & Services (out of state)
Family Care Specialists IPA	Coast Healthcare Management, LLC, Sub of Tenet Healthcare (SoS#200421710112)	Famly Care Specialists Medical Corp (SoS#C1679536)
Family Choice Medical Group	Conifer Value-Based Care, LLC, Sub of Tenet Healthcare (SoS#201313310366)	Famly Choice Medical Group, Inc (SoS#C1764213)
Family Health Alliance	Conifer Value-Based Care, LLC, Sub of Tenet Healthcare (SoS#201313310366)	Tenet Healthcare Corp (SoS#C0761495)
Family HealthCare Network	Family HealthCare Network (SoS#C0890304)	Famly HealthCare Network (SoS#C0890304)
FirstChoice Medical Group	Choice Physicians Network, Inc (SoS#C3152163)	Corwin Medical Group, Inc, IPA, dba Choice Medical Group (SoS#C1492351)
FutureCare Medical Associates IPA	PremierOne Plus MSO (SoS#C3608352)	FutureCare Medical Associates IPA, Inc (SoS#C3124227)
GEMCare Medical Group	Managed Care Systems, LLC (SoS#201000910155)	Dignity Health (SoS#C0292448)
Good Samaritan Medical Practice Association	Coast Healthcare Management, LLC, Sub of Tenet Healthcare (SoS#200421710112)	Good Samaritan Medical Practice Associates Inc, A Medical Group (SoS#C1335521)
Graybill Medical Group	Graybill Medical Group, Inc (SoS#C0792819)	Graybill Medical Group, Inc (SoS#C0792819)
Greater Covina Medical Group	Regal Medical Group, Inc, sub of Heritage Provider Network (SoS#C1750361)	Heritage Provider Network, Inc (SoS#C1784094)
Greater Orange County Medical Group	Network Medical Management, Inc (SoS#C1741264)	Greater Orange County Medical Group, Inc (SoS#C1917517)
Greater Tri-Cities IPA	Physicians DataTrust, Inc (SoS#C2361713)	Greater Tri-Cities IPA Medical Group, Inc (SoS#C2155601)
Hankook IPA	MSO, Inc of Southern California/Vitalinks, Inc (SoS#C2889380)	Hankook IPA Inc (SoS#C3503877)
Health Care LA, IPA	MedPoint Management (SoS#C1767046)	Health Care LA, IPA (SoS#C1486789)
HealthCare Partners Associates Medical Group	HealthCare Partners, LLC (SoS#200505510183)	HealthCare Partners Holdings, LLC, A Sub of DaVita HealthCare Partners, Inc (SoS#200504910259)
Healthy New Life Medical Group	HealthSmart Management Services Organization, Inc (SoS#C1782020)	New Life Medical Group, Inc (SoS#C2096521)
Hemet Community Medical Group	KM Strategic Management, LLC (SoS#200100410037)	Hemet Community Medical Group, Inc (SoS#C1861167)
Heritage Provider Network	Heritage Provider Network, Inc (SoS#C1784094)	Heritage Provider Network, Inc (SoS#C1784094)
Hill Physicians Medical Group	Primed Management Consulting Services, Inc (SoS#C1182590)	Hill Physicians Medical Group, Inc (SoS#C1234420)
Hispanic Physicians IPA/Medico Hispano IPA	Physicians Care Management Co, Inc (SoS#C1775315)	Hispanic Physicians IPA Medical Corp (SoS#C1685880)
Horizon Valley Medical Group	Desert Physicians Management, LLC (SoS#200126410108)	Corwin Medical Group, Inc, IPA, dba Choice Medical Group (SoS#C1492351)
Humboldt-Del Norte IPA	Humboldt-Del Norte Independent Practice Association (SoS#C1919458)	Humboldt-Del Norte Independent Practice Association (SoS#C1919458)
Imperial Beach Health Center	Imperial Beach Community Clinic (SoS#C0635857)	Imperial Beach Community Clinic (SoS#C0635857)
Imperial County Physicians Medical Group	Southern California Physicians Managed Care Services, Inc (SoS#C1788343)	Southern California Physicians Managed Care Services, Inc (SoS#C1788343)
Imperial Health Holdings	MSO, Inc of Southern California/Vitalinks, Inc (SoS#C2889380)	Imperial Health Holdings, A Professional Corp (SoS#C3609033)
Independence Medical Group	Independence Medical Group, Inc (SoS#C2258944)	Independence Medical Group, Inc (SoS#C2258944)
Inland Faculty Medical Group	MV Medical Management (SoS#C2021655)	Inland Faculty Medical Group (SoS#C1743569)
John Muir Physician Network	John Muir Physician Network (SoS#C1953960)	John Muir Health (SoS#C0351060)
Karing Physicians Medical Group	HealthSmart Management Services Organization, Inc (SoS#C1782020)	Karing Physicians Medical Group, Inc, A Professional Corp (SoS#C1947345)
Kaweah Delta Health Care District	Kaweah Delta Health Care District (SoS#not applicable)	Kaweah Delta Health Care District (SoS#not applicable)
Kern Medical Center	Kern Medical Center (SoS#not applicable)	County of Kern (SoS#not applicable)
Key Medical Group	Foundation for Medical Care of Tulare and Kings Counties, Inc (SoS#C0386793)	Foundation for Medical Care of Tulare and Kings Counties, Inc (SoS#C0386793)
Korean American Medical Group	HealthSmart Management Services Organization, Inc (SoS#C1782020)	Korean American Medical Group, Inc (SoS#C1481552)
La Maestra Family Clinic	La Maestra Family Clinic, Inc (SoS#C1690598)	La Maestra Family Clinic, Inc (SoS#C1690598)
Lakewood IPA	Coast Healthcare Management, LLC, Sub of Tenet Healthcare (SoS#200421710112)	Premier Health Plan Services, Inc, dba Lakewood IPA, sub of Tenet Healthcare (SoS#C1529675)
LaSalle Medical Associates	Network Medical Management, Inc (SoS#C1741264)	LaSalle Medical Associates (SoS#C1963638)
Leisure World Managed Care Medical Group	McKesson Business Performance Services (SoS#C3195451)	Leisure World Managed Care Medical Group Inc (SoS#C1822388)
Loma Linda University Health Care	Loma Linda University Health Care (SoS#C1634489)	Loma Linda University (SoS#C0061702)
Los Angeles County Dept of Health Services	Los Angeles County Dept of Health Services (SoS#not applicable)	Los Angeles County (SoS#not applicable)
Los Angeles Medical Center IPA	Primary Provider Management Co, Inc (SoS#C1147466)	Los Angeles Medical Center IPA (SoS#C1796722)
Maverick Medical Group	Prospect Medical Systems, Inc (SoS#C1788034)	Maverick Medical Group, Inc (SoS#C3494566)
MediChoice IPA	Advanced Medical Management, Inc (SoS#C1155145)	MediChoice IPA, (SoS#C3495117)
MemorialCare Medical Foundation	MemorialCare Medical Foundation (SoS#C3229711)	Memorial Health Services, dba MemorialCare Health System (SoS#C0171886)
Mercy Medical Group a service of Dignity Health Medical Foundation	Dignity Health Medical Foundation (SoS#C1672204)	Dignity Health Medical Foundation (SoS#C1672204)
Mercy Physicians Medical Group	North American Medical Management California, Inc, Affiliate of OptumHealth Holdings, LLC (SoS#C2184092)	OptumHealth Holdings, LLC, A Sub of United Healthcare (out of state)
Meritage Medical Network	Marin Individual Practice Association, dba Meritage Medical Network (SoS#C1000464)	Marin Individual Practice Association, dba Meritage Medical Network (SoS#C1000464)
Mid Cities IPA	Conifer Value-Based Care, LLC, Sub of Tenet Healthcare (SoS#201313310366)	Tenet Healthcare Corp (SoS#C0761495)

Mid County Physicians Medical Group	Southern California Physicians Managed Care Services, Inc (SoS#C1788343)	Mid County Physicians Medical Group, Inc (SoS#C1907488)
Mission Community IPA	Pacific Health MSO Corp (SoS#C3352924)	Mission Community IPA Medical Group, Inc (SoS#C1734321)
Molina Medical Group	Molina Healthcare of California (SoS#C1636317)	Molina Healthcare of California (SoS#C1636317)
Monarch HealthCare	Monarch Healthcare, A Medical Group, Inc, Affiliate of OptumHealth Holdings, LLC (SoS#C1736319)	OptumHealth Holdings, LLC, A Sub of United Healthcare (out of state)
Monterey Bay IPA	Pacific Partners Management Services, Inc (SoS#C1986144)	Monterey Bay Independent Physician Association, Inc (SoS#C524750)
Mosaic IPA	ProCare Physician Services MSO, A Partnership (SoS#not applicable)	Mosaic IPA, Inc (SoS#C3509391)
Multicultural Primary Care Medical Group	SynerMed (SoS#C2360986)	Multicultural Primary Care Medical Group, A Professional Corp (SoS#C1841784)
Neighborhood HealthCare	Neighborhood Healthcare (SoS#C0667935)	Neighborhood Healthcare (SoS#C0667935)
Noble AMA IPA Medical Group	Physicians DataTrust, Inc (SoS#C2361713)	Noble AMA Select IPA Medical Group, Inc (SoS#C2265019)
Noble Community Medical Associates of Mid Orange County/Orange County Physicians IPA Medical Group	HealthSmart Management Services Organization, Inc (SoS#C1782020)	Noble Community Medical Associates, Inc, db for Orange County Physicians IPA Medical Group, Inc (SoS#C2134629)
North County Health Services	Southern California Physicians Managed Care Services, Inc (SoS#C1788343)	North County Health Project, Inc (SoS#C0676146)
North East Medical Services	North East Medical Services (SoS#C0550693)	North East Medical Services (SoS#C0550693)
NorthBay Healthcare Group	NorthBay Healthcare Group (SoS#C0295902)	NorthBay Healthcare Group (SoS#C0295902)
Northern California Medical Associates	Northern California Medical Associates, Inc (SoS#C0756757)	Northern California Medical Associates, Inc (SoS#C0756757)
Omni IPA Medical Group/Medcore Medical Group	Medcore HP (SoS#C1958646)	Medcore HP (SoS#C1958646)
Omnicare Medical Group	Conifer Value-Based Care, LLC, Sub of Tenet Healthcare (SoS#201313310366)	Omnicare Medical Group, Inc (SoS#C1865440)
On Lok Senior Health Services	On Lok Senior Health Services (SoS#C0634252)	On Lok Senior Health Services (SoS#C0634252)
Operation Samahan	Operation Samahan, Inc (SoS#C0695939)	Operation Samahan, Inc (SoS#C0695939)
Orange County Advantage Medical Group	HealthSmart Management Services Organization, Inc (SoS#C1782020)	Orange County Advantage Medical Group, Inc (SoS#C3104795)
Pacific Healthcare IPA	Prospect Medical Systems, Inc (SoS#C1788034)	Pacific Healthcare IPA Medical Associates, Inc (SoS#C2853904)
Palo Alto Medical Foundation	Sutter Connect dba Sutter Physician Services (SoS#C1649347)	Sutter Health (SoS#C1088703)
Permanente Medical Group	The Permanente Medical Group, Inc (SoS#C1015108)	The Permanente Federation, LLC (SoS#199919310014)
Physician Health Network	HMH Healthcare, Inc (SoS#C3243522)	Physician Health Network Medical Corp (SoS#C1878499)
Physician Partners IPA	ProCare Physician Services MSO, A Partnership (SoS#not applicable)	ProCare Physician Services MSO, A Partnership (SoS#not applicable)
Physicians Choice Medical Group-San Luis	Managed Care Systems, LLC (SoS#201000910155)	Physicians Choice Medical Group, Inc-San Luis (SoS#C1976896)
Physicians Choice Medical Group-Santa Maria	Managed Care Systems, LLC (SoS#201000910155)	Physicians Choice Medical Group, Inc-Santa Maria (SoS#C1378641)
Physicians Medical Group of San Jose	Excel MSO, LLC (SoS#200036510182)	Excel MSO, LLC (SoS#200036510182)
Physicians Medical Group of Santa Cruz	Physicians Medical Group of Santa Cruz, Inc (SoS#C1277909)	Physicians Medical Group of Santa Cruz, Inc (SoS#C1277909)
PIH Health Physicians	Bright Health Physicians of PIH (SoS#C1165294)	Presbyterian Intercommunity Hospital, Inc (SoS#C0282646)
Pinnacle Medical Group	Epic Management, L.P. (SoS#199507200302)	Beaver Medical Group, LP (SoS#1995021000103)
Pioneer Provider Network	McKesson Business Performance Services (SoS#C3195451)	Pioneer Provider Network, A Medical Group, Inc (SoS#C2256109)
Pomona Valley Medical Group	Prospect Medical Systems, Inc (SoS#C1788034)	Leonard Green & Partners, LP, Ivy Holdings (SoS#194417300029)
Preferred IPA of California	Thrifty Management Services, Inc (SoS#C2021003)	Preferred IPA of California, A Professional Corp (SoS#C1779973)
Premier Care of Northern California	Conifer Value-Based Care, LLC, Sub of Tenet Healthcare (SoS#201313310366)	Premier Care of Northern California (SoS#C1940514)
Premier Physician Network	MedPoint Management (SoS#C1767046)	Premier Physician Network, Inc (SoS#C1149669)
PremierCare IPA/PremierCare HealthServices	Advanced Medical Management, Inc (SoS#C1155145)	PremierCare IPA, Inc (SoS#C3310990)
Primary Care Associates Medical Group	North American Medical Management California, Inc, Affiliate of OptumHealth Holdings, LLC (SoS#C2184092)	OptumHealth Holdings, LLC, A Sub of United Healthcare (out of state)
Primary Care Associates of California	Coast Healthcare Management, LLC, Sub of Tenet Healthcare (SoS#200421710112)	Premier Health Plan Services, Inc, dba Lakewood IPA, sub of Tenet Healthcare (SoS#C1529675)
Prime Community Care of Central Valley	MV Medical Management (SoS#C2021655)	Prime Community Care of Central Valley, Inc (SoS#C3068259)
PRIMECARE Medical Network	North American Medical Management California, Inc, Affiliate of OptumHealth Holdings, LLC (SoS#C2184092)	OptumHealth Holdings, LLC, A Sub of United Healthcare (out of state)
Prospect Medical Group	Prospect Medical Systems, Inc (SoS#C1788034)	Leonard Green & Partners, LP, Ivy Holdings (SoS#194417300029)
Providence Medical Institute/Arminster Medical Group/Providence Care Network	Providence Medical Management Services, dba for Providence Medical Institute (SoS#C1400153)	Providence Health & Services (out of state)
Prudent Medical Group	MedPoint Management (SoS#C1767046)	Prudent Medical Group, Inc (SoS#C1306918)
QualCare IPA	Desert Physicians Management, LLC (SoS#200126411020)	QualCare, Inc, A Professional Medical Corp (SoS#C3437651)
Quality Care IPA	MSO, Inc of Southern California/Vitalinks, Inc (SoS#C2889380)	Quality Care IPA, A Medical Group, Inc (SoS#C3321739)
Redlands-Yucaipa Medical Group	Epic Management, L.P. (SoS#199507200302)	Beaver Medical Group, LP (SoS#1995021000103)
Regent Medical Group	HealthSmart Management Services Organization, Inc (SoS#C1782020)	Regent Medical Group, Inc (SoS#C2183492)
River City Medical Group	River City Medical Group, Inc (SoS#C1845777)	River City Medical Group, Inc (SoS#C1845777)
Riverside Medical Clinic	Riverside Medical Clinic, Inc (SoS#C1730823)	Riverside Medical Clinic, Inc (SoS#C1730823)
Riverside Physician Network	Riverside Community HealthPlan Medical Group, Inc, dba Riverside Physician Network (SoS#C1308108)	Riverside Community HealthPlan Medical Group, Inc, dba Riverside Physician Network (SoS#C1308108)
Saint Agnes Medical Group	Conifer Value-Based Care, LLC, Sub of Tenet Healthcare (SoS#201313310366)	Saint Agnes Medical Center (SoS#C0358884)
San Benito Medical Associates	Pacific Health Alliance, Inc (SoS#C1379749)	Pacific Health Alliance, Inc (SoS#C1379749)
San Bernardino Medical Group	San Bernardino Medical Group, Inc (SoS#C0762789)	San Bernardino Medical Group, Inc (SoS#C0762789)
San Diego Family Care	San Diego Family Care (SoS#C0635826)	San Diego Family Care (SoS#C0635826)
San Diego Physicians Medical Group	Southern California Physicians Managed Care Services, Inc (SoS#C1788343)	San Diego Physicians Medical Group, Inc (SoS#C1572311)
San Judas Medical Group	MSO, Inc of Southern California/Vitalinks, Inc (SoS#C2889380)	Central Los Angeles Medical Group, Inc, dba San Judas Medical Group (SoS#C1738912)
San Miguel IPA	MSO Inc of Southern California/Vitalinks, Inc (SoS#C2889380)	Clinica Medica San Miguel IPA Medical Group, A Medical Corp, dba San Miguel IPA (SoS#C2040611)
San Ysidro Health Center	Centro de Salud de La Comunidad de San Ysidro, Inc (SoS#C0617223)	Centro de Salud de La Comunidad de San Ysidro, Inc (SoS#C0617223)
Sansum Clinic	Sansum Clinic (SoS#C0653534)	Sansum Clinic (SoS#C0653534)
Santa Barbara Select IPA Medical Group	McKesson Business Performance Services (SoS#C3195451)	Santa Barbara Select IPA Medical Group, Inc (SoS#C1989116)
Santa Clara County IPA	Pacific Partners Management Services, Inc (SoS#C1986144)	Individual Practice Association Medical Group of Santa Clara County, Inc, dba Santa Clara County IPA, (SoS#C1530026)
Santa Clara Valley Health & Hospital System	Santa Clara Valley Health & Hospital System (SoS#not applicable)	County of Santa Clara (SoS#not applicable)
Sante Community Physicians	Sante Health System, Inc (SoS#C1912101)	Community Hospitals of Central California (SoS#C1122005)
Scripps Clinic	Scripps Health Plan Services, Inc (SoS#C2062582)	Scripps Health (SoS#C0111020)
Scripps Coastal Medical Center	Scripps Health Plan Services, Inc (SoS#C2062582)	Scripps Health (SoS#C0111020)
SeaView IPA	McKesson Business Performance Services (SoS#C3195451)	SeaView IPA (db for Alan Schoengold, MD, Professional, Corp) (SoS#C2170283)
Sejong IPA	S and S Management, Inc (SoS#C2819176)	Sejong IPA, Inc (SoS#C3301784)
Select IPA/Select Healthcare System	Coast Healthcare Management, LLC, Sub of Tenet Healthcare (SoS#200421710112)	Select Healthcare System, A Medical Corp (SoS#C3518075)
Seoul Medical Group	Advanced Medical Management, Inc (SoS#C1155145)	Seoul Medical Group, Inc (SoS#C1727993)
Sequoia Physicians Network, A Panel of Dignity Health Medical Foundation	Dignity Health Medical Foundation (SoS#C1672204)	Dignity Health Medical Foundation (SoS#C1672204)
Serra Community Medical Clinic	Serra Community Medical Clinic, Inc (SoS#C2220904)	Serra Community Medical Clinic, Inc (SoS#C2220904)
Sharp Community Medical Group	Sharp Community Medical Group, Inc (SoS#C1563088)	Sharp Community Medical Group, Inc (SoS#C1563088)
Sharp HealthCare/Sharp Rees-Stealy Medical Group	Sharp Rees-Stealy Medical Group, Inc (SoS#C1271552)	Sharp HealthCare (SoS#C0211998)
Sierra Nevada Medical Associates	Medical Benefits Administration, Inc (SoS#C2109416)	Sierra Nevada Medical Associates, Inc (SoS#C1832231)
South Atlantic Medical Group IPA	U.S. Comp Care, Inc (SoS#C2478114)	South Atlantic Medical Group, Inc (SoS#C1324939)
Southern California Childrens Health Care Network	SynerMed (SoS#C2360986)	Southern California Childrens Health Care Network, A Medical Group, Inc (SoS#C1755468)
Southern California Permanente Medical Group	Southern California Permanente Medical Group, A Partnership (FNP#263)	The Permanente Federation, LLC (SoS#199919310014)
Southland Advantage Medical Group	HealthSmart Management Services Organization, Inc (SoS#C1782020)	Southland Medicare Advantage Medical Group, Inc (SoS#C2806689)
Southland-San Gabriel Valley Medical Group	Pacific Health MSO Corp (SoS#C3352924)	Southland-San Gabriel Valley Medical Group, Inc (SoS#C1781912)
St. Joseph Heritage Healthcare	St. Jude Hospital Yorba Linda, dba St. Joseph Heritage Healthcare (SoS#C1538558)	St. Joseph Health (SoS#C3472055)
St. Vincent IPA Medical Group	Physicians DataTrust, Inc (SoS#C2361713)	St. Vincent IPA Medical Corp (SoS#C2132387)
Stanford Health Care - University Healthcare Alliance	University Healthcare Alliance (SoS#C3340269)	Stanford Health Care (SoS#C0336653)
Stewart Medical Group	S and S Management, Inc (SoS#C2819176)	Stewart and Stewart, A Medical Corp (SoS#C1056406)
Superior Choice Medical Group	Easy Care MSO, LLC (SoS#201421010341)	Angel Medical Group, Inc dba Superior Choice Medical (SoS#C3062015)
Sutter East Bay Medical Foundation	Sutter Connect dba Sutter Physician Services (SoS#C1649347)	Sutter Health (SoS#C1088703)
Sutter Gould Medical Foundation	Sutter Connect dba Sutter Physician Services (SoS#C1649347)	Sutter Health (SoS#C1088703)
Sutter Independent Physicians	Sutter Connect dba Sutter Physician Services (SoS#C1649347)	Sutter Health (SoS#C1088703)
Sutter Medical Foundation	Sutter Connect dba Sutter Physician Services (SoS#C1649347)	Sutter Health (SoS#C1088703)
Sutter Pacific Medical Foundation	Sutter Connect dba Sutter Physician Services (SoS#C1649347)	Sutter Health (SoS#C1088703)
Torrance Hospital IPA	Torrance Health Association (SoS#C1253263)	Torrance Health Association (SoS#C1253263)
Tri-Valley Medical Group	Epic Management, L.P. (SoS#199507200302)	Beaver Medical Group, LP (SoS#1995021000103)
Tulare Community Health Clinic	Tulare Community Health Clinic (SoS#C1935677)	Tulare Community Health Clinic (SoS#C1935677)
Tulare County Health & Human Services	Tulare County Health & Human Services (SoS#not applicable)	Tulare County (SoS#not applicable)
UC Davis Medical Group	UC Davis Medical Center (SoS#not applicable)	University of California (SoS#not applicable)
UC Irvine University Physicians & Surgeons	HealthSmart Management Services Organization, Inc (SoS#C1782020)	University of California (SoS#not applicable)
UCLA Medical Group	UCLA Health (SoS#not applicable)	University of California (SoS#not applicable)
UCSD Medical Group	University of California San Diego Medical Group Managed Care (SoS#not applicable)	University of California (SoS#not applicable)
UCSF Medical Group	UCSF Medical Center (SoS#not applicable)	University of California (SoS#not applicable)
United Care Medical Group	Heritage Provider Network, Inc (SoS#C1784094)	St. Joseph Health (SoS#C3472055)

United Health Centers of the San Joaquin Valley	United Health Centers of the San Joaquin Valley (SoS#C0615555)	United Health Centers of the San Joaquin Valley (SoS#C0615555)
United Physicians International	Network Medical Management, Inc (SoS#C1741264)	United Physicians International, Inc (SoS#C2941959)
Upland Medical Group	Prospect Medical Systems, Inc (SoS#C1788034)	Leonard Green & Partners, LP, Ivy Holdings (SoS#194417300029)
Valley Care IPA	McKesson Business Performance Services (SoS#C3195451)	Valley Care Physicians IPA Medical Associates, Inc (SoS#C1748559)
Vantage Medical Group	Primary Provider Management Co, Inc (SoS#C1147466)	Primary Provider Management Co, Inc (SoS#C1147466)
Vista Community Clinic	Vista Community Clinic (SoS#C0666905)	Vista Community Clinic (SoS#C0666905)
Watts Healthcare	MedPoint Management (SoS#C1767046)	Watts HealthCare Corp (SoS#C2374894)
Woodland Clinic, a service of Dignity Health Medical Foundation	Dignity Health Medical Foundation (SoS#C1672204)	Dignity Health Medical Foundation (SoS#C1672204)

"LINE-OF-BUSINESS" VALUES

Lines-of-Business

Individual/Family Commercial

Large Group Commercial

Medi-Cal

Small Group Commercial

"DMHC COMPLAINT CATEGORY" VALUES

Complaint Category	Definitions. Do not enter these definitions in the reporting template. The definitions are provided to Health Plans as examples/illustrations of the types of complaints to be reported.
Geographic/Distance Access Hospital	Enrollee complaint regarding distance or travel time to hospital (e.g. travel distance is too far from home or work, travel time takes too long from home or work).
Geographic/Distance Access Other	Enrollee complaint regarding distance or travel time to other provider types (e.g. travel distance to laboratory, imaging, etc. is too far from home or work; travel time to laboratory, imaging, etc. takes too long from home or work).
Geographic/Distance Access PCP	Enrollee complaint regarding distance or travel time to PCPs (e.g. travel distance is too far from home or work, travel time takes too long from home or work).
Geographic/Distance Access Specialist	Enrollee complaint regarding distance or travel time to Specialists (e.g. travel distance is too far from home or work, travel time takes too long from home or work).
Language Assistance Plan	Enrollee complaint regarding difficulty obtaining interpreter or translation services from health plan.
Language Assistance Provider	Enrollee complaint regarding difficulty obtaining interpreter or translation services from provider.
Office Wait Time	Enrollee complaint about length of time waiting for the provider during a scheduled appointment.
Provider Directory Error	Enrollee complaint that information listed in provider directory is inaccurate (address, phone, accepting new patient's, accepting enrollee's plan, etc.).
Provider Not Taking New Patients	Enrollee complaint that provider is not accepting new patients.
Telephone Access Plan	Enrollee complaint regarding difficulty reaching a live person to talk to at the health plan during or after office hours.
Telephone Access Provider	Enrollee complaint regarding difficulty reaching a live person to talk to at the provider office during or after office hours.
Timely Access Other	Enrollee complaint regarding difficulty obtaining an appointment with another type of provider (for example laboratory, imaging) in a timely manner, not due to delay in referral from another physician or delay in authorization by the plan or medical group.
Timely Access PCP	Enrollee complaint regarding difficulty obtaining an appointment with a Primary Care Provider (PCP) in a timely manner, not due to delay in referral from another Primary Care Provider (PCP) in a timely manner, not due to delay in referral from another physician or delay in authorization by the plan or medical group.
Timely Access Specialist	Enrollee complaint regarding difficulty obtaining an appointment with a Specialist (non-PCP) in a timely manner, not due to delay in referral from another physician or delay in authorization by the plan or medical group.
Timely Authorization Other	Enrollee complaint regarding difficulty obtaining a timely authorization for a type of provider that is not a Primary Care Provider or a Specialist (for example imaging, laboratory, hospital.) This is a new reporting category for 2016 grievances.
Timely Authorization Specialist	Enrollee complaint regarding difficulty obtaining a timely authorization for a Specialist. This is a new reporting category for 2016 grievances.

"PROVIDER TYPE" VALUES

Provider Type

Ancillary Provider

Clinic

Hospital

Mental Health Facility

Mental Health Professional

PCP

PCP Extender

Specialist

"PROVIDER SPECIALTY" VALUES

Provider Type	Provider Specialty
PCP	Family Practice
PCP	General Practice
PCP	Internal Medicine
PCP	Obstetrics/Gynecology
PCP	Pediatrics
PCP	Other
Specialist	Allergy/Immunology
Specialist	Anesthesiology
Specialist	Cardiovascular Disease
Specialist	Dermatology
Specialist	Diagnostic Radiology
Specialist	Endocrinology
Specialist	Gastroenterology
Specialist	Genetics
Specialist	Geriatric Medicine
Specialist	HIV/AIDS Specialist
Specialist	Hematology
Specialist	Infectious Disease
Specialist	Maternal and Fetal Medicine
Specialist	Medical Toxicology
Specialist	Neonatology
Specialist	Nephrology
Specialist	Neurology
Specialist	Nuclear Medicine
Specialist	Obstetrics and Gynecology
Specialist	Occupational Medicine
Specialist	Oncology
Specialist	Ophthalmology
Specialist	Otolaryngology
Specialist	Pain Medicine
Specialist	Pathology
Specialist	Pediatric Anesthesiology
Specialist	Pediatric Cardiology
Specialist	Pediatric Dermatology
Specialist	Pediatric Developmental-Behavioral
Specialist	Pediatric Gastroenterology
Specialist	Pediatric Hematology/Oncology
Specialist	Pediatric Infectious Disease
Specialist	Pediatric Nephrology
Specialist	Pediatric Neurology
Specialist	Pediatric Otolaryngology
Specialist	Pediatric Pulmonology
Specialist	Pediatric Radiology
Specialist	Pediatric Rehabilitation Medicine
Specialist	Pediatric Rheumatology

Specialist	Pediatric Surgery
Specialist	Pediatric Urology
Specialist	Physical Medicine and Rehabilitation
Specialist	Podiatry
Specialist	Psychiatry
Specialist	Pulmonology
Specialist	Radiation Oncology
Specialist	Reproductive Endocrinology/Infertility
Specialist	Rheumatology
Specialist	Sleep Medicine
Specialist	Sports Medicine
Specialist	Surgery - Cardiothoracic
Specialist	Surgery - Colon/Rectal
Specialist	Surgery - General
Specialist	Surgery - Hand
Specialist	Surgery - Neurological
Specialist	Surgery - Orthopedic
Specialist	Surgery - Plastic
Specialist	Surgery - Thoracic
Specialist	Surgery - Vascular
Specialist	Urology
Specialist	Other
Ancillary Provider	Acupuncture
Ancillary Provider	Ambulance/Transport
Ancillary Provider	Audiology
Ancillary Provider	Chiropractic
Ancillary Provider	Dialysis/Dialysis Center/Facility
Ancillary Provider	Dietician/Nutrition
Ancillary Provider	Durable Medical Equipment/Supplies
Ancillary Provider	Endodontics
Ancillary Provider	Family Planning
Ancillary Provider	Home Health
Ancillary Provider	Hospice
Ancillary Provider	General Dentist
Ancillary Provider	Imaging/Radiology
Ancillary Provider	Infusion/IV Therapy
Ancillary Provider	Laboratory
Ancillary Provider	Optometry/Vision
Ancillary Provider	Occupational Therapy
Ancillary Provider	Orthodontics
Ancillary Provider	Orthotics/Prosthetics
Ancillary Provider	Pediatric Dentistry
Ancillary Provider	Periodontics
Ancillary Provider	Pharmacy
Ancillary Provider	Physical Therapy
Ancillary Provider	Prosthodontics
Ancillary Provider	Skilled Nursing/Long Term Care Facility

Ancillary Provider	Sleep Disorder Diagnosis/Treatment
Ancillary Provider	Speech Therapy
Ancillary Provider	Surgery - Oral
Ancillary Provider	Other
Hospital	General Acute Care Hospital
Hospital	Inpatient Hospice
Hospital	Inpatient Rehabilitation
Hospital	Other Inpatient Facility
Clinic	Ambulatory Surgery Center
Clinic	Free Standing - Primary and/or Specialty Care
Clinic	Rural Health
Clinic	Retail Health Clinic
Clinic	Urgent Care Center
Clinic	Other Outpatient Facility
Mental Health Professional	Marriage and Family Therapist/Licensed Marriage and Family Therapist
Mental Health Professional	Master of Social Work/Licensed Clinical Social Worker
Mental Health Professional	Nurse - RN, LPN, NA
Mental Health Professional	Nurse Practitioner/Physician Assistant/Advanced/Masters RN
Mental Health Professional	Professional Clinical Counselor (LPCC)
Mental Health Professional	Psychologist - PHD-Level
Mental Health Professional	Substance Abuse Professional - All Levels
Mental Health Professional	Other Certificate
Mental Health Professional	Other License
Mental Health Professional	Qualified Autism Services Provider
Mental Health Professional	Qualified Autism Services Professional
Mental Health Professional	Qualified Autism Services Paraprofessional
Mental Health Facility	Psychiatric Hospital
Mental Health Facility	Community Mental Health Center
Mental Health Facility	Eating Disorder (Inpatient)
Mental Health Facility	Eating Disorder (Outpatient)
Mental Health Facility	Intensive Outpatient
Mental Health Facility	Partial Hospitalization
Mental Health Facility	Residential Treatment
Mental Health Facility	Substance Abuse (Inpatient)
Mental Health Facility	Substance Abuse (Outpatient)
Mental Health Facility	Other
PCP Extender	NMW
PCP Extender	NP
PCP Extender	PA

"DMHC NATURE OF RESOLUTION" VALUES

Resolution Values	Definitions. Do not enter these definitions in the reporting template. The definitions are provided to Health Plans as examples/illustrations of the types of complaints to be reported.
Authorization Approved	The plan, or delegated provider, approves an authorization for an appointment with a specialist, hospital, or other type of provider.
Authorization Denied	The plan, or delegated provider, denies an authorization for an appointment with a specialist, hospital, or other type of provider.
Change Medical Group	The plan assists the enrollee with assignment to a different Medical Group or IPA.
Change PCP	The plan assigns the enrollee to a different PCP.
Change Specialist	The plan identifies a different specialist for the enrollee.
Enrollee Educated	The plan educates enrollee regarding access rules, network rules, etc.
Out of Network Referral	The plan authorizes an out-of-network referral to meet the enrollee's needs.
Provider Educated	The plan educates/informs provider of access responsibilities.
Re-adjudicated claim	The plan re-processes a claim for services previously received to reflect in-network benefits.
Secured Timely Appointment	The plan secures a timely appointment for the enrollee.
Single Case Agreement	The plan negotiates a single case agreement for a specific non-network provider.