

**Department of Managed Health Care  
Provider Complaint Branch Statistics  
January 1, 2023 - December 31, 2023**

The information below represents statistics related to provider complaints received by the Department's Provider Complaint Branch pursuant to Health and Safety Code Section 1371.39(a). The submission of a provider complaint itself does not mean that the health care service plan has violated applicable provisions of California law.

Total Provider Complaints Received<sup>1</sup>

Calendar Quarter	Number of Complaints
First Quarter	2,836
Second Quarter	2,084
Third Quarter	2,184
Fourth Quarter	2,460
<b>2023 Total</b>	<b>9,564</b>

Total Funds Recovered<sup>2</sup>

Calendar Quarter	Amount Recovered
First Quarter	\$2,356,173
Second Quarter	\$3,194,533
Third Quarter	\$3,404,278
Fourth Quarter	\$2,284,227
<b>2023 Total</b>	<b>\$11,239,211</b>

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Total Provider Complaints Received by Type of Provider<sup>3</sup>

<b>Provider Type</b>	<b>Yearly Total</b>	<b>% of Total</b>
Hospital/Institutional	3,392	35.47%
Other Specialist Providers	1,182	12.36%
Internal Medicine	947	9.90%
Laboratory Services	652	6.82%
Mental Health	574	6.00%
Pharmacy	562	5.88%
OB/GYN	484	5.06%
Skilled Nursing Facility	428	4.48%
Ambulance	375	3.92%
Other Ancillary Service Providers	359	3.75%
Home Health Services	139	1.45%
Hospital-Based Physician	113	1.18%
Durable Medical Equipment	107	1.12%
Vision	65	0.68%
ER Physician	51	0.53%
Physical/Speech/Occupational Therapy	46	0.48%
Dental	34	0.36%
Pediatrics	16	0.17%
Anesthesiology	14	0.15%
Chiropractic	13	0.14%
Family/General Practice	7	0.07%
On Call Physicians (Not ER)	4	0.04%
<b>Total</b>	<b>9,564</b>	<b>100%</b>

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Total Provider Complaints Received by Full Service Plans/Specialty Plans<sup>4</sup>

Full Service/Specialty Plans	Yearly Total	% of Total
Blue Cross of California (Anthem Blue Cross)	1,914	20.01%
California Physicians' Service (Blue Shield of California)	1,321	13.81%
Local Initiative Health Authority for Los Angeles County (L.A. Care Health Plan)	1,279	13.37%
Blue Shield of California Promise Health Plan	946	9.89%
Health Net Community Solutions, Inc.	747	7.81%
Kaiser Foundation Health Plan, Inc. (Kaiser Permanente Medical Care Program; DBA: Kaiser Permanente)	485	5.07%
Molina Healthcare of California	464	4.85%
Blue Cross of California Partnership Plan, Inc.	435	4.55%
UnitedHealthcare Benefits Plan of California	351	3.67%
Health Net of California, Inc.	318	3.32%
Aetna Health of California Inc.	304	3.18%
UHC of California (UnitedHealthcare of California; Formerly: PacifiCare of California/Secure Horizons)	124	1.30%
Cigna HealthCare of California, Inc.	103	1.08%
California Health and Wellness Plan (California Health and Wellness; DBA: California Health & Wellness; DBA: CA Health and Wellness; DBA: CA Health & Wellness)	87	0.91%
Inland Empire Health Plan (IEHP)	70	0.73%
Vision Service Plan	58	0.61%
UnitedHealthcare Community Plan of California, Inc.	47	0.49%
Oscar Health Plan of California	41	0.43%
Orange County Health Authority (CalOptima)	41	0.43%
Managed Health Network	40	0.42%
Aetna Better Health of California Inc.	40	0.42%
San Joaquin County Health Commission (Mountain Valley Health Plan; DBA: Health Plan of San Joaquin)	32	0.33%
Delta Dental of California	28	0.29%
Kern Health Systems	25	0.26%

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Humana Health Plan of California, Inc.	25	0.26%
Universal Care, Inc. (Bright HealthCare; DBA: Bright Health; DBA: Brand New Day)	24	0.25%
Monarch Health Plan, Inc.	16	0.17%
Scan Health Plan	14	0.15%
Contra Costa County Medical Services (Contra Costa Health Plan)	13	0.14%
WellCare of California, Inc.	13	0.14%
Alignment Health Plan	10	0.10%
Fresno-Kings-Madera Regional Health Authority (CalViva Health)	9	0.09%
Community Family Care Health Plan, Inc.	9	0.09%
Prospect Health Plan, Inc.	8	0.08%
L.A. Care Health Plan Joint Powers Authority	8	0.08%
Carelon Behavioral Health of California, Inc.	8	0.08%
Partnership HealthPlan of California	7	0.07%
Carelon Health of California, Inc.	6	0.06%
Health Net Health Plan of Oregon, Inc. (Health Net Medicare of California.)	6	0.06%
Optum Health Plan of California	6	0.06%
U.S. Behavioral Health Plan, California (OptumHealth Behavioral Solutions of California)	6	0.06%
Evernorth Behavioral Health of California, Inc.	5	0.05%
Heritage Provider Network, Inc.	5	0.05%
Santa Cruz-Monterey-Merced-San Benito-Mariposa Managed Medical Care Commission (Central California Alliance for Health)	5	0.05%
AmericasHealth Plan, Inc.	4	0.04%
Santa Barbara San Luis Obispo Regional Health Authority (CenCal Health)	4	0.04%
Santa Clara County Health Authority (Santa Clara Family Health Plan)	4	0.04%
Alameda Alliance For Health	4	0.04%
Santa Clara County (Valley Health Plan)	4	0.04%
Community Health Group	3	0.03%
Sharp Health Plan	3	0.03%
Western Health Advantage	3	0.03%
Sutter Health Alliance (Sutter Health Plan)	3	0.03%

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Premier Health Plan Services, Inc.	2	0.02%
Brown & Toland Health Services, Inc.	2	0.02%
Astiva Health, Inc.	2	0.02%
Imperial Health Plan of California, Inc.	2	0.02%
Central Health Plan of California, Inc.	2	0.02%
Arta Medicare Health Plan, Inc. (Arta)	2	0.02%
San Francisco Health Authority (San Francisco Health Plan)	2	0.02%
County of Ventura (Ventura County Health Care Plan)	2	0.02%
Magellan Health Services of California, Inc. - Employer Services	2	0.02%
Benefits Unlimited, Inc. (Benefits Unlimited Health Plan)	1	0.01%
Chinese Community Health Plan (Balance by CCHP; DBA: Balance)	1	0.01%
Human Affairs International of California (HAI-CA; DBA: HAI)	1	0.01%
Medico Community Health Services Commission (Db: Medico Community Health Care)	1	0.01%
Medi-Excel, S.A. de C.V. (MediExcel Health Plan)	1	0.01%
AccessMedical Provider Network, Inc. (AccessMedicalCard, AccessMedicalCard.com)	1	0.01%
Choice Physicians Network, Inc.	1	0.01%
Golden State Medicare Health Plan (Golden State Health Plan)	1	0.01%
AltaMed Health Network, Inc.	1	0.01%
Dignity Health Provider Resources, Inc.	1	0.01%
Golden Bay Health, Inc. (Golden Bay Health Plan)	1	0.01%
<b>Total</b>	<b>9,564</b>	<b>100%</b>

*Full Service Plans/Specialty Plans with no complaints to report are not included.*

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Total Provider Complaint Nature of Complaint "Main Category" Identified<sup>5</sup>

Nature of Complaint "Main Category"	Yearly Totals	% of Totals
Claims Payment Dispute	7,408	77.5%
Dispute Resolution Problems	1,099	11.5%
Non-Contracted Providers	601	6.3%
Other	152	1.6%
Not Specified	146	1.5%
Overpayment/Refund Request	93	1.0%
Contractual Issues	65	0.7%
<b>Grand Total</b>	<b>9,564</b>	<b>100%</b>

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**Footnotes:**

[1] Total Provider Complaints Received

Data represents provider complaint cases received during yearly reporting period.

[2] Total Funds Recovered

Recovered amounts are based on provider complaint cases closed during yearly reporting period.

[3] Total Provider Complaints Received by Provider Type

Data represents provider complaint cases received during a yearly reporting period.

[4] Total Provider Complaints Received by Full Service Plans/Specialty Plans

Data represents provider complaint cases received during a yearly reporting period broken out by Full Service Plans/Specialty Plans.

[5] Provider Complaint Nature of Complaint "Main Category" Identified

Data represents provider complaint cases received during a yearly reporting period; except cases with a close reason of consumer, invalid, duplicate, multiple claims and non-jurisdictional.