

**Department of Managed Health Care
Provider Complaint Unit Statistics
January 1, 2017 - December 31, 2017**

The information below represents statistics related to provider complaints received by the Department's Provider Complaint Unit 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.

¹Total Provider Complaints Received

Calendar Quarter	Number of Complaints
First Quarter	1,140
Second Quarter	1,094
Third Quarter	1,178
Fourth Quarter	1,420
2017 Total	4,832

²Total Funds Recovered

Calendar Quarter	Amount Recovered
First Quarter	\$1,649,092
Second Quarter	\$3,255,437
Third Quarter	\$1,380,768
Fourth Quarter	\$2,505,220
2017 Total	\$8,790,517

³Total Provider Complaints Received by Type of Provider

Provider Type	Yearly Total	% of Total
Hospital/Institutional	2298	47.56%
Other Specialist Providers	792	16.39%
Ambulance	482	9.98%
ER Physician	210	4.35%

¹ Total Provider Complaints Received

Data represents provider complaint case 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.

Provider Type	Yearly Total	% of Total
Mental Health	177	3.66%
Skilled Nursing Facility	147	3.04%
Other Ancillary Service Providers	126	2.61%
Dental	117	2.42%
Physical/Speech/Occupational Therapy	92	1.90%
Hospital-Based Physician	84	1.74%
Durable Medical Equipment	78	1.61%
Laboratory Services	74	1.53%
Home Health Services	56	1.16%
OB/GYN	25	0.52%
Chiropractic	21	0.43%
Internal Medicine	16	0.33%
Anesthesiology	10	0.21%
On Call Physicians (Not ER)	8	0.17%
Pediatrics	8	0.17%
Family/General Practice	7	0.14%
Pharmacy	4	0.08%
Total	4,832	100%

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

Full Service/Specialty Plans	Yearly Total	% of Total
Blue Cross of California (Anthem Blue Cross)	1180	24.42%
* Health Net of California, Inc.	1048	21.69%
California Health and Wellness Plan (California Health and Wellness; DBA: California Health & Wellness; DBA: CA Health and Wellness; DBA: CA Health & Wellness)	421	8.71%
** Local Initiative Health Authority For Los Angeles County (L.A. Care Plan de Salud; DBA: L.A. Care Health Plan)	382	7.91%
California Physicians' Service (Blue Shield of California)	275	5.69%

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.

Full Service/Specialty Plans	Yearly Total	% of Total
Blue Shield of California Promise Health Plan	246	5.09%
Molina Healthcare of California	212	4.39%
Aetna Health of California, Inc.	156	3.23%
Kaiser Foundation Health Plan, Inc. (Kaiser Permanente Medical Care Program; DBA: Kaiser Permanente)	128	2.65%
UHC of California (UnitedHealthcare of California; Formerly: PacifiCare of California/Secure Horizons)	118	2.44%
Delta Dental of California	98	2.03%
Cigna HealthCare of California, Inc.	92	1.90%
EPIC Health Plan	64	1.32%
San Joaquin County Health Commission (The Health Plan of San Joaquin)	44	0.91%
Central Health Plan of California, Inc.	27	0.56%
Community Health Group	26	0.54%
Family Choice Health Services, Inc. (Family Choice Health Services)	24	0.50%
Magellan Health Services of California-EmployerSvc	22	0.46%
Fresno-Kings-Madera Regional Health Authority (CalViva Health)	18	0.37%
Santa Clara County (Valley Health Plan)	17	0.35%
Inland Empire Health Plan (IEHP)	17	0.35%
Santa Clara County Health Authority (Santa Clara Family Health Plan)	16	0.33%
Humana Health Plan of California, Inc.	16	0.33%
U. S. Behavioral Health Plan, California (OptumHealth Behavioral Solutions of California)	13	0.27%
San Francisco Health Authority (QIF) (San Francisco Health Plan)	12	0.25%
UnitedHealthcare Benefits Plan of California	12	0.25%
Heritage Provider Network, Inc.	11	0.23%
California Dental Network, Inc.	10	0.21%
Partnership HealthPlan of California	8	0.17%
San Francisco Community Health Authority	8	0.17%
Health Net Community Solutions, Inc.	8	0.17%

Full Service/Specialty Plans	Yearly Total	% of Total
DaVita Health Plan of California, Inc.	7	0.14%
L.A. Care Health Plan Joint Powers Authority (QIF)	7	0.14%
Scan Health Plan	7	0.14%
Managed Health Network	6	0.12%
San Mateo Health Commission (Health Plan of San Mateo)	6	0.12%
CareMore Health Plan	5	0.10%
Alignment Health Plan	5	0.10%
Health Plan of San Joaquin Joint Powers Authority (QIF)	5	0.10%
County of Los Angeles-Department of Health Services (Community Health Plan)	5	0.10%
Chinese Community Health Plan	5	0.10%
Kern Health Systems	4	0.08%
EASY CHOICE HEALTH PLAN, Inc.	4	0.08%
Sutter Health Plan (Sutter Health Plus)	4	0.08%
Orange County Health Authority (CalOptima)	3	0.06%
Universal Care, Inc. (Brand New Day)	3	0.06%
Liberty Dental Plan of California, Inc. (Personal Dental Services)	3	0.06%
Alameda Alliance For Health	2	0.04%
ValueOptions of California, Inc. (Value Behavioral Health of CA; Formerly: American Psych Management of CA)	2	0.04%
Golden State Medicare Health Plan (Golden State Health Plan)	2	0.04%
AIDS Healthcare Foundation (Positive Healthcare)	1	0.02%
Contra Costa County Medical Services-Community Plan (QIF) (Contra Costa Health Plan-Community Plan)	1	0.02%
Santa Barbara Regional Health Authority (CenCal Health)	1	0.02%
PRIMECARE Medical Network, Inc.	1	0.02%
Adventist Health Plan, Inc.	1	0.02%
Imperial Health Plan of California, Inc.	1	0.02%
WellCare Health Plans of California, Inc.	1	0.02%
Seaside Health Plan	1	0.02%
Providence Health Network	1	0.02%

Full Service/Specialty Plans	Yearly Total	% of Total
Sharp Health Plan	1	0.02%
Aetna Dental of California Inc.	1	0.02%
Key Health Plan Inc. (Key Health Plan Of CA, Key HMO Key Choice)	1	0.02%
Ventura County Health (Ventura County Health Care Plan)	1	0.02%
Inter Valley Health Plan	1	0.02%
Western Health Network	1	0.02%
Lifeguard Health Network, Inc.	1	0.02%
Dental Benefit Providers of California, Inc.	1	0.02%
Cigna Dental Health of California, Inc.	1	0.02%
Total	4,832	100%

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

⁵Total Provider Complaint Nature of Complaint "Main Category" Identified

Nature of Complaint "Main Category"	Yearly Totals	% of Totals
Claims Payment Dispute	3484	72.1%
Dispute Resolution Problems	833	17.2%
Non-Contracted Providers	258	5.3%
Other	106	2.2%
Overpayment/Refund Request	68	1.4%
Contractual Issues	53	1.1%
Not Specified	30	0.6%
Grand Total	4,832	100%

**Health Net of California and Health Net of Community Solutions are both licensed under Health Net of California*

***Local Initiative Health Authority for L.A. County and L.A. Care Health Plan Joint Power Authority are both licensed under Local Initiative Health Authority for L.A. County*

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.