

California Department of Managed Health Care 2012 Independent Medical Review Summary Report Report Overview

The Annual Independent Medical Review (IMR) Summary Report displays the number and types of IMRs resolved during the 2012 calendar year, by health plan. The Department resolved 1,558 IMRs.

- **Overall, enrollees received the requested services in more than 60% of the cases qualified by the Department for the IMR program.**
- In nearly one quarter of the cases (23%), the health plan reversed its denial after the Department received the IMR application, but prior to review by the Independent Medical Review Organization (IMRO).
- In more than one third of the cases (38%) the IMRO overturned the health plan's prior denial.
- In about 40 percent of the cases (39%) the IMRO upheld the health plan's prior denial.

The Report identifies each health plan's enrollment during the year, the number of IMRs resolved for each health plan, the numbers of IMRS per 10,000 enrollees, the number of IMRs upheld or overturned by the IMRO, and the number of IMRs that the health plan reversed or withdrew.

The health plan enrollment figures were provided to the Department by the health plans in their quarterly financial filings. Enrollment reflects the quarterly enrollment figures provided for the fourth quarter of 2012 for the population of enrollees within the Department's jurisdiction.

Data represents resolved IMRs which were determined to be within the Department's jurisdiction, eligible for review, and resolved (closed) within calendar year 2012. Cases pending at the end of 2012 and resolved (closed) in the following year are reported in the subsequent year's Annual Report.

Health plans are listed according to their business names during 2012. In instances where a health plan is known by more than one name, the dba ("doing business as") name is shown first with the additional name(s) in parentheses.

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
2012 Independent Medical Review Results by Health Plan**

Type of IMR:				Experimental/Investigational								Medical Necessity								Emergency Reimbursement							
Plan Type and Name	Enrollment	Total IMRs Resolved	IMRs per 10,000*	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 Plan	%	Overturned by IMR	%	Reversed by Plan	%			
				Full Service - Enrollment over 400,000				329	175	53.2%	111	33.7%	43	13.1%	961	357	37.1%	369	38.4%	235	24.5%	59	9	15.3%	12	20.3%	38
Anthem Blue Cross	3,019,437	501	1.66	213	105	49.3%	69	32.4%	39	18.3%	275	100	36.4%	110	40.0%	65	23.6%	13	1	7.7%	1	7.7%	11	84.6%			
Blue Shield of California	1,643,269	319	1.94	80	50	62.5%	27	33.8%	3	3.8%	228	104	45.6%	81	35.5%	43	18.9%	11	5	45.5%	1	9.1%	5	45.5%			
Health Net of California Inc.	1,213,260	114	0.94	24	13	54.2%	10	41.7%	1	4.2%	81	33	40.7%	35	43.2%	13	16.0%	9	1	11.1%	3	33.3%	5	55.6%			
IEHP (Inland Empire Health Plan)	561,557	22	0.39	0	0	0.0%	0	0.0%	0	0.0%	22	10	45.5%	9	40.9%	3	13.6%	0	0	0.0%	0	0.0%	0	0.0%			
Kaiser Permanente	6,134,219	317	0.52	7	7	100.0%	0	0.0%	0	0.0%	291	83	28.5%	107	36.8%	101	34.7%	19	1	5.3%	5	26.3%	13	68.4%			
L.A. Care Health Plan	1,007,789	11	0.11	1	0	0.0%	1	100.0%	0	0.0%	10	4	40.0%	3	30.0%	3	30.0%	0	0	0.0%	0	0.0%	0	0.0%			
UnitedHealthcare of California	498,948	65	1.30	4	0	0.0%	4	100.0%	0	0.0%	54	23	42.6%	24	44.4%	7	13.0%	7	1	14.3%	2	28.6%	4	57.1%			
Sub Total	14,078,479	1,349	0.96	329	175	53.2%	111	33.7%	43	13.1%	961	357	37.1%	369	38.4%	235	24.5%	59	9	15.3%	12	20.3%	38	64.4%			
Full Service - Enrollment under 400,000				24	15	62.5%	6	25.0%	3	12.5%	97	37	38.1%	39	40.2%	21	21.6%	32	9	28.1%	15	46.9%	8	25.0%			
AETNA Health of California Inc.	372,189	54	1.45	5	4	80.0%	0	0.0%	1	20.0%	21	8	38.1%	11	52.4%	2	9.5%	28	8	28.6%	13	46.4%	7	25.0%			
CalViva Health	190,301	5	0.26	0	0	0.0%	0	0.0%	0	0.0%	5	3	60.0%	2	40.0%	0	0.0%	0	0	0.0%	0	0.0%	0	0.0%			
Care 1st Health Plan	277,013	10	0.36	0	0	0.0%	0	0.0%	0	0.0%	10	6	60.0%	2	20.0%	2	20.0%	0	0	0.0%	0	0.0%	0	0.0%			
Chinese Community Health Plan	6,465	1	1.55	0	0	0.0%	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%	0	0.0%	1	1	100.0%	0	0.0%	0	0.0%			
Cigna HealthCare of California Inc.	216,532	31	1.43	13	6	46.2%	5	38.5%	2	15.4%	17	4	23.5%	10	58.8%	3	17.6%	1	0	0.0%	0	0.0%	1	100.0%			
Community Health Group	148,246	4	0.27	0	0	0.0%	0	0.0%	0	0.0%	4	0	0.0%	1	25.0%	3	75.0%	0	0	0.0%	0	0.0%	0	0.0%			
Contra Costa Health Plan	94,584	2	0.21	0	0	0.0%	0	0.0%	0	0.0%	2	0	0.0%	1	50.0%	1	50.0%	0	0	0.0%	0	0.0%	0	0.0%			
GEMCare Health Plan, Inc.	11,427	3	2.63	1	1	100.0%	0	0.0%	0	0.0%	2	1	50.0%	0	0.0%	1	50.0%	0	0	0.0%	0	0.0%	0	0.0%			
Health Plan of San Joaquin	129,308	2	0.15	0	0	0.0%	0	0.0%	0	0.0%	2	1	50.0%	1	50.0%	0	0.0%	0	0	0.0%	0	0.0%	0	0.0%			
Kern Health Systems Inc.	116,171	1	0.09	0	0	0.0%	0	0.0%	0	0.0%	1	1	100.0%	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%	0	0.0%			
Molina Healthcare of California	231,029	5	0.22	0	0	0.0%	0	0.0%	0	0.0%	5	3	60.0%	1	20.0%	1	20.0%	0	0	0.0%	0	0.0%	0	0.0%			
San Francisco Community Health Authority	64,247	4	0.62	0	0	0.0%	0	0.0%	0	0.0%	3	2	66.7%	1	33.3%	0	0.0%	1	0	0.0%	1	100.0%	0	0.0%			
Sharp Health Plan	67,243	10	1.49	1	1	100.0%	0	0.0%	0	0.0%	8	2	25.0%	5	62.5%	1	12.5%	1	0	0.0%	1	100.0%	0	0.0%			
Ventura County Health Care Plan	24,839	6	2.42	0	0	0.0%	0	0.0%	0	0.0%	6	3	50.0%	0	0.0%	3	50.0%	0	0	0.0%	0	0.0%	0	0.0%			
Western Health Advantage	92,573	14	1.51	4	3	75.0%	1	25.0%	0	0.0%	10	3	30.0%	4	40.0%	3	30.0%	0	0	0.0%	0	0.0%	0	0.0%			
Community Health Plan	10,053	1	0.99	0	0	0.0%	0	0.0%	0	0.0%	1	0	0.0%	0	0.0%	1	100.0%	0	0	0.0%	0	0.0%	0	0.0%			
Sub Total	2,052,220	153	0.75	24	15	62.5%	6	25.0%	3	12.5%	97	37	38.1%	39	40.2%	21	21.6%	32	9	28.1%	15	46.9%	8	25.0%			
Total Full Service Plans	16,130,699	1,502	0.93	353	190	53.8%	117	33.1%	46	13.0%	1,058	394	37.2%	408	38.6%	256	24.2%	91	18	19.8%	27	29.7%	46	50.5%			
Psychological				9	4	44.4%	5	55.6%	0	0.0%	45	7	15.6%	31	68.9%	7	15.6%	0	0	0.0%	0	0.0%	0	0.0%			
Cigna Behavioral Health of California Inc.	195,034	1	0.05	1	0	0.0%	1	100.0%	0	0.0%	0	0	0.0%	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%	0	0.0%			
Magellan Health Services of California-EmployerSv	417,322	5	0.12	2	1	50.0%	1	50.0%	0	0.0%	3	0	0.0%	3	100.0%	0	0.0%	0	0	0.0%	0	0.0%	0	0.0%			
OptumHealth Behavioral Solutions of California	1,457,029	48	0.33	6	3	50.0%	3	50.0%	0	0.0%	42	7	16.7%	28	66.7%	7	16.7%	0	0	0.0%	0	0.0%	0	0.0%			
Total Psychological	2,069,385	54	0.26	9	4	44.4%	5	55.6%	0	0.0%	45	7	15.6%	31	68.9%	7	15.6%	0	0	0.0%	0	0.0%	0	0.0%			
Vision				0	0	0.0%	0	0.0%	0	0.0%	1	0	0.0%	0	0.0%	1	100.0%	0	0	0.0%	0	0.0%	0	0.0%			
Vision Service Plan	5,228,677	1	0.00	0	0	0.0%	0	0.0%	0	0.0%	1	0	0.0%	0	0.0%	1	100.0%	0	0	0.0%	0	0.0%	0	0.0%			
Chiropractic				9	4	44.4%	5	55.6%	0	0.0%	47	7	14.9%	31	66.0%	9	19.1%	0	0	0.0%	0	0.0%	0	0.0%			
ASHP	158,970	1	0.06	0	0	0.0%	0	0.0%	0	0.0%	1	0	0.0%	0	0.0%	1	100.0%	0	0	0.0%	0	0.0%	0	0.0%			
Total Specialty Plans	7,457,032	56	0.075	9	4	44.4%	5	55.6%	0	0.0%	47	7	14.9%	31	66.0%	9	19.1%	0	0	0.0%	0	0.0%	0	0.0%			
Grand Totals		1,558		362	194	53.6%	122	33.7%	46	12.7%	1,105	401	36.3%	439	39.7%	265	24.0%	91	18	19.8%	27	29.7%	46	50.5%			

*The DMHC displays the number of complaints per 10,000 enrollees in each plan to illustrate the volume of complaints for that plan in a manner that considers the wide variations in plan enrollment numbers. When comparing plans, a lower number of complaints per 10,000 enrollees in a plan indicates that fewer complaints were submitted per capita. As a result, a plan with a higher overall number of complaints submitted may still receive fewer complaints per 10,000 enrollees than another plan with fewer overall complaints.

"Upheld by IMR" means that the review organization upheld the health plan's denial.

"Overturned by IMR" means that the review organization overturned the health plan's denial and the plan is required to authorize the requested service.

"Reversed by Plan" means that the health plan reversed its denial prior to the review organization making a determination and the plan decided to authorize the requested service.

California Department of Managed Health Care 2012 Complaint Summary Report Report Overview

The Annual Complaint Summary Report displays the numbers and types of complaints, by health plan, resolved by the Department during the 2012 calendar year. An enrollee's complaint may include more than one issue. A complaint consisting of multiple distinct issues is counted as one resolved complaint. Specific complaint issues are categorized in seven categories: Access, Benefits/Coverage, Claims/Financial, Enrollment, Coordination of Care, Attitude/Service of the Health Plan, and Attitude/Service of the Provider.

- Benefits/Coverage issues comprised 34% of all resolved issues.
- Claims/Financial issues comprised 32% of all resolved issues.
- Coordination of Care issues comprised 13% of all resolved issues.
- Enrollment issues comprised 8% of all resolved issues.
- Attitude/Service of the Health Plan comprised 6% of all resolved issues.
- Attitude/Service of the Provider comprised 4% of all resolved issues.
- Access issues comprised 3% of all resolved issues.

The Report identifies the number of complaints resolved for each health plan, the health plan's enrollment during 2012, the number

of complaints per 10,000 members, and the number of issues for each complaint category.

The health plan enrollment figures were provided to the Department by the health plans in their quarterly financial filings. Enrollment reflects the quarterly enrollment figures provided for the fourth quarter of 2012 for the population of enrollees within the Department's jurisdiction.

Data represents resolved complaints which were determined to be within the Department's jurisdiction, eligible for review by the Department, and resolved (closed) within calendar year 2012. 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.

Health plans are listed according to their business names during 2012. In instances where a health plan is known by more than one name, the dba ("doing business as") name is shown first with the additional name(s) in parentheses.

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 2012 Complaint Results by Category and Health Plan

Plan Type and Name	Complaints Resolved	% of Complaints Resolved	Enrollment	Complaints Per 10,000*	Access		Benefits/ Coverage		Claims/Financial		Enrollment		Coordination of Care		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	Count	Per 10,000
					Full Service - Over 400,000 Members															
Anthem Blue Cross	778	24.0%	3,019,437	2.58	16	0.05	257	0.85	400	1.32	55	0.18	28	0.09	57	0.19	8	0.03		
Blue Shield of California	672	20.8%	1,643,269	4.09	20	0.12	316	1.92	257	1.56	47	0.29	25	0.15	24	0.15	4	0.02		
CalOptima	2	0.1%	418,323	0.05	0	0.00	2	0.05	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Health Net of California Inc.	224	6.9%	1,213,260	1.85	8	0.07	110	0.91	68	0.56	17	0.14	15	0.12	4	0.03	6	0.05		
IEHP (Inland Empire Health Plan)	11	0.3%	561,557	0.20	2	0.04	7	0.12	0	0.00	0	0.00	1	0.02	1	0.02	0	0.00		
Kaiser Permanente	1,390	42.9%	6,134,219	2.27	53	0.09	333	0.54	304	0.50	164	0.27	372	0.61	102	0.17	111	0.18		
L.A. Care Health Plan	20	0.6%	1,007,789	0.20	6	0.06	5	0.05	2	0.02	3	0.03	4	0.04	3	0.03	0	0.00		
UnitedHealthcare of California	141	4.4%	498,948	2.83	1	0.02	97	1.94	24	0.48	11	0.22	9	0.18	3	0.06	2	0.04		
Total Full Service over 400,000 Members	3,238	100.0%	14,496,802	2.23	106	0.07	1,127	0.78	1,055	0.73	297	0.20	454	0.31	194	0.13	131	0.09		
Full Service - Under 400,000 Members																				
AETNA Health of California Inc.	120	39.1%	372,189	3.22	4	0.11	48	1.29	46	1.24	8	0.21	12	0.32	9	0.24	1	0.03		
Alameda Alliance for Health	5	1.6%	139,690	0.36	1	0.07	0	0.00	0	0.00	0	0.00	3	0.21	1	0.07	1	0.07		
CalViva Health	1	0.3%	190,301	0.05	0	0.00	1	0.05	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Care 1st Health Plan	16	5.2%	277,013	0.58	1	0.04	10	0.36	1	0.04	3	0.11	1	0.04	0	0.00	0	0.00		
CenCal Health	0	0.0%	103,140	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Central California Alliance for Health	0	0.0%	204,371	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	3	1.0%	6,465	4.64	0	0.00	2	3.09	1	1.55	0	0.00	0	0.00	1	1.55	0	0.00		
Cigna HealthCare of California Inc.	42	13.7%	216,532	1.94	3	0.14	18	0.83	15	0.69	4	0.18	0	0.00	2	0.09	0	0.00		
Community Health Group	3	1.0%	148,246	0.20	0	0.00	3	0.20	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Community Health Plan	3	1.0%	10,053	2.98	0	0.00	0	0.00	3	2.98	0	0.00	0	0.00	0	0.00	0	0.00		
Contra Costa Health Plan	5	1.6%	94,584	0.53	0	0.00	4	0.42	0	0.00	0	0.00	1	0.11	0	0.00	0	0.00		
GEMCare Health Plan, Inc.	2	0.7%	11,427	1.75	0	0.00	0	0.00	0	0.00	1	0.88	0	0.00	1	0.88	0	0.00		
Health Plan of San Joaquin	2	0.7%	129,308	0.15	1	0.08	0	0.00	0	0.00	0	0.00	0	0.00	1	0.08	0	0.00		
Health Plan of San Mateo	0	0.0%	66,258	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.	0	0.0%	116,171	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
MediExcel Health Plan	0	0.0%	29	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Molina Healthcare of California	8	2.6%	231,029	0.35	0	0.00	2	0.09	0	0.00	0	0.00	3	0.13	3	0.13	1	0.04		
On Lok Senior Health Services	0	0.0%	61	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Partnership HealthPlan of California	0	0.0%	193,474	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	1	0.3%	853	11.72	0	0.00	0	0.00	0	0.00	1	11.72	0	0.00	0	0.00	0	0.00		
San Francisco Community Health Authority	6	2.0%	64,247	0.93	0	0.00	3	0.47	1	0.16	0	0.00	1	0.16	0	0.00	1	0.16		
Santa Clara Family Health Plan	1	0.3%	135,453	0.07	0	0.00	1	0.07	0	0.00	0	0.00	1	0.07	0	0.00	0	0.00		
SCAN Health Plan	0	0.0%	7,624	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	8	2.6%	67,243	1.19	0	0.00	6	0.89	2	0.30	0	0.00	0	0.00	0	0.00	0	0.00		
Simnsa Health Care	38	12.4%	28,602	13.29	0	0.00	0	0.00	38	13.29	0	0.00	0	0.00	0	0.00	0	0.00		

**California Department of Managed Health Care
2012 Complaint Results by Category and Health Plan**

Plan Type and Name	Complaints Resolved	% of Complaints Resolved	Enrollment	Complaints Per 10,000*	Access		Benefits/ Coverage		Claims/Financial		Enrollment		Coordination of Care		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	Count	Per 10,000
					Universal Care	0	0.0%	1,685	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0
Valley Health Plan	3	1.0%	16,554	1.81	0	0.00	2	1.21	0	0.00	0	0.00	1	0.60	0	0.00	0	0.00		
Ventura County Health Care Plan	4	1.3%	24,839	1.61	0	0.00	3	1.21	1	0.40	0	0.00	0	0.00	0	0.00	0	0.00		
Western Health Advantage	36	11.7%	92,573	3.89	2	0.22	16	1.73	9	0.97	1	0.11	6	0.65	2	0.22	3	0.32		
Total Full Service under 400,000 Members	307	100.0%	2,950,014	1.04	12	0.04	119	0.40	117	0.40	18	0.06	29	0.10	20	0.07	7	0.02		
Total All Full Service Plans	3,545		17,446,816	2.03	118	0.07	1,246	0.71	1,172	0.67	315	0.18	483	0.28	214	0.12	138	0.08		
Psychological																				
Avante Behavioral Health Plan	0	0.0%	16,885	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.	1	3.4%	195,034	0.05	0	0.00	1	0.05	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
CONCERN: Employee Assistance Program	0	0.0%	163,510	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	0.0%	61,680	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)	0	0.0%	221,143	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Holman Professional Counseling Centers	0	0.0%	141,914	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	0.0%	539,305	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Magellan Health Services of California	3	10.3%	417,322	0.07	0	0.00	2	0.05	1	0.02	0	0.00	0	0.00	0	0.00	0	0.00		
Managed Health Network	3	10.3%	1,364,062	0.02	0	0.00	3	0.02	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
OptumHealth Behavioral Solutions of California	22	75.9%	1,457,029	0.15	0	0.00	15	0.10	3	0.02	0	0.00	0	0.00	4	0.03	0	0.00		
ValueOptions of California Inc.	0	0.0%	725,190	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Total Psychological Plans	29	100%	5,303,074	0.05	0	0.00	21	0.04	4	0.01	0	0.00	0	0.00	4	0.01	0	0.00		
Vision																				
EYEXAM of California, Inc.	0	0.0%	402,376	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	0.0%	243,910	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	0.0%	13,730	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	0.0%	336	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	0.0%	63,327	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	0.0%	59,856	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	0.0%	1,024	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	1	20.0%	19,512	0.51	0	0.00	0	0.00	1	0.51	0	0.00	0	0.00	0	0.00	0	0.00		
Vision Service Plan	4	80.0%	5,228,677	0.01	0	0.00	2	0.00	1	0.00	1	0.00	0	0.00	0	0.00	0	0.00		
Total Vision Plans	5	100.0%	6,032,748	0.01	0	0.00	2	0.00	2	0.00	1	0.00	0	0.00	0	0.00	0	0.00		
Chiropractic																				
ASHP	0	0.0%	158,970	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	0.0%	84,181	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	0.0%	166,441	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Total Chiropractic Plans	0	100%	409,592	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Dental																				

**California Department of Managed Health Care
2012 Complaint Results by Category and Health Plan**

Plan Type and Name	Complaints Resolved	% of Complaints Resolved	Enrollment	Complaints Per 10,000*	Access		Benefits/ Coverage		Claims/Financial		Enrollment		Coordination of Care		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	Count	Per 10,000
					Access Dental Plan	1	5.3%	337,226	0.03	0	0.00	1	0.03	0	0.00	0	0.00	0	0.00	0
AETNA Dental of California Inc.	4	21.1%	191,510	0.21	0	0.00	0	0.00	4	0.21	0	0.00	0	0.00	0	0.00	0	0.00		
California Benefits Dental Plan	0	0.0%	14,967	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
California Dental Network, Inc.	3	15.8%	64,249	0.47	0	0.00	0	0.00	0	0.00	0	0.00	1	0.16	0	0.00	2	0.31		
CENTAGUARD Dental Plan	0	0.0%	16,905	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.	1	5.3%	195,620	0.05	0	0.00	0	0.00	1	0.05	0	0.00	0	0.00	0	0.00	0	0.00		
DDS Inc./DDSI (Dedicated Dental Systems Inc.)	0	0.0%	6,994	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	1	5.3%	90,590	0.11	0	0.00	1	0.11	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Managed Dental Care	2	10.5%	137,993	0.14	0	0.00	1	0.07	1	0.07	0	0.00	0	0.00	0	0.00	0	0.00		
Newport Dental Centers	0	0.0%	67,294	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	0.0%	4,232	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	5.3%	26,101	0.38	0	0.00	0	0.00	0	0.00	0	0.00	1	0.38	0	0.00	0	0.00		
Western Dental Plan	6	31.6%	586,382	0.10	0	0.00	0	0.00	0	0.00	2	0.03	3	0.05	1	0.02	0	0.00		
Total Dental Plans	19	100%	1,740,063	0.11	0	0.00	3	0.02	6	0.03	2	0.01	5	0.03	1	0.01	2	0.01		
Dental/Vision																				
Delta Dental Plan of California	116	79.5%	11,746,000	0.10	1	0.00	40	0.03	54	0.05	2	0.00	17	0.01	7	0.01	4	0.00		
Golden West Vision-Dental Plan	6	4.1%	68,738	0.87	0	0.00	3	0.44	1	0.15	3	0.44	0	0.00	1	0.15	0	0.00		
Safeguard Health Plans Inc. - MetLife	24	16.4%	687,347	0.35	0	0.00	5	0.07	8	0.12	1	0.01	6	0.09	1	0.01	3	0.04		
Total Dental/Vision Plans	146	100%	12,502,085	0.12	1	0.00	48	0.04	63	0.05	6	0.00	23	0.02	9	0.01	7	0.01		
Medical Discount																				
Family Care	0	0	4,859	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Total Medical Discount	0	100%	4,859	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Dental Discount																				
Dental Choice of California Inc.	6	100.0%	564,713	0.11	0	0.00	0	0.00	4	0.07	0	0.00	1	0.02	0	0.00	1	0.02		
New Dental Choice	0	0.0%	25,928	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Total Dental Discount	6	100%	590,641	0.10	0	0.00	0	0.00	4	0.07	0	0.00	1	0.02	0	0.00	1	0.02		
Grand Totals:	3,731		42,289,815		119	0	1,317	1	1,245	1	322	0	507	0	227	0	146	0		

*The DMHC displays the number of complaints per 10,000 enrollees in each plan to illustrate the volume of complaints for that plan in a manner that considers the wide variations in plan enrollment numbers. When comparing plans, a lower number of complaints per 10,000 enrollees in a plan indicates that fewer complaints were submitted per capita. As a result, a plan with a higher overall number of complaints submitted may still receive fewer complaints per 10,000 enrollees than another plan with fewer overall complaints.