

California Department of Managed Health Care 2013 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 2013 calendar year, by health plan. The Department resolved 1,547 IMRs.

- **Overall, enrollees received the requested services in more than 54%* 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 nearly one third of the cases (31%) the IMRO overturned the health plan's prior denial.
- In less than half of the cases (46%) 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 2013 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 2013. Cases pending at the end of 2013 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 2013. 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.

*From 2011 through 2013, enrollees received requested services in 57.38% of the cases qualified by the Department for the IMR program.

**California Department of Managed Health Care
2013 Independent Medical Review Results by Health Plan**

Type of IMR:				Experimental/Investigational IMR								Medical Necessity IMR								ER Reimbursement IMR							
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 IMR	%	Overturned by IMR	%	Reversed by Plan	%			
																									Full Service - Enrollment over 400,000		
AETNA Health of California Inc.	553,654	65	1.17	9	4	44.4%	3	33.3%	2	22.2%	32	12	37.5%	14	43.8%	6	18.8%	24	8	33.3%	11	45.8%	5	20.8%			
Anthem Blue Cross	2,889,868	523	1.81	224	114	50.9%	78	34.8%	32	14.3%	284	98	34.5%	109	38.4%	77	27.1%	15	3	20.0%	0	0.0%	12	80.0%			
Blue Shield of California	1,672,066	284	1.70	58	29	50.0%	14	24.1%	15	25.9%	219	126	57.5%	47	21.5%	46	21.0%	7	1	14.3%	1	14.3%	5	71.4%			
Health Net of California Inc.	994,092	112	1.13	30	21	70.0%	7	23.3%	2	6.7%	73	25	34.2%	21	28.8%	27	37.0%	9	3	33.3%	1	11.1%	5	55.6%			
IEHP (Inland Empire Health Plan)	611,695	31	0.51	1	1	100.0%	0	0.0%	0	0.0%	30	19	63.3%	11	36.7%	0	0.0%	0	0	0.0%	0	0.0%	0	0.0%			
Kaiser Permanente	6,171,007	289	0.47	8	7	87.5%	1	12.5%	0	0.0%	269	136	50.6%	72	26.8%	61	22.7%	12	4	33.3%	3	25.0%	5	41.7%			
L.A. Care Health Plan	1,119,633	31	0.28	1	0	0.0%	0	0.0%	1	100.0%	28	16	57.1%	5	17.9%	7	25.0%	2	0	0.0%	1	50.0%	1	50.0%			
UnitedHealthcare of California	494,058	47	0.95	5	4	80.0%	1	20.0%	0	0.0%	40	23	57.5%	8	20.0%	9	22.5%	2	1	50.0%	1	50.0%	0	0.0%			
Sub-total:	14,506,073	1,382	0.95	336	180	53.6%	104	31.0%	52	15.5%	975	455	46.7%	287	29.4%	233	23.9%	71	20	28.2%	18	25.4%	33	46.5%			
Full Service - Enrollment under 400,000																											
Alameda Alliance for Health	148,621	4	0.27	0	0	0.0%	0	0.0%	0	0.0%	4	3	75.0%	1	25.0%	0	0.0%	0	0	0.0%	0	0.0%	0	0.0%			
CalViva Health	207,838	6	0.29	0	0	0.0%	0	0.0%	0	0.0%	6	3	50.0%	1	16.7%	2	33.3%	0	0	0.0%	0	0.0%	0	0.0%			
Care 1st Health Plan	280,321	21	0.75	0	0	0.0%	0	0.0%	0	0.0%	21	5	23.8%	7	33.3%	9	42.9%	0	0	0.0%	0	0.0%	0	0.0%			
Cigna HealthCare of California Inc.	201,141	17	0.85	3	0	0.0%	3	100.0%	0	0.0%	13	3	23.1%	6	46.2%	4	30.8%	1	0	0.0%	0	0.0%	1	100.0%			
Community Health Group	149,683	7	0.47	0	0	0.0%	0	0.0%	0	0.0%	7	3	42.9%	2	28.6%	2	28.6%	0	0	0.0%	0	0.0%	0	0.0%			
Contra Costa Health Plan	101,501	2	0.20	0	0	0.0%	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	184,837	6	0.32	0	0	0.0%	0	0.0%	0	0.0%	6	4	66.7%	2	33.3%	0	0.0%	0	0	0.0%	0	0.0%	0	0.0%			
Health Plan of San Mateo	74,859	4	0.53	0	0	0.0%	0	0.0%	0	0.0%	4	1	25.0%	1	25.0%	2	50.0%	0	0	0.0%	0	0.0%	0	0.0%			
Kern Health Systems Inc.	127,865	2	0.16	0	0	0.0%	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%			
Molina Medical Center	242,825	3	0.12	0	0	0.0%	0	0.0%	0	0.0%	3	1	33.3%	1	33.3%	1	33.3%	0	0	0.0%	0	0.0%	0	0.0%			
San Francisco Community Health Authority	68,941	7	1.02	0	0	0.0%	0	0.0%	0	0.0%	6	2	33.3%	2	33.3%	2	33.3%	1	0	0.0%	1	100.0%	0	0.0%			
Santa Clara Family Health Plan	151,704	1	0.07	0	0	0.0%	0	0.0%	0	0.0%	1	0	0.0%	1	100.0%	0	0.0%	0	0	0.0%	0	0.0%	0	0.0%			
Sharp Health Plan	70,378	10	1.42	1	1	100.0%	0	0.0%	0	0.0%	8	4	50.0%	2	25.0%	2	25.0%	1	0	0.0%	1	100.0%	0	0.0%			
Valley Health Plan	17,180	2	1.16	0	0	0.0%	0	0.0%	0	0.0%	2	0	0.0%	2	100.0%	0	0.0%	0	0	0.0%	0	0.0%	0	0.0%			
Ventura County Health Care Plan	19,309	4	2.07	0	0	0.0%	0	0.0%	0	0.0%	4	2	50.0%	1	25.0%	1	25.0%	0	0	0.0%	0	0.0%	0	0.0%			
Western Health Advantage	98,558	19	1.93	4	0	0.0%	4	100.0%	0	0.0%	14	5	35.7%	8	57.1%	1	7.1%	1	0	0.0%	0	0.0%	1	100.0%			
Sub-total:	2,145,561	115	0.54	8	1	12.5%	7	87.5%	0	0.0%	103	38	36.9%	37	35.9%	28	27.2%	4	0	0.0%	2	50.0%	2	50.0%			
Total Full Service Plans:	16,651,634	1,497	0.90	344	181	52.6%	111	32.3%	52	15.1%	1078	493	45.7%	324	30.1%	261	24.2%	75	20	26.7%	20	26.7%	35	46.7%			
Psychological																											
Avante Behavioral Health Plan	22,559	1	0.44	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%			
Cigna Behavioral Health of California Inc.	179,756	0	0.00	0	0	0.0%	0	0.0%	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	484,947	2	0.04	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%			
OptumHealth Behavioral Solutions of California	1,370,511	47	0.34	4	1	25.0%	3	75.0%	0	0.0%	42	12	28.6%	26	61.9%	4	33.3%	1	0	0.0%	1	100.0%	0	0.0%			

Total Specialty Plans:	2,057,773	50	0.24	4	1	25.0%	3	75.0%	0	0.0%	45	14	31.1%	27	60.0%	4	28.6%	1	0	0.0%	1	100.0%	0	0.0%
Grand Totals:	18,709,407	1,547	0.83	348	182	52.3%	114	32.8%	52	14.9%	1,123	507	45.1%	351	31.3%	265	23.6%	76	20	26.3%	21	27.6%	35	46.1%

*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 2013 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 2013 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 34.6% of all resolved issues.
- Claims/Financial issues comprised 24.6% of all resolved issues.
- Coordination of Care issues comprised 15.7% of all resolved issues.
- Enrollment issues comprised 11.4% of all resolved issues.
- Attitude/Service of the Health Plan comprised 7.1% of all resolved issues.
- Attitude/Service of the Provider comprised 4.0% of all resolved issues.
- Access issues comprised 2.6% of all resolved issues.

The Report identifies the number of complaints resolved for each health plan, the health plan's enrollment during 2013, 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 2013 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 2013. 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 2013. 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
2013 Complaint Results by Category and Health Plan**

Plan Type and Name	Complaints Resolved	% of Complaints Resolved	Enrollment	Complaints Per 10,000*	Access Issues		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 - Enrollment Over 400,000															
AETNA Health of California Inc.	120	3.1%	553,654	2.17	4	0.07	49	0.89	40	0.72	13	0.23	5	0.09	11	0.20	1	0.02		
Anthem Blue Cross	747	19.5%	2,889,868	2.58	21	0.07	307	1.06	294	1.02	66	0.23	26	0.09	59	0.20	6	0.02		
Blue Shield of California	795	20.8%	1,672,066	4.75	9	0.05	410	2.45	200	1.20	114	0.68	32	0.19	55	0.33	8	0.05		
CalOptima	0	0.0%	456,301	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Health Net of California Inc.	206	5.4%	994,092	2.07	8	0.08	105	1.06	48	0.48	23	0.23	14	0.14	9	0.09	5	0.05		
IEHP (Inland Empire Health Plan)	17	0.4%	611,695	0.28	1	0.02	10	0.16	1	0.02	0	0.00	2	0.03	3	0.05	0	0.00		
Kaiser Permanente	1,790	46.8%	6,171,007	2.90	50	0.08	413	0.67	335	0.54	243	0.39	539	0.87	131	0.21	133	0.22		
L.A. Care Health Plan	17	0.4%	1,119,633	0.15	2	0.02	5	0.04	2	0.02	2	0.02	6	0.05	0	0.00	0	0.00		
UnitedHealthcare of California	129	3.4%	494,058	2.61	2	0.04	78	1.58	22	0.45	11	0.22	11	0.22	8	0.16	2	0.04		
Total Full Service - Enrollment Over 400,000:	3,821		14,962,374	2.55	97	0.06	1,377	0.92	942	0.63	472	0.32	635	0.42	276	0.18	155	0.10		
Full Service - Enrollment Under 400,000																				
Alameda Alliance for Health	3	1.6%	148,621	0.20	0	0.00	1	0.07	0	0.00	0	0.00	0	0.00	2	0.13	1	0.07		
CA Health & Wellness	0	0.0%	92,855	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
CalViva Health	1	0.5%	207,838	0.05	0	0.00	0	0.00	0	0.00	0	0.00	1	0.05	0	0.00	0	0.00		
Care 1st Health Plan	13	7.0%	280,321	0.46	4	0.14	8	0.29	0	0.00	0	0.00	0	0.00	0	0.00	1	0.04		
CenCal Health	0	0.0%	108,383	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%	216,079	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	1	0.5%	6,602	1.51	0	0.00	1	1.51	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Cigna HealthCare of California Inc.	25	13.4%	201,141	1.24	1	0.05	10	0.50	8	0.40	4	0.20	2	0.10	1	0.05	1	0.05		
Community Health Group	5	2.7%	149,683	0.33	0	0.00	3	0.20	0	0.00	0	0.00	1	0.07	1	0.07	0	0.00		
Community Health Plan	1	0.5%	0	0.00	0	0.00	0	0.00	1	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
Contra Costa Health Plan	3	1.6%	101,501	0.30	1	0.10	0	0.00	1	0.10	1	0.10	0	0.00	0	0.00	0	0.00		
Easy Choice Health Plan, Inc.	1	0.5%	0	0.00	1	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00		
GEMCare Health Plan, Inc.	4	2.2%	12,381	3.23	0	0.00	3	2.42	0	0.00	1	0.81	0	0.00	1	0.81	0	0.00		

Health Plan of San Joaquin	1	0.5%	184,837	0.05	0	0.00	1	0.05	0	0.00	0	0.00	0	0.00	0	0.00
Health Plan of San Mateo	1	0.5%	74,859	0.13	0	0.00	0	0.00	1	0.13	0	0.00	0	0.00	0	0.00
Kern Health Systems Inc.	2	1.1%	127,865	0.16	0	0.00	2	0.16	0	0.00	0	0.00	0	0.00	1	0.08
MediExcel Health Plan	0	0.0%	393	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Molina Medical Center	4	2.2%	242,825	0.16	1	0.04	0	0.00	1	0.04	1	0.04	0	0.00	1	0.04
On Lok Senior Health Services	0	0.0%	1,218	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%	273,189	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Positive Healthcare	1	0.5%	940	10.64	1	10.64	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
San Francisco Community Health Authority	16	8.6%	68,941	2.32	4	0.58	6	0.87	2	0.29	0	0.00	0	0.00	6	0.87
Santa Clara Family Health Plan	2	1.1%	151,704	0.13	0	0.00	1	0.07	0	0.00	0	0.00	0	0.00	0	0.00
SCAN Health Plan	0	0.0%	7,623	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Sharp Health Plan	11	5.9%	70,378	1.56	0	0.00	10	1.42	2	0.28	0	0.00	0	0.00	0	0.00
Simnsa Health Care	39	21.0%	31,686	12.31	0	0.00	0	0.00	39	12.31	0	0.00	0	0.00	1	0.32
Universal Care	0	0.0%	2,132	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Valley Health Plan	8	4.3%	17,180	4.66	0	0.00	7	4.07	0	0.00	0	0.00	0	0.00	1	0.58
Ventura County Health Care Plan	5	2.7%	19,309	2.59	0	0.00	3	1.55	1	0.52	0	0.00	0	0.00	1	0.52
Western Health Advantage	39	21.0%	98,558	3.96	1	0.10	17	1.72	8	0.81	1	0.10	7	0.71	4	0.41
Total Full Service Enrollment Under 400,000:	186		2,899,042	0.64	14	0.05	73	0.25	64	0.22	8	0.03	11	0.04	20	0.07
Total All Full Service Plans	4,007		17,861,416	2.24												
Chiropractic																
ASHP	1	100.0%	21,342	0.47	0	0.00	1	0.47	0	0.00	0	0.00	0	0.00	0	0.00
Landmark Healthplan of California Inc.	0	0.0%	99,978	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%	199,451	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Chiropractic:	1		320,771	0.03	0	0.00	1	0.03	0	0.00	0	0.00	0	0.00	0	0.00
Dental																
Access Dental Plan	0	0.0%	278,571	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
AETNA Dental of California Inc.	8	21.6%	183,759	0.44	0	0.00	2	0.11	3	0.16	0	0.00	3	0.16	0	0.00
California Benefits Dental Plan	0	0.0%	4,325	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
California Dental Network, Inc.	2	5.4%	63,640	0.31	0	0.00	0	0.00	0	0.00	0	0.00	2	0.31	0	0.00
Cigna Dental Health of California Inc.	4	10.8%	201,360	0.20	0	0.00	2	0.10	1	0.05	1	0.05	0	0.00	0	0.00

Dental Discount Plan																
Dental Choice of California Inc.	0	0.0%	541,012	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Gold Plan or My Smile Dental Plan	0	0.0%	16,503	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
New Dental Choice	0	0.0%	28,451	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Dental Discount Plan:	0		585,966	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Medical Discount Plan																
Family Care	0	0.0%	5,595	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Medical Discount Plan:	0		5,595	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	1	2.6%	22,559	0.44	0	0.00	0	0.00	0	0.00	0	0.00	1	0.44	0	0.00
Cigna Behavioral Health of California Inc.	2	5.1%	179,756	0.11	0	0.00	1	0.06	1	0.06	0	0.00	0	0.00	0	0.00
CONCERN: Employee Assistance Program	0	0.0%	155,232	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%	105,470	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%	207,475	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%	138,445	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%	699,839	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-EmployerSv	7	17.9%	484,947	0.14	0	0.00	4	0.08	3	0.06	0	0.00	0	0.00	0	0.00
Managed Health Network	0	0.0%	1,380,701	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
OptumHealth Behavioral Solutions of California	29	74.4%	1,370,511	0.21	1	0.01	9	0.07	18	0.13	1	0.01	1	0.01	3	0.02
ValueOptions of California Inc.	0	0.0%	774,975	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total Psychological:	39		5,519,910	0.07	1	0.00	14	0.03	22	0.04	1	0.00	1	0.00	4	0.01
Grand Totals:	4,185		47,617,133	0.88	113	0.02	1,501	0.32	1,069	0.22	493	0.10	683	0.14	308	0.06

*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.