



**Ready to  
Resolve Your  
HMO Problem**

RECORD OF CONSUMER COMPLAINTS 2000



This report and more information about the HMO Help Center, the Department of Managed Health Care, the Business, Transportation and Housing Agency, our Patient Advocate and your HMO rights and responsibilities are available at [www.hmohelp.ca.gov](http://www.hmohelp.ca.gov) or by calling 1-888-HMO-2219.

## A Message from the People at the Department of Managed Health Care

When you're sick and need to see a doctor, you want to do just that. You don't want to stand in line, wait on hold and you don't want excuses. The Department of Managed Health Care's HMO Help Center works to help consumers who simply want the care to which they and their family are entitled.

Indeed, before the HMO Help Center opened in July, 2000, Californians were frustrated by a confusing system in which HMO administrators sometimes made the decision about patient care.



Today, because of our HMO Help Center and the new patient rights we enforce, at the end of the day, health care professionals have the final word on medical issues.

The Help Center is open 24 hours a day, seven days a week and serves consumers speaking dozens of languages.

We are focused on assisting Californians understand their rights and we help them take advantage of the many ways they can challenge a decision of their HMO.

- ✦ Our first goal is to resolve consumer problems upfront, before we have to put a price tag on a Californian's health tragedy. For example, we are pilot testing a three-way conference call system with PacifiCare and Kaiser Permanente to provide quick and sometimes instant resolutions to consumer complaints.
- ✦ More complicated problems can be resolved with a formal complaint that is reviewed by our consumer rights experts and in-house health care professionals.
- ✦ And our independent medical review ensures that doctors make the final decision on questions of medical necessity and experimental treatment.

We hope you find this report informative and helpful to you in your efforts to be part of our shared responsibility to improve the health care of every Californian.

Together, we can silence the cynics and validate the visionaries.

## USE OF THE REPORT

This report provides specific information about the number and types of complaints, involving HMOs and other health plans, received by the HMO Help Center during the 2000 calendar year.

The report does not give you all the information you need to choose the right HMO or health plan. HMO report cards, including the one coming soon from the Department, are more useful for making those kinds of decisions.

You should learn as much as possible about the HMO you are considering before making a final selection.

### Complaint Eligibility

HMO enrollees should use their HMO's internal grievance process before seeking assistance from the Department of Managed Health Care except when the dispute involves an imminent and serious threat to their health. The HMO has 30 days to resolve the complaint.

If an enrollee seeks the Department's assistance with a non-emergency grievance without first

accessing their HMO's internal grievance process as described above, the Department will usually forward the grievance to the HMO for direct resolution. For reporting purposes, such cases are classified as "Referrals to Plan".

"I DIDN'T KNOW WHERE TO TURN WHEN MY BEST FRIEND, A PHYSICIAN, TOLD ME TO CONTACT THE DEPARTMENT OF MANAGED HEALTH CARE. AFTER 14 MONTHS OF FRUSTRATION WITH MY HEALTH PLAN, YOUR E-MAIL WAS A WELCOME RELIEF. WE CANNOT EXPRESS HOW GRATEFUL WE ARE WITH WORDS"

**RUSSELL AND SALLY HOFFMAN  
VALENCIA, CA**

## Report Contents

The Health Care Service Plan Complaint Data Report details the number and types of complaints received by the Department during the 2000 calendar year.

"I BELIEVE THE PUBLIC NEEDS TO BE EDUCATED ABOUT THE DEPARTMENT OF MANAGED HEALTH CARE AND ABOUT THEIR RIGHTS AND PROTECTIONS AVAILABLE TO THEM. I WISH TO THANK YOU FOR EVERYTHING YOU HAVE DONE IN PUSHING MY HEALTH PLAN TO THE POINT THEY WERE WILLING TO MOVE FORWARD."

**GALO KOSTKA  
RIVERSIDE, CA**

The Summary of 2000 Enrollee Complaints, lists health plans which were licensed during the 2000 calendar year; the number of complaints received against each health plan; the number of referrals to plan; the plan's average enrollment during the year; and the number of complaints per 10,000 enrollees.

Health plans are listed according to their official licensed name. In instances where a plan is known by more than one name, the licensed name is shown first with additional names in parentheses.

A complaint is a grievance against a health care service plan that has been received by the Department of Managed Health Care. Health care service plans are commonly referred to as "HMOs" or "health maintenance organizations."

Health care service plans either arrange for the provision of health services to enrollees, or pay for the cost of those services in return for a prepaid or periodic charge. In contrast, an insurance company indemnifies and reimburses an insured for health care costs that are incurred.

An insurance company does not provide or contract for the services to be provided to the insured. Health care service plans in California offer some or all of the following services: medical, dental, vision, psychological, chiropractic, and prescription/pharmacy.

Complaints are classified in six categories: Accessibility; Coverage/Benefits Disputes; Appeals of Denials of Care/Payment; Quality of Care; Billing and Financial; and Attitude and Service. For more information on the complaint categories see Appendix B.

## Enrollment

The health plan enrollment figures reflect an average of the quarterly enrollment data provided to the Department by the health plans.

A health plan may have no enrollees if the plan has recently been granted a Knox-Keene license. The Health Care Service Plans that received a license during 2000 are listed below.

### *Health Plans Granted A License in 2000*

| Health Plan                                | Date     |
|--|----------|
| Avante Behavioral Health Plan              | 10/18/00 |
| Avante Complementary Health Plan           | 11/07/00 |
| Orange Prevention and Treatment Integrated | 06/28/00 |
| Santa Barbara Regional Health Authority    | 06/22/00 |
| Santa Cruz – Monterey Managed Medical Care | 06/20/00 |
| Sistemas Medicos Nacionales S.A. de C.V.   | 01/31/00 |

A health plan which appeared in last year's report but does not appear in this year's may have surrendered its Knox-Keene license. The Health Care Service Plans that surrendered their license during 2000 are listed below.

### *Licenses Surrendered by Health Plans in 2000*

| Health Plan                                 | Date     |
|---|----------|
| Dr. Leventhal's Vision Care Ctrs of America | 10/04/00 |
| Greater America Health Plan                 | 09/13/00 |
| Greater Pacific HMO, Inc.                   | 01/28/00 |
| HMO California                              | 05/04/00 |
| Laurel Dental Plan, Inc.                    | 07/19/00 |
| MedPartners Provider Network, Inc.          | 03/27/00 |
| Omni Healthcare, Inc.                       | 05/10/00 |
| St. Joseph's Provider Network               | 07/31/00 |

## Complaint Statistics

A number of factors can influence the number of complaints filed with respect to a particular health plan. Possible factors include, among others, the total number

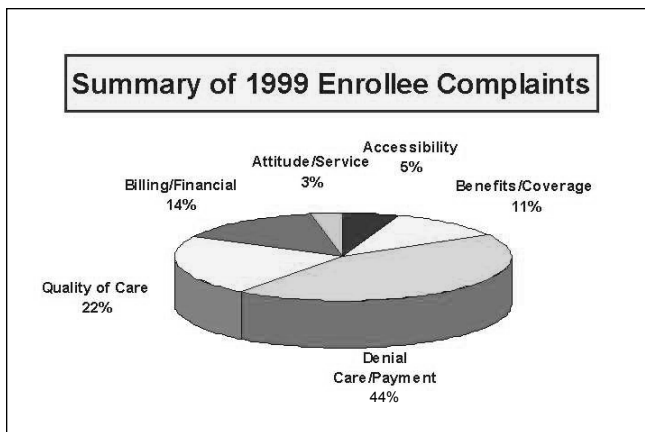
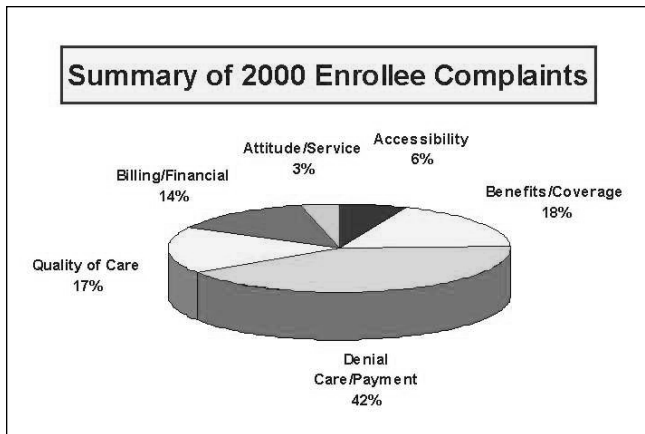
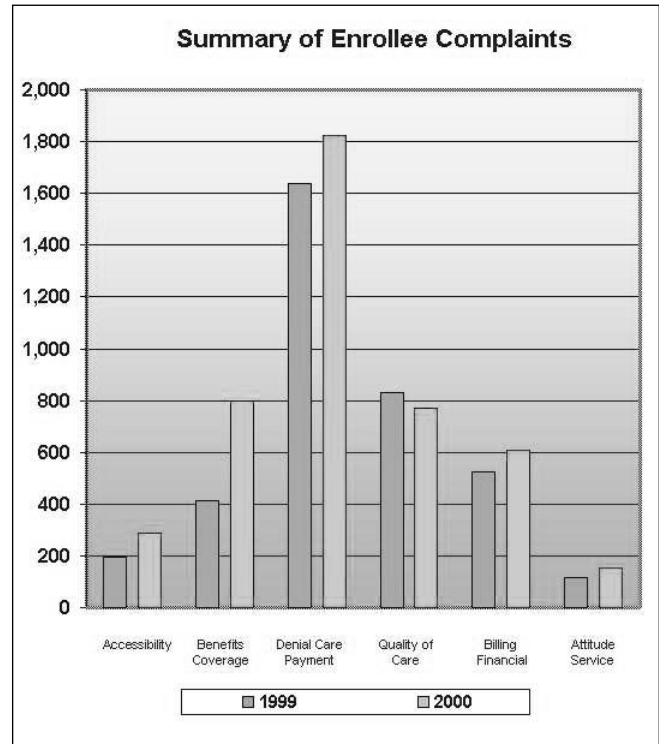
"THANK YOU SO MUCH FOR HELPING ME WITH MY HMO 'CRISIS'. I JUST DIDN'T HAVE THE ENERGY OR TIME TO DEAL WITH THE HMO MAZE. AGAIN, THANK YOU SO MUCH FOR THE DIFFERENCE YOU MADE IN MY LIFE."

**JUDY BURROWS**  
**HUNTINGTON BEACH, CA**

of enrollees in the health plan, the degree to which the health plan discloses to enrollees their right to file a complaint with the Department, the effectiveness of the health plan's internal grievance process, or the quality of the health plan's services.

The number of complaints for each health plan is also presented as "Complaints per 10,000 Enrollees." This presentation allows for the comparison of health plans with significantly different enrollments.

## SUMMARY OF HMO HELP CENTER CONSUMER ASSISTANCE INFORMATION



## Health Care Dollars Recovered for Californians Unfairly Billed for HMO Services

| 2000 Month | Amount    | Year-to-Date Total |
|------------|-----------|--------------------|
| July       | \$31,537  | \$31,537           |
| August     | \$131,737 | \$163,274          |
| September  | \$29,784  | \$193,058          |
| October    | \$261,156 | \$454,214          |
| November   | \$12,665  | \$466,879          |
| December   | \$373,374 | \$840,253          |

"I WANTED TO WRITE TO SAY HOW MUCH MY WIFE, MARY, AND I APPRECIATED YOUR WARM AND PROFESSIONAL ASSISTANCE AS WE WERE TRYING TO GET AN APPROVAL FOR EMMA'S SURGERY. EMMA IS DOING FINE AND ENJOYING BEING A HAPPY SECOND GRADER. HER POSITIVE EXPERIENCE WITH HER SURGERY WOULD NOT HAVE BEEN POSSIBLE WITHOUT YOUR KIND ASSISTANCE."

**JOHN AND MARY BOWES**  
**AGOURA HILLS, CA**

# California Department of Managed Health Care

## Summary of 2000 Enrollee Complaints

### 01/01/2000 to 12/31/2000

| Plan Type<br>Plan Name                                   | Complaints<br>Received | Referrals<br>To Plan | Enrollees | Complaints<br>Per 10,000<br>Enrollees | Issue Categories |                                   |                   |                                   |
|--|------------------------|----------------------|-----------|---------------------------------------|------------------|-----------------------------------|-------------------|-----------------------------------|
|  |                        |                      |           |                                       | Accessibility    |                                   | Benefits/Coverage |                                   |
|  |                        |                      |           |                                       | Issues           | Issues<br>Per 10,000<br>Enrollees | Issues            | Issues<br>Per 10,000<br>Enrollees |
| <b>Full Service</b>                                      |                        |                      |           |                                       |                  |                                   |                   |                                   |
| Aetna US Healthcare of California, Inc.                  | 141                    | 39                   | 2,098,336 | 0.6720                                | 8                | 0.0381                            | 32                | 0.1525                            |
| Alameda Alliance for Health                              | 1                      | 0                    | 929,517   | 0.0108                                | 1                | 0.0108                            | 0                 | 0.0000                            |
| Blue Cross of California                                 | 519                    | 136                  | 4,038,949 | 1.2850                                | 33               | 0.0817                            | 142               | 0.3516                            |
| California Physician's Service, Blue Shield of CA        | 307                    | 97                   | 1,932,996 | 1.5882                                | 20               | 0.1035                            | 64                | 0.3311                            |
| Care First Health Plan                                   | 1                      | 1                    | 68,611    | 0.1457                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Cedars-Sinai Provider Plan, LLC                          | 0                      | 0                    | 5,707     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Chinese Community Health Plan                            | 0                      | 0                    | 6,971     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Cigna HealthCare of California, Inc.                     | 164                    | 32                   | 696,715   | 2.3539                                | 12               | 0.1722                            | 26                | 0.3732                            |
| Cohen Medical Corporation (Tower Health Services)        | 4                      | 0                    | 12,910    | 3.0984                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Community Health Group                                   | 1                      | 1                    | 74,751    | 0.1338                                | 1                | 0.1338                            | 0                 | 0.0000                            |
| Contra Costa County Medical Svcs (Contra Costa Hlth)     | 1                      | 0                    | 48,752    | 0.2051                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| County of LA-Dept. of Health Svcs(Community HP)          | 2                      | 1                    | 117,620   | 0.1700                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| County of Ventura (Ventura County Health Care Plan)      | 0                      | 0                    | 9,200     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| FPA Medical Management of CA, Inc.                       | 0                      | 0                    | 0         | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Health Net   | 498                    | 45                   | 2,155,962 | 2.3099                                | 26               | 0.1206                            | 119               | 0.5520                            |
| Health Plan of The Redwoods                              | 24                     | 2                    | 70,650    | 3.3970                                | 0                | 0.0000                            | 6                 | 0.8493                            |
| Heritage Provider Network, Inc.                          | 0                      | 1                    | 448,966   | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Inland Empire Health Plan                                | 2                      | 0                    | 207,063   | 0.0966                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Inter Valley Health Plan                                 | 23                     | 1                    | 69,100    | 3.3285                                | 0                | 0.0000                            | 4                 | 0.5789                            |
| Kaiser Foundation Health Plan, Inc.                      | 734                    | 133                  | 5,994,143 | 1.2245                                | 90               | 0.1501                            | 106               | 0.1768                            |
| Kern Health Systems, Inc.                                | 0                      | 0                    | 50,625    | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Lifeguard, Inc.  | 18                     | 4                    | 246,429   | 0.7304                                | 1                | 0.0406                            | 3                 | 0.1217                            |
| Local Initiative Health Authority for LA Co /LA Care HP  | 0                      | 0                    | 1,792,015 | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Maxicare (Maxicare of California, Inc.)                  | 41                     | 16                   | 254,989   | 1.6079                                | 9                | 0.3530                            | 8                 | 0.3137                            |
| Medpartners Provider Network, Inc.                       | 1                      | 0                    | 0         | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Molina Medical Centers (American Family)                 | 3                      | 0                    | 171,231   | 0.1752                                | 1                | 0.0584                            | 0                 | 0.0000                            |
| National Med, Inc.                                       | 11                     | 2                    | 548,787   | 0.2004                                | 0                | 0.0000                            | 4                 | 0.0729                            |
| Omni Healthcare, Inc.                                    | 7                      | 1                    | 0         | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| On Lok Senior Health Services                            | 0                      | 0                    | 867       | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| One Health Plan of California, Inc.                      | 3                      | 0                    | 85,787    | 0.3497                                | 1                | 0.1166                            | 0                 | 0.0000                            |
| Orange Prevention & Trtmt Intergratd Medcl Assis-Calop   | 0                      | 0                    | 38,244    | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| PacifiCare of California                                 | 603                    | 87                   | 2,389,187 | 2.5239                                | 49               | 0.2051                            | 132               | 0.5525                            |
| Primecare Medical Network, Inc. A CA Corp                | 1                      | 0                    | 227,987   | 0.0439                                | 1                | 0.0439                            | 1                 | 0.0439                            |
| Priorityplus of California                               | 0                      | 0                    | 97,065    | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| ProMed Health Care Administrators                        | 0                      | 0                    | 5,580     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Prudential Health Care Plan of CA, Inc.                  | 93                     | 27                   | 762,033   | 1.2204                                | 9                | 0.1181                            | 18                | 0.2362                            |
| Regents of the University of California ( UC San Diego)  | 2                      | 0                    | 11,705    | 1.7087                                | 0                | 0.0000                            | 1                 | 0.8543                            |
| San Francisco Health Plan                                | 0                      | 1                    | 30,496    | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| San Joaquin Co Health Commission (HP of San Joaquin)     | 0                      | 0                    | 53,960    | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| San Mateo Health Commission (HP of San Mateo)            | 1                      | 0                    | 38,093    | 0.2625                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Santa Barbara Regional Health Authority                  | 0                      | 0                    | 1,267     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Santa Clara Co. (Valley Health Plan)                     | 1                      | 0                    | 39,752    | 0.2516                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Santa Clara County Health Authority(Snta Clar Family HP) | 0                      | 0                    | 127,323   | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Santa Cruz - Monterey Managed Health Care Comm.          | 0                      | 0                    | 742       | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| SCAN Health Plan (SmartCare)                             | 30                     | 3                    | 46,939    | 6.3913                                | 5                | 1.0652                            | 6                 | 1.2783                            |
| Scripps Clinic Health Services                           | 1                      | 0                    | 463,023   | 0.0216                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Sharp Health Plan  | 7                      | 0                    | 87,379    | 0.8011                                | 1                | 0.1144                            | 1                 | 0.1144                            |
| Sistemas Medicos Nacionales, S.A.de.C.V (Simnsa HC)      | 0                      | 0                    | 7,954     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| St. Joseph's Provider Network (Calaveras Provider Ntwk)  | 0                      | 0                    | 1,657     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| United Healthcare of CA, Inc.                            | 12                     | 2                    | 80,313    | 1.4942                                | 1                | 0.1245                            | 4                 | 0.4981                            |
| Universal Care   | 20                     | 1                    | 266,054   | 0.7517                                | 1                | 0.0376                            | 3                 | 0.1128                            |
| Vivahealth, Inc. (BPS HMO)                               | 1                      | 0                    | 3,506     | 2.8523                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Watts Health Foundation (UHP Healthcare)                 | 10                     | 2                    | 119,762   | 0.8350                                | 0                | 0.0000                            | 1                 | 0.0835                            |

# California Department of Managed Health Care

## Summary of 2000 Enrollee Complaints

### 01/01/2000 to 12/31/2000

| Plan Type<br>Plan Name                                   | Issue Categories    |                             |                 |                             |                   |                             |                  |                             |
|--|---------------------|-----------------------------|-----------------|-----------------------------|-------------------|-----------------------------|------------------|-----------------------------|
|  | Denial Care/Payment |                             | Quality of Care |                             | Billing/Financial |                             | Attitude/Service |                             |
|  | Issues              | Issues Per 10,000 Enrollees | Issues          | Issues Per 10,000 Enrollees | Issues            | Issues Per 10,000 Enrollees | Issues           | Issues Per 10,000 Enrollees |
| <b>Full Service</b>                                      |                     |                             |                 |                             |                   |                             |                  |                             |
| Aetna US Healthcare of California, Inc.                  | 82                  | 0.3908                      | 14              | 0.0667                      | 30                | 0.1430                      | 5                | 0.0238                      |
| Alameda Alliance for Health                              | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Blue Cross of California                                 | 233                 | 0.5769                      | 68              | 0.1684                      | 145               | 0.3590                      | 12               | 0.0297                      |
| California Physician's Service, Blue Shield of CA        | 156                 | 0.8070                      | 27              | 0.1397                      | 79                | 0.4087                      | 12               | 0.0621                      |
| Care First Health Plan                                   | 1                   | 0.1457                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Cedars-Sinai Provider Plan, LLC                          | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Chinese Community Health Plan                            | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Cigna HealthCare of California, Inc.                     | 107                 | 1.5358                      | 21              | 0.3014                      | 14                | 0.2009                      | 7                | 0.1005                      |
| Cohen Medical Corporation (Tower Health Services)        | 3                   | 2.3238                      | 0               | 0.0000                      | 1                 | 0.7746                      | 0                | 0.0000                      |
| Community Health Group                                   | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Contra Costa County Medical Svcs (Contra Costa Hlth)     | 1                   | 0.2051                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| County of LA-Dept. of Health Svcs(Community HP)          | 0                   | 0.0000                      | 2               | 0.1700                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| County of Ventura (Ventura County Health Care Plan)      | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| FPA Medical Management of CA, Inc.                       | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Health Net   | 294                 | 1.3637                      | 57              | 0.2644                      | 69                | 0.3200                      | 24               | 0.1113                      |
| Health Plan of The Redwoods                              | 18                  | 2.5478                      | 2               | 0.2831                      | 5                 | 0.7077                      | 1                | 0.1415                      |
| Heritage Provider Network, Inc.                          | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Inland Empire Health Plan                                | 2                   | 0.0966                      | 1               | 0.0483                      | 0                 | 0.0000                      | 2                | 0.0966                      |
| Inter Valley Health Plan                                 | 8                   | 1.1577                      | 8               | 1.1577                      | 4                 | 0.5789                      | 0                | 0.0000                      |
| Kaiser Foundation Health Plan, Inc.                      | 258                 | 0.4304                      | 314             | 0.5238                      | 88                | 0.1468                      | 44               | 0.0734                      |
| Kern Health Systems, Inc.                                | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Lifeguard, Inc.  | 10                  | 0.4058                      | 3               | 0.1217                      | 1                 | 0.0406                      | 2                | 0.0812                      |
| Local Initiative Health Authority for LA Co /LA Care HP  | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Maxicare (Maxicare of California, Inc.)                  | 24                  | 0.9412                      | 7               | 0.2745                      | 6                 | 0.2353                      | 3                | 0.1177                      |
| Medpartners Provider Network, Inc.                       | 1                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Molina Medical Centers (American Family)                 | 2                   | 0.1168                      | 1               | 0.0584                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| National Med, Inc.                                       | 6                   | 0.1093                      | 0               | 0.0000                      | 2                 | 0.0364                      | 1                | 0.0182                      |
| Omni Healthcare, Inc.                                    | 1                   | 0.0000                      | 1               | 0.0000                      | 5                 | 0.0000                      | 1                | 0.0000                      |
| On Lok Senior Health Services                            | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| One Health Plan of California, Inc.                      | 2                   | 0.2331                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Orange Prevention & Trtmt Intergratd Medcl Assis-Calop   | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| PacifiCare of California                                 | 329                 | 1.3770                      | 116             | 0.4855                      | 70                | 0.2930                      | 16               | 0.0670                      |
| Primecare Medical Network, Inc. A CA Corp                | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 1                | 0.0439                      |
| Priorityplus of California                               | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| ProMed Health Care Administrators                        | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Prudential Health Care Plan of CA, Inc.                  | 51                  | 0.6693                      | 8               | 0.1050                      | 21                | 0.2756                      | 3                | 0.0394                      |
| Regents of the University of California ( UC San Diego)  | 1                   | 0.8543                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| San Francisco Health Plan                                | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| San Joaquin Co Health Commission (HP of San Joaquin)     | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| San Mateo Health Commission (HP of San Mateo)            | 2                   | 0.5250                      | 1               | 0.2625                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Santa Barbara Regional Health Authority                  | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Santa Clara Co. (Valley Health Plan)                     | 1                   | 0.2516                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Santa Clara County Health Authority(Snta Clar Family HP) | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| Santa Cruz - Monterey Managed Health Care Comm.          | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| SCAN Health Plan (SmartCare)                             | 15                  | 3.1956                      | 10              | 2.1304                      | 2                 | 0.4261                      | 0                | 0.0000                      |
| Scripps Clinic Health Services                           | 0                   | 0.0000                      | 0               | 0.0000                      | 1                 | 0.0216                      | 0                | 0.0000                      |
| Sharp Health Plan  | 4                   | 0.4578                      | 0               | 0.0000                      | 1                 | 0.1144                      | 1                | 0.1144                      |
| Sistemas Medicos Nacionales, S.A.de.C.V (Simnsa HC)      | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| St. Joseph's Provider Network (Calaveras Provider Ntwk)  | 0                   | 0.0000                      | 0               | 0.0000                      | 0                 | 0.0000                      | 0                | 0.0000                      |
| United Healthcare of CA, Inc.                            | 7                   | 0.8716                      | 3               | 0.3735                      | 2                 | 0.2490                      | 1                | 0.1245                      |
| Universal Care   | 14                  | 0.5262                      | 2               | 0.0752                      | 6                 | 0.2255                      | 1                | 0.0376                      |
| Vivahealth, Inc. (BPS HMO)                               | 0                   | 0.0000                      | 0               | 0.0000                      | 1                 | 2.8523                      | 0                | 0.0000                      |
| Watts Health Foundation (UHP Healthcare)                 | 8                   | 0.6680                      | 3               | 0.2505                      | 0                 | 0.0000                      | 0                | 0.0000                      |

# California Department of Managed Health Care

## Summary of 2000 Enrollee Complaints

### 01/01/2000 to 12/31/2000

| Plan Type<br>Plan Name                                | Complaints<br>Received | Referrals<br>To Plan | Enrollees  | Complaints<br>Per 10,000<br>Enrollees | Issue Categories |                                   |                   |                                   |
|---|------------------------|----------------------|------------|---------------------------------------|------------------|-----------------------------------|-------------------|-----------------------------------|
|   |                        |                      |            |                                       | Accessibility    |                                   | Benefits/Coverage |                                   |
|   |                        |                      |            |                                       | Issues           | Issues<br>Per 10,000<br>Enrollees | Issues            | Issues<br>Per 10,000<br>Enrollees |
| Western Health Advantage                              | 2                      | 0                    | 49,132     | 0.4071                                | 1                | 0.2035                            | 1                 | 0.2035                            |
| Subtotals & Averages                                  | 3290                   | 635                  | 27,086,802 | 1.2146                                | 271              | 0.1000                            | 682               | 0.2518                            |
| <b>Dental</b>   |                        |                      |            |                                       |                  |                                   |                   |                                   |
| Access Dental Plan                                    | 1                      | 0                    | 99,959     | 0.1000                                | 0                | 0.0000                            | 1                 | 0.1000                            |
| Aetna US Healthcare Dental Plan of California, Inc.   | 1                      | 2                    | 33,576     | 0.2978                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| American Healthguard Corporation                      | 0                      | 0                    | 14,237     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Ameritas Managed Dental Plan, Inc (Consolidated Hlth) | 5                      | 1                    | 47,875     | 1.0444                                | 0                | 0.0000                            | 2                 | 0.4178                            |
| Baycare Health Plan                                   | 1                      | 0                    | 1,020      | 9.8039                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| CA Pacific Dental (formerly Pacific Union)            | 7                      | 1                    | 162,144    | 0.4317                                | 0                | 0.0000                            | 2                 | 0.1233                            |
| California Benefits Dental Plan                       | 0                      | 0                    | 26,192     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| California Dental Network, Inc.                       | 0                      | 1                    | 83,344     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Century Dental Plan                                   | 1                      | 0                    | 6,247      | 1.6008                                | 0                | 0.0000                            | 1                 | 1.6008                            |
| Cigna Dental Health of California, Inc.               | 9                      | 0                    | 431,130    | 0.2088                                | 0                | 0.0000                            | 2                 | 0.0464                            |
| Community Dental Services (SmileCare)                 | 6                      | 1                    | 74,607     | 0.8042                                | 0                | 0.0000                            | 1                 | 0.1340                            |
| Consumer Health, Inc. (Newport Dental Plan)           | 0                      | 0                    | 37,593     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Dedicated Dental Systems, Inc.                        | 6                      | 1                    | 43,622     | 1.3755                                | 0                | 0.0000                            | 2                 | 0.4585                            |
| Delta Dental Plan of California                       | 196                    | 66                   | 7,416,910  | 0.2643                                | 2                | 0.0027                            | 67                | 0.0903                            |
| Dental Benefit Providers of California, Inc.          | 1                      | 0                    | 177,115    | 0.0565                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Dental Health Services                                | 4                      | 0                    | 89,612     | 0.4464                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Denticare of California, Inc.                         | 13                     | 0                    | 458,533    | 0.2835                                | 2                | 0.0436                            | 7                 | 0.1527                            |
| Golden West Health Plan, Inc.                         | 2                      | 0                    | 230,181    | 0.0869                                | 1                | 0.0434                            | 0                 | 0.0000                            |
| Greater California Dental Plan ( Smilesaver )         | 5                      | 2                    | 336,817    | 0.1484                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Healthdent of California, Inc.                        | 1                      | 0                    | 12,021     | 0.8319                                | 1                | 0.8319                            | 0                 | 0.0000                            |
| Ideal Dental Health Plan                              | 1                      | 0                    | 1,154      | 8.6655                                | 1                | 8.6655                            | 0                 | 0.0000                            |
| Managed Dental Care                                   | 0                      | 0                    | 37,391     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| PacifiCare Dental & Vision                            | 11                     | 1                    | 2,574,920  | 0.0427                                | 1                | 0.0039                            | 0                 | 0.0000                            |
| Preferred Health Plan, Inc.                           | 0                      | 0                    | 26,431     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| PrimeCare Dental Plan, Inc.                           | 0                      | 0                    | 1,353      | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Private Medical-Care, Inc. ( PMI )                    | 29                     | 12                   | 1,039,704  | 0.2789                                | 3                | 0.0289                            | 6                 | 0.0577                            |
| Safeguard Health Plans, Inc.                          | 47                     | 2                    | 403,529    | 1.1647                                | 3                | 0.0743                            | 11                | 0.2726                            |
| UDC Dental California, Inc.                           | 1                      | 0                    | 32,293     | 0.3097                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| United Concordia DP of CA (Mida)                      | 4                      | 1                    | 273,930    | 0.1460                                | 0                | 0.0000                            | 2                 | 0.0730                            |
| Western Dental Services, Inc.                         | 15                     | 5                    | 946,829    | 0.1584                                | 1                | 0.0106                            | 2                 | 0.0211                            |
| Subtotals & Averages                                  | 367                    | 96                   | 15,120,269 | 0.2427                                | 15               | 0.0099                            | 106               | 0.0701                            |
| <b>Vision</b>   |                        |                      |            |                                       |                  |                                   |                   |                                   |
| Eye Care Plan of America - California Inc.            | 0                      | 0                    | 1,027      | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Eyecare Service Plan, Inc.                            | 0                      | 0                    | 90,743     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Eyemed, Inc. (Eyexam 2000 of California, Inc.)        | 0                      | 0                    | 672,694    | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| For Eyes Vision Plan, Inc.                            | 0                      | 0                    | 5,324      | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Foundation Health Vision (AVP)                        | 0                      | 0                    | 267,711    | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Medical Eye Services, Inc.                            | 1                      | 0                    | 62,918     | 0.1589                                | 0                | 0.0000                            | 1                 | 0.1589                            |
| Nval Visioncare Systems of California, Inc.           | 0                      | 0                    | 1          | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Pearle Visioncare, Inc.                               | 0                      | 0                    | 169,001    | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Procure Eye Exam, Inc.                                | 0                      | 0                    | 24,554     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Vision First Eye Care, Inc.                           | 0                      | 0                    | 2,618      | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Vision Plan of America                                | 0                      | 0                    | 36,003     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Vision Service Plan                                   | 6                      | 0                    | 9,265,855  | 0.0065                                | 0                | 0.0000                            | 3                 | 0.0032                            |
| Visioncare of California (Sterling)                   | 0                      | 0                    | 63,958     | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Subtotals & Averages                                  | 7                      | 0                    | 10,662,407 | 0.0066                                | 0                | 0.0000                            | 4                 | 0.0038                            |
| <b>Psychological</b>                                  |                        |                      |            |                                       |                  |                                   |                   |                                   |
| Avante Behavioral Health Plan                         | 0                      | 0                    | 0          | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |



# California Department of Managed Health Care

## Summary of 2000 Enrollee Complaints

### 01/01/2000 to 12/31/2000

| Plan Type<br>Plan Name                                | Issue Categories    |                                   |                 |                                   |                   |                                   |                  |                                   |
|---|---------------------|-----------------------------------|-----------------|-----------------------------------|-------------------|-----------------------------------|------------------|-----------------------------------|
|   | Denial Care/Payment |                                   | Quality of Care |                                   | Billing/Financial |                                   | Attitude/Service |                                   |
|   | Issues              | Issues<br>Per 10,000<br>Enrollees | Issues          | Issues<br>Per 10,000<br>Enrollees | Issues            | Issues<br>Per 10,000<br>Enrollees | Issues           | Issues<br>Per 10,000<br>Enrollees |
| Western Health Advantage                              | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Subtotals & Averages                                  | 1641                | 0.6058                            | 669             | 0.2470                            | 553               | 0.2042                            | 137              | 0.0506                            |
| <b>Dental</b>   |                     |                                   |                 |                                   |                   |                                   |                  |                                   |
| Access Dental Plan                                    | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Aetna US Healthcare Dental Plan of California, Inc.   | 1                   | 0.2978                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| American Healthguard Corporation                      | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Ameritas Managed Dental Plan, Inc (Consolidated Hlth) | 3                   | 0.6266                            | 2               | 0.4178                            | 1                 | 0.2089                            | 0                | 0.0000                            |
| Baycare Health Plan                                   | 0                   | 0.0000                            | 0               | 0.0000                            | 1                 | 9.8039                            | 0                | 0.0000                            |
| CA Pacific Dental (formerly Pacific Union)            | 2                   | 0.1233                            | 0               | 0.0000                            | 2                 | 0.1233                            | 2                | 0.1233                            |
| California Benefits Dental Plan                       | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| California Dental Network, Inc.                       | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Century Dental Plan                                   | 0                   | 0.0000                            | 1               | 1.6008                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Cigna Dental Health of California, Inc.               | 3                   | 0.0696                            | 2               | 0.0464                            | 2                 | 0.0464                            | 0                | 0.0000                            |
| Community Dental Services (SmileCare)                 | 1                   | 0.1340                            | 3               | 0.4021                            | 1                 | 0.1340                            | 0                | 0.0000                            |
| Consumer Health, Inc. (Newport Dental Plan)           | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Dedicated Dental Systems, Inc.                        | 2                   | 0.4585                            | 3               | 0.6877                            | 1                 | 0.2292                            | 0                | 0.0000                            |
| Delta Dental Plan of California                       | 98                  | 0.1321                            | 30              | 0.0404                            | 26                | 0.0351                            | 6                | 0.0081                            |
| Dental Benefit Providers of California, Inc.          | 0                   | 0.0000                            | 1               | 0.0565                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Dental Health Services                                | 3                   | 0.3348                            | 3               | 0.3348                            | 2                 | 0.2232                            | 0                | 0.0000                            |
| Denticare of California, Inc.                         | 4                   | 0.0872                            | 1               | 0.0218                            | 2                 | 0.0436                            | 1                | 0.0218                            |
| Golden West Health Plan, Inc.                         | 0                   | 0.0000                            | 1               | 0.0434                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Greater California Dental Plan ( Smilesaver )         | 1                   | 0.0297                            | 2               | 0.0594                            | 3                 | 0.0891                            | 1                | 0.0297                            |
| Healthdent of California, Inc.                        | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Ideal Dental Health Plan                              | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Managed Dental Care                                   | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| PacifiCare Dental & Vision                            | 3                   | 0.0117                            | 6               | 0.0233                            | 1                 | 0.0039                            | 1                | 0.0039                            |
| Preferred Health Plan, Inc.                           | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| PrimeCare Dental Plan, Inc.                           | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Private Medical-Care, Inc. ( PMI )                    | 12                  | 0.1154                            | 16              | 0.1539                            | 5                 | 0.0481                            | 3                | 0.0289                            |
| Safeguard Health Plans, Inc.                          | 24                  | 0.5948                            | 17              | 0.4213                            | 5                 | 0.1239                            | 2                | 0.0496                            |
| UDC Dental California, Inc.                           | 1                   | 0.3097                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| United Concordia DP of CA (Mida)                      | 0                   | 0.0000                            | 2               | 0.0730                            | 0                 | 0.0000                            | 1                | 0.0365                            |
| Western Dental Services, Inc.                         | 2                   | 0.0211                            | 11              | 0.1162                            | 2                 | 0.0211                            | 1                | 0.0106                            |
| Subtotals & Averages                                  | 160                 | 0.1058                            | 101             | 0.0668                            | 54                | 0.0357                            | 18               | 0.0119                            |
| <b>Vision</b>   |                     |                                   |                 |                                   |                   |                                   |                  |                                   |
| Eye Care Plan of America - California Inc.            | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Eyecare Service Plan, Inc.                            | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Eyemed, Inc. (Eyexam 2000 of California, Inc.)        | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| For Eyes Vision Plan, Inc.                            | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Foundation Health Vision (AVP)                        | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Medical Eye Services, Inc.                            | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Nval Visioncare Systems of California, Inc.           | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Pearle Visioncare, Inc.                               | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Procure Eye Exam, Inc.                                | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Vision First Eye Care, Inc.                           | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Vision Plan of America                                | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Vision Service Plan                                   | 3                   | 0.0032                            | 0               | 0.0000                            | 1                 | 0.0011                            | 0                | 0.0000                            |
| Visioncare of California (Sterling)                   | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Subtotals & Averages                                  | 3                   | 0.0028                            | 0               | 0.0000                            | 1                 | 0.0009                            | 0                | 0.0000                            |
| <b>Psychological</b>                                  |                     |                                   |                 |                                   |                   |                                   |                  |                                   |
| Avante Behavioral Health Plan                         | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |

**California Department of Managed Health Care**  
**Summary of 2000 Enrollee Complaints**  
**01/01/2000 to 12/31/2000**

| Plan Type<br>Plan Name                                 | Complaints<br>Received | Referrals<br>To Plan | Enrollees         | Complaints<br>Per 10,000<br>Enrollees | Issue Categories |                                   |                   |                                   |
|--|------------------------|----------------------|-------------------|---------------------------------------|------------------|-----------------------------------|-------------------|-----------------------------------|
|  |                        |                      |                   |                                       | Accessibility    |                                   | Benefits/Coverage |                                   |
|  |                        |                      |                   |                                       | Issues           | Issues<br>Per 10,000<br>Enrollees | Issues            | Issues<br>Per 10,000<br>Enrollees |
| Cigna Behavioral Health of CA (MCC Behavioral)         | 0                      | 0                    | 489,330           | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Health And Human Resource Center                       | 0                      | 0                    | 160,015           | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Holman Professional Counseling Centers                 | 0                      | 0                    | 218,520           | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Human Affairs International of California              | 0                      | 0                    | 1,043,114         | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Managed Health Network                                 | 3                      | 0                    | 1,386,380         | 0.0216                                | 0                | 0.0000                            | 2                 | 0.0144                            |
| Merit Behavioral Care of California, Inc.              | 0                      | 0                    | 904,142           | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| PacifiCare Behavioral Health of CA, Inc.               | 14                     | 3                    | 1,471,082         | 0.0952                                | 0                | 0.0000                            | 2                 | 0.0136                            |
| U. S. Behavioral Health Plan, California               | 3                      | 1                    | 1,576,909         | 0.0190                                | 0                | 0.0000                            | 1                 | 0.0063                            |
| ValueOptions of CA (firmly Value Behavioral)           | 0                      | 0                    | 365,851           | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Vista Behavioral Health Plans                          | 0                      | 0                    | 151,863           | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Subtotals & Averages                                   | 20                     | 4                    | 7,767,206         | 0.0257                                | 0                | 0.0000                            | 5                 | 0.0064                            |
| <b>Other</b>   |                        |                      |                   |                                       |                  |                                   |                   |                                   |
| American Speciality Health Plans(ACN/Amer. Chiro. Net) | 0                      | 0                    | 81,436            | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Avante Complementary Health Plan                       | 0                      | 0                    | 0                 | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| ChiroSave, Inc.  | 0                      | 0                    | 1,173             | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Landmark Healthplan of CA, Inc.                        | 0                      | 1                    | 263,548           | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Merk - Medco Managed Care of California, Inc.          | 0                      | 0                    | 198,085           | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| Subtotals & Averages                                   | 0                      | 1                    | 544,242           | 0.0000                                | 0                | 0.0000                            | 0                 | 0.0000                            |
| <b>Totals &amp; Averages</b>                           | <b>3,684</b>           | <b>736</b>           | <b>61,180,926</b> | <b>0.6021</b>                         | <b>286</b>       | <b>0.0467</b>                     | <b>797</b>        | <b>0.1303</b>                     |

# California Department of Managed Health Care

## Summary of 2000 Enrollee Complaints

### 01/01/2000 to 12/31/2000

| Plan Type<br>Plan Name                                 | Issue Categories    |                                   |                 |                                   |                   |                                   |                  |                                   |
|--|---------------------|-----------------------------------|-----------------|-----------------------------------|-------------------|-----------------------------------|------------------|-----------------------------------|
|  | Denial Care/Payment |                                   | Quality of Care |                                   | Billing/Financial |                                   | Attitude/Service |                                   |
|  | Issues              | Issues<br>Per 10,000<br>Enrollees | Issues          | Issues<br>Per 10,000<br>Enrollees | Issues            | Issues<br>Per 10,000<br>Enrollees | Issues           | Issues<br>Per 10,000<br>Enrollees |
| Cigna Behavioral Health of CA (MCC Behavioral)         | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Health And Human Resource Center                       | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Holman Professional Counseling Centers                 | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Human Affairs International of California              | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Managed Health Network                                 | 3                   | 0.0216                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Merit Behavioral Care of California, Inc.              | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| PacifiCare Behavioral Health of CA, Inc.               | 13                  | 0.0884                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| U. S. Behavioral Health Plan, California               | 3                   | 0.0190                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| ValueOptions of CA (frmrlly Value Behavioral)          | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Vista Behavioral Health Plans                          | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Subtotals & Averages                                   | 19                  | 0.0245                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| <b>Other</b>   |                     |                                   |                 |                                   |                   |                                   |                  |                                   |
| American Speciality Health Plans(ACN/Amer. Chiro. Net) | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Avante Complementary Health Plan                       | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| ChiroSave, Inc.  | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Landmark Healthplan of CA, Inc.                        | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Merk - Medco Managed Care of California, Inc.          | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| Subtotals & Averages                                   | 0                   | 0.0000                            | 0               | 0.0000                            | 0                 | 0.0000                            | 0                | 0.0000                            |
| <b>Totals &amp; Averages</b>                           | <b>1823</b>         | <b>0.2980</b>                     | <b>770</b>      | <b>0.1259</b>                     | <b>608</b>        | <b>0.0994</b>                     | <b>155</b>       | <b>0.0253</b>                     |

**APPENDIX: DETAILS OF HMO HELP CENTER  
CONSUMER ASSISTANCE INFORMATION**

## **Complaint Categories and Issues**

### Category 1- Accessibility

**Excessively Long Wait/Appointment Schedule Time**

Routine, specialty, or ancillary appointments

**Lack of Primary Care Physician Availability**

By geographic area, telephone, or for visits

**Lack of Specialist Availability**

By geographic area, telephone, or for visits

**Lack of Telephone Availability**

Plan, provider entity, primary care physician (PCP), or specialist

### Category 2- Coverage/Benefits Disputes

**Dispute over Covered Services**

Disagreement about whether or not a service is covered under the member's contract/evidence of coverage (EOC).

**Does not like Benefit**

Member unhappy with benefit

### Category 3 – Appeals of Denials of Care/Payment

**Plan Denial of Treatment**

Refusal to authorize

**Experimental/Investigational Procedure Denied**

By plan or provider entity

**In-Area 'Emergency/Urgent Service Denied**

By plan or provider entity

**Refusal to Pay Equipment**

Durable medical equipment (DME) services

**Refusal to Pay Treatment**

Medical services received by member or dependent

**Out-of-Area Emergency/Urgent Service Denied**

In-plan and out-of-plan services

**Provider Entity Denial of Treatment**

Primary care physician or specialist refusal to authorize

**Plan Refusal to Refer**

Specialist or ancillary services

### Category 4 – Quality of Care

**Inadequate Facilities**

Hospital, physician's office, skilled nursing facility (SNF), or hospice

**Inappropriate Ancillary Care**

Diagnostic treatment & services, physical therapy, speech therapy, occupational therapy, or home health

**Inappropriate Hospital Care**

By staff

**Inappropriate Physician Care**

Primary care physician or specialist

**Plan Inappropriate Care**

Overall quality of care provided to member, not physician specific

**Provider Entity Inappropriate Care**

Overall care provided to member, not physician specific

**Provider Entity Refusal to Refer**

Specialist or ancillary services

Category 5 – Billing and Financial

**Assignment of Benefits**

Member authorizes non-participating provider to receive payment directly from health plan

**Cancellation of Coverage**

Member, dependent

**Disenrollment Problems**

Dispute over disenrollment, member or dependent

**Improper Marketing/Solicitation**

By plan, provider entity, physician, or insurance agent/broker

**Non-Acceptance of Coverage**

Individual, spouse, or dependent denied coverage

**Insufficient Payment**

For services rendered

**Premium Increased**

Member premium

**Premium Refund Request**

Member request

**Slow Payment**

For services received

Category 6 – Attitude and Service

**Poor Physician/Staff Attitude**

Physician/staff specific

**Slow Reply**

To enrollee inquiries