

## California Department of Managed Health Care 2006 Independent Medical Review Results By Health Plan Report Definition

### The Summary of 2006 Independent Medical Reviews (IMRs) by Health Plan:

- Details the number and types of IMRs closed with a determination during the 2006 calendar year. The total number of IMRs resolved (1,119) includes 39 cases that were withdrawn during the review process; a total of 1,080 cases completed the review process.
- Lists health plans licensed during the 2006 calendar year, the health plan's average enrollment during the year, the number of IMRs closed for each health plan, the upheld and overturned determinations, and the number of IMR withdrawals. Enrollment data is provided for comparison purposes.
- Health plans are listed according to the name they were doing business as (dba) during 2006. In instances where a health plan is known by more than one name, the dba name is shown first with additional name(s) in parentheses.

### Enrollment Information Definition

The health plan enrollment figures were provided to the Department by the health plans in their quarterly financial filings and reflect the average of quarterly enrollment figures provided for 2006 for the population of enrollees within the Department's jurisdiction. The following types of member enrollment categories were **not** used to determine enrollment: Medicare Advantage members; "administrative services only" (ASO); and "plan to plan" enrollment. Due to these excluded categories, certain enrollment reporting anomalies, or a health plan merger, a plan may reflect zero enrollment yet reflect a number of independent medical reviews.

# California Department of Managed Health Care 2006 Independent Medical Review Results By Health Plan

Plan Type and Name	Members	Total IMRs Resolved	Experimental/Investigational IMR				Medical Necessity IMR			
			Total IMRs	Plan Upheld	Plan Overturned	IMR Withdrawn	Total IMRS	Plan Upheld	Plan Overturned	IMR Withdrawn
<b>Full Service - Endrollment Over 400,000</b>										
Blue Cross of California	4,181,010	243	76	55	20	1	167	111	46	10
Blue Shield of California	2,297,869	537	113	67	44	2	424	203	210	11
Health Net of California Inc.	2,045,083	92	29	25	4	0	63	38	23	2
Kaiser Permanente	6,007,951	72	1	1	0	0	71	50	18	3
L.A. Care Health Plan	796,299	1	0	0	0	0	1	1	0	0
PacificCare of California	1,299,285	70	8	2	6	0	62	35	24	3
<b>Subtotal</b>	<b>16,627,497</b>	<b>1,015</b>	<b>227</b>	<b>150</b>	<b>74</b>	<b>3</b>	<b>788</b>	<b>438</b>	<b>321</b>	<b>29</b>
<b>Full Service - Enrollment Under 400,000</b>										
AETNA Health of California Inc.	282,132	18	3	1	2	0	15	8	5	2
Alameda Alliance for Health	89,857	1	0	0	0	0	1	1	0	0
Care 1st Health Plan	186,764	1	0	0	0	0	1	1	0	0
Cigna HealthCare of California Inc.	300,504	20	3	2	1	0	17	7	7	3
Community Health Group	95,000	1	0	0	0	0	1	0	1	0
Community Health Plan	158,333	1	0	0	0	0	1	1	0	0
Health Plan of San Mateo	58,299	2	0	0	0	0	2	1	1	0
Molina Medical Center	301,897	1	1	0	1	0	0	0	0	0
One Health Plan	58,263	1	1	1	0	0	0	0	0	0
San Francisco Health Authority	51,798	1	0	0	0	0	1	1	0	0
Sharp Health Plan	48,194	4	0	0	0	0	4	0	4	0
Universal Care*	0	4	0	0	0	0	4	2	2	0
Ventura County Health Care Plan	11,323	2	0	0	0	0	2	1	1	0
Western Health Advantage	85,647	6	2	1	1	0	4	2	2	0
<b>Subtotal</b>	<b>1,728,011</b>	<b>63</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>53</b>	<b>25</b>	<b>23</b>	<b>5</b>
<b>Dental/Vision</b>										
Safeguard Health Plans Inc.	1,001,929	1	0	0	0	0	1	1	0	0
<b>Subtotal</b>	<b>1,001,929</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>Psychological</b>										
Cigna Behavioral Health of California Inc.	234,786	1	0	0	0	0	1	0	1	0
Managed Health Network	3,036,283	1	0	0	0	0	1	1	0	0
PacificCare Behavioral Health of California Inc.	1,537,128	31	0	0	0	0	31	16	14	1
U.S. Behavioral Health Plan California	2,606,380	5	0	0	0	0	5	2	2	1
Vista Behavioral Health Plans	369,377	2	0	0	0	0	2	0	2	0
<b>Subtotal</b>	<b>7,783,955</b>	<b>40</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>40</b>	<b>19</b>	<b>19</b>	<b>2</b>

\* Due to certain enrollment reporting anomalies, or a health plan merger, a plan may reflect zero enrollment yet reflect a number of complaints

## California Department of Managed Health Care 2006 Complaint Results by Category and Health Plan Report Definition

### The Summary of 2006 Formal Member Complaints:

- Details the number and types of complaints closed by the Department during the 2006 calendar year. A patient's complaint can include more than one issue, such as: claim reimbursement; quality of care; access to care; etc. However, a consumer complaint resulting in multiple distinct issues is counted as only one against the health plan.
- Lists health plans licensed during the 2006 calendar year, the number of complaints closed for each health plan, the health plan's average enrollment during the year, the number of complaints per 10,000 members, and the number of issues for each complaint category. Enrollment data is provided for comparison purposes.
- Health plans are listed according to the name they were doing business as (dba) during 2006. In instances where a health plan is known by more than one name, the dba name is shown first with additional names in parentheses.
- Complaints are classified in seven categories: Access; Benefits/Coverage; Claims/Financial; Enrollment; Coordination of Care; Attitude/Service of the Health Plan; and Attitude/Service of the Provider.

### Enrollment Information Definition

The health plan enrollment figures were provided to the Department by the health plans in their quarterly financial filings and reflect the average of quarterly enrollment figures provided for 2006 for the population of enrollees within the Department's jurisdiction. The following types of member enrollment categories were **not** used to determine enrollment: Medicare Advantage members; "administrative services only" (ASO); and "plan to plan" enrollment. Due to these excluded categories, certain enrollment reporting anomalies, or a health plan merger, a plan may reflect a reflect a number of complaints.

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 COMPILED WITHIN THIS SUMMARY ARE REASONABLE OR VALID.

## California Department of Managed Health Care 2006 Complaint Results by Category & Health Plan

Plan Type and Name	Complaints		Complaints per 10,000	Access Issues		Benefits/Coverage Issues		Claims/Financial Issues		Enrollment Issues		Coordination of Care Issues		Attitude/Service of Health Plan		Attitude/Service of Provider	
	Resolved	Members		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
<b>Full Service - Enrollment Over 400,000</b>																	
Blue Cross of California	764	4,181,010	1.83	24	0.06	253	0.61	377	0.90	81	0.19	38	0.09	71	0.17	12	0.03
Blue Shield of California	601	2,297,869	2.62	9	0.04	319	1.39	207	0.90	53	0.23	24	0.10	31	0.13	5	0.02
Health Net of California Inc.	333	2,045,083	1.63	12	0.06	182	0.89	99	0.48	35	0.17	14	0.07	27	0.13	6	0.03
Kaiser Permanente	1,555	6,007,951	2.59	130	0.22	385	0.64	561	0.93	83	0.14	535	0.89	97	0.16	136	0.23
L.A. Care Health Plan	2	796,299	0.03	0	0.00	0	0.00	0	0.00	0	0.00	1	0.01	1	0.01	0	0.00
PacifiCare of California	327	1,299,285	2.52	10	0.08	199	1.53	63	0.48	46	0.35	16	0.12	11	0.08	1	0.01
<b>Total</b>	<b>3,582</b>	<b>16,627,497</b>	<b>2.15</b>	<b>185</b>	<b>0.11</b>	<b>1,338</b>	<b>0.80</b>	<b>1,307</b>	<b>0.79</b>	<b>298</b>	<b>0.18</b>	<b>628</b>	<b>0.38</b>	<b>238</b>	<b>0.14</b>	<b>160</b>	<b>0.10</b>
<b>Full Service - Enrollment Under 400,000</b>																	
AETNA Health of California Inc.	68	282,132	2.41	3	0.11	32	1.13	17	0.60	11	0.39	6	0.21	4	0.14	1	0.04
Alameda Alliance for Health	0	89,857	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Arta	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Aveta California, Inc.	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
CalOptima	0	315,866	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Care 1st Health Plan	4	186,764	0.21	1	0.05	1	0.05	0	0.00	1	0.05	1	0.05	0	0.00	0	0.00
CareMore Health Plan	0	6	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Central Coast Alliance for Health	0	87,179	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Central Health Plan of California, Inc.	0	0	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	6,505	1.54	0	0.00	1	1.54	0	0.00	0	0.00	1	1.54	0	0.00	0	0.00
Cigna HealthCare of California Inc.	27	300,504	0.90	0	0.00	15	0.50	9	0.30	1	0.03	1	0.03	4	0.13	0	0.00
Community Health Group	4	95,000	0.42	0	0.00	3	0.32	1	0.11	0	0.00	0	0.00	0	0.00	0	0.00
Community Health Plan	0	158,333	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Contra Costa Health Plan	2	62,651	0.32	0	0.00	0	0.00	1	0.16	0	0.00	1	0.16	0	0.00	0	0.00
GEMCare Health Plan, Inc.	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Health Plan of San Joaquin	1	68,087	0.15	0	0.00	1	0.15	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Health Plan of San Mateo	1	58,299	0.17	0	0.00	1	0.17	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Heritage Medical Systems	0	213,426	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Honored Citizens Choice Health Plan, Inc.	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
IEHP (Inland Empire Health Plan)	5	274,442	0.18	0	0.00	3	0.11	0	0.00	0	0.00	2	0.07	0	0.00	0	0.00
Inter Valley Health Plan	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Kern Health Systems Inc.	3	92,437	0.32	0	0.00	1	1.11	1	0.11	1	0.11	0	0.00	0	0.00	0	0.00





