

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

Plan Type and Name	Complaints		Complaints per 10,000	Benefits/Coverage Access 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		
<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	0.11	1	0.11	1	0.11	0	0.00	0	0.00	0	0.00
Medcore	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
Molina Medical Center	0	301,897	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
On Lok Senior Health Services	0	995	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
One Health Plan	8	58,263	1.37	0	0.00	5	0.86	2	0.34	1	0.17	0	0.00	0	0.00	0	0.00
Partnership HealthPlan of California	0	86,621	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Positive Healthcare	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
Primecare Medical Network Inc.	0	198,762	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
ProMed HCA (Health Care Administrators)	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
San Francisco Health Authority	1	51,798	0.19	0	0.00	0	0.00	0	0.00	1	0.19	0	0.00	1	0.19	0	0.00
Santa Barbara Regional Health Authority	0	56,696	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Santa Clara Family Health Plan	2	97,326	0.21	0	0.00	0	0.00	0	0.00	1	0.10	1	0.10	0	0.00	0	0.00
Scan Health Plan	0	5,200	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Scripps Clinic Health Plan Services Inc.	0	23,503	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Sharp Health Plan	4	48,194	0.83	0	0.00	2	0.41	1	0.21	1	0.21	1	0.21	0	0.00	0	0.00
Simnsa Health Care	0	15,915	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
UCSD (University of California San Diego) Senior He:	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
UHP Healthcare	2	34,154	0.59	0	0.00	0	0.00	2	0.59	0	0.00	0	0.00	0	0.00	1	0.29
Universal Care*	26	0	0.00	2	0.00	4	0.00	10	0.00	10	0.00	2	0.00	0	0.00	0	0.00
Valley Health Plan	0	58,717	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Ventura County Health Care Plan	3	11,323	2.65	0	0.00	3	2.65	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Western Health Advantage	25	85,647	2.92	2	0.23	6	0.70	13	1.52	3	0.35	2	0.23	0	0.00	1	0.12
<b>Total</b>	<b>187</b>	<b>3,426,497</b>	<b>0.55</b>	<b>8</b>	<b>0.02</b>	<b>78</b>	<b>0.23</b>	<b>57</b>	<b>0.17</b>	<b>31</b>	<b>0.09</b>	<b>18</b>	<b>0.05</b>	<b>9</b>	<b>0.03</b>	<b>3</b>	<b>0.01</b>
<b>Chiropractic</b>																	
ACN (American Chiropractic Network Inc.)	2	3,916,719	0.01	0	0.00	1	0.00	0	0.00	0	0.00	0	0.00	0	0.00	1	0.00
ACN Group of California, Inc.	0	11,346	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Basic Chiropractic Health Plan	0	166	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Landmark Healthplan of California Inc.	2	156,914	0.13	0	0.00	0	0.00	1	0.06	0	0.00	1	0.06	0	0.00	0	0.00
<b>Total</b>	<b>4</b>	<b>4,085,145</b>	<b>0.01</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>0.00</b>	<b>1</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>0.00</b>