

**Department of Managed Health Care  
Provider Complaint Section Statistics  
January 1, 2019 - December 31, 2019**

The information below represents statistics related to provider complaints received by the Department's Provider Complaint Section pursuant to Health and Safety Code Section 1371.39(a). The submission of a provider complaint itself does not mean that the health care service plan has violated applicable provisions of California law.

<sup>1</sup>Total Provider Complaints Received

<b>Calendar Quarter</b>	<b>Number of Complaints</b>
First Quarter	1,928
Second Quarter	1,717
Third Quarter	1,333
Fourth Quarter	1,733
<b>2019 Total</b>	<b>6,711</b>

<sup>2</sup>Total Funds Recovered

<b>Calendar Quarter</b>	<b>Amount Recovered</b>
First Quarter	\$4,317,593
Second Quarter	\$2,166,381
Third Quarter	\$2,385,378
Fourth Quarter	\$2,074,786
<b>2019 Total</b>	<b>\$10,944,138</b>

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<sup>1</sup> Total Provider Complaints Received

Data represents provider complaint cases received during yearly reporting period.

<sup>2</sup> Total Funds Recovered

Recovered amounts are based on provider complaint cases closed during the yearly reporting period.

### <sup>3</sup>Total Provider Complaints Received by Type of Provider

<b>Provider Type</b>	<b>Yearly Total</b>	<b>% of Total</b>
Hospital/Institutional	2,793	41.62%
Other Specialist Providers	750	11.18%
Ambulance	425	6.33%
Skilled Nursing Facility	403	6.01%
Mental Health	372	5.54%
Durable Medical Equipment	362	5.39%
Other Ancillary Service Providers	309	4.60%
Pharmacy	245	3.65%
Hospital-Based Physician	192	2.86%
Home Health Services	179	2.67%
On Call Physicians (Not ER)	142	2.12%
Family/General Practice	129	1.92%
ER Physician	124	1.85%
Laboratory Services	63	0.94%
OB/GYN	57	0.85%
Internal Medicine	50	0.75%
Anesthesiology	34	0.51%
Physical/Speech/Occupational Therapy	34	0.51%
Chiropractic	15	0.22%
Pediatrics	15	0.22%
Dental	14	0.21%
Vision	4	0.06%
<b>Total</b>	<b>6,711</b>	<b>100%</b>

### <sup>3</sup> Total Provider Complaints Received by Provider Type

Data represents provider complaint cases received during the yearly reporting period.

<sup>4</sup>Total Provider Complaints Received by Full Service Plans/Specialty Plans

Full Service/Specialty Plans	Yearly Total	% of Total
Blue Cross of California (Anthem Blue Cross)	1,247	18.58%
Molina Healthcare of California	1,176	17.52%
Health Net of California, Inc.	852	12.70%
L.A. Care Health Plan Joint Powers Authority (QIF)	725	10.80%
California Physicians' Service (Blue Shield of California)	402	5.99%
** Local Initiative Health Authority for Los Angeles County (L.A. Care Plan de Salud; DBA: L.A. Care Health Plan)	393	5.86%
Kaiser Foundation Health Plan, Inc. (Kaiser Permanente Medical Care Program; DBA: Kaiser Permanente)	318	4.74%
Blue Shield of California Promise Health Plan	236	3.52%
California Health and Wellness Plan (California Health and Wellness; DBA: California Health & Wellness; DBA: CA Health and Wellness; DBA: CA Health & Wellness)	221	3.29%
Health Net Community Solutions, Inc.	212	3.16%
Aetna Health of California Inc.	102	1.52%
Inland Empire Health Plan (IEHP)	101	1.50%
UHC of California (UnitedHealthcare of California; Formerly: PacifiCare of California/Secure Horizons)	78	1.16%
Cigna HealthCare of California, Inc.	65	0.97%
Molina Healthcare of California Partner Plan, Inc. (QIF)	49	0.73%
Alignment Health Plan	45	0.67%
WellCare of California, Inc.	45	0.67%
UnitedHealthcare Community Plan of California, Inc.	39	0.58%
Magellan Health Services of California, Inc. - Employer Services	38	0.57%
Orange County Health Authority (CalOptima)	30	0.45%
Beacon Health Options of California, Inc. (Beacon of California)	29	0.43%

<sup>4</sup> Total Provider Complaints Received by Full Service Plans/Specialty Plans

Data represents provider complaint cases received during a yearly reporting period broken out by Full Service Plans/Specialty Plans.

<b>Full Service/Specialty Plans</b>	<b>Yearly Total</b>	<b>% of Total</b>
Holman Professional Counseling Centers	28	0.42%
Alameda Alliance For Health	25	0.37%
U. S. Behavioral Health Plan, California (OptumHealth Behavioral Solutions of California)	23	0.34%
Blue Cross of California Partnership Plan, Inc. (QIF)	21	0.31%
UnitedHealthcare Benefits Plan of California	21	0.31%
Ventura County Health (Ventura County Health Care Plan)	17	0.25%
Santa Clara County (Valley Health Plan)	17	0.25%
Scan Health Plan	16	0.24%
Delta Dental of California	13	0.19%
Humana Health Plan of California, Inc.	13	0.19%
Aetna Better Health of California Inc.	11	0.16%
Santa Barbara San Luis Obispo Regional Health Authority (CenCal Health)	11	0.16%
Contra Costa County Medical Services (Contra Costa Health Plan)	9	0.13%
Dignity Health Provider Resources, Inc.	9	0.13%
Partnership HealthPlan of California	8	0.12%
Universal Care, Inc. (Brand New Day)	8	0.12%
Community Health Group	6	0.09%
Western Health Advantage	5	0.07%
Santa Clara County Health Authority (Santa Clara Family Health Plan)	5	0.07%
Fresno-Kings-Madera Regional Health Authority (CalViva Health)	5	0.07%
Managed Health Network	4	0.06%
Kern Health Systems	3	0.04%
San Joaquin County Health Commission (Health Plan of San Joaquin)	3	0.04%
Prospect Health Plan, Inc.	3	0.04%
CHG Foundation (QIF) (Community Health Group Partnership Plan)	2	0.03%
CareMore Health Plan	2	0.03%

<b>Full Service/Specialty Plans</b>	<b>Yearly Total</b>	<b>% of Total</b>
Health Net Health Plan of Oregon, Inc. (Health Net Medicare of California.)	2	0.03%
Sharp Health Plan	2	0.03%
Cigna Dental Health of California, Inc.	2	0.03%
Human Affairs International of California (HAI-CA; DBA: HAI)	1	0.01%
Inter Valley Health Plan, Inc.	1	0.01%
American Specialty Health Plans of California, Inc. (ASHP; Formerly: American Chiropractic Network Health Plan)	1	0.01%
San Francisco Health Authority (QIF) (San Francisco Health Plan)	1	0.01%
Santa Cruz-Monterey-Merced Managed Medical Care Commission (Central California Alliance for Health)	1	0.01%
Cigna Behavioral Health of California, Inc.	1	0.01%
Imperial Health Plan of California, Inc.	1	0.01%
Employee Network Inc. (ENI)	1	0.01%
AIDS Healthcare Foundation (Positive Healthcare)	1	0.01%
Health Plan of San Joaquin Joint Powers Authority	1	0.01%
SilverScript Insurance Company	1	0.01%
Premier Health Plan Services, Inc.	1	0.01%
Medi-Excel, S.A. de C.V. (MediExcel Health Plan)	1	0.01%
Sutter Health Plan (Sutter Health Plus)	1	0.01%
<b>Total</b>	<b>6,711</b>	<b>100%</b>

*Full Service Plans/Specialty Plans with no numbers to report are not included.*

<sup>5</sup>Total Provider Complaint Nature of Complaint "Main Category" Identified

Nature of Complaint "Main Category"	Yearly Totals	% of Totals
Claims Payment Dispute	4,167	62.1%
Dispute Resolution Problems	1,090	16.2%
Non-Contracted Providers	1,029	15.3%
Not Specified	206	3.1%
Other	122	1.8%
Overpayment/Refund Request	68	1.0%
Contractual Issues	29	0.4%
<b>Grand Total</b>	<b>6,711</b>	<b>100%</b>

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<sup>5</sup> Provider Complaint Nature of Complaint "Main Category" Identified

Data represents provider complaint cases received during a yearly reporting period.