

**Department of Managed Health Care  
Provider Complaint Unit Statistics  
January 1, 2021 - December 31, 2021**

The information below represents statistics related to provider complaints received by the Department's Provider Complaint Unit 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.

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

<b>Calendar Quarter</b>	<b>Number of Complaints</b>
First Quarter	1,745
Second Quarter	1,235
Third Quarter	1,480
Fourth Quarter	1,890
<b>2021 Total</b>	<b>6,350</b>

Total Funds Recovered<sup>2</sup>

<b>Calendar Quarter</b>	<b>Amount Recovered</b>
First Quarter	\$1,800,565
Second Quarter	\$2,692,973
Third Quarter	\$3,473,052
Fourth Quarter	\$2,251,619
<b>2021 Total</b>	<b>\$10,218,208</b>

**Footnotes:**

[1] Total Provider Complaints Received  
Data represents provider complaint cases received during yearly reporting period.

[2] Total Funds Recovered  
Recovered amounts are based on provider complaint cases closed during yearly reporting period.

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

Provider Type	Yearly Total	% of Total
Hospital/Institutional	3000	47.24%
Ambulance	923	14.54%
Other Specialist Providers	534	8.41%
Mental Health	383	6.03%
Other Ancillary Service Providers	356	5.61%
Skilled Nursing Facility	318	5.01%
Durable Medical Equipment	150	2.36%
Pediatrics	127	2.00%
Pharmacy	121	1.91%
Hospital-Based Physician	100	1.57%
OB/GYN	94	1.48%
Home Health Services	53	0.83%
ER Physician	42	0.66%
Anesthesiology	29	0.46%
Internal Medicine	28	0.44%
Physical/Speech/Occupational Therapy	28	0.44%
Family/General Practice	23	0.36%
Dental	16	0.25%
Laboratory Services	10	0.16%
On Call Physicians (Not ER)	6	0.09%
Vision	5	0.08%
Chiropractic	4	0.06%
<b>Total</b>	<b>6,350</b>	<b>100%</b>

**Footnotes:**

[3] Total Provider Complaints Received by Provider Type  
Data represents provider complaint cases received during a yearly reporting period.

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

Full Service/Specialty Plans	Yearly Total	% of Total
California Health and Wellness Plan (California Health and Wellness; DBA: California Health & Wellness; DBA: CA Health and Wellness; DBA: CA Health & Wellness)	1305	20.55%
Kaiser Foundation Health Plan, Inc. (Kaiser Permanente Medical Care Program; DBA: Kaiser Permanente)	992	15.62%
Blue Cross of California (Anthem Blue Cross)	848	13.35%
Health Net Community Solutions, Inc.	529	8.33%
** Local Initiative Health Authority for Los Angeles County (L.A. Care Plan de Salud; DBA: L.A. Care Health Plan)	486	7.65%
Molina Healthcare of California	440	6.93%
California Physicians' Service (Blue Shield of California)	340	5.35%
Blue Cross of California Partnership Plan, Inc.	218	3.43%
Blue Shield of California Promise Health Plan	197	3.10%
* Health Net of California, Inc.	156	2.46%
Aetna Health of California Inc.	113	1.78%
Oscar Health Plan of California	81	1.28%
Inland Empire Health Plan (IEHP)	76	1.20%
UHC of California (UnitedHealthcare of California; Formerly: PacifiCare of California/Secure Horizons)	72	1.13%
Cigna HealthCare of California, Inc.	51	0.80%
Aetna Better Health of California Inc.	46	0.72%
UnitedHealthcare Community Plan of California, Inc.	43	0.68%
Alameda Alliance For Health	32	0.50%
Humana Health Plan of California, Inc.	28	0.44%
U. S. Behavioral Health Plan, California (OptumHealth Behavioral Solutions of California)	26	0.41%
San Joaquin County Health Commission (Health Plan of San Joaquin)	25	0.39%
Santa Clara County (Valley Health Plan)	24	0.38%
Orange County Health Authority (CalOptima)	24	0.38%
Universal Care, Inc. (Bright HealthCare; DBA: Bright Health; DBA: Brand New Day)	19	0.30%
UnitedHealthcare Benefits Plan of California	17	0.27%

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Fresno-Kings-Madera Regional Health Authority (CalViva Health)	14	0.22%
WellCare of California, Inc.	12	0.19%
Managed Health Network	11	0.17%
Scan Health Plan	9	0.14%
Delta Dental of California	8	0.13%
Community Health Group	7	0.11%
San Mateo Health Commission (Health Plan of San Mateo)	7	0.11%
PRIMECARE Medical Network, Inc.	7	0.11%
Contra Costa County Medical Services (Contra Costa Health Plan)	6	0.09%
Partnership HealthPlan of California	6	0.09%
Alignment Health Plan	5	0.08%
Sharp Health Plan	5	0.08%
Beacon Health Options of California, Inc. (Beacon of California)	5	0.08%
Evernorth Behavioral Health of California, Inc.	5	0.08%
Kern Health Systems	4	0.06%
County of Ventura (Ventura County Health Care Plan)	4	0.06%
Western Health Advantage	4	0.06%
Imperial Health Plan of California, Inc.	4	0.06%
L.A. Care Health Plan Joint Powers Authority	4	0.06%
Brown & Toland Health Services, Inc.	3	0.05%
Optum Health Plan of California	2	0.03%
Prospect Health Plan, Inc.	2	0.03%
AIDS Healthcare Foundation (Positive Healthcare)	2	0.03%
Sistemas Medicos Nacionales, S.A.de C.V. (SIMNSA Health Plan)	2	0.03%
CCA Health Plans of California, Inc. (CCA Health California)	2	0.03%
Heritage Provider Network, Inc.	2	0.03%
Magellan Health Services of California, Inc. - Employer Services	2	0.03%
Holman Professional Counseling Centers	2	0.03%
California Dental Network, Inc.	2	0.03%
Human Affairs International of California (HAI-CA; DBA: HAI)	2	0.03%
Los Angeles County Department of Health Services (Community Health Plan)	1	0.02%
SafeGuard Health Plans, Inc. (MetLife)	1	0.02%
United Concordia Dental Plans of California, Inc.	1	0.02%

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KPC Global Health Plan, Inc.	1	0.02%
Santa Clara County Health Authority (Santa Clara Family Health Plan)	1	0.02%
Children's Health Plan of California	1	0.02%
Providence Health Assurance	1	0.02%
Dignity Health Provider Resources, Inc.	1	0.02%
Central Health Plan of California, Inc.	1	0.02%
IEHP Health Access	1	0.02%
AltaMed Health Network, Inc.	1	0.02%
Health Advocate West, Inc.	1	0.02%
<b>Total</b>	<b>6,350</b>	<b>100%</b>

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

**Footnotes:**

[4] 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.

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

Nature of Complaint "Main Category"	Yearly Totals	% of Totals
Claims Payment Dispute	4136	65.1%
Dispute Resolution Problems	838	13.2%
Not Specified	787	12.4%
Non-Contracted Providers	366	5.8%
Overpayment/Refund Request	117	1.8%
Other	76	1.2%
Contractual Issues	30	0.5%
<b>Grand Total</b>	<b>6,350</b>	<b>100%</b>

**Footnotes:**

[5] Provider Complaint Nature of Complaint "Main Category" Identified

Data represents provider complaint cases received during a yearly reporting period, except cases with a close reason of consumer, invalid, duplicate, multiple claims and non-jurisdictional.