

Department of Managed Health Care
Provider Complaint Branch Statistics
January 1, 2024 - December 31, 2024

The information below represents statistics related to provider complaints received by the Department’s Provider Complaint Branch 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 Received¹

Calendar Quarter	Number of Complaints
First Quarter	2,697
Second Quarter	3,598
Third Quarter	3,255
Fourth Quarter	3,026
2024 Total	12,576

Total Funds Recovered²

Calendar Quarter	Amount Recovered
First Quarter	\$2,706,632
Second Quarter	\$2,885,792
Third Quarter	\$1,837,781
Fourth Quarter	\$2,775,251
2024 Total	\$10,205,456

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Total Provider Complaints Received by Type of Provider³

Provider Type	Yearly Total	% of Total
Hospital/Institutional	3,851	30.62%
Laboratory Services	2,214	17.60%
Other Specialist Providers	1,328	10.56%
Ambulance	1,190	9.46%
Pharmacy	1,150	9.14%
Skilled Nursing Facility	735	5.84%
Mental Health	726	5.77%
Other Ancillary Service Providers	349	2.78%
Hospital-Based Physician	234	1.86%
OB/GYN	218	1.73%
Home Health Services	111	0.88%
Durable Medical Equipment	108	0.86%
Family/General Practice	85	0.68%
Physical/Speech/Occupational Therapy	80	0.64%
Dental	55	0.44%
Internal Medicine	55	0.44%
Vision	28	0.22%
Pediatrics	27	0.21%
Anesthesiology	9	0.07%
ER Physician	9	0.07%
Chiropractic	7	0.06%
On Call Physicians (Not ER)	7	0.06%
Total	12,576	100%

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Total Provider Complaints Received by Full Service Plans/Specialty Plans⁴

Full Service/Specialty Plans	Yearly Total	% of Total
California Physicians' Service (Blue Shield of California)	3,244	25.80%
Blue Cross of California (Anthem Blue Cross)	1,637	13.02%
** Local Initiative Health Authority for Los Angeles County (L.A. Care Health Plan)	1,201	9.55%
Health Net Community Solutions, Inc.	984	7.82%
Blue Shield of California Promise Health Plan	770	6.12%
Kaiser Foundation Health Plan, Inc. (Kaiser Permanente Medical Care Program; DBA: Kaiser Permanente)	735	5.84%
Molina Healthcare of California	532	4.23%
* Health Net of California, Inc.	480	3.82%
Aetna Better Health of California Inc.	410	3.26%
UnitedHealthcare Benefits Plan of California	395	3.14%
Blue Cross of California Partnership Plan, Inc.	391	3.11%
Aetna Health of California Inc.	261	2.08%
Inland Empire Health Plan (IEHP)	244	1.94%
UHC of California (UnitedHealthcare of California; Formerly: PacifiCare of California/Secure Horizons)	227	1.81%
Orange County Health Authority (CalOptima)	173	1.38%
Cigna HealthCare of California, Inc.	117	0.93%
California Health and Wellness Plan (California Health and Wellness; DBA: California Health & Wellness; DBA: CA Health and Wellness; DBA: CA Health & Wellness)	83	0.66%
San Joaquin County Health Commission (Mountain Valley Health Plan; DBA: Health Plan of San Joaquin)	72	0.57%
Alameda Alliance For Health	56	0.45%
Scan Health Plan	46	0.37%
U.S. Behavioral Health Plan, California (OptumHealth Behavioral Solutions of California)	37	0.29%
WellCare of California, Inc.	32	0.25%
PRIMECARE Medical Network, Inc.	31	0.25%

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Monarch Health Plan, Inc.	30	0.24%
Carelon Behavioral Health of California, Inc.	27	0.21%
Oscar Health Plan of California	26	0.21%
Alignment Health Plan	24	0.19%
Prospect Health Plan, Inc.	23	0.18%
Universal Care, Inc. (Bright HealthCare; DBA: Bright Health; DBA: Brand New Day)	23	0.18%
Delta Dental of California	21	0.17%
Optum Health Plan of California	21	0.17%
Humana Health Plan of California, Inc.	17	0.14%
Carelon Health of California, Inc.	15	0.12%
L.A. Care Health Plan Joint Powers Authority	15	0.12%
Kern Health Systems	12	0.10%
Access Dental Plan	12	0.10%
San Francisco Health Authority (San Francisco Health Plan)	10	0.08%
Fresno-Kings-Madera Regional Health Authority (CalViva Health)	10	0.08%
Dignity Health Provider Resources, Inc.	9	0.07%
Central Health Plan of California, Inc.	9	0.07%
Santa Cruz-Monterey-Merced-San Benito-Mariposa Managed Medical Care Commission (Central California Alliance for Health)	7	0.06%
Western Health Advantage	7	0.06%
Cigna Dental Health of California, Inc.	7	0.06%
Managed Health Network	6	0.05%
Clever Care of Golden State Inc. (Clever Care of California)	6	0.05%
Ventura County Medi-Cal Managed Care Commission (Gold Coast Health Plan)	6	0.05%
Community Health Group	5	0.04%
Heritage Provider Network, Inc.	5	0.04%
Sutter Health Alliance (Sutter Health Plan)	5	0.04%
AltaMed Health Network, Inc.	4	0.03%
Choice Physicians Network, Inc.	4	0.03%
San Mateo Health Commission (Health Plan of San Mateo)	4	0.03%

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Santa Clara County (Valley Health Plan)	4	0.03%
American Specialty Health Plans of California, Inc. (ASHP; Formerly: American Chiropractic Network Health Plan)	3	0.02%
Partnership HealthPlan of California	3	0.02%
Medi-Excel, S.A. de C.V. (MediExcel Health Plan)	3	0.02%
UnitedHealthcare Community Plan of California, Inc.	2	0.02%
Providence Health Network	2	0.02%
Imperial Health Plan of California, Inc.	2	0.02%
EPIC Health Plan	2	0.02%
Santa Barbara San Luis Obispo Regional Health Authority (CenCal Health)	2	0.02%
Los Angeles County Department of Health Services (Community Health Plan)	2	0.02%
Evernorth Behavioral Health of California, Inc.	2	0.02%
Contra Costa County Medical Services (Contra Costa Health Plan)	2	0.02%
Magellan Health Services of California, Inc. - Employer Services	2	0.02%
Health Net Health Plan of Oregon, Inc. (Health Net Medicare of California.)	2	0.02%
PromiseCare Health Plan, Inc.	1	0.01%
CCA Health Plans of California, Inc. (CCA Health California)	1	0.01%
Hill Physicians Care Solutions, Inc.	1	0.01%
New Century Health Plan, Inc. (UCLA Health Medicare Advantage Plan)	1	0.01%
Liberty Dental Plan of California, Inc. (Personal Dental Services)	1	0.01%
Ameritas Managed Dental Plan Inc.	1	0.01%
SafeGuard Health Plans, Inc. (MetLife)	1	0.01%
Managed Dental Care	1	0.01%
Sharp Health Plan	1	0.01%
Aetna Dental of California Inc.	1	0.01%
Regents of The University of California (On Behalf of The University of CA., San Diego)	1	0.01%
HealthCare Partners Medical Plan, Llc.	1	0.01%
Adventist Health Access Choice, LLC	1	0.01%
Adventist Health Plan, Inc.	1	0.01%

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Family Choice Health Services, Inc. (Family Choice Health Services)	1	0.01%
Total	12,576	100%

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

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Total Provider Complaint Nature of Complaint "Main Category" Identified⁵

Nature of Complaint "Main Category"	Yearly Totals	% of Totals
Claims Payment Dispute	8,143	64.8%
Dispute Resolution Problems	3,149	25.0%
Non-Contracted Providers	836	6.6%
Other	194	1.5%
Overpayment/Refund Request	148	1.2%
Contractual Issues	83	0.7%
Not Specified	23	0.2%
Grand Total	12,576	100%

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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.

[3] Total Provider Complaints Received by Provider Type

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

[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.

[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.