

## **California Department of Managed Health Care 2011 Independent Medical Review Results by Health Plan Report Definition**

### **The Summary of 2011 Independent Medical Reviews (IMRs) by Health Plan:**

- Details the number and types of IMRs resolved during the 2011 calendar year. The total number of IMRs resolved (1,759) includes 323 cases in which the health plan reversed its denial after the Department received the IMR application, but prior to review by the IMR organization. A total of 1,436 cases were reviewed by the IMR organization in 2011.
- Lists health plans licensed during the 2011 calendar year, the health plan's average enrollment during the year, the number of IMRs resolved for each health plan, the number of IMRs upheld or overturned by the Independent Medical Review organization, and the number of IMRs that the health plan reversed or withdrew. Enrollment data is provided for comparison purposes.
- Includes data for resolved IMRs which were determined to be within the Department's jurisdiction, eligible for review by the Department, and resolved (closed) within the calendar year. Cases pending at the end of the calendar year and resolved (closed) in the following year are reported in the subsequent year's Annual Report.
- Lists health plans according to the name they were doing business as (dba) during 2011. In instances where a health plan is known by more than one name, the dba name is shown first, with the additional name(s) in parentheses.

### **Enrollment Information**

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 2011 for the population of enrollees within the Department's jurisdiction for the IMR program.

Due to certain enrollment reporting anomalies, or a health plan merger, a plan may reflect zero enrollment, yet reflect a number of IMRs.

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 WITHIN THIS SUMMARY ARE REASONABLE OR VALID.

**California Department of Managed Health Care  
2011 Independent Medical Review Results by Health Plan**

Plan Type and Name	Members	Total IMRs Resolved	Experimental/Investigational IMR				Medical Necessity IMR				ER Reimbursement IMR			
			Total IMRs	Upheld by IMR	Overturned by IMR	Reversed by Plan	Total IMRs	Upheld by IMR	Overturned by IMR	Reversed by Plan	Total IMRs	Upheld by IMR	Overturned by IMR	Reversed by Plan
<b>Chiropractic</b>														
OptumHealth Physical Health of California	178,076	1	0	0	0	0	1	0	0	1	0	0	0	0
<b>Full Service - Enrollment over 400,000</b>														
AETNA Health of California Inc.	571,485	54	12	7	4	1	27	10	16	1	15	6	8	1
Anthem Blue Cross	3,078,803	602	247	138	76	33	348	148	105	95	7	1	0	6
Blue Shield of California	1,758,586	346	93	53	35	5	237	105	78	54	16	4	4	8
CalOptima	420,406	1	0	0	0	0	1	0	0	1	0	0	0	0
Health Net of California Inc.	1,962,285	149	32	18	9	5	108	39	45	24	9	2	2	5
IEHP (Inland Empire Health Plan)	502,605	17	0	0	0	0	17	8	5	4	0	0	0	0
Kaiser Permanente	6,096,460	388	7	6	1	0	369	114	222	33	12	2	3	7
L.A. Care Health Plan	927,286	4	0	0	0	0	4	3	0	1	0	0	0	0
UnitedHealthcare of California	559,125	63	6	3	1	2	46	19	23	4	11	4	3	4
<b>Subtotal</b>	<b>15,877,041</b>	<b>1,624</b>	<b>397</b>	<b>225</b>	<b>126</b>	<b>46</b>	<b>1,157</b>	<b>446</b>	<b>494</b>	<b>217</b>	<b>70</b>	<b>19</b>	<b>20</b>	<b>31</b>
<b>Full Service - Enrollment under 400,000</b>														
Alameda Alliance for Health	122,853	2	0	0	0	0	2	1	1	0	0	0	0	0
CalViva Health	164,674	4	0	0	0	0	4	2	1	1	0	0	0	0
Care 1st Health Plan	238,602	10	1	0	1	0	9	3	3	3	0	0	0	0
Central Coast Alliance for Health	204,920	1	0	0	0	0	1	0	0	1	0	0	0	0
Cigna HealthCare of California Inc.	230,554	23	5	3	2	0	15	4	6	5	3	0	0	3
Community Health Group	133,968	1	0	0	0	0	1	0	0	1	0	0	0	0
Contra Costa Health Plan	84,843	1	0	0	0	0	1	1	0	0	0	0	0	0
Health Plan of San Joaquin	112,632	2	0	0	0	0	2	1	0	1	0	0	0	0
Kern Health systems	112,852	1	0	0	0	0	1	0	0	1	0	0	0	0
Molina Medical Center	232,218	3	0	0	0	0	3	1	2	0	0	0	0	0
San Francisco Community Health Authority	55,292	2	0	0	0	0	2	1	1	0	0	0	0	0
Sharp Health Plan	54,169	10	0	0	0	0	9	4	3	2	1	0	1	0
Simnsa Health Care	26,168	1	0	0	0	0	0	0	0	0	1	1	0	0
Valley Health Plan	13,681	2	0	0	0	0	2	0	1	1	0	0	0	0
Ventura County Health Care Plan	23,516	2	0	0	0	0	2	1	0	1	0	0	0	0
Western Health Advantage	88,231	7	4	4	0	0	2	2	0	0	1	0	0	1
<b>Subtotal</b>	<b>1,899,173</b>	<b>72</b>	<b>10</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>56</b>	<b>21</b>	<b>18</b>	<b>17</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>4</b>
<b>Psychological</b>														
Cigna Behavioral Health of California Inc.	205,086	2	2	2	0	0	0	0	0	0	0	0	0	0
Managed Health Network	1,373,492	2	1	0	1	0	1	1	0	0	0	0	0	0
PacifiCare Behavioral Health of California Inc.	INACTIVE 2010	6	2	0	2	0	4	2	2	0	0	0	0	0
U.S. Behavioral Health Plan California	1,450,458	46	11	4	6	1	35	19	12	4	0	0	0	0
ValueOptions of California Inc.	430,131	1	0	0	0	0	1	1	0	0	0	0	0	0
Vista Behavioral Health Plans	325,495	5	2	1	0	1	3	2	0	1	0	0	0	0
<b>Subtotal</b>	<b>3,784,662</b>	<b>62</b>	<b>18</b>	<b>7</b>	<b>9</b>	<b>2</b>	<b>44</b>	<b>25</b>	<b>14</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

"Upheld by IMR" refers to cases in which the IMR organization issued a decision upholding the health plan's denial of the requested treatment.

"Overturned by IMR" refers to cases in which the IMR organization issued a decision overturning the health plan's denial of the requested treatment.

"Reversed by Plan" refers to cases in which the health plan reversed its previous denial after the DMHC received the enrollee's IMR application but prior to the IMR organization rendering its decision.

# **California Department of Managed Health Care 2011 Complaint Results by Category and Health Plan Report Definition**

## **The Summary of 2011 Formal Member Complaints:**

- Details the number and types of complaints resolved by the Department during the 2011 calendar year. A member's complaint can include more than one issue. However, a complaint consisting of multiple distinct issues is counted as only one complaint against the health plan.
- Lists health plans licensed during the 2011 calendar year, the number of complaints resolved 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.
- Includes data for resolved complaints which were determined to be within the Department's jurisdiction, eligible for review by the Department, and resolved (closed) within the calendar year. Cases pending at the end of the calendar year and resolved (closed) in the following year are reported in the subsequent year's Annual Report.
- Lists health plans according to the name they were doing business as (dba) during 2011. In instances where a health plan is known by more than one name, the dba name is shown first with the additional name(s) in parentheses.
- Classifies complaints 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**

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 2011 for the population of enrollees within the Department's jurisdiction for complaint review.

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

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**California Department of Managed Health Care  
2011 Complaint Results by Category and Health Plan**

Plan Type and Name	Complaints Resolved	Members	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	
				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
Humana 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
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.	0	112,852	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Maxicare 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
MD Care, 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
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	2	232,218	0.09	0	0.00	2	0.09	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Monarch 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
On Lok Senior Health Services	1	1,098	9.11	0	0.00	0	0.00	0	0.00	0	0.00	1	9.11	0	0.00	0	0.00
One 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
Partnership HealthPlan of California	0	181,182	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	837	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	0	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 Community Health Authority	3	55,292	0.54	0	0.00	0	0.00	0	0.00	0	0.00	3	0.54	0	0.00	0	0.00
San Miguel 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
Santa Clara Family Health Plan	0	128,446	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
SCAN Health Plan	0	7,685	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Scripps Health Plan Services 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
Sharp Health Plan	8	54,169	1.48	0	0.00	7	1.29	0	0.00	0	0.00	1	0.18	1	0.18	0	0.00
Simnsa Health Care	15	26,168	5.73	0	0.00	0	0.00	15	5.73	0	0.00	0	0.00	0	0.00	0	0.00
UCSD (University of California San Diego) Senior 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
UHP 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
Universal Care	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
Valley Health Plan	0	13,681	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	23,516	1.28	0	0.00	3	1.28	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Western Health Advantage	36	88,231	4.08	1	0.11	20	2.27	6	0.68	3	0.34	3	0.34	3	0.34	2	0.23
<b>Total</b>	<b>154</b>	<b>2,965,314</b>	<b>0.52</b>	<b>3</b>	<b>0.01</b>	<b>71</b>	<b>0.24</b>	<b>44</b>	<b>0.15</b>	<b>10</b>	<b>0.03</b>	<b>17</b>	<b>0.06</b>	<b>15</b>	<b>0.05</b>	<b>2</b>	<b>0.01</b>
<b>Chiropractic</b>																	
ASHP	1	1,795,601	0.01	0	0.00	0	0.00	1	0.01	0	0.00	0	0.00	0	0.00	0	0.00
Landmark Healthplan of California Inc.	1	134,185	0.07	0	0.00	1	0.07	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
OptumHealth Physical Health of California	1	178,076	0.06	0	0.00	1	0.06	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>3</b>	<b>2,107,862</b>	<b>0.01</b>	<b>0</b>	<b>0.00</b>	<b>2</b>	<b>0.01</b>	<b>1</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>



**California Department of Managed Health Care  
2011 Complaint Results by Category and Health Plan**

Plan Type and Name	Complaints Resolved	Members	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	
				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
Vision First Eye Care Inc.	0	1,178	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Vision Plan of America	0	15,087	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Vision Service Plan	0	6,145,128	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>2</b>	<b>6,910,276</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>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>
<b>Pharmacy</b>																	
Bravo Health Insurance Company 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
Envision Insurance Company	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
Express Scripts Insurance Company	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
HealthSpring Life & Health Insurance Company	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
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>
<b>Dental Discount Plan</b>																	
Dental Choice of California Inc.	5	574,451	0.09	0	0.00	3	0.05	1	0.02	0	0.00	1	0.02	1	0.02	0	0.00
Gold Plan or My Smile Dental Plan	0	14,238	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
New Dental Choice	1	23,740	0.42	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	1	0.42
<b>Total</b>	<b>6</b>	<b>612,429</b>	<b>0.10</b>	<b>0</b>	<b>0.00</b>	<b>3</b>	<b>0.05</b>	<b>1</b>	<b>0.02</b>	<b>0</b>	<b>0.00</b>	<b>1</b>	<b>0.02</b>	<b>1</b>	<b>0.02</b>	<b>1</b>	<b>0.02</b>
<b>Medical Discount Plan</b>																	
Family Care	0	4,904	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
USA Healthcare Savings	0	593	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
<b>Total</b>	<b>0</b>	<b>5,497</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>
<b>Psychological</b>																	
Avante Behavioral Health Plan	1	17,511	0.57	0	0.00	0	0.00	1	0.57	0	0.00	0	0.00	0	0.00	0	0.00
Cigna Behavioral Health of California Inc.	3	205,086	0.15	0	0.00	3	0.15	0	0.00	0	0.00	0	0.00	1	0.05	0	0.00
CONCERN: Employee Assistance Program	0	152,519	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Empathia Pacific, Inc.	0	199,404	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
HAI-CA (Human Affairs International of California)	0	223,330	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Holman Professional Counseling Centers	0	142,790	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Horizon Health EAP - Behavioral Services	0	550,962	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Managed Health Network	0	1,373,492	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
PacifiCare Behavioral Health of CA, Inc. - INACTIVE 2010	1	0	0.00	0	0.00	1	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
U.S. Behavioral Health Plan California	42	1,450,458	0.29	1	0.01	20	0.14	18	0.12	0	0.00	0	0.00	6	0.04	0	0.00
ValueOptions of California Inc.	0	430,131	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Vista Behavioral Health Plans	0	325,495	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
VMC Connect	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
<b>Total</b>	<b>47</b>	<b>5,071,178</b>	<b>0.09</b>	<b>1</b>	<b>0.00</b>	<b>24</b>	<b>0.05</b>	<b>19</b>	<b>0.04</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>7</b>	<b>0.01</b>	<b>0</b>	<b>0.00</b>