

**Department of Managed Health Care
Provider Complaint Unit Statistics
January 1, 2020 - December 31, 2020**

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 Received¹

Calendar Quarter	Number of Complaints
First Quarter	1,913
Second Quarter	1,245
Third Quarter	2,180
Fourth Quarter	1,084
2020 Total	6,422

Total Funds Recovered²

Calendar Quarter	Amount Recovered
First Quarter	\$2,536,987
Second Quarter	\$2,925,884
Third Quarter	\$3,232,675
Fourth Quarter	\$2,931,787
2020 Total	\$11,627,333

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.

**Department of Managed Health Care
Provider Complaint Unit Statistics
January 1, 2020 - December 31, 2020**

Total Provider Complaints Received by Type of Provider³

Provider Type	Yearly Total	% of Total
Hospital/Institutional	2,195	34.18%
Ambulance	901	14.03%
Other Specialist Providers	694	10.81%
Durable Medical Equipment	434	6.76%
Skilled Nursing Facility	369	5.75%
Mental Health	345	5.37%
Pharmacy	319	4.97%
Other Ancillary Service Providers	291	4.53%
Home Health Services	216	3.36%
Hospital-Based Physician	201	3.13%
On Call Physicians (Not ER)	128	1.99%
OB/GYN	81	1.26%
Internal Medicine	51	0.79%
Pediatrics	40	0.62%
Anesthesiology	31	0.48%
Physical/Speech/Occupational Therapy	31	0.48%
Family/General Practice	27	0.42%
Laboratory Services	24	0.37%
Dental	22	0.34%
ER Physician	14	0.22%
Chiropractic	6	0.09%
Vision	2	0.03%
Total	6,422	100%

Footnotes:

[3] Total Provider Complaints Received by Provider Type

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

**Department of Managed Health Care
Provider Complaint Unit Statistics
January 1, 2020 - December 31, 2020**

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)	1,137	17.70%
Molina Healthcare of California	1,005	15.65%
Blue Cross of California (Anthem Blue Cross)	847	13.19%
** Local Initiative Health Authority for Los Angeles County (L.A. Care Plan de Salud; DBA: L.A. Care Health Plan)	582	9.06%
Health Net Community Solutions, Inc.	477	7.43%
* Health Net of California, Inc.	353	5.50%
San Joaquin County Health Commission (Health Plan of San Joaquin)	259	4.03%
Blue Cross of California Partnership Plan, Inc.	252	3.92%
Blue Shield of California Promise Health Plan	180	2.80%
Kaiser Foundation Health Plan, Inc. (Kaiser Permanente Medical Care Program; DBA: Kaiser Permanente)	180	2.80%
California Health and Wellness Plan (California Health and Wellness; DBA: California Health & Wellness; DBA: CA Health and Wellness; DBA: CA Health & Wellness)	155	2.41%
UHC of California (UnitedHealthcare of California; Formerly: PacifiCare of California/Secure Horizons)	153	2.38%
Aetna Health of California Inc.	153	2.38%
Alameda Alliance For Health	83	1.29%
Inland Empire Health Plan (IEHP)	73	1.14%
Santa Clara County (Valley Health Plan)	72	1.12%

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.

**Department of Managed Health Care
Provider Complaint Unit Statistics
January 1, 2020 - December 31, 2020**

Full Service/Specialty Plans	Yearly Total	% of Total
** Local Initiative Health Authority for Los Angeles County (L.A. Care Plan de Salud; DBA: L.A. Care Health Plan)	582	9.06%
Health Net Community Solutions, Inc.	477	7.43%
* Health Net of California, Inc.	353	5.50%
San Joaquin County Health Commission (Health Plan of San Joaquin)	259	4.03%
Blue Cross of California Partnership Plan, Inc.	252	3.92%
** Local Initiative Health Authority for Los Angeles County (L.A. Care Plan de Salud; DBA: L.A. Care Health Plan)	582	9.06%
Health Net Community Solutions, Inc.	477	7.43%
* Health Net of California, Inc.	353	5.50%
San Joaquin County Health Commission (Health Plan of San Joaquin)	259	4.03%
Blue Cross of California Partnership Plan, Inc.	252	3.92%
Blue Shield of California Promise Health Plan	180	2.80%
Kaiser Foundation Health Plan, Inc. (Kaiser Permanente Medical Care Program; DBA: Kaiser Permanente)	180	2.80%
California Health and Wellness Plan (California Health and Wellness; DBA: California Health & Wellness; DBA: CA Health and Wellness; DBA: CA Health & Wellness)	155	2.41%
UHC of California (UnitedHealthcare of California; Formerly: PacifiCare of California/Secure Horizons)	153	2.38%
Aetna Health of California Inc.	153	2.38%
Alameda Alliance For Health	83	1.29%
Inland Empire Health Plan (IEHP)	73	1.14%
Santa Clara County (Valley Health Plan)	72	1.12%
Fresno-Kings-Madera Regional Health Authority (CalViva Health)	50	0.78%
UnitedHealthcare Community Plan of California, Inc.	49	0.76%
Cigna HealthCare of California, Inc.	39	0.61%
Orange County Health Authority (CalOptima)	36	0.56%
Aetna Better Health of California Inc.	31	0.48%

**Department of Managed Health Care
Provider Complaint Unit Statistics
January 1, 2020 - December 31, 2020**

Full Service/Specialty Plans	Yearly Total	% of Total
San Francisco Health Authority (San Francisco Health Plan)	26	0.40%
UnitedHealthcare Benefits Plan of California	19	0.30%
Delta Dental of California	17	0.26%
Scan Health Plan	15	0.23%
CareMore Health Plan	15	0.23%
Humana Health Plan of California, Inc.	13	0.20%
Contra Costa County Medical Services (Contra Costa Health Plan)	13	0.20%
Universal Care, Inc. (Brand New Day)	12	0.19%
L.A. Care Health Plan Joint Powers Authority (QIF)	11	0.17%
Magellan Health Services of California, Inc. - Employer Services	10	0.16%
Imperial Health Plan of California, Inc.	8	0.12%
WellCare of California, Inc.	7	0.11%
Partnership HealthPlan of California	5	0.08%
U. S. Behavioral Health Plan, California (OptumHealth Behavioral Solutions of California)	5	0.08%
Beacon Health Options of California, Inc. (Beacon of California)	5	0.08%
Kern Health Systems	5	0.08%
Los Angeles County Department of Health Services (Community Health Plan)	4	0.06%
Community Health Group	4	0.06%
Heritage Provider Network, Inc.	4	0.06%
AltaMed Health Network, Inc.	4	0.06%
MemorialCare Select Health Plan	4	0.06%
Optum Health Plan of California	4	0.06%
Community Family Care Health Plan, Inc.	4	0.06%
Oscar Health Plan of California	4	0.06%
Holman Professional Counseling Centers	3	0.05%
Cigna Behavioral Health of California, Inc.	3	0.05%
Western Health Advantage	2	0.03%
Aetna Dental of California Inc.	2	0.03%

**Department of Managed Health Care
Provider Complaint Unit Statistics
January 1, 2020 - December 31, 2020**

Full Service/Specialty Plans	Yearly Total	% of Total
Preferred Administrators, Inc. (Coast Health Plan--Surrendered License 1/95)	2	0.03%
Human Affairs International of California (HAI-CA; DBA: HAI)	2	0.03%
San Mateo Health Commission (Health Plan of San Mateo)	2	0.03%
Santa Barbara San Luis Obispo Regional Health Authority (CenCal Health)	2	0.03%
Santa Cruz-Monterey-Merced Managed Medical Care Commission (Central California Alliance for Health)	2	0.03%
Central Health Plan of California, Inc.	2	0.03%
HealthCare Partners Medical Plan, Llc.	1	0.02%
Scripps Health Plan Services, Inc.	1	0.02%
Alignment Health Plan	1	0.02%
IEHP Health Access (QIF)	1	0.02%
AIDS Healthcare Foundation (Positive Healthcare)	1	0.02%
Monarch Health Plan, Inc.	1	0.02%
Prospect Health Plan, Inc.	1	0.02%
Vitality Health Plan of California, Inc.	1	0.02%
Health Net Health Plan of Oregon, Inc. (Health Net Medicare of California.)	1	0.02%
Golden State Medicare Health Plan (Golden State Health Plan)	1	0.02%
Sutter Health Plan (Sutter Health Plus)	1	0.02%
United Concordia Dental Plans of California, Inc.	1	0.02%
Plan For Health, Inc.	1	0.02%
Managed Health Network	1	0.02%
Ventura County Health (Ventura County Health Care Plan)	1	0.02%
Santa Clara County Health Authority (Santa Clara Family Health Plan)	1	0.02%
Total	6,422	100%

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

**Department of Managed Health Care
 Provider Complaint Unit Statistics
 January 1, 2020 - December 31, 2020**

Total Provider Complaint Nature of Complaint "Main Category" Identified⁵

Nature of Complaint "Main Category"	Yearly Totals	% of Totals
Claims Payment Dispute	4,038	62.9%
Dispute Resolution Problems	1,676	26.1%
Non-Contracted Providers	397	6.2%
Contractual Issues	137	2.1%
Other	105	1.6%
Overpayment/Refund Request	54	0.8%
Not Specified	15	0.2%
Grand Total	6,422	100%

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.