

**Department of Managed Health Care
 Provider Complaint Unit Statistics
 January 1, 2022 - December 31, 2022**

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.

Total Provider Complaints Received¹

Calendar Quarter	Number of Complaints
First Quarter	1,996
Second Quarter	1,428
Third Quarter	1,540
Fourth Quarter	1,276
2022 Total	6,240

Total Funds Recovered²

Calendar Quarter	Amount Recovered
First Quarter	\$2,249,870
Second Quarter	\$2,852,532
Third Quarter	\$3,509,702
Fourth Quarter	\$3,891,910
2022 Total	\$12,504,014

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Total Provider Complaints Received by Type of Provider³

Provider Type	Yearly Total	% of Total
Hospital/Institutional	2,554	40.93%
Other Specialist Providers	722	11.57%
Mental Health	529	8.48%
Skilled Nursing Facility	501	8.03%
Ambulance	402	6.44%
Internal Medicine	379	6.07%
Pharmacy	302	4.84%
Home Health Services	148	2.37%
Hospital-Based Physician	133	2.13%
Other Ancillary Service Providers	119	1.91%
Durable Medical Equipment	101	1.62%
Physical/Speech/Occupational Therapy	78	1.25%
Family/General Practice	70	1.12%
OB/GYN	55	0.88%
Laboratory Services	40	0.64%
ER Physician	27	0.43%
Pediatrics	25	0.40%
Anesthesiology	20	0.32%
Dental	19	0.30%
Chiropractic	9	0.14%
On Call Physicians (Not ER)	5	0.08%
Vision	2	0.03%
Total	6,240	100%

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Total Provider Complaints Received by Full Service Plans/Specialty Plans⁴

Full Service/Specialty Plans	Yearly Total	% of Total
Blue Cross of California (Anthem Blue Cross)	1,275	20.43%
** Local Initiative Health Authority for Los Angeles County (L.A. Care Plan de Salud; DBA: L.A. Care Health Plan)	926	14.84%
Kaiser Foundation Health Plan, Inc. (Kaiser Permanente Medical Care Program; DBA: Kaiser Permanente)	591	9.47%
Molina Healthcare of California	491	7.87%
Blue Shield of California Promise Health Plan	359	5.75%
Health Net Community Solutions, Inc.	314	5.03%
California Physicians' Service (Blue Shield of California)	307	4.92%
California Health and Wellness Plan (California Health and Wellness; DBA: California Health & Wellness; DBA: CA Health and Wellness; DBA: CA Health & Wellness)	301	4.82%
* Health Net of California, Inc.	272	4.36%
Aetna Health of California Inc.	267	4.28%
Blue Cross of California Partnership Plan, Inc.	167	2.68%
UHC of California (UnitedHealthcare of California; Formerly: PacifiCare of California/Secure Horizons)	146	2.34%
UnitedHealthcare Benefits Plan of California	137	2.20%
Oscar Health Plan of California	73	1.17%
UnitedHealthcare Community Plan of California, Inc.	70	1.12%
Cigna HealthCare of California, Inc.	59	0.95%
San Joaquin County Health Commission (Health Plan of San Joaquin)	59	0.95%
Inland Empire Health Plan (IEHP)	56	0.90%
Alignment Health Plan	37	0.59%
Aetna Better Health of California Inc.	33	0.53%
Orange County Health Authority (CalOptima)	30	0.48%
U. S. Behavioral Health Plan, California (OptumHealth Behavioral Solutions of California)	28	0.45%
Humana Health Plan of California, Inc.	23	0.37%
L.A. Care Health Plan Joint Powers Authority	21	0.34%
Qual-Med California	20	0.32%
WellCare of California, Inc.	16	0.26%
Optum Health Plan of California	14	0.22%
Contra Costa County Medical Services (Contra Costa Health Plan)	13	0.21%
Delta Dental of California	13	0.21%
Golden State Medicare Health Plan (Golden State Health Plan)	12	0.19%
Sutter Health Plan (Sutter Health Plus)	10	0.16%
Scan Health Plan	9	0.14%
Alameda Alliance For Health	9	0.14%
Western Health Advantage	7	0.11%
Santa Clara County (Valley Health Plan)	6	0.10%

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Imperial Health Plan of California, Inc.	6	0.10%
Universal Care, Inc. (Bright HealthCare; DBA: Bright Health; DBA: Brand New Day)	5	0.08%
Carelon Behavioral Health of California, Inc.	4	0.06%
Santa Clara County Health Authority (Santa Clara Family Health Plan)	4	0.06%
Los Angeles County Department of Health Services (Community Health Plan)	4	0.06%
Partnership HealthPlan of California	4	0.06%
CareMore Health Plan	3	0.05%
San Francisco Health Authority (San Francisco Health Plan)	3	0.05%
County of Ventura (Ventura County Health Care Plan)	2	0.03%
Sharp Health Plan	2	0.03%
Dental Benefit Providers of California, Inc.	2	0.03%
San Mateo Health Commission (Health Plan of San Mateo)	2	0.03%
EPIC Health Plan	2	0.03%
Health Net Health Plan of Oregon, Inc. (Health Net Medicare of California.)	2	0.03%
Community Care Health Plan, Inc.	2	0.03%
Brown & Toland Health Services, Inc.	2	0.03%
Essence Healthcare of California, Inc. (Essence Healthcare)	2	0.03%
Dignity Health Provider Resources, Inc.	2	0.03%
Fresno-Kings-Madera Regional Health Authority (CalViva Health)	1	0.02%
AltaMed Health Network, Inc.	1	0.02%
SilverScript Insurance Company	1	0.02%
PRIMECARE Medical Network, Inc.	1	0.02%
HealthCare Partners Medical Plan, Llc.	1	0.02%
Monarch Health Plan, Inc.	1	0.02%
Cigna Dental Health of California, Inc.	1	0.02%
Palo Alto Medical Foundation	1	0.02%
Laurel Dental Plan, Inc.	1	0.02%
EYEXAM of California, Inc.	1	0.02%
Human Affairs International of California (HAI-CA; DBA: HAI)	1	0.02%
Managed Health Network	1	0.02%
Community Health Group	1	0.02%
Health and Human Resource Center, Inc. (Aetna Resources for Living)	1	0.02%
Kern Health Systems	1	0.02%
Heritage Provider Network, Inc.	1	0.02%
Total	6,240	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	Yearly Totals	% of Totals
Claims Payment Dispute	4,358	69.8%
Dispute Resolution Problems	1,037	16.6%
Non-Contracted Providers	366	5.9%
Not Specified	190	3.0%
Overpayment/Refund Request	149	2.4%
Contractual Issues	97	1.6%
Other	43	0.7%
Grand Total	6,240	100%

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Footnotes:

** Health Net of California and Health Net of Community Solutions are both licensed under Health Net of California*

***Local Initiative Health Authority for L.A. County and L.A. Care Health Plan Joint Power Authority are both licensed under Local Initiative Health Authority for L.A. County.*

[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.