

Regular Meeting of the
Santa Clara County Health Authority
Quality Improvement Committee

Tuesday, December 13, 2022, 6:00 PM – 8:00 PM
Santa Clara Family Health Plan
6201 San Ignacio Ave, San Jose, CA 95119

Via Teleconference

(669) 900-6833
Meeting ID: 812 3803 8207
<https://zoom.us/j/81238038207>
Passcode: QICMeet23!

AGENDA

1. Roll Call	Dr. Paul	6:00	5 min
2. Public Comment Members of the public may speak to any item not on the agenda; two minutes per speaker. The Quality Improvement Committee (QIC) reserves the right to limit the duration of the public comment period to 30 minutes.	Dr. Paul	6:05	3 min
3. Meeting Minutes Review draft minutes of the 10/11/2022 QIC meeting. Possible Action: Approve draft minutes of the 10/11/2022 QIC meeting	Dr. Paul	6:08	2 min
4. Chief Executive Officer (CEO) Update Discuss status of current topics and initiatives.	Ms. Tomcala	6:10	10 min
5. Compliance Report Review the Compliance Report.	Mr. Haskell	6:20	10 min
6. Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS) 2022 Review results from the 2022 Cal Medi-Connect (CMC) CAHPS Survey.	Mr. Scrase	6:30	15 min
7. Annual CMC Continuity and Coordination of Medical Care Analysis Review the CMC Continuity and Coordination of Medical Care Analysis. Possible Action: Approve the CMC Continuity and Coordination of Medical Care Analysis	Ms. Cagle	6:45	15 min
8. Grievance & Appeals (G&A) Report Q3 2022 Review the G&A Report Q3 2022. Possible Action: Approve the G&A Report Q3 2022	Mr. Oliveira	7:00	10 min
9. Quality Dashboard Review the Quality Dashboard.	Ms. Baxter	7:10	10 min
10. Initial Health Assessment (IHA) Update Review updates to the IHA.	Ms. Chang	7:20	10 min

11. Utilization Management Committee (UMC) Review draft minutes of the 10/19/2022 UMC meeting. Possible Action: Accept the 10/19/2022 UMC draft meeting minutes	Dr. Lin	7:30 5 min
12. Consumer Advisory Board (CAB) Review draft minutes of the 12/01/2022 CAB meeting. Possible Action: Accept the 12/01/2022 CAB draft meeting minutes	Dr. Nakahira	7:35 5 min
13. Credentialing Committee Review draft minutes of the 10/05/2022 Credentialing Committee meeting. Possible Action: Accept draft minutes of the 10/05/2022 Credentialing Committee meeting	Dr. Nakahira	7:40 5 min
14. Credentialing Committee – Ad Hoc Meeting Review draft minutes of the 10/26/2022 Ad Hoc Credentialing Committee Meeting. Possible Action: Accept draft minutes of the 10/26/2022 Ad Hoc Credentialing Committee meeting	Dr. Nakahira	7:45 5 min
15. Credentialing Committee Report Review the 10/26/2022 Credentialing Committee Report. Possible Action: Accept the 10/26/2022 Credentialing Committee Report	Dr. Nakahira	7:50 5 min
16. 2023 Board and Committee Meeting Calendar Review the 2023 QIC meeting dates.	Ms. Chang	7:55 5 min
17. Adjournment The next QIC meeting will be held on January 10, 2023.	Dr. Paul	8:00

Notice to the Public—Meeting Procedures

- Persons wishing to address the Quality Improvement Committee on any item on the agenda are requested to advise the Recorder so that the Chairperson can call on them when the item comes up for discussion.
- The Committee may take other actions relating to the issues as may be determined following consideration of the matter and discussion of the possible action.
- In compliance with the Americans with Disabilities Act, those requiring accommodations in this meeting should notify Nancy Aguirre 48 hours prior to the meeting at (408) 874-1835.
- To obtain a copy of any supporting document that is available, contact Nancy Aguirre at (408) 874-1835. Agenda materials distributed less than 72 hours before a meeting can be inspected at the Santa Clara Family Health Plan offices at 6201 San Ignacio Ave, San Jose, CA 95119.
- This agenda and meeting documents are available at www.scfhp.com.



**Santa Clara Family
Health Plan™**

Quality Improvement Committee
Draft Meeting Minutes
October 11, 2022

Regular Meeting of the

Santa Clara County Health Authority Quality Improvement Committee

Tuesday, October 11, 2022, 6:00 PM – 8:00 PM

Santa Clara Family Health Plan, Teleconference

6201 San Ignacio Ave, San Jose, CA 95119

Minutes – Draft

Members Present

Ria Paul, MD, Chair
Ali Alkoraishi, MD
Jimmy Lin, MD
Laurie Nakahira, D.O.,
Chief Medical Officer
(CMO)
Christine Tomcala,
Chief Executive Officer
(CEO)

Members Absent

Nayyara Dawood, MD
Jennifer Foreman, MD

Specialty

Geriatrics
Adult & Child Psychiatry
Internist

Pediatrics
Pediatrics

Staff Present

Chris Turner, Chief Operating Officer (COO)
Chelsea Byom, Vice President, Marketing,
Communications & Outreach
Mai Chang, Director, Quality & Process Improvement
Angela Chen, Director, Case Management &
Behavioral Health
Janet Gambatese, MPA, Director, Provider Network
Operations
Tanya Nguyen, Director, Customer Service
Mauro Oliveira, Director, Operations
Daniel Quan, Director, Compliance
Carole Ruvalcaba, Director, Marketing &
Communications
Lucille Baxter, Manager, Quality & Health Education
Charla Bryant, Manager, Clinical Quality & Safety
Karen Fadley, Manager, Provider Data,
Credentialing and Reporting
Claudia Graciano, Provider Access Program
Manager
Olivia Pham, Process Improvement Project Manager
Robert Scrase, Manager, Process Improvement
Nancy Aguirre, Administrative Assistant
Robyn Esparza, Administrative Assistant

1. Roll Call

Ria Paul, MD, Chair, called the meeting to order at 6:01pm. Roll call was taken and a quorum was established.

2. Public Comment

There were no public comments.

3. Meeting Minutes

Draft meeting minutes of the 08/09/2022 Quality Improvement Committee (QIC) meeting were reviewed.

It was moved, seconded and the draft minutes of the 08/09/2022 QIC meeting were unanimously approved.

Motion: Ms. Tomcala
Second: Dr. Nakahira
Ayes: Dr. Alkoraishi, Dr. Nakahira, Dr. Paul, Ms. Tomcala
Absent: Dr. Dawood, Dr. Foreman, Dr. Lin

4. Chief Executive Officer (CEO) Update

Christine Tomcala, Chief Executive Officer (CEO) acknowledged the passing of our beloved friend and colleague, Dr. Jeff Robertson. Dr. Jeff served at the Health Plan for over 10 years at the capacity of Chief Medical Officer (CMO), and more recently, as a Medical Director. Dr. Jeff will be deeply missed.

Ms. Tomcala noted the Plan's membership is currently at 318,000 members, and it is the season for Medicare Advantage selections. Additionally, the Plan is in process of converting our Cal Medi-Connect (CMC) members and transitioning them to the Dual Eligible Special Needs Plan (D-SNP) program, effective January 1st.

Ms. Tomcala shared, once the public health emergency is over, Assembly Bill 2449, regarding public meeting teleconferencing, will allow for additional attendance flexibility, all while maintaining the existing public meeting parameters. Prior to COVID-19, members could attend the QIC meetings in person, or, if needed, electronically. In order to do so, the address where one plans to attend would need to be identified on the published agenda one (1) week prior to the meeting; and as such, the public would then have the opportunity to join you at the listed address. Assembly Bill 2449 requires a quorum needs to participate in person. New flexibilities include the ability to join remotely without the need to identify your address on the agenda shall one be experiencing an emergency. However, both audio and visual connections must be in use when joined remotely.

Ms. Tomcala announced this year is the 25th anniversary of the Health Plan. A celebration will be held at the Blanca Alvarado Community Resource Center (CRC), on Saturday, October 22. Additionally, in honor of our 25th anniversary, the Plan is instituting a scholarship program in hopes to provide support to our members who are interested in obtaining a career in healthcare. More details to come.

5. Compliance Report

Daniel Quan, Director, Compliance, presented the Compliance Report on behalf of Tyler Haskell, Director, Government Relations. Beginning on October 17th, the Plan will undergo a routine Department of Managed Health Care (DMHC) survey. This survey will cover the overall performance of the Plan against State health plan licensing regulations. Additionally, every three (3) years, DMHC conducts a Financial Audit. This year the Plan was due for review. On October 3rd, the Plan received a report from the Financial Audit with zero (0) findings.

In March, the Plan underwent its annual Department of Health Care Services (DHCS) audit, and has not yet received a written preliminary report.

Mr. Quan shared the Plan recently received a Notice of Noncompliance from Centers for Medicare & Medicaid Services (CMS) related to a required protected class drug that was missing from the Plan's July 2022 formulary submission. The Plan's pharmacy benefit manager, MedImpact, removed Trizivir from the formulary. MedImpact added Trizivir back to the formulary in the next submission window.

Mr. Quan announced the Plan recently completed its annual Medicare data validation audit, with final results indicating 100% validation.

Mr. Quan added, the Plan underwent the Compliance Effectiveness Audit required by CMS. This audit reviews the effectiveness of our Compliance Program and must be completed annually. The Plan received a final report in late September, indicating one (1) finding related to the lack of documentation demonstrating the Plan had provided required annual compliance training to a consultant doing work relations to our Medicare line of business (LOB). The report also includes four (4) observations relating to improving the consistency and clarity of internal documents and reducing audit completion times.

6. QIC Member Appointment and Term Limits

Laurie Nakahira, D.O., CMO reviewed the QIC member appointment and term limit requirements based on the QIC Charter. Upon review of the QIC Charter, all QIC stakeholders, including the Chairperson, can serve up to three (3), two (2) year terms. Currently, most QIC members are due for reappointment. Those interested in serving an additional term must connect with Dr. Nakahira and Ms. Tomcala offline.

7. Annual Assessment of Physician Directory Accuracy Report 2022

Claudia Graciano, Provider Access Program Manager, presented the Annual Assessment of Physician Directory Accuracy Report 2022. To validate the information on file, data is collected from provider delegates and providers via provider rosters, provider profiles, as well as provider and facility attestations.

There are five (5) measures that were monitored for aspects of physician directory accuracy. They include, 1). Accuracy of office locations, 2). Accuracy of phones numbers, 3). Accuracy of hospital affiliations, 4). Accuracy of accepting new patients, and 5). Awareness of physician office staff of physician's participation in the organization's network.

Ms. Graciano explained the methodology involved in conducting the accuracy report, as well as the results of the analysis. Barriers and opportunities for improvement were identified and shared.

It was moved, seconded and the Annual Assessment of Physician Directory Accuracy Report 2022 was unanimously approved.

Motion: Ms. Tomcala

Second: Dr. Nakahira

Ayes: Dr. Alkoraishi, Dr. Lin, Dr. Nakahira, Dr. Paul, Ms. Tomcala

Absent: Dr. Dawood, Dr. Foreman

Jimmy Lin, MD, joined the meeting at 6:33pm.

8. Accuracy and Quality of Pharmacy Benefit Information to Members via Telephone

Tanya Nguyen, Director, Customer Service, reviewed the Accuracy and Quality of Pharmacy Benefit Information to Members via Telephone. SCFHP has a responsibility to ensure that members can contact the organization via phone and receive accurate, quality information on drugs, coverage, and costs.

Ms. Nguyen reviewed the methodology used, which is comprised of six (6) factors, including, 1). Financial responsibility, 2). Exceptions process, 3). Mail order, 4 & 5). Pharmacy location, and 6). Generic substitution. Ms. Nguyen reviewed both the accuracy and quality assessments for all factors. Additionally, an overview of both the quantitative and qualitative analyses were presented.

Ms. Nguyen concluded by reviewing the opportunities for improvement and the interventions implemented.

It was moved, seconded and the Accuracy and Quality of Pharmacy Benefit Information to Members via Telephone was unanimously approved.

Motion: Dr. Alkoraishi

Second: Dr. Lin

Ayes: Dr. Alkoraishi, Dr. Lin, Dr. Nakahira, Dr. Paul, Ms. Tomcala

Absent: Dr. Dawood, Dr. Foreman

9. Annual CMC Continuity and Coordination Between Medical Care and Behavioral Health (BH) Analysis

Jamie Enke, Program Manager, Behavioral Health, presented the Annual CMC Continuity and Coordination Between Medical Care and BH Analysis. Annually, the Plan collects data of opportunities for collaboration between medical care and behavioral healthcare in the following six (6) areas: 1). Exchange of information, 2). Appropriate diagnosis, treatment, and referral of behavioral disorders commonly seen in primary care, 3). Appropriate use of psychotropic medications, 4). Management of treatment access and follow-up for members with coexisting medical and behavioral disorders, 5). Primary or secondary preventive behavioral healthcare

program implementation, and 6). Special needs of members with severe and persistent mental illness.

Ms. Enke reviewed the established goal(s) and the performance for each of the six (6) measures, as well as a quantitative and qualitative analysis. Barriers, opportunities for improvement, as well as the interventions implemented were also reviewed.

It was moved, seconded and the Annual CMC Continuity and Coordination Between Medical Care and BH Analysis was **unanimously approved**.

Motion: Ms. Tomcala

Second: Dr. Lin

Ayes: Dr. Alkoraishi, Dr. Lin, Dr. Nakahira, Dr. Paul, Ms. Tomcala

Absent: Dr. Dawood, Dr. Foreman

10. Assessment of CMC Member Understanding of Policies and Procedures

Chelsea Byom, Vice President, Marketing, Communications & Outreach, presented the Assessment of CMC Member Understanding of Policies and Procedures. This report assesses how well members understand the Plan's policies and procedures, specifically from marketing materials.

Ms. Byom explained the methodology used, as well as the top three (3) call types, including, 1). Materials request, 2). Benefit inquiry/other, and 3). General Provider/Network information inquiry.

Ms. Byom reviewed the actionable opportunities for improvement, which include, improving awareness of SCFHP's forms and instructions through education, promoting self-service options, and updating webpages to include an Appointment of Representative (AOR) form with instructions more prominently.

Motion: Ms. Tomcala

Second: Dr. Lin

Ayes: Dr. Alkoraishi, Dr. Lin, Dr. Nakahira, Dr. Paul, Ms. Tomcala

Absent: Dr. Dawood, Dr. Foreman

11. Annual Review of QI Policies

Charla Bryant, Manager, Clinical Quality & Safety, reviewed policy QI.02, and noted the minor changes made.

a. QI.02 Clinical & Preventative Practice Guidelines.

It was moved, seconded and policies QI.02 was **unanimously approved**.

Motion: Dr. Nakahira

Second: Dr. Lin

Ayes: Dr. Alkoraishi, Dr. Lin, Dr. Nakahira, Dr. Paul, Ms. Tomcala

Absent: Dr. Dawood, Dr. Foreman

12. Annual Review of Credentialing Policies

Karen Fadley, Manager, Provider Data, Credentialing and Reporting, presented the Credentialing Policies. All listed policies were reviewed and approved as presented at the 08/03 Credentialing Committee Meeting.

- a. CR.01 Credentialing and Recredentialing
- b. CR.02 Credentialing and Oversight of Mid-Level Practitioners
- c. CR.03 Objective Criteria for Defining HIV/AIDS Expertise
- d. CR.04 Notification to Authorities and Practitioner Appeal Rights
- e. CR.05 Delegation of Credentialing and Recredentialing
- f. CR.06 Ongoing Monitoring and Interventions
- g. CR.07 Assessment of Organizational Providers
- h. CR.08 Credentialing Committee
- i. CR.10 Credentialing System Controls

It was moved, seconded and policies CR.01, CR.02, CR.03, CR.04, CR.05, CR.06, CR.07, CR.08, and CR.10 were **unanimously approved.**

Motion: Dr. Lin

Second: Dr. Paul

Ayes: Dr. Alkoraishi, Dr. Lin, Dr. Nakahira, Dr. Paul, Ms. Tomcala

Absent: Dr. Dawood, Dr. Foreman

13. Grievance & Appeals (G&A) Report Q2 2022

Mauro Oliveira, Director, Operations, presented the G&A Report for Q2 2022. Mr. Oliveira reviewed the total G&As per 1,000 members, for both Medi-Cal (MC) and CMC, as well as the total appeals received.

Mr. Oliveira presented the G&A Report for Q2 2022. The top 3 MC grievance categories and the top 3 MC grievance subcategories were reviewed, as well as the MC Appeals by case type and disposition. In addition, the Top 3 Cal MediConnect (CMC) grievance categories and the top 3 CMC grievance subcategories were reviewed, as well as the CMC Appeals by case type and disposition.

14. Quality Dashboard

Ms. Bryant presented the Quality Dashboard beginning with the Initial Health Assessment (IHA) results. Reports indicate a slight increase in completion rates when comparing August 2021 to September 2022.

Ms. Bryant noted between August – September 2022, six (6) Facility Site Reviews (FSRs) were completed. Certified Master Trainers (CMT) and QI Nurses continue to conduct FSRs to ensure sites operate in compliance with all applicable local, State, and federal laws and regulations.

Ms. Bryant reviewed the Potential Quality of Care Issues (PQIs), noting 20.5% of PQIs due from August – September 2022 closed on time (within 90 days). Also reviewed were the results for the Outreach Call Campaign, an internal program where staff conduct calls to members to promote health education. A total of 14,161 calls were made from August – September 2022.

In an effort to improve the Healthcare Effectiveness Data and Information Set (HEDIS) MC and CMC rates, alerts have been loaded into QNXT so that internal staff can remind members about screenings and/or visits they are due for. A total of 3,255 QNXT Gaps in Care (GIC) alerts were closed between August – September 2022.

15. Consumer Advisory Board (CAB)

The draft minutes of the 09/01/2022 CAB meeting were reviewed by Dr. Nakahira.

It was moved, seconded and the 09/01/2022 draft CAB meeting minutes were **unanimously approved.**

Motion: Dr. Lin

Second: Dr. Alkoraishi

Ayes: Dr. Alkoraishi, Dr. Lin, Dr. Nakahira, Dr. Paul, Ms. Tomcala

Absent: Dr. Dawood, Dr. Foreman

16. Pharmacy & Therapeutics Committee (P&T)

The minutes of the 09/15/2022 P&T Committee meeting were reviewed by Jimmy Lin, MD, Chair, P&T Committee.

It was moved, seconded and the 09/15/2022 draft Open P&T Committee meeting minutes were **unanimously approved.**

Motion: Dr. Nakahira

Second: Dr. Lin

Ayes: Dr. Alkoraishi, Dr. Lin, Dr. Nakahira, Dr. Paul, Ms. Tomcala

Absent: Dr. Dawood, Dr. Foreman

17. Credentialing Committee

The draft open minutes of the 08/03/2022 Credentialing Committee meeting were reviewed by Dr. Nakahira.

It was moved, seconded and the 08/03/2022 draft Credentialing Committee meeting minutes were unanimously approved.

Motion: Dr. Lin

Second: Dr. Nakahira

Ayes: Dr. Alkoraishi, Dr. Lin, Dr. Nakahira, Dr. Paul, Ms. Tomcala

Absent: Dr. Dawood, Dr. Foreman

18. Credentialing Committee Report

Dr. Nakahira reviewed the 08/03/2022 Credentialing Committee Report.

It was moved, seconded and the 08/03/2022 Credentialing Committee Report was unanimously approved.

Motion: Dr. Lin

Second: Dr. Nakahira

Ayes: Dr. Alkoraishi, Dr. Lin, Dr. Nakahira, Dr. Paul, Ms. Tomcala

Absent: Dr. Dawood, Dr. Foreman

19. Adjournment

The next regular QIC meeting will be held on December 13, 2022. The meeting was adjourned at 7:24pm.

Ria Paul, MD, Chair

Date



**Santa Clara Family
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Chief Executive Officer (CEO) Update

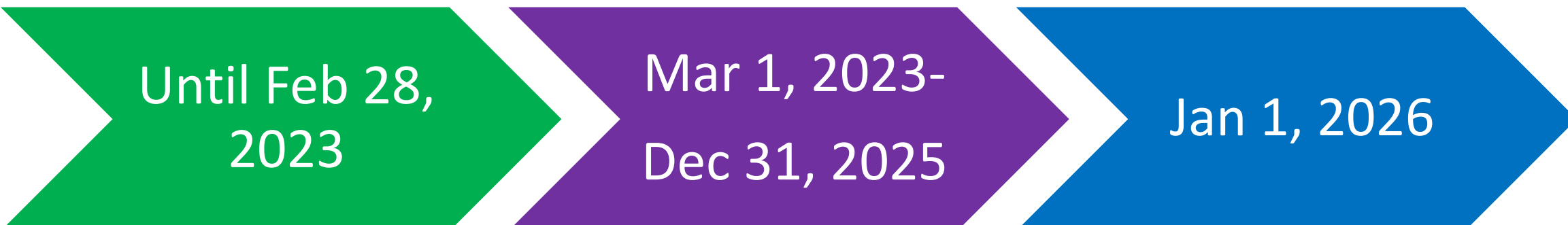
Christine M. Tomcala

New Brown Act Teleconferencing Rules

Traditional: members can teleconference if the agenda and meeting notice includes the address of their teleconference location, and the notice is visibly posted at the location, which shall be accessible to the public during the meeting

PHE rules: exempt from Traditional noticing/access requirements while under COVID State of Emergency if Board makes certain findings every 30 days

Post-pandemic: exempt from Traditional requirements only in cases of just cause and emergencies, but a quorum must be present at a single physical location



Until Feb 28,
2023

Mar 1, 2023-
Dec 31, 2025

Jan 1, 2026



**Santa Clara Family
Health Plan™**

Compliance Report

Tyler Haskell, Vice President, Government Relations and Compliance

Compliance Activity Report

December 13, 2022

- **Department of Managed Health Care (DMHC) Routine Audit**

During the week of October 17, the Plan underwent a routine DMHC survey covering the overall performance of the Plan against State health plan licensing regulations. No obvious compliance deficiencies arose during the course of the audit, and the Plan awaits a preliminary report.

- **DMHC Enforcement Penalty**

The DMHC sent the Plan a notification of an enforcement action related to a February 2019 enrollee complaint. Multiple back-and-forth correspondences took place between DMHC and the Plan over the course of eight calendar days, as is typical of these complaints. During this period, the Plan provided two incomplete responses to DMHC requests, one of which was also late. As a result, DMHC is assessing the Plan a \$5,000 penalty for violating California Code of Regulations Title 28 § 1300.68(h), which states that “the Department may require the plan and contracting providers to expedite the delivery of information.”

- **Department of Health Care Services (DHCS) Audit Update**

The Plan underwent its annual DHCS audit in March and received a draft report on November 18. The draft report includes 20 Medi-Cal findings and eight corresponding Cal MediConnect findings. The Plan is currently reviewing the draft report and preparing a written response, which is due by December 14.

- **DHCS Focused Audits**

DHCS recently notified Medi-Cal managed care plans that it intends to conduct focused audits in the areas of transportation and behavioral health, with the goal of examining “operational issues that may hinder appropriate and timely member access to medically necessary care.” The focused audits will be scheduled concurrently with the Plan’s annual medical audit.



**Santa Clara Family
Health Plan™**

2022 CalMediConnect CAHPS Survey Results

Robert Scrase, Process Improvement Manager

Quality Improvement Committee – December 13th, 2022

CAHPS Surveys

Overview

- CAHPS* is required by Medicare Annually
 - Administered by vendor SPH Analytics
- CAHPS is required by Medi-Cal/DHCS every 2 years
 - Administered by vendor HSAG**

*CAHPS = Consumer Assessment of Healthcare Providers and Systems

** HSAG = Health Service Advisory Group

Normal CAHPS Fielding Timeline

FIELDING TIMELINE	
Mail out pre-notification letter	3/3/2022
Open customer support toll-free line	3/4/2022
Mail out first questionnaire	3/7/2022 – 3/8/2022
Mail out second questionnaire	4/6/2022 – 4/7/2022
Submit interim data files to CMS (RAND)	4/26/2022 – 4/28/2022
Initiate telephone follow-up (1st attempt)	4/29/2022 – 5/9/2022
Conduct additional telephone attempts by CATI	5/10/2022 – 6/6/2022
Submit interim data files to CMS (RAND)	5/10/2022 – 5/12/2022
Cut-off date for returned mail surveys	6/6/2022
Close customer support toll-free line	6/6/2022
Submit final data to CMS	6/15/2022 – 6/17/2022
Submit final data for MMP contracts to CMS	6/21/2022 - 6/23/2022

2022 CMC CAHPS

Overall Summary

- Response Rates
- Respondent demographics
- Industry Trends
- SCFHP Results Summary
- Projected CMS Star Ratings
- Results Analysis
- Next Steps

2022 CMC CAHPS

Response Rate Summary

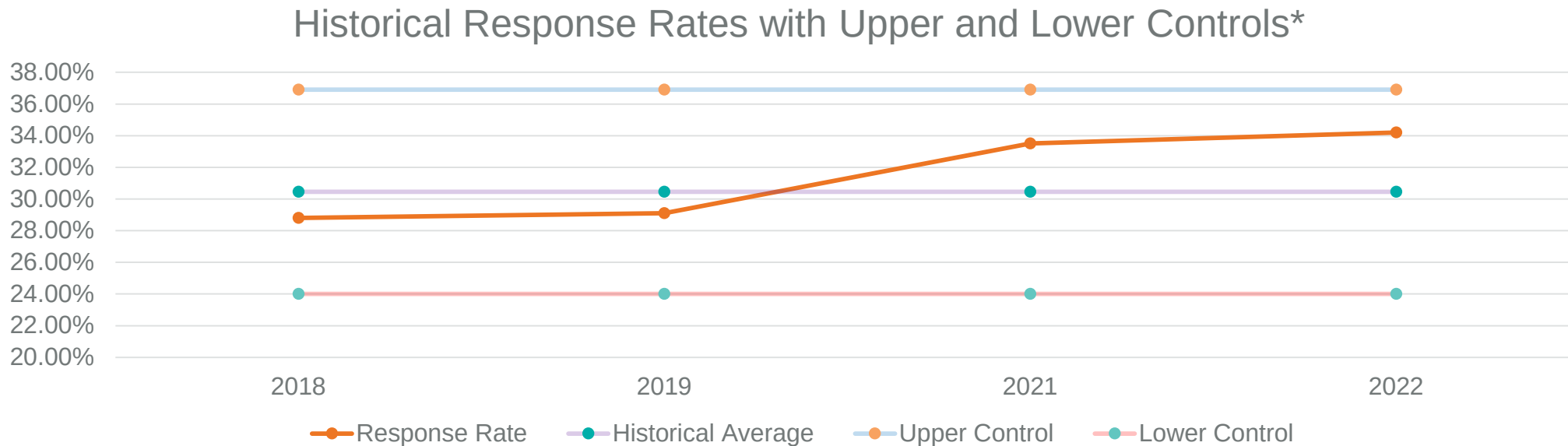
- 1600 Surveys were sent (542 Valid) = 34.2% Response Rate
- Of the valid surveys:
 - 458 were completed by mail
 - 84 were completed by phone
 - 12 were partially complete*

*“A questionnaire is considered partially complete if responses are available for at least one reportable item, but less than half of the key items.” [AHRQ CAHPS 5.0 Guide](#)

Data Sources: SPH Analytics Summary

2022 CMC CAHPS

Response Rate Trend



Upper Control Limit and Lower Control Limit are +/- 3 Standard Deviations (2.4%) from the mean.
Data Source: CMS CAHPS Data

2022 CMC CAHPS

Respondent Demographics Summary

- Gender:
 - 38% Male
 - 62% Female
- Age:
 - 35.4% Under 70
 - 22.1% 70-74
 - 42.4% 75 or older
- Proxy*:
 - 27.3% Yes
 - 72.7% No
- Education:
 - 61.1% High school or less
 - 36.9% Some college or more

*Proxy = Yes indicates “someone helped enrollee/[respondent] complete survey” [AHRQ CAHPS 5.0 Guide](#)

Data Source: SPH CAHPS At-A-Glance Report

2022 CMC CAHPS

Industry Trends

- **SPH Book of Business** includes all 30 Medicaid-Medicare Advantage contracts that conducted the survey with SPH Analytics in 2022. (Does not include PDP Only contracts)

SPH Book of Business (Scaled Mean Scores)	2019	2020	2021	2022
Q38. Rating of Health Plan	86.5	88.0	88.4	87.9
Q9. Rating of Health Care Quality	85.5	87.6	87.1	86.4
Getting Needed Care	82.4	83.6	83.1	81.6
Q10. Getting care, tests, or treatments necessary	83.1	84.7	83.4	82.7
Q29. Ease of getting appointment with a specialist	81.7	82.5	82.8	80.5
Getting Appointments and Care Quickly	77.6	79.8	79.4	77.9
Q4. Obtaining needed care right away	86.0	88.2	86.6	85.2
Q6. Obtaining care when needed, not when needed right away	83.7	85.0	83.7	82.5
Q8. Saw person came to see within 15 minutes of appointment time	63.2	66.3	67.8	66.1
Customer Service	90.1	91.3	91.0	90.5
Q34. Getting information/help from customer service	82.8	84.3	83.8	83.0
Q35. Treated with courtesy and respect by customer service staff	93.4	94.4	94.3	93.8
Q37. Health plan forms easy to fill out	94.2	95.3	95.0	94.6
Care Coordination	85.5	86.6	85.9	85.6
Q20. Personal doctor's office followed up to give you test results	84.0	85.4	84.7	84.0
Q21. Got test results as soon as you needed	84.7	86.2	85.7	85.2
Combined Item - Test Results	84.3	85.8	85.2	84.6
Q18. Doctor had medical records or other information about your care	94.1	95.2	94.5	94.5
Q23. Doctor talked about prescription medicines	82.0	83.1	82.0	82.0
Q26. Got help managing care	87.1	88.3	87.6	87.2
Q32. Doctor informed and up-to-date about specialty care	80.5	81.1	80.5	80.1
Q47. Rating of Drug Plan	85.7	87.0	87.5	87.1
Getting Needed Prescription Drugs	89.7	91.1	91.2	90.6
Q42. Ease of using health plan to get prescribed medicines	88.7	90.4	90.5	90.0
Combined Local Pharmacy and Mail	90.7	91.8	92.0	91.2
Q44. Ease of using health plan to fill prescriptions at local pharmacy	91.1	92.2	92.4	91.5
Q46. Ease of using health plan to fill prescriptions by mail	85.8	87.8	87.7	87.3
Q57. Annual Flu Vaccine (% Yes)	73.6	74.8	75.3	74.5

2022 CMC CAHPS

SCFHP Results Summary

MEASURE	SCALED MEAN		CHANGE	2022 SPH MMP BOOK OF BUSINESS BENCHMARK		
	2021	2022		PERCENTILE DISTRIBUTION	CONTRACT PERCENTILE RANK	BOB SCALED MEAN
Rating of Health Plan	85.6	84.7	-0.9		12 th	87.9 ▼
Rating of Health Care Quality	80.9	81.5	0.6		20 th	83.6
Getting Needed Care	71.5	70.6	-0.9		<5 th	77.3 ▼
Getting Appointments and Care Quickly	69.6	68.9	-0.7		6 th	73.7 ▼
Customer Service	83.5	84.0	0.5		<5 th	88.5 ▼
Care Coordination	79.5	79.0	-0.5		<5 th	83.4 ▼
Rating of Drug Plan	86.8	86.9	0.1		10 th	89.5
Getting Needed Prescription Drugs	87.5	87.0	-0.5		15 th	88.9
Annual Flu Vaccine (% Yes)	76.1	80.7	4.6		93 rd	70.3 ▲
Rating of Specialist +	86.3	87.8	1.5		20 th	88.6
Rating of Personal Doctor +	87.7	88.3	0.6		17 th	90.1
Doctors Who Communicate Well +	85.7	85.6	-0.1		6 th	89.2 ▼

2022 CMC CAHPS

SCFHP Project CMS Star Rating Summary

MEASURE NAME	2022 MAPD SPH BoB Star Cut Points					Unadjusted Score	Estimated Case-Mix Adjusted Score	Projected Gap to 4 Star	Your 2022 CMS Star Rating	SPH Estimated 2023 Base Star Rating	SPH Estimated 2023 Final Star Rating
	1 Star	2 Stars	3 Stars	4 Stars	5 Stars						
C21 Rating of Health Plan	<84	84	85	88	89	85	85	-3	NA	★ ★ ★	★ ★
C20 Rating of Health Care Quality	<85	85	86	87	88	81	84	-3	NA	★	★
C17 Getting Needed Care	<79	79	80	83	84	71	77	-6	NA	★	★
C18 Getting Appointments and Care Quickly	<74	74	76	79	80	69	77	-2	NA	★ ★ ★	★ ★ ★ ★
C19 Customer Service	<88	88	89	91	92	84	87	-4	NA	★	★
C22 Care Coordination	<83	83	85	86	87	79	84	-2	NA	★ ★	★ ★
D05 Rating of Drug Plan	<84	84	85	87	89	87	87	0	NA	★ ★ ★ ★ ★	★ ★ ★ ★ ★
D06 Getting Needed Prescription Drugs	<88	88	89	91	92	87	90	-1	NA	★ ★ ★	★ ★ ★
C03 Annual Flu Vaccine^	<64	64	69	75	80	81	81	6	NA	★ ★ ★ ★ ★ ★	★ ★ ★ ★ ★ ★

2022 CMC CAHPS

Results Analysis

- Overall, results are consistent with previous years
- SCFHP continues to underperform comparison plans in most measures
- Highest opportunity areas remain:
 - Overall health care quality
 - Access to care
 - Customer service

2022 CMC CAHPS

Next Steps

- Share survey results
- 2023 D-SNP CAHPS Survey (simulation with fewer questions)
- Create standard processes for annual activities:
 - Custom question review and submission
 - Data transfers
- Create recurring annual calendar for CAHPS related activities
- Conduct Medi-Cal survey annually (unofficially in off years)
- Continue to explore offering the survey in Tagalog

CAHPS Surveys

3-year Timeline for CAHPS

LOB	Vendor	2023	2024	2025
Medicare	SPH	Not Required*	Required	Required
Medi-Cal	HSAG	Required	N/A	Required
Medi-Cal	TBD**	N/A	Off season	N/A

* Due to D-SNP Transition

** Assessment in Progress



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Annual CMC Continuity and Coordination of Medical Care Analysis

December 2022

Annual CMC Continuity and Coordination of Medical Care Analysis

- Santa Clara Family Health Plan (SCFHP) monitors activities directed at improving continuity and coordination of medical care and takes action, as necessary, to improve the outcomes of the monitored activities.
- The organization annually collects data about opportunities for collaboration between medical care and behavioral healthcare in the following areas:
 - Measure 1: Transition of Care – Medication Reconciliation Post-Discharge (TRC-MRP) - HEDIS
 - Measure 2: Comprehensive Diabetes Care (CDC) Eye Exam Rate - HEDIS
 - Measure 3: PCP Follow up After 30 days of Discharge
 - Measure 4: Plan All-Cause Readmissions (PCR) – HEDIS

Annual CMC Continuity and Coordination of Medical Care Analysis

- Annual report
- 4 measures
- For each measure:
 - Establish annual **goal**
 - **Measure performance** against the goal
 - **Quantitative analysis** (describe how we performed)
 - **Qualitative analysis** (root cause analysis – why did we not meet goal?)
 - **Opportunities for improvement**
 - **Implementation of interventions** to target measure performance

Measure 1: Transition of Care – Medication Reconciliation Post-Discharge (TRC-MRP)

- **Methodology:**
 - Transition of Care-Medication Reconciliation Post-discharge annually as part of HEDIS reporting.
 - This measure identifies the percentage of discharges within the measurement/calendar year for whom medications were reconciled from the date of discharge through 30 days post-discharge (31 total days)
 - Medication reconciliation is an integral part of patient safety. Adverse drug interaction can also be prevented with medication reconciliation especially when people are on multiple prescription medications.
 - Rate provided is measured from 1/1/2021 – 12/31/2021 and reported for the year 2022

Measure 1: Transition of Care – Medication Reconciliation Post-Discharge (TRC-MRP)

- Results:

Measurement Year	Numerator	Denominator	Rate	Performance Goal	Goal Met?
2020	226	411	54.99%	67.88%	N
2021	283	411	68.86%	67.88%	Y

Measure 1: Transition of Care – Medication Reconciliation Post-Discharge (TRC-MRP)

- **Barriers:**
 - Provider have limited time to complete and document a thorough medication reconciliation at the initial post-discharge visit
 - Providers are not familiar with requirements of medication reconciliation post discharge
- **Opportunities for Improvement:**
 - Provide technical support to decrease administrative burden of medication reconciliation
 - Educate providers on the importance of completing the medication reconciliation within 30 days.
 - Educate and remind providers on the importance of completing the medication reconciliation within 30 days.
- **Interventions**
 - Incorporate in person post-discharge visits with members and providers to for support
 - Develop provider communication on the importance to complete medication reconciliation within 30 days.
 - Continue to recap on Provider Memos sent during Quality Calls with Provider and Staff.

Measure 2: Comprehensive Diabetes Care (CDC) Eye Exam Rate - HEDIS

- **Methodology:**
 - SCFHP uses the HEDIS methodology to measure the members who received a diabetic retinal eye examination
 - This rate measures the percentage of members 18–75 years of age with diabetes (type 1 and type 2) who had a retinal eye exam performed
 - The retinal eye examination is a vital preventive service for diabetic members to monitor their compliance with treatment and prevent blindness
 - This rate is measured from 01/01/2021- 12/31/2021 and reported in the year 2022. Performance goal for MY 2021 were set at 75th percentile.

Measure 2: Comprehensive Diabetes Care (CDC) Eye Exam Rate - HEDIS

- Results:**

Measurement Year	Numerator	Denominator	Rate	Performance Goal	Goal Met?
2020	317	411	77.13%	82.05%	N
2021	303	411	73.72%	82.05%	N

Measure 2: Comprehensive Diabetes Care (CDC) Eye Exam Rate - HEDIS

- **Barriers:**
 - Lack of education among members about the importance of retinal eye exam.
- **Opportunities for Improvement:**
 - Remind members about their due visit for retinal eye exam through gaps in care alert system
 - Remind members about their due visit for retinal eye exam through member notifications and letters.
 - Provide education on importance of retinal eye exam to diabetic members through health education materials.
- **Interventions**
 - Continue using system alerts to notify internal staff to remind members to complete retinal eye exam
 - Incorporate intervention into Individual Care Plans
 - Develop health educations materials to promote the importance of retinal eye exams for diabetic members

Measure 3: PCP follow up after 30 days of Discharge Rate

- **Methodology:**
 - Quarterly, SCFHP monitors CMC members that have an acute inpatient hospital discharge and a follow-up visit within 30 days post-discharge.
 - An ambulatory care follow-up visit is defined as a follow-up visit to assess the member's health following a hospitalization
 - Visit with primary care provider after 30 days post-discharge may decrease the hospital readmission, increase patient safety and improve quality of care.
 - This rate is measured from 01/01/2021- 12/31/2021 and reported in the year 2022. Performance goal for MY 2021 were set as 85%

Measure 3: PCP follow up after 30 days of Discharge Rate

- Results:**

Measurement Year 2020	Q1	Q2	Q3	Q4	2020 Total
Total number of hospital discharges that resulted in an ambulatory care follow-up visit within 30 days after discharge from the hospital.	255	172	237	240	904
Total number of hospital discharges.	350	274	326	357	1307
Rate:	73%	63%	73%	67%	69%

Measurement Year 2021	Q1	Q2	Q3	Q4	2021 Total
Total number of hospital discharges that resulted in an ambulatory care follow-up visit within 30 days after discharge from the hospital.	358	364	393	372	1487
Total number of hospital discharges.	258	290	308	278	1134
Rate:	72%	79%	78%	74%	76%

Measure 3: PCP follow up after 30 days of Discharge Rate

- **Barriers:**
 - Lack of centralized notification system from contracted hospitals to notify PCP of admission and discharges.
- **Opportunities for Improvement:**
 - Improve admission and discharge notification to member's assigned PCP's by utilizing census reports.
- **Interventions**
 - Build and optimize census report to contain necessary, complete, and timely information
 - Continue discussion with contracted hospitals for timely data sharing
 - Automate PCP admission and discharge notifications for appropriate follow up

Measure 4: Plan All-Cause Readmissions (PCR) HEDIS Rate

- **Methodology:**
 - SCFHP monitors PCR rate annually as part of HEDIS reporting and as part of the Quality Withhold data set.
 - Plan All-Cause Readmission (PCR) measure assesses the percentage of acute inpatient hospital discharge resulting in unplanned hospital readmission within 30 days.
 - Identifies the number of acute inpatient stays that was followed by an unplanned acute readmission for any diagnosis within 30 days
 - This rate is measured from 01/01/2021- 12/31/2021 and reported in the year 2022. Performance goal for MY 2021 were set as 8.42%

Measure 4: Plan All-Cause Readmissions (PCR) HEDIS Rate

- Results:

Measurement Year	Numerator	Denominator	Rate	Performance Goal	Goal Met?
2020	99	943	10.50%	8.42%	N
2021	128	1057	12.11%	8.42%	N

Measure 4: Plan All-Cause Readmissions (PCR) HEDIS Rate

- **Barriers:**
 - Limited staff resources to conduct TOC calls.
 - Timely access to PCP visits post discharge
- **Opportunities for Improvement:**
 - Improve timely access of PCP follow up post discharge
 - Improve Transitions of Care cross-functional communication
 - Complete timely Transitions of Care outreach
- **Interventions**
 - Review discharge instructions with member and assist with scheduling follow up appointment with PCP
 - Provide training to staff on importance of transition of care and role of care coordination staff
 - Transition of Care outreach to be done within 72 hours post discharge



Continuity and Coordination of Medical Care: 2022 Analysis

Quality Improvement Committee: December 13, 2022

Author:

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Overview

Santa Clara Family Health Plan (SCFHP) monitors activities directed at improving continuity and coordination of medical care and takes action, as necessary, to improve the outcomes of the monitored activities. Annually, SCFHP reviews data associated with member movement between practitioners and member movement between settings. Through analysis, SCFHP identified four opportunities for improvement. During 2022 the following opportunities were monitored for aspects of continuity and coordination of medical care:

- Measure 1: Transition of Care – Medication Reconciliation Post-Discharge (TRC-MRP) - HEDIS
- Measure 2: Comprehensive Diabetes Care (CDC) Eye Exam Rate - HEDIS
- Measure 3: PCP Follow up After 30 days of Discharge
- Measure 4: Plan All-Cause Readmissions (PCR) – HEDIS

	Name of Measure	Movement Across Settings	Movement Across Practitioners
Measure 1	Transition of care – Medication Reconciliation Post-Discharge (TRC-MRP)	[X]	
Measure 2	Comprehensive Diabetes Care (CDC) Eye Exam Rate		[X]
Measure 3	PCP Follow up After 30 days of Discharge	[X]	
Measure 4	Plan All-Cause Readmissions (PCR)	[X]	

SCFHP sets performance goals for each measure, and through the analysis process, identifies opportunities to improve the coordination and continuity of medical care between practitioners and settings. The quantitative analysis process includes a review of results and trends over time and compares those results against an established performance goal. The qualitative analysis process utilizes the trend data to identify potential root cause and barriers applicable against achieving the performance goal. The process incorporates opportunities and interventions to remediate negative impact that is a direct effect of the root cause. Calendar year 2018 is the baseline year for data collection. SCFHP collected data to evaluate opportunities to improve the coordination of care between practitioners and across settings. The baseline date indicated the above noted transitions in care that warranted additional actions to improve coordination.

I. Measure 1: Transition of Care- Medication reconciliation Post Discharge (TRC- MRP)

a. Methodology

A high rate of within 30 days readmissions may indicate the inadequate quality of care in the hospital, unclear discharge instructions, and/or a lack of appropriate post-discharge planning and care coordination. Unplanned readmissions are associated with increased mortality and higher health care costs. Therefore, medication reconciliation is an integral part of patient safety. Adverse drug interaction can also be prevented with medication reconciliation especially when people are on multiple prescription medications. Patient safety can be improved by standardizing and focusing on coordination of care after discharge and increasing support for patient self-management.

SCFHP monitors Transition of Care-Medication Reconciliation Post-discharge annually as part of HEDIS reporting. For members, 18 years of age and older, this measure identifies the percentage of discharges within the measurement/calendar year for whom medications were reconciled from the date of discharge through 30 days post-discharge (31 total days).

The rate provided is measured from 1/1/2021 – 12/31/2021 and reported for the year 2022. SCFHP monitors this rate annually and sets performance goals based on the previous year performance.

b. Analysis

i. Result

Measure 1: TRC- MRP	Numerator	Denominator	Rate	Performance Goal	Goal Met?
Measurement Year 2020	226	411	54.99%	67.88%	N
Measurement Year 2021	283	411	68.86%	67.88%	Y

i. Quantitative analysis

The Transition of Care – Medication Reconciliation Post-Discharge (TRC-MRP) performance goal for MY 2021 was 67.88%. In 2021, SCFHP was able to meet the annual performance goal with a final rate of 68.86%, a performance rate increase of 13.87 percentage points from the previous year. This indicated there was an increase in members completing a medication reconciliation with their providers within 30 days of discharge and showed an overall improvement from the previous measurement year 2020.

ii. Qualitative analysis

A cross-functional collaboration was implemented in 2021 in an effort to increase member

access to care post-discharge. SCFHP educated practitioners on appropriate procedure code to bill the medication reconciliation as a part of the transition of care management. Care Coordination staff continue to outreach to members discharging from the acute hospital through the Transitions of Care program to connect the members to their providers and specialists to ensure needs are met. A Provider Memo regarding the importance of completing and documenting medication reconciliation within 30 days was sent to providers 2021.

The COVID-19 Public Health Emergency continues to impact healthcare and the support provided to members. Though we met our Performance Goal, there continues to be opportunities to continue increasing this measure specifically and our Transitions of Care program in general. Provider education will continue to be a focus area as providers play a large and important role in post-discharge care to members.

The Performance Goal will remain at 67.88% for 2022.

iv. 2022 Barrier and Analysis Table

Barrier	Opportunity	Intervention	Selected for 2020?	Date Initiated
Provider have limited time to complete and document a thorough medication reconciliation at the initial post- discharge visit	Provide technical support to decrease the administrative burden of medication reconciliation.	Provider Network Operations and QI to work with the SCFHP Case Management department to incorporate in person post-discharge visits with members and 10 providers to provide supportive medication reconciliation in real-time.	Y	Targeting Q2 2023
Providers are not familiar with requirements of medication reconciliation post discharge	Educate providers on the importance of completing the medication reconciliation within 30 days.	Develop CMC provider communication with the assistance of Provider Network Operations on the importance of complete and document medication reconciliation within 30 days.	Y	New memo targeting Q1 2023

Identified often Providers need reminders on operational priorities and information.	Educate and remind providers on the importance of completing the medication reconciliation within 30 days during Quality Calls.	Provider Network Operations will continue to recap on Provider Memos sent during Quality Calls with Provider and Staff.	Y	Ongoing Since Aug 2021

II. Measure 2: Comprehensive Diabetes Care (CDC) Eye Exam Rate - HEDIS

a. Methodology

SCFHP monitors the Comprehensive Diabetes Care -Eye Exam (CDC-E) HEDIS rate to assess the movement of diabetic patients between practitioners. This rate measures the percentage of members 18–75 years of age with diabetes (type 1 and type 2) who had a retinal eye exam performed. The retinal eye examination is a vital preventive service for diabetic members to monitor their compliance with treatment and prevent blindness.

SCFHP uses the HEDIS methodology to measure the members who received a diabetic retinal eye examination. SCFHP monitors this rate annually and sets performance goals based on the previous year's performance. This rate is measured from 01/01/2021- 12/31/2021 and reported in the year 2022. Performance goal for MY 2021 were set at 75th percentile.

b. Analysis

i. Results

Measure 1: CDC Eye Exam Rate	Numerator	Denominator	Rate	Performance Goal	Goal Met?
Measurement 2020	317	411	77.13%	82.05%	N
Measurement 2021	303	411	73.72%	82.05%	N

ii. Quantitative analysis

SCFHP continued to target and strive to meet the 75th percentile goal of 82.05% for MY 2021 but did not meet it. As compared to the prior measurement year, there was a decrease in 3.41% of members who successfully met this HEDIS measure.

iii. Qualitative analysis

The Covid-19 Pandemic, statewide Public Health Emergency and county Shelter-in-Place sanctions impacted members from scheduling eye exams. Many provider offices were unable to facilitate in-person eye exams due to the on-going pandemic surges and closures of provider offices. Diabetic members also expressed discomfort in scheduling office visits when provided the opportunity due to their high risk for contagious infection. We continued to use the findings from the barrier analysis was completed in 2020 to provide guidance on cross-functional interventions. Member understanding of the importance of eye exams continue to be prioritized. A Provider Newsletter article and was approved to send August 2021 to provide health education materials for practitioners on importance of diabetes care and treatment. The Clinical Diabetes Program was developed and implemented across multiple Health Services teams in phases starting in Q1 of 2022 in response to this quality measure. Through this program, members will be engaged at various points throughout the year complete an annual eye exams as a part of optimizing their healthcare goals.

iv. 2021 Barrier and Analysis Table

Barrier	Opportunity	Intervention	Selected for	Date Initiated
Lack of education among members about the importance of retinal eye exam.	Remind members about their due visit for retinal eye exam through gaps in care alert system.	Continue using gaps in care alert system in QNXT to notify internal staff to remind members about their due visit for retinal eye exam.	Y	Ongoing Since August 2018
	Remind members about their due visit for retinal eye exam through member notifications and letters.	CM and QI to incorporate element into Individual Care Plan to be discussed and sent to members via Essette platform	Y	Targeting Q1 2023
	Provide education on importance of retinal eye exam to diabetic members through health education materials.	Develop health education materials to promote importance of retinal eye exam for diabetic members.	Y	Ongoing periodic updates since Q3 2020

	Provide education on importance of diabetes care through health education materials.	Develop health education materials to promote importance of diabetic care.	Y	Targeting Q1 2023

III. Measure 3: PCP follow up after 30 days of Discharge Rate

a. Methodology

The Centers for Medicare & Medicaid Services (CMS) defines a transition of care as the movement of a patient from one setting of care to another. The setting of care may include hospitals, ambulatory primary care practices, ambulatory specialty care practices, long-term care facilities, home health, and rehabilitation facilities. The transition between the inpatient and outpatient setting is a high-risk period for patients. The transitions of care may increase the risk of adverse events due to the potential for miscommunication as responsibility has is given to new parties. The role of the primary care provider (PCP) is critical during this transition. Visit with primary care provider after 30 days post-discharge may decrease the hospital readmission, increase patient safety and improve quality of care.

Quarterly, SCFHP monitors CMC members that have an acute inpatient hospital discharge and a follow-up visit within 30 days post-discharge. An ambulatory care follow-up visit is defined as a follow-up visit to assess the member's health following a hospitalization. Monitoring this measure is a requirement of all Medicare-Medicaid Plans (MMPs) under the "Medicare-Medicaid Capitated Financial Alignment Model Reporting Requirements: California-Specific Reporting Requirements". This state-specific measure, among others, supplement existing Part C and Part D reporting requirements, as well as measures that MMPs report via other vehicles or venues, such as HEDIS®¹ and HOS. The detailed methodology is in the following reporting requirements (<https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/MMPInformationandGuidance/Downloads/CAReportingRequirements2019.pdf>) SCFHP reports this data to CMS and the State of California quarterly for evaluation. Regulatory agencies have not prescribed a performance goal for this measure, however, the workgroup had agreed on a stretch Performance Goal as 85%.

Definitions:

- Numerator definition:** Total number of acute inpatient hospital discharges that resulted in an ambulatory care follow-up visit within 30 days after discharge from the inpatient hospital stay.
- Denominator definition:** Total number of acute inpatient hospital discharges during the reporting period.
- Goal for comparison:** 85% of members with an acute inpatient hospital discharge

within the reporting period have an ambulatory care follow-up visit within 30 days of discharge

Measure 3 – Ambulatory Care Follow Up Visit 30 Days after Discharge

b. Analysis

i. Results

Ambulatory Care Follow Up 30 Days After Discharge (2020)		Q1	Q2	Q3	Q4	2020 Total
Numerator	Total number of hospital discharges that resulted in an ambulatory care follow-up visit within 30 days after discharge	255	172	237	240	904
Denominator	Total number of hospital discharges.	350	274	326	357	1307
Rate:		73%	63%	73%	67%	69%

Ambulatory Care Follow Up 30 Days After Discharge (2021)		Q1	Q2	Q3	Q4	2021 Total
Numerator	Total number of hospital discharges that resulted in an ambulatory care follow-up visit within 30 days after discharge	358	364	393	372	1487
Denominator	Total number of hospital discharges.	258	290	308	278	1134
Rate:		72%	79%	78%	74%	76%

ii. Quantitative analysis

SCFHP did not meet the performance goal of 85% cumulatively in MY 2021 or in individual quarters. Performance rates stayed between 72% - 79% throughout MY 2021. The 2021 cumulative rate of 76% shows a significant increase from MY 2020 of 69%. Rates in individual quarters generally had a positive trend in improvement.

iii. Qualitative analysis

The large increase in follow-up visits after discharge may be affected by the reopening of offices in response to the COVID-19 pandemic and members feeling less fearful of seeking out health care

services in public settings. This, in combination with continuous improvement efforts to make the Transitions of Care program more robust, may have contributed to the increase in follow up visits. In the measurement year, there were numerous updates to workflows and collaborations across multiple Health Services departments to promote increased access to care post hospital discharge. These efforts will continue as additional guidance is received in preparation to the transition out of Cal MediConnect line of business to the Dual-Special Needs Plan.

Numerous efforts that are currently being done manually are being reviewed to be automated including PCP notification of admission and discharge. Cross-functional workgroups continue to meet on an ongoing basis to discuss necessary census data needed to begin automation of notifications to providers and internal care coordination staff to initiate post-discharge efforts.

We will continue to monitor previously identified interventions and strive to meet the 85% Performance Goal in MY 2022.

iv. 2021 Barrier and Opportunity Analysis Table

Barrier	Opportunity	Intervention	Selected for 2020	Date Initiated
SCFHP currently lacks a centralized notification system from contracted hospitals to notify PCP of admission and discharges.	Improve admission and discharge notification to member's assigned PCP's by utilizing census reports.	Work with IT to build an IT report that automates the PCP admission notification reporting process.	Y	Ongoing since 2021
		Complete contracted County and HCA hospital required data sharing agreement separate from provider contract.		Ongoing since 2020
		Physician contact information is consistently updated automatically in QNXT and across all systems.		Ongoing since 2021
		Optimize census report to contain necessary, complete, and timely information for appropriate follow up		Ongoing since 2019
		Care Coordination staff to collaborate with providers upon identification of confirmed discharge		Ongoing since 2020

IV. Measure 4: Plan All-Cause Readmissions (PCR) HEDIS Rate

a. Methodology

The Plan All-Cause Readmission (PCR) measure assesses the percentage of acute inpatient hospital discharge resulting in unplanned hospital readmission within 30 days. Readmissions occurred when a patient admitted back to the hospital in a short time after discharged from the hospital. Inadequate quality of care in the hospital and or lack of appropriate post-discharge planning and care coordination possibly increase the rate of patient readmissions. Increased mortality and higher health care costs are associated with unplanned hospital readmissions. Improving care coordination post-discharge and standardizing discharge planning protocols may prevent hospital readmission.

SCFHP monitors PCR rate annually as part of HEDIS reporting and as part of the Quality Withhold data set. For Quality Withhold, Medicare and Medicaid withhold a percentage of capitation rates to incent MMPs to provide high-quality care and conduct quality improvement. For members 18 years of age and older, this measure identifies the number of acute inpatient stays during the measurement year that was followed by an unplanned acute readmission for any diagnosis within 30 days and the predicted probability of acute readmission. Data for this measure is reported in the following categories:

- **Denominator:** Count of Index Hospital Stays (IHS)
 - An IHS is defined as an acute inpatient stay with a discharge on or between January 1 and December 1 of the measurement year.
- **Numerator:** Count of 30-Day Readmissions
 - Defined as an acute inpatient stay for any diagnosis with an admission date Within 30 days of a previous Index Discharge Date.
- **Expected Readmissions Rate**
 - Performance Goal: 8.42%

b. Analysis

i. Results

Measure 4: PCR Rate	Numerator	Denominator	Rate	Performance Goal	Goal Met?
Measurement Y3 2020	99	943	10.50%	8.42%	N
Measurement Y3 2021	128	1057	12.11%	8.42%	N

ii. Quantitative analysis

The Performance Goal of 8.42% was not met in MY 2021 and was higher than the previous year by 1.61%. We missed the goal by 3.69% in MY 2021 as compared to MY 2020 where we missed the

goal by 2.08%. There was an increase in the denominator as compared in the previous year.

iii. Qualitative analysis

During the measurement year, there have been many updates to the Transitions of Care program workflow and interventions. Some updates include expanding outreach assignment to additional members of the care coordination staff. We continue our efforts to automate notification of admission and discharges to providers and are working on optimizing receiving more complete and timely census data from our hospitals.

We continue to utilize the completed barrier analysis in the previous year to guide our interventions. Because discharge planning happens at admission, an opportunity we will be focusing on in the next measurement year is the notification and collaboration with our providers at the time of admission. Readmissions are likely affected by lack of timely follow-up care and noncompliance with/and or not receiving discharge instructions. Improvement of the PCP admission and discharge notification system along with Transition of Care (TOC) call follow up may improve the rate of ambulatory care follow up visit with PCP and reduce readmission rate.

Having complete and timely access to hospital census data is also pertinent to timely follow up. There is an ongoing effort to obtain this information, however, we have run into obstacles along the way with hospitals agreeing to share information. This is an ongoing effort to optimize the census report.

The group also identified in the previous year that there are potential opportunities to develop a cross-functional work-group between IT, UM, and CM to align and improve the current process by utilizing an evidence-based model for the transition of care. There's been ongoing enhancements to the TOC program. In May 2021, CM updated policies and procedures, workflows were updated, staff were trained, configurations were made to support the program. CM is also in the process of working with IT to look at the reports to see how we can optimize the existing report. The performance goal for MY 2020 is a 2 percentage point increase in PCR rate

We will continue monitoring interventions to ensure we meet the 8.42% performance goal in MY 2022.

iv. 2021 Barrier and Opportunity Analysis Table

Barrier	Opportunity	Intervention	Selected for 2020?	Date Initiated
Limited staff resources to conduct TOC calls.	Improve TOC call implementation and consistent follow up by redistribution of TOC task from UM to CM.	Assign member cases to CM care team with responsibility for TOC calls.	Y	Ongoing since 2021

	Realign TOC workflow and staffing resources in the case management department for timely completion of all TOC calls with prioritization for identifying the patient population with the highest needs.	SCFHP expanded the scope of the TOC call program in 2019 to complete follow up calls to members within 72 hours post discharge. CM developed and provided annual staff training on importance of transition of care.	Y	Ongoing since 2019 Ongoing since 2020
Remind members to schedule a PCP visit post discharge.	Improve the timeliness of PCP follow up post discharge.	TOC call to member to review discharge instructions and provide information on scheduling PCP follow up visit.	Y	Ongoing since 2018

SCFHP currently lacks a centralized notification system from contracted hospitals to notify PCP of admission and discharges.	Improve admission and discharge notification to member's assigned PCP's by utilizing census reports.	Work with IT to build an IT report that automates the PCP admission notification reporting process. Complete contracted County and HCA hospital required data sharing agreement separate from provider contract. Physician contact information is consistently updated automatically in QNXT and across all systems.	Y	Ongoing since 2021 Ongoing since 2020 Ongoing since 2021



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Thank you



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Quality Improvement Committee

Q3 2022 Grievance & Appeals Data

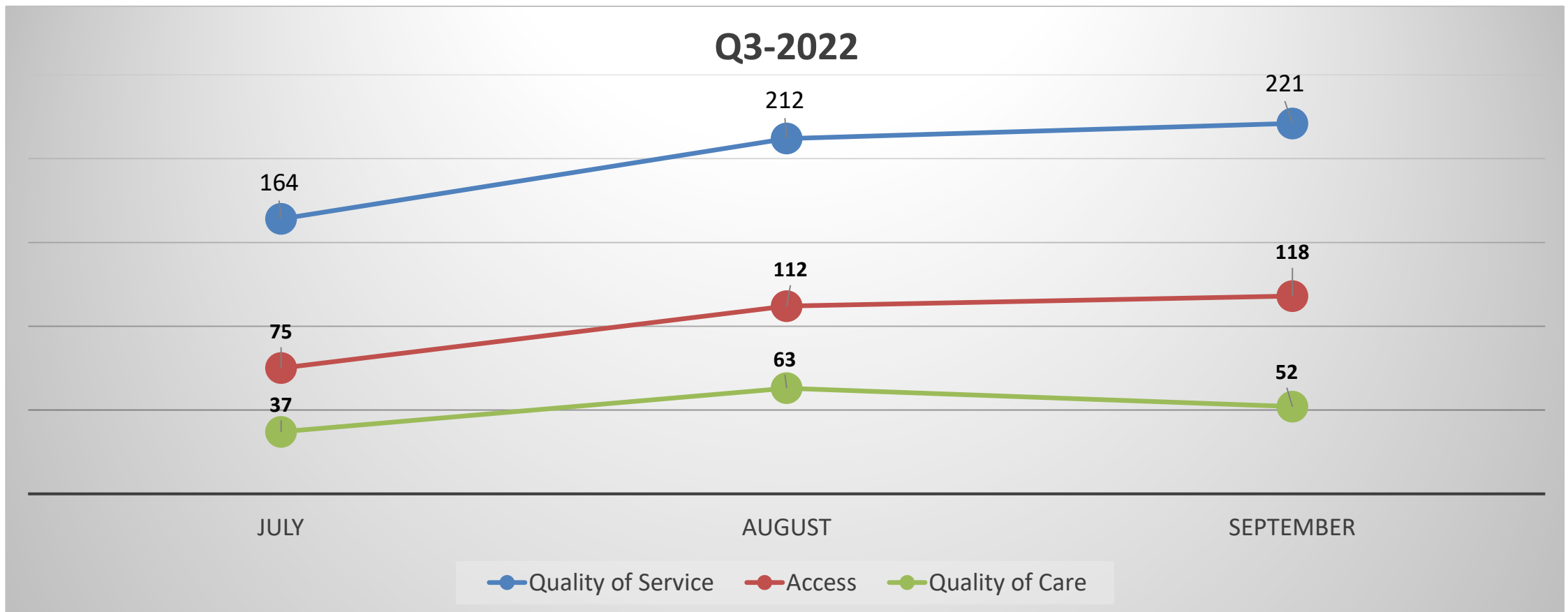
Q3 2022 Medi-Cal Grievances & Appeals Received

Case Type/Month	July	August	September
Medi-Cal Medical Grievance	294	409	427
Medi-Cal Pharmacy Grievance	0	0	1
Medi-Cal Post Service Medical Appeal	1	6	1
Medi-Cal Pre Service Medical Appeal	25	45	33
Medi-Cal Pre Service Pharmacy Appeal	0	0	0
Total Received	320	460	462
Received p/1000 Members	1.05	1.51	1.51

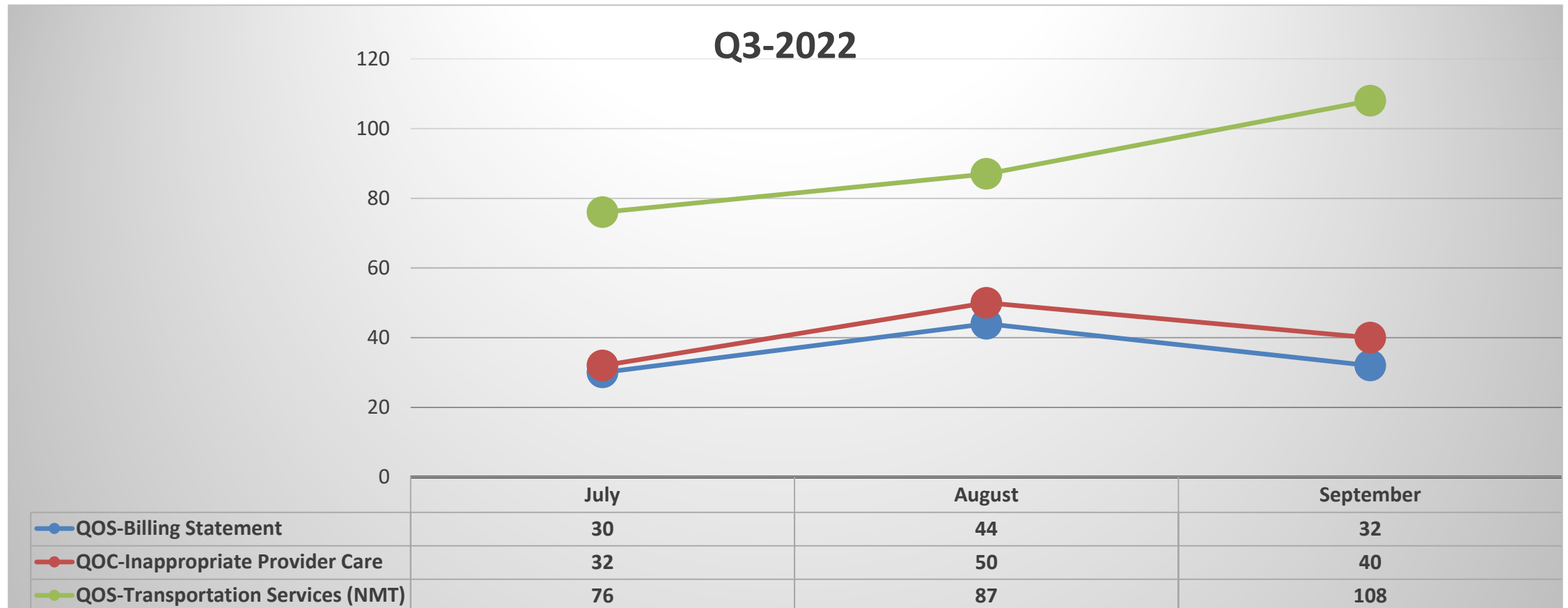
Q3 2022 Cal MediConnect Grievances & Appeals Received

Case Type/Month	July	August	September
Cal MediConnect Part C Grievance	140	167	196
Cal MediConnect Part D Grievance	5	4	5
Cal MediConnect Post Service Part C Appeal	28	20	32
Cal MediConnect Post Service Part D Appeal	1	0	0
Cal MediConnect Pre-Service Part B Appeal	0	0	0
Cal MediConnect Pre-Service Part C Appeal	22	18	11
Cal MediConnect Pre-Service Part D Appeal	14	7	12
Total Received	210	216	256
Received p/1000 Members	20.28	20.74	24.43

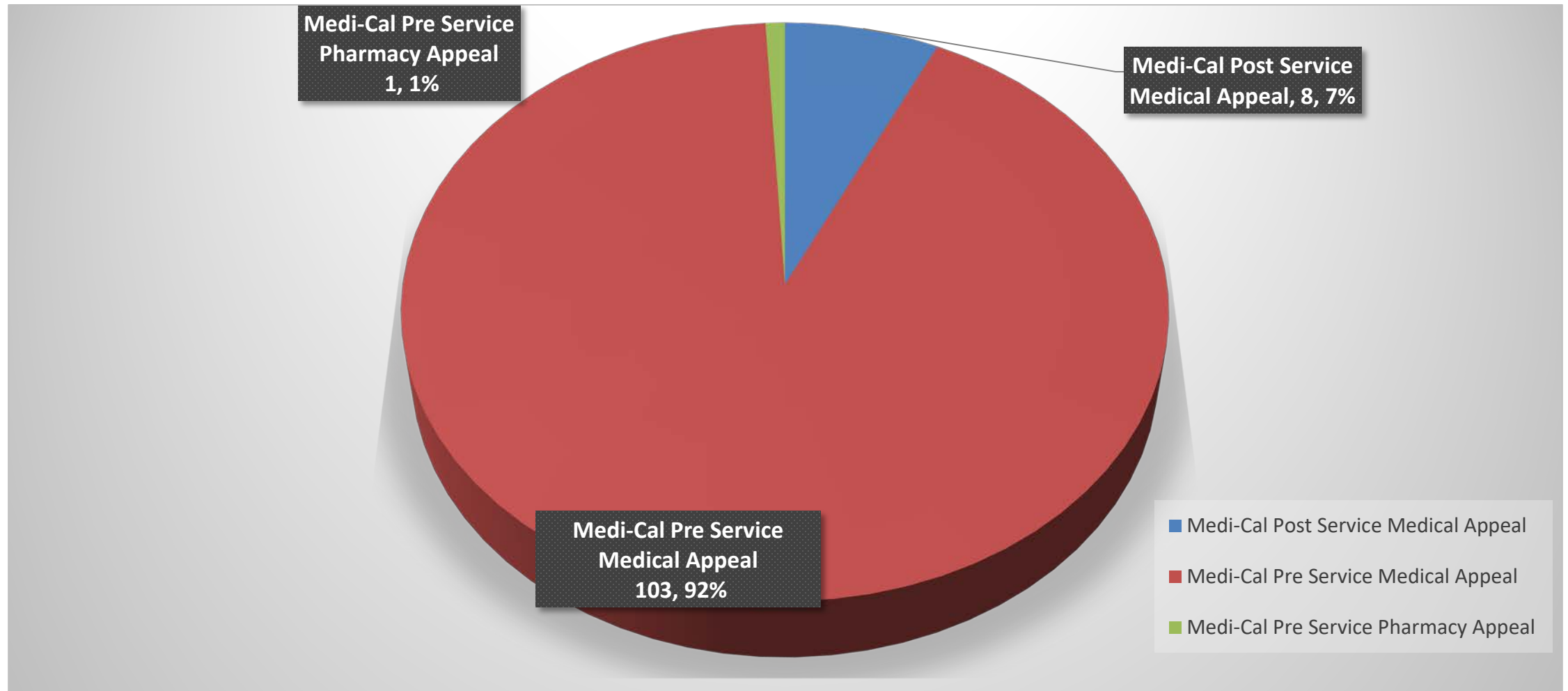
Q3 2022: Top 3 Medi-Cal Grievance Categories



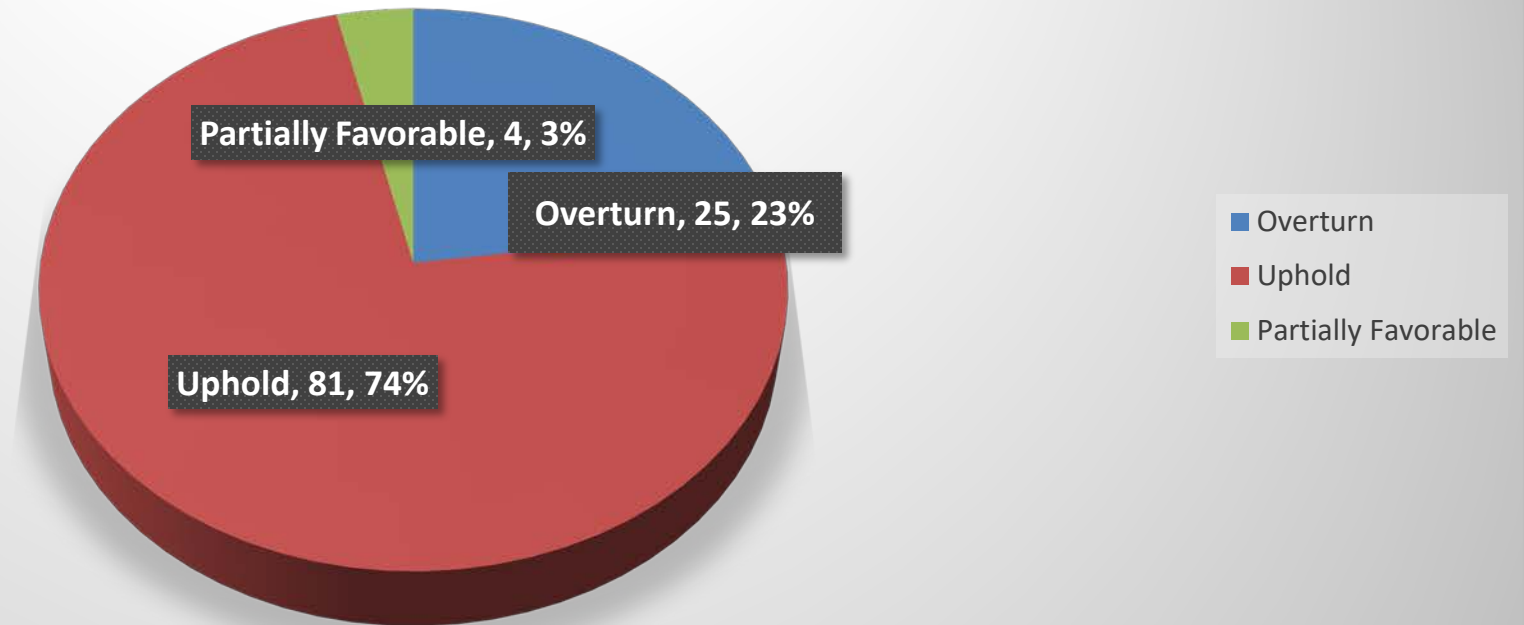
Q3 2022:Top 3 Medi-Cal Grievance Subcategories



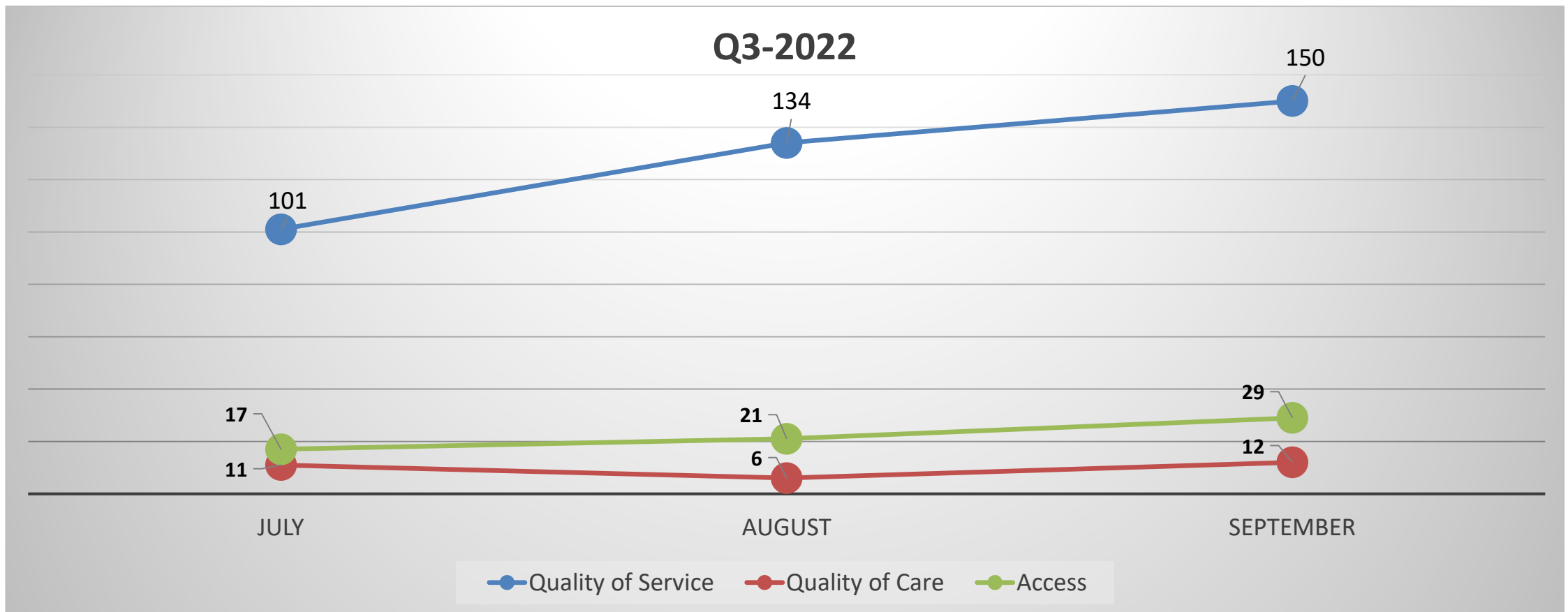
Q3 2022 Medi-Cal Appeals by Case Type



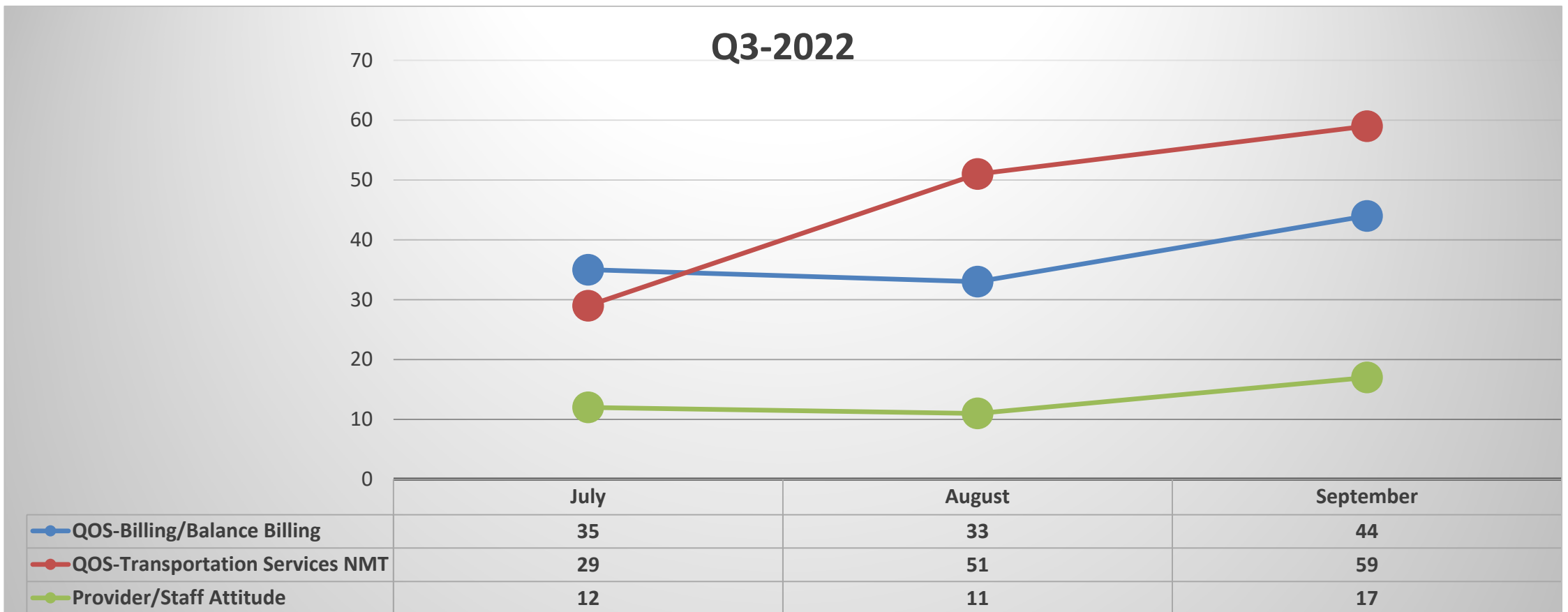
Q3 2022 MC Appeals by Disposition



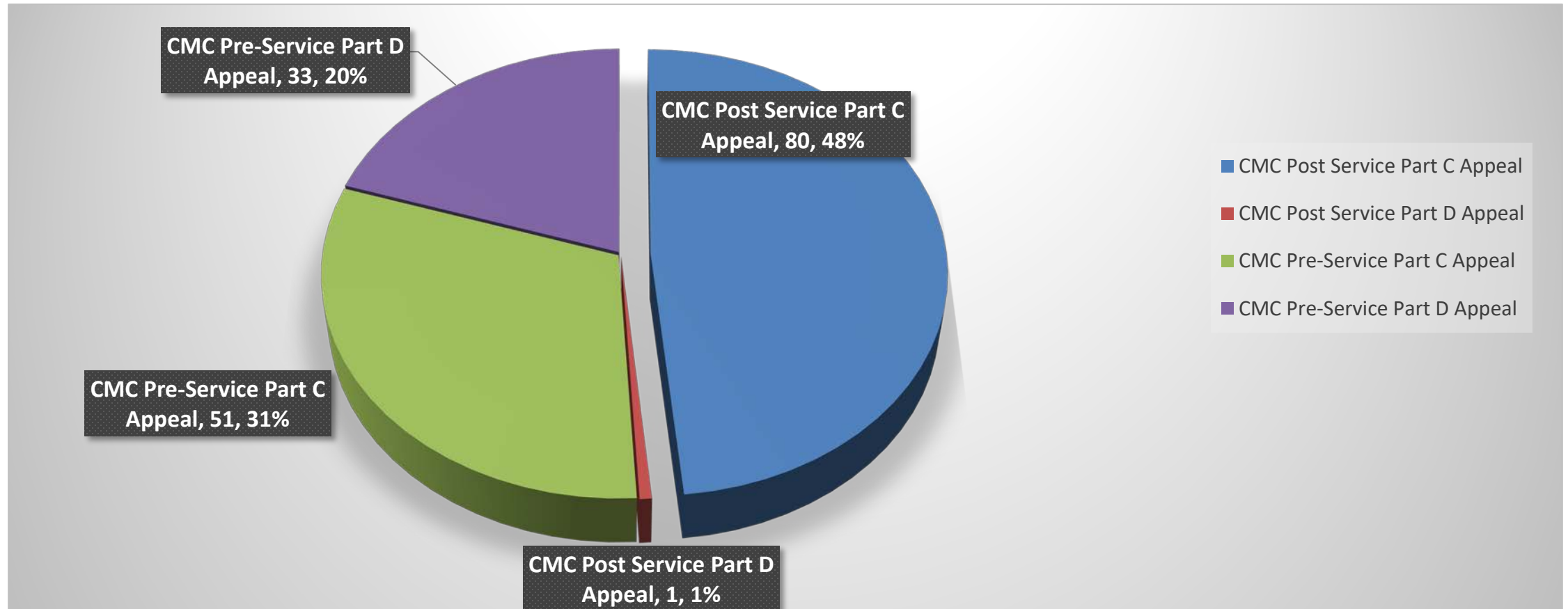
Q3 2022: Top 3 Cal MediConnect Grievance Categories



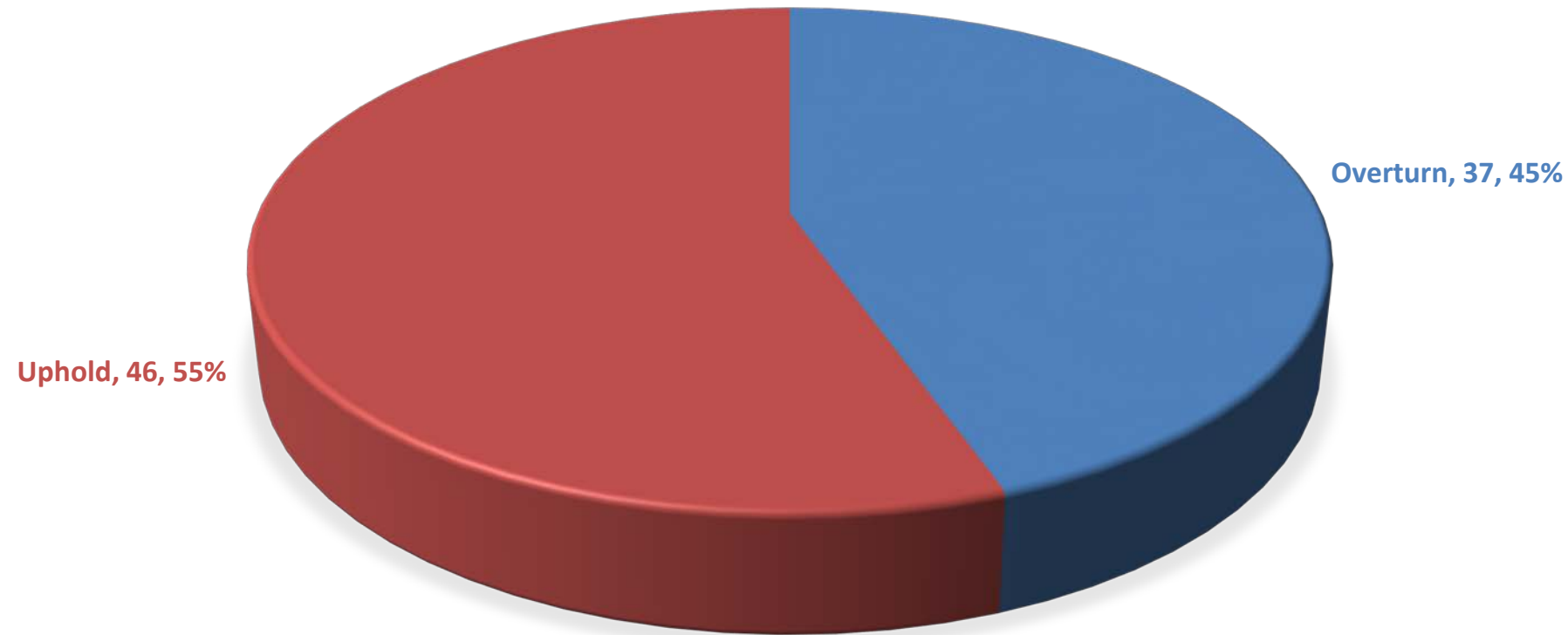
Q3 2022: Top 3 Cal MediConnect Grievance Subcategories



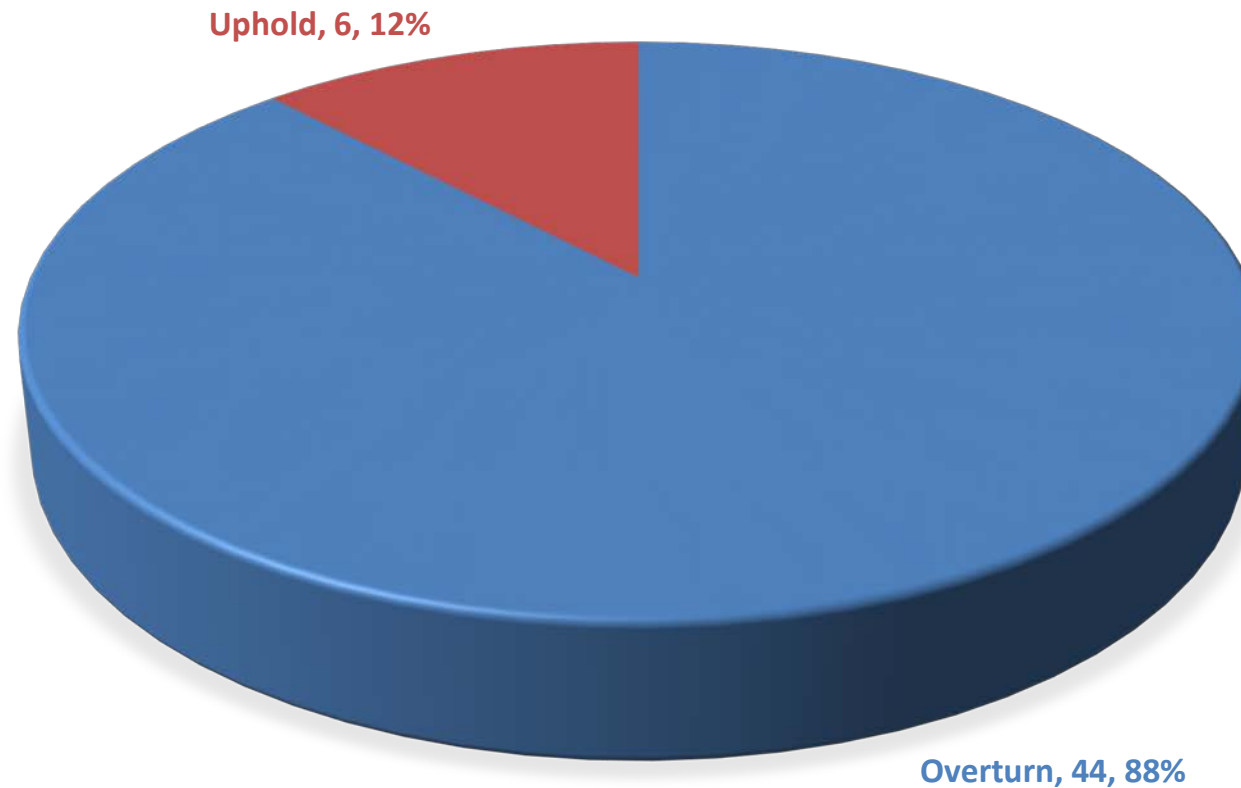
Q3 2022 CMC Appeals by Case Type



Q3 2022 CMC Pre-Service Appeals by Disposition



Q3 2022 CMC Post-Service Appeals by Disposition



Row Labels	Count of Case Type
Cal MediConnect Part C Grievance?	503
Cal MediConnect Part D Grievance?	14
Cal MediConnect Post Service Part C Appeal	80
Cal MediConnect Post Service Part D Appeal	1
Cal MediConnect Pre-Service Part C Appeal	51
Cal MediConnect Pre-Service Part D Appeal	33
Medi-Cal Medical Grievance?	1130
Medi-Cal Pharmacy Grievance	1
Medi-Cal Post Service Medical Appeal?	8
Medi-Cal Pre Service Medical Appeal?	103
(blank)	
Grand Total	1924

Case Number	Receipt Date	Month	Resolution Letter Date	Case Status Name	Case Type	Category Name	Sub-category	Provider Full Name	Provider Specialty Description	Provider NPI	Health Plan Disposition	Medical Director Disposition	Medical Director Disposition Reason	Case Summary	Description of Resolution	Expedite Status Granted	Case Status Name
VAM_20220701_22592	1-Jul-22	July	29-Jul-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Poor Provider/Staff Attitude	NATASHA AHMED	Internal Medicine	1.17E+09				You are upset about the quality of service you received from your Primary Care Provider (PCP), Dr. Natasha Ahmed. You said you were on the phone with her and she hung up after 8 minutes. You said you were asking for permission regarding a heart valve surgery at Stanford. You said Dr. Ahmed ignored your conversation with her.	The Grievance and Appeals Department reviewed this grievance with Dr. Natasha Ahmed's office. They prescribed you the antibiotics, Amoxicillin. Dr. Ahmed said that your medical records from your last 3 hospitalizations were still pending and that she did not have access to them during your appointment. She can help assist with your lab results and DEXA scan results, both of which were pending during your appointment. She also mentioned that you have a cardiologist that can review your valve and prescribe you medications. The cardiologist's name is Dr. Victoria Parikh. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20701_22 593	1-Jul-22	July	1-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Provider Refusal to Refer	ANNIE B CHERN	Family Practice	1.1E+09					You are not happy with the services that you have received from Dr. Annie Chern. You said you were seen at Stanford Emergency Department (ED) on 6/6/2022. You had a CT scan done. You said the ED doctor told you that you need to be seen by your PCP as soon as possible and also referred to a specialist for possible surgical intervention. You said you saw Dr. Chern on 6/28/2022. You requested for her to refer you to a specialist. She refused to refer you until you have another CT done. This grievance was requested to be expedited; this request meets Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as an expedited review and will be resolved within 72 hours.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Family Health Plan's Medical Director for review. These are the following recommendations. Recommendation: 1. I have referred you to case management to follow-up with PCP and assist with referral to appropriate specialist. 2. If your pain symptoms continue to worsen, please go to the nearest urgent care or emergency room. 3. SCFHP has a 24-hour Advice Nurse Line, please call the following number (Medi-Cal members, call 1-877-509-0294). 4. You can request a TeleHealth visit with a MD, Clinical Provider as needed. We apologize that you had this experience with your provider. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to	Y	Resolved in Favor of Member

VAM_202 20701_22 597	1-Jul-22	July	29-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Complian ce	Fraud/Wa ste/Abuse	MICHAEL C MCGINNIS	Unknown Physician Specialty	1.8E+09					You, on your sister, Felicisima Enrile's behalf called SCFHP because she received a denial notice regarding claim # 22152E01819 for Date of Service: 4/19/2022 with Dr. Michael McGinnis. You believe this is a fraudulent charge because your sister has never been seen or received services by Dr. Michael McGinnis. You are afraid that someone may be using her benefits. You would like help from SCFHP investigating this issue.	SCFHP's Grievance and Appeal Department has reviewed this grievance. Dr. Michael McGinnis and his office was contacted several times regarding your complaint against him and your medical records and additionally documents were requested from the provider. We have communicated to Dr. Michael McGinnis that you said that you believe this is a fraudulent charge because your sister has never been seen or received services by Dr. Michael McGinnis. You are afraid that someone may be using her benefits. Unfortunately, as of 07/28/2022, Dr. Michael McGinnis and his office have failed to respond to our requests for information regarding the claim for the date of service of 4/19/2022. We have forwarded your case to our Compliance Department for additional investigation as you stated that you believe this is a fraudulent charge and that someone may be using her benefits. Please note that Dr. Michael McGinnis a	N	Resolved in Favor of Member

VAM_202 20701_22 599	1-Jul-22	July	15-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	ONE- STOP MEDEX LLC	Unknown Physician Specialty	1.48E+09				You are not happy with the quality of service you have received from One Stop. You said on several past rides, you would have to wait over one (1) hour to be picked up. You said this has happened going to dialysis and coming home from dialysis.	Our Grievance and Appeals Department reviewed your concerns and sent them One Stop Customer relations for more information. Unfortunately, One Stop has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from One Stop. Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolve d in Favor of Membe r
VAM_202 20701_22 600	1-Jul-22	July	29-Jul-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09		Uphold	Appropria te Care In Network	Your daughter Fang Hall, on your behalf is appealing the denial you received for Authorization, 20220603700126200003 to Stanford.		N	Resolve d in Favor of Plan

VAM_202 20701_22 602	1-Jul-22	July	28-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	BACH - GILROY	Unknown Physician Specialty	1.87E+09					You said Dr. Dalgeet Sagoo did a hip replacement surgery sometime December 2021. You said the surgery had left you with a limp. You said you had a revision of your hip performed on 3/28/22. You said this has left you with a zig zag scar. You said you went for a follow up appointment to see Dr.Sagoo sometime in April. He advised you to see your PCP because he said he is no longer with your network and he redirected you to see your PCP. You said the first available appointment is not until 9/13/22. You said you need to see a PCP sooner because you are in need of Physical Therapy (PT) and disability documents because you can no longer do your daily activities. This grievance was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or -	SCFHP's Grievance Department reviewed your complaint. We have forwarded your concerns to Bay Area Community Health Clinic (BACH) and also Dr. Dalgeet Sagoo. In regards to your concerns about accessing care to your PCP for PT services these are the following responses from the Compliance Specialist. According to their records as of July 8, 2022 your new PCP is Kenny Michioka, NP. You have an upcoming appointment with your newly assigned PCP on July 19, 2022. You can discuss your issues during this visit. I have also forwarded your concerns to Dr. Sagoo. They have logged in your complaint and will use this to improve quality care and services. In addition, I have referred you to Case Management to assist you with your medical care and needs. SCFHP's call records show that your Case Manager has attempted to contact you numerous times on 7/1/2022 and 7/5/2022 and have left messages. CM	N	Resolved in Favor of Member

VAM_202 20701_22 603	1-Jul-22	July	28-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	DALJEET S SAGOO	Orthopedi- c Surgery	1.49E+09				You are not happy with the care that you have received from Dr. Dalgeet Sagoo. You said Dr. Sagoo did a hip replacement surgery sometime December 2021. You said the surgery had left you with a limp. You said you had a revision of your hip performed on 3/28/22. You said this has left you with a zig zag scar. You said you went for a follow up appointment to see Dr.Sagoo sometime in April. You said you need to see a PCP sooner because you are in need of Physical Therapy (PT) and disability documents because you can no longer do your daily activities.	SCFHP's Grievance Department reviewed your complaint. We have forwarded your concerns to Bay Area Community Health Clinic (BACH) and also Dr. Dalgeet Sagoo. In regards to your concerns about accessing care to your PCP for PT services these are the following responses from the Compliance Specialist. According to their records as of July 8, 2022 your new PCP is Kenny Michioka, NP. You have an upcoming appointment with your newly assigned PCP on July 19, 2022. You can discuss your issues during this visit. I have also forwarded your concerns to Dr. Sagoo. They have logged in your complaint and will use this to improve quality care and services. In addition, I have referred you to Case Management to assist you with your medical care and needs. SCFHP's call records show that your Case Manager has attempted to contact you numerous times on 7/1/2022 and 7/5/2022 and have left messages. CM		Resolved d in Favor of Membe r
VAM_202 20701_22 604	1-Jul-22	July	8-Jul-22	Resolved in Favor of Plan	Cal MediConn- ect Pre- Service Part D Appeal	Pre- Service Redeterm- ination (Authoriza- tion)		NATALIA I JOHNSON	Internal Medicine	1.84E+09		Uphold	Criteria Not Met (ST, QL, NF)	Received fax for Lidocaine Patch 5%.			Resolved d in Favor of Plan

VAM_202 20702_22 605	1-Jul-22	July	28-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								You are not happy with receiving a bill from Valley Radiology Imaging for date of service 11/24/21 in the amount of \$397.00. You are requesting assistance with the bill.	SCFHP's Grievance Department reviewed the bill you received from contacted Patient service regarding Date of service 11/24/2021 for the amount of \$397.00. Your claim will be reprocessed and sent to your insurance company for payment. Please allow 30-45 days for the reprocessing. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.		Resolve d in Favor of Membe r
VAM_202 20702_22 608	1-Jul-22	July	29-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								You are not happy with receiving a bill from Valley Radiology Imaging for date of service 2/25/22 in the amount of \$36.00. You are requesting assistance with the bill.	SCFHP's Grievance Department reviewed the bill you received from Valley Radiology Imaging and contacted Patient Services regarding Date of service 02/25/2022 for the amount of \$36.00. Your claim will be reprocessed and sent to your insurance company for payment. Please allow 30-45 days for the reprocessing. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.		Resolve d in Favor of Membe r

VAM_202 20702_22 609	1-Jul-22	July	29-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	ABRAHA M CABEBE	Family Practice	1.53E+09					You are not happy with the quality of service you have received from the office of Dr. Abraham Cabebe. You said it is difficult to schedule an appointment because Dr. Cababe is never available. You have requested to change your Primary Care Physician (PCP) because of this issue. SCFHP's Grievance and Appeals Department investigated your complaints and contacted Dr. Cabebe's office for more information. We received the following information: we were informed that Dr. Cabebe was on an extended leave. They informed us that a letter was mailed to his patients informing them of the leave with a tentative return of August 2022. The letter also included contact information to support his patients scheduling with other providers within the Planned Parenthood Clinic. SCFHP would like to sincerely apologize for any distress that you may have experienced. We know your time is valuable and we appreciate your patience when instances such as this occurs. Additionally, it is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition	N	Resolve d in Favor of Membe r

VAM_202 20702_22 610	1-Jul-22	July	29-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Hospital Care	SCVMC ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.06E+09				You are unhappy with the quality of care from Valley Medical Center- ER. You stated that you were taken to Valley Medical Center- ER because you had a fever for a month. You stated that the hospital was out of rooms and that you spent the night in a hallway. You stated that you had blood work and a urine specimen taken, but that they were unable to tell you what was wrong. You stated that you were released without medication.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Valley Medical Center- ER for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with to Valley Medical Center- ER to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to	N	Resolved in Favor of Member

VAM_202 20702_22 611	1-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab. You said on 7/1/22 the driver yelled at you and asked you to pay out of pocket for your ride. You mentioned the driver said he would call the cops because you did not pay.	Our Grievance and Appeals Department reviewed your complaint and contacted Yellow Cab for more information. Yellow Cab's Management reviewed your complaint along with the trip details for 7/1/22 and confirmed you had multiple rides that day. During the course of their review and listening to the recorded phone calls, it was confirmed there was an issue with the afternoon return ride. This ride was booked as a "will call" which means the member will call Yellow Cab when you are ready to be picked up. Unfortunately, when you called for this ride, the return ride was scheduled as a regular return ride and not a ride associated with SCDHP, which is why the driver asked you to pay the ride fee of \$22.50. Yellow Cab confirmed the driver called their dispatch when you stated the ride should be covered by SCFHP and you did not pay out of pocket for the ride. Your case was also sent to our Quality team for review of possible quality issues. Our medical	N	Resolved in Favor of Member

VAM_202 20702_22 612	1-Jul-22	July	28-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Not Accepting New Patients									You called the Health Plan (HP) because you do not agree with the eligibility policy and criteria to be assigned to Palo Alto Medical Foundation (PAMF). You said you want to be assigned to a PAMF provider. You said you should be able to be assigned to PAMF. SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. The records show that you are not a member of PAMF. In order to use services, you must be a member of PAMF. Please note that PAMF networks are not taking new patients. You may be able to choose these providers if you: - Received care from a Palo Alto Medical Foundation PCP within 24 months, or - Have an immediate family member living in the same household who is receiving care from PAMF. You may contact our Customer Service at 1-877-723-4795, Monday - Friday from 8:00 AM to 8:00 PM for a list of doctors. In addition, your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for	N	Resolved in Favor of Member

VAM_202 20702_22 613	1-Jul-22	July	22-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation vendor. You shared with us that you had two (2) incidents during your rides with Yellow Cab. On 6/30/2022, the driver was unable to locate you but you said you were standing outside on the street. When the driver arrived, he was rude and upset with you. On 7/1/2022, you said you were picked up more than an hour late. You stated that the driver did not follow the GPS directions and purposely took the longer route. This caused you to be very late to your appointment. Due to these issue, going forward you would like for all your rides to be serviced by Green Cab.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaints along with the trip details for 6/30/2022 and 7/1/2022. They said you were scheduled for pick up at 12:30pm. They said the trip was dispatched and a driver was assigned immediately but they shared the ride was queued as a follow on trip. This means the driver must finish a prior trip before moving on to the next trip which was yours. The Yellow Cab driver arrived at 12:34pm and the trip was completed at 12:48pm. They said when the driver arrived at 12:34pm, the driver was able to contact you at 12:37pm. The driver denied that he was rude to you. On 7/1/2022, the ride was set up and scheduled for an 8:40am pick up. Yellow Cab Management shared that unfortunately, it was very difficult to find a cab driver as the cabs were very limited within your residence area.	N	Resolve d in Favor of Membe r

VAM_202 20702_22 615	1-Jul-22	July	29-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab (YC) on 06/30/2022. You said no one called you and no cab came to pick you up. The Grievance and Appeals Department reviewed this grievance with Yellow Cab. The driver arrived at 10:57 AM for an 11:00 AM pick-up. They attempted to contact you, but you were unavailable. As a result, they assigned you as a No Show. Yellow Cab said that it is important to remain in contact so that the driver can reach out to you. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20702_22 616	1-Jul-22	July	29-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are not happy with the quality of service you received from Green Cab, transportation vendor. You shared with us that you were not provided a return ride home on 6/30/2022. You said you called Green Cab at 1:53pm for a return ride home and during the call you were informed Green Cab is very busy at the time dn there were no drivers available in the area to provide you with services. You called Green Cab again before 4:00pm and Green Cab informed you again they still did not have any drivers available. You asked Green Cab to call you once a taxi becomes available for your return ride. You said you ended up calling your sister for a ride home and she picked you up at 4:30pm. You said by 6:30pm you still had not received a call from Green Cab about status on a taxi pick up. You said you would like for Green Cab to be concerned for the member's well being and if a ride is scheduled for a round trip then Green Cab should be ready to provide a returned ride home.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Green Cab to review and respond. Unfortunately, after multiple attempts, SCFHP has not received a response to your complaint. Please be aware SCFHP is working closely with Green Cab to ensure this does not happen in the future. Additionally, the non-response from Green Cab has been forwarded to our Provider Network Management for follow up with Green Cab's Management. SCFHP would like to apologize for the bad experience you had with Green Cab. It is our goal for our vendors to provide great service to our members. We know your time is valuable and appreciate your patience. If you would like to change your transportation vendor, you will need to inform the Customer Service Representative at the time of booking to see if another vendor is available. Please note that SCFHP also offers alternative transportation options. If you would like further	N	Resolved in Favor of Member
VAM_202 20702_22 617	1-Jul-22	July	29-Jul-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)						Overtune	Courtesy/ One-time Exception	You are appealing a denied authorization, A0178712. This is a request for HPV testing (test done on cervix). This was denied because we did not receive notes from your doctor.		N	Resolved in Favor of Member

VAM_202 20702_22 620	1-Jul-22	July	28-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part D Grievance	Quality of Service	Pharmacy Dispensin g Delay	WALGREE NS CO	Unknown Physician Specialty	1.01E+09					You are not happy with the quality of service you have received from Walgreens Pharmacy at 440 Blossom Hill Road, San Jose, CA. You shared with us that you have been trying to obtain your OMNIPOD 5 G6 PODS (GEN 5) 5PK for over a week with no success. You are requesting assistance from SCFHP to help obtain your needed medication.	SCFHP's Grievance and Appeals Department reviewed your complaint. The Customer Service Department heard your request for assistance in obtaining your medication: OMNIPOD 5 G6 PODS (GEN 5) 5PK. The Customer Service Manager was able to get an override approved for 15/30. The Customer Service Representative also called the Walgreen Pharmacy and advised the Pharmacy that the Health Plan has approved the override and to process the claim and dispense the medication. The Pharmacy ran the claim and found it was approved. However, Walgreens Pharmacy informed the Customer Service Representative that they were currently out of stock and the medication would be ready for pick up on Tuesday 7/5/2022 but the kit was available for dispensing at the time of the call. Walgreens Pharmacy informed the Customer Service Representative that they would outreach to you once the pods were available.		Resolve d in Favor of Membe r

VAM_202 20702_22 621	1-Jul-22	July	28-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab. You said on 7/1/22 you had to call your brother for a ride because Yellow Cab did not have an available driver. YC Management reviewed and confirmed that you were scheduled for a 13:30 pickup on July 1, 2022. At the time of dispatch, YC had a very limited number of cabs in East San Jose, making it difficult for them to assign a cab. YC called you at 13:40 to inform you of potential delays, but the call went straight to voicemail. However, at 14:00, you called YC, and YC informed you of the current situation. After exhausting all efforts, a cab was not assigned until 14:25, but you requested to cancel. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best	N	Resolve d in Favor of Membe r

VAM_202 20702_22 623	1-Jul-22	July	29-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider									You are unhappy with the access to care from Santa Clara Family Health Plan (SCFHP). You stated that you have been with PAMF for over 20 years and that you were told you could continue with them through SCFHP. You stated that you were denied access to your PCP. Our Grievance and Appeals Department reviewed your complaint and forwarded it to our Eligibility Management Department for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Eligibility Management Department to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity.	N	Resolved in Favor of Member

VAM_202 20705_22 624	1-Jul-22	July	28-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	CHME Delivery Delay	CHRISTOPHER L GUNASEKERA	Internal Medicine	1.28E+09					You are not happy with the services that you have received from Dr. Christopher Gunasekera. You said you have been waiting since March 2022 to get your blood pressure machine ordered. SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Valley Medical Center's (SCVMC) Customer Relations Department. These are the following responses from the Compliance Nurse based on her investigation. After reviewing Ms. Langford chart, I have concluded there have been some miscommunication between the Clinic and our patient. It appears the provider has ordered the BP monitor at least on three different occasions to three different pharmacies for the patient. However, the patient indicated that she was not notified on these instances. On July 6th, the provider submitted another order and we made sure Ms. Langford was notified. We apologize that you had this experience with your provider. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with	Resolved in Favor of Member

VAM_202 20701_22 601	1-Jul-22	July	29-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Written Materials/ Marketing	HIEN N TRUONG	General Practice	1.24E+09				You are not happy with the quality of service you have received from Primary Care Physician (PCP) Hien Truong. You said Dr. Truong is not filling out your medical documentation timely for your immigration paperwork. You have requested this complaint be expedited because the paperwork must be filled out no later than 7/17/22. This grievance was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as a standard review and will be resolved within 30 business days.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. Hien Truong's office. They have logged your complaint in their system. They will review this internally and use this to improve quality services. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Please know that you have the option to change your primary care physician (PCP). You may contact our Customer Service Department at (800) 260-2055 or visit www.scfhp.com to choose a new provider. If we can	N	Resolved in Favor of Member

VAM_202 20705_22 625	1-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service							Call#SC0565663 7/1/2022 10:04 AM YarenyM call escalated to supervisor by csr, TR 54903 CSR verified Hipaa Transportation member doesn't know why her July trips were not booked by Anthony, the supervisor. Member needs medication otherwise she will be sick and methadone facility is out of SCC and doesn't have a ride. Doesn't know how to obtain medication. Supervisor offered monthly buss pass but member denied since it is in Menlo Park. Needs to be at the facility today before 1:30, when it closes, she also needs to schedule monthly reoccurring trips. Informed member July an august can be booked. Schedule the following trips: 7-1-2022: #59484 7/2/2022-7/31/2022, Monday, tuesday,wednesday.thursd ay,friday,saturday,sunday: #59861 8/1/2022-8/31/2022 Monday, tuesday,wednesday.thursd ay,friday,saturday,sunday: #59865 Member appreciated		N	Resolve d in Favor of Membe r

VAM_202 20705_22 626	5-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you have received from Green Cab. You said on two (2) different days, Green Cab did not have an available driver and you had to wait three (3) hours for a ride. You have requested to switch vendors. Our Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Green Cab. SCFHP has also switched your transportation vendor to Yellow Cab as you have requested. SCFHP is currently working closely with Green Cab to ensure they have available drivers for assigned rides. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	N	Resolved in Favor of Member

VAM_202 20705_22 627	5-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service		VALLEY RADIOLO GY MEDICAL ASSOC	Unknown Physician Specialty	1.4E+09					Your son on your behalf called because he said you need assistance with a bill that you received for date of service 5/19/2022 from Valley Radiology Incorporated (VRI). The billing amount is \$29.50.	SCFHP's Grievance Department reviewed the bill that you received. You do not have to pay this bill. Valley Radiology Incorporated (VRI) participates with Medicare, which means that they must take the payment they received from SCFHP and they cannot balance bill you. We contacted VRI and asked them to stop billing you. Please disregard the billing statement from VRI because you do not have to pay the bill.		Resolve d in Favor of Membe r

VAM_202 20705_22 630	5-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Directory Error	LINH T DANG	Family Practice	1.47E+09					You are upset with the access to care from your primary care physician Dr. Linh Dangs. You stated that you did research on Dr. Dangs before selecting him as your primary care physician. You stated that when you called to schedule an appointment, you were told that the next one would not be until the end of August. You mentioned that the representative explained that you would not see the assigned PCP; instead, the residents would see the patients.	The SCFHP Grievance and Appeals Department reviewed your complaint and forwarded it to Valley Health Plan (VHP) Management for further investigation. VHP management reviewed and confirmed that Dr. Lingh Dang is not a participant of the VHP group; instead, this provider is affiliated with Stanford. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate	N	Resolved in Favor of Member

VAM_202 20705_22 631	5-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	VHC - MOORPA RK	Unknown Physician Specialty	1.34E+09					You are not happy with the availability of your Primary Care Physician's (PCP's) clinic, Valley Health Center (VHC) at Moorpark. You said they do not have any available appointments for the next two-three (2-3) months and you would like to change your PCP.	Our Grievance and Appeals Department reviewed your complaint and contacted VHC at Moorpark's Office Manager (OM) for more information. He reviewed your complaint and confirmed their clinic's schedule is full at this time and do not have an available appointment for about six (6) weeks. He was very sorry for any inconvenience this may have caused and looks forward to serving you in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_202 20705_22 633	5-Jul-22	July	5-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	NICHOLAS ASTROM OFF	Unknown Physician Specialty	1.02E+09					You called our Customer Service Department regarding a bill you received from Nicholas Astromoff at Radiology Group from Santa Cruz County. This bill is for the services you received on 3/2/2022 for the amount of \$10.00. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Nicholas Astromoff at Radiology Group from Santa Cruz County participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Radiology Group from Santa Cruz County HRRG Collections and asked them to stop billing you. Radiology Group from Santa Cruz County has placed your account on hold for future billing while the adjustment is in process. This process can take up to 45-60 business days. In the meantime, please disregard the billing statement from at Radiology Group from Santa Cruz County because you do not have to pay the bill.	N	Resolved in Favor of Member

VAM_202 20705_22 634	5-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	DME Supplies Delay	BRANNO NS MEDICAL	Unknown Physician Specialty	1.64E+09					You are upset about the size of the commode that you received from Brannon's Medical Supplies. You said that the commode is too small for you. You ere told that you cannot exchange for a bigger size because you did not meet the Medicare requirement for a bigger size.	The Grievance and Appeals Department reviewed this grievance with Brannons. He said there is only one size for a commode. The manager said that the member does not qualify for a heavy duty commode. The Grievance and Appeals Department reviewed this with you. You requested a heavy duty commode. This was reviewed under A0180919. This was denied because we did not receive a doctor's signed orders for you to receive a heavy duty commode. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolve d in Favor of Membe r

VAM_202 20705_22 635	5-Jul-22	July	2-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider									You are unhappy with the access of care from Valley Health Plan(VHP). You stated that you attempted to contact VHP but that the hold times were excessive. You stated that VHP cancelled multiple appointments and that the rescheduled appointments are more than a month away.	The Grievance and Appeals Department reviewed your concerns and contacted Valley Health Plan (VHP) Management for more information. VHP management reviewed and confirmed all VHP calls are documented, and VHP does not show any calls were received. VHP's call center allows you to call in and hold your place in line with a call back number. VHP confirmed appointments that are canceled are handled by the provider's office unless you specifically request it. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_202 20705_22 636	5-Jul-22	July	2-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access									You are unhappy with the access of care from Valley Health Plan(VHP). You stated that you attempted to contact VHP but that the hold times were excessive. You stated that VHP cancelled multiple appointments and that the rescheduled appointments are more than a month away. The Grievance and Appeals Department reviewed your concerns and contacted Valley Health Plan (VHP) Management for more information. VHP management reviewed and confirmed all VHP calls are documented, and VHP does not show any calls were received. VHP's call center allows you to call in and hold your place in line with a call back number. VHP confirmed appointments that are canceled are handled by the provider's office unless you specifically request it. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_202 20705_22 637	5-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab. You said on 7/5/22, the driver arrived one (1) hour late to take you to dialysis. You said this is an ongoing issue with Yellow Cab and you are requesting to change vendors because of this issue. Our Grievance Department reviewed your complaint and contacted Yellow Cab's Management for more information. They reviewed your complaint along with the trip details for 7/5/22 and confirmed you had a 5 am pick-up time. Yellow Cab's Management confirmed the driver was dispatched at 4:58 am however the driver had two (2) scheduled rides before your ride to complete. Unfortunately, Yellow Cab did not have another Wheelchair Accessible Vehicle (WAV) available at that time and the driver did arrive for pick-up until 6:21 am. SCFHP is contracted with Yellow Cab to provide transportation to our members if they need transportation to medically necessary appointments. Yellow Cab services thousands of our members and we apologize that you have not felt the service has been efficient. SCFHP is also contracted with other transportation vendors such as Green Cab, Ken Transportation, One-	N	Resolved in Favor of Member

VAM_202 20705_22 638	5-Jul-22	July	2-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09		Uphold	Appropria te Care In Network	You are appealing the denial you received for Authorization #81977498, Botox injections at Stanford Health Care. It was not approved the way it. You have been approved one injection for the length of this authorization. Since you are under Santa Clara Valley Medical Center (SCVMC) network, future Neurology service with be redirected to SCVMC.		N	Resolve d in Favor of Plan

VAM_202 20705_22 639	5-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab. You said on 7/5/22 Yellow Cab did not have an available driver and you had to find another ride. Our Grievance Department reviewed your complaint and contacted Yellow Cab's Management for more information. They reviewed your complaint along with the trip details for 7/5/22 and confirmed they were not sent a ride request by SCFHP. SCFHP's Grievance and Appeals Department reviewed your ride request history and confirmed on 6/30/22 you called SCFHP and scheduled a ride for 7/5/22. SCFHP's Grievance and Appeals Department has forwarded this information to our Call Center Management. SCFHP's Call Center Management will review the details of this booked ride and will provide additional coaching to the customer service representative (CSR) as needed. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns	N	Resolved in Favor of Member

VAM_202 20705_22 640	5-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	ABRAHA M CABEBE	Family Practice	1.53E+09				You are not happy with the services that you have received from your primary care physician (PCP) Dr. Abraham Cabebe. You said your appointments always get cancelled. You said the provider is either always on vacation or in a meeting. You said this is frustrating.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Planned Parenthood. These are the responses from the Senior Compliance Coordinator. On 6/10/2022 patients under Dr. Cabebe's care were mailed a notice notifying that Dr. Cabebe will be on an extended leave. This letter provided contact information to support patients scheduling with other providers within Planned Parenthood. You had an appointment on 7/6/2022, unfortunately due to provider being out unexpectedly you were rescheduled the next day on 7/7/2022, and attended the appointment with Dr. Friedrich. There are no other records of rescheduled appointments this year for you. They said they are happy to accommodate an appointment for you with Dr. Cabebe, who is scheduled to return on 8/2022. They look forward to see you for your continued care and wellness. We apologize that you had this experience with	N	Resolved in Favor of Member

VAM_202 20705_22 641	5-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part D Grievance	Quality of Service	Customer Service									You are not happy with the quality of service that SCFHP has provided you regarding the expiration of your approval for your medication: Brimonidine Tartrate 0.15% drops. You shared with us that you were not informed or advised that your approval would be expiring. Due to this issue, you were unaware of why your medication was being denied by the pharmacy. SCFHP's Grievance and Appeals Department reviewed your grievance and internally documented your concern. However, according to your records, the request for your Brimonidine Tartrate 0.15% drops was received by our Medimpact Pharmacy, a partner organization that processes pharmacy requests on 6/1/2021. Medimpact reviewed and issued an approval on 6/3/2021. The Approval letter was mailed to you on 6/3/2021 to your address of 13969 Calle Oriente Apt 4, Milpitas CA 95035. The Approval letter included the following statement and verbiage of your approval and effective dates. “This is to advise you that your request for BRIMONIDINE TARTRATE 0.15% DRP on 06/01/2021 has been approved. The authorization is effective from 06/03/2021 to 06/02/2022, as long as you are enrolled as a member of your current health plan. This approval may be subject to plan coverage limitation as defined in your benefit. If	N	Resolved in Favor of Member

VAM_202 20705_22 642	5-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part D Grievance	Coverage Determin ation/Red eterminat ion Process	Redeterm ination Process									You are not happy with SCFHP's authorization processing timeframe for medications prior authorization requests. You were informed that your request for your medication: Brimonidine Tartrate 0.15% drops may take 24 hours to 7 calendar days for review and determination. You shared that waiting for 7 calendar days for a medication that you really need is just horrible.	SCFHP's Grievance and Appeals Department reviewed your concern. We reviewed your records and found the following: On 7/5/2022, SCFHP's Customer Service Representative heard your request and started an urgent organization determination (OD) for your Brimonidine Tartrate 0.15% drops. This is a decision made by the Health Plan to see if you meet this benefit. You can request this any time. It is also known as a "coverage decision" in your Member's Handbook. You may review Chapter 9 of your Member's Handbook to review more on coverage decisions. The request was received on 7/5/2022 by Medimpact Pharmacy, a partner organization that processes pharmacy requests and reviewed on 7/6/2022 and was approved #30035 as the request met the guideline criteria. An approval notice was mailed to you on the same day with the following verbiage: This is to advise you that your request for BRIMONIDINE	N	Resolve d in Favor of Membe r

VAM_202 20705_22 643	5-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part D Grievance	Compliance	Fraud/Waste/Abuse									You are suspecting fraud on your medications. You said that there are several medications that were not filled by you. These medications were filled by Dongnai Pharmacy: Jardiance 10mg tablet, Glipizide-Metformin 5-500 mg, Pioglitazone HCL 30mg tablet, Jardiance 25mg, and Metoprololfucc 50mg.	The Grievance and Appeals Department reviewed this grievance with Dongnai Pharmacy. They have spoken to you about this case. They said that there is billing issues due to you having both Medicare and Medi-Cal through one plan. They also said that all the medications have been filled. They mentioned that Jardiance 10mg tablet have not been filled since March 2022. As of April 2022, you have been taking Jardiance 25mg. Your case was sent to our Compliance Department for review since you have alleged that this is fraud, waste, or abuse. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20705_22 644	5-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	IHC - CAPITOL EXPRESS WAY	Unknown Physician Specialty	1.88E+09					You are unhappy with the quality care from your primary care physician at IHC - CAPITOL EXPRESSWAY. You stated that you are dissatisfied with the clinical staff's service. You stated that the clinic never updates you on your medical conditions or concerns. You also stated that you do not have a provider assigned to you.	The SCFHP Grievance and Appeals Department reviewed your complaint and forwarded it to IHC - Capitol Expressway Management for internal review. SCFHP is working with IHC - Capitol Expressway Management to prevent this from happening again. The provider has been educated on the policies and practices. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate	N	Resolved in Favor of Member

VAM_202 20705_22 645	5-Jul-22	July	8-Jul-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		SARA KREIMER	Hematolo gy	1.27E+09		Overturn	Continuity of Care	You do not agree with a denial you received from Valley Health Plan (VHP), authorization number 81978958, a request to be seen with LPCH's Otolaryngology Department. This was denied because the services are available in-network. Dr. Kara Meister has submitted documentation and is filing an expedited appeal on your behalf. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.		Y	Resolved in Favor of Member

VAM_202 20705_22 646	5-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					Your father on your behalf called because he is not happy with the services that you have received from Yellow Cab (YC) for Trip 58503. He said the cab driver showed up late. He said he had to order an Uber. He said the cab driver was supposed to show up around 7:30 AM but didn't show up until 08:10 AM at 08:15 AM. Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaints. The following are the findings based on the investigation. YC checked your transportation logs. According to their records your ride on 7/05/22 was flagged as a "no show." You were scheduled for a 07:30 am pickup. This would suggest an appointment chair time of 08:30 am. However, upon dispatching, they had difficulty finding a cab. YC informed you at 07:39 am about the delay. YC gave you an estimated time of arrival (ETA) of 15 to 20 minutes. YC was able to find a cab at 08:03 am. Cab driver (CD#415) promptly arrived at 08:12 am. The driver called you upon arrival (at 408-669-6136) but was directed to your voicemail several times. Dispatch also called repeatedly but could not reach you. This is why your ride was flagged as a "no show" at 08:19 am. They would like to remind you for future trips, YC has an one-hour window to complete each and every trip.	N	Resolved in Favor of Member

VAM_202 20706_22 647	5-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset with the quality of service from Yellow Cab (YC). You stated that YC did not show up for pick up or drop off. You stated that you called YC at 4 p.m. and were told that someone would be dispatched as soon as possible, but no one arrived. You mentioned that YC is always late. The Grievance and Appeals Department reviewed your concerns with Yellow Cab Management. YC Management reviewed and confirmed your trip for 14:00 p.m. on July 12, 2022. The driver had an emergency on the day of service, which caused the delay in picking you up. When the driver arrived at 14:53, you refused to take the ride. Please keep in mind that my YC has an hour to complete each and every trip. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member. SCFHP and YC are very sorry any	N	Resolved in Favor of Member

VAM_202 20706_22 648	5-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	KAWALJE ET K BHATIA	Unknown Physician Specialty	1.6E+09					You on behalf of your child are not happy with the services that you have received from Dr. Kawaljeet Bhatia. You said you filed a previous complaint. You said when you saw her for a first visit you noticed that Dr. Bhatia was very upset. You said she made a remark about the grievance you filed. You said she asked your son if he felt scared of her. You said your son replied, "œyes." On the second visit you said Dr. Bhatia was upset. You said she mentioned that she was more hurt by the situation, and again asked your son if he was upset. You then said she asked if your son felt safe having a third visit with her and getting his physicals done by her. During this time, she was supposed to fill out a partially done SSI form. You said she was not able to complete it but it would be done on his third visit. On the third visit provider was still upset. You said she decided to yell out and approach you and your son again regarding the grievance. You said you did not like how	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. Kalwajeet Bhatia's office. They will have logged this complaint in their system. They will review this internally and use this complaint to improve quality services for all their patients. I have also forwarded this complaint to the Compliance Department and also Provider Network Management for review. We apologize that you had this experience with your provider. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to	N	Resolve d in Favor of Membe r

VAM_202 20706_22 669	5-Jul-22	July	8-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	MONTERE Y PLAZA HEALTH CLINIC	Unknown Physician Specialty	1.6E+09					You are not happy with the quality of service you have received from your Primary Care Physician (PCP) at Bay Area Community Health (BACH). You said you were admitted at Valley Medical Center (VMC) and have been trying to notify your PCP but cannot get into contact with them. SCFHP's Customer Service Department contacted BACH and notified them of your hospital admission at VMC. BACH has confirmed that a message has been sent to your PCP. BACH has stated that once you are discharged from the hospital, please contact the office to schedule a follow-up appointment. On 7/6/22 SCFHP's Customer Service Department tried calling you several times to provide this information. Unfortunately, we were unable to get into contact with you and your voicemail box was not set-up to allow messages. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed	N	Resolved in Favor of Member

VAM_202 20706_22 671	5-Jul-22	July	7-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Billing Statemen t	STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					You called our Customer Service Department regarding a bill you received from Stanford Healthcare. This bill is for the services she received on 9/1/2021, 9/8/2021, 9/9/2021 and 9/16/2021 for the amount of \$336.86. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Stanford Medical Center Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Medical Center Hospital and asked them to stop billing you. Stanford Medical Center Hospital put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Stanford Medical Center Hospital because you do not have to pay the bill. Please note the adjustment can take 45-60 days to process.	N	Resolved in Favor of Member

VAM_202 20708_22 719	5-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	PHI/Confidentiality/ HIPAA	KAWALJEET K BHATIA	Unknown Physician Specialty	1.6E+09					You on behalf of your child are not happy with the services that you have received from Dr. Kawaljeet Bhatia. You said you filed a previous complaint. You said when you saw her for a first visit you noticed that Dr. Bhatia was very upset. You said she made a remark about the grievance you filed. You said she asked your son if he felt scared of her. You said your son replied, "Yes." On the second visit you said Dr. Bhatia was upset. You said she mentioned that she was more hurt by the situation, and again asked your son if he was upset. You then said she asked if your son felt safe having a third visit with her and getting his physicals done by her. During this time, she was supposed to fill out a partially done SSI form. You said she was not able to complete it but it would be done on his third visit. On the third visit provider was still upset. You said she decided to yell out and approach you and your son again regarding the grievance. You said you did not like how	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. Kalwajeet Bhatia's office. They will have logged this complaint in their system. They will review this internally and use this complaint to improve quality services for all their patients. I have also forwarded this complaint to the Compliance Department and also Provider Network Management for review. We apologize that you had this experience with your provider. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to	N	Resolved in Favor of Member

VAM_202 20706_22 658	5-Jul-22	July	20-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that Yellow Cab never showed up for your pick up for your appointment on 7/5/2022. Due to this issue, you requested SCFHP to cancel the ride and SCFHP's Customer Service Relations also called to cancel your appointment. You shared you would call your provider to reschedule your appointment.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaint along with the trip details for 7/5/2022. They said you were scheduled for pick up at 7:30am. On the day of service, the driver arrived at your pick up location, unfortunately, the cab driver was unable to locate you. Yellow Cab Management shared they had a wrong phone number. Yellow Cab's dispatching team called the phone number on file (408-390-1952) at 7:51am to verify details but the person that answered the phone informed Yellow Cab they had the wrong number. Yellow Cab Management said their dispatching team tried once again but they received the same response. They reviewed their call records log and found that they did not receive any calls from you. They shared had you called Yellow Cab they would have	N	Resolved in Favor of Member
VAM_202 20705_22 628	5-Jul-22	July	22-Jul-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)						Overturn	Medical Necessity Met w/ Additional Informati on	You are appealing a denied authorization, A0179036. This is a request for physical therapy three times a week for eight weeks. This was denied because there was no signed doctor's order.		Y	Resolved in Favor of Member

VAM_202 20706_22 656	5-Jul-22	July	19-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		DESERT VIEW HOSPITAL	Unknown Physician Specialty	1.07E+09	Overturn			your request for additional payment for #22090E00334A1/22152S0 0044 from facility, Desert View Hospital. This claims were for services provided on 1/25/2022 to 1/31/2022, which was denied for services due to the claim was missing/incomplete/invali d Present on Admission (POA) indicator. You are requesting reconsideration and shared that Desert View Hospital is exempt from POA indicator as the facility is a critical access facility			Resolve d in Favor of Membe r

VAM_202 20707_22 697	5-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call# SC0567642 < 7/6/2022 11:08:34 AM KaylaB> outbound call to 626-634-7306 and spoke to member to follow up with member. member informed she was able to schedule apt with IHC on 07/20/2022. no further assistance 7/5/2022 1:42 PM KaylaB 626-634-7306, Irma Vallejo, member called Verified Demo, Elig, HIPAA Member provided consent to speak to speak to member's daughter April Reyes. She would like to change PCP for member since she is unable to contact the clinic for apt. Offered to contact the clinic for member Called clinic 408-445-3400 and was transferred to the new patient line then was sent directly to voicemail. Offered to assist with PCP change but she will try again.		N	Resolve d in Favor of Membe r

VAM_202 20706_22 650	6-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab (YC) on 07/06/2022. You said the driver arrived late and was going the wrong way. You said you may have to reschedule your appointment because of the late appointment.	The Grievance and Appeals Department reviewed this grievance with Yellow Cab. They found that your driver arrived at 8:04 AM for an 8:30 AM appointment. You were dropped off at 8:45 AM. There are usually difficulties for finding drivers in Milpitas. Yellow Cab apologizes for the delay in picking you up. In addition, Yellow Cab reviewed the GPS and found that the driver took the route that took less time. You can always inform the driver of what route to take while in the cab. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20706_22 657	6-Jul-22	July	5-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		CARNIE TRAN	Unknown Physician Specialty	1.53E+09		Uphold	Lack of Medical Necessity	You do not agree with a denial you received from SCFHP, authorization number A0178530, a request for Speech Therapy 3 times per week for a total of 78. You are requesting reconsideration of approval.		N	Resolve d in Favor of Plan

VAM_202 20706_22 659	6-Jul-22	July	2-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you were expecting to be picked up at 10:00 a.m. on July 5, 2022, and YC arrived at 11:00 a.m. You mentioned that they took a long time to arrive when you returned from your trip. When you called for your return trip, you said you were given a 10 minute ETA and then a 20 minute ETA. You mentioned that once when the YC driver arrived, he took a nap while you were waiting for them.	The Grievance and Appeals department discussed your concerns with Yellow Cab Management. YC Management checked and confirmed with their kinetic system and dispatch system that no trips were scheduled for July 5, 2022. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member. SCFHP and YC are very sorry any inconvenience this may have caused. Both SCFHP and YC look forward to better serving you in the future.	N	Resolve d in Favor of Membe r

VAM_202 20706_22 660	6-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab. You said on 7/4/22, Yellow Cab had your transportation wrong because the driver wanted to take you to a different address than your home. You also said the driver yelled at you and said you would need to pay money for making the address change however you refused to pay.	Our Grievance Department reviewed your complaint along with your ride request history and was unable to find a ride request for 7/4/22. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes for any inconvenience this may have caused and looks forward to serving you in the future.	N	Resolved in Favor of Member

VAM_202 20706_22 661	6-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)									You are not happy with the services that you have received from SCFHP. You said you will be discharged from the hospital soon. You do not know exactly when. You are concerned that if you are discharged on a weekend you will not be able to get transportation. You said it is ridiculous that SCFHP cannot assist you with your transportation needs whenever you need it.	SCFHP's Grievance Department reviewed your complaint against the CSR. I have forwarded your concerns to the Call Center Management (CCM) Team to review internally. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. We apologize that you had this experience with the CSR. As stated in your Medi-Cal member Handbook, Section 7, Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Your responsibilities SCFHP members have these responsibilities: To follow the rules of SCFHP membership as explained in this	N	Resolved in Favor of Member

VAM_202 20706_22 662	6-Jul-22	July	2-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You specified that on June 6, 2022, at 06:45 a.m. YC stated that you did not have a scheduled trip. The Grievance and Appeals department discussed your concerns with Yellow Cab Management. YC Management reviewed and confirmed that you were scheduled for two roundtrips on the date of service. The first trip was scheduled for 5:45 a.m., and the second for 14:00 p.m. All of these trips were completed on schedule and within the allotted time. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member. SCFHP and YC are very sorry any inconvenience this may have caused. Both SCFHP and YC	N	Resolved in Favor of Membe r

VAM_202 20706_22 664	6-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab. You said on 7/5/22, Yellow Cab did not pick you up for your appointment. You mentioned you had to take another taxi to get to your appointment.	Our grievance and appeals department reviewed your complaint and contacted Yellow Cab (YC) management for more information. Yellow Cab's management reviewed your complaint along with the trip details for your appointment on 7/5/2022. They confirmed your ride had a scheduled pick-up time for 1:15 PM. During the course of their review, there was a call from you at 1:26 PM requesting to cancel the ride. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the start of your pick-up time. SCFHP and YC work hard to provide	Resolved in Favor of Membe r

VAM_202 20706_22 666	6-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t								Li Chen on your behalf called because you need assistance with a bill that you have received from IRHYTHM TECHNOLOGIES INC. Date of service 08/24/202, for the amount of \$27.54.	SCFHP's Grievance Department reviewed the bill that you received. We contacted IRHYTHM TECHNOLOGIES INC/ Collection agency Revco Solutions 800-991-5265 and asked them to stop billing you. The representative said she will send your bill for re- review. Please note this can take up to 30-45 days for reprocessing.		Resolve d in Favor of Membe r

VAM_202 20706_22 667	6-Jul-22	July	2-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset with the quality of service from Yellow Cab (YC). You stated that you were late to two appointments because the taxi arrived late. The Grievance and Appeals department discussed your concerns with Yellow Cab Management. YC Management reviewed and confirmed you had a scheduled trip on May 26, 2022 for a 09:00 a.m. pick up. This trip was dispatched early however, YC had difficulty in allocating a cab due to limited availability within the area. At 9:28, YC called you to inform you about the possible delay however, a family member said the member had already left therefore that trip was cancelled. On the other hand, you had a trip scheduled for June 6, 2022, at 13:00 p.m. At the time of dispatch, YC had no available cabs in the area. YC attempted to contact you to inform you of potential delays, but you were unavailable. At 14:34, after exhausting all efforts, a cab accepted the fare. However, the driver was informed that you did not have an appointment on this day when he called you at 14:43 to let you know he was on the way.		Resol ved in Favor of Membe r

VAM_202 20706_22 668	6-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Service Auth and Plan Level Appeals Process	Service Authoriza tion Process									You, on your son, Roberto Romero's behalf, are not happy with the authorization process. You called SCFHP on 7/6/2022 to inquire on the status of a referral that Stanford Neurology Department needed. During the call, you were told that previously you were advised to call the Referral Department of Valley Health Center. You said that your son's Primacy Care Physician, Dr. Rao had sent it already on 5/7/2022. You shared that you are frustrated with the process as you have been going back and forth since May 2022. You said that Stanford states they have not received the referral. You are asking for assistance from SCFHP.	SCFHP's Grievance & Appeals (G&A) Department has reviewed your grievance. According to our records it shows that on 7/6/2022, during your initial call with SCFHP's Customer Service Department you requested assistance for status on your son's Stanford Neurology Department referral. On both 7/6/2022 and 7/7/2022, SCFHP's Customer Service Representatives contacted Stanford Neurology department for an update on the referral and they were informed that the Referral Center may be behind due to the recent holidays as no referral was found in the system. Stanford Neurology Department was contacted for follow up and review of the delay. The department shared the referral was received and processed on 7/29/2022. Your son, Roberto Romeo has an appointment scheduled in the Stanford Neurology Depart for a consultation with Dr. May Han on 8/10/2022 at 8:00am. If you need further information be please do not	N	Resolve d in Favor of Membe r

VAM_202 20706_22 672	6-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are not happy with the services that you have received from Yellow Cab (YC) on 7/6/2022. You said YC did not show up. You said YC told you to wait 10 minutes and then you were hung up on. You said you were not called back. You said you waited and you were never picked up.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaints. The following are the findings based on the investigation. YC checked your transportation logs. According to their records you had a scheduled trip on 6/07/2022 for a 1:00 pm pickup. This would suggest a 2:00 pm appointment chair time. The trip was dispatched early at 12:46 pm. On the day of service, YC had experienced longer wait times than usual. You were informed situation when you called at 1:20 pm. A cab driver wasn't successfully designated until 2:50 pm. You told YC that you were no longer going to the appointment. YC said they are truly very sorry for the inconvenience this has caused. There may be unwanted delays due to unfortunate conflicts but YC will ensure to establish timely execution going forward. As a reminder I have included some information you may find helpful in your Medi-Cal Member	N	Resolve d in Favor of Membe r
VAM_202 20706_22 673	6-Jul-22	July	12-Jul-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		CAROL T HU	Internal Medicine	1.12E+09		Uphold	Non Covered Benefit	recv'd via email a request to appeal deny medication UREA 40% CREAM			Resolve d in Favor of Plan

VAM_202 20706_22 674	6-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients	HANH M NGUYEN	Internal Medicine	1.73E+09					You are unhappy with the access to care from your primary care physician (PCP) Dr. Hanh Nguyen. You stated that you called your PCP office on 07/01/2022 to schedule an appointment and was told Dr. Nguyen is not accepting new patients.	The SCFHP Grievance and Appeals Department reviewed your concerns as well as your PCP history. SCFHP confirmed that on July 17, 2022, you requested a change of PCP to Dr. Hanh Nguyen; however, SCFHP was not notified in a timely manner that Dr. Nguyen was no longer a part of Bay Area Community Health (BACH) and was no longer accepting new patients. According to our records, SCFHP changed your PCP to Dr. Donald Golden on July 6, 2022, retroactive to July 1, 2022. You can schedule an appointment with Dr. Donald Golden by calling (408)-490-4710. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for	N	Resolved in Favor of Member

VAM_202 20706_22 675	6-Jul-22	July	12-Jul-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		TODD C FONG	Internal Medicine	1.08E+09		Uphold	Lack of Medical Necessity	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #30020 a request for Wegovy 0.5MG. This was denied as you did not meet criteria for coverage. Dr. Todd Fong is requesting reconsideration on your behalf and provided additional information verbally to SCFHP.		N	Resolve d in Favor of Plan
VAM_202 20706_22 676	6-Jul-22	July	20-Jul-22	Resolved in Favor of Plan	Cal MediConn ect Post Service Part D Appeal	Direct Member Reimburs ement Redeterm ination						Uphold	Member Not Eligible	Received email from Case Management at 3:34 PM asking if member has an appeal. No appeal found. Case Management requested G&A to speak to member and initiate an appeal. Member says they haven't really seen their doctor. Went through leg surgery and is in a lot of pain. Member paid out-of- pocket for Methadone and wants a reimbursement. Member also wants a general coverage for Methadone if she needs to receive it later. I understood. 2 separate appeals: 1 post-service and 1 pre-service. Member agreed and understood.			Resolve d in Favor of Plan

VAM_202 20706_22 677	6-Jul-22	July	13-Jul-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)							Uphold	Lack of Medical Necessity	Received email from Case Management at 3:34 PM asking if member has an appeal. No appeal found. Case Management requested G&A to speak to member and initiate an appeal. Member says they haven't really seen their doctor. Went through leg surgery and is in a lot of pain. Member paid out-of-pocket for Methadone and wants a reimbursement. Member also wants a general coverage for Methadone if she needs to receive it later. I understood. 2 separate appeals: 1 post-service and 1 pre-service. Member agreed and understood.			Resolve d in Favor of Plan

VAM_202 20707_22 680	6-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)									You are not happy with the services that you have received from SCFHP's Call Center. You said you tried to request a ride every Friday starting 8/5/2022 until 8/26/2022. You were informed your rides for August were all denied because this is not a Medi-Cal covered benefit per the Supervisor at SCFHP. You said you have been going to a Marriage, Family Therapist (MFT) for 2 years now and all of a sudden your rides to see the MFT are not approved.	SCFHP's Grievance Department reviewed your complaint against the CSR. I have forwarded this complaint to the Call Center Management Training and Quality Department. The following are their responses. Yareny, who is a CSR called you on July 8, 2022 at 3:40 pm and notified you that the service is not a covered benefit. You partially pay out of pocket and you were not referred by your PCP or SCFHP for this therapy services. Transportation is only for medical covered benefits and unfortunately the plan would not be able to accommodate future appointment rides at this location. As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to	N	Resolved in Favor of Member

VAM_202 20707_22 681	6-Jul-22	July	13-Jul-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)							Overtun	Courtesy/ One-time Exception	call#SC0570019 7/6/2022 5:36 PM TamL CSR received warm call transfer from case manager of SCFHP, Rosie Holland. Mbr c/b phone #: 408-500- 5718 AOR valid: 03/04/2023 Member and AOR wanted to file a grievance regarding an authorization A0177573 denied for 2 CPT codes: 99601 and 99602 for Nursing Services that having the RN infused the medication for member. CSR consulted the call with sup. Dat Dang. There is a partial approval authorization on file auth #: A0177573A and it is approved for S9379 HOME INFUSION THERAPY NOC PER DIEM x2 units and S9490 HOME INFUSION THERAPY, CORTICOSTEROID/DIEM x2 units. While auth #: A0177573 is Denied. Request for home infusion for Multiple sclerosis. Medically necessary Two of the codes are NCB per Medicare and Medi-Cal and non-payable. MODIFY APPROVE S9379x2		N	Resolve d in Favor of Membe r

VAM_202 20707_22 700	6-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients	PHUC C DANG	Internal Medicine	1.46E+09					You said you tried to make an appointment with Dr. Phuc Dang on 07/06/2022. You said your PCP assigned is not taking new patients and there is no availability. You said you need an appointment soon because your employer is asking for a negative COVID test result with a note to go back to work.	SCFHP's Grievance Department reviewed your complaint. We apologize that you had this experience with your provider. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP (Primary Care Physician) at any time if you are not happy with the quality of service and care you are receiving from your provider. You must choose a PCP who is in an SCFHP provider network and is taking new patients. Please know that you have the option to change your primary care physician (PCP). You may contact our Customer Service Department at (800)	N	Resolved in Favor of Member

VAM_202 20707_22 699	6-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0568781 < 7/7/2022 9:11:13 AM MayraR> member called back Member 650-492-9722 Verified name/dob/address Member shares that he went to ER room and has apt with pcp on 7/20, Dr. GRIGSBY, JONATHAN S he said he is ok with this apt and no further assistance is needed shared information with agent to close GRV < 7/7/2022 8:53:27 AM VickyN> Outbound call to 650-492- 9722 goes directly to message. Leave message for mbr to call back to hp if mbr needs assistance on schedule an appointment with his pcp. < 7/6/2022 3:20:01 PM VickyN> Reach out to mbrs' correct phone number on file is 650-492-9722, leave message for mbr if he is able to schedule an appointment with his pcp yet? Mbr to call hp if he needs assistance. < 7/6/2022 10:15:04 AM VickyN> Correction: Marisela states she	N	Resolve d in Favor of Membe r

VAM_202 20707_22 686	7-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the services that you have received from Green Cab (GC) on 7/7/2022. You said you were upset because someone was watching your kids. You said you waited for over an hour.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaints. We have forwarded them to Green Cab's Management department. They have logged in your complaint and use this as a learning opportunity to improve quality services to their members. We apologize for the inconvenience and stress that this has caused you. We know your time is valuable and we appreciate your patience when instances such as this occurs. As a reminder I have included some information you may find helpful in your Medi-Cal Member Handbook Section 4-Benefits and Services: Â·Be ready for your ride: Your ride is scheduled to arrive up to 60 minutes before your scheduled appointment. For example, if your appointment is at 10 a.m., you should be ready no later than 9 a.m. Â· Curb-to-curb service: In most instances, this is curb-to-curb service, not door-to-door	N	Resolved in Favor of Member

VAM_202 20707_22 687	7-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that YC arrived late on July 7,2022. You mentioned that you are always late for appointments because YC is always late.	The Grievance and Appeals department discussed your concerns with Yellow Cab Management. You were scheduled for an 09:15 a.m. pick up on June 7, 2022, according to YC Management. Due to the limited number of cabs available in the area, it wasn't until 9:52 that a driver was successfully assigned, but the trip was queued as a follow on, which means the driver had to complete a prior trip before picking you up. The driver arrived at 9:54 a.m. and finished the trip at 10:03 a.m. This shows that YC arrived on time and completed the trip within the one-hour time limit. You were scheduled for a 9:15 a.m. pick up on July 7, 2022. At 9:52, a driver was successfully assigned, but the trip was queued as a follow on. The driver arrived at 10:07 a.m. and finished the trip at 10:15 a.m. This shows that YC arrived on time and completed the trip within the one-hour window. Your case was sent to our Quality team for review of possible quality issues. Our medical	N	Resolve d in Favor of Membe r

VAM_202 20707_22 688	7-Jul-22	July	5-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you have received from Green Cab. You said on 7/7/22 you missed your appointment at Stanford because the driver was late. You said Stanford has a fifteen (15) minute late policy. You are requesting to switch to Yellow Cab.	Our Grievance and Appeals Department reviewed your complaint and apologizes for your experience. SCFHP's Provider Network Management is aware of the issues Green Cab has had with being on time for rides. SCFHP's Grievance and Appeals Department has confirmed you do not have any rides scheduled at this time. SCFHP is also contracted with other transportation vendors such as Yellow Cab, Ken Transportation, One-Stop, and NovaTrans. You may request to switch your transportation vendor at any time by calling our Customer Service Department at 1-800-260-2055 (TTY 1-800-735-2929 or 711) Monday through Friday, 8:30 a.m. 22 to 5:00 p.m. The call is toll free. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However,	N	Resolved in Favor of Member

VAM_202 20707_22 689	7-Jul-22	July	20-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that on 7/5/2022, you had a scheduled ride for pick up to take you to get your covid vaccination appointment at 1:40pm. You said that Yellow Cab did not show up for your ride. Due this issue, you had to cancel your appointment due to being late.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaint along with the trip details for 7/5/2022. They said you were scheduled for pick up at 12:450pm. On the day of service, the trip request was dispatched at 12:26pm but it wasn't until 12:58pm that a driver was assigned to the ride. Unfortunately, the driver had an unforeseen conflict which lead him to cancel on the ride. Yellow Cab's Management shared that their dispatching team contacted you and explained the present situation. The Yellow Cab Dispatching team re-assigned the ride at 1:43pm however the trip was queued as a follow on call, which meant the driver needed to completed the previous ride to move on to the next ride in queue. Unfortunately, the driver cancelled the order as well. The Yellow Cab dispatching team continued to try a	N	Resolved in Favor of Member

VAM_202 20707_22 690	7-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Primary Care Provider									You are upset about SCFHP not having a contract with a Stanford Primary Care Physician (PCP). You were told that SCFHP only contracts with specialty providers at Stanford. You are also upset that the completion time for an authorization is too long. You were told that a routine authorization has a completion time of 5-14 calendar days. The authorization, A0179802, was sent on 7/1/2022.	The Grievance and Appeals Department reviewed this grievance with our Provider Network Department. They confirmed that there are no Stanford doctors that you can choose as your Primary Care Provider (PCP). You can only see Stanford as a specialty doctor. According to your Member Handbook, prior authorizations could take up between 5 business days and 14 calendar days. This authorization was approved on 07/14/2022. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20707_22 691	7-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Service Auth and Plan Level Appeals Process	Service Authoriza tion Process								You are upset about SCFHP not having a contract with a Stanford Primary Care Physician (PCP). You were told that SCFHP only contracts with specialty providers at Stanford. You are also upset that the completion time for an authorization is too long. You were told that a routine authorization has a completion time of 5-14 calendar days. The authorization, A0179802, was sent on 7/1/2022.		N	Resol ved in Favor of Membe r

VAM_202 20707_22 692	7-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	RANDAL T PHAM	Ophthalm ology	1.28E+09					You are not happy with the services that you have received from Dr. Randall Pham's office. You said you are not satisfied with the way Dr. Pham's office is handling your treatment. You are concerned about your eyes and you feel the office is not doing their job with treating your condition. SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. Randall Pham's office. They have documented and logged in your complaint. The office will use this as a learning opportunity to improve quality services and care for their patients. We apologize that you had this experience with your provider. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. In addition, your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive	N	Resolved in Favor of Member

VAM_202 20707_22 693	7-Jul-22	July	2-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	DEVANG S SHAH	Internal Medicine	1.94E+09				You are upset with the access to care from your primary care physician Dr. Devang Shah. You mentioned calling your PCP's office about your Endo and Gastro referral. You stated that you were informed that Dr. Shah is no longer taking SCFHP. You stated that you believe he is refusing to see you because you conducted your own research on a medication. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	The Grievance and Appeals Department reviewed your concerns and contacted Dr. Devang Shah for more information. It has been confirmed that Dr. Devang Shah gave written notice of termination from Plan 90 days ago. SCFHP members are no longer accepted by the provider. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is your right to change	N	Resolved in Favor of Member

VAM_202 20707_22 694	7-Jul-22	July	2-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	DEVANG S SHAH	Internal Medicine	1.94E+09				You are upset with the access to care from your primary care physician Dr. Devang Shah. You mentioned calling your PCP's office about your Endo and Gastro referral. You stated that you were informed that Dr. Shah is no longer taking SCFHP. You stated that you believe he is refusing to see you because you conducted your own research on a medication. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: â€¢Severe pain â€¢Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolved in Favor of Member

VAM_202 20707_22 695	7-Jul-22	July	8-Jul-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part D Appeal	Expedited		SHURONG CHANG	Dermatol ogy	1.77E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #29753, a request for Dupixent 200 MG. This was denied as you did not meet criteria for coverage. Dr. Shurong Chang is requesting reconsideration on your behalf and asking for an expedited review.			Resolve d in Favor of Membe r

VAM_202 20707_22 696	7-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Plan Benefits	Plan Benefits/B enefit Package- Medical									You are not happy with SCFHP's Cal Medicconnect Plan's Transportation Vendor benefits. You shared with us that you are not happy that the Health Plan is not providing transportation service with WestMed anymore. You said you were told that only One Stop, Just Go or a taxi are available to provide you service. You said that One Stop and Just Go are not a professional company like WestMed. You would like to have your rides arranged with Westmed or you may need to change your insurance due to this issue.	SCFHP's Grievance and Appeals Department reviewed your grievance. We forwarded your concern to SCFHP's Call Center Management team regarding WestMed not being available to provide gurney transportation. They reviewed your concern and informed and confirmed that WestMed Ambulance is no longer providing service to our SCFHP members. SCFHP's Call Center Management was informed by our Provider Network Operations Department on 6/23/2022. They shared that WestMed has declined to accept any request as exceptions from SCFHP. They confirmed that you have two options of gurney transportation vendors, which is One Stop and Just Go. If you would like to scheduled your next gurney transportation using the above vendors, please call Santa Clara Family Health Plan's Cal MediConnect Customer Service at 1-877-723-4795, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD users	N	Resolve d in Favor of Membe r

VAM_202 20707_22 698	7-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Emergenc y Medical Transport ation (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab. You said Yellow Cab has been late picking you up which has caused your dialysis to be cut short. Our Grievance and Appeals Department reviewed your complaint and contacted Yellow Cabâ€™s Management to get roe information about the complaint filed. Yellow Cabâ€™s Management reviewed your complaint along with the ride details for the month of July. Yellow Cabâ€™s Management confirmed there were multiple dates the driver was late picking you up. Yellow Cabâ€™s Management explained this was because the assigned drivers had last minute emergencies which caused Yellow Cab to find another driver for you at the last minute. Your complaint was also sent to SCFHPâ€™s Quality Department for review of possible quality issues. The results of the findings are private and will not be shared. Yellow Cab and SCFHP work hard to provide the best possible service to each member and apologize for your experience. Yellow Cab has explained they will assign a new driver to your rides to ensure this des not happen in	N	Resolve d in Favor of Membe r

VAM_202 20707_22 703	7-Jul-22	July	8-Jul-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Expedited							Uphold	Criteria Not Met (ST, QL, NF)	call#SC0570733 7/7/2022 1:03 PM TamL Member c/b phone#: 408- 591-4493 Member shared that he called few days ago to initiate CD request for a diabetes medicine because the insurance is not covered for it. Today, he received a letter from SCFHP stated that his request has been DENIED for the following medicine: Januvia 100 MG PA#: 29972 PA status: DENIED PA comments: The drug listed at the top of this letter is not on our formulary (list of covered drugs). We denied this request based on our guideline named PART D STANDARD FORMULARYEXCEPTION PROCESS DETAIL. You must have tried at least two of our formulary alternatives (or one alternative if only one exists) of the requested drug or your provider has given us an acceptable reason why you cannot take our formulary drugs. Reason for appeal: Member shared that he needs this medicine for his			Resolve d in Favor of Plan

VAM_202 20707_22 705	7-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	NAWAL L JOHANSEN	Internal Medicine	1.7E+09					You are not happy with the quality of service from Dr. Nawal Johansen. Member is requesting for a critical review of the report generated by Dr. Nawal Johansen. Member wants Dr. Nawal Johansen to be investigated for refusal to diagnose, it looks like it was back in 2019	Our Grievance and Appeals Department reviewed your complaint and requested medical records from Stanford Medical Records Department. This case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.		Resolved in Favor of Member

VAM_202 20707_22 706	7-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you have received from SCFHP's Customer Service Department. You called to request assistance with setting up a ride request for your appointment. However, the Customer Service Representative you spoke with was rude, not nice and was being a "smart mouth". You shared that you were not in the mood to deal with people like that. You said the Customer Service Representative advised you to call back since you did not have all the details to book your appointment. You said if you have to do that you would rather use the bus. You would like for the Customer Service Representative's communication skills and demeanor to be reviewed as it is not right to speak to people like that.	SCFHP's Grievance and Appeals Department reviewed your grievance. We forwarded your complaint to SCFHP's Call Center Management for review and response. They reviewed your call to SCFHP and have informed us they will providing the appropriate training necessary to ensure all members are satisfied with the customer service. Additionally, during your call on 7/7/2022, you spoke with SCFHP's Customer Service Supervisor about your issue and it was addressed. You were also offered a bus month pass and you accepted the pass. On 7/8/2022, you called SCFHP back and stated that you wished to continue using Yellow Cab instead of the bus tokens since the bus pass was not available. As a reminder, to request transportation, you are required to provide SCFHP: - the appointment date and time, - the type and purpose of trip, - the provider name, facility name and office phone number, - pick up address and destination address,	N	Resolved in Favor of Member

VAM_202 20708_22 707	7-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	PERFORM ANCE PHYSICAL THERAPY	Unknown Physician Specialty	1.03E+09					You are not happy with the services that you have received from the Physical Therapist (PT) provider you saw on 06/23/2022. You said the provider put something on you but did not turn on the machine. You said he just ignored you while he helped other people. You said Santa Clara Family Health Plan (SCFHP) should not have to pay for this visit since nothing was done.	SCFHP's Grievance & Appeals (G&A) Department has reviewed your grievance. We contacted Performance Physical Therapy to get a response regarding your concerns. The following are the responses based on the investigation. They informed us that you receive therapy twice a week. You cancelled your last appointments on 7/26/202 and 7/28/202. She said typically patients are put on the machines, given a bell and they are given education to help assist with exercises. There is always a Therapist present during these times. Follow-up appointments are between 1 hour-1.25 hours. She said at times you have therapy in one of their rooms. They said they have been seeing you for a month and a half. You have seen the director of PT and other PT's as well. They believe they have provided the best care for you during your visits. Additionally, as a SCFHP member it is your right to receive the needed and appropriate medical	N	Resolved in Favor of Member

VAM_202 20708_22 720	7-Jul-22	July	14-Jul-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		JA YOUNG KIM	Nurse Practition er	1.03E+09		Uphold	Criteria Not Met (ST, QL, NF)	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #29389 a request for Lidocaine 5% patch. This was denied as you did not meet criteria for coverage. You are requesting reconsideration.			Resolve d in Favor of Plan

VAM_202 20708_22 711	7-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call# SC0570604 < 7/7/2022 1:38:00 PM AmyC> Out Bound Call (669)278-7331 on July 7th to member ,asked if she had an appt with her provider , she said no , We called Provider office made an appt for her lab results, member was very satisfied after scheduling her appt for July 18th < 7/7/2022 1:29:57 PM YarenyM> call received on 7/6/2022 @ 11:02am 7/7/2022 12:08 PM AmyC Member (669)278-7331 Late handoff to G&A for call on 07/06/2022 by member Late notes added Purpose of call: Member wanted to make an appt with her Provider NGUYEN, JAMIE T ,called multiple times to make an appt no answer Issue date:07/06/2022 Issue: Has trouble making an appt to know her Lab Results , Member called the clinic multiple times no answer ,is unable to go in person because of her	N	Resolve d in Favor of Membe r

VAM_202 20708_22 729	7-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call# SC0571188 < 7/8/2022 3:07:28 PM EsquivelC> Spoke with mbr at 408-219-5953 spoke with mbr Provided outcome from the Clinic Mbr is scheduled 7/12/22 at 8:30am Mbr is thankful for the assistance. < 7/8/2022 2:28:55 PM AmyC> OUTBOUND CALL 408-219-5953 Called member to let her know she has an appt on july 12 Lvm to call back to the plan < 7/8/2022 11:45:40 AM AmyC> Outbound call member 408-291-5953 her phone is disconnected , to let her know about her appt scheduled on July 12 at 8:30am < 7/8/2022 10:08:51 AM EsquivelC> Called SHC Washington Clinic ph# (408) 295-0980? spoke with Tiffany Conference call with mbr at 408-291-5953 phone disconnected Called mbr at 408-219-5953- Call goes directly to voicemail Tiffany was able to schedule mbr for her new patient appointment for 7/12/22 at 8:30am	N	Resolve d in Favor of Membe r

VAM_202 20708_22 709	8-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	NGOC- LAN LE	Family Practice	1.12E+09				You are unsatisfied with the quality of care from your primary care physician Dr. LE, NGOC-LAN. You stated that you had a telehealth appointment on July 7,2022, and you provided a list of questions to go over with your provider. You stated that your PCP stated that she is not a robot to whom you are directing a list of questions. You stated that this is not the first time Dr. Le has been rude to you and that you consider her to be unprofessional.	The SCFHP Grievance and Appeals Department reviewed your complaint and forwarded it to Valley Health Center Management for internal review. SCFHP is working with Valley Health Center Management to prevent this from happening again, and the provider has been educated on policy, procedure, and patient-centered attitudes and professionalism. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a	N	Resolved in Favor of Member

VAM_202 20708_22 710	8-Jul-22	July	8-Jul-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		TANYA GUPTA	Internal Medicine	1.15E+09		Overturn	Medical Necessity Met w/ Additional Informati on	Dr. Gupta on your behalf is appealing the denial you received for Authorization A0176773, for Palonosetron (Aloxi) and Fosaprepitant (Emend). This was denied because the request does not meet the following MCG criteria for coverage: Aprepitant and Fosaprepitant (A-0737) and Palonosetron (A-0754). The cancer drugs you are taking do not cause medium to high risk of nausea or vomiting based on the National Comprehensive Cancer Network (NCCN) - Antiemesis Guidelines. This appeal was requested to be expedited; this request meets Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as an expedited review and will be resolved within 72 hours.			Resolve d in Favor of Membe r

VAM_202 20708_22 712	8-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	SAINT JAMES HEALTH CENTER	Unknown Physician Specialty	1.7E+09					You are not happy with the quality of service you have received from St. James Health Center. You said you have been unable to schedule a follow-up appointment from the Emergency Room (ER) because they have no appointments available. You are requesting to change your Primary Care Provider (PCP) because of this issue. Our Grievance Department reviewed your complaint and contacted St. James Health Center for more information. St. James Health Center was very sorry to hear of your complaint and explained they were not aware you had requested an appointment for a follow-up after an ER visit. The front office staff will be reminded of the importance of scheduling these appointments to ensure it does not happen in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our records show as of 8/1/22 you are no longer a SCFHP	N	Resolved in Favor of Member

VAM_202 20708_22 714	8-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	KEN TRANSPOR TATION SERVICES	Unknown Physician Specialty	1.27E+09				You are unhappy with the quality of service from Ken's Transportation Service (KTS). You stated that the driver dropped you off at the garage and did not ring the doorbell to notify your family that you had arrived home on your return trip. You also stated that on July 4, 2022, your daughter called KTS and was told that the driver was on his way, but you had not arrived home after an hour. On July 8, 2022, you stated that KTS was late for pick-up and that when you spoke with management, you were told "do not lecture me on how to do my job." You also said the manager is unprofessional.	The Grievance and Appeals Department met with KTS management to discuss your concerns. KTS Management reviewed and confirmed the member's request for drop off in front of the garage on the day of service. KTS regrets the misunderstanding that occurred during your call on July 4. KTS will continue to educate employees on the importance of member-centered attitudes and professionalism. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and KTS work hard to provide the best quality service to each member. SCFHP and KTS are	N	Resolved in Favor of Member

VAM_202 20708_22 715	8-Jul-22	July	5-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care									You are not happy with the quality of care you have received from Valley Health Center (VHC) – Downtown Clinic. You said you have been having bone pain for the last six (6) months and they have not helped you. You said you have not received a proper medical examination and are prescribed medication. You also said you have been requesting a referral to see a specialist however you have not been referred.	Our Grievance and Appeals Department reviewed your complaint along with your eligibility history and confirmed you were first assigned to SCFHP on 6/1/22 and did not have an assigned Primary Care Provider (PCP). On 7/1/22 you were assigned to Bay Area Community Health (BACH) and on 8/1/22 your PCP changed again to Dr. Victor Salazar. Unfortunately SCFHP cannot investigate complaints of quality of service or care when you were not our member. SCFHP’s Grievance and Appeals Department also referred you to SCFHP’s Case Management Department. Case Management Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Your case was sent	N	Resolved in Favor of Member

VAM_202 20708_22 716	8-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Specialist									You are upset because you did not receive care at Community Solutions. You said they did not show up to the appointment. The Grievance and Appeals Department reviewed this grievance with the Director of Quality Assurance and Compliance at Community Solutions. The Director confirmed that the Program Supervisor was notified that the staff was sick on the morning of 7/8/22. They reached out to you on the morning of 7/8/22. The appointment was scheduled for 1 PM. The Director also confirmed that Community Solutions contacted you on 7/13/22 and 7/19/22. You agreed to a face-to-face conversation on 7/26/22. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20708_22 717	8-Jul-22	July	5-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	YINN M HTWE	Internal Medicine	1.98E+09					You called SCFHP's Customer Service Department to change your current Primary Care Physician, Dr. Yinn Htwe as you are not seeing "eye to eye". You shared with us that you are taking Metoprolol Tartrate 50 MG and Amlodipine Besylate 10 MG and are having some serious side effects. You said you shared these concerns with your PCP and he said to continue taking the medication until September 2022 and stated " if you don't take the medications, you will have a stroke and die". You mentioned that you stopped taking the medications and are feeling better. Due to these issues, you requested to change your PCP.	SCFHP's Grievance and Appeals Department reviewed this grievance. We forwarded your concern to Valley Medical Center's Customer Relations Department. We have reached out to them multiple times. Unfortunately, we have not received a response from them. We sent this lack of response over to our Provider Network Department for track and trending and to follow-up. On 7/8/2022, SCFHP's Customer Service Department heard your request to change your PCP. During the call, the Customer Service Representative outreached to Valley Health Center and was advised not to change your PCP assignment and keep as it as VHC-Moorpark. They shared that this will give you, the member, more open availability to book appointments with different providers. You were scheduled for an appointment with Meenakshi Jain for 7/25/2022 at 1:45pm. SCFHP would like to apologize for the stress and inconvenience you may have	N	Resolved in Favor of Member

VAM_202 20708_22 718	8-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t									You are upset about a bill you received. This bill has the dates of service of 01/09/2022 - 01/10/2022. The services requested are a MRI x-ray and a CT scan. The total amount of this bill is \$559.23.	The Grievance and Appeals Department reviewed this grievance with Central Valley Imaging Association. I faxed your Explanation of Benefits (EOB) to them. Since then, they were unable to find your account in their database. You can disregard the bill that you received and you should not be receiving a bill anymore.		Resol ved in Favor of Membe r

VAM_202 20708_22 721	8-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Incorrect/ Inaccurat e Informati on Provided	SCVMC ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.06E+09					You called because you said you were referred to Valley Medical Center's (VMC's) Spinal Cord Injury department. You said you do not have a Spinal Cord Injury. You said you were referred by Dr. Shem. You said you have never seen or spoke with Dr. Shem. You said you are not sure why you were sent to see a specialist and you want to see your medical records regarding this injury.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Valley Medical Center (SCVMC) to review internally. They have logged in your complaint. They will use this as a learning opportunity to improve quality services for their patients. This complaint has also been forwarded to our Provider Network Department for review and follow-up. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 5 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Also, too receive a copy of your medical records, and request	N	Resolved in Favor of Member

VAM_202 20708_22 722	8-Jul-22	July	2-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you had several issues with YC. You stated that YC is late for pickup and that when you call, there are no cabs available. You mentioned missing two important appointments. The Grievance and Appeals department discussed your concerns with Yellow Cab Management. YC Management reviewed and confirmed that you were scheduled for a 10:15 pick up on July 8, 2022. Please keep in mind that my YC has an hour to complete each and every trip. On the day of service, YC only had a few cabs in Los Gatos, and unfortunately, they were all booked. YC quickly searched for an available one in the area but struggled due to the high volume of orders. It wasn't until 11:01 that YC finally designated a cab. When YC dispatch called to inform you that a cab was on its way, you requested that it be cancelled. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	N	Resolved in Favor of Member

VAM_202 20708_22 723	8-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Ancillary Care	SKYLINE HEALTHC ARE CENTER	Unknown Physician Specialty	1.78E+09				You are not happy with the quality of service you have received at Skyline Healthcare Center. You said the facility is filled with covid patients and they are short staffed. You mentioned their nurses cannot help you since they are always with covid patients. You want to be transferred to another facility because you are worried for your well-being.	Our Grievance Department reviewed your complaint and referred you to Case Management. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. A Case Manager will assess the complaint and determine if a facility site review and possible transfer to another facility is medically appropriate. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on	N	Resolved in Favor of Member

VAM_202 20708_22 724	8-Jul-22	July	1-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		MORTEZA FARR	Orthopedi c Surgery	1.02E+09		Uphold	Lack of Medical Necessity	You are appealing the denial you received for Authorization 81979918, inpatient admission for total disc replacement (surgery to replace discs in your spinal column) for your Intervertebral Disc Degeneration Lumbar Region (a condition where there is a breakdown of one or more discs that separates the bones of your spine) was reviewed by our doctor and was sent for Independent Medical Review (IMR) for medical necessity. Based on the result of the Independent Medical Review, the requested surgery does not meet medical necessity for your condition of Intervertebral Disc Degeneration as there was no comprehensive history and physical with advanced imaging studies to substantiate the indications for this case, therefore, your request was denied. This appeal was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for		N	Resol ved in Favor of Plan

VAM_202 20708_22 725	8-Jul-22	July	11-Jul-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)							Overturn	Administr ative Error	SC0571629 7/8/2022 10:41 AM ElizabethM Received call from SCFHP CM Tracy with mbr and Lang Line Vietnamese interpreter on the line Vietnamese #: 386051 Demos verified by CM Tracy shared she is assisting mbr with calling in to request an appeal for denied auth mbr confirmed he is wanting to appeal denied PA#: A0175037 mbrs reason for appeal : my body hurts and is weak , I need a place to go CM added : mbr has had a stroke in the past CM also added that the reason for denial was due to Sterling Physical Therapy not being a contracted provider CM stated she spoke with UM, and confirmed Sterling PT is contracted with CMC CSR reviewed provider directory excel sheet, confirmed CMC does contract with Sterling PT CM stated that mbr requested an urgent appeal			Resol ved in Favor of Membe r

VAM_202 20708_22 726	8-Jul-22	July	2-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)						Uphold	Appropria te Care In Network	You received a denial letter from Valley Health Plan, regarding your authorization 81979759 for Reconstructive Surgeon at Stanford. You stated that you were referred to Dr. Katrina Chaung at El Camino Hospital, but when you tried to schedule an appointment, you discovered that the provider does not provide the services you require. Unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: * Severe pain * Potential loss of life, limb or major bodily function This case is following a standard timeframe of 30 days.		N	Resolve d in Favor of Plan

VAM_202 20708_22 730	8-Jul-22	July	5-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral	TRIPTY M GANDHI	Family Practice	1.7E+09				You are not happy with the quality of service your father has received from his Primary Care Physician (PCP) Tripty Gandhi, MD. You said he was supposed to receive a referral for an MRI and be seen with Urology however the referrals have not been placed. You re requesting your complaint be expedited because it has been over one (1) month. SCFHP's Medical Director reviewed your complaint and unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	Our Grievance Department reviewed your complaint and contacted Valley Health Plan's (VHP's) Member Services to confirm if an authorization was on file for MRI. Our Grievance and Appeals Department confirmed VHP has two (2) authorizations on file for you. The first authorization, 81988099, was approved on 7/19/22 for an MRI of L-Spine at Valley Radiology Imaging. The second authorization, 81990141, was approved on 7/25/22 for Urology office visit with Dr. Anup Shah. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_202 20711_22 731	8-Jul-22	July	5-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Provider Care									You are not happy with the overall care you were provided by the Dr. Wu at the Urgent Care at Valley Health Care, located at 1993 McKee Rd, San Jose. You shared that you were seen in Urgent Care due to using sunscreen/foundation that was expired and it caused you to overheat. You stated that Dr. Wu said it was not possible to get a reaction like that to old sunscreen. He then proceeded to ask you if you had anxiety and you said yes. You said that you felt discriminated by his question. You were prescribed Zyrtec for the reaction. You said you asked about your hip pain and you were asked if it was chronic, he told you there was nothing he could do. You said Dr. Wu based your health on your looks. You mentioned that the Pharmacy informed you that the medication Zyrtec would not help you with your issue as it is used for seasonal allergies	SCFHP's Grievance and Appeals Department reviewed this grievance. We forwarded your concern to Valley Medical Center's Customer Relations Department. We have reached out to them multiple times. Unfortunately, we have not received a response from them. We sent this lack of response over to our Provider Network Department for track and trending and to follow-up. Additionally, your concern about discrimination was forwarded to our SCFHP Compliance Department for further review and follow up. SCFHP would like to apologize for the stress and inconvenience you may have experienced. It is your right as a SCFHP member to be treated with respect and courtesy. It is also your right to receive the needed and appropriate medical care.	N	Resolved in Favor of Member

VAM_202 20711_22 732	8-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service									You are upset because of a conversation you had with a Customer Service representative from SCFHP. You were calling about transportation and you were told that transportation could not be approved because the services are not covered. You said you were seen by this provider already. The provider is Comprehensive Spine and Sport. You said you want the CSR to be retrained and to treat clients better.	The Grievance and Appeals Department reviewed this grievance with our Customer Service Department. They confirmed that it is a policy for transportation to only be booked towards providers with covered services. They also confirmed that the Customer Service representative made a mistake. They have provided coaching to this representative on 07/08/2022. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20711_22 733	8-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	DME Supplies Delay	MINI PHARMAC Y ENTERPRI SES INC	Unknown Physician Specialty	1.3E+09					You are not happy with the delay in receiving your needed Durable Medical Equipment (DME) supplies from Mini Pharmacy and their process. You shared with us that you have been having trouble obtaining your sensors since you became active with SCFHP (5/1/2022). You shared it has been a disaster as you were told they had not received the prescription or approved authorization. You already called your provider and requested them to resend the needed documents to Mini Pharmacy. You said you have been with out your sensor for a week and half. You are requesting assistance from SCFHP.	SCFHP's Grievance & Appeals (G&A) Department has reviewed your grievance regarding the delay of your approved durable medical equipment items: Freestyle Libre Sensors. We contacted Mini Pharmacy for review and more information. During the call, we were informed that Mini Pharmacy was not aware that you had new insurance information (as you were effective with SCFHP Cal Mediconnect Plan as of 5/1/2022) or your provider's information. The information was provided to Mini Pharmacy and the approved authorization was also provided to them. They assured us that they would contact your provider's office to request the necessary required documents for Mini Pharmacy to dispense your needed items to you. On 7/11/2022, Mini Pharmacy confirmed that your supplies were shipped and delivered to you on 7/11/2022. Mini Pharmacy informed us that your next month supplies are due to be dispensed to you on 8/8/2022 but you will need to		Resolve d in Favor of Membe r

VAM_202 20711_22 734	8-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	SIMA STEIN	Unknown Physician Specialty	1.43E+09					You are not happy with the services you and your daughter have received from Dr. Sima Stein. You said your daughter needed her vaccines and needed a lead test but had to wait due to county transfer. You said Dr. Stein saw your daughter briefly, was in and out of the office within 5 minutes. You said she told you your daughter was taller than average and Obese. Once provider left the room, she didn't come back. You said she didn't take the time to ask her questions and was not able to address any concerns.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. Sima Stein's office. They have logged in your complaint. They will use this as a learning opportunity to improve quality care and services for all their patients. I have also forwarded this to our Provider Network Department for follow-up. We apologize that you had this experience with your provider. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP (Primary Care Physician) at any time if you are not happy with the	N	Resolved in Favor of Membe r

VAM_202 20711_22 735	8-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are unhappy with the quality of service from Yellow Cab (YC). You stated that on July 8,2022, you called YC at 1:10 p.m. for your return ride and were given an eta of 4 minutes after waiting an hour.	The Grievance and Appeals Department met with Yellow Cab (YC) Management to discuss your concerns. YC Management reviewed and confirmed that your return ride was scheduled for a "will call" on July 8, 2022. At 13:11 p.m., you called YC to activate the ride. YC was dispatched at 13:52 p.m., the driver arrived at 14:01 p.m., and the trip was completed at 14:09 p.m. Please remember that YC has an hour to complete each and every trip. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member. SCFHP and YC are	N	Resolve d in Favor of Membe r

VAM_202 20711_22 736	8-Jul-22	July	5-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	BACH FAMILY CLINIC	Unknown Physician Specialty	1.96E+09					You are not happy with the quality of service you have received from Bay Area Community Health (BACH). You said the clinic does not have an available appointment for the next two (2) months and you would like to change your doctor.	Our Grievance Department reviewed your complaint and contacted BACH's Office Manager for more information. BACH's Office Manager did confirm their office has a very long wait for routine office visits. She was very sorry to hear that you have requested to change your PCP. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP	N	Resolved in Favor of Member

VAM_202 20711_22 737	8-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 07/08/2022. You said you called at 2:30 pm to get an estimated time of arrival (ETA). You said your pick up window was at 1:40 PM. You are upset because YC was late. YC checked your transportation logs. According to their records you were scheduled for a 1:40 pm pickup on 7/8/22. This would suggest an appointment chair time of 2:40 pm. Your ride was dispatched at 1:24 pm however, YC had a hard time finding a cab. A driver finally accepted the trip at 2:26 pm. He arrived at 2:37 pm and completed the trip at 2:56 pm. YC said they apologize that they were behind the time frame and they are truly sorry. YC understands the importance of timely pickups but delays happen due to unpreventable circumstances. YC will ensure timely execution going forward. In addition, YC reviewed their call logs and there wasn't any call recording from your phone number except a call activating your return ride which was successfully completed with no delay. We apologize for the inconvenience and stress that this has caused you. We know your time is valuable and we	N	Resolved in Favor of Member

VAM_202 20711_22 738	8-Jul-22	July	5-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral	CUPERTIN O HEALTHC ARE	Unknown Physician Specialty	1.48E+09					You are not happy with the quality of service from Cupertino Healthcare â€” Monterey Plaza. You stated that you have requested referrals for physical and occupational therapy for your arm and neck. You stated that you were referred for a therapist to come to your home following discharge, but no one showed up.	Our Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Cupertino Healthcare. Unfortunately, after multiple attempts, we have not received a response back. SCFHPâ€™s Grievance and Appeals Department also referred your case to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you and your doctor to get the medically appropriate authorizations submitted for physical therapy and occupational therapy if it is medically necessary. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with	N	Resolved in Favor of Member

VAM_202 20711_22 739	8-Jul-22	July	5-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab on 7/8/22. You said the driver was late so you had to call and Uber. You mentioned the driver called you when you were already to your way to dialysis.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Yellow Cab's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. SCFHP is contracted with Yellow Cab to provide transportation to our members if they need transportation to medically necessary appointments. SCFHP is also contracted with other transportation vendors such as Green Cab, Ken Transportation, One-Stop, and NovaTrans. You may request to switch your transportation vendor at any time by calling our Customer Service Department at 1-800-260-2055 (TTY 1-800-735-2929 or 711) Monday through Friday, 8:30 a.m. 22 to 5:00 p.m. The call is toll free. As explained in your	N	Resolve d in Favor of Membe r

VAM_202 20711_22 740	8-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/8/2022. You said YC sent a big bus for you. You said you cannot extend your leg upward. You said you are handicapped and it was dangerous for you to get in the bus.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaints. The following are the findings based on the investigation. YC checked your transportation logs. According to their records On 7/8/22 the vehicle that was sent to you was a WHITE FORD E-150 which was a big van. YC said it is never their intention to trouble a member when their aim is to give them comfortable rides. Further investigation shows that when the trip was booked, YC did not have any note nor indication of any specific vehicles that can only accommodate you. Which means, you get whatever the very next available vehicle for transportation. Nonetheless, both trips on the day of service were successfully completed with no delays. We apologize for the inconvenience and stress that this has caused you. We know your time is valuable and we appreciate your patience when instances such as	N	Resolved in Favor of Member

VAM_202 20711_22 747	8-Jul-22	July	5-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Compliance	Discrimination								You are not happy with the overall care you were provided by the Dr. Wu at the Urgent Care at Valley Health Care, located at 1993 McKee Rd, San Jose. You shared that you were seen in Urgent Care due to using sunscreen/foundation that was expired and it caused you to overheat. You stated that Dr. Wu said it was not possible to get a reaction like that to old sunscreen. He then proceeded to ask you if you had anxiety and you said yes. You said that you felt discriminated by his question. You were prescribed Zyrtec for the reaction. You said you asked about your hip pain and you were asked if it was chronic, he told you there was nothing he could do. You said Dr. Wu based your health on your looks. You mentioned that the Pharmacy informed you that the medication Zyrtec would not help you with your issue as it is used for seasonal allergies		N	Resolved in Favor of Member
VAM_202 20711_22 741	8-Jul-22	July		Resolved in Favor of Plan	Cal MediConn ect Pre-Service Part C Appeal	Pre-Service Reconsideration (Authorization)						Uphold	Non Covered Benefit	You are appealing a denied authorization, A0177965. This is a request for an air purifier. This was denied because this item is not considered to be medical in nature.			Resolved in Favor of Plan	

VAM_202 20708_22 727	8-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider							Call# SC0571723 7/8/2022 11:22 AM YeseniaC mbr aka Nikki fatapur 408-717-0449 called to make an appt verified demo/elig advised to call mc for name change at 408-758-3600 mbr understood mbr need TB test and TB form to be filled out and mbr called pcp IHC O'Connor 408-283-7676 today 7/8 they don't have appts until end of Aug starting of Sept mbr needs an appt sooner like 7/28 or 7/29 offered to call pcp or change pcp mbr asked if she can go to urgent care informed if they offer TB and have to go within your network scfhp direct there is 2 urgent cares top care medical group in SJ or De Paul Urgent Care Center in Morgan hill called top care (408) 532-0105 vm box # is not in service called several times offered to call IHC mbr wants to try another pcp educated about networks mbr wants to stay within the same network mbr said she will call IHC offered to call IHC or	N	Resolve d in Favor of Membe r

VAM_202 20708_22 728	8-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call#SC0571931 < 7/8/2022 2:33:52 PM MayraR> called office (408) 283- 7676 spoke w/ Lyn from office shared we are looking for apt sooner than the one provided to mom earlier due to wanting a referral for specialist /autism diagnosis she mentioned they had a cancellation and apt available on Monday 7/11/22 @ 4:10 pm 455 O'Connor Dr #200 - San Jose, 95128 mom agreed to this apt no further assistance needed 7/8/2022 12:57 PM MayraR Lina Vanessa Herrera, mom, 408- 613-6780 Verified name/dob/address mom shares that she previously changed pcp to get out of VHP net so that member could be referred to another place to be diagnosed for Autism. She mentions when she called pcp HARRISON, BRIDGET office they said that pcp doesn't see patients and apt would have to be	N	Resolve d in Favor of Membe r

VAM_202 20711_22 742	11-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that on 7/11/2022, Yellow Cab was supposed to pick you up at 8:00am. You said you tried to call Yellow Cab at 6:30am to confirm you ride but it went straight to voicemail. You said that you then received a missed call at 8:12am from Yellow Cab informing you that the estimated time of arrival would be 21 minutes. You mentioned you called SCFHP to cancel the ride as it was really late. Due to this issue you had to reschedule your appointment to 7/12/2022.	SCFHP's Grievance and Appeals Department reviewed your complaint and contacted Yellow Cab's Management for more information. The following are the findings based on their investigation. Yellow Cab confirmed you had a trip scheduled for pick up on 7/11/2022. According to their records, Wheelchair Accessible Vehicle (WAV) Services are always coordinated a day in advance. The drivers are allocated and designated a day prior to ensure on time performance and prevent delays. On the day of your pickup, Yellow Cab's Dispatching team received a request from the driver at 8:17am asking to cancel the ride. Yellow Cab was under the assumption that the request came from you. They further reviewed their recorded call log but did not find any calls from you before or after 6:30am. Yellow Cab Management shared that their records show that the Dispatching Team re-assigned another ride to your location at 9:02am per the request of SCFHP's Customer	N	Resolved in Favor of Member

VAM_202 20711_22 743	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t									You are upset about a bill you received. The date of service for this bill is 05/07/2022 for an emergency room visit at Regional Medical Center of San Jose. The amount due is \$21.08.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Regional Medical Center participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Regional Medical Center and they already removed this amount from your account. Please disregard the billing statement from Regional Medical Center because you do not have to pay the bill.		Resolve d in Favor of Membe r

VAM_202 20711_22 744	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that YC did not complete your trip. You stated that you called YC but that no one answered and that you kept getting a recording that said YC couldn't find a driver. You stated that you called Uber because YC was not answering. The Grievance and Appeals department discussed your concerns with Yellow Cab Management. Our Grievance and Appeals Department reviewed your concerns with YC Management. YC Management reviewed and confirmed your pick-up time of 08:30 a.m. on July 9, 2022. YC assigned a driver at 08:32, but due to an unforeseen circumstance, the driver had to cancel the trip. YC needed to find another driver, but there were no available cabs in the area. Because YC took so long to assign a cab, dispatch called you at 9:37 a.m. and informed you of the situation in which you requested to cancel the trip because you were already at your appointment. YC is currently on the lookout for additional drivers to ensure that this does not happen again. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they	N	Resolved in Favor of Membe r

VAM_202 20711_22 745	11-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that you were scheduled for a ride pick up on 7/11/2022 but Yellow Cab never showed up for the ride. You said you wanted SCFHP to be aware that you did not use the service and you did not want Yellow Cab to get paid for a service that was not provided. Due to this issue, you had to cancel your appointment and reschedule.	SCFHP's Grievance and Appeals Department reviewed your complaint and contacted Yellow Cab's Management for more information. The following are the findings based on their investigation. Yellow Cab confirmed you had a trip scheduled for pick up on 7/11/2022. According to their records, Wheelchair Accessible Vehicle (WAV) Services are always coordinated a day in advance. The drivers are allocated and designated a day prior to ensure on time performance and prevent delays. They said you were scheduled for pick up at 8:00am. On the day of service, they found that the assigned driver has an unforeseen situation which unfortunately he had to cancel the ride. The Yellow Cab Dispatching staff prioritized your ride request and looked for any available WAV vehicle. This was challenging as the WAV driver were all booked off. Yellow Cab's Dispatching staff was not successful in locating a new WAV vehicle until 9:09am. Yellow Cab Management shared	N	Resolved in Favor of Member

VAM_202 20711_22 746	11-Jul-22	July	2-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab. You said the driver was given the incorrect address for your appointment on 7/11/22 which caused an issue with the driver. Our Grievance and Appeals Department reviewed your complaint and contacted Yellow Cab's Management to get more information about the complaint filed. Yellow Cab's management reviewed your complaint along with the trip details for 7/11/2022 and confirmed the address they were given was 1805 E El Camino Real. During the course of their review, they confirmed with the driver that there was confusion about your appointment being in Palo Alto or Santa Clara. Yellow Cab's management confirmed with the driver that it was explained to you your appointment was at 1805 E El Camino Real Santa Clara, CA. The driver was able to successfully drop you off for your medical appointment. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive	N	Resolved in Favor of Member

VAM_202 20711_22 748	11-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	DAVID A CAHN	Family Practice	1.69E+09					You are not happy with the services that you have received from your son's Primary Care Physicians (PCP's) office. You said you are trying to make an appointment with their office so your son can be seen.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. David Cahn's office. These are the following responses from the Office Manager. Unfortunately, Dr. David Cahn is currently not taking on any new patients. They have not closed his panel officially because they are tryin to work on his schedule to accommodate more patients. They would normally provide you with a list of other providers in their office, however the other providers do not treat patients under the age of 18. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and	N	Resolve d in Favor of Membe r

VAM_202 20711_22 749	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay									You explained that you feel you've been given the run-around by the Health Plan and Medi-Cal Rx. You stated that your provider submitted an authorization on June 7, 2022 but it was voided by the Health Plan. Our Grievance and Appeals Department reviewed your complaint along with the Medi-Cal pharmacy benefit details and confirmed as of January 1, 2022, SCFHP would no longer handle or process any pharmacy prior authorizations or complaints. The Department of Health Care Services (DHCS) mailed a notice describing the change to the way Medi-Cal pharmacy benefits would be processed and funded to each Medi-Cal member on November 25, 21. This letter detailed how Managed Care Plans would no longer be responsible for managing pharmacy services as of January 1, 2012; instead, Fee-for-Service Medi-Cal would. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality	Resolved in Favor of Member

VAM_202 20711_22 751	11-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	RACHEL SUSSMAN	Family Practice	1.18E+09					You on behalf of your daughter are not happy with the services that you have received from Dr. Rachel Sussman. You said your daughter eats very limited food. You said her eating issue has caused her to have other medical issues. You said you feel her doctor is not being supportive enough. You said you feel they are not doing anything to assist your daughter. You said her appointment is not until 8/25/2022 and she needs to be seen sooner.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. Rachel Sussman's office. These are the following responses from the Office Manager. According to their records your daughter has a new patient appointment on August 25, 2022. You were informed when you scheduled your daughter's appointment that they are a Residency Program and that your daughter would see a resident not a Pediatrician. They informed your mother that she could call daily for a cancellation to get an earlier appointment. Their clinic is not aware of any denial or referral requests as they have not seen your daughter yet for an appointment. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed	N	Resolved in Favor of Member

VAM_202 20711_22 753	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude									You are upset about the quality of service from your doctor from Signify. This appointment was on 07/08/2022. You said the doctor appeared angry and said that you needed to be organized about your medication. You said the doctor demanded information and did not allow you to speak in-depth about your answers.	The Grievance and Appeals Department reviewed this grievance with Signify Health's Supervisor. The Supervisor apologized for the negative experience you went through. They will not assign Dr. Diaz to you and they will also do their own investigation of your grievance. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Membe r

VAM_202 20711_22 754	11-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset with the quality of service from Yellow Cab (YC). You stated that on July 8, 2022, YC picked you up and that when the driver turned right, he turned too quickly, causing your glasses to fall off and crack and injuring your back.	The Grievance and Appeals department discussed your concerns with Yellow Cab Management. Your complaint was reviewed by YC Management, who met with the drivers assigned to your trip. YC guarantees that your safety and comfort are of the utmost importance to them. Nonetheless, the drivers will participate in coaching to remind and ensure the safety of each ride. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member. SCFHP and YC are very sorry any inconvenience this	N	Resolved in Favor of Member

VAM_202 20711_22 755	11-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are upset that you received a bill. The date of service for this bill is 06/18/2021 and the service provided is anesthesia. The amount due on the bill is \$1,494.00.	The grievance and appeals department reviewed your grievance with Premier. They reviewed your account and thought that you had Medicare A and B during the date of service. They discovered that you did not have Medicare Part A and B during the date of service and have reprocessed your claim. I have notified the billing department and they have placed your account on hold. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolved in Favor of Membe r

VAM_202 20711_22 756	11-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									Your father on your behalf is not happy with the services that you have received from SCFHP. You said you have been waiting for SCFHP to help assist you with finding someone to assess your son for behavior health issues. You said you are upset because you have been waiting and not have received any help. This grievance was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as a standard review and will be resolved within 30 business days.	SCFHP's Grievance Department reviewed your complaint. We want you to have the best care possible so therefore we have referred you to Behavioral Health Case Management (CM) for assistance. They have contacted you and continue to contact you regarding access to care for ABA services. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 5 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand Your case was referred to our Quality Department for review of potential quality issue(s). Our Quality Department seeks to ensure that all SCFHP members	N	Resolved in Favor of Member

VAM_202 20711_22 759	11-Jul-22	July	12-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	DJO LLC	Unknown Physician Specialty	1.5E+09				You called our Customer Service Department regarding a bill you received from DJO LLC. This bill is for the services you received on 02/1/2022 for the amount of \$70.94. You are asking our help with this bill	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. DJO, LLC participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted DJO, LLC and asked them to stop billing you. DJO, LLC put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from DJO, LLC because you do not have to pay the bill.		Resolved in Favor of Member
VAM_202 20711_22 760	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09				You are upset about the quality of service you received from Yellow Cab (YC) on 07/11/2022. You said that YC was looking for a driver. You said you cancelled your trip and took the bus instead. You want to change your transportation vendor from Yellow Cab to Green Cab for future trips.		N	Resolved in Favor of Member

VAM_202 20711_22 762	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You stated that you received a bill from Regional Medical Center for \$501.00 for the date of service 6/19/2021. SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Regional Medical Center participates with MediCal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Regional Medical Center and has asked them to remove the billed amounts from your account because you should not be responsible. Regional Medical Center has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Regional Medical Center because you are not responsible for the balance owed.	Resolve d in Favor of Membe r

VAM_202 20711_22 763	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	YIN Y AYE	Internal Medicine	1.55E+09					You are not happy with the quality of service you have received from your current Primary Care Physician, Dr. Yin Aye. You shared with us that Dr. Aye does not have an empathy or humanity to work properly with senior/elderly patients. You said Dr. Aye has an attitude and is not respectful to her patients. You mentioned that she is taking advantage of her patients who have a language barrier since they are not aware they can report or file a complaint about her services.	SCFHP's Grievance and Appeals Department reviewed this grievance. We forwarded your concern to Valley Medical Center's Customer Relations Department. We have reached out to them multiple times. Unfortunately, we have not received a response from them. We sent this lack of response over to our Provider Network Department for track and trending and to follow-up. SCFHP regrets that you are experiencing these challenges, but take your concerns seriously. We would like to apologized for the issues that you experienced. It is never our intention for our providers to provide less than exceptional service to our members. It is your right to receive the needed and appropriate medical treatment and care. It is also your right to change your PCP (Primary Care Physician) at any time. It was noted you changed your PCP to Dr. Timothy Ong that became effective on 7/1/2022. It is SCFHP's hope you find a PCP that works best for you.	N	Resolved in Favor of Member

VAM_202 20711_22 764	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Provider Care	YIN Y AYE	Internal Medicine	1.55E+09					You, on your father, Buxian Gao's behalf are not happy with the overall quality of care your father has been provided and received from his current Primary Care Physician, Dr. Yin Aye. You shared with us that Dr. Aye does not have an empathy or humanity to work properly with senior/elderly patients. You said Dr. Aye has an attitude and is not respectful to her patients. You mentioned that she is taking advantage of her patients who have a language barrier since they are not aware they can report or file a complaint about her services. You mentioned that Dr. Aye has not addressed your father's pain. You said he has been having pain for a very long time and she only advised him to take ibuprofen. You said that Dr. Aye should have tried to change your father's medication or provide other treatment plans, if the current treatments/medications are not working. You said Dr. Aye did not do this or listen to the situation. You said that you and your siblings now need to accompany	SCFHP's Grievance and Appeals Department reviewed this grievance. We forwarded your concern regarding your father to Valley Medical Center's Customer Relations Department. We have reached out to them multiple times. Unfortunately, we have not received a response from them. We sent this lack of response over to our Provider Network Department for track and trending and to follow-up. SCFHP regrets that you and your father are experiencing these challenges, but take your concerns seriously. We would like to apologized for the issues that he has experienced. It is never our intention for our providers to provide less than exceptional service to our members. It is his right to receive the needed and appropriate medical treatment and care. It is also his right to change his PCP (Primary Care Physician) at any time. It was noted he changed his PCP to Dr. Timothy Ong that became effective on 7/1/2022. It is SCFHP's hope that he finds a PCP that	N	Resolved in Favor of Member

VAM_202 20711_22 765	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	YIN Y AYE	Internal Medicine	1.55E+09				You, on your father, Buxian Gao's behalf are not happy with the overall quality of care your father has been provided and received from his current Primary Care Physician, Dr. Yin Aye. You shared with us that Dr. Aye does not have an empathy or humanity to work properly with senior/elderly patients. You said Dr. Aye has an attitude and is not respectful to her patients. You mentioned that she is taking advantage of her patients who have a language barrier since they are not aware they can report or file a complaint about her services. You mentioned that Dr. Aye has not addressed your father's pain. You said he has been having pain for a very long time and she only advised him to take ibuprofen. You said that Dr. Aye should have tried to change your father's medication or provide other treatment plans, if the current treatments/medications are not working. You said Dr. Aye did not do this or listen to the situation. You said that you and your siblings now need to accompany		N	Resolve d in Favor of Membe r

VAM_202 20711_22 767	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service from Yellow Cab (YC) on 07/11/2022. You said there are no available drivers for your pick-up. You said you had to pay out-of-pocket for a transportation ride on 01/26/2022. Our grievance and appeals department reviewed your complaint and contacted Yellow Cab's management for more information. Yellow Cab's management reviewed your complaint along with trip details for 7/11/22 and confirmed they were given information on 7/11/22 that your ride for 7/13/22 was canceled. Our grievance and appeals department confirmed with our call center management that they received a call from you on 7/11/2022 to cancel the ride for 7/13/22. Yellow Cab also confirmed that there was no money paid out of pocket because each ride was scheduled and paid for by SCFHP. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20711_22 768	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	BENJAMI N A HERNAND EZ- CARDONA	Internal Medicine	1.92E+09					You are upset with the quality of care from your primary care physician (PCP) Dr. Benjamin Hernandez. You stated that your PCP refused to complete your disability forms. You stated that you need the forms completed as soon as possible, but you believe Dr. Hernandez did not take your request seriously.	SCFHP Grievance and Appeals Department reviewed your complaint and contacted Dr. Hernandez for more information. Dr. Hernandez reviewed your complaint as well as your medical records. According to your records, Dr. Hernandez's office called you on July 15, 2022 at 4:15 p.m. and left a message about the disability forms process. Dr. Hernandez requires you to complete a disability application and then schedule an appointment to discuss your disability options and fill out any necessary forms. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed	N	Resolved in Favor of Member

VAM_202 20711_22 770	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/11/22. You said they were late. You said they picked you up at 6:10 am but your dialysis starts at 5:45 am. Your dialysis treatment time was cut short because YC was late.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaints. The following are the findings based on the investigation. YC checked your transportation logs. According to their records you were scheduled for a 4:45 am pickup. Your trip was dispatched early and was immediately assigned at 4:44 am. Wheelchair Access Vehicles (WAV) trips are designated a day prior to ensure timely performance. But sadly, the assigned driver had an emergency that led him to cancel the service. During around this time it was difficult to find a replacement WAV. YC said they did inform you of the delay. It wasn't until at 5:57 am YC was able to find a driver. However, your trip was queued as a follow on which means driver had to complete a prior trip for another member. Your driver arrived at 6:08 pm and dropped you off at 6:24 am. YC apologizes that you did not get to your treatment on time and that your time was cut short	N	Resolved in Favor of Member

VAM_202 20711_22 771	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are unhappy with the quality of service from SCFHP Customer service. You stated even though you changed your address with SCFHP customer service, you stated that transportation is still arriving at your old address. SCFHP Grievance and Appeals Department reviewed your complaint and contacted SCFHP Call Center Management for more information. SCFHP Call Center Management reviewed your complaint and confirmed that SCFHP updated your address on the Transportation App to 1417 CHIPLA DR SAN JOSE CA 95123 on July 07, 2022. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20712_22 772	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	VHC - DOWNTOWN SAN JOSE	Unknown Physician Specialty	1.45E+09					You are upset at the quality of care from your Primary Care Physician (PCP), VHC Downtown San Jose. You said the doctor does not listen to your concerns. You said that the doctor does not check on why you have asthma symptoms.	Our Grievance and Appeals Department reviewed your complaint and contacted Valley's Customer Relations Department for more information. They reviewed your complaint along with your medical records and were unable to find a documented visit on or around 7/11/2022. They were very sorry to hear of your complaint and hope you have a better experience in the future. This case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive	N	Resolved in Favor of Member

VAM_202 20712_22 773	11-Jul-22	July		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from the transportation vendor on 06/30/2022. You said the driver asked for payment. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled originally you were schedule for a pick-up time at 12:15 pm. YC said they received a call from you at 10:22 am to change the pick-up time to 11:00 am. This trip was also pre-assigned however, the driver could not make it so they looked for a replacement driver. Another cab was assigned at 11:35 am and arrived at 12:08 pm. Your trip was completed at 12:27 pm. There were no instructions that this trip was for a "wait and return" order, so driver dropped you off and left because he had other passengers to pick up. Further findings show your return ride was set for a will call which means the member or a representative has to call YC in	N	Resolve d in Favor of Membe r

VAM_202 20712_22 774	11-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Billing Statemen t	JEREMY CHEUNG	Unknown Physician Specialty	1.44E+09				You are upset about the bill you received from Dr. Jeremy Cheung. You said that you wanted an eye examination only. You were charged \$66.00 for an exam supplement that you did not ask for.	SCFHP's Grievance & Appeals (G&A) Department reviewed the grievance with Mountain View Optometry. The bill was written off and Dr. Jeremy Cheung called you to inform you about this. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolve d in Favor of Membe r
VAM_202 20712_22 794	11-Jul-22	July	9-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		SALINAS VALLEY MEMORIAL	Unknown Physician Specialty	1.75E+09		Overtun	Medical Necessity Met	a denied claim, 22166E00204. This has a date of service of 04/28/2022 and the services requested are a PET scan and nuclear medicine. This was denied because we need an authorization on file.			Resolve d in Favor of Membe r

VAM_202 20712_22 815	11-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	RACHEL SUSSMAN	Family Practice	1.18E+09					You on behalf of your daughter are not happy with the services that you have received from Dr. Rachel Sussman. You said your daughter eats very limited food. You said her eating issue has caused her to have other medical issues. You said you feel her doctor is not being supportive enough. You said you feel they are not doing anything to assist your daughter. You said her appointment is not until 8/25/2022 and she needs to be seen sooner.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. Rachel Sussman's office. These are the following responses from the Office Manager. According to their records your daughter has a new patient appointment on August 25, 2022. You were informed when you scheduled your daughter's appointment that they are a Residency Program and that your daughter would see a resident not a Pediatrician. They informed your mother that she could call daily for a cancellation to get an earlier appointment. Their clinic is not aware of any denial or referral requests as they have not seen your daughter yet for an appointment. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed	N	Resolved in Favor of Member

VAM_202 20711_22 752	11-Jul-22	July	12-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)							Uphold	Lack of Medical Necessity	Your mother on your behalf is appealing the denial you received for Authorization # A0180275, This was denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. According to the Department of Health Care Services (DHCS) All Plan Letter 19-010 Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services for Medi-Cal members under the age of 21; an EPSDT service is considered medically necessary or a medical necessity when it is necessary to correct or ameliorate defects (Improvement in a patient's condition) and physical and mental illnesses and conditions that are discovered by screening services. This appeal was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and		N	Resolved in Favor of Plan

VAM_202 20711_22 758	11-Jul-22	July		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)						Uphold	Non Covered Benefit	You are appealing authorization A0173713, a request for neuropsychological testing (a test to measure how well a person's brain is working) with Joy Marquez, a psychologist at Valley Health Center. The authorization was denied because SCFHP covers services that are medically necessary and neuropsychological testing for job placement purposes is not medically necessary. You said that this is not job-related but for social security.			Resolve d in Favor of Plan
VAM_202 20711_22 766	11-Jul-22	July		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)						Uphold	Lack of Medical Necessity	You are upset about a denied authorization, A0179790. This is a request for four (4) freestyle libre sensors. This was denied because we did not receive the doctor's clinical notes.			Resolve d in Favor of Plan

VAM_202 20713_22 818	11-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients								Call#SC0573084 7/11/2022 10:40 AM MayraR Member 831-626-3618 Verified name/dob/address Member called previously to change to CAHN, DAVID A because his previously pcp , BURKHEAD, SVELTLANA P didn't have an apt until 10/19/22. When he called Dr. Cahn they said they are not accepting MC anymore. He mentions he went to ER room in Monterey Peninsula and was told he needs to see a specialist, and also get an mri. only received ER room services this month, nothing else called (408) 993-8536 Gina Bui MD spoke w/ Nancy soonest apt is 7/12/22 9:30am member was content with this apt retro 7, no net change PMG. pcp eff 7/1/22 id arrives 7-10 bus days erased CAHN, DAVID A as pcp provided reference for pcp change MR71122		N	Resolve d in Favor of Membe r

VAM_202 20712_22 775	12-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		RIZWAN D NURANI	Radiation Oncology	1.39E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on claim number 22125E06223, a request for payment for radiation services on date of service 5/3/2022. The claim was denied for no authorization and you are requesting payment on the denied claim		N	Resolve d in Favor of Membe r
VAM_202 20712_22 776	12-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		RIZWAN D NURANI	Radiation Oncology	1.39E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on claim number 22123E04466, a request for payment for radiation services on date of service 4/28/2022. The claim was denied for no authorization and you are requesting payment on the denied claim		N	Resolve d in Favor of Membe r
VAM_202 20712_22 777	12-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		RIZWAN D NURANI	Radiation Oncology	1.39E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on claim number 22129E02549, a request for payment for radiation services on date of service 5/5/2022. The claim was denied for no authorization and you are requesting payment on the denied claim		N	Resolve d in Favor of Membe r

VAM_202 20712_22 778	12-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		RIZWAN D NURANI	Radiation Oncology	1.39E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on claim number 22132E02940, a request for payment for radiation services on date of service 5/9/2022. The claim was denied for no authorization and you are requesting payment on the denied claim		N	Resolve d in Favor of Membe r
VAM_202 20712_22 779	12-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		RIZWAN D NURANI	Radiation Oncology	1.39E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on claim number 22130E04111, a request for payment for radiation services on date of service 5/6/2022. The claim was denied for no authorization and you are requesting payment on the denied claim		N	Resolve d in Favor of Membe r
VAM_202 20712_22 780	12-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		RIZWAN D NURANI	Radiation Oncology	1.39E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on claim number 22132E02813, a request for payment for radiation services on date of service 5/10/2022. The claim was denied for no authorization and you are requesting payment on the denied claim		N	Resolve d in Favor of Membe r

VAM_202 20712_22 781	12-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		RIZWAN D NURANI	Radiation Oncology	1.39E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on claim number 22119E02343, a request for payment for radiation services on date of service 4/26/2022. The claim was denied for no authorization and you are requesting payment on the denied claim		N	Resolve d in Favor of Membe r
VAM_202 20712_22 782	12-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		RIZWAN D NURANI	Radiation Oncology	1.39E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on claim number 22124E03084, a request for payment for radiation services on date of service 5/2/2022. The claim was denied for no authorization and you are requesting payment on the denied claim		N	Resolve d in Favor of Membe r
VAM_202 20712_22 783	12-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		RIZWAN D NURANI	Radiation Oncology	1.39E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on claim number 22122E00988, a request for payment for radiation services on date of service 4/27/2022. The claim was denied for no authorization and you are requesting payment on the denied claim		N	Resolve d in Favor of Membe r

VAM_202 20712_22 784	12-Jul-22	July		Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		RIZWAN D NURANI	Radiation Oncology	1.39E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on claim number 22118E03182, a request for payment for radiation services on date of service 4/25/2022. The claim was denied for no authorization and you are requesting payment on the denied claim		N	Resolve d in Favor of Membe r
VAM_202 20712_22 785	12-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		RIZWAN D NURANI	Radiation Oncology	1.39E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on claim number 22124E03003, a request for payment for radiation services on date of service 4/29/2022. The claim was denied for no authorization and you are requesting payment on the denied claim		N	Resolve d in Favor of Membe r

VAM_20220712_22788	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement									You are upset about a bill you received from Central Valley Imaging. This has a date of service of 05/26/2022 and the service provided was a CT scan. The total bill has an amount of \$22.75.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Central Valley Imaging participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Central Valley Imaging and asked them to stop billing you. Central Valley Imaging put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Central Valley Imaging because you do not have to pay the bill.		Resolved in Favor of Member

VAM_202 20712_22 789	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab (YC) on 07/12/2022. You said the driver did not arrive. You said your appointment was rescheduled as a result.	SCFHP's Grievance & Appeals (G&A) Department reviewed this grievance with Yellow Cab. There were unforeseen circumstances that led to a longer wait time in picking you up. Yellow Cab gave you notification on this. They found that you or SCFHP cancelled the ride request at 9:36 AM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20712_22 790	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab on 07/12/2022. You said that the drivers are late. You said your regular YC driver is no longer able to transport you. Our Grievance and Appeals Department reviewed your concerns with YC Management. On July 12, 2022, YC Management investigated the kinetic and dispatch systems and determined that you did not have a scheduled trip with YC. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member. SCFHP and YC are very any inconvenience this may have caused. Both SCFHP and YC look forward to better serving you in the future.	N	Resolved in Favor of Member

VAM_202 20712_22 791	12-Jul-22	July	8-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	SUTTER HEALTH SHARED LABORAT ORY	Unknown Physician Specialty	1.09E+09					You called us about a bill Mr. Macleod received for services over 90 days and would like us to help with the statement from Sutter Health.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Sutter Laboratory participates with Medicare, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Sutter Laboratory and has asked them to remove the billed amounts from your account because you should not be responsible. Sutter Laboratory has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Sutter Laboratory because you are not responsible for the balance owed.	Resolve d in Favor of Membe r

VAM_202 20712_22 792	12-Jul-22	July	8-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					You called SCFHP because you need assistance with a bill that you received from Stanford Health Care for date of services 3/31/22 to 4/2/22. The billed amount due is \$641.00.	SCFHP's Grievance Department reviewed the bill you received from Stanford Health Care for date of service 3/31/2022. I have contacted Stanford and spoke with a representative. She said you have no outstanding claims with them at this time. They have received payment from your insurance company.	Resolved in Favor of Member

VAM_202 20712_22 797	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service that you received from Yellow Cab (YC) on 07/12/2022. You said that you spoke to Yellow Cab and they had no available drivers. You said this happened before in the past. Our Grievance and Appeals Department reviewed your complaint and contacted Yellow Cab's Management for more information. Yellow Cab's Management reviewed your complaint along with your trip details for 7/12/22 and confirmed you had a scheduled pick-up time of 8:30 am for a 9:30 am appointment. Yellow Cab's Management did confirm they were unable to accommodate the ride due to no available drivers. Yellow Cab's Management explained this is a high demand time for a ride and are working hard to hire more drivers. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide	N	Resolved in Favor of Member

VAM_202 20712_22 798	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Billing Statemen t									You are upset about a bill you received from Sutter Health. The date of service is 02/21/2022 and the service is for various inpatient services. The amount due is \$1,556.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. Unfortunately, this bill cannot be handled by SCFHP. This is a deductible and would need to be paid by you. Please work with Sutter Health to pay the bill.		Resol ved in Favor of Membe r

VAM_202 20712_22 799	12-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	BADONI BEHAVIO- RAL SERVICES LLC.	Unknown Physician Specialty	1.11E+09				You on behalf of your son are not happy with the services that you have received from Badoni Behavioral Services. You said you have asked for a treatment plan and you were never given one. You said that the Therapist is also not consistent with your child. You said the therapist would knock on your door very silently and then say you weren't home. You said the therapist would tell her supervisor that she needs proper parking or she wouldn't show up to your child's appointments. You also said the Therapist does not speak Spanish and does not request an interpreter.	Santa Clara Family Health Plan's Grievance Department reviewed your concerns. The following are the responses from Badoni Behavioral Services. They said they have released you due to frequent cancelations, no shows, and leaving the client alone without adult supervision. The ABA team has explained a couple of times that during the session one adult has to be there. When therapist realized it, she immediately reported this to the administrative team. When administrative team tried to call parent there was no response from them. When we started ABA services BCBA has explained all the goals with the help of Spanish speaking team member. ABA team has requested parent if they can provide parking for the therapist as there was no parking with time limitation. The team had already informed parent before starting the session that there is no	N	Resolved in Favor of Member

VAM_202 20712_22 800	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Inadequat e facilities, non- access related	CANYON SPRINGS POST- ACUTE	Unknown Physician Specialty	1.64E+09					You are upset about the quality of care that you received at Canyon Spring Post-Acute Care during your stay around May 2022. You said the facility was locked down and you could not walk around or do your physical therapy. SCFHP's Grievance & Appeals (G&A) Department reviewed this grievance with Canyon Spring Post-Acute Care. We have reached out to them multiple times, but have not received a response. We have forwarded this lack of response to our Provider Network Department for follow-up. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20712_22 801	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you were late or missed an appointment twice in the last 30 days due to YC. You stated that you had an appointment at 1:45 p.m. on 07/12/202. You stated that you called YC at 12:58 for an update and were given a 15-minute wait time. You stated that you called YC again and were told to wait 10 to 20 minutes. You stated that you called YC again and were told that the driver had cancelled the trip and that you would have to wait another 10-20 minutes. You made the decision to cancel your trip.	Our Grievance and Appeals Department reviewed your concerns with YC Management. Your pick-up time of 12:45 p.m. on July 12, 2022 was reviewed and confirmed by YC Management. YC began looking for an available cab as early as 12:30 p.m., but was unable to designate a cab due to a high volume of orders. When SCFHP called at 12:55 p.m., YC informed them of the current situation, and SCFHP gladly granted YC a few more minutes to work on the order. YC was able to find a cab at 13:00, but the driver had to cancel the ride due to an unforeseen conflict, leaving it open for another driver. Finally, at 13:35 p.m., another cab was successfully designated. The cab was only a few minutes away when SCFHP called to cancel the tri at your request. YC sincerely apologize for the inconvenience this has caused. YC totally understand the frustration and the impact of delayed pickups but ETA's are truly dynamic and could change depending on the situation as unwanted conflicts may arise. YC will	N	Resolve d in Favor of Membe r

VAM_202 20712_22 802	12-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	CHAMUN DESWARI SUBRAMA NIAN	Internal Medicine	1.5E+09					You told us that you did not have a good experience with Dr. Subramanian. You said that you would call several times and she was on vacation. You left a voice mail message asking for a return call, but they didn't call you back and you had to see other doctors. You also explained that there was incident in June of 2021, but you could not recall the details. You have switched to a new primary care physician.	Our Grievance and Appeals Department reviewed your complaint and tried several times to get more information about your complaint. Unfortunately, SCFHP has not received a response to your complaint. SCFHP's Grievance and Appeals Department has documented your case for tracking purposes of non-responses. Our Grievance and Appeals Department is working closely with our Provider Network Management to ensure all complaints are responded to. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20712_22 803	12-Jul-22	July	9-Aug-22	Referred	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 4/21/2022. You said YC never arrived for your pickup. You said your pick-up started at 1:45 pm. Your appointment was at 2:45 pm. You said you ended up taking the bus. You said you have a lot of medical issues and transportation is very important to you.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaints. The following are the findings based on the investigation. YC checked your transportation logs. According to their records on the day of service, you had a scheduled pickup at 1:45 pm. This would suggest a 2:45 pm appointment. Their dispatch system released the trip to be dispatched at 1:31 pm. A cab driver accepted the fare. Cab driver (CD440) promptly arrived at the location at 1:39 pm. Your trip was completed at 1:50 pm. She also checked your return trip. She said your return trip was on time. We apologize for the inconvenience and stress that this has caused you. We know your time is valuable and we appreciate your patience when instances such as this occurs. As a reminder I have included some information you may find helpful in your Medi-Cal Member Handbook Section 4- Benefits and Services:	N	Referre d

VAM_202 20712_22 804	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are unhappy with the quality of service from Green Cab(GC). You stated that on 07/09/22 and 07/10/22, you were told by GC that they did not have a driver available for pick up. You stated that GC informed you that due to high gas prices, no one wants to drive from San Jose to Mountain View. You stated that on another occasion, you waited 30 minutes for your return ride and no one arrived.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Green Cab Management for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Green Cab to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed	N	Resolve d in Favor of Membe r
VAM_202 20712_22 805	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	EL CAMINO HOSPITAL- MOUNTAI N VIEW CAMPUS	Unknown Physician Specialty	1.09E+09				You are upset about a bill you received from El Camino Hospital. You said this bill is for services provided on 05/19/2022. You said the amount due for this bill is \$61.02.		N	Resolve d in Favor of Membe r

VAM_202 20712_22 807	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you waited for 3 hours at your pickup location and that YC never arrived to take you to your next appointment. Our Grievance and Appeals Department reviewed your concerns with YC Management. YC Management reviewed and confirmed with Kinetik and their dispatch system that there were no scheduled trips on July 11, 2022. To request a ride for services that have been authorized, call SCFHP Customer Service at 1-800-260-2055 (TTY: 711) at least 3 business days (Monday-Friday) before your appointment or call as soon as you can when you have an urgent appointment. You can also request NMT on the mySCFHP member portal at www.member.scfhp.com. Please have your member ID card ready when you call. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	N	Resolve d in Favor of Membe r

VAM_202 20712_22 809	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service of Yellow Cab (YC) for the past three (3) weeks. You said that they arrive an hour late for your dialysis appointment. You said that they were also late on 07/11/2022. You said that you do not have anyone to call because the dialysis appointments are at 6:45 AM. You said you are at risk for hospitalization due to missing your treatment.	Our Grievance and Appeals Department reviewed your complaint and contacted Yellow Cab's Management for more information. Yellow Cab's Management reviewed your complaint along with your trip details from 6/20/22 to 7/11/22 and confirmed you had a scheduled pick-up time of 5:45 am. Yellow Cab's Management confirmed on 6/20/22, the driver arrived at 5:54 am however this ride was cancelled by you because you were already at dialysis. On 6/22/22, the driver arrived at 5:57 am and dropped you off at dialysis at 6:15 am. Their system shows all other rides from 6/22/22 to 7/11/22 were cancelled by you. Please remember drivers have one hour from the start of the scheduled pick-up time to pick you up and take you to your appointment. If your appointment time has changed from 6:45 am, please update SCFHP so we can update your scheduled pick-up time. Your case was also sent to our Quality	N	Resolved in Favor of Member

VAM_202 20712_22 810	12-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	SAN JOSE HEALTHC ARE & WELLNES S	Unknown Physician Specialty	1.71E+09					You are not happy with the services that you have received from San Jose Healthcare and Wellness Center. You said you will be discharged on 7/15/2022 You said you think you are being discharged because you voiced issues with your neighbor. You said your hand is hurting, you are unable to transfer to chair, you want to know why you are being discharged. You also said you are unable to stand, your left hand feels numb, you need to use the braces and you are not ready to go home. You said you do not feel safe to do things by yourself. You said you have no one at home to help take care of you.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to San Jose Health and Wellness Center. They have logged in your complaint. They will implement the necessary disciplinary actions if needed and use this as a learning opportunity to improve quality services. We want you to have access to the best care possible. Therefore, you have been referred to Case Management for possible assistance with your ongoing care and referral access. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to	N	Resolve d in Favor of Membe r

VAM_202 20712_22 811	12-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	SAN JOSE HEALTHC ARE & WELLNES S	Unknown Physician Specialty	1.71E+09					You are not happy with the services that you have received from San Jose Health and Wellness Center. You said you will be discharged on 7/15/2022 You said you think you are being discharged because you voiced issues with your neighbor. You said your hand is hurting, you are unable to transfer to chair, you want to know why you are being discharged. You also said you are unable to stand, your left hand feels numb, you need to use the braces and you are not ready to go home. You said you do not feel safe to do things by yourself. You said you have no one at home to help take care of you.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to San Jose Health and Wellness Center. They have logged in your complaint. They will implement the necessary disciplinary actions if needed and use this as a learning opportunity to improve quality services. We want you to have access to the best care possible. Therefore, you have been referred to Case Management for possible assistance with your ongoing care and referral access. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to	N	Resolve d in Favor of Membe r

VAM_202 20712_22 812	12-Jul-22	July	13-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)						Overturn	Medical Necessity Met	You are appealing a denied claim, 22166E00339. The services provided are hospital tests. The dates of service is 04/21/2022 to 04/29/2022. The total billed amount is \$239,695.80. This was denied because it required a prior authorization.		N	Resolve d in Favor of Membe r
VAM_202 20712_22 813	12-Jul-22	July	9-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)						Overturn	Medical Necessity Met	You are appealing a denied claim, 22146E03775. This has a date of service of 05/20/2022 and the services requested are a biopsy and an office visit. The amount of controversy is \$304.00. This was denied because we need a prior authorization.		N	Resolve d in Favor of Membe r

VAM_202 20712_22 814	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Continuity of Care Issue	SKYLINE HEALTHC ARE CENTER	Unknown Physician Specialty	1.78E+09				You are upset about the quality of care you received from Skyline Health Care. You said the nurse practitioner took weeks to start the referral to University of California (San Francisco). You also said Skyline is refusing your physical therapy. You said that you should be receiving physical therapy after filing a grievance with Livanta.	SCFHP's Grievance & Appeals (G&A) Department reviewed this grievance with Skyline Healthcare Center. We have reached out to them multiple times, but have not received a response. We have forwarded this lack of response to our Provider Network Department for follow-up. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20712_22 816	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)									You are upset about the quality of service you received from Yellow Cab (YC) on 07/12/2022. You said that you were asked to sit on a ripped seat. SCFHP's Grievance & Appeals (G&A) Department reviewed this grievance with Yellow Cab. Yellow Cab said that you called a couple of times to change the pick-up window for your appointment. The driver arrived at 3:39 PM for a 4:10 PM appointment. The driver said that you cancelled the pick-up ride when the cab arrived. In addition, Yellow Cab reviewed the cab and could not find any teared seats. Yellow Cab does regular check-ups on all their cabs. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20712_22 817	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you had an appointment on 07/12/2022, but YC stated that they do not have a trip scheduled for you. Our Grievance and Appeals Department reviewed your concerns with YC Management. YC Management reviewed and confirmed with Kinetik and their dispatch system that there were no scheduled trips on July 12, 2022. To request a ride for services that have been authorized, call SCFHP Customer Service at 1-800-260-2055 (TTY: 711) at least 3 business days (Monday-Friday) before your appointment or call as soon as you can when you have an urgent appointment. You can also request NMT on the mySCFHP member portal at www.member.scfhp.com. Please have your member ID card ready when you call. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	N	Resolve d in Favor of Membe r

VAM_202 20713_22 821	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	SVELTLAN A P BURKHEAD	Family Practice	1.73E+09					You do not want Dr Burkhead to be your Primary Care Physician because the next new patient appointment is in September 2022. Our Grievance and Appeals Department reviewed your complaint and contacted the Office Manager of Dr. Burkhead for more information. Dr. Burkhead's Office Manager reviewed your complaint and did confirm you were scheduled for an appointment on 9/21/22 at 10 am. The Office Manager explained while their office does have appointments being scheduled about two (2) weeks out, their office will review each request for an appointment on a case to case basis and will schedule a sooner appointment if medically necessary. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP and/or Network of Providers at any time. You must choose a PCP who is in an SCFHP provider network and is taking new	N	Resolved in Favor of Member

VAM_202 20715_22 915	12-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					Your wife on your behalf called because she said you are not happy with the services that you have received from Yellow Cab on 6/22/2022. You said YC did not assist you with your wheelchair. You said they told you that your wife could help assist you. You said you were dropped off at the emergency room and was told by the cab driver that your wife could help you. You said the cab driver told your wife it is not their responsibility to help you. You said your wife was crying because she couldn't handle the discrimination. Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaint. I have checked your ride requests on the SCFHP transportation system. According to your records Ride 57741 was booked with Yellow Cab (YC) for 6/24/2022. I have sent your concerns to YC and they have reviewed your complaint and logged this in their system. They will use this as a learning opportunity to improve customer services. They will also implement the necessary training and disciplinary actions as needed. We apologize for the inconvenience and stress that this has caused you. We know your time is valuable and we appreciate your patience when instances such as this occurs. As a reminder I have included some information you may find helpful in your Medi-Cal Member Handbook Section 4- Benefits and Services: Be ready for your ride: Your ride is scheduled to arrive up to 60	Resolve d in Favor of Membe r

VAM_202 20713_22 819	12-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call#SC0574747 < 7/12/2022 4:28:51 PM FelishaF> Caller Mbr 4083106457 Mbr ID# 95469543c Confirm: name/dob/demo/pcp Reason for call Mbr called to follow up regarding voicemail . Mbr said that he received the voicemail and he was very thankful for Claudia assistance and that she went out of her way to help him and wanted to tell her to have a great day I informed mbr that I will documents this info and let Claudia know < 7/12/2022 4:15:39 PM EsquivelC> Called mbr, left a detailed message < 7/12/2022 1:26:20 PM EsquivelC> Called Valley Connections spoke with Rocio She states she found a sooner appointment with a provider at VHC Moorpark for 7/14/22 at 9:30am for mbr to do ER follow up and MRI request. Conference call with mbr mbr states his currently at ER dept getting Xray's but his OK with me scheduling appointment and changing his PCP to	N	Resolve d in Favor of Membe r

VAM_202 20713_22 822	13-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	ZOHREH AZADFAR	Family Practice	1.75E+09					You are upset at the quality of service handled by your Primary Care Provider (PCP), Dr. Zohreh Azadfar. You said you spent a lot of time trying to get the Physician Certification Statement signed by Dr. Azadfar and that they did not fill out the statement correctly. You also said that Dr. Azadfar refuses to talk to you even though you have Power of Attorney and a health directive.	The SCFHP Grievance and Appeals Department reviewed your concerns and confirmed that your request for authorization for transportation services and a physician certification statement for a wheelchair accessible vehicle was approved on July 14, 2022. (WAV). Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20713_22 823	13-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you received from Green Cab regarding transportation to your COVID test appointment. You state that the transportation was for Wednesday, July 13, 2022. You state that the driver was late in picking you up. You said the driver told you to "get out" and did not drive you through the test. You said the driver was rude and you do not want this driver to drive you again.Â	Our Grievance and Appeals Department reviewed your concerns and sent them Green Cab Customer relations for more information. Unfortunately, Green Cab has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Green Cab. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolve d in Favor of Membe r

VAM_202 20713_22 824	13-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/12/2022. You said you were not picked up on time for your dialysis appointment. You said your appointment was at 7:00 am and you arrived one hour late. You said you also got picked up one and a half hours after your appointment.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaints. The following are the findings based on the investigation. YC checked your transportation logs. According to their records you were scheduled for a 5:00 am pick-up. This would suggest a 6:00am appointment chair time. Wheel chair access vehicles (WAV) trips are designated a day prior to ensure timely performance. However, on the day of service, the assigned driver had an emergency which led him to cancel your ride. Most WAV's were booked off. YC had a hard time finding a driver for you. YC was able to re assign the trip at 5:34 am. Driver arrived at 5:49 am and completed the trip at 6:02 am. YC was a couple of minutes delayed. You were informed of the situation. On the other hand, your return trip had a couple of issues that made you wait longer than usual. The trip was supposed to be scheduled at 10:00 am. You called YC at 9:14 am to inform them you were	N	Resolved in Favor of Member

VAM_202 20713_22 825	13-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are not happy with the quality of service you received from Yellow Cab, transportation vendor. You shared with us that you were scheduled for a pick up ride on 7/13/2022 at 9:00am for a covid testing. You said you called Yellow Cab at 8:35am and they informed you the estimated time of arrival would be 15-20 minutes. You called SCFHP for assistance as the cab was late and it was past your appointment time. SCFHP called Yellow Cab on your behalf and they were advised that the cab would be there but it would be another 15-20 minutes. You informed us that this is the 2nd time Yellow Cab has been late for pick up. You said they are always late and some of the drivers are rude to you. You said you have heart issues and you cannot be stressing about transportation problems.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaint along with the trip details for 7/13/2022 with a pick up time of 8:00am. They said on the date of service, they experienced longer than normal waiting times. They informed us that most of their cab in San Jose were booked off due to high volume of ride requests. They shared that they tried to the best of their ability to find an available cab driver to provide you service, unfortunately, they were unsuccessful. They continued to locate a driver and it was finally accepted at 9:14am. The driver arrived for your pick up at 9:19am and completed the trip at 9:42am. Yellow Cab Management would like to extend their sincerest apology to you for the longer wait time and the inconvenience this had caused you. They are aware and understand the importance of timely	N	Resolved in Favor of Member
VAM_202 20713_22 826	13-Jul-22	July	12-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)						Uphold	Non Covered Benefit	You are appealing a denied authorization. This was denied for not being a covered service.			Resolved in Favor of Plan

VAM_202 20713_22 829	13-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Primary Care Provider	TIMOTHY P ONG	Internal Medicine	1.03E+09					You are not happy with the services that you have received from Dr. Timothy Ong. You said you had a poor experience. You said you had an appointment approximately 6 months ago. A day before your appointment it was cancelled. You said you then rescheduled your appointment 3 months later and that appointment was cancelled a week before. You said Dr. Ong does not have time for his patients.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Valley Medical Center (SCVMC) to review. They have logged in your complaint and these are the following responses from Dr. Timothy Ong. According to your records your prior PCP was Dr. J. Nguyen at Tully. You had an appointment to see Dr. Ong on 4/5/2022. There was a scheduling error on 4/5/2022. He was seeing patients and precepting residents in the resident clinic that morning. His direct care clinic was not closed so patients were booked to see him. You were one of the patients whose appointment with him was canceled that morning because of the scheduling error. You were then scheduled to see him on 6/16/2022. This clinic appointment was also canceled because he was pulled to work in another clinic that morning to do Desktop Medicine "a pilot project authorized by Dr. Phuong Nguyen to help cover the	N	Resolved in Favor of Member

VAM_202 20713_22 832	13-Jul-22	July	2-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You have expressed concern about a bill you received from University Radiology in relation to emergency services you had completed on December 24, 2021. The total amount being billed to you is \$336.00 and you are requesting that we assist with paying for the bill.	SCFHP's Grievance Department reviewed the bill you received for date of service (DOS) 9/2/2021. We have contacted University Radiology billing office. They did not have your current health plan information on file. They will resubmit the bill for reprocessing. Please note, this can take 45-60 days. If you receive this bill again, please call University Radiology Customer Service Department directly at 732-390-0011.		Resolve d in Favor of Membe r

VAM_202 20713_22 833	13-Jul-22	July	13-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	O'CONNO R HOSPITAL	Unknown Physician Specialty	1.65E+09					You called our Customer Service Department regarding a bill you received from Santa Clara Valley Health & Hospital System (SCVHHS)-O'Connor Hospital. This bill is for the services you received on 6/1/2021 - 6/2/2021 for the amount of \$439.45. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Santa Clara Valley Health & Hospital System (SCVHHS)-O'Connor Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Santa Clara Valley Health & Hospital System (SCVHHS)-O'Connor Hospital and asked them to stop billing you. Santa Clara Valley Health & Hospital System (SCVHHS)-O'Connor Hospital put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Santa Clara Valley Health & Hospital System (SCVHHS)-O'Connor Hospital because you do not have to pay the bill		Resolved in Favor of Member

VAM_202 20713_22 834	13-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t								You are upset because you have a bill from Palo Alto Medical Foundation (PAMF). The date of service is 11/30/2021 and the services received are an office visit and a vaccine shot. The total amount of the bill is \$15.04.	The Grievance and Appeals Department reviewed this grievance with PAMF. They found that they need an updated Explanation of Benefits to show that Medicare and Medi-Cal paid. We faxed over the Explanation of Benefits. Your account now reflects a \$0 balance and you do not owe anything.		Resolve d in Favor of Membe r
VAM_202 20713_22 837	13-Jul-22	July	9-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)						Overturn	Medical Necessity Met	You are appealing a denied claim, 22166E03996. This has a date of service of 06/08/2022 and the services provided are an office visit and an injection to a major joint. This was denied because a prior authorization is required.		N	Resolve d in Favor of Membe r	

VAM_202 20713_22 838	13-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Service Auth and Plan Level Appeals Process	Service Authoriza tion Process									You are upset about the authorization and appeal process. You said you do not know the difference between a referral and an authorization. You said that your authorizations and appeals always end up getting denied by SCFHP. The Grievance and Appeals Department reviewed this grievance. We reviewed the Cal MediConnect Member Handbook glossary. Referral: A referral means that your primary care provider (PCP) must give you approval before you can use someone that is not your PCP. If you donâ€™t get approval, SCFHP Cal MediConnect Plan may not cover the services. You donâ€™t need a referral to use certain specialists, such as womenâ€™s health specialists. You can find more information about referrals in Chapter 3, page 50 and about services that require referrals in Chapter 4, page 69. Prior authorization: An approval from SCFHP Cal MediConnect Plan you must get before you can get a specific service or drug or use an out-of-network provider. SCFHP Cal MediConnect Plan may not cover the service or drug if you donâ€™t get approval. Some network medical services are covered only if your doctor or other network provider gets prior	N	Resolve d in Favor of Membe r

VAM_202 20713_22 840	13-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that on 7/13/2022, the Yellow Cab arrived for your return ride home and was rushing you. He told you "are you going to get in the car". You stated that while the driver was driving he was on the phone talking in another language and swerving in and out of traffic. You informed us that is this unacceptable the way he talked to you and he should not be talking on the phone while driving. When you arrived at your destination the driver asked you "where do you want me to drop you off?" You shared with us that although you are African, going forward you do not want any African drivers providing you service. You also do not want the cab drivers to be talking on the phone while driving.	SCFHP's Grievance and Appeals Department reviewed your grievance. We forwarded your concern to Yellow Cab Management for review and more information. The Yellow Cab Management Department profusely apologized for the uncomfortable experience you had with driver #1806. They informed us that the driver has been coached and reminded about customer service. They mentioned to us that the driver #1806 has been removed and blocked from providing you service in the future. They said that Yellow Cab ensure that providing good quality of service is their topmost priority and includes comfort and the safety of the members throughout the ride. Yellow Cab Management would like to remind you that you can always call the service hotline to file a complaint in real time. As a reminder, Yellow Cab is contracted with SCFHP and an Equal Employment opportunity	N	Resolved in Favor of Member
VAM_202 20713_22 841	13-Jul-22	July	12-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)						Uphold	Appropriate Care In Network	You are appealing a denied authorization for 81979204. This is a request for physical therapy. You said you are looking for someone who specializes and certified in Fascial counter stain.		N	Resolved in Favor of Plan

VAM_202 20713_22 842	13-Jul-22	July	12-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You are appealing a denied authorization for 81979319. This is a request for gynecology services. You said that the redirected facility is far from your home. You are requesting a closer facility.		N	Resolve d in Favor of Plan
VAM_202 20713_22 843	13-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri ate Provider Care	ARUNASRI KELLETI	Internal Medicine	1E+09					You are not happy with the quality of care you received from Doctor Kelleti, Arunasri. You said when you share your health concerns with Dr. Kelleti, the doctor does not seem to care. You mentioned that Dr. Kelleti rushes during appointments, stating she only has 10 minutes until he moves on to the next patient.Â Our Grievance Department reviewed your complaint and contacted Doctor Kelleti, Arunasri Management Office, for more information. They reviewed your complaint along with your medical records and confirmed that you were never seen by Dr. Kelleti. The last time you had an appointment was on August 25, 2021, with Family Nurse Practitioner (FNP) Jatinder Dhillon for a follow-up (15- minute telephone appointment) on a fungal infection. According to your medical records, FNP Jatinder did address your concerns. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to		N	Resolve d in Favor of Membe r

VAM_202 20713_22 846	13-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Language Access	Interprete r Services	JENNIFER U HOANG	Internal Medicine	1.62E+09					You are not happy with the services that you have received from Dr. Jennifer Hoang. You said you don't speak or understand English. You said they use interpreters but there is not enough time to ask questions. You said sometimes interpreters are not available. You said you would prefer to speak with the provider directly. You said you want a provider who speaks Spanish.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Valley Medical Center (SCVMC) customer relations department to review. These are the following responses from their department. Dr. Hoang (PCP) indicates that you need a Spanish translator. The translation Solution device (IPAD) is what is available routinely for the provider to use. There is little wait time to get a translator. It appears that you would still prefer a Spanish speaking provider. If this is the case, they do have other providers within their clinics that do speak Spanish. They do recommend that if this is your preference, you should call SCFHP to get assistance with finding a provider that does speak Spanish. In, addition he will refer this issue to their patient paneling department to assist you with finding a Spanish speaking PCP at Tully Clinic or within their healthcare system. We apologize that		Resolve d in Favor of Membe r

VAM_202 20713_22 847	13-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t									You are upset about a bill. This bill is for the dates of service of 04/25/2022 and 05/02/2022 and the services received are a chest x-ray and a CT head scan. The total amount of this bill is \$22.98	The Grievance and Appeals Department reviewed this grievance with Central Valley Imaging. They participate with Medicare and have accepted our payment in full. They are currently reviewing your bill. It may take up to 14 days. Until then, you can disregard your bill.		Resolve d in Favor of Membe r

VAM_202 20713_22 848	13-Jul-22	July	5-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	ONE- STOP MEDEX LLC	Unknown Physician Specialty	1.48E+09					You are not happy with the quality of service you received from a Santa Clara Family Health Plan (SCFHP) Customer Service Representative (CSR). You said you called on 7/11/22 and were told by the CSR that your pick-up ride for 7/13/22 was confirmed. You said you called on 7/13/22 and you were told by One Stop they were not going to be able to pick you up. You mentioned you missed all your appointments. You said you book rides in advance and this happens. You said this is serious and affects your health. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty	Our Grievance Department reviewed your complaint and contacted One Stop for more information. One Stop reviewed your complaint along with the trip details for (dates of ride) and confirmed their dispatch had cancelled both rides. One Stop explained the rides were cancelled because of your prior history of cancelling rides last minute. SCFHP's Grievance and Appeals Department has forwarded your complaint to our Call Center Management to request your future rides be re-scheduled with another vendor. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide	N	Resolved in Favor of Member

VAM_202 20713_22 849	13-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/9/2022. You said YC did not pick you up. You said you missed your appointment. You said you were charged a no show fee because you missed your appointment.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaints. The following are the findings based on the investigation. YC checked your transportation logs. According to their records you were scheduled for an 8:30 am pickup. This would suggest a 9:30 am appointment chair time. At the time of dispatch, YC had limited availability of cabs in the Mountain View area. YC called you and informed you of the delay. At 9:53 am a cab was assigned but trip was queued as a follow on which means the driver had to finish a prior trip before picking you up. Unfortunately, the driver had an unforeseen circumstance which led him to cancel the service. Due to these circumstances, dispatch reached out to you again and you cancelled the trip at 10:01 am. In addition, YC does not charge a no show fee if a member cancels the trip. YC apologizes for not being able to fulfil your trip. YC said they are trying	N	Resolved in Favor of Membe r

VAM_202 20713_22 850	13-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	DANIELLE N ACOSTA	Internal Medicine	1.06E+09					You are upset about the access to care from your Primary Care Provider (PCP), Dr. Danielle Acosta. You said that she does not have an available appointment until the end of the year. You said you need vaccination before October 2022.	Your complaint was reviewed by the SCFHP Grievance and Appeals Department and forwarded to Dr. Danielle Acosta for internal review. SCFHP is collaborating with Dr. Danielle Acosta to ensure that this does not happen again. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is your right to change your PCP and/or	N	Resolved in Favor of Member

VAM_202 20713_22 851	13-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are not happy with the quality of service you received from Green Cab (GC). You said on 7/12 that GC was supposed to pick you up at 6:00AM for your 6:45AM appointment. You said you called GC and you were told the driver would arrive within 15-20 minutes. You said you were late to your appointment. The GC driver arrived at 7:05 AM. You said this is the second time this has happened and caused you to miss your appointments. You mentioned the GC driver was an hour late to pick you up for your return ride and you had to take the bus.	Our Grievance and Appeals Department reviewed your concerns and sent them Green Cab Customer relations for more information. Unfortunately, Green Cab has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Green Cab SCFHP is contracted with Green Cab to provide transportation to our members if they need transportation to medically necessary appointments. Green Cab services thousands of our members and we apologize that you have not felt the service has been efficient. SCFHP is also contracted with other transportation vendors such as Yellow Cab, Ken Transportation, One-Stop, and NovaTrans. You may request to switch your transportation vendor at any time by calling our Customer Service Department at 1-800-260-2055 (TTY 1-800-735-2929 or 711) Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll free.	N	Resolved in Favor of Member

VAM_202 20713_22 854	13-Jul-22	July	5-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	DAVID A CAHN	Family Practice	1.69E+09					You are not happy with the quality of care you received from the on-call doctor, Dr. Jean Luong. You said you were told by Dr. Luong that you were not allergic to anything. You said you called Dr. Cahn's office on July 11 to confirm the results and you were told by the staff that they were not sure why Dr. Luong said you were not allergic to anything because they had not received the results yet. You said you are concerned that Dr. Luong is giving incorrect information to patients.Â	Our Grievance Department reviewed your complaint and contacted Dr. Cahn's Management Office for more information. They reviewed your complaint along with your medical records and confirmed Dr. Jean Luong has access to the patient's lab results before they are uploaded to the patient's chart. Dr. Cahn's staff has been advised to carefully speak to patients regarding any kind of results moving forward. Dr. Cahn apologizes for any misunderstanding this has caused. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20713_22 855	13-Jul-22	July	12-Aug-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Enrollmen t/Disenrol lment	Enrollmen t/Disenrol lment- Medical								You are upset about being denied access to Palo Alto Medical Foundation (PAMF). This was denied because you have not had providers with PAMF. You said you were previously under PAMF through your employer in the past.	Our Eligibility Management sent a reconsideration request to PAMF and was denied. As a result, you do not meet the requirements to be assigned to PAMF. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Plan

VAM_202 20714_22 856	13-Jul-22	July	14-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	QUANTU M BAY AREA HOSPITAL IST MEDICAL GRP INC	Unknown Physician Specialty	1.9E+09					You called our Customer Service Department regarding a bill you received from Quantum Bay Area Hospitalist Medical Group. This bill is for the services you received on 1/6/2022 for the amount of \$23.42. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Quantum Bay Area Hospitalist Medical Group participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Quantum Bay Area Hospitalist Medical Group and asked them to stop billing you. Quantum Bay Area Hospitalist Medical Group put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Quantum Bay Area Hospitalist Medical Group because you do not have to pay the bill.		Resolved in Favor of Member

VAM_202 20714_22 857	13-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part D Grievance	Plan Benefits	Plan Benefits/B enefit Package- Pharmacy									You are upset that your medications changed to a generic brand. You said you used to receive Viread 300mg tablets. You said that you were not told your medication would change by going into Cal MediConnect. The Grievance and Appeals Department reviewed this grievance with our Pharmacy Department. They confirmed that the brand drug Viread 300mg oral tablet is not on the Cal MediConnect formulary. The generic version of Viread, tenofovir disoproxil fumarate 300mg oral tablet, is part of the Cal MediConnect formulary at Tier 1. They also noted that you have an approved authorization to receive brand drug Viread 300mg oral tablet from 07/14/2022 to 07/13/2023. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolve d in Favor of Membe r

VAM_202 20714_22 861	13-Jul-22	July	8-Aug-22	Resolved in Favor of Member	Medi-Cal Post Service Medical Appeal	Medical Necessity		O'CONNOR HOSPITAL	Unknown Physician Specialty	1.06E+09		Overturn	Medical Necessity Met w/ Additional Information	Your daughter Mary Ann Mercado on your behalf is appealing the denial you received for Authorization 20220707T8800326, Hospital stay 07/06/2022 through discharge. This was denied because this request is not considered medically necessary unless the clinical criteria are met. The criteria we are using for this is MCG 26th edition Systemic or Infectious Condition GRG: MG-SIC (ISC GRG). We need your doctor to confirm your clinical status. We need to know your symptoms. We need your exam and tests results. We need to know if you had surgery. Because your doctor did not tell us, we cannot tell if the criteria are met. For this reason, this admission is denied as not medically necessary.		N	Resolved in Favor of Member

VAM_202 20713_22 852	13-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	BRIAN S LEVITT	Gastroent erology	1.24E+09					Your son Pankaj Mandal on your behalf called because he said you have been trying to get an appointment with a Gastroenterologist (GI) specialist. You said when you talked to the GI office they told you they don't have an appointment till next year. You said that is too long of a wait to see specialist Dr. Brian Levitt.	SCFHP's Grievance Department reviewed your complaint and forwarded them to Premier Care your delegated network. They have reviewed this internally. They have informed me that due to the limited number of Gastroenterology specialists, the wait period for non-urgent screening is at least 6 months. We want you to have access to the best care possible. Therefore, you have also been referred to Case Management for possible assistance with your ongoing care and referral access. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to	N	Resolved in Favor of Member

VAM_202 20713_22 830	13-Jul-22	July		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)							Uphold	Appropria te Care In Network	You are appealing a denied authorization, A0180289. This is for an evaluation at University of California San Francisco (UCSF) for orthopedics. This was denied based on the following guidelines: Member Handbook Chapter 3, "How to get care." You must receive care from contracted doctors unless there is a medical reason for you to be seen out-of-network. We did not obtain medical records.			Resolve d in Favor of Plan

VAM_202 20719_23 013	13-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call#SC0575953 7/13/2022 10:23 AM MayraR Sania Popayan, mom, 669-499-6323 Verified name/dob/address New mailing address updated adv to update MC too 214 LA ROSSA CT. APT 214 SAN JOSE CA 95125 Requesting pcg change from RUIZ, MARIBEL (pcpaa) To Jennifer T Djafari MD. Member had an apt 7/13/22 and it was cancelled yesterday 7/12/22 because member was not assigned to that pcp. No services received this month at all Discussed net change auths, referrals or specialty services pending Pcg change eff 7/1/22, retro 5, id arrives 7-10 bus days Net change from PMG to VHP Mom further adds that member went to urgent care on 6/28/22 and she tried to call 'pediatric urgent care' n/a phone but she was not able to reach anyone on the phone that was given to her in the discharge papers. She needed to make a follow up apt for	N	Resolve d in Favor of Membe r

VAM_202 20714_22 859	14-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)									You are upset about the quality of service you received from Yellow Cab (YC) on 07/14/2022. You said that you were not picked up by Yellow Cab. You said you have to reschedule your appointment now. The Grievance and Appeals Department reviewed your grievance with Yellow Cab. The driver had an unforeseen situation that made him unable to take your ride. Yellow Cab attempted to find another driver but you cancelled the ride. Yellow Cab sincerely apologizes for the delay in your ride. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20714_22 860	14-Jul-22	July	14-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09					You called our Customer Service Department regarding a bill you received from Central Valley Imaging. This bill is for the services you received on 3/17/2022 for the amount of \$443.00. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Central Valley Imaging Associates participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Central Valley Imaging Associates and asked them to stop billing you. Central Valley Imaging Associates put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Central Valley Imaging Associates because you do not have to pay the bill.		Resolved in Favor of Member

VAM_202 20714_22 862	14-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service that you received from Yellow Cab (YC) on 07/13/2022. You said that Yellow Cab did not pick you up. Our Grievance and Appeals Department reviewed your complaint and forwarded it to Yellow Cab Management for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Yellow Cab to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed	N	Resolve d in Favor of Membe r

VAM_202 20714_22 863	14-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/11/22. You said YC arrived late. You said it was an inconvenience and you had to look for another ride. You said you were almost late to your appointment.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaints. The following are the findings from YC Management based on their investigation. YC checked your transportation logs. According to their records you were not scheduled for any trips on 7/11/2022. There is nothing in their dispatch system and in Kinetik. She also checked if you had scheduled trips prior to 7/11/2022 but there nothing as well. We apologize for the inconvenience and stress that this has caused you. We know your time is valuable and we appreciate your patience when instances such as this occurs. As a reminder I have included some information you may find helpful in your Medi-Cal Member Handbook Section 4- Benefits and Services: Â-Be ready for your ride: Your ride is scheduled to arrive up to 60 minutes before your scheduled appointment. For	N	Resolve d in Favor of Membe r

VAM_202 20714_22 864	14-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)								You are upset about the quality of service you received from Yellow Cab (YC) on 07/14/2022. You said that YC is late and that you may have to reschedule your appointment. You said you had anxiety over this experience.	The Grievance and Appeals Department reviewed your grievance with Yellow Cab. There was a limited number of cabs in the area. A driver was assigned at 9:30 AM and completed the ride at 9:47 AM. This was a few minutes after your appointment time. Yellow Cab sincerely apologizes for being late for this ride. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20714_22 865	14-Jul-22	July	12-Aug-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Quality of Service	Customer Service								Concern with not being assigned to Kaiser.	Our Grievance and Appeals Department evaluated your concerns with our Eligibility Management. After reviewing your eligibility, it was revealed that you do not meet criteria to be assigned to Kaiser. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is your right to change your PCP and/or Network of Providers at any time. You	N	Resolved in Favor of Plan

VAM_202 20714_22 867	14-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/12/2022. You said your appointment was at 9:45 am and your pick-up should begin at 8:45 am. You said YC never came.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaints. The following are the findings based on the investigation. YC checked your transportation logs. According to their records your trip on the day of service was tagged as a no show. Your scheduled pick-up time begins at 8:45 am which would suggest a 9:45 am appointment chair time. At the time of dispatch, you called in at 8:50 am to check on the status of your ride. A driver was successfully designated at 9:01 am and arrived at 9:09 am. Upon driver's arrival, he contacted you but you were already at the hospital for your appointment. They would like to remind you they have an hour time-frame to complete each and every trip. Considering the remainder of time, YC still had more than enough time to complete the ride. On the other hand, she checked your trip on 7/18/22 and it looks like YC completed your trip on time without any issue.	N	Resolve d in Favor of Membe r

VAM_202 20714_22 868	14-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you have received from Green Cab, transportation vendor. You shared with us that you had a ride scheduled for your appointment on 7/12/2022 at 2:30pm. You said you were supposed to be picked up by 1:30pm but Green Cab never showed up. You called Green Cab regarding the ride status and you were told by the Green Cab staff member that there were no drivers in your area. He said that Green Cab was short staffed. He informed you that it would be another 15-20 minutes since they were running behind schedule. You mentioned to us that you waited for an hour but the driver did not show up. You said this was very upsetting since you needed to see your provider as you had run out of your blood pressure medication.	SCFHP's Grievance Department reviewed your complaint and contacted Green Cab's Management for more information. Green Cab's Operations Manager reviewed your complaint and provided the following response: The Operations Manager informed us that you had 2 scheduled trips for 7/12/2022, one was for 1:30pm and the other was a will call return ride. Green Cab's Operations Manager shared that their Dispatching staff mismanaged the situation. The Operations Manager shared that they were not notified that there was an issue with your transportation. The Green Cab Dispatching Staff was having issues assigning a driver to the trip. The Operations Manager would like to apologize for the experience you had. They shared that if the waiting time was expected to be longer then SCFHP should have been notified to help with assisting in finding another vendor for your pick up. In order to prevent situations like this again, Green Cab Management will be	N	Resolved in Favor of Member

VAM_202 20714_22 869	14-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Primary Care Provider	ALFREDO RAMIREZ	Family Practice	1.43E+09					You are upset about the quality of service of Yellow Cab (YC) on 07/13/2022. You said YC could not find a ride for you. You also said you have been contacting your Primary Care Provider (PCP), Dr. Alfredo Ramirez. You said you have been calling for two (2) weeks and have not received a call back. You also said that they did not call you when you missed your appointment on 07/13/2022.	The Grievance and Appeals Department reviewed your grievance with Yellow Cab. The driver accepted the ride at 11:09 AM. The driver had to cancel due to an unforeseen conflict. Another cab driver accepted and arrived at 11:46 AM. You did not accept the ride. Yellow Cab apologizes for the delay in picking you up. The Grievance and Appeals Department also reached out to Dr. Alfredo Ramirez's office. We attempted to reach out multiple times but did not get a response. We forwarded this lack of response to our Provider Network Department for follow-up. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20714_22 870	14-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service of Yellow Cab (YC) on 07/13/2022. You said YC could not find a ride for you. You also said you have been contacting your Primary Care Provider (PCP), Dr. Alfredo Ramirez. You said you have been calling for two (2) weeks and have not received a call back. You also said that they did not call you when you missed your appointment on 07/13/2022.	The Grievance and Appeals Department reviewed your grievance with Yellow Cab. The driver accepted the ride at 11:09 AM. The driver had to cancel due to an unforeseen conflict. Another cab driver accepted and arrived at 11:46 AM. You did not accept the ride. Yellow Cab apologizes for the delay in picking you up. The Grievance and Appeals Department also reached out to Dr. Alfredo Ramirez's office. We attempted to reach out multiple times but did not get a response. We forwarded this lack of response to our Provider Network Department for follow-up. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20714_22 871	14-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Ancillary Care	APPLIED O & P	Unknown Physician Specialty	1.72E+09					You contacted SCFHP's Customer Service regarding your issue you are having with your durable medical equipment (DME) item: brace. You shared with us that you have been having issues since April 2022, when you received the brace. You said the issue is that the brace is too low for your knee which affects your "good leg and hip". You said you were advised by the Health Plan to contact Applied Orthotics and Prosthetics about correcting the issue. You said that they told you "that is the way they wanted us to make the brace". You would like to receive a new brace that fits better and gives better support.	SCFHP's Grievance and Appeal Department has reviewed this grievance. We contacted Applied Orthotics and Prosthetics regarding your issues with your current brace. The Applied Orthotics and Prosthetics Management reviewed your file and medical records and explained to us that Michael at Applied Orthotics and Prosthetics has been trying to help you fix your ankle foot orthotic (AFO) Brace for the last couple of months. They said Michael has been helping you and seeing you in between visits with no copays. They reviewed your file and medical records and found that Michael was unable to fix the issues you have with your current AFO brace. It was explained to you that you will need a new prescription for a knee-ankle-foot orthosis KAFO (which is a longer brace to provide you with more support and stability). Michael has advised you in the past that you will need to reach out to your Primary Care Physician, Dr. Bethany Hollaren and request a new	N	Resolved in Favor of Member

VAM_202 20714_22 872	14-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You stated that you were picked up ten minutes late by Green Cab for an outpatient procedure. You contacted Uber because this was an appointment that you could not miss. You said Uber and Green Cab showed up at the same time so you were able to cancel the ride with Uber, but you'd like Green Cab to call you before arrival or to let you know they will be running late.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Green Cab Management for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Green Cab to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed	N	Resolve d in Favor of Membe r

VAM_202 20714_22 877	14-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are upset about the quality of service you received from Green Cab (GC) on 07/14/2022. You cancelled your request to be picked up because GC was not showing up to pick you up. You said you had to walk to your appointment to be on time.	The Grievance and Appeals Department reviewed this grievance with Green Cab. We have reached out to Green Cab multiple times but have not received a response. We sent this lack of response over to our Provider Network Operations Department to follow up. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolve d in Favor of Membe r

VAM_202 20714_22 880	14-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You told us that the transportation service that was scheduled for June 21, 2022 never came to pick you up. You also said that you were told that the service was trying to find someone and kept back peddling. You also had concerns with their lack of Customer Service because it may be off-shore and don't speak English well.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Yellow Cab Management for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Yellow Cab to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed	N	Resolved in Favor of Member

VAM_202 20714_22 881	14-Jul-22	July	5-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are not happy with a bill you received from Austin Travis County EMS in the amount of \$1.154.90 for the date of service 02/25/2022. You want us to assist with this bill.	SCFHP's Grievance Department reviewed the bill you received for the date of service (DOS) 02/25/2022. We have contacted the Austin-Travis County EMS billing office. They did not have your current health plan information on file. They will resubmit the bill for reprocessing. Please note that this can take 45-60 days. If you receive this bill again, please call the SCFHP Customer Service Department at 1-800-260-2055.		Resolve d in Favor of Membe r

VAM_202 20714_22 882	14-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You called because you need assistance with a bill that you received for date of service 12/1/2019. This was for an emergency room (ER) visit to West Anaheim Medical Center. You said CMRE Financial services is the collection agency trying to collect this debt.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You not have to pay for this bill. West Anaheim Medical Center participates with Medi-Cal, which means that they must take the payment they received from SCFHP as full payment. We contacted West Anaheim Medical Center and asked them to stop billing you. West Anaheim Medical Center put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from West Anaheim Medical Center because you do not have to pay the bill.	Resolved in Favor of Membe r

VAM_202 20714_22 883	14-Jul-22	July	15-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are not happy with the services that you have received from Santa Clara Family Health Plan's (SCFHP's) Utilization Management Department. You are requesting an authorization for MRI of lumbar spine and for authorization to be processed faster than the 72 hour turnaround time. You said you are in pain and you have an appointment scheduled on Friday, 7/27/2022 for this imaging. You said Authorization A0180216 for Lumbar Spine was closed and you want it reprocessed immediately. This grievance was requested to be expedited; this request meets Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as an expedited review and will be resolved within 72 hours.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Family Health Plan's Clinical Reviewer. These are the following recommendations. Recommendation: 1. I have referred you to case management to follow-up with PCP and assist with referral to appropriate specialist. 2. If your pain symptoms continue to worsen, please go to the nearest urgent care or emergency room. 3. SCFHP has a 24-hour Advice Nurse Line, please call the following number (Medi-Cal members, call 1-877-509-0294). 4. You can request a TeleHealth visit with a MD, Clinical Provider as needed. In addition, I have contacted the Utilization Management (UM) Nurse. She said due a glitch in their internal system your case was flagged as a "cancelled" authorization. The UM department immediately corrected this issue and reprocessed your prior authorization (PA)	Y	Resolved in Favor of Member

VAM_202 20714_22 884	14-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you were scheduled for a 2:00 p.m. pickup on July 12,2022, but YC did not show up. You stated that you received a call from the driver at 2:55 p.m. and were given a 5-minute arrival time. You stated to the driver that your appointment is at 3 p.m. and that the provider will not see you because you arrived late.	Our Grievance and Appeals Department reviewed your concerns with YC Management. YC Management reviewed and confirmed that you were scheduled for a 14:00 pickup on the day of service. Know that all WAV trips are scheduled a day in advance to ensure on-time performance. The trip was queued as a follow on, which means the driver must finish a previous trip first. You agreed to wait after YC informed you of the current situation. The driver arrived at 14:53, but you were not available and were not seen at the pickup location. Because dispatch was unable to contact you, they deviated from the standard no-show protocol. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	N	Resolved in Favor of Member

VAM_202 20714_22 885	14-Jul-22	July	3-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	Discrimination	CHUONG M LE	Neurology	1.57E+09					You are not happy with the quality of service you received from Dr. Chuong Le's office. You said you were referred to Dr. Le. You said when you called to schedule an appointment, you were advised to bring your own interpreter since they did not have anyone that spoke Spanish. You said you no longer wanted to see Dr. Le.	Our Grievance Department reviewed your complaint and contacted Dr. Chuong Le's Management Office for more information. They reviewed your complaint along with your medical records and confirmed that you were advised to bring your own Spanish interpreter because their office only has English and Vietnamese staff. Dr. Le apologizes for any inconvenience this has caused. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20714_22 886	14-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are upset about two bills you received. One bill has a date of service of 07/06/2021 to 07/25/2021 and has a payment of \$7494. The other bill has a date of service of 02/07/2022 to 02/16/2022 and has a payment of \$281.35.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Regional Medical Center participates with MediCal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Regional Medical Center and has asked them to remove the billed amounts from your account because you should not be responsible. Regional Medical Center has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Regional Medical Center because you are not responsible for the balance owed.	Resolved in Favor of Membe r

VAM_202 20714_22 888	14-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients									You are not happy with being denied enrollment to Palo Alto Medical Foundation (PAMF). You said you would like to be reconsidered for enrollment. You said your mother goes there. You said it is more convenient to see doctors there. You said the level of care is a lot better at PAMF versus Kaiser.	Santa Clara Family Health Plan's Grievance Department reviewed your concerns. The following are the responses from SCFHP's Enrollment and Eligibility Director. She said your information was sent to Palo Alto Medical Foundation (PAMF) for reconsideration with the additional information for the member's mother to use as a family add-on. Still, PAMF denied: "Patient does not meet criteria through mom since he is an adult." Therefore, at this time, the member does not qualify to be assigned to PAMF. We apologize for the stress and inconvenience this has caused you. I have included some helpful information found in your member Handbook. As stated in your Medi-Cal Member Handbook Section 3, How to Get Care: PCPs in Kaiser and Palo Alto Medical Foundation networks are not taking new patients. You may be able to still choose these providers if you: • Have been a	N	Resolved in Favor of Member

VAM_202 20715_22 889	14-Jul-22	July	12-Aug-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You want to get reimbursed for your Orthotics walking boot. You stated that you had to pay for the boot out of pocket because it would not fit in your P.O box. Our Grievance and Appeals Department contacted Brannons Medical Supply for more information after reviewing your concerns. The Office Manager confirmed that your authorization 81860290 for an Orthotics Walking Boot was approved in October 2021. When Brannons Medical contacted you for a shipping address to deliver your Orthotics Walking Boot, you explained that you were homeless and did not have one. The office asked if you wanted to pick up the boot at the store, but you declined. The Orthotics Walking Boot was never collected, and the order was cancelled on October 21, 2021. As explained in your member handbook, it is your responsibility to submit requests for claims reimbursement for covered services within the required time period. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care,	N	Resolve d in Favor of Plan

VAM_202 20715_22 903	14-Jul-22	July	18-Jul-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part D Appeal	Expedited		NICKY M QUINLAN	Internal Medicine	1.57E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #30113, a request for Dronabinol 2.5 MG. This was denied as you did not meet criteria for coverage. Nicky Quinlan, MD is requesting reconsideration on your behalf and asking for an expedited review.		Y	Resolve d in Favor of Membe r

VAM_202 20719_23 014	14-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call#SC0577181 < 7/15/2022 10:05:55 AM FelishaF> Outbound call to mbr Spoke with mbr and notified her that she has a scheduled appointment with Dr Ngoc Lan Le at VHC Downtown at 8:45am and she must arrive 15 min early and bring discharge paper work from Kaiser Also informed her that pcp change was made to VHC Downtown eff 07/01/22 and Id card was ordered . and will receive in 7 to 10 business days Mbr was so thankful for the help she said she tried calling the numbers that I gave her and they were all in Aug and Sept Mbr is very happy with her appointment < 7/15/2022 9:35:35 AM EsquivelC> Called Valley Connections spoke with Adriana who states mbr is scheduled with a PCP at VHC Milpitas for 8/17/22. I asked if she can check any other providers for a sooner appointment. She was able to find a New patient appointment with Dr Ngoc Lee at VHC Downtown Clinic 777 E Santa Clara St San Jose Ca 95112	N	Resolve d in Favor of Membe r

VAM_202 20715_22 890	15-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Office Wait Time									You are upset about the access to care of a Valley Medical Center hospital. You said you waited eight (8) hours to be seen for a COVID test. You said the test was only done because your daughter requested it. The Grievance and Appeals Department reviewed this grievance with Valley Medical Center Customer Relations. We reached out to them multiple times but did not get a response back. We forwarded this lack of response to our Provider Network Department for follow-up. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20715_22 891	15-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are not happy with the service and customer service you received from Yellow Cab, transportation vendor for the following reasons: 1. You had an appointment on 7/15/2022 at 9:00am but the driver had not arrived for your pick up. You called Yellow Cab and they informed you the driver would be there in 15 minutes. This would have put your pick up at 8:55am. You said you waiting outside for the cab from 8:00am until 9:26am until your phone call with SCFHP. 2. You shared that you did not receive any outreach from Yellow Cab letting you know the status of your ride for 7/15/2022. 3. You informed us that this is not the 1st time Yellow Cab has picked you up late. You said that you do not want a sorry from Yellow Cab as they do not respect SCFHP's members. They need to know their actions have consequences to SCFHP's members. You would like for Yellow Cab to change the way they provide services. You would like for SCFHP to find another transportation		N	Resol ved in Favor of Membe r

VAM_202 20715_22 892	15-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the service and customer service you received from Yellow Cab, transportation vendor for the following reasons: 1. You had an appointment on 7/15/2022 at 9:00am but the driver had not arrived for your pick up. You called Yellow Cab and they informed you the driver would be there in 15 minutes. This would have put your pick up at 8:55am. You said you waiting outside for the cab from 8:00am until 9:26am until your phone call with SCFHP. 2. You shared that you did not receive any outreach from Yellow Cab letting you know the status of your ride for 7/15/2022. 3. You informed us that this is not the 1st time Yellow Cab has picked you up late. You said that you do not want a sorry from Yellow Cab as they do not respect SCFHP's members. They need to know their actions have consequences to SCFHP's members. You would like for Yellow Cab to change the way they provide services. You would like for SCFHP to find another transportation	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaint along with the trip details for 7/15/2022. They said you were scheduled for pick up at 8:00am. On the day of service, Yellow Cab had very limited availability of cabs in your residence area. Unfortunately, they were unable to assign the trip to a driver until 8:50am. The ride was queued as a follow up ride, which means the driver will need to complete his current ride before moving on. However, the driver met an unfortunate circumstance which led to the driver canceling the order and returning it back to Yellow Cab. Your ride was assigned at 9:27am and arrived at your pick up location at 9:33am. Yellow Cab management shared that when the driver arrived, you refused to take the ride and Yellow Cab canceled the ride. Yellow Cab Management stated	N	Resolved in Favor of Member

VAM_202 20715_22 893	15-Jul-22	July	5-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said you called YC on 07/15/2022 and you were told they were still looking for a driver. You said you could not afford to miss your appointments. You want YC to start looking for drivers thirty (30) minutes before the pick-up window. You said you could not be late to your appointments in Palo Alto and Redwood City.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 7/15/2022 and confirmed you had a scheduled ride for a 9:00 am pick-up. YC dispatched the trip as early as 8:46am, but due to an unforeseen circumstance, it was not until 9:39 when a driver accepted the trip. The driver arrived at 9:48am and completed the trip at 9:45am. YC also checked the call logs and stated there were no call recordings where you called in to check for the ride. In addition, for your return ride, YC says you called at 11:26am to activate the WLL-CALL. The driver arrived at 11:56am and completed the trip at 12:10pm. YC says there is no delay for this ride since there is a one-hour pick-up window. YC sincerely apologizes if you believe YC was late for the ride. YC stated that they will make sure to always keep up with the timeframe accordingly.	N	Resolved in Favor of Member

VAM_202 20715_22 894	15-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab on 7/15/2022. You said YC told you they could not find a driver in the area. You said this is not the first time this happened to you.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaints. The following are the findings based on the investigation. YC checked your transportation logs. According to their records you were scheduled for a 10:00 am pick-up which would suggest an 11:00 am appointment chair time. At the time of dispatch, YC had limited cabs in West San Jose. A cab was assigned at 10:25 am but was queued as a follow on trip which means driver has to finish up a prior trip before picking up the member. The driver arrived at 10:44 am and completed the trip at 11:16 am. YC said they were a few minutes behind schedule upon completion. As such, YC has taken extra steps to ensure that this is prevented going forward. We apologize for the inconvenience and stress that this has caused you. We know your time is valuable and we appreciate your patience when instances such as this occurs. As a reminder I have	N	Resolved in Favor of Member

VAM_202 20715_22 896	15-Jul-22	July	18-Jul-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)							Overturn	Medical Necessity Met w/ Additional Informati on	call#SC0578732 < 7/15/2022 10:57:27 AM SandraM> Changed User from Mata, Sandra to ***Q- Grievance and AppealsMCHK, 7/15/2022 10:53 AM SandraM Member: Galina Oleynikov Call Back Number: 4086233040 Verified : DOB, ADDRESS (HIPPA) 12/28/1957 Appeal for Denial Authorization # 81986294 Member had a knee surgery at Stanford Clinic on 07/11/2022 was referred to Physical Therapy Member stated she had an appt for Physical Therapy at Stanford Clinic at 2518 Mission College Blvd, Santa Clara Ca at 3:45pm Member was referred to Golden Hills (408) 2740888 next appt is in 3 weeks and she would like to be seen/treated sooner date Contacted VHP spoke w/ Lan inquired additional Physical Therapy Office due to delay with Golden Hills Per VHP provided Physical Paradiz Gustavo 125 N Jackson Avenue, San Jose Ca 95116 (408)		Y	Resolve d in Favor of Membe r

VAM_202 20715_22 897	15-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 7/15/2022 that YC did not have a driver near you to pick you up for your 11:30 am appointment. Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 7/15/2022 and confirmed that the scheduled pickup time was set at 10:30am. Your trip was pre-assigned, but the driver had an unforeseen circumstance and cancelled the ride. YC designated another driver at 11:03am but you cancelled at 11:07am. YC says that given the remaining time, YC could have successfully completed the trip. YC says there is no delay for this ride since there is a one-hour pick-up window. YC sincerely apologizes if you believe YC was late for the ride. In addition, YC mentioned there are no call recordings using the number they have on file but with a different number (408-800-8133). Please update your phone number if you have a new number. SCFHP is contracted	N	Resolved in Favor of Member

VAM_202 20715_22 898	15-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	TRACH P DANG	General Practice	1.22E+09					You on behalf of your son called because you are not happy with the services that you have received from Dr. Trach Dang's office. You said Dr. Dang's office told you that your son is not registered under their database. You said they told you to contact Santa Clara Family Health Plan (SCFHP) to resolve the issue. Also, you said Dr. Dang is only seeing patients via telehealth/on phone but not in-person due to Covid.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. Dang Trach's office. They have logged in your complaint. They will use this as a learning opportunity to improve quality care and services for all their patients. I have also forwarded this to our Provider Network Department for follow-up. We apologize that you had this experience with your provider. As stated in your Medi-Cal Member Handbook, Section 5 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP (Primary Care Physician) at any time if you are not	N	Resolved in Favor of Member

VAM_202 20715_22 899	15-Jul-22	July	15-Jul-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You do not agree with Valley Health Plan (VHP) denial of authorization number 81980566 for a request for a Gastroenterology visit at Stanford for blood in the stool. This was denied because the network provided services. You said it's been a month and you need to be seen by the specialist. You are requesting this to be urgent. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.		Y	Resol ved in Favor of Plan
VAM_202 20715_22 900	15-Jul-22	July	12-Aug-22	Closed	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								You stated that you need to see a doctor regarding your back problems. You mentioned wanting to switch primary care physicians. You said you wanted an appointment before August.		N	Closed

VAM_202 20715_22 902	15-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab on 07/15/2022. You said that the driver was late in picking you up. You said this happened before in the past. You had to reschedule your appointment.	The Grievance and Appeals Department reviewed this grievance with Yellow Cab. You had an appointment on 11:45 AM. Yellow Cab found that there were few available cabs in the area. They found a cab outside the perimeter at 11:28 AM. They tried calling you at 11:32 AM, but could not reach you. The cab was cancelled before the driver could arrive. Yellow Cab apologizes for the wait time. Yellow Cab stresses the importance of keeping your phone on, so that they can communicate with you. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolve d in Favor of Membe r

VAM_202 20715_22 904	15-Jul-22	July	22-Jul-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		XIAOXUE HUANG	Internal Medicine	1.38E+09		Uphold	Adjudicat ed Properly	You are appealing a denied authorization, 30099. This is a request for Victoza 2-pak 0.6mg/0.1 pen injector. This was denied because it did not meet the PART D STANDARD QUANTITY EXCEPTION PROCESS DETAIL guidelines. Your provider requested 12ml per 24 days but SCFHP only allows a quantity of 9ml per 30 days. There is no medical documentation for why you should go over the quantity limit.			Resolve d in Favor of Plan

VAM_202 20715_22 905	15-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	ELIZABET H J MCCRAVE N	Family Practice	1.92E+09					You are not happy with the services that you have received from Dr. Elizabeth McCraven's office. You said you have been waiting for test results to come back and you were never contacted. You called them and was told the provider has quit. Then you said after you called they told you your test results were fine. You said that was not enough of an answer. You said you had to come back and repeat everything. You said you don't feel comfortable with their care. You said you want legitimate care for your ongoing medical conditions.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. Elizabeth McCraven's office. They have logged in your complaint. They will use this as a learning opportunity to improve quality care and services for all their patients. I have also forwarded this to our Provider Network Department for follow-up. We apologize that you had this experience with your provider. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP (Primary Care Physician) at any time if you are not	N	Resolved in Favor of Member

VAM_202 20715_22 906	15-Jul-22	July	19-Jul-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		RAYMON D R GAETA	Pain Managem ent	1.23E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #30073, a request for Burprenorphine 5MG/HR Patch. This was denied as you did not meet criteria for coverage. Raymond Gaeta, MD is requesting reconsideration on your behalf.			Resolve d in Favor of Membe r
VAM_202 20715_22 907	15-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are upset about the quality of service that you received from Yellow Cab (YC) on 07/15/2022. You said that you did not get picked up for your dialysis appointments. You said that YC told you no drivers are available. You said this happened several times already.	The Grievance and Appeals Department reviewed this grievance with Yellow Cab. They found that there was limited availability with cabs. Yellow Cab's dispatch reached out to you at 1:42 PM, but you cancelled the ride at 1:43 PM. Yellow Cab apologizes for the delay in services. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolve d in Favor of Membe r

VAM_202 20715_22 908	15-Jul-22	July	18-Jul-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		STANFORD MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You are appealing the denial you received for Authorization 81985783, The requested service, CONSULTATION WITH DR. DORA HO (Infectious Disease) at STANFORD HEALTH CARE. This was denied because the requested service is available within network. You have been redirected and approved to see DR. SUPRIYA NARASIMHAN (Infectious Disease) at Santa Clara Valley Medical Center within your preferred network. This decision was based on your Evidence of Care under the section Where to Get Care, Getting Health Care Services. This appeal was requested to be expedited; this request meets Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as an		Y	Resolved in Favor of Member

VAM_202 20715_22 910	15-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	JENNIFER BURKHAM	Rheumatology	1.17E+09					You are unhappy with quality of service from Dr. Jennifer Burkham. You stated your PCS application was denied, you have an appointment on July 22, and you require a vehicle that is wheelchair accessible (WAV).	The SCFHP Grievance and Appeals Department reviewed your concerns and confirmed that your request for authorization for transportation services and a physician certification statement for a wheelchair accessible vehicle was approved on July 20, 2022. (WAV). Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20715_22 912	15-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)									You are not happy with the quality of service from Santa Clara Family Health Plan (SCFHP). You said the drop off address was entered incorrectly for your 7/13/2022 ride. You said the correct location was 4020 Moorpark Ave, Suite 204, San Jose, and Yellow Cab had 420 Moorpark Ave. You said the driver noticed and corrected the issue, and you made it to your appointment on time.	Our Grievance Department reviewed your complaint and contacted our Call Center Management for more information. The Call Center Management reviewed your complaint along with call details for 07/13/2022 and found that the address you provided and was given to Yellow Cab was 420 Moorpark Ave, Suite 204, San Jose, CA 95117. Please make sure you provide us with the correct information for future rides. Our goal is for our CSR's to provide great service to our members. SCFHP's Customer Service Department sincerely apologizes that this happened and look forward to serving you in the future. Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However,	N	Resolved in Favor of Member

VAM_202 20715_22 913	15-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Prior Auth/App eal Process	VALLEY MEDICAL CENTER	Unknown Physician Specialty	1.65E+09					You are not happy with the quality of service you received from Valley Medical's urology department. You said the urology department has not yet sent the authorization for 1080 catheters. You mentioned it's been two weeks and nothing has been done.	Our Grievance Department reviewed your complaint and contacted Valley Medical Customer Relations for more information. They reviewed your complaint along with your medical records. Your medical records show that the VMC Urology department submitted prior authorization along with your medical records to Valley Health Plan (VHP) on 6/17/22. After calling VHP, they confirmed they received the request and forwarded it to the shield for them to submit online on 6/17/22. Also, on June 23, an appeal was filed, and it was decided that the decision should stand. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this	N	Resolved in Favor of Member

VAM_202 20715_22 916	15-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	BACH FAMILY CLINIC	Unknown Physician Specialty	1.96E+09					You are not happy with the services that you have received from Bay Area Community Health (BACH). You said you have been having ongoing issues with them since 2019. You said the services are not good. You said they don't help you with your medical issues. You said you were supposed to get a referral for a MRI, it was supposed be done on 07/08/22, but your order was not completed.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Bay Area Community Health Clinic (BACH). These are the responses from the Compliance Specialist. According to their records you have been assigned to Dr. Vivianne Nguyen. You had a telemedicine appointment with her on 1/12/2022. On 7/20/2022 Dr. Nguyen was notified of assignment via their computer system. Dr. Nguyen's office sent you an introduction letter through MyChart. On 7/12/2022, your referral for MRI was authorized and Valley Radiology Imaging (VRI). VRI will contact you to schedule an appointment. If they have not contacted you, please give them a call at 408-964-1000 to schedule your appointment. We apologize that you had this experience with your provider. As stated in your Medi-Cal Member Handbook, Section 5 Rights and Responsibilities: As a member of SCFHP,	N	Resolved in Favor of Member

VAM_202 20715_22 917	15-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Plan Benefits	Plan Benefits/B enefit Package- Medical									You are upset about switching to the Cal MediConnect line of business. You said many things changed and that you are unable to attend the clinic that you were previously assigned to. The Grievance and Appeals Department reviewed this grievance. We were unable to determine which clinic you used to be able to go to. We also do not know what changes you received as a result of going to Cal MediConnect. Please review the Cal MediConnect Member Handbook Chapter 4 to see what your benefits are under Cal MediConnect. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolve d in Favor of Membe r

VAM_202 20716_22 919	15-Jul-22	July	18-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	WILLIAM W WALL	Orthopedic Surgery	1.67E+09					You are requesting to expedite grievance. You stated that you have an approved authorization to Dr. William Wall and his next appointment is too far out. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria. SCFHP's Grievance Department reviewed your request for expedited grievance for a sooner appointment. We referred you to Case Management assist in finding an in-network orthopedic surgeon who can see you sooner. You may call Case Management at 1-800-260-2055. If your pain or symptoms worsen, please go to your nearest emergency room. Please contact our Advice Nurse Line to schedule a Telehealth visit with an MD. SCFHP works hard to provide great service to our members and apologizes for any inconvenience this may have cause you. SCFHP looks forward to serving you in the future. This case has been referred to our Quality Department. Our medical team tries to make sure that all members	Y	Resolved in Favor of Member

VAM_202 20716_22 920	15-Jul-22	July	18-Jul-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Adjudicat ed Properly	You do not agree with Santa Clara Family Health Plan (SCFHP)'s denial of authorization number A0181154, a request for a Magnetic Resonance Imaging (MRI) of the lumbar spine. This was denied because SCFHP only covers services that are medically necessary. You said you are in pain and have not gotten out of bed for three weeks now. You are requesting this to be urgent. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.		Y	Resolve d in Favor of Plan

VAM_202 20718_22 922	15-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You on behalf of your son called because you said you need to get access to care for Advanced Behavioral Analysis (ABA) services. You said he was going to Stars Therapy. It is now summer and you are available to see another provider. You said you called A is for Apple, and Social Dynamics and they both said there are no openings and the programs are full. You said you need him to see someone sooner than 6 months.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to SCFHP's Behavioral Health Case Management Department. These are the following responses based on their investigation. On 7/19/2022 SCFHP's BH department called you at 408-642-7157 to help assist you with your grievance. She informed you that you would require a new prior authorization request (PAR) for ABA services. She told you that she can add your child to the waitlist and can also e-mail you a list of ABA providers. You told the Case manager you will reach out to your son's PCP to submit a new request for ABA services. She informed you that if your PCP office has any questions on how to submit a PAR for ABA they can call her at 408-874-1923. The Case Manager also informed you if she does get a response from a provider that can accept your son and no PAR on file she will reach out to PCP	N	Resolved in Favor of Member

VAM_202 20718_22 923	15-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You unhappy with the quality of service from Yellow Cab (YC). You stated that you called YC at 3:22 p.m. to request for a ride home. You stated that you had been waiting for an hour and that no one had arrived. You stated that YC stated that there were no drivers in the Gilroy area. You stated that YC is always late for pick-up and even causes you to miss appointments.	Our Grievance and Appeals Department reviewed your concerns with YC Management. YC Management reviewed and confirmed your return trip was scheduled as a will call, and you called for your ride at 15:41. At the time of dispatch, YC had only a few cabs in Gilroy, most of which were assigned trips. YC attempted to contact you several times to check in and inform you of the current difficulties, but you were unreachable. At 16:51, a cab was finally dispatched. The driver arrived at 17:01 and finished the journey at 17:09. YC's top priority is to ensure timely execution, but ETAs are subject to change depending on supply. YC is attempting to hire more drivers in order to avoid a repeat of the problem. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they	N	Resolved in Favor of Member

VAM_202 20718_22 924	15-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	TIMOTHY P ONG	Internal Medicine	1.03E+09				On 6/21/2022 you saw a provider at Valley Health Clinic (VHC) Moorpark, Dr. Charles Wu. You said he was working under the supervision of Dr. Manisha Yadav. You said both providers came in the room. You said they refused to give you an x-ray for your knee pain. You said you were given a topical gel for relief only. You eventually got an x-ray of your knee on 7/5/2022. You requested an MRI. You said you received a message back denying you an MRI but a recommendation for Physical Therapy (PT). You want an MRI.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Valley Medical Center (SCVMC) to review. They have logged in your complaint and these are the following responses from Dr. Timothy Ong. A review of your records show that you saw Drs. Wu/Yadav on 6/21/2022 for acute left knee pain. You were diagnosed with acute left knee pain and prescribed diclofenac 1% gel for pain. He agreed with Drs. Wu/Yadav that an x-ray of left knee is not indicated at this time because you did not have a history of trauma to knee and pain was present for less than a day without any worrisome physical findings for knee arthritis or fracture. You emailed him, about Dr. Yadav requesting x-rays of both knees (to compare left knee to right knee) on 7/2/2022 stating you had persistent left knee pain that was not improving. X-rays of both knees were done on 7/5/2022 that showed multiple left distal quadriceps	N	Resolved in Favor of Member

VAM_202 20718_22 925	15-Jul-22	July	12-Aug-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are dissatisfied with the access to care from Valley Medical Center (VMC). You said that your authorization 81985621 for Dr. Nguyen, a GI specialist, had been approved. Although you specified that your appointment is on September 29, 2022, that date is too far away. After reviewing your concerns, our Grievance and Appeals Department contacted Dr. Nguyen for additional information. The office Manager confirmed that you were offered a consultation appointment and explained that one is required before scheduling the procedure. It was confirmed that you did not want to schedule the consult and instead wanted to schedule the procedure. When it was explained that scheduling the procedure without a consultation is not a good practice, you refused to make the appointment. You confirmed that you have an appointment with Dr. Northcutt at O'Connor Clinic on August 26, 2022 at 11:00 a.m. If authorization is required, please contact your primary care physician. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to	N	Resolved in Favor of Plan

VAM_202 20718_22 926	15-Jul-22	July	12-Aug-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Referral	Delay in Referral								You are dissatisfied with the access to care from Valley Medical Center (VMC). You said that your authorization 81985621 for Dr. Nguyen, a GI specialist, had been approved. Although you specified that your appointment is on September 29, 2022, that date is too far away.		N	Resolved in Favor of Plan

VAM_202 20718_22 927	15-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Specialist	STANFOR D HOSPITAL AND CLINICS	Psychiatry	1.27E+09					You, on your father, Morris Liu's behalf are not happy with the access to seeing a specialist in a timely manner. You shared that your father's Primary Care Physician (PCP), referred your father to the Neurology Department at Stanford. You were informed by Neurology Department at Stanford that the first available appointment is not until December 2022. You shared that you would like your father to be seen before December 2022. You informed us that your father's PCP is already referring him to another specialist	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We contacted Stanford's Patient Relations Management for more information. The grievance and concerns were forwarded to the appropriate department of: Neuroscience and ENT Clinic Leadership. According to the records, his referral was reviewed and the diagnosis was for dizziness, since he has been seen by Dr. Sinn in the Neurology clinic, the referral was sent to his office. Dr. Sinn reviewed the referral and recommended that he see Dr. Steenerson in Neuro-ENT clinic for his dizziness. The referral was processed by the ENT Clinic. They reviewed Dr. Steenerson's availability and she is booked out until December 2022 but her Physician Assistant (PA), Steven Cavella, has availability to see patient's sooner. They informed us that that your father was booked with Steven Cavella for the referred issue on July 29, 2022. They would like to apologize for the	N	Resolve d in Favor of Membe r

VAM_202 20718_22 928	15-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Prescribin g Delay	TIMOTHY P ONG	Internal Medicine	1.03E+09					You are not happy with the services that you have been receiving from your primary care physician (PCP) Dr. Timothy Ong. You said you are in a lot of pain. You said being without HYDROCODONE-ACETAMIN 5-325 MG causes you to relapse. You are frustrated because the office told you that you must complete another urinalysis even though you had just completed one. You said it makes you feel like you are being treated like a convict. You said it is very insulting. You said you keep having to do this then wait for your refill until it is completed.	SCFHPâ€™s Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Valley Medical Center (SCVMC) Customer Relations Department. They have logged in your complaint. These are the responses from Dr. Timothy Ong based on his investigation. According to their records, you have seen Dr. Fulara since 2014. You have been receiving the opioid hydrocodone- acetaminophen (Norco) 5-325 for since 2016 for chronic low back pain. He said you were not happy with Dr. Fulara on 4/20/2022 when Dr. Fulara informed you that your urine toxicology screen showed no opiates and that your urine was dilute. You then switched to him as your PCP on 6/22/2022. You signed a Controlled Medication Agreement on 8/13/2021 that outlined that urine toxicology screens would be checked from time to time and that if you continued to use alcohol or other street drugs, we may not be able to continue to		Resolve d in Favor of Membe r

VAM_202 20718_22 941	15-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Plan Benefits	Plan Benefits/B enefit Package- Medical									You are not happy with the vision service plan(VSP) benefits regarding your contact lens coverage. You spoke with VSP's Customer Service Department and they explained your contact lens benefit. You shared that you were given wrong information regarding your benefits. VSP has forwarded this complaint to Santa Clara Family Health Plan's Grievance and Appeals Department to process accordingly.	SCFHP's Grievance and Appeals Department reviewed your grievance. We forwarded your concern to Vision Service Plan (VSP)'s Management for review and response. VSP Management reviewed your plan on file. They shared the following: Your vision plan offers you a routine eye exam once every 12 months and materials once every 24 months based on the last date of service. You may receive elective contact lenses instead of glasses but not both during the same benefit frequency. They confirmed that your last exam on file was on 1/18/2019 at Studio Optics Optometric Group and you last ordered glasses on 1/19/2019 from Costco, a non-VSP provider. You are currently eligible for an exam and either glasses or contact lenses. According to your VSP benefits, you have a \$200.00 allowance that is shared between your contact lens material and your contact lens exam (fitting and evaluation) when you receive services	Resolved in Favor of Membe r

VAM_202 20719_22 982	15-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You mentioned that YC is always late picking you up for your appointments. You stated that you called YC 15 minutes before pick up and were told that there were no available drivers in the area. Our Grievance and Appeals Department reviewed your concerns with YC Management. Your pickup and return were cancelled by the HP for an unknown reason on June 24, 2022, according to YC Management. You called YC at 13:16 on June 16, 2022, because you weren't sure if you had scheduled a trip for the date of service. SCFHP rebooked your trip at 13:31, implying a 14:31 appointment chair time. Unfortunately, YC had difficulty finding a cab driver because most of the cab drivers in the area were already booked. YC had a driver assigned at 14:16, and he arrived at 14:33. At 14:51, the driver completed the trip successfully. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for	N	Resolve d in Favor of Membe r

VAM_202 20716_22 921	15-Jul-22	July	22-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Prior Auth/App eal Process									You are not happy with the quality of service you received from Santa Clara Family Health Plan (SCFHP). You said SCFHP denied an important lumbar MRI request. You said you needed this MRI to be done as soon as possible. You said you have not gotten out of bed for three weeks now and you are having pain. You are requesting this to be urgent. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	SCFHP's Clinical Review Nurse has directed you to go to the nearest urgent care or emergency room if your symptoms worsen. You may also contact SCFHP's Nurse Advice Line at 1-877-509-0294, which can be found on your member ID card. During the call with the Nurse Advice Line, you may request a Tele-Health visit with doctor. You also have the right to appeal your recent appeal for MRI of lumbar spine as stated in you uphold letter Please note that the Department of Health Care Services has extended the time-frame to file a State Hearing. You now have 240 days from the date you received the notice to file a State Hearing. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the	Y	Resolved in Favor of Member

VAM_202 20715_22 918	15-Jul-22	July		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)						Uphold	Lack of Medical Necessity	You are appealing a denied authorization, A0180252. This was a request for a Freestyle Libre 2 Sensor, used for continuous glucose monitoring. You did not meet the following criteria: Noridian Local Coverage Determination (LCD) for Glucose Monitors (L33822). You said you do not use insulin and you never used a pump.			Resolve d in Favor of Plan
VAM_202 20722_23 088	15-Jul-22	July	28-Oct-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		SEASONS HOSPICE & PALLIATIV E CARE	Unknown Physician Specialty	1.33E+09	Overturn			you are requesting payment for claim # 22131E00772 from provider, Seasons Hospice & Palliative Care. This claim is for services provided from 4/25/2022- 4/26/2022, which was denied due to an incorrect Tax Identifier Number (TIN). You are requesting reconsideration			Resolve d in Favor of Membe r
VAM_202 20715_22 914	15-Jul-22	July	20-Jul-22	Referred	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)					Uphold			You do not agree with a denial you received from Santa Clara Family Health Plan, claim #451778216, regarding a service request received on 6/3/2022 for lens, polycarbonate or equal any index, per lens. This was denied because this is not a covered benefit and payment was denied. You are requesting reconsideration			Referre d

VAM_202 20718_22 938	15-Jul-22	July		Referred	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		ROYAL AMBULA NCE INC	Unknown Physician Specialty	1.23E+09	Uphold			a request for payment for the claim (22124E04998) from provider, Royal Ambulance. This claim is for services provided on 4/29/2022, which was denied because member was in hospice and it is payable by Medicare. You are requesting reconsideration because you stated that the member was enrolled in hospice on 2/12/2022 to 4/23/2022. You mentioned per Medicare's guidelines, only pays for the first and last day of service of member's hospice election dates, anything in between is hospice responsibility. Therefore, anything outside those dates are SCFHP's responsibility		Referre d

VAM_202 20718_22 942	18-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you received from a Santa Clara Family Health Plan (SCFHP) customer service representative (CSR). You said you called on 7/18 to inquire about a voicemail you received regarding Kaiser EPO. You said the CSR was not informative and helpful at all. You said every time you ask her a question she will interrupt and say "you got denied". You mentioned all you wanted was more information to try to understand the process and why you were denied.	Our Grievance Department reviewed your complaint and contacted our Call Center Management for more information. The Call Center Management reviewed your complaint along with the recorded call details for 07/18/2022 and found coaching opportunities with the CSR. Coaching has been provided. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our CSR's to provide great service to our members. SCFHP's Customer Service Department sincerely apologizes that this happened and look forward to serving you in the future.	N	Resolved in Favor of Member

VAM_202 20718_22 943	18-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	SCVMC ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.06E+09					You called to get assistance with a bill you received for Service Date: 10/29/2021. You received a bill from Valley Health Center for the amount of \$818.00. SCFHP's Grievance Department has reviewed the bill from Santa Clara Valley Medical Center (SCVMC) you received and found that you should not be responsible. SCVMC participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted SCVMC Billing Office and has asked them to remove the billed amount because you should not be responsible. SCVMC informed us you can disregard for now as it will be reviewed until it gets resolved.	Resolved in Favor of Member

VAM_202 20718_22 944	18-Jul-22	July	20-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	VALLEY RADIOLO GY MEDICAL ASSOC	Unknown Physician Specialty	1.4E+09					You called our Customer Service Department regarding a bill you received from Valley Radiology Imaging. This bill is for the services you received on 04/05/2022 for the amount of \$100.76. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your mother received. She does not have to pay for this bill. Valley Radiology Imaging participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Valley Radiology Imaging and asked them to stop billing her. Valley Radiology Imaging put her account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Valley Radiology Imaging because she does not have to pay the bill.	N	Resolved in Favor of Member

VAM_202 20718_22 945	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service that you received from Yellow Cab on 07/18/2022. You said that you waited over an hour to be picked up. You were told that they would arrive in 10 to 15 minutes. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled for 7/18/2022 for a 9:00 am pick-up. This would suggest an appointment chair time of 10:00 am. YC dispatched this trip as early as 8:46 am however, YC ran into issues. YC called you about the present situation but you did not answer your phone. At 9:26 am, YC received a call from SCFHP's Customer Service Representative Patricia. She was notified about the situation. With all the effort exhausted, a cab driver accepted the fare. He promptly went to your pick-up location at 10:33 am. Your trip was completed at 10:48 am. SCFHP would like to sincerely apologize for any stress or	N	Resolve d in Favor of Membe r

VAM_202 20718_22 946	18-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Other	Other Pharmacy Grievance												You called SCFHP because you are not happy with the resolution of case: VAM_20220621_22343. You shared with us that you are still having the same issue of the spelling of your complete name on your medication labels from the Valley Health Center Pharmacy. On 7/17/2022, you went to pick up your medications from the VHC Downtown Pharmacy. You refused to pick up your medication because it had your incomplete name on the label. You left the medication to attend a meeting after the meeting you returned to the pharmacy for pick up. You said the medication still had a new label over the old label and it still had your name wrong. You said that the Pharmacist advised you that your name is correct in the system except on the prescription label. You shared that you would like for the medication labels to have your correct name as: John B Henley Jr and do not want multiple labels on your medication bottle.	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue for review and response. They forwarded your concern to the appropriate department for response. We have received the following response from Santa Clara Valley Medical Center's Customer Relations Department. They informed us that one of their pharmacist has been working close with you over the past several weeks on this issue, since it was first brought up to their attention. They said that the name on the label issue is a system wide issue and the pharmacy has been working on this with the appropriate teams. They said they are making progress and have been keeping you updated along the way. Santa Clara Valley Medical Center's Customer Relations Department said that you were happy that they were following up with	N	Resolve d in Favor of Membe r

VAM_202 20718_22 948	18-Jul-22	July	19-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist										You on behalf of son called because you said you went to Emergency Room (ER) and was told your son needs to see an Orthopedic Surgeon. You called Dr Frank Wong's office and they informed you that they cannot see you without an authorization on file. You said this is a time sensitive matter you said you need an urgent authorization so your son can see a specialist. This grievance was requested to be expedited; this request meets Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. This request has been referred as an expedited review and will be resolved within 72 hours.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Family Health Plan's Clinical Reviewer. These the following recommendations. Recommendations: 1. I have referred you to case management to follow-up with PCP and assist with referral to appropriate specialist. 2. If your pain symptoms continue to worsen, please go to the nearest urgent care or emergency room. 3. SCFHP has a 24-hour Advice Nurse Line, please call the following number (Medi-Cal members, call 1-877-509-0294). 4. You can request a TeleHealth visit with a MD, Clinical Provider as needed. I have also included some helpful information found in your Medi-Cal Member Handbook, Section 3, How to Get Care: You will use providers in your SCFHP network for most of your health care needs. You will get preventive and routine care from your PCP. You will	Y	Resolved in Favor of Member

VAM_202 20718_22 949	18-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service that you received from Yellow Cab (YC) on 07/15/2022. You said that YC told you that no drivers were unavailable. You said that you had to pay late fees for cancellation with your doctor's appointment.	SCFHP's Grievance and Appeals Department reviewed your complaint and contacted the Manager of Yellow Cab (YC) for more information. She reviewed their transportation logs and according to the records, on 7/15/22 your pick-up was flagged as a No Show. Further review shows you were scheduled for a 12:00 pm pick-up suggesting an appointment chair time of 1:00 pm. YC experienced longer wait times than usual due to limited availability of cabs within the area and massive call holds. YC was not able to designate a cab until 12:40 pm. YC informed you that a cab was already on the way. Driver arrived at 12:48 pm however, you were not seen at the pick-up location. The driver and their dispatch tried to call you but failed to make contact with you. As a result, dispatch deviated from the standard No Show Protocol. Given the remainder of time and despite the struggles YC experienced, YC said they could have still transported you on time.	N	Resolved in Favor of Member

VAM_202 20718_22 950	18-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are dissatisfied with the quality of service provided by Santa Clara Family Health Plan (SCFHP) Customer Service. You stated that you contacted the SCFHP and provided your appointment location as 701 E. Camino Real, Mountain View, CA 94040. You stated that you were picked up from your home and dropped off at your Acupuncture appointment instead.	The SCFHP Grievance and Appeals Department reviewed your complaint and forwarded it to SCFHP Call Center Management for internal review. SCFHP Call Center Management reviewed the complaint, and the representative was educated and will receive additional training to ensure that this does not happen again. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) strives to provide the highest quality service to all of its members. SCFHP apologizes for any inconvenience this has caused. SCFHP looks forward to serving you better in the future.	N	Resolved in Favor of Member

VAM_202 20718_22 951	18-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service provided by Yellow Cab(YC). You stated that YC is always late, causing you to miss your appointment. You mentioned that you sometimes have to wait 45 minutes for your return trips home.	Our Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed and confirmed your trips on July 15, 18, and 19. Your trip on July 15, 2022, was successfully completed. Unfortunately, there was a mix-up with your trips on July 18, 2022, as multiple fares were booked. You were scheduled for three separate trips (San Jose to San Carlos, San Carlos to Redwood City and return from Redwood City back to San Jose). SCFHP cancelled and cleared out other trips that were unnecessary on the same day. SCFHP mixed up your first trip from San Jose to San Carlos because you were on "Sunol St" instead of "Industrial St." You were informed that the trip had to be canceled due to an error. The trip was rescheduled for 1:00 p.m., and the pickup location was corrected. The second trip from San Carlos to Redwood City was scheduled for 2:11 p.m. but had to be canceled because you informed YC that you would be taking Uber. You requested that YC	N	Resolve d in Favor of Membe r

VAM_202 20718_22 953	18-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said during your ride on 7/14/2022 that the driver was going 84mph. You said you wanted us to know since this is putting your life and the driver's life at risk.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's Transportation Management for more information. They reviewed your complaint along with the trip details for 07/14/2022 and are very sorry to hear of your experience. Yellow Cab's Transportation Management has spoken with the driver and has reminded the driver of safe driving along with providing great customer service to each member. SCFHP is contracted with Yellow Cab to provide transportation to our members if they need transportation to medically necessary appointments. Yellow Cab services thousands of our members and we apologize that you have not felt the service has been efficient. SCFHP is also contracted with other transportation vendors such as Green Cab, Ken Transportation, One-Stop, and NovaTrans. You may request to switch your transportation vendor at any time by calling our	N	Resolved in Favor of Member

VAM_202 20718_22 954	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	DUNG MY PHAN	Family Practice	1.91E+09					You are not happy with the quality of service you received from Dr. Phan Dung. You said your daughter has hepatitis B and needs treatment. You said Dr. Dung refuses to work with the specialist and instead redirects the member back to the specialist to continue referral and treatment. You said the specialist can not refer a member to a specialist within the Valley Health Plan (VHP) network. Our Grievance Department reviewed your complaint and contacted Dr. Phan Dung's management office for more information. They reviewed your complaint as well as your medical records and confirmed that Dr. Dung had informed you that your hepatitis B should be managed by your gastrointestinal (GI) specialist. Dr. Dung also mentioned that he could not change lab orders that were ordered by the GI specialist to the laboratory you are used to going to. Dr. Dung said if you have questions about which lab or location to use, you need to ask the ordering provider (the GI specialist). In addition, if Dr. Dung re-orders the test, the results may not be sent to the GI specialist and can cause delays in your health. Therefore, it is most appropriate that the GI specialist interpret the results. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care,	N	Resolved in Favor of Member

VAM_202 20718_22 955	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	HANH M NGUYEN	Internal Medicine	1.73E+09					You are not happy with the services that you have received from Dr. Hanh Nguyen. You said you saw him for neck pain which is near your spinal cord. You said Dr. Nguyen has disregarded your concerns. You said he only prescribed pain relievers. Up until now you still feel pain.	The Grievance and Appeals Department reviewed this grievance with Dr. Hanh Nguyen's office. They note that you last received care with them on June 2, 2021. You were given the following medications: Mobic and Capsaicin. You were advised to exercise regularly and to stop smoking. You were also seen by a chiropractor. According to your records, you changed your PCP from Dr. Hanh Nguyen to Dr. Chung Vu. You can see Dr. Vu starting on August 1, 2022. You may contact Dr. Vu by calling (408) 274-0226. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20718_22 956	18-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Systems and Technolog y									You called SCFHP regarding an issue you are having regarding the spelling of your complete name in SCFHP's system. You shared with us that your name is not correct in SCFHP's system with Valley Health Care (VHC). You said you called Valley Connections and spoke with the Representative to verify your name. You said the Representative informed you when VHC looks at SCFHP's system, your name is under Henley, Jr, John and not Henley Jr, John B. You would like for your correct name of: John B Henley Jr to be correct in SCFHP's system so when VHC looks at it is appears correctly.	SCFHP's Grievance and Appeals Department reviewed your grievance. We contacted SCFHP's Eligibility Department Management for review. They forwarded your concern to our I.T. Department for follow up. The IT Department confirmed that your name in SCFHP's system is: John B. Henley, Jr and the name was included in the file previously uploaded to the Valley Health Center's system. They confirmed as of 8/10/2022, your name should have been already corrected as you have requested. Additionally, the same information was entered into SCFHP's file system as well. They would like to thank you for your patience on this issue. SCFHP would like to apologize for any inconvenience this may have caused. Please contact Cal Mediconnect Plan Customer Service at 1-877-723-4795, Monday through Friday, 8:00am to 8:00pm. As they can assist you with any inquiries that may arise. Your case was sent	N	Resolve d in Favor of Membe r

VAM_202 20718_22 958	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	ANGELICA ANDRADE- SILVERMA N	Family Practice	1.56E+09					You are upset with the quality of service provided by your primary care physician Dr. Angelica Andrade- Silverman and Nurse. You stated that on 05/21/2022, you were told that you could not see Dr. Silverman at your appointment with Dr. Vivian. You stated that Dr. Silverman and Nurse were rude to you. You stated that Dr. Silverman advised you that you needed an endoscopy but that they did not have time to schedule one because they had a lot of patients to see. You also mentioned how difficult it is to get an appointment or an appointment with enough time to plan transportation. You stated that you were advised to give the provider a 5-day notice. You expressed dissatisfaction because the provider has limited appointments and you cannot always provide a five-day notice.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Dr. Angelica Andrade- Silverman for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Dr. Angelica Andrade- Silverman to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to	Resolved in Favor of Membe r

VAM_20220718_22960	18-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Provider Not Accepting New Patients	PAMF GROUP	Unknown Physician Specialty	1.01E+09					You called SCFHP's Customer Service Department regarding your dissatisfaction of not being able to be assigned to Dr. Leon Cheng at Palo Alto Medical Foundation (PAMF). You were told that PAMF is currently not accepting new patients. You said you are not happy with your current Primary Care Physician (PCP) at Valley Health Center (VHC) Tully location, which is being investigated under case: VAM_20220718_22961. You said you would like to be assigned to Dr. Leon Cheng.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. The records show that you are not a member of PAMF. In order to use services, you must be a member of PAMF. Please note that PAMF networks are not taking new patients. You may be able to choose these providers if you: - Received care from a Palo Alto Medical Foundation PCP within 24 months, or - Have an immediate family member living in the same household who is receiving care from PAMF. You may contact our Customer Service at 1-877-723-4795, Monday - Friday from 8:00 AM to 8:00 PM for a list of doctors. According to our records, you are currently assigned to Dr. John Pham at Valley Health Center "Tully location. This became effective as of 7/1/2022. It is SCFHP's hope you find a PCP that works best for you. Reminder to contact Dr. Pham at (888) 334-1000 to schedule a new patient appointment and establish care for you. As a reminder, it is your right to change your	N	Resolved in Favor of Member

VAM_202 20718_22 961	18-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	MILTON B MCCOLL	Family Practice	1.72E+09					You called SCFHP's Customer Service Department regarding your dissatisfaction with your current Primary Care Physician (PCP) at Valley Health Care- Milpitas location. You shared with us that you are not happy with your PCP you were recently assigned to since you were unable to be assigned to a Palo Alto Medical Foundation (PAMF) provider. You said Dr. Milton McColl did not treat you right. Due to this issue, you would like to be assigned to Dr. Leon Cheng at PAMF	SCFHP's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They shared it has been internally documented regarding your dissatisfaction of the service provided to you. They would like to extend their gratitude for letting them know of your experience. It is their goal at Santa Clara Valley Medical Center to provide the best possible patient care and experience. The feedback received will serve a necessary component for improvement. According to our records, you are currently assigned to Dr. John Pham at Valley Health Center " Milpitas location. This became effective as of 7/1/2022. It is SCFHP's hope you find a PCP that works best for you. Reminder to contact Dr. Pham at (888) 334-1000 to schedule a new patient appointment and establish care for you. As a reminder, it is your right to change your	N	Resolved in Favor of Member

VAM_202 20718_22 962	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Compliance	Fraud/Waste/Abuse	PATRICIA M SALMON	Endocrinology	1.05E+09					You are upset because you believe someone is committing fraud. You said you have an authorization A0180972 to receive a glucose meter. You said the provider is AAYS Rents and Sells. You said you never requested to receive these supplies from AAYS Rents and Sells. SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We have sent your concerns the Santa Clara Valley Medical Center's (SCVMC's) Customer Relations department. They will review this internally and enact the necessary protocols if necessary. In addition, I have sent this over to SCFHP's Compliance department regarding your concerns about Fraud. I have also reviewed your records. According to the Prior authorization (PA) records found on records. Dr. Patricia Salmon, who is an Endocrinologist at 751 S. Bascom Avenue #210 sent a request for PA for Freestyle Libre Reader and Sensor. This PA was sent on 7/14/2022 which included medical records from Valley Specialty Center, dated July 7, 2022 Medical Record #(MR) 100143192, Eranky, Venkata. We apologize that you had this negative experience. We want to thank you for bring this issue to our attention. In	N	Resolved in Favor of Member

VAM_202 20718_22 963	18-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)							Overtun	Medical Necessity Met w/ Additional Informati on	You do not agree with a denial you received from Santa Clara Family Health Plan, authorization #A0179072, regarding a request for a High Frequency Chest Compression Device. Santa Clara Family Health Plan only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. You did not meet criteria for coverage under guideline: MCG: High Frequency Chest Compression Device ACG: A-0356 (AC): a high frequency chest compression device (to help loosen lung secretions). For this reasons, the request was denied. Lisa Reiman at Electromed, Inc has requested reconsideration because they do not agree with the denial and have submitted additional documentation.			Resolve d in Favor of Membe r

VAM_202 20718_22 964	18-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 7/11/2022 your driver arrived at 8:40am for your 8:30am appointment. You said you waited for your return ride for more than an hour and you had to get an Uber ride to go home. You said YC is not reliable.	Our Grievance Department reviewed your complaint and contacted YC's management for more information. They reviewed your complaint along with the trip details for 7/11/2022 and confirmed you had a scheduled pick-up at 7:30am and a WILL-CALL for return on the day of service. A cab was designated at 7:51am but the trip was queued as follows, which means the driver had to finish up his prior trip before picking you up. Unfortunately, the driver had an emergency which led him to cancel the ride. YC had to find another driver. Another driver was assigned at 8:15am and another arrived at 8:39am. The trip was completed at 8:46am. In addition, for your return ride, you called to activate the will-call ride at 9:10am, which was assigned at 9:22am, but the driver had to cancel the ride because he was not going to be able to make it. You called and cancelled the trip as you could not wait any longer. YC sincerely	N	Resolved in Favor of Member

VAM_202 20718_22 965	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t								You are upset about a bill you received. This bill has a date of service of 12/07/2021 and has a total amount of \$159.42. The service requested is hospital care.	The Grievance and Appeals Department reviewed this grievance with Quantum Bay Area Hospitalist Medical Group Inc. They found that you owe money based on your co-insurance. There is nothing SCFHP can do about the co-insurance.		Resolve d in Favor of Membe r

VAM_202 20718_22 967	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	VICTOR M SALAZAR	Family Practice	1.62E+09					You are not happy with the services that you have received from Dr. Victor Salazar. You said your first appointment with Dr. Salazar was on 6/7/2022 to establish care. You said you brought a bag of your prescriptions to the appointment so you can get refills for all of them. You said you were told by office staff Esmeralda and Dr. Salazar that you could get refills. You said you went and called the pharmacy but there were no prescriptions called in. You again went to the pharmacy on 6/17/22 and no prescriptions were still there. On 6/27/22 you called the clinic and Dr. Tsun gave you a one-month refill so you wouldn't be out of your insulin and asthma medications. On 7/14/22 you had an appointment with your OB/GYN. You said Dr. Salazar walked in and questioned why you reported him and gave him a hard time. You said he told you that he has many patients and did not have to see you. You said he told you it was a favor. You said you told him he can refer you to another	The Grievance and Appeals Department reviewed this grievance with Bay Area Community Health's Compliance Department. The staff reached out to you on 06/28/2022 and had Dr. Zhi-Fang Tsun give you a 30 day prescription. They confirmed VHC Tully received the order on 06/28/2022. You had an appointment with Dr. Salazar to discuss your concerns on 07/14/2022 and you also had an appointment on 07/26/2022. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20718_22 968	18-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset because you were not picked up by Yellow Cab today 7/19/2022 and on 7/12/2022. You are upset that both of these appointments had to be rescheduled. Our Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed and confirmed that your trips were completed within the one-hour timeframe on July 12 and July 19. Furthermore, your return rides had no delay. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member. SCFHP and YC are very sorry for any inconvenience this may have caused. Both SCFHP and YC look forward to better serving you in the future.	N	Resolved in Favor of Membe r

VAM_202 20718_22 969	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Prior Auth/App eal Process									You are not happy with the quality of service you received from Valley Health Plan (VHP). You said you feel it is not right for VHP to deny authorization number 81986294 to Stanford. You said you had surgery and needed physical therapy immediately. You do not understand why VHP referred you to an in-network provider that does not have appointments sooner than three (3) weeks.	Our Grievance Department reviewed your complaint and contacted Valley Health Plan (VHP) for more information. They reviewed your complaint along with your medical records. Your medical records show on 7/18/22 that VHP was notified of the timely access issue with the provider. VHP went ahead and approved another provider under authorization number 81987687 on the same day.VHP apologizes for any inconvenience this has caused. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20718_22 970	18-Jul-22	July	15-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Emergenc y Medical Transport ation (NEMT)	KEN TRANSPOR TATION SERVICES	Unknown Physician Specialty	1.27E+09					You are not happy with the services that you have received from Kens transportation on 7/15/2022 and 07/18/2022. You said both days you have waited and Kens was untimely. You also said the van was not running well. You said they had to stop twice to put water in the radiator and the transmission jerked back really hard. You said due to the vehicle jerking, you banged your know which caused bruising. You said your knee banged on the side of the door. You said you dropped your phone which is now broken and you just bought the phone. You said this happened on 7/15/2022. You also said you waited over 2 hours for your van. You said you want to get picked up on time, receive better service, and you would like your phone replaced.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Ken Transportation Services management. They have reviewed your complaint and your trip details for 7/15/2022 and 7/18/2022. Ken's Transportation explained the delayed pick-up was due to a staff shortage and apologized for any inconvenience this may have caused. Ken's Transportation is working hard to have enough drivers to ensure this does not happen in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review, however, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both Ken Transportation	N	Resolved in Favor of Member

VAM_202 20718_22 971	18-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	KEN TRANSPOR TATION SERVICES	Unknown Physician Specialty	1.27E+09				You are not happy with the services that you have received from Kens transportation on 7/15/2022 and 07/18/2022. You said both days you have waited and Kens was untimely. You also said the van was not running well. You said they had to stop twice to put water in the radiator and the transmission jerked back really hard. You said due to the vehicle jerking, you banged your know which caused bruising. You said your knee banged on the side of the door. You said you dropped your phone which is now broken and you just bought the phone. You said this happened on 7/15/2022. You also said you waited over 2 hours for your van. You said you want to get picked up on time, receive better service, and you would like your phone replaced.		N	Resol ved in Favor of Membe r

VAM_202 20718_22 973	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	SATELLITE HEALTHC ARE - SAN JOSE	Unknown Physician Specialty	1.97E+09				You are unhappy with the quality of service from SAT Dialysis. You stated that after the July 4th holiday, you asked the nurse, "How was your holiday weekend?" to which the nurse replied, "I don't need to tell you." On July 14,2022, you stated that the social worker told you "not to talk to the nurse like that" in front of everyone. You stated that you did not go to dialysis on July 16,2022 because you were uncomfortable. You said you didn't want to go to SAT dialysis any longer.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to SAT Dialysis for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with SAT Dialysis to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolve d in Favor of Membe r

VAM_202 20718_22 974	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t								You are upset because you received a bill. The bill has a date of service of 07/07/2021 and has a total amount of \$22.79. The service requested is anesthesia.	The Grievance and Appeals Department reviewed this grievance with Envision Anesthesia Management. They found that they did not receive your Medi-Cal Explanation of Benefits. This was sent to them. You can disregard the bill.		Resolve d in Favor of Membe r

VAM_202 20718_22 975	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab (YC) on 07/18/2022. You said that the driver was driving and texting. You also said that the driver did not turn the air conditioning on until 30 minutes later. You do not want to ride with this driver again.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you had a scheduled ride for 7/18/2022. Based on the complaint YC has found out that it was your trip heading to the appointment. YC spoke with the driver (VEH1941) immediately but unfortunately he can no longer remember the day of service. He did however say that he never tests while driving. He said you may have mistakenly seen him checking the GPS. YC said they are genuinely sorry if it caused you a lot of stress and made you feel nervous to ride again with the same driver. Unfortunately, YC can no longer pull up the dashcam footage as it has been a week ago since the incident. Moving forward, YC	N	Resolved in Favor of Member

VAM_202 20718_22 976	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	TOP CARE MEDICAL GROUP INC	Family Practice	1.93E+09					You are not happy with the quality of access from Top Care Medical Group, INC. You said you called approximately fifteen to twenty (15-20) times a day to try to schedule an appointment and they did not answer. You said you went in person instead and the staff told you they could not see you, closed the window on your face and asked you to leave. You said you needed an appointment for stitches and to clean your wound.	Our Grievance Department reviewed your complaint and contacted Top Care Medical Group, INC. management office for more information. They reviewed your complaint as well as your medical records and confirmed that they were not able to see you on 7/18/2022 because Dr. Ramirez was running behind and still had patients waiting for him. However, if it was an urgent matter, physician assistant PA Tuan Duong was available to assist you, which you denied. You were then advised by the medical assistant to come back the next day to see Dr. Ramirez. You denied and insisted on being seen by Dr. Ramirez. You started being rude and screaming at the medical assistant. Your records also show you were seen by Dr. Ramirez on 8/17/2022 for surgery follow up and an ophthalmology referral. It is your right to receive needed and appropriate medical care, including preventive health	N	Resolved in Favor of Member

VAM_202 20718_22 977	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	TOP CARE MEDICAL GROUP INC	Family Practice	1.93E+09					You are not happy with the quality of access from Top Care Medical Group, INC. You said you called approximately fifteen to twenty (15â€”20) times a day to try to schedule an appointment and they did not answer. You said you went in person instead and the staff told you they could not see you, closed the window on your face and asked you to leave. You said you needed an appointment for stitches and to clean your wound.	Our Grievance and Appeals Department reviewed your concerns and sent them to Top Care Medical Group, INC for more information. Unfortunately, Top Care Medical Group, INC has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Top Care Medical Group, INC.	N	Resolved in Favor of Member

VAM_202 20719_22 978	18-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that YC did not pick you up for your second trip. You stated that you needed to call an Uber and that you want to be reimbursed. YC Management reviewed and confirmed your third trip from Redwood City to San Jose was scheduled for 4:00 p.m. on the date of service. YC called you at 3:53 p.m. to inform you that the driver will arrive at the pickup location in 30 minutes, and you agreed to wait. The driver arrived at 4:29 p.m. and finished the trip at 5:07 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member. SCFHP and YC are very sorry for any inconvenience this may have caused. Both SCFHP and YC look forward to better serving you in the future.	N	Resolve d in Favor of Membe r

VAM_202 20719_22 979	18-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that you called Yellow Cab for a return ride home. During the call, Yellow Cab informed you there was a 15-20 minute wait time. You then called Yellow Cab a 2nd time and they told you the cab was waiting across the street. You said that Yellow Cab dispatched another cab and the cab did not go to your pick up location at the provider's office instead the cab was sent to your residence location. You mentioned you had to call Yellow Cab a 3rd time and they were finally able to get a cab to the correct location and you were driven home. You said it took over an hour to resolution the situation.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaint along with the trip details for 7/18/2022. They said your return trip ride was schedule as a "will call" which means you or a representative has to call for your ride to be activated. They said at 3:36pm, the staff at the provider's office called Yellow Cab to initiate the return ride home. The Yellow Cab dispatching department confirmed that the pickup was at the location address of 1621 Gold St. Alviso CA 95002 going home to 5103 Vera Ln, San Jose CA 95111. Yellow Cab Management shared that a driver was immediately assigned and arrived at 3:52pm for your pick up. Upon the arrival of the driver, he was unable to locate you and the Dispatching Staff outreached to you a few times but unfortunately you were not available. Yellow Cab Management shared	N	Resolved in Favor of Member

VAM_202 20719_23 011	18-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access									You stated that you went to Urgent Care on July 15, 2022 and were told you needed a referral to Physical Therapy. You stated that you are in a lot of pain and need help getting an appointment. The Grievance and Appeals Department reviewed your concerns and contacted Valley Health Plan (VHP) Management for more information. VHP Management reviewed your complaint as well as your medical records. VHP confirmed you had a follow-up appointment with Dr. Vo on August 3, 2022 for your right shoulder. Your medical records show that a referral for Physical Therapy was sent to Valley Health Center- Moorpark Occupational Therapy on July 19, 2022. To schedule an appointment, please call (408) 885-7106. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a	N	Resolve d in Favor of Membe r

VAM_202 20719_23 012	18-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	ABRAHA M CABEBE	Family Practice	1.53E+09				You are not happy with the quality of access to see your primary care physician (PCP), Dr. Abraham Cabebe. You said you were seen at the emergency room on July 1, 2022, and you need a follow-up appointment. You said you scheduled a telephone appointment for 7/18/2022 and on 7/15/2022 you got notified it was cancelled due to the doctor's not being available. You said Dr. Cabebe does not have appointments until October, 2022.	Our Grievance Department reviewed your complaint and contacted Dr. Abraham Cabebe's management office for more information. They reviewed your complaint along with your medical records and confirmed that Dr. Cabebe was out on leave, returning on 8/1/22. Your records show you had an appointment scheduled with Dr. Zeldovich on 7/18 at 1:30pm but it was rescheduled due to health complications. On August 2 at 2:20pm, you had an appointment scheduled with Dr. Robin but you cancelled it via text. You also mentioned you have changed PCP and will be seeing a new physician next month.Â Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due	N	Resolved in Favor of Member

VAM_202 20718_22 959	18-Jul-22	July		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)							Uphold	Lack of Medical Necessity	call#SC0580634 7/18/2022 2:19 PM EricaN member ph: 6692946015 verified demo Member is irritated because she is behind 2 wound care visits and dressing because of denied PA ref A0178660 member would like to file an urgent appeal for denied PA for wound care and would like an consideration for surgery She states she needs this appeal to have an outcome urgently as he wound may get infected if she does not get the appropriate care she needs as she was told by her PCP that surgery would make her wound heal better and wouldn't have to continue the wound care appts. advised her will send case to G&A for review TAT 72 hours for outcome. member understood		Y	Resolve d in Favor of Plan

VAM_202 20718_22 957	18-Jul-22	July		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)							Uphold	Appropria te Care In Network	You are appealing a denied authorization, A0164690. This is a request to see an out-of-network cardiologist named Dr. Jane Lombard. This was denied because you can see an in-network cardiologist and there is no sufficient reason to see someone out-of-network.			Resolve d in Favor of Plan

VAM_202 20719_23 015	18-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral								< 7/19/2022 2:53:10 PM EsquivelC> Called mbr and notify mbr is very happy with the outcome < 7/19/2022 11:57:48 AM EsquivelC> Called NEMS UM dept spoke with Kathy Auth# 20220718710006600008 Valid 7/19/22-1/14/23 for MRI w/out contrast at VRI ph# 408-964-1000 CSR: Pls notify mbr < 7/18/2022 4:38:47 PM EsquivelC> Called NEMS ph# 408-573- 9686 spoke with member Service dept. I was transfer to Nicole in the referral dept. Per Nicole, initially Auth was submitted to MediCal directly, since mbr didn't notify NEMS clinic that she was active with SCFHP eff 7/1/22. But she will submit authorization to NEMS via NEMS portal, now. I will follow up with NEMS UM dept tomorrow. < 7/18/2022 4:22:27 PM EsquivelC> Received a call back from NEMS UM dept spoke with Claire She states the provider never submitted auth for review.	N	Resolve d in Favor of Membe r

VAM_202 20719_22 980	19-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset that your Yellow Cab driver picked you up a block away from your pick up location on 7/18/2022. You also stated that the driver was verbally abusive regarding your dog sitting on the seat of the car rather than in your lap. Our Grievance Department reviewed the complaint with Yellow Cab's Management. Yellow Cab's Management confirmed you were picked up at 7750 Wren Ave. Apt. B7, Gilroy, CA 95020, which was the pick-up location you requested. Yellow Cab's Management also explained they always welcome service dogs in their vehicles. Yellow Cab confirmed you had not stated ahead of time that you have a service dog, so the driver was not prepared. All drivers are required to vacuum after each ride that a service dog was needed, this is to ensure the health and safety of each passenger. When SCFHP and YC are made aware ahead of time that a service dog is needed, the driver can be well prepared to have a vacuum available for sanitary purposed for the next trip. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with	N	Resolved in Favor of Member

VAM_202 20719_22 983	19-Jul-22	July	17-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	JOHN D SANGUEZ A	Podiatry	1.41E+09					You are upset with the access to care from Podiatrist Dr. John D Sanguenza. You stated that you attempted to schedule an appointment with Dr. Sanguenza's office several times but received no response. The Grievance and Appeals Department reviewed your complaint and contacted Dr. John D Sanguenza for more information. Dr. Sanguenza reviewed your complaint and explained his office has been experiencing phone and voicemail problems. Dr. Sanguenza is currently working on the problem and apologizes for any inconvenience this may have caused. Your authorization 81983923 for Dr. Sanguenza has been approved. As previously discussed, your appointment has been scheduled for August 18, 2022 at 11:45 a.m. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a	N	Resolved in Favor of Member

VAM_202 20719_22 986	19-Jul-22	July	18-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t							You are upset because you received a bill. The bill has a date of service of 04/011/2022 and has an amount due of \$545.00.	The Grievance and Appeals Department reviewed this grievance with Stanford. Stanford participates with Medicare and will accept Medicare payment in full. They did not get SCFHP's processed claims. We faxed the Explanation of Benefits to them and they will adjust your bill. You can disregard the bill.		Resolved in Favor of Member
VAM_202 20719_22 987	19-Jul-22	July	16-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		KALLE M STIDHAM	Orthopedi c Surgery	1.16E+09		Overturn	Medical Necessity Met	You are not happy with the Notice of Denial of Payment letter that you, received from Santa Clara Family Health Plan. The claim #22166E03678 and 22182500140 was denied for payment because a non contracted provider, Kalle Stidham, MD did not obtain an authorization for the services rendered to you on 6/8/2022. You are asking for reconsideration as you were not aware the Dr. Stidam was not contracted with SCFHP and required a prior authorization for the visit		N	Resolved in Favor of Member

VAM_202 20719_22 988	19-Jul-22	July	16-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		KALLE M STIDHAM	Orthopedi c Surgery	1.16E+09		Overturn	Medical Necessity Met	You are not happy with the Notice of Denial of Payment letter that you, received from Santa Clara Family Health Plan. The claim #22145E05423 and 22163S00006 was denied for payment becauseâ€Ž non contracted provider, Kalle Stidham, MD did not obtain an authorization for the services rendered to you on 5/18/2022. You are asking for reconsideration as you were not aware the Dr. Stidam was not contracted with SCFHP and required a prior authorization for the visit		N	Resolve d in Favor of Membe r

VAM_202 20719_22 992	19-Jul-22	July	22-Jul-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Overturn	Medical Necessity Met w/ Additional Informati on	call#SC0581533 7/19/2022 11:28 AM SeleniaL Member 408-387-9036 Verified Name ID DOB ADD Phone Purpose of call: File an Appeal Member was diagnosed with breast cancer and was referred for a bone narrow but it was denied. Called PMG twice, unable to reach a live person. Got PMG recording. Called Dr. Nguyen's office, spoke to Hannah. She stated she was not sure why the auth was denied. She stated Dr. Nguyen had a Peer to Peer with PMG yesterday about the denial and once again request was denied. She was advised to see the oncologist Type of service was denied: Bone narrow. Name & phone # of the requesting provider: Tam Nguyen (408) 258-5083 Denial date: Unknown Denial number: 20220712T8800683 Who denied the request: PMG Reason for denial: Unknown Reason for appeal:			Resol ved in Favor of Membe r

VAM_202 20719_22 993	19-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset that the Yellow Cab driver has not shown up after you waited for 45 minutes today, 7/19/2022. Your appointment ended up being canceled because you did not have a ride and were late after calling an Uber. Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 07/19/2022 and confirmed that the ride was scheduled for pick up at 9:00 am. Unfortunately, there were no drivers available in the area. It was not until 9:45am that YC finally designated a cab; however, it was queued on as "follow on," which means that the assigned driver had to finish up a prior trip. The driver was done at 9:52am and arrived to pick you up at 10:03am. Unfortunately, you had it cancelled as YC was late. YC understands your disappointment at being delayed, but the estimated time of arrival (ETA) is dynamic and subject to change due to unforeseen circumstances. However, YC will ensure timely execution going forward. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make	N	Resolved in Favor of Member

VAM_202 20719_22 994	19-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are not happy with the services that you have received from Green Cab (GC). You said you have dialysis appointments every Monday, Wednesday and Friday of each month. You said GC was over an hour late to pick you up on 7/18/2022. You said you called several times and they kept telling you to wait for 10 minutes. You said you are very weak and drained after your dialysis. You said you just want to go home and rest.	Our Grievance Department reviewed your complaint and contacted Green Cab's Management for more information. Green Cab's Management has reviewed your complaint and confirmed they have been late picking you up after dialysis due to a shortage of available drivers. SCFHP's Grievance and Appeals Department has requested your rides be changed from Green Cab to a new vendor. SCFHP was able to change your new vendor to Yellow Cab from Green Cab effective 8-17-2022 to 8-31-2022 for Every Monday, Wednesday, Friday. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our	N	Resolved in Favor of Member

VAM_202 20719_23 003	19-Jul-22	July	18-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Medication	VU A NGUYEN	Internal Medicine	1.67E+09					You are upset at the quality of care you received from your Primary Care Physician (PCP), Dr. Vu Nguyen. You said that you had a black toe that Dr. Nguyen did not treat. You said that toe had to get amputated at Regional Medical Center. You have been at a skilled nursing facility named Vista Manor and you received a new wound on your heel. You said you are no longer taking morphine.	SCFHP's Customer Service Department and Grievance Department reviewed your complaint and forwarded your concerns to VISTA MANOR NURSING CENTER. These are the following responses from the Administrator of Vista Manor based on her investigation. She said she and the Director of Nursing, Jerome Alacre reviewed your case and the complaint made by your son Michael. According to your records you are currently being checked on weekly by their Nurse Practitioner (NP) who works closely with the Medical Doctor (MD) and also an NP wound specialist. You have been known to decline care. You have declined to be turned and repositioned. You have declined to participate in Activities of Daily Living (ADLs). The only wound that you have developed there has been a stage 2 on her coccyx (tailbone) which is noted to be unavoidable due to you requesting to not be turned and repositioning. Thus, this being unavoidable.	N	Resolved in Favor of Member

VAM_202 20719_23 004	19-Jul-22	July	18-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Abuse / Neglect / Exploitation	VISTA MANOR NURSING CENTER	Unknown Physician Specialty	1.1E+09					You are upset at the quality of care you received from your Primary Care Physician (PCP), Dr. Vu Nguyen. You said that you had a black toe that Dr. Nguyen did not treat. You said that toe had to get amputated at Regional Medical Center. You have been at a skilled nursing facility named Vista Manor and you received a new wound on your heel. You said you are no longer taking morphine.	SCFHP&E's Customer Service Department and Grievance Department reviewed your complaint and forwarded your concerns to VISTA MANOR NURSING CENTER. These are the following responses from the Administrator of Vista Manor based on her investigation. She said she and the Director of Nursing, Jerome Alacre reviewed your case and the complaint made by your son Michael. According to your records you are currently being checked on weekly by their Nurse Practitioner (NP) who works closely with the Medical Doctor (MD) and also an NP wound specialist. You have been known to decline care. You have declined to be turned and repositioned. You have declined to participate in Activities of Daily Living (ADLs). The only wound that you have developed there has been a stage 2 on her coccyx (tailbone) which is noted to be unavoidable due to you requesting to not be turned and repositioning. Thus, this being unavoidable.	N	Resolved in Favor of Member

VAM_202 20719_23 005	19-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service		EL CAMINO HOSPITAL- LOS GATOS CAMPUS	Unknown Physician Specialty	1.42E+09					You called our Customer Service Department regarding a bill you received from El Camino Hospital - Los Gatos Campus. This bill is for the services you received on 10/21/2021 for the amount of \$62.57. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. El Camino Hospital - Los Gatos Campus participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted El Camino Hospital - Los Gatos Campus and asked them to stop billing you. El Camino Hospital - Los Gatos Campus put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from El Camino Hospital - Los Gatos Campus because you do not have to pay the bill.		Resolved in Favor of Member

VAM_202 20719_23 006	19-Jul-22	July	20-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	G2 ANESTHES IA PC	Anesthesi ology	1.49E+09					You called our Customer Service Department regarding a bill you received from G2 ANESTHESIA PC. This bill is for the services you received on 11/7/2021 for the amount of \$60.67. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. G2 Anesthesia PC participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted G2 Anesthesia PC and asked them to stop billing you. G2 Anesthesia PC put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from G2 Anesthesia PC because you do not have to pay the bill. Please note the adjustment can take 45-60 business days.		Resolve d in Favor of Membe r

VAM_202 20719_23 007	19-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Inadequat e facilities, non- access related	SCVMC ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.06E+09				You are upset because you fell at Valley Health Center - East Valley and Bascom. You said that the mats on the floor were uneven and not grounded to the floor. SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We have sent your concerns the Santa Clara Valley Medical Center's (SCVMC's) Customer Relations department. They will review this internally and enact the necessary protocols. We would like to extend our gratitude to you for letting us know about your experience. Your concerns and all members concerns are taken seriously and used to improve quality services to all our members. In addition, your case was referred to our Quality Department for review of potential quality issue(s). Our Quality Department seeks to ensure that all SCFHP members receive excellent health care and are satisfied with the services provided by SCFHP staff and providers. Our Quality Department reviewed your case and found potential quality issue(s) that will require further investigation. Their investigation is separate from the grievance process and you will not be notified of the outcome due to	N	Resolve d in Favor of Membe r

VAM_202 20719_23 009	19-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said YC did not show up to pick you up until your appointment was done. You said you had to take an Uber to your appointment and the bus back home.	Our Grievance Department reviewed your complaint and contacted YC's management for more information. They reviewed your complaint along with the trip details for 7/19/2022 and confirmed you had a scheduled pick-up at 7:30am and a WILL-CALL for return on the day of service. YC had difficulty allocating a cab in Cupertino due to the limited availability of cabs in the area. YC said the member's mother was aware of the present situation. YC was supposed to have a cab at 7:52am, but unfortunately, the driver had to cancel the service due to an unforeseen situation. The trip was offered to another cab driver at 8:11 am, but sadly, he had to cancel as well. It wasn't until at 8:40am that a cab was successfully assigned, but the member had it cancelled as they were already at the clinic. On the other hand, your return trip was booked for a will-call. This means that you or your representative have to call for it to be	N	Resolved in Favor of Member

VAM_202 20719_23 010	19-Jul-22	July	18-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	ANGELICA ANDRADE- SILVERMA N	Family Practice	1.56E+09					You are not happy with the services that you have received from Dr. Angelica Andrade Silverman on 06/07/2022. You said you had a terrible experience. You said you had a new patient appointment and you said it only lasted 5 minutes. You said you felt rushed. You said you tried to explain your medical issues. You said the doctor did not listen to your concerns and just told you to get blood work done. You said you inquired about seeing a Therapist. You said your doctor did not have your medical records. You said you would like providers with SCFHP to be more advanced in technology and have your medical records.	Our Grievance Department reviewed your complaint and tried contacting the office of Dr. Andrade-Silverman multiple times to get a response. Unfortunately, SCFHP has been unable to get a response back from the office. SCFHP's Grievance Department has forwarded this information to our Provider Network Management for tracking of non-responses. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive	N	Resolved in Favor of Member

VAM_202 20719_23 016	19-Jul-22	July	15-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/14/2022. You said you set up transportation 2 weeks prior. You said you were called the day before by the dispatcher to confirm and Yellow Cab also texted a link to you to track the trip. You said the dispatcher would tell you different times of arrivals. You said the tracker was not accurate. Yellow cab also informed you because you were in Morgan Hill they couldn't find a driver in time	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaint. The following are the findings from Yellow Cab's (YC's) Management based on their investigation. YC checked your transportation logs. According to their records you were scheduled for a 6:45 am pick-up on 7/14/22 suggesting an appointment chair time of 7:45 am. YC did not have any available cabs in Morgan Hill at the time of dispatch. However, they did find a driver in the Gilroy area. Your trip was accepted at 6:48 am however, it required at least a 20-25-minute travel time for the driver to arrive at your pick-up location. YC informed you at 6:59 am regarding the situation and explained that estimated times of arrivals (ETA's) from the app is generated by google maps GPS and sometimes could change depending on the traffic. You decided to cancel the trip. We apologize for the inconvenience and stress that this has caused you. We know your time is	N	Resolved in Favor of Member

VAM_202 20719_23 017	19-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									On 07/10/2022, you received a bill for \$ 520.98 for the date of service 03/04/2022.	SCFHP's Grievance Department reviewed the bill you received from Stanford Medicine Children's Health and contacted Patient Services regarding Date of service 3/4/2022 for the amount of \$520.98. Your claim is being processed and sent to your insurance company for payment. You can disregard bill. Please allow 30-45 days for the reprocessing. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260- 2055.	Resolve d in Favor of Membe r

VAM_202 20719_23 018	19-Jul-22	July	18-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Prescribin g Delay	ALFREDO RAMIREZ	Family Practice	1.43E+09					You are not happy with the quality of care you have received from your Primary Care Physician (PCP), Dr. Alfredo Ramirez. You shared that you had an appointment on 7/18/2022 to refill your needed medication: Oxycodone-Acetaminophen as you only had enough for 2 more weeks. During the visit, Dr. Ramirez informed you that he does prescribe pain medication. Dr. Ramirez advised you to reach out to previous PCP who initially gave your the narcotics since he only prescribes medication if member has a "broken bone". You shared that you disagreed and stated you needed your pain medication. You mentioned that your previous PCP, Dr. Kelsey has retired but it was notated in your file that you should continue using Oxycodone-Acetaminophen 10-325 and not to take Norco as it will be too much for your kidneys. You said the PCP's should not be able to stop medication because they do not approve with prescribing narcotics. Due to this issue, you have requested to change	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Dr. Alfredo Ramirez directly for further investigation and review. We made multiple attempts to obtain an update and response from Dr. Ramirez. Unfortunately, Dr. Ramirez or his office management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Dr. Ramirez. SCFHP regrets that you are experiencing these challenges, but take your concerns seriously. It is your right to receive the needed and appropriate medical treatment and care. As a reminder, you may change PCP's at any time by calling Customer Service. During the course of this grievance, it was noted that you decided to change your Primary Care Physician (PCP) to Dr. Zohreh Azadfar at Valley Health Center's Downtown location. This became effective retroactively as of 7/1/2022. If you		Resolved in Favor of Member

VAM_202 20720_23 019	19-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Written Materials/ Marketing									You called SCFHP regarding an issue you are having regarding the spelling of your complete name in all the departments of SCFHP. You shared with us that you received a letter generated on 7/15/2022 from SCFHP's Case Management Department and your name is spelled as John Henley Jr. You said you already called your Case Manager Angela P. and informed her of the discrepancy. During the call, your Case Manager confirmed your name was incorrect in their system. She informed you that she will have it corrected. You would like for your correct name of: John B Henley Jr to be correct across all of SCFHP's departments.	SCFHP's Grievance and Appeals Department reviewed your grievance. We forwarded your concern directly to SCFHP's Case Management Department. They reviewed your concern and informed us that the correction was made in their own system. They shared they will continue to monitor their system to ensure that any documents sent out to you have your correct name of: John B Henley Jr. They would like to thank you for your patience on this issue. SCFHP would like to apologize for any inconvenience this may have caused. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20720_23 020	19-Jul-22	July	18-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Primary Care Provider	ABRAHA M CABEBE	Family Practice	1.53E+09					You are upset about your access to care to your Primary Care Physician (PCP), Dr. Abraham Cabebe. You said you are having trouble scheduling an appointment with Dr. Cabebe. SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your complaint to Dr. Abraham Cabebe's office/Planned Parenthood. They have logged in your complaint. They will review this internally and use this as a learning opportunity to improve customer services. As a reminder, you may change PCP's at any time by calling Customer Service. If we can make the change you want, in most cases the change to your new PCP will be effective the first day of the next month. Please Call SCFHP Cal MediConnect Customer Service at 1-877-723-4795, Monday - Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-735-2929 or 711. Our records show that you have changed your PCP to Dr. Teresita Guanzon effective as of August 1, 2022. You can contact her office at (408) 272-3041 to receive your services. We hope you will be happy with new provider and receive the	N	Resolved in Favor of Member

VAM_202 20720_23 025	19-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Ancillary Care	VISTA MANOR NURSING CENTER	Unknown Physician Specialty	1.1E+09					You called your SCFHP's Case Manager regarding an incident that happened while in the care of Vista Manor Nursing Center. You shared that you were sent to your doctor's appointment on 7/19/2022 in cab by yourself. Additionally, you said you were in a lot of pain but were not given any pain medication prior to your appointment. You then needed to go to the emergency room to get your pain medication filled.	SCFHP's Grievance and Appeals Department reviewed your concerns. We forwarded your complaint to Vista Manor Nursing Center's Management for further review and response. The Vista Manor Nursing Center's Administrator responded and provided the following response: She shared that she had spoken with your son, Michael about this matter as he had brought it up to her attention. She informed us that you had an appointment and your son was supposed to meet you there but was late. The Vista Manor Nursing Center's van driver was not aware of this and dropped you off thinking your son was already inside waiting for you. They apologized for the miscommunication and she has provided education and coaching to the van driver. Vista Manor Nursing Center's Administrator also informed us that your son spoke with her about having personal escorts to take you to your appointment but		Resolved in Favor of Membe r

VAM_202 20722_23 077	19-Jul-22	July	18-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you received from the Grievance and Appeals (GA) Department. You said your complaint against Yellow Cab was modified and erased. Our Grievance and Appeals Department reviewed your complaint along with your complaint history and confirmed your complaint against SCFHP for changing your previous complaints (VAM_20220328_20438), was sent to SCFHP's Compliance Department for further investigation. SCFHP takes Fraud, Waste, and Abuse (FWA) seriously and works hard to protect your personal health information (PHI). Your case has been forwarded to SCFHP's Compliance Department for review of the FWA case and take additional action if necessary. SCFHP's Grievance and Appeals Department also reviewed the complaint you filed against SCFHP and Yellow Cab (VAM_20220401_20535) for being hung up on and feeling discriminated against. Discrimination is against the law. Santa Clara Family Health Plan (SCFHP) follows state and federal civil rights laws. SCFHP does not unlawfully discriminate, exclude people or treat them	Resolved in Favor of Membe r

VAM_202 20802_23 311	19-Jul-22	July	15-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								You stated that you received a bill from Sutter Tracy Community Hospital for \$3,667.89 for the date of service on June 20, 2022.	SCFHP's Grievance Department reviewed the bill you received from Sutter Tracy Community Hospital and contacted Patient Services about the date of service on June 20, 2022 for \$3,667.89. You can disregard the bill because your claim has been resolved. Please contact the SCFHP Customer Service Department at 1-800-260-2055 if you receive this bill again.	Resolve d in Favor of Membe r
VAM_202 20719_22 984	19-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								You are not happy with a bill you received from Stanford Children's Hospital for the date of service on 03/22/2022 in the amount of \$454.70. You are requesting us to assist with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your daughter received. You not have to pay for this bill. Stanford Children's Hospital participates with Medi-Cal, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Children's Hospital and asked them to stop billing you. Stanford Children's Hospital put her account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Stanford Children's Hospital because you do not have to pay the bill.	Resolve d in Favor of Membe r

VAM_202 20719_22 985	19-Jul-22	July		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09		Uphold	Adjudicat ed Properly	Your husband on your behalf called because you are appealing the denial you received for Authorization A0181227. This was denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. According to SCFHP CalMediconnect Member Handbook: Chapter 4: Benefits Chart, your request of non- emergency medical transportation will be covered if you have a completed Physician Certification Statement (PCS) form by your treating physician.			Resolve d in Favor of Plan

VAM_202 20719_22 991	19-Jul-22	July	18-Aug-22	Referred	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)						Partially Favorable	Adjudicat ed Properly	You are appealing the denied authorization, A0180449. This was a request for a continuous glucose monitor. This was denied because there is no evidence you tried the formulary (list of covered drugs) alternative, Freestyle Libre. In addition, your requesting physician is not contracted. According to Chapter 3 of your Member Handbook, you should be receiving services from contracted doctors.			Referre d

VAM_202 20720_23 021	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Telephon e Access									You are upset that you have been on the phone with Valley Health Center for 50 minutes. You were then given an appointment in August even though you have a problem now. You are also upset with your visit to Valley Health Center last week. You said that you waited a long time to be seen. You were told that there was no more room for you even though you had an appointment scheduled. You said you continued to wait a long time.	SCFHPâ€™s Customer Service Department and Grievance Department reviewed your complaint and forwarded your concerns to Valley Medical Center (VMC) to review internally. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. Please note that VMC has a multi-person call center. All calls are routed to designated customer service representatives. Wait times vary depending on the volume of calls that come in. There are also automated responses for you to leave messages or use their My Health Online portal. If you are able to use My Health Online, you can leave secure messages for your PCP, and they are reviewed and responded to within 48-72 hours. They informed us that their Valley Connections telephone system offers convenient hours of Monday through Friday 7:00am-9:00pm and Saturday through Sunday 8:00am-4:30pm. Your case	N	Resolve d in Favor of Membe r

VAM_202 20720_23 022	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Office Wait Time									You are upset that you have been on the phone with Valley Health Center for 50 minutes. You were then given an appointment in August even though you have a problem now. SCFHPâ€™s Customer Service Department and Grievance Department reviewed your complaint and forwarded your concerns to Valley Medical Center (VMC) to review internally. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. Please note that VMC has a multi-person call center. All calls are routed to designated customer service representatives. Wait times vary depending on the volume of calls that come in. There are also automated responses for you to leave messages or use their My Health Online portal. If you are able to use My Health Online, you can leave secure messages for your PCP, and they are reviewed and responded to within 48-72 hours. They informed us that their Valley Connections telephone system offers convenient hours of Monday through Friday 7:00am-9:00pm and Saturday through Sunday 8:00am-4:30pm. Your case was referred to our	N	Resolved in Favor of Member

VAM_202 20720_23 023	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	SHAHRIAR PARSA	General Practice	1.38E+09					You are upset because the staff at the office of Dr. Shahriar Parsa was rude. You stated that they have not returned any calls that you've placed in the past month. You are also upset because they mixed up your primary care provider, resulting in you calling to change providers twice and having to cancel an appointment in their office. Our Grievance Department reviewed your complaint and contacted Dr. Shahriar Parsa's management office for more information. They reviewed your complaint along with your medical records and confirmed you had an appointment scheduled with Dr.Parsa on 5/2/22. On the same day, you called to reschedule your appointment for 5/9/22. At that time, the front office informed you that your assigned primary care physician (PCP) was Dr. Burkhead and if you would like to establish care with Dr. Parsa, you would need to change your PCP. Unfortunately, for continuity of care, you will need to be assigned to Dr. Parsa. However, you may be seen by another physician for any urgent care services. Your records show your PCP has been changed and you have a scheduled appointment for 9/14/22. Dr. Parsa apologized for your experience and said customer service is their top priority and a staff huddle was conducted to remind	N	Resolved in Favor of Member

VAM_202 20720_23 026	20-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/20/2022. You said you have many problems with YC. You said these issues have been happening for the past 2 months. You said on 7/20/2022 you waited for over 3 hours. You said you called YC but they kept telling you it will 10-15 minutes before a cab will come. You said they have to cut your dialysis short because you are late to your appointments.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaint. The following are the findings from Yellow Cab's Management based on the investigation. According to their records, you had a scheduled transportation for 7/20/2022. Your ride was scheduled for an 8:00 am pick up which would suggest a 9:00 am appointment chair time. Your ride was dispatched as early as 7:47 am. However, YC encountered a problem which resulted in longer wait times. YC called you at 408-910-7307) at 8:13 am to notify you about the ongoing situation. You were not answering your phone. At 9:34 am a cab accepted the ride. YC called you multiple times to inform you that a cab was on the way but they were unable to contact you. The driver still came to your pick up location. The driver arrived at 9:41 am and completed the trip at 9:50 am. Unfortunately, estimated times of	N	Resolved in Favor of Member

VAM_202 20720_23 027	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Provider Refusal to Refer	DARITH S KHAY	Family Practice	1.3E+09					You are upset because you are having a respiratory problem and asked your primary care physician, Dr. Darith Khay, for a referral to a specialist. Dr. Khay declined providing a referral stating that you do not need one. You feel that Dr. Khay may not be equipped to handle this type of medical issue and you would like to switch primary care providers.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Dr. Darith Khay for internal review. Please be aware that SCFHP is working closely with Dr. Darith Khay to ensure that this does not happen again. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is	N	Resolved in Favor of Member

VAM_202 20720_23 029	20-Jul-22	July	4-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you were provided by Yellow Cab, transportation vendor. You shared with us that you had a ride scheduled for 7/20/2022 with Yellow Cab. You called Yellow Cab several times to get status on your ride request. You said that you waited over 3 hours and the cab did not arrive. You were informed that the previous cab was accidentally cancelled at 9:04am. You said that you did not cancel the ride.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaint along with the trip details for 7/20/2022. They said you were scheduled for a pick up ride at 8:00am. They shared with us on the day of your service, Yellow Cab had very limited cabs within your residence area. They said it took a while to locate a cab for your trip ride. Yellow Cab's Management said their Dispatching Staff outreach to you by phone call a couple of times to inform you of the present situation but you were unavailable. Yellow Cab's Management shared the Dispatching staff continued to look for a cab and successfully assigned a cab to your ride trip at 9:01am. They said during their phone call to you but due to the language barrier they said it was hard for their staff to understand you. Yellow Cab's Management said they listened to the	N	Resolved in Favor of Member

VAM_202 20720_23 030	20-Jul-22	July	21-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are not happy with Valley Medical Center (VMC). You said your doctor sent a referral for an urgent biopsy because they found a mass growing on your stomach. You said that the referral was turned down because VMC did not have the services available at the time. You said you needed to get this biopsy done. It has been two weeks since your doctor referred you. You stated that you need a referral outside of the network because VMC does not have anything available. You are requesting this to be urgent. You said you needed care immediately. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Clinical Review Nurse recommended you be referred to SCFHP Case Management Department to assist with scheduling a sooner appointment. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On 07/21/22 our Grievance Department referred you to our Case Management Department. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. SCFHP's Clinical Review Nurse has directed you to go to the nearest urgent care or emergency room if your symptoms worsen. You may also contact SCFHP's Nurse Advice Line at 1-877-509-0294, which can be found on your member ID card. During the call with the Nurse Advice Line, you may request a Tele-Health visit with doctor.	Y	Resolved in Favor of Member

VAM_202 20720_23 031	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service provided by Yellow Cab (YC). You stated that you have been waiting for YC since 12:00 p.m. on July 20,2022. You stated that you called YC multiple times and were told that the driver would arrive in 10 to 15 minutes. You previously stated that YC did not arrive on time, causing you to miss your appointment.	Our Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed and confirmed that you were scheduled for a 12:00 p.m. pick up on the date of service. YC dispatched as early as 11:39, but the assigned driver had an unexpected situation that caused him to cancel the trip, leaving YC scrambling for a backup. Because the majority of YC WAV drivers had their own scheduled pickups, finding a new driver proved difficult. The trip was completed at 13:14 p.m. after a new WAV was designated at 12:45 p.m. Please keep in mind that YC WAVs are typically assigned a day in advance to ensure on-time performance. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this	N	Resolve d in Favor of Membe r

VAM_202 20720_23 032	20-Jul-22	July	22-Jul-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You are appealing the denial you received for Authorization 20220711T8800744, suction assisted lipectomy, Stanford Medical Center. The request tells us your doctor asked for a surgery to remove fat from your body (lipectomy). This request was denied because this surgery is not covered by Medi-Cal. We made this decision based on The Medi-Cal Provider Manual TAR and Non-Benefit List:10000â€ 19999; January 2021. This appeal was requested to be expedited; this request meets Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as an expedited review and will be resolved within 72 hours.		Y	Resolvd in Favor of Membe r

VAM_202 20720_23 033	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude									You are not happy with the quality of service you received from your allergy clinic. You said the office refused to give you your shots because you were late. You also said that you received a letter from the office manager stating that you are no longer able to be seen at their clinic.	Our Grievance Department reviewed your complaint and contacted the Sutter Health allergy clinic management office for more information. They reviewed your complaint and, along with your medical records and notes, they have stated that they have an office policy stating that after arriving ten (10) minutes late is an automatic reschedule. Records indicate you arrived sixteen (16) minutes late for your appointment on June 18, 2022. Therefore, they were unable to see you and reschedule your appointment. In addition, your records show a dismissal letter from Mountain View and Los Gatos Allergy Department was sent on 7/27/22 because of disruptive behavior. It is your right to be treated with respect and dignity, giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information. It is your responsibility to treat all SCFHP personnel and	N	Resolved in Favor of Member

VAM_20220720_23034	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service								You are not happy with the quality of service you received from a Santa Clara Family Health Plan (SCFHP) Customer Service Representative (CSR). You said the CSR would not or forgot to cancel your ride after you had an Uber scheduled to pick you up on 6/17/2022. You are also upset that they would not process your request for a short notice ride for Tuesday 6/21/22.	Our Grievance Department reviewed your complaint and contacted our Call Center Management for more information. The Call Center Management reviewed your complaint along with the recorded call details for 06/17/2022 and found that you did not call to cancel your trip. You call to check on the status. Unfortunately, as stated in Section 4: Benefits and Services of our member handbook, rides need to be scheduled at least 3 business days (Monday-Friday) before your appointment. Therefore, the CSR was unable to book your short-notice requested ride. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_20220720_23035	20-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/20/22. You said you missed your dialysis appointment because they final said they had an available driver at 6:20am but that was too late. You said that this is not the first time your dialysis was cut short because YC was late.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaint. The following are the findings from Yellow Cab's Management based on the investigation. YC checked your transportation logs. According to their records your trip for 7/20/2022, was scheduled for an early 4:30 am pick up. At the time of dispatch, YC limited cabs available. YC informed you at 4:22 am about the challenges they were experiencing. You agreed to wait. YC was not successful with finding a cab till 6:01 am. However, you decided to cancel the trip. YC would like to extend their sincerest apology to you for missing your dialysis appointment. YC understands the importance of timely pick up especially with medical treatments. Unfortunately, estimated times of arrivals (ETA's) are unpredictable and could change depending on the situation. Going forward, YC will ensure to execute rides in a timely	N	Resolved in Favor of Member

VAM_202 20720_23 036	20-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									On June 11th, 2022, Sutter Health sent you a bill for \$456.60 for service provided on March 21st, 2022.	The SCFHP Grievance Department looked over the invoice you received from the Sutter Health Palo Alto Medical Foundation and got in touch with Patient Services to inquire about the \$456.60 in dates of service. Your dispute has been settled. Bill may be disregarded. Call the SCFHP Customer Service Department at 1-800-260-2055 if you get this bill again.		Resolve d in Favor of Membe r

VAM_20220720_23038	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	VHC - DOWNTOWN SAN JOSE	Unknown Physician Specialty	1.45E+09					You are upset because you don't feel your child received appropriate care/diagnosis when seen by VHC Downtown Urgent Care Center on 6/26/2022 and VHC Urgent Care on 6/29/2022. You would like to switch primary care providers and you would like to take your child to Mexico for a second opinion.	Your complaint was reviewed by the SCFHP Grievance and Appeals Department and discussed your concerns with Customer Relations for internal review. It is your right to change your PCP and/or Network of Providers at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can Call Customer Service at 1- 800-260-2055 (TTY 1-800-735-2929 or 711). Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll free. Or you can visit us online at www.scfhp.com for a choice of physicians and providers. SCFHP works hard to provide great service to our members and apologizes for any inconvenience this may have cause you. SCFHP looks forward to serving you in the future. As explained in your member handbook,	N	Resolved in Favor of Member

VAM_202 20720_23 039	20-Jul-22	July	19-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Non Covered Benefit	You do not agree with Santa Clara Family Health Plan (SCFHP) denied authorization number A0181504, a request for a pelvic MRI. This was denied because SCFHP only covers services that are medically necessary. The notes sent with the request show that the requested pelvic MRI (images of the inside of your body between your hip bones) is intended for treatment related to fertility.		N	Resolve d in Favor of Plan

VAM_202 20720_23 042	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Compliance	Fraud/Waste/Abuse	GEOFFREY TRENKLE	Unknown Physician Specialty	1E+09					You called because you said you received a bill for date of service 2/22/2022. You said you never saw this provider. SCFHP's Grievance Department reviewed your complaint. These are the following responses based on my investigation. I called (323) 268-673-1170, Los Angeles Center for Ear Nose Throat and Allergy. I spoke with the billing specialist Gabby. She informed me that the billed charges were for Covid Tests done on 2/11/2022, 2/22/2022, and 2/28/2022 performed at NorCal Santa Clara, location 1210 Coleman Avenue. She said you currently do not have any charges due or balance Billing. Your account is at zero. We apologize for the confusion and stress that this has caused you. We thank you for bring this to our attention for review. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	N	Resolved in Favor of Member

VAM_202 20720_23 043	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are unhappy with the quality of service provided by Yellow Cab (YC). You stated on 07/19/2022, you were scheduled for a 10:00 a.m. pick up and YC did not arrive until 11:00 a.m. You also mentioned YC asked for your gender inappropriately.	Our Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed and confirmed that you were scheduled for a 9:00 a.m. pick up on July 27, 2022. At 09:34 a.m., YC assigned a driver; however, the driver had to cancel the trip due to an unforeseen circumstance. Despite YC's best efforts, a new driver was not assigned until 10:42am, which was already past the timeframe. You had already left when driver arrived, so dispatch deviated from the standard no-show protocol. For the return trip, you called YC at 11:05 a.m. to activate the will call, but your return trip had to be canceled because when YC tried to contact you to provide updates, someone on the other end of the line said "it's a wrong number." Please be advised that the phone number YC has on file for you is (669)-356-2135, which is the phone number from which you called to activate your will call. Furthermore, YC Management	N	Resolved in Favor of Member

VAM_202 20720_23 045	20-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You called because you said you received another bill from Top Care for date of service 12/29/2021. You are requesting assistance with this bill again.	SCFHP's Grievance Department has reviewed the bill you received from Top Care and found that you should not be responsible. Our Grievance Department contacted Top Care and has asked them to remove the copay billed amounts because you should not be responsible. Top Care has agreed that you are not responsible for this. Please disregard the billing statement from Top Care because you are not responsible for the balance owed.	Resolved in Favor of Member

VAM_202 20720_23 046	20-Jul-22	July	26-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	BERNETTE C TSAI	Internal Medicine	1.06E+09					You are not happy with not being able to make an appointment in a timely manner with your Primary Care Provider (PCP), Bernadette Tsai, M.D. You state you are having severe pain and bladder control issues. You are feeling depressed due to this and you would like to be assigned to a PCP who can see you sooner and will refer you to a urologist. You are requesting this complaint be urgent because you said pain is a level 15 on a 1-10 scale.	Our Grievance and Appeals Department reviewed your complaint with SCFHP's Clinical Review Nurse case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria. Our Clinical Review Nurse recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services, which includes assisting with scheduling an appointment with a PCP or possibly assisting with switching to another PCP. On July 26, 2022, our Grievance Department referred you to our Case Management Department. Since you are assigned to the Valley Health Plan Network (VHP), you will be connected with a VHP Case Manager. You can connect	Y	Resolved in Favor of Member

VAM_202 20721_23 048	20-Jul-22	July		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		MICHAEL S LEONG	Anesthesi ology	1.32E+09		Uphold	Lack of Medical Necessity	You do not agree with a denial you received from Santa Clara Family Health Plan, authorization #A0174341, regarding a request for Non- Emergency Medical Transportation (NEMT). This was denied because your provider did not submit the required documentation: a signed Physician Certification Statement (PCS) for the request. SCFHP's Utilization Department made multiple attempts to obtain this document from your provider. You are asking for review and reconsideration.		N	Resolve d in Favor of Plan
VAM_202 20721_23 049	20-Jul-22	July	22-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	VALLEY HEALTH CENTER AT DOWNTOWN PHARMACY	Unknown Physician Specialty	1.28E+09				Patricia Reyes on your behalf called because he said you have been trying to reach your doctor named Cranberry at Valley Health Center. You said you need to get an authorization for a walking cane. You said your doctor gave you it but you lost it. You said you have called and left a message but did not receive a call back.		N	Resolve d in Favor of Membe r

VAM_202 20721_23 051	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow cab (YC). You mentioned calling YC for an ETA on your return ride. You stated that when you called YC, you were told there were no available cabs in your area and that pickup could take 30 minutes to an hour. You mentioned that YC is always late for pick-up and drop-off rides. You stated that you would like to switch to a more dependable vendor.	Our Grievance and Appeals Department spoke with YC Management about your concerns. YC Management reviewed and confirmed that your return trip on July 20, 2022 was scheduled for a regular cab, but you requested a wheelchair accessible vehicle (WAV). YC advised you to contact SCFHP to update the vehicle type. At 1:42 p.m., SCFHP rebooked your trip, requesting a WAV; however, your trip was cancelled minutes later. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP and YC is very sorry for any	N	Resolved in Favor of Member

VAM_202 20721_23 058	20-Jul-22	July	19-Aug-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Quality of Service	ID Card									You are upset with the quality of service from Santa Clara Family Health Plan (SCFHP) Customer Service Representative (CSR). You stated that you called in June to change your provider and address. You stated that your address had not been changed and that you had not received your ID cards. The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Call Center Management for more information. Call Center Management reviewed your complaint and confirmed that you requested to update your demographics on June 15, 2022. Your address was changed from 18468 PURDUE DR16 Saratoga CA to 16505 Oak View Circle Morgan Hill CA, and your ID cards were reissued. According to our records, the Customer Service Representative (CSR) informed you that SCFHP is unable to make permanent address changes and advised you to contact the state directly to make such changes. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this	N	Resolved in Favor of Plan

VAM_202 20721_23 061	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t								You are upset that you received a bill. This bill has the dates of service from 1/6/22 to 1/10/22 and has a total billed amount of \$240.84.	The Grievance and Appeals Department reviewed this grievance with Golden State Physician Network. They did not receive your Medi-Cal portions. Your bill has been pulled from collections and will be adjusted. It will take 15-45 days for the bill to be updated. You can disregard the statement until then.		Resolve d in Favor of Membe r
VAM_202 20721_23 062	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t								You are upset that you received a bill from Radiology Medical Group of Santa Cruz County. The dates of service are 3/2/2022 and 3/5/2022. The total billed amount is \$10.16.	The Grievance and Appeals Department reviewed this grievance with Radiology Medical Group of Santa Cruz County. They were unable to find a bill.		Resolve d in Favor of Membe r
VAM_202 20721_23 063	20-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t								You are upset about a bill you received from Team Health. The date of service is 01/06/2022 and the total billed amount is \$23.42.	The Grievance and Appeals Department reviewed this grievance with Team Health. They did not get our Medi-Cal payments. We faxed over the Explanation of Benefits showing the Medi-Cal payments. You can disregard your bill.		Resolve d in Favor of Membe r

VAM_202 20721_23 072	20-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Billing Statemen t	KADENCE HEALTHC ARE INC	Unknown Physician Specialty	1E+09				You are not happy that Kadence HealthCare because they withdrew a total of \$494.45 from your account. You shared with us that you did not give Kadence HealthCare permission to use your credit card on file. You said your credit card information was on file from a year ago but it does not give Kadence HealthCare the right to charge you.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance regarding the withdrawal of \$494.45 from your credit card. We contacted Kadence Health Care and they informed us that you were informed previously that the credit card would remain on file until the durable medical equipment (CPAP) was returned or paid off and owned. They shared that you did not provide them with the information that you had changed insurances as they are non-contacted with SCFHP. Kadence Healthcare informed us that your file is showing that zero is owed on your account. We reviewed your SCFHP Cal MediConnect Plan Member Handbook, Chapter 4: Benefits Chart, which states that SCFHP will pay for the following services: Durable medical equipment (DME) and related supplies. However, prior authorization may be required for DME. According to your records, you called SCFHP on 5/4/2022 and requested a Post Service Part C Appeal for Claim #22083E02952 for		Resolve d in Favor of Membe r
VAM_202 20720_23 041	20-Jul-22	July	19-Aug-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)						Partially Favorable	Lack of Medical Necessity	You are appealing a denied authorization, A0180938. This is a request for an arm MRI and a thoracic spine MRI. This was denied because we did not receive clinical notes.			Resolve d in Favor of Plan

VAM_202 20722_23 107	20-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call#SC0582951 < 7/21/2022 9:16:23 AM QuangK> 9:04AM - Called Insight Digestive Health 408-471- 2222 and spoke with Marie to confirm member's appt. for consultation. Per Marie, scheduler tried to call member and left several message for member. Conference called with Marie/Insight Digestive health with member to schedule consultation appt. on 8/15/22 at 8:50AM at 200 Jose Figures Ave. San Jose. Member accept the appt. Marie will email the new patient form. Member needs to bring insurance card on the appt. date. < 7/20/2022 5:01:37 PM QuangK> 4:49PM - 3rd attempted to call Insight Digestive Healthcare at 408-471- 2222 #6 in Queue and was on hold for over 8 mins. Call routed to voicemail box. left message to call Karen back. < 7/20/2022 2:38:52 PM VickyN> 2nd attempted reach out to Dr. Nguyen, Michelle's office 408-471-2222, waited for 15		N	Resolve d in Favor of Membe r

VAM_20220721_23052	21-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you received from a Santa Clara Family Health Plan (SCFHP) Customer Service Representative (CSR). You said you called the SCFHP on July 8, 2022, and you mentioned to the CSR that you were having an appointment in July with Dr. Tee Grace. You said you were told by the CSR that you would be assigned to Dr. Tee effective July 1. You said during your appointment on 7/20/22 that you were directed to call SCFHP because you were not assigned to Dr. Tee.	Our Grievance Department reviewed your complaint and contacted our Call Center Management for more information. The Call Center Management reviewed your complaint along with the recorded call details for 07/08/2022 and found coaching opportunities with the CSR. The Eligibility department has completed the change with an effective date of 7/1/2022. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our CSRs to provide great service to our members. SCFHP's Customer Service Department sincerely apologizes that this happened	N	Resolved in Favor of Member

VAM_202 20721_23 053	21-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude									You called SCFHP's Customer Service Department because you wanted to change your Primary Care Physician, Dr. Peter Fay. You shared with us that you do not feel safe going to Valley Health Center (VHC) Sunnyvale. You shared VHC has a lot of problems across the board. SCFHP's Customer Service Representative said she could assign you to Mayview Clinic in Mountain view but you declined. You informed the Customer Service Representative that you do not want to be assigned to a PCP but would like to be assigned to Stanford. The Customer Service Representative informed you that you must be assigned to PCP.	SCFHP's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They shared it has been internally documented regarding your dissatisfaction of the service provided to you. They would like to extend their gratitude for letting them know of your experience. It is their goal at Santa Clara Valley Medical Center to provide the best possible patient care and experience. The feedback received will serve a necessary component for improvement. According to our records, you are currently assigned to Dr. Peter Fay at Valley Health Center at Sunnyvale location. This became effective as of 8/1/2022. It is SCFHP's hope you find a PCP that works best for you. Reminder to contact Dr. Fay at (888) 334-1000 to schedule a new patient appointment and establish care for you. As a reminder, it is your right to change your	N	Resolved in Favor of Member

VAM_202 20721_23 054	21-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		JUDITH A GALARIO	Family Practice	1.97E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with a denial you received from Santa Clara Family Health Plan, authorization #A0180977, regarding a request for Non- Emergency Medical Transportation (NEMT). This was denied because your provider did not submit the required documentation: a signed Physician Certification Statement (PCS) for the request. SCFHP's Utilization Department made multiple attempts to obtain this document from your provider. You are asking for review and reconsideration.		N	Resolve d in Favor of Membe r

VAM_202 20721_23 057	21-Jul-22	July	15-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					Your mother on your behalf called because she is not happy with the services that you have received from Yellow Cab (YC) on 07/21/22. She said your pick up time was for 9:00 am. She said YC called her at 10:00 am to let her know they cannot make it on time. She also said she received a text message stating the driver was 14 minutes away and it was at 10:24 am. She said YC does not seem to follow a schedule. They just look for the nearest driver in the area. She also said she noticed on the application tracker that the cab was 0 minutes away but there was no driver that arrived under Cab Driver 1918. She said she wants to make sure you make it on time for appointments and this does not occur again.	SCFHP's Grievance and Appeals Department reviewed your complaint and sent it to Yellow Cab's Management for review. Yellow Cab's Management reviewed your complaint and your trip details for 7/21/2022. Yellow Cab's Management confirmed you had a scheduled pick-up time of 9:30 am. Unfortunately, Yellow Cab's dispatch was not able to assign a driver to your ride until 10:19 AM. The driver arrived at 10:33 AM and tried calling you however there was no response. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Yellow Cab apologizes for	N	Resolved in Favor of Member

VAM_202 20721_23 059	21-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 7/22/2022 YC did not pick you up for your 9:00am appointment. You said YC called you at 8:40am to let you know they would be there in 10 minutes, but it was already late.	SCFHP's Grievance Department reviewed your complaint with Yellow Cab's Dispatch Manager. Yellow Cab's Dispatch Manager reviewed your trip log details for 7/21/2022 and found that the pickup was scheduled for 8:00am. Which YC has a one-hour pick-up window of 9:00am. A driver was assigned at 8:29 am, but you cancelled the trip. YC said given the remainder of the time and despite the struggles of finding an available cap in Milpitas. You could have still made it on time to your appointment. On the other hand, your return trip was a no-show. You called at 04:05pm to activate your return ride. The trip was immediately assigned to a driver and the driver arrived at 04:08pm, but you were not seen at the pick-up location. YC tried calling but you did not answer, which resulted in a no show. Your case was also sent to our Quality team for review of possible quality issues. Our medical	N	Resolved in Favor of Membe r

VAM_202 20721_23 060	21-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Ancillary Care	NATIONAL SEATING & MOBILITY INC	Unknown Physician Specialty	1.38E+09				You are not happy with the services that you have received from National Seating and Mobility. You said your scooter has been broken for almost a year. The first person who came out to fix your scooter did not know what was wrong with the scooter. Then the same person came back and you were told that it was a brake issue. He fixes the issue then additional problems happen. You said they took your scooter back to the shop. You said it was still beeping. You said you were told that you would have to schedule an appointment to have someone look at the scooter in the shop.	The Grievance and Appeals Department reviewed this grievance with National Seating and Mobility. We attempted to reach out to them multiple times. We did not get a response. We forwarded their lack of response to our Provider Network Department for follow-up. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member
VAM_202 20721_23 064	21-Jul-22	July	22-Jul-22	Resolved in Favor of Plan	Cal MediConn- ect Pre- Service Part D Appeal	Pre- Service Redetermina- tion (Authoriza- tion)		RACHEL AVIV	Internal Medicine	1.05E+09		Uphold	Criteria Not Met (ST, QL, NF)	You, on your father Raji Sakr's behalf do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #30170, a request for Dayvigo 10 MG. This was denied as you did not meet criteria for coverage. You are requesting reconsideration on his behalf. You shared that his ordering physician recommended it		N	Resolved in Favor of Plan

VAM_202 20721_23 065	21-Jul-22	July	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									On 07/14/2022, you received a bill for \$ 1,461.00 from Regional Medical Center for the date of service 02/21/2022.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Regional Medical Center participates with MediCal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Regional Medical Center and has asked them to remove the billed amounts from your account because you should not be responsible. Regional Medical Center has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Regional Medical Center because you are not responsible for the balance owed.	Resolve d in Favor of Membe r

VAM_202 20721_23 066	21-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	SANJAY K AGARWAL	Pulmonar y Disease	1.48E+09					You are not happy with the quality of service you received from Dr. Sanjay K. Agarwal's office staff member. You shared with us that you had an appointment on 6/27/2022 to get set up for an apnea test. You said that the staff member did not know what she was doing and she did not explain anything about the machine. You were not told that there was a wire inside or how to plug it in. You said the staff member took the machine out of the suitcase and told you to use it at home. Once you got home, you didn't know how to connect anything as you were not shown by the staff member. You took back the machine to the clinic the next day. The staff member informed you that the "wire was not supposed to go there". Dr. Agarwal came out to the front to see what was going on and after you left the office. You received a call from Dr. Agarwal's office and they informed you that they would need to reschedule your appointment and you would need to pay for the wire damage you caused on the machine. The	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Dr. Sanjay Agarwal directly for further investigation and review. We made multiple attempts to obtain an update and response from Dr. Agarwal. Unfortunately, Dr. Agarwal or his office management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Dr. Agarwal. SCFHP regrets that you are experiencing these challenges, but take your concerns seriously. It is your right to receive the needed and appropriate medical treatment and care. Additionally, Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20721_23 067	21-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	STANFOR D HEALTH CARE	Unknown Physician Specialty	1.44E+09					You are upset about a CT scan on 07/18/2022. You were told that your CT scan was for the abdomen and thorax instead of your throat. You had to get an appointment on 07/21/2022 to get a CT scan for your throat. You were told you needed to sign a paper and that it required an authorization. You also were told that you were liable for the bill if SCFHP does not pay for the bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your complaint to Stanford Health Care. These are their responses based on their investigation. A review of your records show that your exams were authorized. Further review of your records show that you were scanned for a CT Thoracic Spine without contrast and CT Abdomen Pancreas with IV Contrast Chest Abdomen Pelvis with IV Contrast with 3D on 07/19/22. On 07/18/22, at the time of scheduling, the patient's representative was advised that the CT Chest is no longer needed and will be included in the scan for 07/19/22. After seeing/speaking with your doctor, you were advised to contact Radiology Scheduling to schedule a CT Chest. The Radiology Scheduling Team should have been able to determine if the exam is a duplicate and	N	Resolve d in Favor of Membe r

VAM_202 20721_23 068	21-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Provider Care	STANFOR D HEALTH CARE	Unknown Physician Specialty	1.44E+09					You are upset about a CT scan on 07/18/2022. You were told that your CT scan was for the abdomen and thorax instead of your throat. You had to get an appointment on 07/21/2022 to get a CT scan for your throat. You were told you needed to sign a paper and that it required an authorization. You also were told that you were liable for the bill if SCFHP does not pay for the bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your complaint to Stanford Health Care. These are their responses based on their investigation. A review of your records show that your exams were authorized. Further review of your records show that you were scanned for a CT Thoracic Spine without contrast and CT Abdomen Pancreas with IV Contrast Chest Abdomen Pelvis with IV Contrast with 3D on 07/19/22. On 07/18/22, at the time of scheduling, the patient's representative was advised that the CT Chest is no longer needed and will be included in the scan for 07/19/22. After seeing/speaking with your doctor, you were advised to contact Radiology Scheduling to schedule a CT Chest. The Radiology Scheduling Team should have been able to determine if the exam is a duplicate and avoided scanning	N	Resolved in Favor of Member

VAM_202 20721_23 069	21-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	NGOC- LAN LE	Family Practice	1.12E+09				You are not happy with the quality of service you received from Dr. Le Ngoc Lan. You said you had an appointment on 7/21/2022 and you asked Dr. Le for a glucose monitor. You also said you told Dr. Le you were feeling like you wanted to faint, and the doctor's response was that "she doesn't help pregnant women" and that you should talk to your OBGYN. You said you brought your concerns to your OBGYN. However, she referred you back to Dr. Le for a prescription. You mentioned you have been asking for medication since you were 8 weeks pregnant. You said Dr. Le is rude and unprofessional.	SCFHP's Grievance Department reviewed your concerns with Santa Clara Valley Medical Center's Customer Relations. We made multiple attempts to contact them. We did not get a response to the complaint. We informed our Provider Relations Department that Santa Clara Valley Medical Center did not respond to this grievance. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20721_23 070	21-Jul-22	July	18-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	CHARLYN E JULAO	Family Practice	1.46E+09					You are not happy with the untimely access to care to see your Primary Care Physician (PCP) Dr. Charlyne Julao. You said the next available appointment is not until 10/27/2022. You need to see your PCP sooner to receive the medical services you require. Our Grievance and Appeals Department has contacted Dr. Julao's office for more information. They reviewed their medical records and were unable to find you as an established patient. They also were unable to find any documented calls. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. You have rights and responsibilities as a member of SCFHP. You have the right to receive needed and appropriate medical care, including preventive health services and health education. You have the responsibility of your health and to talk with your health care provider so you can develop a strong relationship based on trust and cooperation. You also have the responsibility to call	N	Resolved in Favor of Member

VAM_202 20721_23 071	21-Jul-22	July	15-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									On 07/06/2022, you received a bill for \$ 346.00 from Sutter Health Palo Alto Medical Foundation for the date of service 04/11/2022.	SCFHP's Grievance Department reviewed the bill you received from Sutter Health Palo Alto Medical Foundation and contacted Patient Services regarding the date of service 04/11/2022 for the amount of \$346.00. Your claim is being processed and forwarded to your insurance company for payment. You can disregard the bill. Please allow 30-45 days for reprocessing. If you receive this bill again, please contact the SCFHP Customer Service Department at 1-800-260-2055.		Resolve d in Favor of Membe r

VAM_202 20721_23 073	21-Jul-22	July	19-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Lack of Medical Necessity	You do not agree with Santa Clara Family Health Plan (SCFHP)'s denied authorization number A0176160, a request for an MRI of the wrist. This was denied because it does not meet SCFHP guidelines. You are requesting this to be expedited because you have an appointment scheduled for August 5, 2022, for an MRI. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolve d in Favor of Plan

VAM_202 20722_23 074	21-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC). You said that you were assigned four different drivers for your return ride according their application. However, all of your rides were cancelled. You said you called them at 4:07 pm and got a hold of the last driver assigned and that is when you were informed of the cancellations.	Our Grievance Department reviewed the complaint with Yellow Cab. Yellow Cab did inform us that there were some challenges presented at the time when the return ride was activated at 4:07pm. Two of the three assigned cab drivers cancelled last minute. There were no drivers in the Los Gatos area, as they were all booked. Yellow Cab did attempt to look for drivers outside of the perimeter, but wasn't successful until 4:56pm. As the driver was on their way to pick you up, you had already cancelled your ride at 5:03pm. Yellow Cab did apologize for the long wait and for the confusion. Even with the challenges presented Yellow Cab was still able to allocate a driver on time. You can always contact Yellow Cab Customer Service hotline for real time update. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care,	N	Resolved in Favor of Member

VAM_202 20722_23 075	21-Jul-22	July	28-Jul-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		VIBHA MOHINDR A	Pulmonar y Disease	1.4E+09		Uphold	Non Covered Benefit	You, on your spouse, Kaushalya Golani's behalf do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #29963, a request for Siltussin DM Cough Syrup. This was denied as you did not meet criteria for coverage. You are requesting reconsideration on her behalf. You shared that her pulmonary provider is prescribing this to her.		N	Resolve d in Favor of Plan

[illegible]

VAM_202 20725_23 114	21-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude									You are not happy with the quality of service you received from Nurse Practitioner (NP) Dolores Aguilar. You said you asked for a glucose meter and Dr. Aguilar said "what makes you think you can afford that?" You mentioned that you had been having issues with her since the beginning of your pregnancy.	SCFHP's Grievance Department reviewed your concerns with Santa Clara Valley Medical Center's Customer Relations. We made multiple attempts to contact them. We did not get a response to the complaint. We informed our Provider Relations Department that Santa Clara Valley Medical Center did not respond to this grievance. Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_20220722_23079	22-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are unhappy with the quality of service from Green Cab (GC). You stated that GC was late for pick up. Our Grievance and Appeals Department reviewed your complaint and forwarded it to Green Cab Management for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Green Cab to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP is very sorry for any inconvenience this may have caused. SCFHP looks forward to better serving you in the future.	N	Resolved in Favor of Member

VAM_202 20722_23 081	22-Jul-22	July	25-Jul-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)							Overtun	Medical Necessity Met w/ Additional Informati on	call#SC0585533 7/22/2022 9:21 AM TamL Member c/b phone#: 669- 294-6015. Member wanted to submit an EXPEDITED APPEAL for a denial authorization for home nurse visit PA#: A0178731 status: DENIED For Additional HH - G0299 -DIRECT HHS/HOSPICE RN EA 15 MIN x6 visits. Reason for appeal: Member stated that she is already 3 visits behind for her wound care. Member cannot do the dressing herself. Member doesn't want to get infected again or else they have to put her in the hospital and she doesn't want that. Informed member that CSR will forward the case over to G&A department for further follow up and review. The processing timeline for expedited request is 72 hours from the date that the appeal is received. Informed member that Member will receive a verbal acknowledgement within 24 hours from the date the appeal is received. Member agreed and		Y	Resolve d in Favor of Membe r

VAM_20220722_23084	22-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09				You are upset that Yellow Cab has been arriving late to your pick up destination, causing you to be late to your appointments. You also stated that the driver stops at red lights and then proceeds through the red light before it turns green. Our grievance department has reviewed your complaint and contacted Yellow Cab's management for more information. Yellow Cab's management reviewed your complaint along with your trip details from January 2022-July 2022. During the course of their review, they confirmed all rides were on time except on July 19, 2022. Your ride details for July 19, 2022 document the ride was three minutes behind schedule. Yellow Cab's management is very sorry to hear of your experience with their driver and explain that driver and passenger safety is their top priority. Yellow Cab has a zero tolerance policy about reckless driving and will take any further action needed if they find it necessary. In addition to filing a complaint with SCFHP, Yellow Cab's management encourages you to contact Yellow Cab directly to report any unsafe driving. Your case was sent to our Quality team for review of possible quality issues. Our medical	N	Resolved in Favor of Member

VAM_20220722_23085	22-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	SARA PINKEL	Internal Medicine	1.63E+09				You are upset with the quality of care from Valley Health Center (VHC) Tully. You stated that VHC Tully does not provide adequate care from your primary care physician's office to the pharmacy, and that they have long wait times. You stated that you have been requesting a referral to a cardiologist for the past two years, but no provider will refer you and ignores your health concerns. You also stated that you requested that your MRI be sent to a different lab, but your provider referred you to the same lab.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Valley Health Plan (VHP) for more information. VHP reviewed your complaint as well as your medical records. Your records show that your authorization 81984880 for an MRI at Stanford was redirected to Valley Radiology because Stanford is not in network. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment	N	Resolved in Favor of Member

VAM_20220722_23086	22-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	MICHELLE KIANG	Unknown Physician Specialty	1.26E+09				You are upset with the quality of care from Valley Health Center (VHC) Tully. You stated that VHC Tully does not provide adequate care from your primary care physician's office to the pharmacy, and that they have long wait times. You stated that you were told VHC Tully only have one mental health provider and no other mental health providers available in network.	SCFHP's Grievance and Appeals Department reviewed your complaint and contacted Customer Relations for additional information. Customer Relations looked over your complaint as well as your medical records. According to your medical records, the request for mental health given on May 9, 2022. Customer Relations was unable to provide information about mental health due to confidentiality. Our Grievance and Appeals Department referred you to our Case Management Department on August 18, 2022. Case management services are available to assist you in selecting the best service for your needs. Your Case Manager will assist you in communicating with your provider and understanding your plan of care as well as coordinating health care and support services. Since you are assigned to the Valley Health Plan Network (VHP), you will be connected with a VHP Case Manager. You can connect with your case manager by	N	Resolved in Favor of Member

VAM_20220722_23087	22-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	PACIFIC PULMONARY SERVICES	Unknown Physician Specialty	1.8E+09					You are upset about a bill you received from Pacific Pulmonary Services. It has a date of service of 06/02/2022 and has a total billed amount of \$52.12.	The Grievance and Appeals Department reviewed this grievance with Pacific Pulmonary Services. We reviewed your account and found that your \$52.12 is your co-insurance amount. SCFHP cannot remove the co-insurance amount and this bill will need to be paid.	N	Resolved in Favor of Member

VAM_20220722_23089	22-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said YC failed to pick you up on your last four (4) rides. You mentioned on 7/18 that YC arrived at 4:00 pm and your appointment was at 3:10 pm. You said you called four to five (4-5) times and you were advised the cab would arrive in 10 minutes, but it arrived late. SCFHP's Grievance Department reviewed your complaint with Yellow Cab's Dispatch Manager. Yellow Cab's Dispatch Manager reviewed your trip log details for 7/18/2022 and found that the pickup time was scheduled for 2:10 pm. The trip was dispatched as early as 1:56pm. Unfortunately, that day there was a massive number of calls received, which caused the delay. YC experienced a longer wait than usual. YC said they had informed you of the situation. A cab was assigned until 3:36pm and the driver arrived at 3:45pm. However, you did not need the ride anymore. YC has checked your ride records for June and July. In June there was one scheduled ride which was completed with no delay. In July there were two rides, one on 7/8/22 and one on 7/18/22. On 7/8/22, pickup was completed but the return ride was cancelled by default. YC apologized for the inconvenience and understands the	N	Resolved in Favor of Member

VAM_202 20722_23 090	22-Jul-22	July	22-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service								You are not happy with the services that you have received from Selenia Representative (CSR). You said you called on 7/22/2022 to follow up on an outstanding bill. You said you felt the CSR had zero compassion and her tone was very condescending. You said she was rude and refused to answer your questions.	We have reviewed your complaint and sent it to Call Center Training and Quality management for review. Call Center Training and Quality management has reviewed your complaint regarding your call to the call center on 7/22/2022. They will provide coaching to the customer service representative. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member
VAM_202 20722_23 092	22-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	CHRISTIA N FOGLAR	Orthopedi c Surgery	1.78E+09					You called because you said you received a bill from Dr. Christian Foglar for dates of services 04/18/2022 and 04/27/2022. The amount of the bill is \$92.57. You are requesting assistance with this bill.	The Grievance and Appeals Department reviewed this grievance. They found that the statements did not match the amount paid. They are reviewing your bill. You can disregard your bill.		Resolved in Favor of Member

VAM_20220722_23096	22-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 7/22/2022 you said YC advised you of an estimated arrival time of ten (10) minutes. However, it has been twenty (20) minutes and they have not arrived yet. You said YC should not be lying about the time.	SCFHP's Grievance Department reviewed your complaint with Yellow Cab's Dispatch Manager. Yellow Cab's Dispatch Manager reviewed your trip log details for 7/22/2022 and found that the pickup was completed with no delay. On the other hand, your return trip was supposed to be completed on time only if you had been at the pick-up location. You called at 11:56am to activate your return ride. The trip was assigned to a driver and the driver arrived at 12:26 pm but was marked as a no show at 12:36 pm because you were not at the pick-up location. Later on the day, you called at 12:56pm and informed YC you were still waiting for the ride. YC immediately dispatched another ride and you were informed about the present challenges. Another cab wasn't assigned until 3:14pm and the driver arrived at 3:35pm, but you cancelled the ride, resulting in another no show. YC apologized for the inconvenience and understands the importance of timely	N	Resolved in Favor of Member

VAM_202 20722_23 101	22-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	LUHUA CHENG	Internal Medicine	1.6E+09					You are not happy with the quality of care you have received from your Primary Care Provider (PCP), Lehua Cheng, M.D. You said. Dr. Cheng does not attend to your medical needs. You said you were referred to a chiropractor for head and neck spasms in February 2022 and told Dr. Cheng that you were just given medication however Dr. Cheng did not refer you to another specialist. You feel like Dr. Cheng was trying to rush your visit and you left the visit without a detailed explanation or evaluation. You have requested to change your PCP.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Dr. Luhua Cheng for internal review. Please be aware that SCFHP is working closely with Dr. Luhua Cheng to ensure that this does not happen again. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is	N	Resolved in Favor of Member

VAM_20220722_23102	22-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	Discrimination	VERONICA D HEREDIA	Unknown Physician Specialty	1.46E+09					You are not happy with the quality of service you received from Dr. Heredia Veronica. You said that you feel because you are Mexican, Dr. Heredia says you have high blood pressure and always talks about having a "fat liver". You said you brought your concerns about some rash/bumps on your body to Dr. Heredia. You said Dr. Heredia advised you to use AVENO. However, it has been three (3) years and it has not gone away. You mentioned you could not talk to Dr. Heredia freely without her making you nervous.Â	Our Grievance Department reviewed your complaint and contacted Dr. Heredia's management office for more information. They reviewed your complaint along with your medical records and confirmed that the recommendations provided to you were following medical guidelines which are set to improve quality of care. Dr. Heredia denies any kind of discrimination against you and apologized if you felt this way. According to your medical records and notes, your blood pressure has been high since June 1, 2020. As per the American Heart Association (AHA) guidelines, home BP readings are recommended and BP home readings are advised. Dr. Heredia does not recall diagnosing you with a fatty liver. The doctor says you have not had any lab or imaging testing done for this diagnosis. Dr. Heredia says you were diagnosed with Keratosis Pilaris on 12/10/2019, which is	N	Resolved in Favor of Member

VAM_202 20722_23 103	22-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	VERONIC A D HEREDIA	Unknown Physician Specialty	1.46E+09				You are not happy with the quality of service you received from the staff at Dr. Heredia's office. You said you thought your daughter had an appointment on 7/22/2022 with Dr. Heredia, but when you arrived you were told your appointment was last week. You said you asked if you could be seen, but they said they had a lot of people. You said the staff was not clear with her response and you waited for thirty (30) minutes outside for an answer. You said Dr. Heredia came out and you asked if you could be seen, but you were told you could not be seen. You mentioned that Dr. Heredia and her staff were rude.	Our Grievance Department reviewed your complaint and contacted Dr. Heredia's management office for more information. They reviewed your complaint along with your medical records and confirmed you had an appointment scheduled on 7/5/22, which was a no show. Dr. Heredia's office contacted you and the missed appointment was rescheduled for 7/15/22 at 11 a.m. Again, you did not show up or call to cancel the appointment. Dr. Heredia mentioned that her office sends appointment reminders a day before the scheduled appointment to make sure patients attend their appointments. On 7/22/22, you arrived at Dr. Heredia's office, where you were informed that your appointment was last week. However, the staff would inform Dr. Heredia about the situation and see what they could do. Dr. Heredia said she went and talked to you about your appointment being last week, to which	N	Resolved in Favor of Member

VAM_20220722_23104	22-Jul-22	July	15-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/22/2022. You said your appointment was at 2:30 pm. You said you should have been hooked up to your machine already. You said you called YC and they told you there were not drivers available. You said it took 3 hours to pick you up and it took 3 hours to take you back home.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaints. The following are the findings based on the investigation. YC checked your transportation logs. According to their records the assigned wheel chair access (WAV) driver had to cancel the ride due to an unforeseen conflict. Find a WAV replacement proved difficult since YC only had limited WAVs operating in San Jose which were all busy at the time of dispatch. YC was able to find a WAV driver at 2:14 pm. A few minutes later, the driver called in to cancel since because he still had a prior scheduled trip to finish. At 3:26 pm, YC found a WAV that was available to pick you up however, you cancelled your trip. All WAV trips are designated a day prior to ensure timely performance. Also on 7/21, your return ride was activated at 3:02 pm but the assigned WAV driver had to finish up a prior booking which unexpectedly took him longer. Driver arrived at 5:00 pm	N	Resolved in Favor of Member

VAM_20220722_23106	22-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	STANFORD MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					You on your mother, Yuet Cheung's behalf called our Customer Service Department regarding a bill she received from Stanford Healthcare. This bill is for the services she received on 2/16/2022 and 8/11/2021 for the amount of \$402.44 and \$34.61. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your mother received. She does not have to pay for this bill. Stanford Medical Center Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Medical Center Hospital and asked them to stop billing her. Stanford Medical Center Hospital put her account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Stanford Medical Center Hospital because she does not have to pay the bill. Please note the adjustment can take 45-60 days to process.		Resolved in Favor of Member

VAM_20220722_23109	22-Jul-22	July	2-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement								You are upset because you received a bill from Dr. Clarence Allegakoen. It has the dates of service of 01/22/2022 to 01/25/2022 and it has a total billed amount of \$116.60.	The Grievance and Appeals Department reviewed this grievance with Bass Medical Group. They accept Medicare and Medi-Cal. They did not receive your Medi-Cal payment. I sent over an Explanation of Benefits that goes over both payments. They will review your grievance. You can disregard the bill.		Resolved in Favor of Member
VAM_20220722_23111	22-Jul-22	July	28-Jul-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	QUANTUM BAY AREA HOSPITALIST MEDICAL GRP INC	Unknown Physician Specialty	1.9E+09					You called our Customer Service Department regarding a bill you received from Quantum Bay Area Hospitalist Medical Group. This bill is for the services you received on 1/12/2021, 1/13/2021 and 1/14/2021 for the amount of \$727.00, \$374.00 and \$374.00. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Quantum Bay Area Hospitalist Medical Group participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Quantum Bay Area Hospitalist Medical Group and they already removed this amount from your account. Please disregard the billing statement from Quantum Bay Area Hospitalist Medical Group because you do not have to pay the bill.		Resolved in Favor of Member

VAM_202 20725_23 112	22-Jul-22	July	19-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t							You are upset about a bill you received from Acute Care Surgery Medical Group. It has a date of service of 01/07/2022 and has a total billed amount of \$24.88.	The Grievance and Appeals Department reviewed this grievance with Acute Care Surgery Medical Group. They said that your billed amount is your co-insurance. SCFHP reviewed this and found that this is your co- insurance. We are unable to remove this billed amount.		Resolve d in Favor of Membe r
VAM_202 20725_23 113	22-Jul-22	July	29-Jul-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		VI NGO	Physician Assistant	1.1E+09		Overturn	Medical Necessity Met w/ Additional Informati on	recv'd via email a request to appeal deny medication DEFERASIROX 180 MG TABLETS			Resolve d in Favor of Membe r

VAM_202 20722_23 110	22-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call#SC0585932 7/22/2022 11:23 AM MayraR Mariam Rad, mom, 949-344-9492 Verified name/dob/address Mom shares member needs to get vaccine, Varicella, and her pcp has an apt sept 6th since member needs this done before school; she needs something sooner Spoke w/ Lyn from IHC (408) 283-7676 she said nothing available until Sept 6th No cancellations provided this information to mom and she is ok with changing providers to get sooner apt discussed services received this month, ER visit 7/6/22. mom shares she likes Washington Clinic on 100 Oak St. called (408) 295-0980 Brittney booked apt for 8/8/22 and mom was content with this apt discussed net change SCFHP to VHP, auths, referrals or specialty services pending none pcp change eff 8/1/22, id arrives 7-10 bus days , educated about	N	Resolved in Favor of Member

VAM_202 20725_23 116	25-Jul-22	July	23-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Primary Care Provider	PETER M FAY	Internal Medicine	1.15E+09					You are upset about your access to care to your Primary Care Physician (PCP), Dr. Peter Fay. You said that Dr. Fay's next appointment is three (3) months out.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We have forwarded your concerns to Santa Clara Valley Medical Center's (SCVMC's) Customer Relations Department. They will review your complaint internally. They will investigate and enact the appropriate disciplinary actions if necessary. They will also use this as a learning opportunity to improve quality services. If you would like to change your PCP, you may contact our Customer Service at 1-877-723-4795, Monday - Friday from 8:00 AM to 8:00 PM for a list of doctors. Our records show that you have changed your PCP to the providers at MAYVIEW/RAVENSWOOD MT VIEW. This is effective as of September 1, 2022. We hope you will be happy with your new providers. In addition, your case was referred to our Quality Department for review of potential quality issue(s). Our Quality Department seeks to ensure that	N	Resolved in Favor of Member

VAM_202 20725_23 118	25-Jul-22	July	23-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/25/2022. You said your appointment time was at 9:00 am. You said that it was already 8:00 am and YC did not show up yet for your ride. You said you wanted to inform the clinic that you will be late.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you had a trip on 7/25/22. Scheduled pickup time was set up at 08:00 am which would suggest us a 09:00 am appointment chair time. The trip was dispatched early at 07:46 am. You were informed at 08:38 am that YC had delays. You were given a 15-20 minute estimated time of arrival (ETA). The driver arrived at the pickup location at 08:59 am and trip was completed at 09:11 am. On the other hand, your return trip on the day of service was successfully completed with no delays. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused	N	Resolved in Favor of Membe r

VAM_202 20725_23 119	25-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Prescribin g Delay	GARDNER FAMILY HEALTH NETWORK INC	Unknown Physician Specialty	1.08E+09					You are not happy with the quality of care you have received from your doctor with Gardner Health Care. You said the doctor refused to prescribe diabetic medication for several months. You have requested to change your Primary Care Provider (PCP) because of this issue.	Good afternoon, We have investigated your complaint regarding Gardner Health Care. You had a telephone appointment with Elizabeth Wimmer, NP on 04/05/2022. The appointment was to discuss diabetes, lab work and a follow up on heart palpitations. You were unhappy with the care provided during that call and have requested to transfer to a new primary care provider. We have received medical records showing documentation of the call with Nurse Practitioner, Elizabeth Wimmer. She notated that she discussed your current A1C along with treatment goals. As a member of Santa Clara Family Health Plan (SCFHP), you have rights and responsibilities for treatment. You have the right to receive needed and appropriate medical care, including preventive health services and health education. The right to be treated with respect and dignity, giving due consideration to your right to privacy and the need to maintain confidentiality of	N	Resolve d in Favor of Membe r

VAM_202 20725_23 120	25-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay	BRANNO NS MEDICAL	Unknown Physician Specialty	1.64E+09					You are unhappy with the quality of service from Brannon's Supplies. You stated that the supplies you have been receiving are of a different type. You stated that you attempted to contact the vendor twice this month to replace your order and that they were unhelpful. You stated that this has been going on since the vendor's management changed.	The SCFHP Grievance and Appeals Department reviewed your concerns and contacted Brannon's Medical for more information. Brannon's Medical reviewed your complaint as well as your medical records and confirmed that a Quattro Air large mask was sent to you on July 29, 2022. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20725_23 121	25-Jul-22	July	23-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab. You said on 7/25/2022 you had an appointment at 8:20am and YC did not pick you up. You said YC called you to let you know they were going to be late. You mentioned you had to cancel your appointment and this is not the first time this has happened. You said they should be more responsible for members' health.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 07/25/2022 and confirmed you had two scheduled rides on 7/25/22. The first ride was scheduled for a 7:30 a.m. pickup from Mountain View to Palo Alto. The Wheelchair Accessible Vehicle (WAV) rides are designated a day prior to ensure timely performance. However, the assigned driver had an emergency, which led to the cancellation of the ride. YC said they contacted you at 7:59am to inform you that it would take a few minutes more to assign you a new WAV, which you agreed to wait for. Trip was not successfully reassigned until 8:13 am. The trip was canceled by you or the health plan with no reason provided. On the other hand, your second trip from Mountain View to Redwood City was scheduled for a pick-up at 1:05pm and as early as 10:23am you called to	N	Resolved in Favor of Membe r

VAM_202 20725_23 122	25-Jul-22	July	15-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Emergenc y Medical Transport ation (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have been receiving from Yellow Cab (YC). You said you have been having issues with YC getting to your Dialysis on time. You said your chair time is 7:00 am. You said you were dropped off at Dialysis at 9:15am on 7/25/2022. You said this makes it very difficult for your treatment as sometimes they will not see you because you are late.	SCFHP's Grievance and Appeals Department reviewed your complaint and sent it to Yellow Cab's Management. Yellow Cab's management reviewed your complaint along with your trip details for 7/25/2022. Unfortunately, Yellow Cab did not have a driver available for your 5:30 AM pick up until 7:42 AM. Their system shows the driver arrived at 8:08 AM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both Yellow Cab and SCFHP sincerely apologize that this happened and look forward to serving you in the future.	N	Resolved in Favor of Member

VAM_202 20725_23 124	25-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from a driver with Yellow Cab. You said the driver was not nice and made you exit the vehicle to take your Covid test. We have reviewed your grievance and forwarded your complaint to Yellow Cab's (YC) management. They have reviewed the details of the trip and found that the dispatch center and driver were unaware that the trip was a drive-thru service. Once they were notified, the driver was contacted, however, he was already away from that area. They apologize for any inconvenience this may have caused. Your complaint was also sent to our Call Center Management to provide additional coaching to the Customer Service Representative if needed. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical	N	Resolved in Favor of Member

VAM_202 20725_23 126	25-Jul-22	July	23-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	ALFREDO RAMIREZ	Family Practice	1.43E+09					You are upset with the access of care from your primary care physician (PCP) Dr. Alfredo Ramirez. You stated that you are not feeling well and need an appointment with your primary care physician. You stated that you called your PCP office for an appointment and were told that there were no available video appointments and that you needed to be seen in person because you were sick. You stated that you took a Covid test and that it was negative, and that you would like to be seen because when you become sick, you will need asthma medication.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with the Customer Relation Department for more information. Customer Relations reviewed your complaint and medical records, and confirmed that you called Dr. Alfredo Ramirez's office on May 23,2022 to schedule a new patient appointment. You had a new patient appointment at the Alum Rock office on May 27, 2022, at 9:20 a.m. On May 26, 2022, at 8:06 a.m., an automatic reminder was sent to you. Your records show that you were marked as a no show because you did not show up for your appointment. Telehealth services are available at all Top Care Medical Group locations, especially to those experiencing Covid symptoms. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care,	N	Resolve d in Favor of Membe r

VAM_202 20725_23 127	25-Jul-22	July	27-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Hospital Care	VHC - BASCOM	Unknown Physician Specialty	1.97E+09				You are not happy with the quality of care you received from the emergency room (ER) at Santa Clara Valley Medical Center (SCVMC). You stated that you saw the doctor on 7/11 and that you are awaiting the results of your lab work, which you were told would take three (3) days. You said you received a call on July 16, five days later, with positive results for herpes. You said, since it was positive, you should have received a call sooner to get treated as soon as possible and prescribe medication if needed. You said you could not wait for your appointment with your doctor until August 11th, to get the medication as you were advised. You stated that you want the ER to prescribe you medication. You are requesting this complaint to be urgent because you say your life is in danger. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of	Our Clinical Review Nurse has recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On July 27, 2022 our Grievance Department referred you to our Case Management Department. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Additionally, if pain worsens and you are unable to schedule an appointment with your Primary Care Physician (PCP), please go to the nearest urgent care or emergency room. You may also call the Advice Nurse Line at 1-877-509-0294 (number is on member ID card). It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on	Y	Resolved in Favor of Member

VAM_202 20725_23 128	25-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/25/22. You said YC was late. You said was cold. You said you had to find another means of transportation.	SCFHP's Grievance and Appeals Department reviewed your and sent it to Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 7/25/2022. They confirmed they received notification at 11:24 am that you were ready to be picked up. Unfortunately, Yellow Cab was not able to secure an available driver to pick you up until 11:54 am. This was due to a driver shortage in the Redwood City area. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both Yellow Cab and SCFHP sincerely apologize that this	N	Resolved in Favor of Member

VAM_202 20725_23 131	25-Jul-22	July	28-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	EMERGEN CY PHYSICIA NS ASSOCIAT ES SAN JOSE PC	Emergenc y Medicine	1.31E+09					You are upset about a bill you received from Emergency Physicians San Jose. It has a date of service of 06/29/2022 and has a total billed amount of \$731.00.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Emergency Physicians Associates San Jose PC participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Emergency Physicians Associates San Jose PC and they already removed this amount from your account. Please disregard the billing statement from Emergency Physicians Associates San Jose PC because you do not have to pay the bill.	Resolve d in Favor of Membe r

VAM_202 20725_23 134	25-Jul-22	July	26-Jul-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You do not agree with Valley Health Plan (VHP)'s denial of authorization number 81986077, a request for Physical Therapy (PT) for your right leg at Stanford. Because these services are available on the network, this was denied. You said all your care team is at Stanford and you would like to continue with them versus starting all over again at a new place. You are request this to be urgent. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.		Y	Resolve d in Favor of Plan

VAM_202 20725_23 135	25-Jul-22	July	27-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)						Overturn	Medical Necessity Met	call#SC0587853 7/25/2022 2:55 PM YeseniaC mbr 408-478-0392 called to confirm ride for today 7/25 at 4 pm in Mountain view verified demo/elig refer to 63205 Monday 07/25/2022 02:17:38 HP is unable to accommodate due to short notice. (SCC_NT\AnthonyB) informed mbr HP is unable to accommodate due to short notice mbr asked do we do emergency transpo informed no call 911 mbr asked do we do transpo to urgent care informed yes mbr clarified this request is urgent, mbr said her tooth is very painful cannot eat lunch, mbr said water causes teeth to be in pain as well informed mbr again transpo is denied due to short notice by sup mbr said she doesn't want to wait 3 bus days informed mbr if disagree will file a grv mbr wants to file a grv mbr shared again how this is an urgent appt how she needs to go informed mbr will file a grv since ride was denied and	Our Grievance and Appeals Department reviewed your ride request history and confirmed your ride request for July 26, 2022 was approved on July 26, 2022 at 11:30 a.m. by SCFHP's Call Center Management. On July 26, 2022, SCFHP's Grievance and Appeals Department contacted you about the transportation approval. During the phone conversation, you stated you will no longer need transportation because your caretaker will drive you. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. SCFHP will only provide a short notice	Y	Resolve d in Favor of Membe r

VAM_202 20725_23 136	25-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	ANUP SHAH	Urology	1.39E+09					You are not happy with the services that you have received from your Urologist Dr. Shaw. You said you want to be referred/authorized to see a different urologist. You said Dr. Shaw is trying to treat you for something you don't have. You said he told you not to dictate what he is trying to tell you. You said you do not want to take medications for a medical issue you do not have. You said you saw him months ago and you are supposed to go back to see him on 7/27/2022. Our Grievance Department reviewed your complaint and contacted the office of Dr. Shaw for more information. Dr. Shaw's Management reviewed your complaint along with your medical records and confirmed you were first seen on 1/28/22. It was also confirmed you have an approved second opinion, authorization number 81991751, to see in-network Urology Specialist Dr. Peter Elliot at Santa Clara Valley Medical Center (SCVMC). Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right to receive the needed	N	Resolved in Favor of Member

VAM_202 20725_23 137	25-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	TRACH P DANG	General Practice	1.22E+09					You are not happy with the quality of service you received from Dr. Dang Trach. You said Dr. Dang does not do in-person appointments, only video appointments.Â	SCFHP's Grievance and Appeals Department reviewed your complaint. This has been internally documented. We forwarded your complaint directly to Dr. Dang Trach. Unfortunately, Dr. Dang Trach has not responded to the complaint as we have contacted his office multiple times. We have documented the lack of the non-response from Dr. Dang Trach. Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20726_23 138	25-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	MONTEREY PLAZA HEALTH CLINIC	Unknown Physician Specialty	1.6E+09					You are not happy with the services that you have received from Bay Area Community Health Clinic (BACH), Monterey Hwy location. You said it takes 3-5 months to get in for an appointment. You said you saw a provider there sometime in May of 2022. You said you waited in the lobby for 20 minutes then when you saw the provider he was only in the examination room with you for only 5 minutes. You also said you had to wait over 30 min inside the exam room on top of the waiting room. You said you would also have to go to different locations because they would never have the same location appointment available. SCFHP has reviewed your complaint and sent it to Bay Area Community Health management for review. Bay Area Community Health management has reviewed your complaint and responded that the average wait times can be around 10-15 minutes, depending on the time of day. These times will vary by provider and the need of each patient. They also stated that you are able to be seen at Monterey Clinic for all future appointments as this clinic has all of the services you may require. Lastly, the Monterey Clinic Manager's office number is 408-907-0350 if you would like to address any outstanding concerns. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20726_23 139	25-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t								You are upset about a bill you received from Bay Area Community Health (BACH). It has a date of service of 06/16/2022 and has a total billed amount of \$20.00.	The Grievance and Appeals Department reviewed this grievance with Bay Area Community Health. They found that the bill was loaded incorrectly in their system. Your bill needs to be readjusted. They are reviewing your bill and you can disregard the bill.		Resolve d in Favor of Membe r
VAM_202 20726_23 140	25-Jul-22	July	9-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	STANFOR D HEALTH CARE	Unknown Physician Specialty	1.44E+09					You are upset about a bill you received from Stanford. It has the dates of service of 03/22/2022 and 09/21/2021. The total billed amounts are \$81.31 and \$34.61 respectively.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Stanford Medical Center Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Medical Center Hospital and asked them to stop billing you. Stanford Medical Center Hospital put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Stanford Medical Center Hospital because you do not have to pay the bill. Please note the adjustment can take 45-60 days to process.		Resolve d in Favor of Membe r

VAM_202 20726_23 142	25-Jul-22	July	24-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)						Uphold	Non Covered Benefit	You are requesting to appeal authorization A0180166.			Resolve d in Favor of Plan
VAM_202 20726_23 141	25-Jul-22	July	3-Aug-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		TAN M NGUYEN	Internal Medicine	1E+09		Uphold	Criteria Not Met (ST, QL, NF)	recv'd via email a request to appeal deny medication DICLOFENAC SODIUM 3% GEL			Resolve d in Favor of Plan
VAM_202 20725_23 132	25-Jul-22	July		Referred	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)					Uphold			You are appealing a denied claim, 21207E02063. This has a date of service of 05/20/2021 and the service provided is home infusion therapy. This was denied because these services are not covered.			Referre d

VAM_202 20728_23 205	25-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0587011 7/25/2022 9:55 AM MayraR Member 408-914-1531 Verified name/dob/address Member went to urgent care Action Urgent Care 7/19 and ER Regional on 7/18 Needs to get an earlier apt for Referral to see MRI and right knee and ankle and orthopedic specialist. Member called Dr. Cu last week, they said apt is on 9/19/22. He mentions he is in a lot of pain. Spoke w/ Blanca she was able to schedule apt for 7/26/22 @ 11:15am Member was ok with this apt , no further assistance needed Discussed urgent care options w/ in PMG net 2350 Mckee rd San Jose #1		N	Resolve d in Favor of Membe r

VAM_202 20728_23 206	25-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								Call#SC0588050 < 7/26/2022 10:18:46 AM SeleniaL> Called member back and provided info. Member understood. < 7/25/2022 4:52:18 PM QuangK> SC0588050 HUNT, STEPHEN C and DOB: 10/30/1971 Review CLM# 22134E01610 \$312 paid \$14.88 on 5/20/22 CPT# 80050 \$216 - Not a covered code Acct# 17645201 and DOS: 5/2/22 \$216 Called Sutter Health billing 877-252-1777 and spoke with Chasidy to inquire member's account. Per Chasidy, member still have an outstanding balance. Informed her that CPT# 80050 is not a covered code. Medi-Cal member has no responsible for the outstanding balance. She will send it back for coding review. The process will take 30- 45 days. Member should disregard the bill for now. CSR: Pls. notify member. 7/25/2022 3:59 PM SeleniaL Member 408-667-0103 Verified Name ID DOB ADD Phone	N	Resolve d in Favor of Membe r

VAM_202 20726_23 149	26-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	TAM H NGUYEN	Internal Medicine	1.96E+09				You are not happy with the quality of care Dr. Nguyen Tam has provided you. You said you called Dr. Nguyen's office because you recently had surgery on your hand and you were in a lot of pain. You said Dr. Nguyen's staff said you needed to call your pain management doctor. You said you called the surgeon and you were redirected to contact your primary care physician (PCP). You said you called Dr. Nguyen again and the doctor started yelling at you and called you a liar. You said the way Dr. Nguyen was talking to you was inappropriate, and he also said he was not going to provide care or medications anymore.		N	Resolve d in Favor of Membe r

VAM_202 20726_23 150	26-Jul-22	July	23-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	TAM H NGUYEN	Internal Medicine	1.96E+09				You are not happy with the quality of service you received from Dr. Tam Nguyen's staff. You said you called Dr. Nguyen's office because you were having really bad headaches, but you were told they were not going to provide care for you. You said you told them you were going to file a complaint and the staff said "it's okay, we have dealt with people like you before who just want pills". You said you asked to see a physician assistant but you were advised to go to urgent care or another doctor's office. You said you called back a few times trying to talk to the office manager, but they hung on you. You said on 7/20/22 you called because you were out of your anxiety medications and the staff denied service to you again and they were hanging up on you.	Our Grievance Department reviewed your complaint and contacted Dr. Nguyen Tam's management office for more information. They reviewed your complaint as well as your medical records and confirmed that you were discharged from Dr. Nguyen's office. A letter was sent to you on 6/29/22 explaining the reasons. Dr. Nguyen said on 5/27/2022 that you had a telephone appointment to request a refill on your Norco medication. According to the notes, you were seen by the pain specialist, and the specialist did not want to prescribe you opioid medication. Dr. Nguyen denies calling you an effing liar. Dr. Nguyen did mention a concern of drug abuse/addiction and that the pain specialist should be taking care of your pain management and that it is out of his scope of practice to continue prescribing Norco. Dr. Nguyen said he offered other alternatives but did not want to listen.	N	Resolved in Favor of Member

VAM_202 20726_23 151	26-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that YC has been unable to provide a wheelchair accessible vehicle (WAV) for your return rides for the past month. You stated that YC dispatched a regular taxi and that the driver refused to assist you in loading your wheelchair into the trunk. You also mentioned that on weeknights, you sometimes have to wait more than 30 minutes for YC to find a WAV.	The Grievance and Appeals department discussed your concerns with Yellow Cab Management. In June, YC Management reviewed your trips and confirmed you had 13 total trips, but only one roundtrip was completed on time and without issues, on June 30. According to YC records, you cancelled the trips because you were sick or because you were already at the facility. Please keep in mind that wheelchair accessible vehicles (WAV) are assigned to a driver a day in advance to ensure on-time performance, and YC has designated a driver for you. Your trips in July, on the other hand, totaled 18 trips, but only 10 of them were completed on time, with the remainder of your trips showing you cancelled. With the exception of July 10, when YC was a few minutes late and your designated driver wasn't available due to an emergency, your trip was delayed. But YC quickly was able to locate a replacement WAV.	N	Resolved in Favor of Member

VAM_20220726_23153	26-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Compliance	Fraud/Waste/Abuse	TOSHIE DEMPSEY	Nurse Practitioner	1.15E+09					You are upset about receiving a notice of denial of payment. You said that this was with Dr. Toshie Dempsey, a provider you did not recognize. You believe this to be fraud. I contacted Minute Clinic at the following number 1-866-389-2727. I spoke with John a billing specialist. He informed me that you had an office visit on 6/15/2022 at 2:39 pm for a Covid Test. He verified that Toshie Dempsey was the one that signed off on the test. The Location of test site was 45 N Milpitas Blvd, Milpitas, CA 95035. In addition, I have also forwarded this concern to our Compliance Department for further review. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	SCFHP's Grievance Department reviewed your concerns. The following are the responses based on the investigation.	N	Resolved in Favor of Member

VAM_202 20726_23 154	26-Jul-22	July	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	REGIONAL MEDICAL CENTER OF SJ	Unknown Physician Specialty	1.29E+09					You called because you said you received a collections letter for the Date of Service (DOS) 2/18/2020. You said you received this bill from Regional Medical Center (RMC). The billed amount is \$1395.00.The collection agency is ARS ACCOUNT SOLUTIONS. You said you need assistance with this bill.	SCFHP's Grievance Department has reviewed the bill you received from ARS Resolution in behalf of Regional Medical Center and found that you should not be responsible. Regional Medical Center participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted ARS Resolution and has asked them to remove the billed amounts from collections because you should not be responsible. ARS Resolution has agreed to reprocess claim, account will be place on hold for 30-45days for reprocessing. Please disregard the billing statement from ARS Resolution because you are not responsible for the balance owed.		Resolve d in Favor of Membe r

VAM_202 20726_23 155	26-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay	BRANNO NS MEDICAL	Unknown Physician Specialty	1.64E+09					You are unhappy with the quality of service from Brannon's Medical. You mentioned that your current CPAP mask is uncomfortable and that it falls off your nose when you wake up. You mentioned that you wanted to get a new CPAP mask. The SCFHP Grievance and Appeals Department reviewed your concerns and contacted Brannon's Medical for more information. After reviewing your complaint and your medical records, Brannon's Medical was able to confirm that you had requested a new mask because the one you were using was making you uncomfortable. Because the particular mask for your machine was out of stock, Brannon's Medical was unable to give you a new mask. You've been informed by Brannon that Snap is the source of your supplies, and you can get in touch with Snap to make a free exchange. During our phone conversation on August 24, 2022, you mentioned that Pacific Pulmonary contacted you about your CPAP supplies. You stated that Pacific Pulmonary sent you the Dream Station 2 Auto machine as well as some necessary supplies, including a new mask. You stated that the mask was unable to support your pressure, so you contacted Pacific	Resolve d in Favor of Membe r

VAM_202 20726_23 156	26-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Provider Care	LUHUA CHENG	Internal Medicine	1.6E+09					You are upset at the quality of care from your Primary Care Physician (PCP), Dr. Luhua Cheng. You said that Dr. Cheng is prescribing less and less dosage of your Diazepam. You said you need this medication to calm yourself from anxiety.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Valley Medical Center (SCVMC) to review internally. These are the following responses from the Customer Relations Department. Your electronic medical records (EMRs) were reviewed. According to your records, Dr. Luhua Cheng has been your Primary Care Physician provider for many years until you switched your Primary Care Physician after April 2019. Dr. Cheng shared you had multiple medical condition as well as mental illness. Dr. Cheng shared that you were on several medications for your mental illness before you left Valley Health Center. At the time, you were using diazepam, Remeron, Tegretol and Trazodone. According to your records, you were seen by a Valley Medical Center Psychiatrist on 4/2/2019. During the visit, the Psychiatrist discussed with you about tapering you off Diazepam. Your records showed after the visit you switched outside of	N	Resolved in Favor of Member

VAM_202 20726_23 159	26-Jul-22	July	22-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/26/2022. You said you had to run after the taxi. You said the taxi just drove by your house and left. You then contacted SCFHP and was advised that the taxi was there this morning but not for you but for someone else. You said you received a text message that provided the taxi cab #. You said you called YC to notify them that you are ready for pick up. You said the dispatcher disconnected your call.	Our Grievance and Appeals Department reviewed your complaint and send it to Yellow Cab's Management for review. After reviewing the details from your trip on 7/26/2022, they found that a driver was dispatched as early as 9:46 AM. They stated that the driver called the number they have on file, 408-912-4452 but failed to make contact with you. The dispatch deviated from the No Show protocol until Yellow Cab received a call from SCFHP checking the status at 10:38 AM. Another driver was then dispatched and arrived at 10:48 AM. The return ride had an unforeseen issue that caused a delay. The driver called the number they have on file for you, 408-912-4452, but did not receive a response. Yellow Cab sincerely apologizes for the delay. Please remember the importance of communication during every scheduled trip. If there is an alternate number for Yellow Cab to get in touch with you, please let SCFHP know when you book your next trip.	N	Resolve d in Favor of Membe r

VAM_202 20726_23 160	26-Jul-22	July	23-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Enrollmen t/Disenrol lment	Enrollmen t/Disenrol lment- Medical								You are not happy with the Santa Clara Family Health Plan (SCFHP) Established Patient Only (EPO) Kaiser process. You said you waited a month for this process, and you were denied access to the Kaiser network. You said you have appointments scheduled at Kaiser. You are requesting this to be urgent. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: Severe pain Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	Our Grievance Department reviewed your complaint along with your call notes and eligibility notes. During the course of our review of your eligibility notes, it was confirmed your request to be assigned to the Kaiser network was first denied because your prior Kaiser coverage was over six months ago. You were contacted to obtain additional information to send to Kaiser as a family add-on. You were contacted again on 6/27/22 to inform you that Kaiser needed a NOA or birth certificate and proof of address. A second denial was received on 7/26/2022 with a denial of insufficient documentation. Then, on 7/27/22, the eligibility department received an approval notification. The Eligibility department tried contacting you to inform you of the approval, but they were not able to reach you and left a voicemail. You will be assigned to Kaiser effective August 1, 2022. In addition, SCFHP only submits the request to Kaiser on the member's behalf	N	Resolved in Favor of Member

VAM_202 20726_23 161	26-Jul-22	July	23-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you were scheduled for pick-up on July 15,2022, but YC did not arrive. You also mentioned that you missed your appointment on July 25,2022, and that it has now been rescheduled all the way to September because YC did not arrive.	The SCFHP Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed and confirmed you had a scheduled trip on July 15, 2022 at 2:00 p.m. YC dispatched as early as 13:18 p.m., but due to the large number of calls received on the day of service, YC had a longer wait time than usual. YC informed you of the situation. YC was unable to dispatch a cab until 15:09 p.m. However, when YC dispatch contacted you at 15:11, you replied that you had to reschedule because your appointment was at 15:00. At 15:12, you requested that your ride be canceled. YC understands the importance of timely pickup, but unforeseen circumstances such as these incidents can occur. In addition, the YC dispatch team will make every effort to adhere to the time frame in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all	N	Resolved in Favor of Member

VAM_202 20726_23 162	26-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	EMANUEL A ELIAS	Family Practice	1.38E+09					You called to get assistance with a bill that you received for Date of Service (DOS) 3/3/2022 from Palo Alto Medical Foundation (PAMF) for the amount of \$216.00. SCFHP's Grievance Department has reviewed the bill from Palo Alto Medical Foundation you received and found that you should not be responsible. PAMF participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted PAMF and has asked them to remove the billed amount because you should not be responsible. PAMF informed us you can disregard for now as it will be reviewed and can take up to 30days.	Resolved in Favor of Member

VAM_202 20726_23 163	26-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay	BRANNO NS MEDICAL	Unknown Physician Specialty	1.64E+09					You are unhappy with the quality of service from Brannon's Medical. You stated that you would like to find a new vendor to supply your CPAP supplies. You stated that you were receiving your supplies from Brannon's and that they were not supplying your supplies and that you were receiving poor service. You stated that Brannon's had misplaced your prescription.	The SCFHP Grievance and Appeals Department reviewed your concerns and contacted Brannon's Medical for more information. Brannon's Medical reviewed your complaint as well as your medical records and confirmed that a Quattro Air large mask was sent to you on July 29, 2022. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services, which also includes assisting in locating a different DME supplier who can provide CPAP supplies. On August 24, 2022, our Grievance Department referred you to our Case Management Department. You will be connected with a Case Manager. You can connect with your case manager by calling Member Services at: 1-800-260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Your case was also sent to our Quality		Resolved in Favor of Membe r

VAM_202 20726_23 164	26-Jul-22	July	23-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 7/25/22 that YC showed up after your appointment. You said this is not the first time this has happened and you had to take an Uber. You said four to five weeks ago that YC was late for your MRI appointment. You said you have stage 4 cancer and appointments are very important to your health.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 07/25/2022 and confirmed the ride was scheduled for an 8:00 a.m. pick up. The trip was accepted as early as 7:46am, but the driver requested to cancel it a few minutes later due to a family emergency. As a result, YC had to find any available drivers around the Mountain View area. Due to a very limited number of cabs in the area, YC was able to find an available driver until 8:55am, but you had called and decided to cancel the ride. Yellow Cab's management sincerely apologizes for the long wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward.	N	Resolved in Favor of Member

VAM_202 20726_23 165	26-Jul-22	July	23-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/26/2022. You said you were picked up at 2:10 pm. You said your appointment was at 2:30 pm. You said you were told to be ready for pick up at 1:30 pm. You said YC was late for your pick up.	SCFHP Grievance and Appeals Department reviewed your complaint and sent it to Yellow Cab's Management for review. Yellow Cab's Management reviewed your trip on 7/26/2022 and found that their driver did accept the ride at 1:17 PM, but had an emergency, so Yellow Cab dispatched another driver. The new driver arrived at 2:09 PM and the trip was completed at 2:29 PM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the start of your pick-up time. SCFHP is contracted with Yellow Cab to	N	Resolved in Favor of Member

[illegible]

VAM_202 20726_23 168	26-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	ALMADEN HEALTH & REHAB CENTER	Unknown Physician Specialty	1.55E+09				You are upset with the quality of service from Long Term Facility. You stated that you would like to switch primary care physicians (PCP). You stated that you do not trust the long-term care facility's providers. You stated that a provider at the facility wanted to see you in an unsanitary room.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Almaden Health & Rehab Center Management for more information. Almaden Health & Rehab Center Management reviewed your complaint as well as your medical records. According to your records, you tested positive for Covid on August 9, 2022, and were quarantined for two weeks. Almaden Management confirmed that you were moved to a clean room in the red zone, but you were unhappy about having a roommate and being unable to leave your room during your quarantine. Almaden Health & Rehab Center Management confirmed that all rooms are cleaned and sanitized on a daily basis. On August 25, 2022, SCFHP Grievance Department referred you to our Case Management Department. You are being referred to Case Management because you have an active	N	Resolved in Favor of Member

VAM_202 20726_23 169	26-Jul-22	July	8-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	PLANNED PARENTH OOD MAR MONTE, INC. - MTN VIEW	Unknown Physician Specialty	1.39E+09					You are upset about the quality of service you received from Dr. Kalle Spidham at Planned Parenthood. You said that they referred you to a non-contracted orthopedic surgeon. You said that they did not review your x-rays with you. You said that they did not request an interpreter and said that the authorized representative can translate. You said that they are billing for 30 minute office visits when your office visits are 10 minutes or less.	The Grievance and Appeals Department received a call from you on 08/02/2022. You clarified a few things in this call, including that the error was done by a physician assistant at Planned Parenthood. Dr. Kalle Spidham is not part of Planned Parenthood. You also provided the dates of the issues you had with Planned Parenthood. The Grievance and Appeals Department reviewed this grievance with Planned Parenthood. They confirmed that they referred you to Advanced Surgical Associates because their contracted in-network provider, Valley Medical Center, had limited availability. They also said the issue with the interpreter happened at Advanced Surgical Associates. They will work with Advanced Surgical Associates to inform them of their interpreter resources. They also said they did not have access to the x-rays, as they were from Advanced Surgical Associates. They received the x-rays on 07/01/2022. They apologize that you felt the visit on 06/22/2022 was short and lacking in details. They will	N	Resolve d in Favor of Membe r

VAM_202 20726_23 170	26-Jul-22	July	23-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)						Overturn	Courtesy/ One-time Exception	You are appealing a denied claim, 22181E04959. This has a date of service of 6/22/2022 and the service requested is an injection of major joint and an office visit. This was denied because there is no authorization on file.		N	Resolve d in Favor of Membe r
VAM_202 20726_23 173	26-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	KAISER HOSPITAL - SANTA CLARA	Unknown Physician Specialty	1.33E+09				You are upset that you received a bill from Kaiser. The dates of service is 4/19/2022 to 4/22/2022. The total billed amount is \$249.80.	The Grievance and Appeals Department reviewed this grievance with Kaiser. They found that they needed the Medi- Cal payment. We faxed over the Explanation of Benefits to them and they will make adjustments. You can disregard your current bill.		Resolve d in Favor of Membe r
VAM_202 20729_23 236	26-Jul-22	July	24-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)						Uphold	Non Covered Benefit	You would like to appeal authorization A0181179 for a stationary parenteral infusion pump.			Resolve d in Favor of Plan
VAM_202 20726_23 157	26-Jul-22	July		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)						Uphold	Adjudicat ed Properly	You are appealing a denied authorization, A0179685. The request is for a SPECT test (single-photon emission computerized tomography, a test that lets a doctor see your bones and organs). This was denied because you did not meet the Milliman Care Guidelines (MCG) A- 0079 criteria.			Resolve d in Favor of Plan

VAM_202 20726_23 171	26-Jul-22	July		Referred	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CARE DX, INC	Unknown Physician Specialty	1.69E+09	Uphold			your request for payment for claim number 22077E10950 and 22077S00184, a request for laboratory services on date of service 2/17/2022. The claim was denied as the services billed are considered Not Covered or Non-Covered (NC) in the applicable state fee schedule			Referre d
VAM_202 20726_23 172	26-Jul-22	July		Referred	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CARE DX, INC	Unknown Physician Specialty	1.69E+09	Uphold			your request for payment for claim number #22077E10915 a request for laboratory services on date of service 10/4/2021. The claim was denied as the services billed are considered Not Covered or Non-Covered (NC) in the applicable state fee schedule			Referre d
VAM_202 20727_23 177	27-Jul-22	July	28-Jul-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Expedited		NEHA D CHANDRA	Internal Medicine	1.61E+09		Overturn	Medical Necessity Met w/ Additional Informati on	recv'd via fax a urgent request to appeal deny auth# A0182245		Y	Resolve d in Favor of Membe r

VAM_202 20727_23 178	27-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 7/26/22 that his appointment was at 4:30am with a one-hour pick-up window of 3:30am, but you were picked up at 5am. You stated that you cannot be late for your dialysis appointments because it is affecting your health. You stated that if YC does not pick you up on time, you will take an Uber.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 07/26/2022 and confirmed that the ride was scheduled for an early 3:30 a.m. pick-up for your 4:30 a.m. appointment. YC said there are only a limited number of cabs operating in San Jose at the time of dispatch. Allocating a cab right away is difficult. A cab was assigned at 4:44am, the driver arrived at 5:01am, and completed the trip at 5:08am. Yellow Cab's management sincerely apologizes for being behind on the timeframe. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make	N	Resolved in Favor of Member

VAM_202 20727_23 180	27-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that Yellow Cab made you miss your appointment on 7/27/2022. You said the Yellow Cab dispatcher advised you that you were a no show and that the driver called you but you did not answer. You said that you did not receive a call or a message from the driver. SCFHP's Customer Service Representative advised you that the ride request is a curb to curb service. You then asked why did the dispatcher try calling you. You would like to know if the rules or policy has changed and if so to make it clear to the members of the process.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaint along with the trip details for 7/27/2022 ride. They confirmed you had a schedule ride for pick up at 9:00am. They said a few minutes after the ride was dispatched to their drivers, as driver was assigned. The Yellow Cab driver arrived at your pick up location at 9:18am. Once the driver arrived, he outreached to you a couple of times by phone call since you were not outside but the calls went to your voicemail. The Yellow Cab driver then called Yellow Cab Dispatching staff and requested the ride to be no showed. Yellow Cab Management reviewed their call logs and found the driver and dispatcher tried to reach out to you using your phone number on file (408-278-6958) but you were unavailable and all attempts went to your voicemail. The Yellow Cab	N	Resolved in Favor of Member

VAM_202 20727_23 181	27-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that o 7/27/202 you were booked for a wheelchair van but when the cab arrived it was a regular taxi cab. Due to this issue, you had to cancel the doctor's appointment and reschedule it. You said you would like for Yellow Cab to send the correct vehicle to you as you are handicapped and require your wheelchair.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaint along with the trip details for 7/27/2022. They shared that SCFHP is responsible to book the ride into their dispatch system. They said unfortunately, the trip on 7/27/2022 was not booked for a wheelchair accessible vehicles (WAV). They shared that SCFHP failed to indicate a specific vehicle type. Yellow Cab's Management shared that a regular cab was dispatched and arrived at 9:38am from the scheduled pick up at 9:00am. They also shared that they advised you to call the health plan so that a different trip can be rebooked for the correct vehicle. Yellow Cab's Management stated due to this issue, the trip was tagged as a "no show" at 9:44am. Yellow Cab's Management advised you to make sure when calling SCFHP's Customer Service Department to	N	Resolved in Favor of Member

VAM_202 20727_23 182	27-Jul-22	July	23-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)						Overturn	Claim Denied in Error	You are appealing a denied claim, 22144E04122. That has a date of service of 05/09/2022 and the services requested are an office visit and antigen testing for COVID-19. This was denied because there is no authorization on file.		N	Resolve d in Favor of Membe r

VAM_202 20727_23 183	27-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	BERNETTE C TSAI	Internal Medicine	1.06E+09					You are unhappy with the access to care from your primary care physician (PCP) Dr. Bernette Tsai. You stated that your PCP is never available. You stated that you had questions about your labs. You stated that when you schedule an appointment, it is with a different provider. You also stated that none of the providers were able to assist you with your health concerns.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Customer Relations for more information. Customer Relations Management reviewed your complaint as well as your medical records. According to your records, you spoke with the LVN about your lab results on March 24, 2022, and verbalized your understanding. Furthermore, Customer Relations confirmed that you were seen by Dr. Tsai as a new patient for right root pain on March 21. According to the plan of care, referrals for physical therapy, Podiatry, labs, and medication were ordered. You were seen again on March 25 for right knee pain. According to the plan of care, a referral for physical therapy was sent, and you requested to be referred outside because you needed an appointment sooner. Your case was also sent to our Quality team for review of	N	Resolved in Favor of Member

VAM_202 20727_23 184	27-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said YC takes over an hour before taking you home, and when you get there, there's no one to assist you. You said you have to wait until YC drops off another client before taking you. You said it's really hard for you to get down without any assistance.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for July and confirmed that there were no instances where YC was delayed for both pick-up and return rides. Also, know that Wheelchair Accessible Vehicles (WAV) cabs are normally designated a day in advance to ensure on-time performance. YC sincerely apologizes if you believe YC was late for the ride. SCFHP is contracted with Yellow Cab to provide transportation to our members if they need transportation to medically necessary appointments. Yellow Cab services thousands of our members and we apologize that you have not felt the service has been efficient. SCFHP is also contracted with other transportation vendors such as Green Cab, Ken Transportation, One-Stop, and NovaTrans. You may request to switch your transportation vendor at any time	N	Resolved in Favor of Member

VAM_202 20727_23 185	27-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Billing Statemen t	BYRAM HEALTHC ARE CENTERS INC- HUNTING TON	Unknown Physician Specialty	1.48E+09					You are not happy with receiving a bill from Byram Healthcare in the amount of \$14.98 for date of service 12/31/2021. You are requesting assistance with this bill. You said this is the second time you are requesting assistance.	SCFHP's Grievance & Appeals (G & A) Department reviewed the bill that you received. You do not have to pay for this bill. Byram Healthcare participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Byram Healthcare and asked them to stop billing you. Byram Healthcare will put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Byram Healthcare because you do not have to pay the bill.	Resolved in Favor of Member

VAM_202 20727_23 186	27-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you had a scheduled trip for 09:45 a.m. on July 27, 2022. You stated that you called YC at 10:30 a.m. after receiving a text message stating that the driver was on his way, but no one arrived.	The Grievance and Appeals department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that you had a scheduled trip for 8:45 a.m. on July 27, 2022. At 8:50 a.m., your ride was immediately accepted. The driver arrived at 9:08 a.m., but the gates to your location were closed, so he was unable to enter. YC called you several times, but each time it went to voicemail. As a result, dispatch deviated from the standard No Show protocol. Please remember to keep her phone open for communications as it is important most especially on scheduled trips. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	N	Resolved in Favor of Member

VAM_202 20727_23 188	27-Jul-22	July	29-Jul-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		SOUTH SPRINGS HOME HEALTH CARE INC	Unknown Physician Specialty	1.99E+09		Partially Favorable	Lack of Medical Necessity	You do not agree with a denial you received from Santa Clara Family Health Plan, authorization #A0182276, regarding a request for home health services with South Springs Home Health CA. This was denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. After careful review of your medical records by our medical director, it was decided that you do not meet criteria for Chapter 7, Section 30 "Conditions Patient Must Meet to Qualify for Coverage of Home Health Services of the Medicare Benefit Policy Manual. You are requesting reconsideration and stated that you still need assistance from South Springs Home Health CA.		N	Resolv ed in Favor of Plan

VAM_202 20727_23 189	27-Jul-22	July		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are upset about the quality of service you received from Green Cab (GC) on 07/27/2022. You said that your driver was already an hour late. You said you were calling since 10 AM and was still not picked up around 11:49 AM. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's (GC's) Operations Manager for review and more information. They have logged in your complaint. They will use this as a learning opportunity to improve quality services. Green Cab's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change due to unavoidable situations that may arise. SCFHP would like to sincerely apologize for any stress or inconvenience you may have experienced while using Green Cab. Your case was also sent to our Quality team for review of possible quality issues. Our medical	N	Resolved in Favor of Membe r

VAM_202 20727_23 190	27-Jul-22	July	12-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You called our Customer Service Department regarding a bill you received from BioReference. This bill is for services you received on January 4, 2022, for the amount of \$877.70. You are asking for our help with this bill.	SCFHP's Grievance Department reviewed the bill you received for the date of service (DOS) 01/04/2022. We have contacted the BioReference billing office. They did not have your current health plan information on file. They will resubmit the bill for reprocessing. Please note that this can take 45-60 days. If you receive this bill again, please call the SCFHP Customer Service Department at 1-800-260-2055.	Resolved in Favor of Member

VAM_202 20727_23 191	27-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Telephon e Access	ALFREDO RAMIREZ	Family Practice	1.43E+09					You are not happy with the access issue you are having trying to get in touch with your Primary Care Physician (PCP), Alfredo Ramirez. You said you have called Dr. Ramirez's office but they do not answer their phone. You said you have called multiple times and left several messages. You said the voicemail does not identity itself as Dr. Ramirez's office. You mentioned It has been a month and you have not received a call back from the office. Due to this issue, you would like to change your PCP.	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Dr. Alfredo Ramirez directly for further investigation and review. We made multiple attempts to obtain an update and response from Dr. Ramirez. Unfortunately, Dr. Ramirez or his office management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Dr. Ramirez. SCFHP regrets that you are experiencing these challenges, but take your concerns seriously. It is your right to receive the needed and appropriate medical treatment and care. As a reminder, you may change PCP's at any time by calling Customer Service .It is your right to receive the needed and appropriate medical treatment and care. As a reminder, you may change PCP's at any time by calling Customer Service. During the course of this grievance, it was noted that you	N	Resolved in Favor of Member

VAM_202 20727_23 192	27-Jul-22	July	23-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC). You said you believe the incident occurred sometime around 7/19/2022. You said you missed your MRI appointment because the taxi did not arrive on time. You said your appointment was at 8:00 am. You said at 8:30 am the cab did not arrive yet.	SCFHP Grievance and Appeals Department has reviewed your complaint and sent it to Yellow Cab's management for review. Yellow Cab's management has reviewed your complaint along with your trip from 7/19/2022. They stated that they had a shortage of drivers in your area but worked diligently to dispatch a driver to you. They dispatched a taxi at 8:08 AM, but you cancelled the trip at that point. They sincerely apologize for you missing your appointment for your MRI and understand how important these appointments are. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical	N	Resolved in Favor of Member

VAM_202 20727_23 193	27-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	VU A NGUYEN	Internal Medicine	1.67E+09					You are unhappy with the access to care from your primary care physician (PCP) Dr. Vu Nguyen. You mentioned having problems with your PCP. You stated that you asked your PCP for a referral to an eye doctor and were told that there was no need for one and that you could go to Costco. You stated that Costco informed you that you require a referral from your provider. You stated that you have been unable to obtain an appointment for more than 6 months.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Customer Relations for more information. Your complaint and medical records were reviewed by Customer Relations. According to your records, you saw Dr. Nguyen on June 27, 2018 for blurry vision. Myopia was included in the plan of care, which required evaluation by an outside optometrist. You requested an appointment for Carpal Tunnel Syndrome on May 30, 2022. You were informed that you are a new patient because you have not seen Dr. Nguyen since 2018. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be	N	Resolved in Favor of Member

VAM_202 20727_23 194	27-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Telephon e Access	SCVMC PHYSICIA N SERVICES	Unknown Physician Specialty	1.59E+09					You called SCFHP's Customer Service Department regarding the non responses you have received from Valley Health Center (VHC) providers. You shared with us that you left messages for Dr. Brewster Hollister on 7/6/2022 and for your Primary Care Physician (PCP) Dr. Andrea Cervenka on 7/12/2022, 7/23/2022 and 7/24/2022. You said neither of them have responded by back to your messages sent through the Myhealth Online portal. You called Valley Connections regarding your issues and they informed you that you would receive a call back in in 72 hours but you did not.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for further investigation and review. We made multiple attempts to obtain an update and response from VMC Customer Relations Department. Unfortunately, VMC Customer Relations Department has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with VMC Customer Relations Management. Additionally, if you would like to directly contact VMC Customer Relations/Patient Experience Department please contact them at 1 (800) 351-1818 or (408) 885-4826, Monday-Friday, 8:00 am-4:00 pm. As a reminder, you may change PCP's at any time by calling Customer Service. If we can make the change you want, in most cases the change to your new PCP will be effective the first day of the	N	Resolve d in Favor of Membe r

VAM_202 20727_23 195	27-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you received from Green Cab (GC). You said on 7/27/2022 that GC did not have an available cab for your return ride. You said you called GC and they told you they could not guarantee they would get you a ride. You said you couldn't guarantee you that they would be able to accommodate your ride. You said you took the bus home.	Our Grievance Department reviewed your complaint and contacted Green Cab's management for more information. They reviewed your complaint along with the trip details for 07/27/2022 and confirmed that GC dispatch staff did not notify GC management or SCFHP of issues. Green Cab will be providing additional coaching to their staff to help ensure this does not happen with future rides. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both Green Cab and SCFHP sincerely apologize that this happened and look forward to serving	N	Resolved in Favor of Member

VAM_202 20727_23 196	27-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	REGIONAL MEDICAL CENTER OF SJ	Unknown Physician Specialty	1.29E+09					Your mother called on your behalf because she said a few months ago she called SCFHP because she received a bill from Regional Medical Center (RMC) Emergency department (ER). Date of service (DOS) 1/30/2021. She would like assistance with this bill again.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Regional Medical Center (RMC) participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Regional Medical Center and has asked them to remove the billed amounts from your account because you should not be responsible. Regional Medical Center confirmed they had the incorrect ID number and has updated their system. RMC has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Regional Medical Center because you are not responsible for the balance owed.		Resolve d in Favor of Membe r

VAM_202 20727_23 197	27-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are unhappy with the quality of service from Santa Clara Family Health Plan (SCFHP) Representative. You stated that on July 26,2022, you were informed that your appeal had been denied, and you statedÂ that the representative was extremely rude and lacked bedside manner.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with the Grievance Management for more information. SCFHP Grievance Management reviewed complaint along with your appeal history. Previous appeal was dismissed due to being filed outside the 60-day timeframe, not that it was denied. G&A Coordinator called you to provide this information and that SCFHP is unable to accept this as an appeal. Member will need to contact her requesting MD and have a new PA be submitted to Network for review of medical necessity. If denied again, member MUST file appeal within 60 days of the denial date. SCFHP's G&A Dept. works hard to provide the best quality of service to each member and apologizes for any miscommunication that took place. Your case was also sent to our Quality team for review of possible quality issues. Our medical	N	Resolved in Favor of Member

VAM_202 20727_23 198	27-Jul-22	July	24-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Non Covered Benefit	You do not agree with Valley Health Plan (VHP)'s denied authorization number 81979866, a request for a urology office visit for infertility workup at Stanford. This was denied because it is not a covered benefit under the health plan. You said you believe you need this visit because you have low hormone levels.Â		N	Resolve d in Favor of Plan

VAM_202 20727_23 199	27-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab. You said on 7/27/2022 the driver was late picking you up for dialysis, which caused your chair time to be cut in half. You are requesting to have your rides switched to VTA Former Line or Care Transportation.	We reviewed your complaint and contacted Yellow Cab's (YC) management. YC's Management reviewed your complaint along with the trip for 7/27/2022 and confirmed you had a scheduled pick-up time of 4:30 AM. A driver was dispatched at 4:16 AM, however due to unforeseen circumstances, the driver had to cancel and another driver accepted the trip at 5:33 AM. The driver arrived at 5:52 AM and completed the trip at 6:02 AM. They apologize for arriving behind schedule and causing your treatment time to be delayed. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical	N	Resolved in Favor of Member

VAM_202 20728_23 200	27-Jul-22	July	29-Jul-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	NUMOTIO N-ATG REHAB SPECIALIS T - SUNNYVA LE	Unknown Physician Specialty	1.99E+09					You called our Customer Service Department regarding a bill you received from Numotion. This bill is for the services you received on 4/4/2022 for the amount of \$15.58. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that Ms. Smith received. She does not have to pay for this bill. Numotion-ATG Rehab Specialist participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Numotion-ATG Rehab Specialist and they already removed this amount from her account. Please disregard the billing statement from Numotion- ATG Rehab Specialist because she does not have to pay the bill.	Resolve d in Favor of Membe r

VAM_202 20728_23 201	27-Jul-22	July	8-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab. You said the driver was late on 7/27/2022 which caused you to be late to dialysis and your treatment was cut in half.	We reviewed your complaint and contacted Yellow Cab's (YC) management. YC's Management reviewed your complaint along with the trip for 7/27/2022 and confirmed you had a scheduled pick-up time of 9:30 AM. A driver was dispatched at 9:58 AM and arrived at 10:27 AM. YC's Management apologizes for arriving behind schedule and causing your treatment time to be cut short. YC's Management explained they currently have a shortage of drivers in the Mountain View area, which is why the driver was late. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical	N	Resolved in Favor of Member

VAM_202 20728_23 202	27-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	CUPERTIN O PODIATRY INC	Podiatry	1.94E+09					You called because you said you received two statements from Cupertino Podiatry for dates of service (DOS) DOS: 02/24/2022 for the amounts of \$31.28 and \$22.21. You are requesting assistance with this bill again. SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Cupertino Podiatry participates with Medicare, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Cupertino Podiatry and has asked them to remove the billed amounts from your account because you should not be responsible. Cupertino Podiatry will let their billing coordinator know to place your account on hold and enter your secondary insurance into their system. If you receive bills from their office, you are welcome to disregard them or you can call their office for a status update. Cupertino Podiatry is working with SCFHP's Provider Services Department to avoid this billing error in the future. SCFHP will continue to ask the provider to stop billing you. If Cupertino Podiatry refuses, we will	Resolve d in Favor of Membe r

VAM_202 20728_23 214	27-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are not happy with the quality of service you received from Green Cab (GC). You said on 7/26/2022 you called GC for a return ride home and the GC representative was rude. You said you were told there were no cabs available. You said you do not understand why this happened if your return ride was scheduled.		N	Resolved in Favor of Member

VAM_202 20728_23 224	27-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay	JOHN P PHAM	Family Practice	1.75E+09					You are not happy with the quality of service you received from Dr. John Pham. You said you have been trying to get your diabetes shoes since May and you are still having issues. You said that every provider you have seen at Valley Heath Center does not find the problem and always finds a reason not to treat you.	Our Grievance Department reviewed your complaint and contacted Dr. John Pham's management office for more information. They reviewed your complaint along with your medical records and confirmed you had a telephone visit with Dr. Pham on August 25, 2021. According to the notes, you were residing in Yuma, Arizona. When a member is out of state, they can't have billable visits because the billing provider isn't licensed in the state where the patient is living. Therefore, Dr. Pham is not able to treat you. The doctor's office tried to contact you. However, they were not able to reach you and a message was left with your case manager. When you return to California, you can schedule an in-person or televisit appointment if you wish to remain under Dr. Pham's care. Also, there was nothing in your records about diabetic shoes or a request for them. As explained in our		Resolved in Favor of Member

VAM_20220729_23238	27-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access									You are not happy with the services that you have received from Valley Connections (VC). You said the hold times are long. You said you need to get a hold of them to reschedule your appointments. SCFHP has reviewed your complaint and sent it to Valley Health Center's (VHC) management for review. Valley Connections has been notified of their long wait times. You currently have an appointment scheduled with your primary care provider for 8/10/2022 at 8:30 AM at VHC Tully. If you have an appointment with a specialist, you will need to contact the specialist directly as Valley Connections only does appointments for Primary Care Providers and Urgent Care. SCFHP's Customer Service Department scheduled your following appointments. 1) You have a pulmonary appointment scheduled for 9/14/2022 at 9:15 AM at 751 S. Bascom Ave Building Q-5th Floor. San Jose, CA 95128. 2) You also have an appointment with a gastroenterologist (GI)-Fibro Scan: 8/25/2022 2 PM. You cannot eat or drink 2 hours before your appointment. There is a follow-up appointment scheduled with the	N	Resolved in Favor of Member

VAM_202 20728_23 207	27-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay							Call#SC0590813 7/27/2022 3:57 PM YeseniaC mbr 408-831-8003 called to inquire about WC verified demo/elig mbr is homeless mbr has defective WC, mbr has to cancel therapy appts, mbr is mad, mbr called and they are ignoring him, it seems that they are ignoring me mbr said vendor Hometown medical supply, they were supposed to drop off new WC 6/27-6/29, they did drop off WC on 6/28 or 6/29 but that WC was defective, mbr called them on 6/29 to come pick up WC and drop off replacement WC, mbr said the seat was wrong and there is no Wheel on right side mbr was told someone would come after 7/4 to fix it but no one came mbr said they don't come and help me mbr has been calling them so many times, mbr was told several times they will come, each week they say following week but no one comes mbr wants a working WC mbr has appts but have to cancel them since mbr does not have a working WC		N	Resolve d in Favor of Membe r

VAM_202 20728_23 208	28-Jul-22	July	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		BAY AREA COMMUN ITY HEALTH - MOWRY II CLINIC	Unknown Physician Specialty	1.18E+09		Overturn	Medical Necessity Met	You are not happy with the Notice of Denial of Payment letter that you received from Santa Clara Family Health Plan. The claim (22180E01192) was denied for payment because Dr. Leena Chaudhury did not obtain an authorization for the services rendered to you on 6/22/2022. You are asking for reconsideration as you shared your Primary Care Physician (PCP), Dr. Hui Bettencourt went on vacation and Dr. Chaudhury was left to oversee his patients.		N	Resolved in Favor of Member
VAM_202 20728_23 209	28-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)						Overturn	Medical Necessity Met	You are appealing a denied authorization, A0181349. This is a request for physical therapy. This was originally denied because we did not received a doctor's signed orders for you to receive physical therapy.		N	Resolved in Favor of Member

VAM_202 20728_23 210	28-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service									You called SCFHP's Customer Service Department regarding information on the names of your Case Manager and the Head Manager of SCFHP's Case Management Department. During the call, the Customer Service Representative was unable to provide this information to you due to her supervisor not knowing the requested information. You felt it was not right that the supervisors did not know the names. SCFHP's Grievance and Appeals Department reviewed your complaint. This issue was internally documented and forwarded to SCFHP's Customer Service Management for review. SCFHP's Customer Service Management would like to sincerely apologize for the experience you had while calling SCFHP's Customer Service Department. SCFHP's Customer Service Department strives to provide the best customer service experience. However, in regards to all case management related services and questions our members are referred to the Case Management Department for further follow up. In response to your complaint, the SCFHP Customer Service Management shared that all Cal Mediconnect Plan members may contact the Case Management Department directly by calling 1-877-590-8999 to obtain more information related to specifically about case management services and who is on staff for the day. We apologize if the	N	Resolved in Favor of Member

VAM_202 20728_23 211	28-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service provided by Yellow Cab (YC). You stated that you were scheduled for a 9:00 a.m. pick up on July 27, 2022. You said YC arrived at 10:15 am, which made you an hour late for dialysis. The Grievance and Appeals department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed you were scheduled for an 8:00 a.m. pick up on July 27, 2022. YC dispatched your ride as early as 7:46 a.m. At 8:24 a.m., the cab driver accepted the fare, but he had another trip to complete first. YC's system shows that the driver completed the trip at 9:09 a.m., but YC did a deep dive into their GPS playback and discovered that the driver actually arrived at the pickup location at 10:15 a.m. and did not complete the trip until 10:28, which was already past the scheduled time. YC Management spoke with the driver right away, who was unable to recall what happened on the day of service. Nonetheless, YC collaborated with the Driver Management, who will investigate the issue further and provide coaching to the driver. Your return trip was successfully completed within	N	Resolve d in Favor of Membe r

VAM_202 20728_23 212	28-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	REGIONAL MEDICAL CENTER OF SJ	Unknown Physician Specialty	1.29E+09					You called our Customer Service Department about a bill you got from Regional Medical Center of SJ. This bill is for the services you received on 12/12/2021 for the amount of \$501.00.You are asking for our help with this bill.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Regional Medical Center participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Regional Medical Center and has asked them to remove the billed amounts from your account because you should not be responsible. Regional Medical Center has agreed that you are not responsible for this and has placed your account on hold while the adjustment is in process. Please disregard the billing statement from Regional Medical Center because you are not responsible for the balance owed.		Resolve d in Favor of Membe r

VAM_202 20728_23 213	28-Jul-22	July	3-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09		Uphold	Appropria te Care In Network	You are appealing the denial you received for Authorization 81992103, for Hematology/Oncology Service at Stanford Health Care. This was denied because you have been and approved to Dr. GARY ZHAO within your network. This decision was based after reviewing the Benefits and Coverage Handbook (EOC): Access to Care.		N	Resolve d in Favor of Plan

VAM_202 20728_23 215	28-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset with the quality of service provided by Yellow Cab (YC). You stated that YC did not show up to pick you up for dialysis. You mentioned that YC is always late picking you up. The Grievance and Appeals department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that you had a scheduled trip for 9:15 a.m. on July 26, 2022, and that your pick up trip was completed on time. The trip was accepted by a cab driver at 9:57 and completed at 10:06. Your return ride, however, was scheduled as a will call. You called YC at 2:10 p.m. to activate your trip, and it was immediately dispatched; however, YC was unable to locate an available cab right away due to a longer waiting time than usual. When you called at 2:55 p.m., you were informed of the current situation. After exhausting all efforts, a cab driver accepted the fare at 3:10 p.m., but the driver wasn't finished with his previous trip until 3:19 p.m. He arrived at the pickup location at 3:28 p.m. and completed the trip at 3:36 p.m. YC sincerely apologizes for the long wait for your return ride.	N	Resolved in Favor of Member

VAM_20220728_23216	28-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement									You are upset about a bill you received from Central Valley Imaging Center. The bill has a date of service of 5/25/2022 and the service received is an x-ray and a CT scan. The total billed amount is \$213.00.	The Grievance and Appeals Department reviewed this grievance with Central Valley Imaging Center. They found that they need to adjust your account based on the Medicare and Medical payments they received. They sent this to their Claims Department for review. This will take 4-6 weeks to review. You can disregard your bill.		Resolved in Favor of Member

VAM_202 20728_23 217	28-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you were provided by Yellow Cab, transportation vendor. You shared with us that on 7/27/2022, you waited for 30 minutes to be picked up for your ride to your appointment. This delay resulted in you being late to your appointment. You then shared that on your return ride home you waited more than an hour for Yellow Cab to pick you up. Additionally, you said you called SCFHP on 7/27/2022 to inform the Health Plan that you needed to reschedule your ride from 7/28/2022 to 8/5/2022. However, Yellow Cab still ended up calling you multiple times and then Yellow Cab informed you that they would not be able to provide the ride for 7/28/2022. You would like for Yellow Cab to be more timely when picking up members.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaint along with the trip details for 7/27/2022. They said you were scheduled for a ride request for a 7:00am for pick up. The ride was dispatched as early as 6:44am but it was assigned to a cab driver at 7:10am. Yellow Cab stated that the driver arrived at 7:16am and their system showed that it was successfully completed at 8:17am. Yellow Cab says that the completion of your ride shows that the cab was assigned on time and but it was delayed due to travel time. Yellow Cab's Management stated that they reviewed their call logs and phone calls and was unable to locate any calls where the Yellow Cab staff advised you that there was no available drivers for your ride. They reviewed your ride request for 7/28/2022 and found that SCFHP did not move your	N	Resolved in Favor of Member

VAM_202 20728_23 218	28-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you received from Green Cab (GC). You said on 7/25/2022 that you waited more than an hour for GC to pick you up. You said you called GC and every time you called they would tell you twenty (20) minutes. You said you felt sick sitting in the heat. You said you wanted to make sure this did not happen again.	Our Grievance Department reviewed your complaint and contacted Green Cab's management for more information. They reviewed your complaint along with the trip details for 07/25/2022 and confirmed you had two trips on this day. The first trip was successfully completed. GC confirmed you waited fifty (50) minutes for the will-call trip. Moving forward, GC will monitor your trips to prevent long delays. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both Green Cab and SCFHP sincerely apologize that this happened and look forward to serving	N	Resolved in Favor of Member

VAM_202 20728_23 221	28-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/26/2022. You said you called YC at 2:15pm, which was the time of your appointment. You called to cancel your ride. You said you had to call your wife to take you to your appointment. You said when you got to the office the receptionist gave you a hard time since because you were late. You said you called YC about 8 to 10 times and every time he would call them they kept telling you that they were still looking for a driver. You said you were also given different estimated times of arrivals (ETA's).	SCFHP Grievance and Appeals Department has reviewed your complaint and sent it to Yellow Cab's management for review. Yellow Cab's management reviewed your complaint and trip details for your trip on 7/27/2022. At the time of your scheduled pick up, 1:15 PM, they did not have any available drivers. As a result, they had longer wait times than usual. They diligently worked to secure a driver for your ride and had a driver accept the trip at 2:21 PM, however, a relative of yours called at 2:22 PM to cancel the ride. They sincerely apologize for the long wait and the inconvenience this has caused. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20728_23 222	28-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service	SANTA CLARA FAMILY HEALTH PLAN	Unknown Physician Specialty	1E+09					You are unhappy with Santa Clara Family Health Plan's (SCFHP's) Customer Service Representative because she was asking questions that were unrelated to scheduling transportation. You did speak with another representative who was able to help with scheduling transportation. You would like the representative disciplined for asking inappropriate questions.	SCFHP Grievance and Appeals Department has reviewed your complaint and forwarded it to SCFHP's Call Center Management. SCFHP's Call Center Management listened to the recorded call that took place on 7/28/2022 and confirmed all questions asked were related to your transportation request. SCFHP's Customer Service Representatives (CSR's) are required to ask what type of medical appointment you are requesting a ride for to confirm it was for a covered benefit. SCFHP does not provide transportation for medical appointments that are not covered by SCFHP or Medi-Cal. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20728_23 223	28-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	HIEN N TRUONG	General Practice	1.24E+09					You are not happy with the quality of service you have received from your Primary Care Physician (PCP) Chung Vu. You said Dr. Vu does not have an available appointment until 8/5/22 so you would like to change your PCP.	SCFHP Grievance and Appeals Department has reviewed your complaint and has made several attempts to get in touch with Dr. Truong's office. Unfortunately SCFHP has not received a response. SCFHP's Grievance and Appeals Department has forwarded your complaint to our Provider Network Management for tracking of the non-response. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate	N	Resolved in Favor of Member

VAM_20220728_23225	28-Jul-22	July	29-Jul-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral	ROBERT MILLARD	Unknown Physician Specialty	1.7E+09				Your wife on your behalf called because she said you have been waiting for an authorization to be approved by Santa Clara Family Health Plan (SCFHP) for Physical Therapy (PT) services. You said you have contacted SCFHP and also Dr. Robert Millard to request this approval for PT services. You said you have been waiting for over a month. This grievance was requested to be expedited; this request meets Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. ^ This request has been referred as an expedited review and will be resolved within 72 hours.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Family Health Plan's Clinical Reviewer. These are the following recommendations based on her investigation. Recommendations: 1. I have reached out to Dr. Robert Millard's office and spoke with a representative on 7/28/2022. She said she will send out another message to Dr. Millard to assist you with getting a referral/authorization re-submitted to SCFHP for review. I have also provided them with the fax number and informed them to make sure they provide the necessary documents such as medical records to support medical necessity. I have also reached out to SCFHP's Utilization Management (UM) Department to request if provider has sent in the authorizations as previously requested by SCFHP's Customer Service Department. UM said they did not receive any requests for Prior Authorization (PA)	Y	Resolved in Favor of Member

VAM_202 20728_23 226	28-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are unhappy with the quality of service from Green Cab (GC). You stated that you had been waiting for GC to pick you up from your house and that each time you called GC, you were given a 10-minute time estimate. You stated in June 2022, you waited an hour and a half outside for GC to pick you up, but GC never arrived.	The Grievance and Appeals department discussed your concerns with Green Cab Management. After reviewing your complaint, GC Management confirmed that you had a scheduled trip on June 13, 2022, which was cancelled by SCFHP for unknown reasons. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and GC work hard to provide the best quality service to each member. SCFHP and GC are very sorry any inconvenience this may have caused. Both SCFHP and GC look forward to better serving you in the future.	N	Resolved in Favor of Member

VAM_202 20728_23 228	28-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	STEVEN TILLES	Internal Medicine	1.84E+09					You are not happy with the quality of service you received from Dr. Steven Tilles. You said you were told by Dr. Tilles that his claims were not getting paid because the member was assigned to another primary care physician (PCP). Therefore, he would no longer see you. You said you need medication for your kidneys. Our Grievance Department reviewed your complaint and contacted Dr. Steven Tilles' management office for more information. They reviewed your complaint along with your medical records and confirmed that your mother called on 07/28/22 to schedule an appointment. The appointment was given for 7/29/22 at noon. As Dr. Tilles's staff started preparing the chart, they noticed that Dr. Tilles was not your assigned PCP. According to PMG, you are assigned to Dr. Eddie Cheng. Therefore, Dr. Tilles did not want to see you and asked his staff to contact you to cancel the appointment. Dr. Tilles mentioned he was informed you needed medication, which Dr. Tilles agreed to refill medication until you established care with a new PCP. SCFHP and Dr. Tilles apologize for the erroneous information. Our system was showing Dr. Tilles as your PCP and your network PMG was reflecting Dr. Eddie Cheng as your PCP.	N	Resolved in Favor of Member

VAM_202 20728_23 229	28-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay	KIDS KORNER MEDICAL SUPPLY	Unknown Physician Specialty	1.59E+09				You on behalf of your son called because you said Kids Korner placed your son's account of hold because Santa Clara Family Health Plan (SCFHP) has not paid the claims for dates of services 4/19/22, 5/19/22 and 6/19/22. You said the last delivery for diapers was on 6/19/2022. You said your son is running low on diapers. You said SCFHP wants a denial from Primary insurance that shows Anthem Blue Cross doesn't cover incontinence supplies..	Our Grievance and Appeals Department reviewed your complaint and contacted our Claims Department for more information. SCFHP's Claims Department confirmed all claims submitted by Kids Korner have been paid. Additionally, SCFHP's Claims Department has 45 business days from the date they receive the claim to process the claim. SCFHP's Grievance and Appeals Department also confirmed with you that you have received incontinence supplies from California Children's Services (CCS). Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Membe r
VAM_202 20728_23 230	28-Jul-22	July	26-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)						Overturn	Medical Necessity Met	You are appealing a denied claim, 22139E00554. This has a date of service of 04/24/2022 and the service requested is anesthesia for a c-section. You said that this is an emergency situation.		N	Resolved in Favor of Membe r

VAM_202 20729_23 231	28-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You stated that you would like a reimbursement of approximately \$2,000.00 for the dates of service from January 16, 2015 to September 16, 2021. The Grievance and Appeals Department reviewed your request for reimbursement. We were unable to process your request because we require Medicare's EOB. I attempted to contact you but was directed to your voicemail. Once you have obtained the necessary documents, please contact Customer Service and request another reimbursement reconsideration. As stated in your Medi-Cal member handbook Section 2: Asking SCFHP to pay you back for expenses: If you paid for services, you already received and you want SCFHP to reimburse you (pay you back), you must meet all of the following conditions: â€¢ The service you received is a covered service that SCFHP is responsible to pay for. SCFHP will not reimburse you for a service that is not covered by either Medi-Cal or SCFHP. â€¢ You received the covered service after you became an eligible SCFHP member. â€¢ You ask to be paid back within one year from the date you received the	Resolve d in Favor of Membe r

VAM_202 20729_23 232	28-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you received from a Santa Clara Family Health Plan's (SCFHP) Customer Service Representative (CSR). You said on 7/28/2022 that Yellow Cab (YC) showed up instead of Green Cab (GC). You said CSR input the wrong date for your ride. You said your appointment was on 7/21/22 and CSR entered 7/22/22. You said because of this you missed your appointment. Our Grievance Department reviewed your complaint and forwarded it to our Call Center Management for more information. Our customer service representative (CSR) entered the wrong date for your ride, according to SCFHP's Call Center Management. Our CSR will be provided coaching on how to book transportation rides more efficiently to ensure this type of error does not happen again. In addition, per your request, we asked our call center management to not book any future rides with YC. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. SCFHP works hard to provide the best	N	Resolved in Favor of Member

VAM_202 20729_23 234	28-Jul-22	July	11-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					Your daughter on your behalf called because she said you received a bill from Stanford Health Care for date of service (DOS) 11/11/2021 for the amount of \$140.50. You are requesting assistance with this bill.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Stanford Medical Center participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot bill you. Our Grievance Department contacted Stanford Medical Center and confirmed they had not billed SCFHP. Stanford Medical Center has placed your account on hold while they are billing SCFHP. Please disregard the billing statement from Stanford Medical Center because you are not responsible for the balance owed.		Resolve d in Favor of Membe r

VAM_202 20729_23 240	28-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are not happy with the quality of service you received from Santa Clara Family Health Plan (SCFHP). You said you have called us many times regarding your bill statement from St. Mary's Hospital and it has not been taken care of. You said it's been a year already.Â	SCFHP's Grievance Department reviewed the bill you received for the date of service (DOS) of 04/24/2021. We have contacted St. Mary's Hospital billing office. They did not have your current health plan information on file. They will resubmit the bill for reprocessing. Please note that this can take 45-60 days. If you receive this bill again, please call the SCFHP Customer Service Department at 1-800-260-2055. St. Mary's Hospital has agreed that you are not responsible for this and has placed your account on hold while the adjustment is in process. Please disregard the billing statement from St. Mary's Hospital because you are not responsible for the balance owed.	Resolved in Favor of Membe r

VAM_202 20729_23 261	28-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You, on your father, Abundio Pailla's behalf are not happy with the quality of service he has received from Yellow Cab, transportation vendor. You shared with us that Yellow Cab has been dropping him off at his old apartment number. This is causing issue as your father has dementia which makes it difficult for him to remember his new apartment number. You said you have already corrected the address with the new apartment number and are not sure why this is happening. You also mentioned that Yellow Cab informed you that SCFHP has not updated the address with them. You would like for this to be corrected going forward for all his future ride request.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaint along with the trip details for the month of July and August. They informed us that although SCFHP does created and enter the trip information into their dispatch system, which means that any discrepancies would be SCFHP's error. Yellow Cab's Management checked your father's July trips and confirmed they had the address entered correctly but they did have the missing apartment number. Additionally, they checked the trips for August that have been already booked or prebooked have been entered correctly with the apartment number. Yellow Cab's Management would like to extend their sincerest apology to you and your father for any stress that was created by not having the apartment. SCFHP would like to	N	Resolved in Favor of Member

VAM_202 20729_23 251	28-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call#SC0591406 7/28/2022 11:11 AM MayraR Member 650-862-0817 Verified name/dob/demo Tried to make apt 7/28 with current pcp and he was not able to reach anyone over the phone, he called 650-330-7400 shares he wants to make apt due to stomach issue. He was thinkin of another pcp Meg Tabaka MD adv that is a pediatric pcp. offered to call and help with reaching someone is office called spoke w/ Alma 650- 330-7400, he will need to register first before they make an apt called 650-330-7416 spoke Guadalupe she scheduled apt for member's registration 8/3/22 8:45am 900 Miramonte Ave member was content with this also educated about urgent care benefits at VHC Downtown or Bascom discussed ER and Urgent care benefits out of state member also requesting pcp change from JULIA TSE to HUANG,		N	Resolve d in Favor of Membe r

VAM_202 20729_23 237	29-Jul-22	July	24-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab. You said on 7/29/22 the driver was late picking you up which caused you to be late to your appointment. You are worried this will happen again.	SCFHP has reviewed your complaint and sent it to Yellow Cab's management for review. Yellow Cab's management reviewed your claim as well as your trip details for 7/28/2022. They show that the driver arrived at 1:06 PM. When the driver called you to let you know they were there, they were told that you did not have an appointment. You let them know that your appointment was canceled around 9:00 AM due to throat issues. They do not have any other trips scheduled for the same drop-off location of 575 Cottle Rd #5. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation	N	Resolved in Favor of Member

VAM_202 20729_23 239	29-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are unhappy with the quality of service from Yellow Cab (YC). You stated that you waited an hour and ten minutes for the driver to arrive for your return ride on July 29, 2022. You stated that this occurs frequently.	The SCFHP Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed and confirmed your return ride was scheduled for "will call" on the day of service. At 9:34 a.m., you called YC to activate your ride, and it was immediately accepted by a WAV driver. The driver arrived at 10:00 a.m. and finished the trip on time at 10:23 a.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member. SCFHP and YC are very sorry any	N	Resolve d in Favor of Membe r
VAM_202 20729_23 241	29-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t							You are upset you received a bill from Pulmonary Solution. This bill has a date of service of 4/18/2022 and the service requested is oxygen rental. This has a billed amount of \$26.90.	The Grievance and Appeals Department reviewed this grievance with Pulmonary Solution. They found that you have no responsibility for this bill. You can disregard your bill.		Resolve d in Favor of Membe r

VAM_20220729_23242	29-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Assault/Harassment	JUVO AUTISM + BEHAVIORAL HEALTH SERVICES	Unknown Physician Specialty	1.83E+09					You are unhappy with the quality of service your son has received from Juvo Autism + Behavioral Health. You said that you have noticed bruises on your son's arms on several occasions and you've seen the clinical director squeeze his arms and slam him on the couch about a month ago. You also are not happy with being told you must wear a mask while in session and you are required to participate the entire session. You said you have not had to wear a mask before and you cannot be involved in the entire session because you have a newborn. You think you are being retaliated against due to filing previous complaints.	SCFHP has reviewed your complaint and sent it to Juvo Autism + Behavioral Services Management for review. Unfortunately, we were not provided with correct contact information so that delayed our communication with Juvo Autism + Behavioral Services Management. We have not received a response from Juvo Autism + Behavioral Services so we have forwarded this complaint to Provider Network Management for tracking purposes. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment		Resolved in Favor of Member

VAM_202 20729_23 243	29-Jul-22	July	26-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You are appealing the denial you received for Authorization # 2207141974999900009, Podiatry Consult (A special doctor who treats Foot problems). This was not approved the way it was requested because Out of network providers will be reserved for urgent emergent situation. You have an approved authorization to see Dr. Jenny Sarmiento who is an in-network provider who can provide the same service as Marin Specialty Surgery Center, who is an out of network provider.		N	Resolve d in Favor of Plan

VAM_202 20729_23 244	29-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that your pick-up time should be 5:15 a.m. You mentioned that YC has been arriving around 7:00 a.m. The Grievance and Appeals Department reviewed your concerns with Yellow Cab (YC) Management. YC Management reviewed and confirmed that you were scheduled for a 5:15 p.m. pick up on July 27, 2022. YC had a longer wait time than usual at the time of dispatch because they only had a limited number of cabs working in Sunnyvale. As YC worked diligently on the order, it wasn't until 5:43 p.m. that a driver accepted the trip. The driver arrived at 6:03 p.m. and finished the trip at 6:12 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to	N	Resolved in Favor of Member

VAM_202 20729_23 245	29-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said YC did not pick you up for your dialysis appointment on 7/29/2022. You said you have a recurring transportation request to dialysis every Monday, Wednesday, and Friday.	Our Grievance Department reviewed your complaint and contacted YC's management for more information. They reviewed your complaint along with the trip details for 7/29/2022. YC's management confirmed on 7/29/2022 that your scheduled ride was cancelled by SCFHP on 7/28/22. Our Grievance Department then forwarded this information to our Call Center Management for review. Our Call Center Management reviewed your call history along with transportation request history and confirmed your pick-up and return rides were accidentally cancelled on 7/28/22 and your pick-up ride was rebooked when you called on 7/29/2022 to share you were not picked up by YC. SCFHP found coaching opportunities with the CSR. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with	N	Resolve d in Favor of Membe r

VAM_20220729_23246	29-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/29/2022. You said you were ready since 11:00 am. You said you received notifications that your driver was on the way. You said when the driver was close to your house the driver disappeared on the map. You contacted YC, another driver was dispatched and the same thing happens again. They dispatched a 3rd driver and the same thing happens again.	SCFHP reviewed your complaint and sent it to Yellow Cab's management for review. Yellow Cab's management reviewed your complaint and trip details for 7/29/2022. They found that the first driver had to complete a ride before yours so they had to find another driver for your trip. They were unable to find another driver until 10:55 AM, but that driver had an emergency and had to cancel. Finally, a third driver accepted the trip at 11:41 AM. They show that they were 30 minutes behind and sincerely apologize for making you late to your appointment. Yellow Cab suggested scheduling the pick-up window a little earlier to your appointment since Milpitas to Santa Clara will always take at least 20 minutes to drive. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns,	N	Resolved in Favor of Member

VAM_202 20729_23 247	29-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that YC arrived at 3:05 p.m. on June 17, 2022, and your appointment was scheduled for 3:00 p.m.	The Grievance and Appeals department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed and confirmed that you were scheduled for a 2:00 p.m. pick up on June 17, 2022. YC did not have any available cabs in Milpitas at the time of dispatch, so YC had to look for an available cab outside the area. YC called you twice to inform you of the current situation, but you did not answer. Regardless, YC kept working on the order, which took longer due to massive call holdings. A driver arrived at 3:10 p.m. and finished the trip at 3:25 p.m. YC sincerely apologize that you were late for your appointment. Unwanted delays may occur due to unavoidable circumstances, but YC ensures that they are always working to provide alternatives. YC will make every effort to adhere to the timeframe in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical	N	Resolved in Favor of Member

VAM_202 20729_23 248	29-Jul-22	July	26-Aug-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider									You are not happy with Santa Clara Family Health Plan (SCFHP). You said you applied for Kaiser Network through Medi-cal and you were denied. You said you want Kaiser through Medi-cal coverage so you can continue to see your care team at Kaiser for your medical conditions. Our Grievance Department reviewed your complaint along with your call and eligibility notes. During the course of our review of your eligibility notes, it was confirmed that your request to be assigned to the Kaiser network on 7/6/2022 was denied because your prior Kaiser coverage was over six months ago. Our eligibility department sent a second request with your medical record number and again, Kaiser denied it. The Eligibility department then sent an email to Kaiser, and Kaiser denied being unable to make an exception stating you do not meet criteria. In addition, SCFHP only submits the request to Kaiser on the member's behalf and does not determine eligibility or the outcome of the request. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are	N	Resolved in Favor of Plan

VAM_202 20729_23 249	29-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation. You said that on 7/29/2022, you had two issues with Yellow Cab. You said you were waiting for the cab to arrive for your pick up but it did not show up. You said you called Yellow Cab and the automated system stated that you did not have a ride schedule with the vendor. You said that Yellow Cab always does this to you. You mentioned it is frustrating and would like to be picked up right away. Secondly, you said that Yellow Cab cancelled your ride on 7/29/2022 without your permission. You wanted to know why you are not getting notifications from Yellow Cab about that.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaint along with the trip details for 7/29/2022. They said you were scheduled for two ride trips for the same date of service. Their system shows you were to be picked up at 12pm. However, the both to and from trips were cancelled on 7/28/2022 at 10:03am by a SCFHP staff member through the health plan portal. Yellow Cab's system shows that the trip was recreated by SCFHP on the same day with a new pick up time of 12:24pm. They shared that due to a massive increase in pick up orders they received, they were challenged in locating a cab for you. They were able to do so at 12:52pm but at 12:59pm the ride was canceled again by a SCFHP Staff member from the Health plan through the portal with an unknown reason. They shared although	N	Resolved in Favor of Member

VAM_202 20729_23 250	29-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation. You said that on 7/29/2022, you had two issues with Yellow Cab. You said you were waiting for the cab to arrive for your pick up but it did not show up. You said you called Yellow Cab and the automated system stated that you did not have a ride schedule with the vendor. You said that Yellow Cab always does this to you. You mentioned it is frustrating and would like to be picked up right away. Secondly, you said that Yellow Cab cancelled your ride on 7/29/2022 without your permission. You wanted to know why you are not getting notifications from Yellow Cab about that.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaint along with the trip details for 7/29/2022. They said you were scheduled for two ride trips for the same date of service. Their system shows you were to be picked up at 12pm. However, the both to and from trips were cancelled on 7/28/2022 at 10:03am by a SCFHP staff member through the health plan portal. Yellow Cab's system shows that the trip was recreated by SCFHP on the same day with a new pick up time of 12:24pm. They shared that due to a massive increase in pick up orders they received, they were challenged in locating a cab for you. They were able to do so at 12:52pm but at 12:59pm the ride was canceled again by a SCFHP Staff member from the Health plan through the portal with an unknown reason. They shared although	N	Resolved in Favor of Member

VAM_202 20729_23 252	29-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are unhappy with the quality of service from Yellow Cab (YC). You stated that you were scheduled for pick up on July 27, 2022, and that you called YC at 7:30 a.m. for an estimated time of arrival. You stated that YC informed you that they were looking for a cab. You said that after waiting until 8:00 a.m. for YC to respond, you chose to ride your bike to your appointment. You stated that YC marked you as a no show and that they called you, but YC has your old phone number on file. You stated that this has happened several times and that you are always late for your appointments.	The Grievance and Appeals department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed and confirmed that you were scheduled for a 07:30a.m. pick up on July 27, 2022. Your ride was dispatched by YC at 7:49 a.m., and the driver arrived at 8:03 a.m. YC attempted to contact you but was routed to your voicemail. Due to YC's inability to contact you, dispatch deviated from the standard No Show protocol. Furthermore, YC reviewed your previous trips and found that the completed trips had no latency issues, but some of them were tagged as No Show because YC was unable to contact you. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive	N	Resolved in Favor of Member

VAM_202 20729_23 253	29-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	VHC - TULLY	Unknown Physician Specialty	1.38E+09					You are not happy with Valley Health Center (VHC) at Tully. You said you had an appointment scheduled for 7/29/22 at 11 a.m. You said upon arrival you were told the appointment was at 2:30pm. You said you asked if you could be seen earlier since you were already there and could not come later. You were told doctors were busy with other patients. You said you asked to reschedule your appointment and you were told the next available appointment was until October,2022. You are very upset because you waited two months for this appointment.Â	Our Grievance Department reviewed your complaint and contacted Valley Health Center (VHC) at Tully Management Office for more information. They reviewed your complaint along with your medical records and confirmed you were scheduled for 7/29/22 at 2:30 pm, not at 11:00 am. Unfortunately, they were not able to accommodate you because your visit was to establish care, which is a long appointment. You were offered a telephone and you declined. Records also show you were contacted by a medical assistant to try to book you an appointment. However, none of the available appointments worked with your schedule. The medical assistant sent a message to the in-charge nurse to further assist you in booking an appointment at another location. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care,	N	Resolved in Favor of Member

VAM_20220729_23254	29-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Non-Medical Transportation (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab on 07/29/2022. You said that you were not picked up on time for your appointment. You said this happened before in the past. You said that a driver picked you up and the taxi was very dirty and smelly.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, You were scheduled for a 12:30 pm pick up suggesting an appointment chair time of 1:30 pm. Unfortunately, YC ran into issues trying to find a cab. YC called you and you agreed to wait. However, as YC was trying to find a cab you decided to cancel your trip at 1:13 pm. In regards with sanitation, YC cleans their cabs every day after driver is done to ensure clean and sanitized cabs for the next day. Lastly, she checked your previous trips and record shows that all of them were completed with no issues. Yellow Cab Management would like to extend their sincerest apology to you for the long wait	N	Resolved in Favor of Member

VAM_202 20729_23 256	29-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t								Your brother on your behalf called because he said you received two (2) separate bills. One for date of service (dos) 01/05/2022. The amount of the bill is \$38.14 from Dr. Min Kyaw. They other bill is for DOS 01/03/22 for the amount of \$50.96 from Emergency Physicians Associates.	The Grievance and Appeals Department reviewed this grievance with Dr. Kyaw Min's office. They did not receive the Medi-Cal payment. We faxed over the Explanation of Benefits to show proof that we sent the Medi-Cal payment to them. They will review and adjust your account. You can disregard the bill. The Grievance and Appeals Department also reviewed this grievance with Emergency Physicians Associates. They will adjust the bill accordingly. You can disregard the bill.	N	Resolved in Favor of Member

VAM_202 20729_23 257	29-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	KYAW MIN	Family Practice	1.94E+09				Your brother on your behalf called because he said you received two (2) separate bills. One for date of service (dos) 01/05/2022. The amount of the bill is \$38.14 from Dr. Min Kyaw. They other bill is for DOS 01/03/22 for the amount of \$50.96 from Emergency Physicians Associates.	The Grievance and Appeals Department reviewed this grievance with Dr. Kyaw Min's office. They did not receive the Medi-Cal payment. We faxed over the Explanation of Benefits to show proof that we sent the Medi-Cal payment to them. They will review and adjust your account. You can disregard the bill. The Grievance and Appeals Department also reviewed this grievance with Emergency Physicians Associates. They will adjust the bill accordingly. You can disregard the bill.	N	Resolved in Favor of Member

VAM_202 20729_23 258	29-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset with the quality of service from Yellow Cab (YC). You stated that you were scheduled for a 2:00 p.m. pick up on July 29, 2022, but YC did not arrive. You stated that this is your fourth trip with YC that has gone wrong. You mentioned that the cab smelled like urine and French fries all the time. You stated that the driver does not speak English and that the radio is always on. You stated that you had to wait an hour for YC after being told that they would arrive in seven to eight minutes. You stated that you no longer want to use YC.	The SCFHP Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed and confirmed that you had a scheduled ride for 1:00 p.m. on July 29, 2022. At 13:58, a cab driver was assigned to your ride. Unfortunately, due to an unforeseen circumstance, the driver had to cancel the trip. As YC made every effort to find a new cab driver, YC assigned a new driver at 15:07, which was already past the time limit. The driver arrived at 15:15 and finished the ride at 15:34. Your return trip, on the other hand, was completed successfully and without delay. Additionally, YC looked over their call logs and found no evidence of a call from you regarding your ride. Furthermore, your most recent trips with YC were completed on time. YC sincerely apologizes for the unpleasant experience you had with their driver. The driver has been	N	Resolved in Favor of Member

VAM_202 20729_23 259	29-Jul-22	July	1-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral	INDIRA B FULARA	Family Practice	1.66E+09				You are not happy with the quality of care you have received from Dr. Fulara Indira B. You said it's been two weeks already that you've been asking Dr. Fulara for a referral to an orthopedic specialist. You said you had an appointment on 7/29/2022 and you asked Dr. Fulara for the referral again. You said you are in pain and you have a scheduled appointment with Dr. Elizabeth Riley at Stanford Orthopedics on August 5, 2022. You are requesting this to be urgent.Â SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Clinical Review Nurse has recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On August 1, 2022 our Grievance Department referred you to our Case Management Department. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Additionally, if pain worsens and you are unable to schedule an appointment with your Primary Care Physician (PCP), please go to the nearest urgent care or emergency room. You may also call the Advice Nurse Line at 1-877-509-0294 (number is on member ID card). It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive	Y	Resolved in Favor of Member

VAM_202 20729_23 260	29-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t									You are upset about a bill you received. The bill has a date of service of 7/27/2020 and the service requested is anesthesia. The total billed amount is \$39.16.	The Grievance and Appeals Department reviewed this grievance with Envision. They confirmed that they need your Medicare ID. We provided that information and they said they will re- process the bill. This will take 30-45 days. You can disregard the bill.		Resolve d in Favor of Membe r

VAM_202 20729_23 262	29-Jul-22	July	26-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Service Auth and Plan Level Appeals Process	Service Authoriza tion Process	SCVMC PHYSICIA N SERVICES	Unknown Physician Specialty	1.59E+09					You called SCFHP's Customer Service Department trying to obtain status on your referral from Valley Health Center (VHC) to Physical Medicine Rehab Specialist at Good Samaritan. You said that the referral is taking too long as you need care in regards to your legs. You mentioned it has been 3 months that you have been waiting but nothing seems to be getting resolved. SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. Our records show that we received a standard request from you to change the vendor from Sterling Physical Therapy to Good Samaritan Physical Therapy. The request was received on 8/5/2022 and was approved on 8/9/2022 and effective from 8/5/2022 to 11/30/2022. The approval notice was mailed to you on the same day. Please note that our Utilization Department has 14 calendar days to review standard requests and 72 hours for urgent requests. The request was timely reviewed. Additionally, on 7/29/2022, the Customer Service Representative heard your request for assistance and contacted the Valley Health Center for status. They explained to you that a new referral was currently pending for approval for you to go to Good Samaritan. Your Primary Care Physician or office staff member was to	Resolve d in Favor of Membe r

VAM_202 20801_23 263	29-Jul-22	July	25-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation. You said that on 7/29/2022, Yellow Cab was late for your pick up for your appointment. You said you had an appointment at 2:50pm and the driver did not show up until past 3:30pm. You mentioned that you were going to be late for your appointment.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. Yellow Cab's Management reviewed your complaint along with the trip details for 7/29/2022. They said you were scheduled for a pick up ride at 1:50pm. They shared with us that on the day of your service, your trip was cancelled since they had the wrong pick up address. They would like you to know that all transportation rides are created and booked by SCFHP, as they are unable to modify the trip details. They informed us that the Health Plan recreated the trip with the correct pick up address and the pickup time was set for 3:15pm. The trip was assigned right away at 3:19pm and their driver arrived at your pick up location at 3:31pm. Their records show that your trip was completed at 3:39pm. Yellow Cab Management would like to extend their sincerest apology to you for long wait time and for any inconvenience this	N	Resolved in Favor of Member

VAM_202 20801_23 287	29-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	JUVO AUTISM + BEHAVIO RAL HEALTH SERVICES	Unknown Physician Specialty	1.83E+09				You are unhappy with the quality of service your son has received from Juvo Autism + Behavioral Health. You said that you have noticed bruises on your son's arms on several occasions and you've seen the clinical director squeeze his arms and slam him on the couch about a month ago. You also are not happy with being told you must wear a mask while in session and you are required to participate the entire session. You said you have not had to wear a mask before and you cannot be involved in the entire session because you have a newborn. You think you are being retaliated against due to filing previous complaints.			Resolved in Favor of Membe r

VAM_202 20801_23 288	29-Jul-22	July		Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	Discrimination	JUVO AUTISM + BEHAVIORAL HEALTH SERVICES	Unknown Physician Specialty	1.83E+09				You are unhappy with the quality of service your son has received from Juvo Autism + Behavioral Health. You said that you have noticed bruises on your son's arms on several occasions and you've seen the clinical director squeeze his arms and slam him on the couch about a month ago. You also are not happy with being told you must wear a mask while in session and you are required to participate the entire session. You said you have not had to wear a mask before and you cannot be involved in the entire session because you have a newborn. You think you are being retaliated against due to filing previous complaints.		Resolved in Favor of Member

VAM_202 20801_23 266	1-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	SVELTLAN A P BURKHEAD	Family Practice	1.73E+09					You said you have medical issues and need to see a Psychiatrist. You said your Primary Care Physician (PCP) Dr. Svetlana Burkhead stopped prescribing anti-depressants. You said your PCP doesn't refer you to a mental health provider. You said she has told you she cannot help you.	Our Grievance Department reviewed your complaint and contacted the office of Dr. Burkhead for more information. Your complaint was reviewed along with your medical records and confirmed on 8/3/22 Dr. Burkhead's office contacted you about your request for a refill on Venlafexine 150 mg. During this call, you explained you are currently in Danbury, Connecticut due to an emergency and need a refill. The office confirmed a prescription was sent on 8/3/22 to a CVS Pharmacy at 35 Padanaram Rd in Danbury, Connecticut. The office did confirm the prescription was initially denied because that pharmacy is not contracted with Medi-Cal. Dr. Burkhead's office did confirm they spoke with you on 8/10/22 and received confirmation from you that the prescription was filled on 8/9/22. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all	N	Resolved in Favor of Member

VAM_202 20801_23 267	1-Aug-22	August	30-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09		Uphold	Adjudicat ed Properly	You are appealing the denial you received from Stanford Medical Center Hospital for authorization number A0182803, MRI Pelvic 1 and MRI Abdomen 1. This was denied because IVF and related services are not a covered benefit of your health plan. You stated that the diagnosis of IVF was not the correct diagnosis code and you were actually requesting the MRI due to a diagnosis of endometriosis. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review, which involves and imminent and serious threat to the health of our members, including but not limited to: - â€¢ Severe pain - â€¢ Potential loss of life, limb or major bodily function This request has been referred to the standard level of care. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolve d in Favor of Plan

VAM_202 20801_23 268	1-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You stated that on July 24,2022, you received a \$135.00 bill from Kaiser for the date of service on April 25.	SCFHP's Grievance Department reviewed the bill you received from Kaiser and contacted Patient Services regarding Date of service 04/25/2022 for the amount of \$135.00. Your claim has been processed and sent to your insurance company for payment. You can disregard bill. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.		Resolve d in Favor of Membe r

VAM_202 20801_23 269	1-Aug-22	August	2-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are unhappy with the access to care from Valley Health Plan (VHP). You mentioned seeing Dr. Ho in Infectious Disease. You stated that Dr. Ho referred you for IV antibiotics, but Stanford has yet to receive them, which is affecting your cancer treatment and overall health.	Our Grievance and Appeals Department reviewed your request to expedite grievance for IV antibiotics and Infusion Therapy with SCFHP's Clinical Review Nurse. SCFHP Clinical Review Nurse reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria. SCFHP's Clinical Review Nurse recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services, which includes assisting you and your provider with submitting referrals to Valley Health Plan UM department and scheduling treatments. On August 01, 2022 our Grievance Department referred you to our Case Management Department. Since you are assigned to the Valley Health	Y	Resolved in Favor of Member

VAM_202 20801_23 271	1-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	HUNG V NINH	Internal Medicine	1.56E+09					You called because you said you have an approved authorization for an intrauterine device (IUD). Authorization #20220725T8800340 to see Dr. Hung Ninh. You have been told by his office that you need to pay \$80.00 out of pocket for the device. You said you do not agree with this because you have an approved authorization. Our Grievance Department reviewed your complaint and contacted the office of Dr. Ninh for more information. Dr. Ninh's office reviewed your complaint along with your medical records and confirmed the office did not collect any money from you. Dr. Ninh apologized and explained that their office may have explained they are not getting paid for the Mirena IUD and explained there may be an out of pocket cost of \$80.00. Dr. Ninh's office confirmed this is only for their patients with commercial insurance and not for their patients with Medi-Cal. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20801_23 272	1-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you received from a Santa Clara Family Health Plan (SCFHP) Customer Service Representative (CSR). You said on August 1, 2012, when you called the CSR, was not listening to what you were saying and hung up on you. You said you were really upset about the customer service you received. Our Grievance Department looked over your complaint and asked for more information from our Call Center Management. The Call Center Management reviewed your complaint along with the recorded call details for 08/01/2022 and found that the call was not hung up by the CSR. The call center believes the call was disconnected due to a connection issue. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our CSRs to provide great service to our members. SCFHP's Customer Service Department sincerely apologizes that this happened and look forward to serving you in the	N	Resolved in Favor of Member

VAM_202 20801_23 273	1-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you received from Santa Clara Family Health (SCFHP). You said no one called you back regarding community resources for transportation that are not covered by the plan for transportation services. Our Grievance Department looked over your complaint and asked for more information from our Call Center Management. The Call Center Management reviewed your complaint along with the recorded call details for 08/01/2022 and found that you were not reached because the CSR wanted to exhaust all the resources before giving you an answer. Unfortunately, CSR reached out to multiple departments and they were not able to assist. You were then advised to contact Medicare because you have Medicare and Medi-Cal. This information was provided to you by a supervisor as well. When Medi-Cal isn't able to provide taxi services, there aren't any other free ways to get around. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they	N	Resolved in Favor of Member

VAM_202 20801_23 274	1-Aug-22	August	29-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	SIGNIFY HEALTH MEDICAL ASSOCIAT ES OF CALIFORN IA, PC	Unknown Physician Specialty	1.54E+09					You shared you are not happy with the false information entered on your records during your Signify assessment visit on 7/25/2022 with provider, Ken Hans, MD. You said that the provider entered into your records that you have a heart problem. You said that you do not have any heart issues and would like this to be removed from your documents. You said during the visit, the provider asked you to do something that is physically impossible to do. You shared with us that the provider also mentioned to you that if you did not answer all of the questions for your Signify assessment then you could be possibly disenrolled from SCFHP.	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted SCFHP's Risk Assessment Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from Signify Health. They would like to apologize for the experience you had with their company. They shared that you had a scheduled assessment on 7/25/2022 at 11:00AM. The provider denied your allegation about stating to you as the member had to answer all the questions or you could possibly be disenrolled. The Signify Health process for any of their providers: is if the member declines to answer a question or refuses a portion of the assessment, the provider is to leave the question or section blank and include a note. They reviewed your completed assessment and there were no red flags. Signify Health shared they would be sending you an amendment form	N	Resolved in Favor of Member

VAM_202 20801_23 276	1-Aug-22	August	29-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Compliance	Fraud/Waste/Abuse									Your daughter on your behalf called because she said you received a Denial of Notice for Payment for Valley Specialty Services (VSP. Date of service is 08/27/2021 from provider Elysia Ison). She said you have never been to this provider. She said you do not recall receiving any services on 8/27/2021.	Santa Clara Family Health Plan's reviewed your concerns. We have sent your grievance to Vision Specialty Services (VSP) your delegated vision provider. These are their following responses. Your plan allows for a routine eye exam once every 12 months along with spectacle lenses and a frame once every 24 months based on a service year. The member may choose elective contact lenses instead of glasses, but not both services within the same eligibility period. Their records show a claim for medical eye exam (99213) and refraction (92015) was submitted to VSP on June 28, 2022, for a date of service August 27, 2021, from Bay Area Community Health (BACH). The claim number 22586660 was denied on July 15, 2022, as the CPT Code 99213 is not a covered benefit under the member's vision plan. Thus, the CPT Code 92015 cannot be paid without a routine eye exam service being billed. She contacted the	N	Resolved in Favor of Member

VAM_202 20801_23 277	1-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Primary Care Provider	LAURA E DALTON	Family Practice	1.6E+09					You are upset about an appointment on 07/26/2022. Your appointment was with Dr. Laura Dalton or Dr. Theresa Robbins. You said that you were unable to have your appointment because SCFHP did not pay the previous visit. SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your complaint to Dr. Laura Dalton's office. These are the responses from the Senior Operations Director. According to their records you have coverage with Medicare and a Manage care plan. Unfortunately, when their insurance verification was ran through the system Dr. Dalton was not listed as a PCP. Once this was identified as an error their team reached out to you to apologize for the inconvenience and an appointment was made for you at a time which was most convenient based on availability. She coached her Team on verifying PCP for their patients and the communication process when they have questions regarding coverage to ensure they are accommodating their patients for the care they need. As a reminder, you may change PCP's at any time by calling Customer Service. If we can make the change you want, in most	N	Resolved in Favor of Member

VAM_202 20801_23 278	1-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Directory Error	HIEU T NGUYEN	Unknown Physician Specialty	1.31E+09					You are not happy with the quality of service you have received from Dr. Hieu Nguyen. You said you called the office to schedule an appointment and was told Dr. Nguyen no longer works in that clinic. Our Grievance Department reviewed your complaint and contacted our Provider Network Management for more information. Our Provider Network Management confirmed Dr. Hieu Nguyen is no longer with Advance Surgical Group. SCFHP is very sorry for this error and has updated our system. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our records show you are assigned to Hien Truong, M.D. with Premier Care effective August 1, 2021. Please contact Dr. Truong at (408) 532-096 to schedule a new patient appointment and establish care.	N	Resolved in Favor of Member

VAM_202 20801_23 279	1-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Directory Error	HIEU T NGUYEN	Unknown Physician Specialty	1.31E+09					You are not happy with the quality of service you have received from Dr. Hieu Nguyen. You said you called the office to schedule an appointment and was told Dr. Nguyen no longer works in that clinic. Our Grievance Department reviewed your complaint and contacted our Provider Network Management for more information. Our Provider Network Management confirmed Dr. Hieu Nguyen is no longer with Advance Surgical Group. SCFHP is very sorry for this error and has updated our system. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our records show you are assigned to Nong Dang, M.D. with Premier Care effective August 1, 2021. Please contact Dr. Dang at (408) 912-5772 to schedule a new patient appointment and establish care.	N	Resolved in Favor of Member

VAM_202 20801_23 280	1-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Directory Error	HIEU T NGUYEN	Unknown Physician Specialty	1.31E+09					You are not happy with the quality of service you have received from Dr. Hieu Nguyen. You said you called the office to schedule an appointment and was told Dr. Nguyen no longer works in that clinic. Our Grievance Department reviewed your complaint and contacted our Provider Network Management for more information. Our Provider Network Management confirmed Dr. Hieu Nguyen is no longer with Advance Surgical Group. SCFHP is very sorry for this error and has updated our system. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our records show you are assigned to Nong Dang, M.D. with Premier Care effective August 1, 2021. Please contact Dr. Dang at (408) 912-5772 to schedule a new patient appointment and establish care.	N	Resolved in Favor of Member

VAM_202 20801_23 281	1-Aug-22	August	2-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	SCVMC ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.06E+09				You are not happy with the untimely access to care to see a Physical Therapist. You said you called Santa Clara Valley Medical Center (SCVMC) and you said they put you on a waitlist. You said you want to be seen sooner because of your medical condition. This grievance was requested to be expedited; this request meets Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as an expedited review and will be resolved within 72 hours.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Family Health Plan's Clinical Reviewer. These are the following recommendations. Recommendation: 1. I have referred you to case management to follow-up with PCP and assist with referral to appropriate specialist. 2. If your pain symptoms continue to worsen, please go to the nearest urgent care or emergency room. 3. SCFHP has a 24-hour Advice Nurse Line, please call the following number (Medi-Cal members, call 1-877-509-0294). 4. You can request a TeleHealth visit with a MD, Clinical Provider as needed. In addition, your case was referred to our Quality Department for review of potential quality issue(s). Our Quality Department seeks to ensure that all SCFHP members receive excellent health care and are satisfied with the services provided by SCFHP staff and providers. Our Quality Department	Y	Resolved in Favor of Member

VAM_202 20801_23 283	1-Aug-22	August	17-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You do not agree with Valley Health Plan (VHP)'s denied authorization number 81992727, a request for physical therapy at Stanford. This was denied because the requested services are available within your network. You said you have been seen at Stanford and you want to continue at Stanford.		N	Resolve d in Favor of Plan

VAM_202 20801_23 284	1-Aug-22	August	18-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					Your daughter called on your behalf because she said you are not happy with the services that you have received from Yellow Cab (YC) on 7/29/22. She said you left for your dialysis appointment from 247 W El Camino in Mountain View. You were going to your second appointment at 660 Fair Oaks in Sunnyvale for a 2:45 pm appointment. She said the driver arrived at 3:30 pm. She said as a result you had to cancel your appointment.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's Management for more information. Yellow Cab's Management reviewed your complaint along with your trip details for (date of service) and confirmed you had three schedule trips. On your first apt you were scheduled for a pickup of 9:30 am and the trip was completed by 9:59 am. On your second trip, you were scheduled for pick up at 1:40 pm. Unfortunately the driver was delayed because of the previous ride and was not able to pick you up until 2:51 pm and dropped you off at 3:09 pm. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolve d in Favor of Membe r

VAM_202 20801_23 285	1-Aug-22	August	29-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you received from Green Cab, transportation. You said that on 8/1/2022, you were scheduled for a ride pick up at 2:20pm but Green Cab did not show up. When you called Green Cab, the staff member informed you it would be another 20-30 minutes for them to find a driver. You shared this is very frustrating and Green Cab used to be more reliable back in 2020. You would like for Green Cab to show up and provide the requested ride that you scheduled.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Green Cab to review and respond. They reviewed your complaint along with the trip details for 8/1/2022 and confirmed you had two trips on this day. The 1st pick up was at 1:20pm and the driver arrived at 2:43pm. Unfortunately, the driver was on another trip request, which is why he arrived late. The 2nd ride, showed you called Green Cab at 4:38pm for pick up. Green Cab informed us that there were no available drivers at the time due to all being on other trip requests. They informed us that they were able to assign a driver to your pick up and he arrived at 6:35pm. Green Cab Management would like to apologize for the service you received on both pickups. Green Cab Management said they will be providing their Dispatching team with more training on dispatch options. They will also inform SCFHP if they are unable to locate a driver for our	N	Resolved in Favor of Member

VAM_202 20801_23 286	1-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t									You are upset because you received a bill. The bill has a date of service of 10/13/2021 and has a total billed amount of \$640.64.	The Grievance and Appeals Department reviewed this grievance with Stanford. Stanford participates with Medicare and Medi-Cal. They have accepted your Medicare and Medi-Cal payment. Your account reflects a \$0 balance. You do not owe anything.		Resolve d in Favor of Membe r

VAM_202 20801_23 289	1-Aug-22	August		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		HERMAN N P LORENZ	Unknown Physician Specialty	1.48E+09		Uphold	Lack of Medical Necessity	You do not agree with a denial you received from Santa Clara Family Health Plan, authorization #A0179574, regarding a request for corrective surgery. This was denied because per SCFHP Cal-MediConnect member Hand book "Chapter 4- Benefits Chart, the plan covers: Medically necessary services include covered services that are reasonable and necessary to: Protect life; Prevent significant illness or significant disability; Alleviate severe pain; Achieve age-appropriate growth and development; and attain, maintain, and regain functional capacity. And the request is expressly excluded from coverage in Cal MediConnect Member Handbook under Section 4, Benefits and Services, Section F: Benefits not covered by SCFHP Cal MediConnect Plan, Medicare, or Medi-Cal: Cosmetic surgery or other cosmetic work, unless it is needed because of an accidental injury or to improve a part of the body that is not shaped right.		N	Resolv ed in Favor of Plan

VAM_202 20801_23 290	1-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 7/15/2022. You said YC did not pick you up within the one hour window. You said this appointment was very important. You said you had to get a ride from your friend. He is worried that he will have the same issue during this next scheduled transportation ride.	SCFHP and reviewed your complaint and sent it to Yellow Cab's management for review. Yellow Cab's management reviewed your complaint along with your trip details for 7/15/2022. They have found that they were short on drivers that day and notified you that they were trying to contact a driver in your area. The driver arrived at your pick-up location at 5:54 AM and called you a couple times to notify you that he was there. At 6:10 AM, the trip was canceled as a No Show. Yellow Cab sincerely apologizes for the delay in getting a driver to your location. Please remember to keep your line open for communication, especially during scheduled trips. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for	N	Resolved in Favor of Member

VAM_202 20801_23 291	1-Aug-22	August	3-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You do not agree with Valley Health Plan (VHP)'s denied authorization number 81993977, a request for a consultation with Dr. Amanda Kirane at Stanford Health Care. This wasÂ denied because the requested services are available within your network. You said you do not want to be seen at Valley Medical Center due to short staffing. You said there is not a doctor available that can do the surgery that you need to have done. You also mentioned you were diagnosed with cancer. You are requesting this to be urgent. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.		Y	Resolve d in Favor of Plan

VAM_202 20801_23 292	1-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset with the quality of service from Yellow Cab (YC). You mentioned that YC did not pick you and your mother up after your appointment. You stated that YC asked you to pay for your ride home. The Grievance and Appeals Department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that there were no scheduled trips for July 27, 2022 in their system. During the investigation, it was confirmed that SCFHP scheduled your pick-up trip for 4:00 p.m. "will call" on July 27, 2022 on July 18, 2022 at 09:26 a.m. per your request. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member. SCFHP and YC are very sorry any inconvenience this may have caused.	N	Resolve d in Favor of Membe r

VAM_202 20801_23 295	1-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Non- Emergenc y Medical Transport ation (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation. You said that on 7/29/2022 and 8/1/2022, you had two issues with Yellow Cab. You said that on 7/29/2022, the cab was 2 hours late to pick you up for your return ride home. On 8/1/2022, you informed us that the cab was an 1 hour late for your pick up for your ride home. You said you called Yellow Cab for status and they informed you that they had no available drivers at the time of the call and there would be a wait of 20-30 minutes for a cab ride.	SCFHP's Grievance and Appeals Department reviewed your complaint and contacted Yellow Cab's Management for more information. The following are the findings based on their investigation. Yellow Cab would like to remind you that they have an hour timeframe to complete each trip each way and every trip. According to their records, Wheelchair Accessible Vehicle (WAV) Services are always coordinated a day in advance. The drivers are allocated and designated a day prior to ensure on time performance and prevent delays. On the day of service of your pickup, they assured us that you did not have to wait two hours for your return ride home. The return ride home was dispatched at 2:30pm and the driver was assigned to your ride at 3:12pm. Yellow Cab shared that your trip was completed at 3:28pm. They also informed us that your ride headed to your appointment was completed with no delays. On 8/1/2022, you were booked for 3 trips:	N	Resolve d in Favor of Membe r

VAM_202 20802_23 297	1-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab on 08/01/2022. You said that you were not picked up. You said that Yellow Cab lies and discriminate against you. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, your trip was dispatched at 2:16 pm however, no driver was available at the time of dispatch. YC had longer wait times than usual due to limited availability of cabs. YC gave you updates. They tried their best to find you a cab. They received a response from you to cancel your ride. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the	N	Resolved in Favor of Membe r

VAM_202 20802_23 298	1-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Telephon e Access	SUREKHA S VETSA	Internal Medicine	1.18E+09					You are not happy with the overall service you have received from your Primary Care Physician, Dr. Surekha Vetsa. You shared in the past you've had issues with getting in contact with the office or Dr. Vetsa for appointments or any type of medical matters. You feel that Dr. Vetsa doesn't care about her member's well being. You said you have needed a durable medical equipment item for a while but you can never get in touch with Dr. Vetsa to request item or follow up. Due to these issues, you have decided to change your PCP to Dr. Subramanian. However, you can not get your DME item until your first initial visit with Dr. Subramanian. You would like for Dr. Vetsa to provide you a written script as she has all your clinical information needed to proceed with obtaining your item.	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Dr. Surekha Vetsa and Office Management directly for further investigation and review. We made multiple attempts to obtain an update and response from Dr. Vetsa. Unfortunately, Dr. Vetsa or her office management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Dr. Vetsa. SCFHP regrets that you are experiencing these challenges, but take your concerns seriously. It is your right to receive the needed and appropriate medical treatment and care. As a reminder, you may change PCP's at any time by calling Customer Service. It is your right to receive the needed and appropriate medical treatment and care. As a reminder, you may change PCP's at any time by calling Customer Service. During the course of this grievance, it was noted that you	N	Resolve d in Favor of Membe r

VAM_202 20802_23 299	1-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	DME Supplies Delay	SUREKHA S VETSA	Internal Medicine	1.18E+09					You are not happy with the overall service you have received from your Primary Care Physician, Dr. Surekha Vetsa. You shared in the past you've had issues with getting in contact with the office or Dr. Vetsa for appointments or any type of medical matters. You feel that Dr. Vetsa doesn't care about her member's well being. You said you have needed a durable medical equipment item for a while but you can never get in touch with Dr. Vetsa to request item or follow up. Due to these issues, you have decided to change your PCP to Dr. Subramanian. However, you can not get your DME item until your first initial visit with Dr. Subramanian. You would like for Dr. Vetsa to provide you a written script as she has all your clinical information needed to proceed with obtaining your item.	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Dr. Surekha Vetsa and Office Management directly for further investigation and review. We made multiple attempts to obtain an update and response from Dr. Vetsa. Unfortunately, Dr. Vetsa or her office management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Dr. Vetsa. SCFHP regrets that you are experiencing these challenges, but take your concerns seriously. It is your right to receive the needed and appropriate medical treatment and care. As a reminder, you may change PCP's at any time by calling Customer Service. It is your right to receive the needed and appropriate medical treatment and care. As a reminder, you may change PCP's at any time by calling Customer Service. During the course of this grievance, it was noted that you decided to change your Primary Care	N	Resolved in Favor of Member

VAM_202 20802_23 301	1-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are upset about the quality of service you received from Green Cab on 08/01/2022. You said that Green Cab had no driver to pick you up for your return ride. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's (GC's) Management for review and more information. They have logged in your complaint. They will implement the necessary training and disciplinary actions as needed. Green Cab's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change due to unavoidable situations that may arise. In addition, SCFHP would like to sincerely apologize for any stress or inconvenience you may have experienced while using Green Cab. Your case was also sent to our Quality team for review of possible quality	N	Resolved in Favor of Membe r

VAM_202 20802_23 302	1-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Compliance	Fraud/Waste/Abuse	KERRI WILTCHIK	Unknown Physician Specialty	1.04E+09					You are upset the claim, 22162E02323 showed up in your patient account. You said you do not recall this service. This claim has a date of service of 03/04/2020 and the service provided is a home visit. This was performed by Signify Health. You said that you do not recall this visit.	SCFHP's Grievance & Appeals (G&A) Department has reviewed your grievance. I have contacted SIGNIFY HEALTH MEDICAL ASSOCIATES OF CALIFORNIA. The following are the responses from the representative. According to their records on 3/4/2020 you were visited at home for a health assessment at 1:00 pm. They have reviewed the chart notes and you signed a document that you received these services for home health assessment. Because these services were provided they submitted a claim to SCFHP for payment. In turn, you received an explanation of benefits mailed to you for the services provided. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for	N	Resolved in Favor of Member

VAM_202 20802_23 322	1-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation. You said that on 7/28/2022 and 8/1/2022, you had two issues with Yellow Cab. You said that on 7/28/2022, you missed your therapy appointment since Yellow Cab did not have any available taxi cab for your ride request. On 8/1/2022, you had a ride schedule for pick up at 10:00am. You said that Yellow Cab informed you that they were unable to locate an available driver for your cab ride. Due to this issue, you had to have your daughter take you to your appointment so you didn't have to miss another therapy appointment. You said that you have therapy appointments 3 times a week and would like for Yellow Cab to make it a priority to have available cabs to take you to your appointment on time.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab's Management checked their transportation logs. According to their records, you were scheduled on 7/28/2022 with an 8:00am pick up time. On the day of the service, Yellow Cab dispatching team encountered unforeseen circumstances and as a result it was difficult for them to locate a cab ride for you right away. They said Yellow Cab's dispatching staff member called you at 8:14am and informed you about the status of your ride. During the call, you agreed to provide Yellow Cab with more time to dispatch a cab for your pick up. They continued to search for a cab driver for your ride but at 8:33am you decided to cancel the ride. On 8/1/2022, you were scheduled for a pick up ride at 9:00am. On the day of	N	Resolved in Favor of Member

VAM_202 20803_23 331	1-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Telephon e Access									You are not happy about the telephone access with trying to make an appointment for your MRI procedure at Santa Clara Valley Medical Center's Radiology Department. You shared that you have tried to call the Radiology Department multiple times and even went to the location to see if you can do a walk in, both were unsuccessful. You said it has been difficult to schedule this procedure. SCFHP's Customer Service Department and Grievance Department reviewed your complaint and forwarded your concerns to Valley Medical Center (VMC) to review internally. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. Please note that VMC has a multi-person call center. All calls are routed to the designated department representatives and wait times vary depending on the volume of calls that come in. On 8/1/2022, our records show that our SCFHP's Customer service representative called your Primacy Care Physician located at Indian Health Center Meridian and left a message asking the care team to contact you regarding your needed MRI procedure. On 8/2/2022, you called SCFHP and initiated an Organizational Determination on your own behalf for a shoulder MRI. The request was reviewed and unfortunately it was	N	Resolve d in Favor of Membe r

VAM_202 20805_23 399	1-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Compliance	Discrimination	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab on 08/01/2022. You said that you were not picked up. You said that Yellow Cab lies and discriminate against you. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, your trip was dispatched at 2:16 pm however, no driver was available at the time of dispatch. YC had longer wait times than usual due to limited availability of cabs. YC gave you updates. They tried their best to find you a cab. They received a response from you to cancel your ride. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of	N	Resolved in Favor of Member

VAM_202 20801_23 294	1-Aug-22	August		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)							Uphold	Lack of Medical Necessity	You are appealing the denied authorization, A0178953. This is a request for a heart stress test. This was denied because you did not meet the criteria: Milliman Care Guidelines (MCG) A-0078 for Myocardial Perfusion Testing. You said that your heart beats very fast at the night. You said you do not feel well afterwards.			Resolve d in Favor of Plan

VAM_202 20802_23 303	2-Aug-22	August	5-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Complian ce	Fraud/Wa ste/Abuse	GEOFFREY TRENKLE	Unknown Physician Specialty	1E+09					You called SCFHP because you received a 6 denial notices regarding claims: 22181E05697, 22181E05623, 22181E05859, 22181E05703, 22181E05775, 22181E05783 for Date of Service: 1/21/2022, 2/4/2022x2, 1/28/2022, 1/27/2022 and 2/7/2022 with provider: Geoffrey Trenkle at Los Angeles Center for Ear Nose Throat and Allergy. You believe these are fraudulent charges because you have never been seen by Georffrey Trenkle for any covid related manners. You would like help from SCFHP investigating this issue SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We contacted Los Angeles Center for Ear Nose Throat and Allergy and we were able to confirm that you had multiple visits (1/21/2022, 2/4/2022, 1/28/2022, 1/27/2022 and 2/7/2022) to their facility location for Covid testing. This was done at their drive-through facility located on 1210 Coleman Ave, Santa Clara, CA 9505. The billing provider for this testing is Geoffrey Trenkle at Los Angeles Center for Ear Nose Throat and Allergy. The Billing office confirmed that they are not contacted with SCFHP. They informed us that your account has a zero balance with no liability for payment, as the balance has been written off by the office. Additionally, we have forwarded your case to our Compliance Department for further investigation as you shared this might be fraudulent charges. Your case was sent to our Quality team for review of possible quality	N	Resolve d in Favor of Membe r

VAM_202 20802_23 304	2-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time	PLANNED PARENTH OOD MAR MONTE, INC. - MTN VIEW	Unknown Physician Specialty	1.39E+09					You are not happy with the quality of service you received from PLANNED PARENTHOOD-MT VIEW. You said on 7/28/22 that you waited for four (4) hours to be seen.Â Our Grievance Department reviewed your complaint and contacted the Planned Parenthood-MT VIEW Management office for more information. They reviewed your complaint along with your medical records and confirmed you were in the office for approximately two (2) hours and forty (40) minutes. According to the notes, the staff told you that the team was running late and they were sorry for the inconvenience. You were also offered a reschedule in an effort to respect your time. Planned Parenthood is sorry for the inconvenience and hopes to help you again in the future. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the	N	Resolved in Favor of Member

VAM_202 20802_23 305	2-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	ABRAHA M CABEBE	Family Practice	1.53E+09				You are not happy with the quality of access to see your primary care physician (PCP), Dr. Abraham Cabebe. You said you have been calling since March to schedule a physical appointment. You said every time you call, there are no appointments available. You mentioned you called Dr. Cabebe's office on 8/2/22 and you waited twenty to thirty (20â€”30) minutes on hold, then the call disconnected.	Our Grievance Department reviewed your complaint and contacted Dr. Abraham Cabebe's management office for more information. They looked at your complaint and your medical records and found that you had called to make an in-person appointment. They are now talking to their response center about more training opportunities. After investigating, they found out that patients are not currently able to schedule in-person appointments through their response center, a change that was made for COVID precautions. These are required to be made through their centralized care team. Management has identified an opportunity for improvement and apologized for any inconvenience this has caused. They also mentioned that on 6/6/22, clinic staff reached out to you to schedule an in-person appointment and left a message. Also, during the time you called Dr. Cabebe's clinic, the centralized team	N	Resolved in Favor of Member

VAM_202 20802_23 306	2-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								You are not happy with the quality of access to see your primary care physician (PCP), Dr. Abraham Cabebe. You said you have been calling since March to schedule a physical appointment. You said every time you call, there are no appointments available. You mentioned you called Dr. Cabebe's office on 8/2/22 and you waited twenty to thirty (20â€”30) minutes on hold, then the call disconnected.		N	Resolve d in Favor of Membe r

VAM_202 20802_23 307	2-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Case Managem ent									You stated that you have been attempting to contact your Case worker in order to obtain a crisis residential bed and gender medication. You stated that you would like your case worker to respond to you in a more professional, respectful, and timely manner. You stated that you wanted a new case worker. You mentioned that this is urgent because you have court on Wednesday. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	SCFHP's Clinical Review Nurse recommended you be referred to SCFHP BH Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services, which includes assisting with follow-up regarding crisis residential bed and gender medication. On August 2, 2022 our Grievance Department referred you to our BH Case Management Department. You can connect with your case manager by calling Member Services at 1-800-260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. SCFHP Grievance Department attempted to contact your Case worker Jeffery Sabatti and discovered he is not a case worker at SCFHP. Please contact the county regarding the complaint about the case worker. SCFHP's Nurse Advice Line is also available 24 hours a	N	Resolve d in Favor of Membe r

VAM_202 20802_23 308	2-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	PRASANN A L KRISHNA MSHETTY	Unknown Physician Specialty	1.99E+09				You on behalf of your daughter called because you said she was neglected by Dr. Prasanna Krishnamshetty. Due to the neglect you said she was hospitalized. You said she had numerous medical issues. She had a lot of fluid in her lungs and blood clots. You said her father took her to see Dr. Prasanna Krishnamshetty on 6/24/2022. You said the doctor didn't see anything wrong with her. You said you called after her visit and shared her symptoms. She told you that her teeth were coming out and it's due to the change in weather. You said she was taken to the hospital a couple of days later. You said your daughter was hospitalized.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Valley Medical Center (SCVMC) to review. They have logged in your complaint. They will use this as a learning opportunity to improve quality care and services for all their patients. I have also forwarded this to our Provider Network Department for follow-up. Your case was also sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience with your provider. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with	N	Resolved in Favor of Membe r

VAM_202 20802_23 309	2-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	GOOD SAMARIT AN HOSPITAL	Unknown Physician Specialty	1.44E+09					You called the Health Plan (HP) on behalf of your husband because you said he received a bill for date of service (DOS) 03/01/2022. You said he received the bill from Good Samaritan Hospital/Quantum Bay Area Hospital Medical Group. The amount of the bill is \$7982.00. You are requesting assistance with this bill on his behalf.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Good Samaritan Hospital participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Manager contacted Good Samaritan Hospital and has asked them to remove the billed amounts from your account because you should not be responsible. Good Samaritan Hospital has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Good Samaritan Hospital because you are not responsible for the balance owed.	Resolved in Favor of Membe r

VAM_202 20802_23 310	2-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are upset because of the quality of service you received from Green Cab on 07/30/2022. You said that Green Cab was late by an hour and a half. You said that this has happened multiple times. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Green Cab's (GC's) Operations Manager for review and more information. They have logged in your complaint. They will use this as a learning opportunity to improve quality services. Green Cab's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change due to unavoidable situations that may arise. SCFHP would also like to sincerely apologize for any stress or inconvenience you may have experienced while using Green Cab. Your case was also sent to our Quality team for review of possible quality	N	Resolved in Favor of Member

VAM_202 20802_23 312	2-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	MEENAKS HI JAIN	Internal Medicine	1.7E+09					You are not happy with the quality of care you received from Dr. Meenakshi Jain. You said you saw the provider at Valley Health Clinic (VHC) Moorpark on 8/2/2022. You said you had an issue with your neck. You said the doctor did not ask you what was going on. You said he didn't exam your body. You said all the doctor told you is that you are fine.	Our Grievance Department reviewed your complaint and contacted Valley's Customer Relations Department for more information. Your complaint was reviewed along with your medical records for the 8/2/22 visit and confirmed you were seen in the Urgent Care for neck pain and thigh pain. You explained you have had this pain for more than two (2) years and the pain had gotten worse in the last three (3) weeks. Your medical records document a routine examination was done and you were directed to contact your Primary Care Physician (PCP) to follow-up for a treatment plan and possible referral to a specialist. You were also directed to go to the nearest emergency room if your pain worsens. As explained in your SCFHP Member Handbook, Section 3 "How to Get Care: Your PCP will give you a referral to send you to a specialist if you need one. If you cannot get the care you need from a participating provider in your PCP's network, your PCP must ask SCFHP	N	Resolved in Favor of Member

VAM_202 20802_23 313	2-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab. You said on 8/2/22 the driver dropped you off almost one hour after your appointment had started. You said your dialysis is being cut due to the drivers being late and this is not the first time it has happened. You have requested to change your transportation vendor because of this issue.	The Grievance and Appeals Department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that you were scheduled for a 5:00 a.m. pick up on August 02, 2022. Please be aware that all WAV trips are scheduled a day in advance to ensure timely execution. However, the driver assigned had to cancel due to the completion of a previously scheduled trip. YC struggled to find another available WAV because most of them were already booked. It wasn't until 5:52 that a WAV driver arrived to pick you up. The driver arrived at 6:02 a.m. and finished the trip at 6:26 a.m. YC is deeply sorry that you were cut for dialysis. YC could have finished the trip on time if the driver hadn't had to return the call. Nonetheless, YC has reminded the dispatch team to adhere to the timeframe in the future. Your case was sent to our Quality team for review of possible quality	N	Resolved in Favor of Member

VAM_202 20802_23 314	2-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on August 1, 2022, YC picked you up thirty (30) minutes late for your diabetes specialist appointment. You said you arrived at 2:10pm and your appointment was at 1:45pm. Luckily, they were still able to see you. You mentioned this is not the first time YC has picked you up late.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 08/01/2022 and confirmed that the ride was scheduled for a 12:45pm pick-up. Unfortunately, YC had experienced a longer wait time than usual. Due to a very limited number of cabs in the area, YC was able to find an available driver until 12:16pm. The driver arrived at 1:14pm and the trip was completed at 1:59pm. On the other hand, we asked YC to review your trip history. They only had one ride for June on 6/3 and one for July on 7/18. Both were completed on time. Yellow Cab's management sincerely apologizes for the wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward.	N	Resolved in Favor of Member

VAM_202 20802_23 315	2-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You called to request assistance with a bill that you received for Date of Service (DOS) 4/20/22. You said the bill is from Palo Alto Medical Foundation (PAMF) for the amount of \$508.00. SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Sutter Health participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Sutter Health and has asked them to remove the billed amounts from your account because you should not be responsible. Sutter Health has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Sutter Health because you are not responsible for the balance owed.	Resolve d in Favor of Membe r

VAM_202 20802_23 317	2-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated on July 01, 2022, YC arrived five minutes before your appointment and you were 15 minutes late to your appointment. After reviewing your complaint, YC Management confirmed that your trip on July 1, 2022 was scheduled for a 10:00 a.m. pick up. Your trip was dispatched by YC at 9:46 a.m. Unfortunately, there were no cab drivers available at the time of dispatch, making it extremely difficult to locate a cab. Finally, the cab driver accepted the fare and arrived at 10:45. At 11:04 a.m., your trip was completed. Please keep in mind that YC has an hour to complete each trip. There may be instances where a few minutes of delay is unavoidable, but YC will always ensure timely execution in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20802_23 318	2-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab on 08/02/2022. You said that Yellow Cab should have called you. You also said that you had an issue with Yellow Cab on 07/26/2022. You said multiple drivers arrived and asked for payment. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were originally scheduled for a pick-up on 8/02/2022 at 10:00. YC was very busy that day. They were not able to assign a driver. When YC called you several times they were unable to reach you. As a result, your trip was cancelled by default. YC said you could have made it to your appointment if you were reachable. YC would like to remind you to keep your phone active always as it is necessary especially on every scheduled trip so that YC can keep you informed. She also checked your ride on 7/29/22. Only one driver arrived to pick you up for both trips. Their drivers were already well aware of the payment process in	N	Resolve d in Favor of Membe r

VAM_202 20802_23 319	2-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service	ANNE HUGHES	Family Practice	1.96E+09					You called the Health Plan (HP) because you said Dr. Anne Hughes office cancels your appointments for no reason. You said you had an appointment on 7/27/2022 and you received a notice that your appointment was going to be cancelled.	Our Grievance Department reviewed your complaint and contacted the office of Dr. Hughes for more information. The Office Manager of Dr. Hughes reviewed your complaint and apologized for your appointment being cancelled. She explained r. Hughes had an emergency and all appointments that day were cancelled. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to	N	Resolved in Favor of Member

VAM_202 20802_23 320	2-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude									You are not happy with the quality of service you have received from your Primary Care Provider, Valley Health Center (VHC) – Downtown. You said the receptionist and staff are rude and you do not want to be seen in the clinic. You are requesting to change your PCP because of this issue. Our Grievance and Appeals Department reviewed your complaint and forwarded it to Customer Relations for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Customer Relations to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_202 20802_23 321	2-Aug-22	August	8-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza- tion (Covered Service)		SCVMC ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.06E+09		Uphold	Non Covered Benefit	Santa Clara Valley Medical Center (SCVMC) on your behalf is appealing the denial you received for Authorization # 81981442, Genetic Testing. This request for Genetic testing: exome sequencing analysis at Quest Diagnostics has been denied because these tests requested are not Medi-Cal covered codes, and therefore not Medi-Cal covered benefits. This appeal was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as a standard review and will be resolved within 30 business days.		N	Resolve d in Favor of Plan

VAM_20220802_23324	2-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Care	Prescribing Delay	SUREKHA S VETSA	Internal Medicine	1.18E+09					You are upset about the quality of care you received from your Primary Care Provider (PCP), Dr. Surekha Vetsa. You said Dr. Vetsa would not prescribe you medication and your daughters had to argue with Dr. Vetsa to prescribe the medications.	SCFHP's Grievance and Appeals Department reviewed your concern. We have forwarded your concerns to Dr. Surekha Vetsa. They have logged in your complaint and will review this internally. They will also use this as a learning opportunity to improve quality care for all their patients. I have also forwarded your concerns to SCFHP's Provider Network Department for follow-up review. Santa Clara Family Health Plan apologizes that you had a negative experience. It is never our intention for our providers to provide less than exceptional service to our members. We sincerely apologize that this occurred and look forward to serving you in the future. It is your right as a SCFHP member to be treated with respect and courtesy. It is also your right to receive the needed and appropriate medical care. As a reminder, you may change PCP's at any time by calling Customer Service. If we can make the change you want, in most cases the change to your new	Resolved in Favor of Member

VAM_202 20802_23 326	2-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Ancillary Care	HEARING SOLUTIO NS INC	Unknown Physician Specialty	1.87E+09				You are not happy with the quality of care you received from Hearing Solutions. You said you have been seeing a medical assistant instead of an audiologist. You said you feel it is because you have Medi-Cal. You mentioned a medical assistant sees all the Medi-Cal patients.	Our Grievance Department reviewed your complaint and contacted Hearing Solutions for more information. They reviewed your complaint along with your medical records and confirmed that you were seen for all your appointments by audiologist Stephanie Tademaru, who possesses a Master of Arts in Audiology. Hearing Solutions does not employ medical assistants. All of their patients are seen by a licensed audiologist for diagnostic audiograms and hearing services. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20802_23 327	2-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	HEARING SOLUTIO NS INC	Unknown Physician Specialty	1.87E+09				You are not happy with the quality of service you received from the medical assistant and Dr. June McCullough at Hearing Solutions. You said you ordered new hearing aids. You said on your June 29 visit that the medical assistant did not know how to program hearing aids and asked Dr. McCullough for assistance. You said Dr. McCullough did not want to help you. You said the doctor was talking loudly with an attitude and was being rude. You mentioned on August 2 that you picked up the fixed hearing aids and were scheduled for a same-day appointment to fix the volume. You said, after twenty (20) minutes, the medical assistance told you they were not going to be able to see you and rescheduled for August 8 at 11:55am.	Our Grievance Department reviewed your complaint and contacted Hearing Solutions for more information. They reviewed your complaint along with your medical records and confirmed that the day you were seen on 06/29/2022, Dr. June McCullough was not in the office. According to the response from Hearing Solutions, Dr. McCullough or any other audiologist never refused to see you. Unfortunately, you had to wait for Dr. Coogan to provide assistance as she was occupied with a pediatric patient. As indicated in your medical records, there were numerous hearing aid adjustments made based on your response to the sound quality after each adjustment. There was no deliberate rudeness or attitude, only a determination to resolve your complaints to a satisfactory conclusion. Hearing Solutions is sorry if you thought their loud speech was rude. They were just trying to communicate clearly with patients who had trouble	N	Resolved in Favor of Member

VAM_202 20803_23 328	2-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay	SHIELD CALIFORN IA HEALTH CARE CENTER INC	Unknown Physician Specialty	1.88E+09					You are not happy with the quality of service you have received from Shield Healthcare. You said your daughter has 1 ½ weeks left of Enfamil EnfaCare formula and you have not received an order since 5/26/22. You were told the formula is on back order and the other formula she can use is also on back order.	The Grievance and Appeals Department reviewed your complaint and contacted Shield Healthcare for more information. Shield Healthcare Management reviewed your complaint and confirmed that due to a product back order, they were unable to provide the required formula, EnfaCare. Shield has been unable to provide a comparable option due to unavailability, as explained to you. In the meantime, it was suggested that you contact your doctor for other options. Please be aware that Shield is working hard to meet the needs of all impacted members by replenishing stock as soon as possible and offering alternative options when available. Shield immediately contacted you after receiving a recent EnfaCare shipment to inform you that your order was placed on 8/08/2022 and shipped the following day (8/09/2022). Your case was sent to our Quality team for review of		Resolved in Favor of Membe r

VAM_202 20803_23 329	2-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay	SHIELD CALIFORN IA HEALTH CARE CENTER INC	Unknown Physician Specialty	1.88E+09					You are not happy with the quality of service you have received from Shield Healthcare. You said your daughter has 1 ½ weeks left of Enfamil EnfaCare formula and you have not received an order since 5/26/22. You were told the formula is on back order and the other formula she can use is also on back order.	The Grievance and Appeals Department reviewed your complaint and contacted Shield Healthcare for more information. Shield Healthcare Management reviewed your complaint and confirmed that due to a product back order, they were unable to provide the required formula, EnfaCare. Shield has been unable to provide a comparable option due to unavailability, as explained to you. In the meantime, it was suggested that you contact your doctor for other options. Please be aware that Shield is working hard to meet the needs of all impacted members by replenishing stock as soon as possible and offering alternative options when available. Shield immediately contacted you after receiving a recent EnfaCare shipment to inform you that your order was placed on 8/08/2022 and shipped the following day (8/09/2022). Your case was sent to our Quality team for review of		Resolved in Favor of Membe r

VAM_202 20803_23 333	2-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t									You are upset about a bill. The date of service on the bill is 06/20/2022 and the billed amount is \$44.11.	The Grievance and Appeals Department reviewed this grievance with Bass Medical Group. They participate with Medicare and Medi-Cal and accepted your payment in full. They found that they did not receive your Medi-Cal payment. They sent your Explanation of Benefits (EOB) for review. You should get an updated bill saying you owe \$0. You can disregard your bill.	N	Resolve d in Favor of Membe r

VAM_202 20803_23 334	2-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude									You are upset about the interpreter you received on 08/01/2022. You said that the interpreter had two dogs. You also said the interpreter was complaining about the distance of the visit. You are requesting a different interpreter. The Customer Service Department informed Hanna of your request for a different interpreter. You have been given different interpreters for future appointments. The Grievance and Appeals Department also sent this grievance over to Hanna. They received your complaint and will review with the interpreter. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20805_23 410	2-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	VHC - DOWNTOWN SAN JOSE	Unknown Physician Specialty	1.45E+09					You are not happy with the quality of service you have received from Santa Clara Valley Medical Center's (SCVMC's) Urgent Care. You said you were seen during the first week of January 2022 and the nurse was rude when you asked for medication.	Our Grievance and Appeals Department reviewed your complaint and contacted the Nurse Manager for the Valley Urgent Care Clinics for more information. She reviewed your complaint along with your medical records and was very sorry to hear of your experience. Valley Medical Center's Urgent Care works hard to provide the best quality of service. This complaint is being used as a coaching opportunity to improve the quality of service to each member. It is your right as a SCFHP member to be treated with respect and courtesy. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20802_23 316	2-Aug-22	August	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are unhappy that you have received a bill from Valley Radiology Imaging (VRI) for date of service, 1/20/2022 in the amount of \$258.36. You have called VRI and Santa Clara Family Health Plan to correct the issue but still received a bill from a collections agency, Continental Credit.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Valley Radiology Imaging participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Valley Radiology Imaging and has asked them to remove the billed amounts from collections because you should not be responsible. Valley Radiology Imaging has agreed that you are not responsible for this and your account was sent to collections in error. Please disregard the billing statement from Valley Radiology Imaging because you are not responsible for the balance owed.	Resolved in Favor of Membe r

VAM_202 20803_23 335	2-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		PAMF GROUP	Unknown Physician Specialty	1.01E+09		Overturn	Plan Directed Care	your request for payment for claim #22194E05265 from provider, Mahazarin Ginwalla at PAMF Group. This claim is for services provided on 6/24/2022, was denied because services provided were not authorized and not payable by SCFHP. You are requesting reconsideration			Resolve d in Favor of Membe r
VAM_202 20803_23 336	2-Aug-22	August		Referred	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		LOS ANGELES CITY FIRE DEPARTM ENT	Unknown Physician Specialty	1.08E+09				recv'd via provider portal a request to appeal deny claim DOS: 05/08/2022 Claim# 22139E0559			Referre d

VAM_202 20803_23 352	2-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call#SC0597068 8/2/2022 3:43 PM KaylaB 408-639-5202, Mandeep Paul , member called Verified Demographics, Eligibility, and HIPAA She informed she recently switch her PCP to another provider and she unable to reach the new provider. She said the phone# is unreachable. Confirmed with member she has the correct number of Dr. Vetsa Called Dr. Vetsa 408-258- 0900 and spoke to Mikayla. Conference with member to assist with apt scheduled. Confirmed with provider she is assigned to Dr. Vetsa effective 08/01/2022. Member was able to schedule apt on 08/24/2022 @4:15pm. No further assistance	N	Resolve d in Favor of Membe r

VAM_202 20803_23 338	3-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Hospital Care	REGIONAL MEDICAL CENTER OF SJ	Unknown Physician Specialty	1.29E+09				You are not happy with the quality of care you received during your stay at Regional Medical Center (RMC). You said you had kidney stones. You said no one was able to assist you. You said you felt like you were treated like an animal.	The Grievance and Appeals Department reviewed this grievance with Regional Medical Center's Director of Patient Safety. They found that you were going to be given a room on 04/07/2022 but you left before you could get your room. You came back on 04/09/2022 and was treated accordingly. You received prescriptions and was discharged, knowing that you had a follow-up with the Urology Department.	N	Resolved in Favor of Member
VAM_202 20803_23 339	3-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statement	REGIONAL MEDICAL CENTER OF SJ	Unknown Physician Specialty	1.29E+09				You are requesting assistance with a bill that you received from Regional Medical Center (RMC) for date of service 04/07/2022. You said you are being charged \$75.49.	The Grievance and Appeals Department reviewed this grievance with Regional Medical Center. Regional Medical Center works with Medicare and Medi-Cal. They did not receive your Medi-Cal payment. We sent an updated Explanation of Benefits (EOB). You can disregard your bill.	N	Resolved in Favor of Member

VAM_202 20803_23 342	3-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	SATELLITE HEALTHC ARE SAN JOSE 1099	Unknown Physician Specialty					You are not happy with the quality of service you received from Yellow Cab (YC). You said YC arrived late on 8/3/22 and 7/25/2022. You said you had to pay your neighbor to take you to your appointment. You said you wantÂ YC to pick you up on time at 5 am for your dialysis appointment. Satellite Steven Creek is filling a complaint on your behalf.		N	Resolve d in Favor of Membe r

VAM_202 20803_23 343	3-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				call#SC0597517 8/3/2022 9:49 AM ElizabethH stella Gelfer daughter / Ar 650-954-1001 called to get eta verified demo/elig/dob daughter was extremely upset saying that mbr has chemo Therapy and that cab has not arrived. she shared that she does not know why this is happening if she called to request ride on time. apologized to daughter , and tried to obtain consent from mbr but she would just talk over me. called Yc spoke to Drew from Yc who shared that eta is 20 min under cab number # 2274 white dodge caravan. Drew shared that traffic is very high in the morning in freeway 101 , and yc does not have enough drivers in the Palo alto , Sunnyvale mountain view area. daughter asked me to call Stanford to let them know that mbr was running late due to Transportation issues.		N	Resolve d in Favor of Membe r

VAM_202 20803_23 345	3-Aug-22	August	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								You stated that you received a bill from Sutter Health for the dates of service 03/21/2022 and 07/06/2022 in the amount of \$1075.50.	SCFHP's Grievance Department reviewed the bill you received from Sutter Health Palo Alto Medical Foundation and contacted Patient Services about the dates of service 03/21/2022 and 07/06/2022 for a total of \$ 1075.50. Your claim has been resolved, and you may disregard the bill. . If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.	N	Resolve d in Favor of Membe r
VAM_202 20803_23 347	3-Aug-22	August	5-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	VALLEY RADIOLO GY MEDICAL ASSOC	Unknown Physician Specialty	1.4E+09					You on your mother, Feng Ying LI's behalf called our Customer Service Department regarding a bill she received from Valley Radiology Imaging. This bill is for the services she received on 6/22/2022 for the amount of \$10.06. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your mother received. She does not have to pay for this bill. Valley Radiology Imaging participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Valley Radiology Imaging and asked them to stop billing her. Valley Radiology Imaging put her account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Valley Radiology Imaging because she does not have to pay the bill.	N	Resolve d in Favor of Membe r

VAM_202 20803_23 348	3-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are upset about the quality of service you received from Green Cab on 08/03/2022. You said that the driver did not arrive. You were told that the driver arrived at 9:27 AM but could not reach you. You said you have been waiting since 8:00 AM and that you saw a Green Cab vehicle turn down the wrong way.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's Management for review and more information. The following are the responses from GC based on their investigation. GC checked your transportation logs. According to their records, the driver waited 17 minutes you. GC dispatch and GC management called you 5 times at the following number (669)203-9676. Unfortunately, after 15 minutes GC has to release the driver. They marked your trip a no show. You have had 3 trips since this incident that have been successfully completed. As a reminder GC would like to remind you to keep your phone line free and to have yourself available when they call you. This way incidents like this does not occur for future rides. Green Cab's Management would like to extend their sincerest apology to you and for any inconvenience this may have caused you. Their	N	Resolved in Favor of Member

VAM_202 20803_23 349	3-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You called our Customer Service Department about a bill you got from Cedars Sinai Medical Center. This bill is for the services you received on 4/29/2022 for the amount of \$33.39. You are asking for our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Cedars Sinai Medical Center participates with Medi-cal, which means that they must take the payment they received from SCFHP as full payment. We contacted Cedars Sinai Medical Center and asked them to stop billing you. Cedars Sinai Medical Center put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Cedars Sinai Medical Center because you do not have to pay the bill.		Resolve d in Favor of Membe r

VAM_202 20803_23 350	3-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab (YC). You said on 8/3/22 the driver was late picking your mother up which caused her to be late to her chemotherapy appointment. You also said on 7/15/22 her wheelchair was not securely fastened and the driver was in an accident which caused your mother injuries.	SCFHP Grievance and Appeals Department reviewed your complaint and sent it to Yellow Cab's management for review. Yellow Cab's management reviewed your trip details for 8/3/2022 and found that they had a shortage of drivers which caused them to be late to your pick-up location. They sincerely apologize for being late and are working to hire more drivers in that area to avoid this happening in the future. Yellow Cab's management reviewed your trip details for 7/15/2022. They found that the trip was completed within timeframe with no delays. Finally, Yellow Cab's management reviewed all trips mentioned from 7/15/2022 through all of August 2022 and do not have any reports of an accident. Dash-cam footage is no longer available since it happened two months ago. Nonetheless, both drivers will be coached in regards to safety while driving. Yellow Cab has also reminded all of their drivers to	N	Resolved in Favor of Member

VAM_202 20803_23 351	3-Aug-22	August	5-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You do not agree with Valley Health Plan (VHP)'s denied authorization number 81993937, a request for a consultation with Dr. Peter Hwang at Stanford Health Care. This request was denied because services are available within your network. You mentioned you have done all you can with Valley Medical Center (VMC), but no doctor specifies your condition or helps you get better. You said your medical condition is affecting your life, causing you pain, depression, anxiety, and sleeping problems. You want a doctor to help you get better. You are requesting this to be urgent. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.		Y	Resolve d in Favor of Plan

VAM_202 20803_23 353	3-Aug-22	August	12-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You do not agree with a denial you received from Valley Health Plan (VHP), authorization number 81910124, a request to see Dr. Jay Wang with Stanford Eye Clinic. You said you are being redirected to see Dr. Alok Bansal but want to be seen at Stanford since all your other eye care has been handled there. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolve d in Favor of Plan

VAM_202 20803_23 354	3-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation. You said that on 8/2/2022, you had a ride scheduled for a dental appointment. You shared with us that you waited and waited but Yellow Cab never showed up for your pick up.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab's Management based on their investigation. Yellow Cab's Management checked their transportation logs. According to their records, you were scheduled for a ride on 8/2/2022 with an 1:45pm pick up time. On the day of the service, Yellow Cab dispatching team encountered unforeseen circumstances and as a result it was difficult for them to locate a cab ride for you right away. They said that a driver was assigned to you ride at 2:20pm and arrived for your pick up at 2:46pm. However, when he arrived, you were not seen or found at the location for your pick up. The driver called you twice to let you know he had arrived and was waiting for you, unfortunately, you were unavailable. The driver informed Yellow Cab's dispatching team and since he failed	N	Resolved in Favor of Member

VAM_202 20803_23 355	3-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab on 08/03/2022. You said you were supposed to be picked up by Yellow Cab at 1:15 PM and did not get picked up. You said that Yellow Cab lies. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled on 8/03/22. You were scheduled for a 1:15 pm pick-up. On the day of service, your trip was dispatched at 1:02 pm however, YC had limited cabs operating in the area which led to longer wait times. They were able to find another driver at 1:51 pm. The driver arrived at 2:04 pm and completed the trip at 2:29 pm. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely	N	Resolved in Favor of Membe r

VAM_202 20803_23 356	3-Aug-22	August	4-Aug-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		BEN S WONG	Internal Medicine	1.17E+09		Uphold	Non Covered Benefit	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #30403, a request for Neximu 24 HR 20 MG Capsules. This was denied as you did not meet criteria for coverage. Dr. Ben Wong has submitted additional information and has requested reconsideration on your behalf.			Resolve d in Favor of Plan

VAM_202 20803_23 357	3-Aug-22	August	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You on behalf of your son called because you are not happy with the services that you have received from Yellow Cab (YC) on 8/3/2022. You said you waited for over 30 minutes. You said you called YC many times. You said your calls just get disconnected. Our Grievance Department reviewed your complaint and contacted Yellow Cab's Management for more information. They reviewed your complaint along with the trip details for 8-3-2022. Yellow Cab stated that you were scheduled for pickup time of 1:45pm. There were a limited number of cabs in the area. Yellow Cab communicated with you about the present situation when you called at 1:48pm. Yellow Cab was able to designate a driver at 2:48pm. The driver arrived at 3:05pm but you were no longer answering the calls. The trip was then a no show at 3:05pm. Yellow Cab apologized for the inconvenience this may have caused. Yellow Cab understands the importance of timely pick up and working to better improve this from happening. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with	N	Resolve d in Favor of Membe r

VAM_202 20803_23 358	3-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	ERLINDA T REYES	Unknown Physician Specialty	1.92E+09				You on behalf of your daughter called because you are not happy with the services that you have received from Dr. Erlinda Reyes. You said your daughter saw her on 7/29/2022. Dr. Reyes gave her four (4) shots. You said Dr. Reyes did not sign the papers showing that her shots were completed. You said the school district would not accept it. You said she gave you a hard time. You said she began yelling at you saying she does not have enough time. You said she told you to come back on 8/1/2022.	Our Grievance Department reviewed your complaint and contacted the office of Dr. Reyes for more information. The Office Manager of Dr. Reyes reviewed your complaint and apologized for any inconvenience. She explained Dr. Reyes has a busy schedule and is not always able to accommodate signing paper work at the time the paper work is presented. She also explained 8/1/22 was the soonest available time the office could accommodate the request. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_20220803_23359	3-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/Staff Attitude	NAYYARA DAWOOD	Unknown Physician Specialty	1.19E+09					You are unhappy with the quality of service from your primary care physician Dr. Dawood Nayara. You stated that you were attempting to obtain your immunization records. On August 1, 2022, you stated that you called four times. You stated that you spoke with a representative who stated that records would be sent to the email address you provided. You stated that you had not received any records. You stated that you believe this is retaliation for a complaint you filed in the summer of 2021, which is why you have not received a call back. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Dr. Nayyara Dawood for more information. Dr. Nayyara Dawood reviewed your complaint as well as your medical records. According to your records, your request for immunization records was sent to you on August 29, 2022. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a	N	Resolved in Favor of Member

VAM_20220803_23360	3-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/Staff Attitude	NAYYARA DAWOOD	Unknown Physician Specialty	1.19E+09				You are unhappy with the quality of service from your primary care physician Dr. Dawood Nayara. You stated that you were attempting to obtain your immunization records. On August 1, 2022, you stated that you called four times. You stated that you spoke with a representative who stated that records would be sent to the email address you provided. You stated that you had not received any records. You stated that you believe this is retaliation for a complaint you filed in the summer of 2021, which is why you have not received a call back. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Dr. Nayyara Dawood for more information. Dr. Nayyara Dawood reviewed your complaint as well as your medical records. According to your records, your request for immunization records was sent to you on August 29, 2022. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a	N	Resolved in Favor of Member

VAM_202 20803_23 361	3-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on August 02, 2022, YC did not have any drivers available to take you home. You said your physician's office called YC. They told the staff a driver would arrive in fifteen (15) minutes. You said you called thirty (30) minutes later and there were no drivers available. You said you had to ask a friend for a ride home.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's (YC's) Management for more information. They reviewed your complaint along with the trip details and confirmed that the return ride was scheduled as a "will-call." This means that the members would need to call YC when they are ready to be picked up. You called YC at 11:33am to activate the return ride. At the time of dispatch, most of the drivers in Gilroy were busy, and the dispatch team had to look for available cabs outside the perimeter. A cab was assigned at 12:17am and the driver arrived at 12:55pm. The driver called YC to inform you that you had left and the ride was marked as a no show. We apologize for the inconvenience and stress that this has caused you. We know your time is valuable and we appreciate your patience when instances such as this occurs. As a reminder I have included some	N	Resolved in Favor of Member

VAM_202 20803_23 362	3-Aug-22	August	25-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 8/3/2022. You said YC did not show up. You said you reached out to them. You said they still no showed. You said this is unacceptable because you had an important appointment with your cardiologist. SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's (YC's) Management. YC reviewed your complaint along with the trip details for 8/3/22 and confirmed you had a scheduled pick-up time of 2:30 for a 3:30 appt. Unfortunately, YC had limited drivers available at that time and was unable to assign a driver until 3:58 pm. YC confirmed the driver arrived at 4:26 pm however you did not answer. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. YC is working hard to hire more drivers to ensure this does not happen in the future	N	Resolved in Favor of Member

VAM_202 20803_23 363	3-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you had been waiting for your return ride for an hour and a half. You stated that you called YC and were given an estimated time of 15 minutes and were told that the driver is on his way to your pick up location on the street.	The Grievance and Appeals Department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that your return ride was scheduled as a "will call" on August 3, 2022, and that you called YC to activate your ride at 14:23. The assigned WAV driver was unable to complete the trip due to an unforeseen conflict, so YC immediately looked for the next available one. Because YC WAVs were mostly full at the time of dispatch, reallocating a cab proved difficult. As YC exhausted all efforts, it wasn't until 15:33 that an available WAV could pick you up. The driver arrived at 15:57 and finished the trip at 16:28. YC is truly sorry that the you had to wait long for you return trip. As much as YC wanted to pick you up immediately, unforeseen conflicts could really happen in between. YC will ensure to keep up with the timeframe going forward. Your case was sent to our Quality team for review of possible quality	N	Resolve d in Favor of Membe r

VAM_202 20803_23 364	3-Aug-22	August	4-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients									You called the Health Plan (HP) because you said you have been trying to get services for wound care. You said you are in pain and you are swollen. You said you have been trying for three months to get wound care. You said you have an approved authorization and when you tried to schedule services you were denied care because of staff shortages. This grievance was requested to be expedited; this request meets Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as an expedited review and will be resolved within 72 hours.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Family Health Plan's Clinical Reviewer. These are the following recommendations. Recommendation: 1. I have referred you to case management to follow-up with PCP and assist with referral to appropriate specialist. 2. If your pain symptoms continue to worsen, please go to the nearest urgent care or emergency room. 3. SCFHP has a 24-hour Advice Nurse Line, please call the following number (Medi-Cal members, call 1-877-509-0294). 4. You can request a TeleHealth visit with a MD, Clinical Provider as needed. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	Y	Resolved in Favor of Member

VAM_202 20804_23 365	3-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab on 08/02/2022. You said that Yellow Cab did not have any drivers available for you on your return ride home. You waited an hour. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. First they would like you to know that Wheelchair Access Vehicle (WAV) trips are designated a day prior to ensure timely performance. This complaint was referring to the return ride you had on 08/02/2022. A review of your return trip was set as a will call. You called YC at 9:39 am because you were ready to be picked up. At the time of dispatch, most of our WAV drivers had their own scheduled pickups so they had a difficult time finding a driver. You were called at 10:13 am to inform you of the situation. Their dispatcher was very apologetic. At 10:32 am a driver was reassigned(WCD503). Your trip was queued as a follow on which means driver has to complete a prior trip before picking you.	N	Resolve d in Favor of Membe r

VAM_202 20804_23 366	3-Aug-22	August	5-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Billing Statemen t	SILICON VALLEY DIAGNOS TIC IMAGING GROUP	Unknown Physician Specialty	1.63E+09					You called our Customer Service Department regarding a bill you received from Silicon Valley Diagnostics Imaging. This bill is for the services you received on 6/19/2022 for the amount of \$11.17. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Silicon Valley Diagnostics Imaging participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Silicon Valley Diagnostics Imaging and asked them to stop billing you. Silicon Valley Diagnostics Imaging put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Silicon Valley Diagnostics Imaging because your do not have to pay the bill.	N	Resolved in Favor of Member

VAM_202 20804_23 368	3-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Written Materials/ Marketing									You are upset about the amount of letters that we send out. You said many of them do not contain information relevant to you. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to multiple departments within SCFHP to inform them of your dissatisfaction with receiving too much correspondence. The following is the response from the Vice President (VP) of SCFHP's Marketing department. SCFHP is licensed and monitored by the state. The state and federal government make rules that we must follow. The state requires us to mail all materials to members that include important information about their plan or health services. Examples include the Evidence of Coverage (Member Handbook), member newsletter, grievance letters, case management letters, and letters that tell a member about the approval or denial of their health services or prescription drugs. Members can opt out of mailings that are not required by law. Examples of optional mailings include marketing and materials to promote health	N	Resolved in Favor of Member

VAM_202 20804_23 369	3-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You called our Customer Service Department regarding a bill you received from HRRG Collection Alcare Renew Recovery Group. This bill is for the services your son received on 1/4/2022 for the amount of \$526.00. You are asking for our help with this bill.	SCFHP's Grievance Department reviewed the bill you received for the date of service (DOS) of January 4, 2022. We have contacted the HRRG Collection Alcare Renew Recovery Group billing office. They have your date of birth wrong, and in order to fix this, they are requesting a copy of your birth certificate and insurance card. Please fax these documents to (954) 584-5604 and call them to confirm receipt after 48-72 hours. Once they receive the documents, they will resubmit the bill for reprocessing. Please note that this can take 45-60 days. If you receive this bill again, please call the SCFHP Customer Service Department at 1-800-260-2055.	Resolved in Favor of Membe r

VAM_202 20804_23 377	3-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Emergenc y Medical Transport ation (NEMT)	ONE- STOP MEDEX LLC	Unknown Physician Specialty	1.48E+09					You are not happy with the services that you have received from OneStop on 8/3/2022. You said you made an appointment about a year ago. You said you booked transportations. You said you received a confirmation call that this was ride was approved. You said then you received a message after that it was denied. You said OneStop cannot accommodate you because there are no drivers available. You said you are disabled and these transportation requests are important for your medical conditions.	Our Grievance Department reviewed your complaint and contacted One Stop for more information. Unfortunately, after many attempts, One Stop has not provided a response. SCFHP's Grievance and Appeals Management is working closely with SCFHP's Provider Services to ensure all providers and vendors give timely responses to all complaints. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologize that this happened and look forward to serving you in the future.	N	Resolve d in Favor of Membe r

VAM_202 20804_23 380	3-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	LAURA E DALTON	Family Practice	1.6E+09					You are not happy with the services that you have received from Dr. Laura Dalton. You said she does not have any appointments available until 10/2022. You said you are scheduled to see Dr. Robbin who is in the same clinic on 9/20/22. You said you need access to care sooner.	SCFHP Grievance and Appeals Department has reviewed your complaint and sent it to the office of Dr. Laura Dalton for review. After review, they stated that they are aware that there is a need for additional appointment availability for their Primary Care patients and have increased their capacity to accommodate their patients more effectively. They sincerely apologize for not being able to get you in sooner and are working diligently to improve this problem. They currently have Advanced Practice Clinicians who work directly with their physicians and can complete care coordination and improve access to care. They were able to schedule you with another physician in their office for 9/20/2022. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive	N	Resolved in Favor of Member

VAM_202 20804_23 383	3-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service									You are not happy about the quality of service you received from Santa Clara Family Health Plan's (SCFHP's) Customer Service Department. You shared that requested transportation on 8/3/2022 at 10:00am to see a specialist provider for a procedure. You said you do not agree with SCFHP's short notice policy denying your request. You said that the provider was coming in on his day off to do the procedure. Due to this, you had to call the provider's office and and inform them that the Health Plan denied your transportation. You said you now have to wait until 10/3/2022 for an appointment.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We have forwarded your complaint to our Call Center Management. We informed them that you do not agree with the denial of your request. As explained in your CMC Member Handbook 2022, to request Non-medical transportation (NMT) services, you must contact SCFHP Customer Service at least 5 business days (excluding weekends and holidays) before your scheduled appointment. Please note that you can arrange for NEMT or NMT services by logging to the mySCFHP member portal or calling SCFHP Customer Service at 1-877-723-4795, Monday through Friday, 8 AM to 8 PM. Additionally, short notice exceptions are on a case by case basis. SCFHP does make short notice exceptions. However, you can and should explain the reason for the short notice request at the time of intake, if required. SCFHP would like to sincerely apologize for any distress that you may have	N	Resolved in Favor of Member

VAM_202 20803_23 344	3-Aug-22	August	2-Sep-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Enrollmen t/Disenrol lment	Eligibility								Your mother on your behalf called because she said you want to get enrolled with Kaiser. You said you should have been enrolled with Kaiser in the beginning of the year when you originally enrolled with Health Care Options (HCO). You said you called HCO over 10 times, and they kept telling you it was a computer glitch. She said if you would have been enrolled with the Kaiser when you first enrolled you would have been eligible for Kaiser.	SCFHP's Grievance Department reviewed your complaint and forwarded your request to be assigned to the Kaiser Network to Kaiser for review. Kaiser reviewed and denied your request to be assigned to their network because you do not meet their criteria. Kaiser's (PTE) Permission to Enroll policy requires that the enrollee has been a Kaiser member in the last six months or that the enrollee lives in the same household with an immediate family member, (spouse, child or sibling), that is a current Kaiser Health Plan member. The child must be under 21 years of age. The sibling and the enrollee must be under 21 years of age. You are currently over the age of 21. You first enrolled with SCFHP 8/1/ 22 and the last time you were enrolled with Kaiser was 12/1/21, which exceeds the six-month limit. As explained in your Member Handbook, Section 3 - How to Get Care: SCFHP has networks: VHP Network and their affiliated clinics and Community Clinics,	Resolved in Favor of Plan

VAM_202 20804_23 386	3-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call# SC0598706 8/3/2022 3:31 PM FelishaF Caller Grandfather Michael Vega cb# 4089200900 Confirm: name/dob/demo/pcp Reason for call issues with telephone access Grandfather said that he called BACH at 4087299700, but he has not been able to get through Grandfather said that he received an email from the school stating that he needs to do a booster shot TDAP Called BACH 4087299700 spoke with Krissa assisted with an appointment on tomorrow 8/04/22 at 10:15am Grandfather accepted and was thankful for the help		N	Resolve d in Favor of Membe r

VAM_202 20804_23 387	3-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0598676 8/3/2022 3:23 PM MayraR Maria Martinez, mom, 408-551-9823 Verified name/dob/address mom shares she needs apt for member before school starts 8/10. She tried to call pcp at BACH, where she was changed eff 9/1/22, but apts are after school starts. adv mbr is still assigned to COMPRECARE HEALTH CENTER for the rest of this month called to inq about apt and the soonest is 9/20 w/ Dr. Santiago. spoke w/ Maria from comprecare provided information to mom and she really wants a sooner apt . no services received this month at all called several places and found an apt 8/9/22 @8am SHC & Overfelt . spoke w/ Sonia 408-347- 5988 mom was ok with this apt. is aware to bring vaccine record and id w/ member's name. educated about member portal and getting temp id pcp change eff	N	Resolve d in Favor of Membe r

VAM_202 20804_23 374	4-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are unhappy with the quality of service from Green Cab (GC). You stated that GC did not show up for your scheduled ride. You stated that this is a continuing problem with GC. You stated that GC did not contact you if they were unable to make it. The Grievance and Appeals Department discussed your concerns with Green Cab Management. GC Management reviewed your complaint and confirmed that GC dispatch failed to notify management or SCFHP of the problems. GC Management apologizes for your experiences, and GC dispatch will receive additional dispatch training. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and GC work hard to provide the best quality service to each member. SCFHP and GC are very sorry any inconvenience this may have caused. Both SCFHP and GC look forward to better serving you in the future.	N	Resolved in Favor of Member

VAM_202 20804_23 375	4-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab (YC) on 08/04/2022. You said that they would arrive in 20 minutes and they have not arrived yet. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you had a scheduled ride on 8/4/2022 for and 8:00am pickup. You called at 8:09 am to check on your ride. At 8:26 am, YC dispatch called the phone number 408-990-5116 to provide an update. The trip that YC had for you was a pick up address at 3975 VISTAPARK DR #215, and drop off to 500 TULLY RD. It was not until 9:34 am when a driver accepted the trip. Driver arrived at 09:49 am and completed the trip at 10:01 am. For the return ride you called at 9:22 am to activate the return ride. Driver then arrived at 10:16 am and completed the trip at 10:26 am. YC would like to remind you they have a one- hour leeway to complete each and every trip. YC sent	N	Resolved in Favor of Membe r

VAM_20220804_23376	4-Aug-22	August	2-Sep-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Quality of Service	Billing Statement									You called our Customer Service Department regarding a bill you received from American Medical Services. This bill is for the services you received on 5/3/2021 for the amount of \$26,033.47. You are asking for our help with this bill.	SCFHP's Grievance Department reviewed the bill you received for the date of service (DOS) of 05/03/2021 from American Medical Services. Unfortunately, we are not able to assist you with this bill as you were not a member of SCFHP at the time of service. Your SCFHP coverage became effective on 09/01/2021. Please reach out to your previous health insurance for assistance.	Resolved in Favor of Plan

VAM_202 20804_23 378	4-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Provider Refusal to Refer	THEM HUYNH	General Practice	1.47E+09					You are unhappy with your Primary Care Provider, Dr. Them Huynh because the office refused to complete a Prior Authorization (PA) for dermatology. You have requested to switch Primary Care Providers.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to the office of Dr. Them Huynh for review. Dr. Huynh reviewed your records and shows that a referral was placed to the dermatology office directly. Dr. Huynh also stated that a prior authorization is not required as far as they know and has not received any calls from the dermatology office. You are able to call and make an appointment at your convenience. If you have any questions regarding your referral, please contact Premier Care at 818-461-5006. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20804_23 379	4-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	PETER L NGUYEN	Family Practice	1.56E+09					You are unhappy with the quality of service provided by Dr. Peter Nguyen, your primary care physician (PCP). You stated that you called Dr. Nguyen's office on June 17, 2022 to notify the provider that you are unable to breathe. You stated that you were told someone would call you back the next day, but you never received a call back. You said you applied for disability benefits through COVID, and you said Dr. Nguyen won't fill out the paperwork because he wasn't the treating doctor.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Dr. Peter Nguyen for more information. Dr. Peter Nguyen reviewed your complaint as well as your medical records. According to your records, your disability forms were filled out on August 11, 2022. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20804_23 381	4-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are not happy with the Vision Service Plan (VSP). You said VSP does not cover eyeglasses until 2023. You said you were referred to Buena Vista Optometry and they refused to give you new eyeglasses because your insurance does not cover it. You said you have a burnt membrane in your right eye and need eyeglasses as soon as possible. You are requesting this to be urgent. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	Our Clinical Review Nurse has recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On August 4, 2022 our Grievance Department referred you to our Case Management Department. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Additionally, if you are having any symptoms or deterioration in condition regarding your eyes, please go to the nearest urgent care or emergency room. You may also call the Advice Nurse Line at 1-877-509-0294 (number is on the member ID card). It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive	N	Resolved in Favor of Member

VAM_202 20804_23 382	4-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Provider Care	MANISHA YADAV	Internal Medicine	1.3E+09					You called SCFHP's Customer Service Department regarding the overall experience and care you have received from your Primary Care Physician (PCP), Dr. Manisha Yadav. You shared with us that Dr. Yadav has not discussed your results from your colonoscopy or a follow up about your hernia, your scalp issues and obtaining your medication. You mentioned this is unacceptable as Dr. Yadav does not help and you believe this is malpractice. Due to these issues, you have requested to change your PCP.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Valley Medical Center (SCVMC) to review internally. These are the following responses from the Customer Relations Department. Your electronic medical records (EMRs) were reviewed. According to your records, you were seen by Dr. Yadav via telephone visit on 10/20/2022. During the visit, your issues were discussed and addressed. You requested blood test ordered which included a HBLC test. Dr. Yadav shared with you that there was no indication for the test as the previous one was normal. You informed Dr. Yadav that you had not been exercising and wanted to check it out again. The labs were ordered per your request as well as complete blood count (CBC). You denied any acute issues except for some left ear issues. You shared with Dr. Yadav that you had gone to the Emergency Room Department at the beginning of the month for the ear	N	Resolved in Favor of Member

VAM_202 20804_23 384	4-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you had a ride scheduled for August 4, 2022, but YC did not show up for pickup. You stated that you needed to find another ride.	The Grievance and Appeals Department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that you had a scheduled ride for 12:00 p.m. on August 4, 2022. At 11:46 a.m., YC dispatched your ride. Unfortunately, no driver accepted the trip when it was dispatched, and the majority of their cabs were fully booked. The YC dispatcher had to look for an available cab outside the perimeter, but YC was unable to designate a cab. When you called at 12:45 p.m., YC informed you about the current situation. SCFHP cancelled the trip at 13:05 p.m., while YC was still working on it. YC genuinely apologies for the long wait. YC has been reminded to consistently keep with the timeframe as we move forward. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive	N	Resolved in Favor of Member

VAM_20220804_23385	4-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab (YC) on 08/04/2022. You said that no one picked you up for an 8 AM pick-up. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, your trip on 8/04/2022 was flagged as a no show. Scheduled pickup time was set up at 3:00 pm. YC dispatched your ride at 2:46 pm. Unfortunately, no YC driver accepted the fare due to limited of cabs in the area at the time of dispatch. YC tried to call you at the following phone number (408-510-7569) but you did not answer your phone. A driver accepted your trip at 4:11 pm. The driver tried to call you again at (408-510-7569) but you did not answer your phone. Therefore, your trip was tagged as No Show at 4:13 pm. For future rides, YC would like to remind you to keep your phone line open for communication especially during	N	Resolved in Favor of Member

VAM_202 20804_23 388	4-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	Discrimination	SJ BACH FAMILY CLINIC	Unknown Physician Specialty	1.72E+09					You are not happy with the quality of service you received from a Customer Service Representative (CSR) at Bay Area Community Health (BACH). You said during a call on August 4, 2012, the CSR was rude and disrespectful. You said the CSR told you that Doctor Angelica Ruiz was not accepting new patients.	Our Grievance Department reviewed your complaint and contacted Bay Area Community Health (BACH) for more information. They reviewed your complaint along with your calls and medical records. BACH did not find any call recordings on 8/4/22 of customer service representatives speaking to you in a disrespectful manner. On the date you called, Doctor's Ruiz provider panel was closed, which is why you were informed Dr. Ruiz was not accepting new patients. On 8/5/22, a new open provider panel message was received advising Dr. Ruiz to start taking new patients. Your records indicate you have an appointment scheduled with Dr. Angelica Ruiz on 9/13/22. BACH said they were sorry for any trouble this caused and looked forward to working with you again in the future. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive	N	Resolved in Favor of Member

VAM_202 20804_23 389	4-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	SJ BACH FAMILY CLINIC	Unknown Physician Specialty	1.72E+09				You are not happy with the quality of service you received from a Customer Service Representative (CSR) at Bay Area Community Health (BACH). You said during a call on August 4, 2012, the CSR was rude and disrespectful. You said the CSR told you that Doctor Angelica Ruiz was not accepting new patients.		N	Resolved in Favor of Member

VAM_20220804_23390	4-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the services that you have received from Green Cab (GC) on 5/2/2022. You said it took GC two hours to pick you up to take you to your doctor's appointment. You said you were late to your appointment.	SCFHP's Grievance Department reviewed your complaint and made numerous attempts to reach out to Green Cab and have not been able to get in contact or get response. Your case will be sent to our Provider Service to follow up on getting in contact with Green Cab. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both Green Cab and SCFHP sincerely apologize that this happened and look forward to serving you in the future.	N	Resolved in Favor of Member

VAM_202 20804_23 391	4-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude									You are unhappy with the quality of service from Valley Health Center (VHC) Bascom. You stated that you had an appointment with VHC - Bascom and that the nurse was rude to you. You stated that she asked you to hold your son's legs so he wouldn't move, but he did. You stated that the nurse then grabbed the member's hand with great force in order to keep him still. You stated that the member managed to get away again, and that the nurse grabbed your arm with great force. You stated that you began crying because you couldn't communicate with the nurse due to a language barrier. Our Grievance and Appeals Department reviewed your complaint and forwarded it to Customer Relations for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Customer Relations to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_202 20804_23 392	4-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	IAN J BARRETT	Orthopedi c Surgery	1.27E+09					You called to get assistance with a bill that you received for date of service (DOS) 4/5/2022. The amount of the bill is \$250.00. SCFHP's Grievance Department reviewed your complaint and contacted Dr. Barrett's office for more information. Unfortunately, after many attempts to reach out to the billing office, SCFHP has not received a response. SCFHP has also confirmed with Valley Health Plan (VHP) and confirmed there have been no claims sent. SCFHP's Grievance and Appeals Department has forwarded this information to our Provider Services Department to follow-up with the provider. SCFHP will continue to ask the provider to stop billing you. If Dr. Barrett refuses, we will present this information to SCFHP's Compliance Department who may report this activity to our state and federal regulators. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this	Resolve d in Favor of Membe r

VAM_202 20805_23 395	4-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care									You are unhappy with the quality of care from Bay Area Community Health (BACH). You stated that you saw PCP provider Dr. Michelle 20 days ago and attempted to discuss some medical issues, but the PCP stated that she did not have time because your appointment was only allotted 15 minutes.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Bay Area Community Health (BACH) for internal review. BACH reviewed your complaint and the provider has been educated on policy, procedure, and patient-centered attitudes. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to	N	Resolved in Favor of Member

VAM_202 20805_23 396	4-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Provider Care	XIHUA SUN	Neurology	1.85E+09					you called SCFHP's Customer Service Department about the quality of care you have received from Dr. Xihua Sun. You shared that Dr. Sun only saw you for a 10 minute consultation. You said Dr. Sun then put in a request for 200 units for your injections when it was supposed to be 300 units from 2 bottles. You said 200 units from 1 bottle and 100 units from the other bottle. You said that Dr. Sun should've assisted you with the appeal and helped you out more. You also mentioned that you have permanent brain damage and you don't remember everything. You said you were blamed for the incorrect dosage by Dr. Sun. You stated that the provider requested the dosage incorrectly and should be corrected	SCFHP's Grievance and Appeals Department reviewed this grievance. We forwarded your complaint to Xihua Sun, MD. Unfortunately, Dr. Sun has not responded to the complaint which has been sent multiple times. The non-response of Dr. Sun has been forwarded to our Provider Network Management for follow up with the provider. We apologize for the issues that you experienced. It is never our intention for our providers to provide less than exceptional service to our members. It is your right to receive the needed and appropriate medical treatment and care. Our records show, during your call to SCFHP's Customer Service on 8/4/2022, the SCFHP Customer Service Representative heard your request and outreached to Dr. Sun's office. During the call, the office staff member was informed of the approval of your injections. The office staff member shared she would call SCFHP's Utilization	N	Resolved in Favor of Member

VAM_202 20805_23 397	4-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service									You called SCFHP's Customer Service Department regarding not receiving information about your appeal and the determination from SCFHP's Grievance and Appeals. You shared with us that you filed an appeal about 2 months ago and you have been in pain but never received a letter with our determination. During the call, the Customer Service Representative informed you that you were approved for your injections. You said that you did not receive an approval letter informing you of the overturned appeal. You find this unacceptable.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. In accordance to Centers for Medicare & Medicaid Services (CMS) Parts C & D Enrollee Grievances, Organization/Coverage Determinations, and Appeals Guidance "Section 40.12.1 Part C/B Notification Requirements" the SCFHP G&A Department will follow the recommendations for Part C/B notifications. As a best practice, the Health Plans are encouraged to provide written notice of favorable decisions. Your appeal, case VAM_20220614_22225, received an overturn decision. The notice was mailed to you on 6/16/2022 as well as an outreach via phone call. Please note, the request was reviewed timely and within the timeframe in accordance to Centers for Medicare & Medicaid Services (CMS) Parts C & D Enrollee Grievances, Organization/Coverage Determinations, and Appeals Guidance. We do understand	N	Resolved in Favor of Member

VAM_202 20805_23 426	4-Aug-22	August	9-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	QUANTU M BAY AREA HOSPITAL IST MEDICAL GRP INC	Unknown Physician Specialty	1.9E+09					You called our Customer Service Department regarding a bill your father, Herraj Jethanandani received from Quantum Bay Area Hospitalist Medical Group. This bill is for the services he received on 12/2/2021, 12/3/2021, 12/5/2021, 12/6/2021 and 12/7/2021 in the amount of \$45.77, \$23.62, \$23.62, \$23.62 and \$24.75. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your father received. He does not have to pay for this bill. Quantum Bay Area Hospitalist Medical Group participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Quantum Bay Area Hospitalist Medical Group and asked them to stop billing him. Quantum Bay Area Hospitalist Medical Group put his account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Quantum Bay Area Hospitalist Medical Group because he does not have to pay the bill. Please allow 45-60 days for the review to process and for the adjustment.		Resolve d in Favor of Membe r

VAM_202 20805_23 446	4-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation. You said that on 8/5/2022, you were waiting to be picked up by Yellow Cab but nobody showed up. You said you called Yellow Cab 3 times but still no driver showed up. You said you received a message from Yellow cab with the driver's license plate number and driver picture but the driver did not show up. During the call with SCFHP's Customer Service Department, you said that Yellow Cab is a liar and you've had to cancel 6 appointments in the past due to Yellow Cab. Yellow Cab informed the Customer Service Representative that they were short on drivers and were still looking for a driver around your area.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab's Management checked their transportation logs. According to their records, you were scheduled on 8/5/2022. They confirmed your trip to your appointment was completed within the timeframe, however, your return ride home had some delay issues. They said that your return ride home was called in and activated at 3:09pm and it was accepted by the driver at 3:22pm. Unfortunately, the driver had to cancel the trip due to an unforeseen conflict so the ride was sent back into the queue. Yellow Cab had limited cabs operating in the area which led to longer wait times. The dispatching staff searched for an available driver nearest to your ride pick up. Unfortunately, due to massive trip rides	N	Resolve d in Favor of Membe r

VAM_202 20808_23 452	4-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Specialist	EL CAMINO HOSPITAL - ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.46E+09					You called SCFHP's Customer Service Department because you are not happy with your current Physical Therapy provider. You shared with us that your appointments/sessions are spaced to far apart. You said this is not good for your therapy if you have to wait so long in-between sessions or wait for them to call you if they have cancellations. This causes issues with your transportation since you then have to request a short notice exception from the health plan.	SCFHP's Grievance and Appeals Department reviewed your complaint. We contacted El Camino Hospital Physical Therapy Clinic for information and response to your concern. We made several attempts to obtain a response, unfortunately, they were unsuccessful. The non-response of El Camino Hospital Physical Therapy Clinic has been forwarded to our Provider Network Operations Management for further follow up. According to our records on 5/26/2022, you called SCFHP to appeal the denial of A0173011, a request for aquatic therapy with El Camino Hospital. The requested was reviewed and overturned and approved on 6/24/2022. You were mailed an approval letter regarding this determination on the same day. On 8/30/2022, you called SCFHP's Customer Service Department and requested to change your Physical Therapy vendor. The SCFHP Customer Service Representative heard your request and initiated an	N	Resolved in Favor of Member

VAM_202 20805_23 401	5-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab on 08/05/2022. You said no one has arrived yet. You also said that this happened about 2 weeks ago where Yellow Cab was late and you had to cancel your appointment. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you had a scheduled trip on 8/5/2022. Your scheduled pick-up time was at 10:00 am. This would suggest a chair time of 11:00 am. Cab driver (VEH682) accepted the ride at 10:11 am. Upon accepting the ride, he called you at the following phone number (408-508-0104) but you did not answer your phone. The driver arrived at exactly 10:22 am and trip got completed at 10:37 am. On the other hand, your return ride was set up as a will call. You called at 11:19 am to activate the ride. YC was very busy. YC tried to notify you about the situation however, they were not able to reach you. They were able to find a driver who	N	Resolve d in Favor of Membe r

VAM_202 20805_23 402	5-Aug-22	August	8-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Hospital Care	SCVMC ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.06E+09				You are not happy with the quality of care you received from Santa Clara Valley Medical Center (SCVMC) Labor and Delivery. You said you are pregnant and you are having cramps and spotting. You said on August 8, 22, that SCVMC turned you away because they would not let your eighteen-year-old sister in with you. They didn't care that you were spotting and had preeclampsia and told you to go somewhere else if you wanted. You said because of this you do not want to deliver at SCVMC. You want to deliver at Good Samaritan. You are requesting this to be urgent because you are twenty-nine weeks pregnant and might get induced around 10/7/22 to 10/10/22. SCFHP Clinical Review Nurse reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Clinical Review Nurse recommended you be referred to SCFHP Case Management Department to assist with changing your delivery hospital to Good Samaritan. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On 8/5/22 our Grievance Department referred you to our Case Management Department. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Both SCFHP's Clinical Review Nurse has directed you to go to the nearest urgent care or emergency room if you are having any complications. You may also contact SCFHP's Nurse Advice Line at 1-877-509-0294, which can be found on your member ID card. During the call with the Nurse Advice Line, you may request a Tele-Health visit with	Y	Resolved in Favor of Member

VAM_202 20805_23 403	5-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude									You are unhappy with the quality of service from Bay Area Community Health (BACH). You stated that the last three visits to BACH have been confusing since your provider, Dr. Samantha, left. You stated that you saw another provider three to four months ago and that she was extremely rude. You also mentioned that the provider stated she is not your primary care physician and that you may see a different provider on your next visit and receive a different diagnosis and medication.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Bay Area Community Health (BACH) for more information. Bay Area Community Health (BACH) reviewed your complaint as well as your medical records. According to your records, On May 16, 2022, you were seen by Marcia Roye-Madison for Hypertension concerns. The Medical Director spoke with the involved provider and educated her on improvement strategies for listening and understanding the patient's concerns. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20805_23 404	5-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	VHC - TULLY	Unknown Physician Specialty	1.38E+09				You are not happy with the quality of care you received from Nurse Practitioner (NP) Layokun. You said you have a knee condition that is causing you pain. You said you asked NP Layokun for medication that would work besides ibuprofen and Tylenol. You said NP Layokun prescribed an opioid medication (SUBOXONE) instead of starting you slowly on narcotics. You said SUBOXONE was declined by insurance. You said when you expressed your concern to NP Layokun, NP Layokun advised you to find another physician if you did not like the care plan she was providing. You said you did not like the way NP Layokun treated you. You also mentioned you are assigned to Dr. Sara Pinkel, but you have never seen her.	Our Grievance Department reviewed your complaint and contacted Valley Medical Center's Customer Relations Department for more information. They reviewed your complaint along with your medical records and confirmed you have not been seen by Dr. Pinkel since you are a patient of Nurse Practitioner (NP) Layokun. You had an appointment scheduled with Layokun on July 6/22, which you cancelled. During your appointment on 8/18/22, you mentioned your knee condition and you are currently on Tylenol #3 for your pain, followed by Ortho as the plan of care. NP Layokun denies making any comments about you being a drug seeker and apologizes if you felt she did. On 8/11/22, additional information was received. You spoke with the G&A coordinator and provided additional information about your complaint. Unfortunately, we have been unable to get a response to the additional information. The	N	Resolved in Favor of Member

VAM_202 20805_23 405	5-Aug-22	August	18-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow cab on 8/5/2022 for Ride #61886. You said you were not picked up for dialysis. You said your chair time was at 6:00 am. You said you called YC and they told you that you would be picked up in 20 minutes. You then called again and they told you another 20 minutes. By that time, it would have been 6:00 am. You said you had to cancel. Our Grievance Department reviewed your complaint and contacted Yellow Cab's Management for more information. Yellow Cab's Management reviewed your complaint and confirmed you were scheduled for a 5:00 am pick-up. Unfortunately Yellow Cab did not have an available driver at that time and the driver arrived at 6:43 am. Yellow Cab has it documented there was no answer from you at that time. Yellow Cab's Management explained they have limited cabs at the time, which caused a longer wait than usual. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our	N	Resolve d in Favor of Membe r

VAM_202 20805_23 406	5-Aug-22	August	9-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are unhappy that you received a bill from Jefferson County Health Center in the amount of \$1,542.75 for date of service 3/31/2022. You would like help resolving this issue. SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Jefferson County Health Center participates with Medicaid, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Jefferson County Health Center and has asked them to remove the billed amounts from your account because you should not be responsible. Jefferson County Health Center has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Jefferson County Health Center because you are not responsible for the balance owed.	Resolve d in Favor of Membe r

VAM_202 20805_23 407	5-Aug-22	August	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You stated that you received a \$753.00 bill from Sky Ridge Medical Center for the date of service 12/22/2021.	SCFHP's Grievance Department reviewed the bill you received from Sky Ridge Medical Center and contacted Patient Services regarding Date of service 12/22/2021 for the amount of \$753.00. Your claim is being processed and sent to your insurance company for payment. You can disregard bill. Please allow 30-45 days for the reprocessing. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260- 2055.		Resolve d in Favor of Membe r

VAM_202 20805_23 412	5-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	VALLEY RADIOLO GY MEDICAL ASSOC	Unknown Physician Specialty	1.4E+09					You called our Customer Service Department regarding a bill you received from Collection Continental Credit Control. This bill is for the services you received on 3/11/2021 for the amount of 362.0. You are asking for our help with this bill. You said you called before and thought this was resolved.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Valley Radiology Imaging participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Valley Radiology Imaging and has asked them to remove the billed amounts from your account because you should not be responsible. Valley Radiology Imaging has agreed that you are not responsible for this and has placed your account on hold while the adjustment is in process (Please note that this can take 20-30 business days) and will pulled your claim back from collections (Collection Continental Credit Control). Please disregard the billing statement from Valley Radiology Imaging because you are not responsible for the balance owed.		Resolve d in Favor of Membe r

VAM_202 20805_23 413	5-Aug-22	August	9-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	REGIONAL MEDICAL CENTER OF SJ	Unknown Physician Specialty	1.29E+09					Your mother on your behalf called because she said you received another bill for date of service (dos) 9/5/2021 from Regional Medical Center (RMC) for the amount of \$1632.00. She said this bill is now in collections under Health Revenue Recovering Group. She is requesting assistance with this bill again.	SCFHP's Grievance Department has reviewed the bill you received and found that you should not be responsible. Regional Medical Center participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Health Revenue Recovery and has asked them to remove the billed amounts from collections because you should not be responsible. Health Revenue Recovery has agreed to reprocess claim. Please disregard the billing statement from Health Revenue Recovery because you are not responsible for the balance owed.		Resolve d in Favor of Membe r

VAM_202 20805_23 415	5-Aug-22	August	10-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part D Grievance	Plan Benefits	Plan Benefits/B enefit Package- Pharmacy									You are not happy with your Pharmacy plan benefits. You called to file a complaint regarding being denied for your needed medication: Hydrocodone-Acetamin 10-325 MG. You shared with us that had you known that you were going to have issues with obtaining your medication you would not have changed your medical insurance plan from Humana to SCFHP's Cal MediConnect. You mentioned that if you are able to obtain your medication you will continue with SCFHP Cal MediConnect (CMC) program. SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. According to your Notice of Denial of Medicare Part D Prescription Drug Coverage which was dated 8/5/2022, advised you that Medimpact Pharmacy, a partner organization that processes pharmacy requests, needed more information from your healthcare provider in order to process this request. The request was denied because your provider did not submitted documents which met the guideline named: Opioid NaÃve Day Supply Limitation, which allows the requested drug to be approved for longer than a 7-day supply for opioid naÃve patients. The Centers for Medicare and Medicaid Services (CMS) worked with health plans and doctors to control opioid use. As part of this effort, CMS finalized policies that included the 7-day supply limitation policy that affected you. The 7-day supply limitation required SCFHP to implement a limit on initial	N	Resolve d in Favor of Membe r

VAM_202 20805_23 416	5-Aug-22	August	31-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		STANFORD HEALTH CARE	Unknown Physician Specialty	1.44E+09		Uphold	Non Covered Benefit	You do not agree with a denial you received from Valley Health Plan (VHP), authorization number 81989018, a request for a TESE procedure at Stanford Healthcare. You said this procedure is not done at Santa Clara Valley Medical Center (SCVMC) and are requesting reconsideration of approval.		N	Resolved in Favor of Plan

VAM_202 20805_23 417	5-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab(YC). You stated that you had a scheduled pick-up for 08/05/2022, but YC did not show up. When you called YC, you were told that the driver would arrive in 15 to 20 minutes. You stated that you wanted to cancel because you were going to be late for your appointment.	The Grievance and Appeals Department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that you had a ride scheduled for 1:00 p.m. on August 5, 2022. YC attempted to contact you at 1:27 p.m. to confirm the appointment, but you did not respond. Regardless, YC continued to work on the order; however, the trip was cancelled by SCFHP at 1:29 p.m. for an unknown reason. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member.	N	Resolved in Favor of Member

VAM_202 20805_23 419	5-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	KENNETH T PHAN	Unknown Physician Specialty	1.34E+09				You are not happy with the services that you have received from Dr. Kenneth Phan. You said the doctor asked very personal questions. You said you felt abused when the doctor asked you these questions. You said the doctor asked you to remove your clothes after he asked all the questions. You said this is the first time you saw the doctor. You said you felt disrespected. You said you felt stressed after seeing the doctor.	Our Grievance and Appeals Department reviewed your complaint and forwarded your complaint to our Quality Team Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.	N	Resolved in Favor of Member

VAM_202 20805_23 420	5-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab (YC) on 08/05/2022. You said that you are waiting to be picked up. You said this happened multiple times in the past.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you had 3 trips scheduled on 8/5/2022. YC would like to remind you they have a one-hour leeway and timeframe. Heading to your appointments your trips were completed. Scheduled pick up time was at 1:30 pm. YC notified Erika at SCFHP of the status of your cab because they received a call at 1:48 pm. Your cab arrived at 1:55 pm and the trip was completed at 2:10 pm. In addition, second ride was also completed. Your scheduled pick up time was at 4:30 pm. The driver contacted you and the trip was completed at 4:48 pm. On the other hand, your return trip was	N	Resolved in Favor of Member

VAM_202 20805_23 421	5-Aug-22	August	2-Sep-22	Resolved in Favor of Plan	Cal MediConn ect Part C Grievance	Quality of Service	Billing Statemen t									You are upset about a bill you received. You said you paid about \$800 and want to know why you were billed when this was supposed to be billed to SCFHP. The Grievance and Appeals Department reviewed this grievance with Vision Service Plan. They reviewed your benefits. You received lens enhancements that are not covered. Your frame allowance is \$200.00 with a 20% savings on the overage. For lens enhancements, you receive a 20% savings from the provider's usual and customary fees. You owe \$42.71 as of 08/10/2022. You will next be eligible for an exam service on July 1, 2023 and the glasses or contact lens services will be available by July 1, 2024.	Resolve d in Favor of Plan

VAM_202 20805_23 427	5-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that your appointment is at 2:45 p.m., but YC has yet to arrive. The Grievance and Appeals Department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that you had a ride scheduled for 1:45 p.m. on August 5, 2022. There was no driver available to accept the trip at the time of dispatch. Due to unforeseen conflicts with only a few cabs operating in the area, YC struggled to find a cab. YC worked tirelessly on the order, but it wasn't until 3:11 p.m. that a driver became available and accepted the trip. When the driver called to let you know he was on his way, you decided to cancel. YC sincerely apologizes for any inconvenience this has caused. YC assures that they have exhausted all efforts to allocate a cab as soon as possible; however, delays are unavoidable due to unforeseen circumstances such as this one. Your case was sent to our Quality team for review of possible quality issues. Our medical	N	Resolved in Favor of Member

VAM_202 20805_23 428	5-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	VHC - MOORPA RK	Unknown Physician Specialty	1.34E+09					You are not happy with the quality of care you received from Urgent Care at Moorpark. You said you went two weeks ago for an injury and you have not received a call from them with your x-ray results for your right knee.	Our Grievance Department reviewed your complaint and contacted Urgent Care at Moorpark Management Office for more information. They reviewed your complaint and, along with your medical records and notes from Dr. Lee of your telephone visit on 8/9/22, stated you understood they would only call if the results were abnormal. Also, MD Naasira's notes from the 8/10/22 visit say that an X-ray of the knee showed no acute injuries. Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20805_23 429	5-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You called the Health Plan (HP) because you said you are very angry and frustrated that Yellow Cab (YC) has not picked you up for your appointment. You said this appointment was very important. You said you want YC to be on time.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, on 8/5/2022, you were scheduled for a 1:30 pm pickup for your 2:30 pm appointment. Your trip was dispatched as early as 1:26 pm yet no drivers were available at the time of dispatch. YC continuously worked on the order. YC was able to find a cab at 2:21 pm. However, at 2:45 pm, you called to cancel your trip. You said your brother was going to take you instead. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the	N	Resolved in Favor of Member

VAM_202 20805_23 430	5-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Specialist	JANET M SPRAGGI NS	Psychiatry	1.46E+09					You are upset about your access to care to mental health. You said that you need mental health services and a mental health appointment. You said you had an appointment 2 weeks ago with Dr. Janet Spraggins. You said that the provider never called you, but MyHealthOnline documents said you missed the appointment. You said you are not getting a callback from Dr. Spraggins.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Valley Medical Center (SCVMC) to review. These are the responses from the Customer Relations Nurse based on her investigation. After reviewing your chart, documentation shows you were called twice by Dr. Spraggins on 7/14/22 and messages were left. Because they were not able to get a hold of you the status of your appointment shows as "no show." We apologize that you had this experience with your provider. As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP	N	Resolved in Favor of Member

VAM_202 20805_23 431	5-Aug-22	August		Resolved in Favor of Plan	Cal MediConn ect Part C Grievance	Expedited									Related to VAM_20220713_22830. Received transfer from CSR. Spoke to member. Member upset about expedited case being downgraded. Member said that he has been misdiagnosed and has been waiting a long time for the hip surgery. Member doesn't trust Stanford doctors and said he needs the hip surgery at a sooner date. I said I would accept his request for an expedited grievance and will call him in 24 hours.		N	Resolve d in Favor of Plan

VAM_202 20805_23 432	5-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you have received from Green Cab, transportation vendor. You shared with us that on and 8/3/2022 and 8/4/2022, you had two issues with your ride to and from your appointment. You said on 8/4/2022, the cab was late for your pick up to take you to your appointment. You said you called Green Cab multiple times but with no response. You said that Green Cab finally called you back and asked if you still needed a ride at 2:30pm. You said your appointment started at 2:30pm. You feel that Green Cab is no longer reliable and Green Cab is short on drivers. On 8/3/2022 for your return ride home you said that the Green Cab driver was flirting with you and it made you uncomfortable. You said he was asking you personal questions regarding if you had a boyfriend and if you wanted to go out with him. You said it really bothered you a lot about being harassed during your ride home. You informed our SCFHP Customer Service Representative that	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's Management for review and more information. The following are the responses from Green Cab's Management based on their investigation. Green Cab's Management checked their transportation logs. According to their records, they were unable to find a scheduled ride for 8/3/2022 in their system. Nonetheless, all drivers will be send a massage message regarding this incident. Green Cab's Management shared that the incident is unacceptable. They addressed your 8/4/2022 trip and they apologized for the experience you had while using their service. Green Cab's Management will have their Dispatching team continue to monitor your trips. They also shared that if there are any delays then the Dispatching has been advised to notify Green Cab Management. Additionally, Grievance and Appeals Department	N	Resolved in Favor of Member

VAM_202 20805_23 433	5-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								You requested this complaint to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function Specifically, the reason for you being seen with the OB-Gyn is for a chronic medical condition as well as the appointment you were given falls within the State's timely access to see a PCP. This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	Our Grievance Department reviewed your complaint and along with the Department of Managed Health Care (DMHC) Timely Access to care timeframes. Our records show on 8/5/22 you were told the soonest available appointment with your PCP is 8/18/22. DMHC states timely access to your PCP for a non-urgent appointment is 10 business days. Your appointment with Stanford OB-Gyn was for a chronic medical condition, which chronic medical conditions are not urgent medical conditions. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is	N	Resolved in Favor of Member

VAM_202 20805_23 435	5-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care								You are not happy with the quality of care you received from Valley Health Plan (VHP) Physical Therapy (PT). You said the PT told you she was not trained in pelvic floor therapy for your medical condition.	Our Grievance Department reviewed your complaint and contacted Valley's Physical Therapy clinic for more information. Our Grievance Department spoke with the Office Manager and Physical Therapist and reviewed your medical records. Valley's Physical Therapist did confirm you were seen twice for pelvic pain and back pain. She confirmed at the time of your treatment, she was going through Pelvic Floor Therapy training and was not certified. She explained this was a new treatment in the clinic and the clinic was not aware that the physical therapist had to be certified. They confirmed the Pelvic Floor Training has been put on hold until the physical therapist is certified. Our also forwarded your complaint to our Quality Team Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found	N	Resolved in Favor of Member
VAM_202 20805_23 437	5-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are upset with the quality of service from Yellow Cab (YC). You stated that you waited an hour for YC and no one showed up.		N	Resolved in Favor of Member

VAM_202 20805_23 439	5-Aug-22	August	22-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 8/2/2022. You were told that YC did not have any cabs in the area. You said your ride got cancelled.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's Management for more information. Yellow Cab said that you cancelled your trip for 8/2/2022. Yellow Cab advised you to contact SCFHP to verify the cancellation as SCFHP is the only one that can modify trips. Your Complaint was also reviewed with SCFHP Transportation Management. SCFHP Transportation Management stated that you called Yellow Cab at 408-777-7777 and you cancelled the ride via the Yellow cab automated option. You may have selected the cancel the ride option by mistake when calling Yellow Cab's number. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this	N	Resolved in Favor of Member

VAM_202 20805_23 440	5-Aug-22	August	17-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 8/5/2022. You said it was very hot outside. You said you have been fasting. You said you have waited for a very long time. You said YC kept telling you 20 minutes, then 10 minutes, then 6 minutes. You also said on a previous trip you were taken to your Physical Therapy appointment (PT) appointment and the driver did not secure your wheelchair properly. You also said he was braking hard and not driving safe. You said you told him to drive safe and he told you he was in a hurry to pick up other members.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's Management for more information. Yellow Cab's Management reviewed your complaint and confirmed your transportation was dispatched at 1:33 pm. Unfortunately the assigned driver was delayed longer than expected and Yellow Cab was not able to pick you up until 3:00 pm. Yellow Cab apologizes for the long delay and is working on ways to prevent this from happening again. Yellow Cab also explained they are unable to look into and provide a response to your driver issue because there was not a since there was no date given. Yellow Cab has a zero-tolerance policy about reckless driving. They encourage you to report any incident in the future directly to Yellow Cab by calling the customer service hotline. Yellow cab will be happy to assist. Your case was sent to our Quality team for review of possible quality	N	Resolve d in Favor of Membe r

VAM_202 20805_23 441	5-Aug-22	August	8-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Continuity of Care						Uphold	Lack of Medical Necessity	You do not agree with a denial you received from Valley Health Plan (VHP), authorization number 81993339, a request for skin graft with grafix (Q4133). This was denied because the request did not meet the required coverage for criteria. You have requested this appeal be expedited because you have a hole in your foot and need to be seen right away. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.		Y	Resolved in Favor of Plan
VAM_202 20805_23 442	5-Aug-22	August	11-Aug-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		CATHERIN E Y ORJUELA	Nurse Practitioner	1.14E+09		Uphold	Criteria Not Met (ST, QL, NF)	recv'd via email a request to appeal deny medication HYDROCODONE ACETAMIN 10-325MG			Resolved in Favor of Plan

VAM_202 20805_23 444	5-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are upset with the quality of service from Yellow Cab (YC). You stated that you waited for YC to pick you up from the clinic for two hours. You stated that you called YC several times and were told that the driver was on his way. You stated that YC did not appear, so you called a taxi and paid for it yourself. You stated that when you got home, YC called to inform you that the driver was waiting for you outside the clinic. You stated that another time when YC arrived to pick you up, the cab smelled like urine and the driver had the windows up and the AC on. You mentioned the same driver spitting out the window.	The Grievance and Appeals Department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that you had a return ride and that you called YC at 2:41 p.m. on May 27, 2022 to activate your trip. YC dispatched the ride immediately, but due to the high volume of orders and limited availability of cabs in Gilroy, allocating a cab proved extremely difficult. YC attempted to contact you several times about the potential delay, but you were unavailable. Nonetheless, YC prioritized the search for alternatives, but a few cab drivers were unavailable at the time. You called YC at 17:14, and you asked to cancel because you had already left. YC sincerely apologizes for any inconvenience this has caused. YC assures that they have exhausted all efforts to allocate a cab as soon as possible; however, delays are unavoidable due to unforeseen circumstances such	N	Resolved in Favor of Member

[illegible]

VAM_202 20805_23 447	5-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)							Overturn		You are appealing a denied authorization. This authorization is A0181351, a request for a continuous glucose monitor (CGM). This was denied because we did not receive a written doctor's orders for the CGM. It also did not meet the criteria: Medicare Local Coverage Determination (LCD) Glucose Monitors (L33822).		N	Resolve d in Favor of Membe r

VAM_202 20805_23 448	5-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	DME Supplies Delay	HOMETO WN MEDICAL SUPPLY LLC	Unknown Physician Specialty	1.29E+09					You on your son, Steven Ohanneson's behalf are not happy with the quality of service he has received from Hometown Medical Supplies regarding his repairs. You shared with us that you believe the company is not doing it's job and the wait time it takes to get the items repaired is too long.	SCFHP's Grievance and Appeals Department reviewed this grievance with Hometown Medical Supply. They reviewed your son's account and found that in regards to the repairs needed on your son's wheelchair, Hometown Medical Supply can only repair once they receive the approval from the health plan. Additionally, they can only repair what's included in the approval. They said that the initial request was submitted to the health plan but it was denied. This was then appealed by the you and the request was overturned and approved. The authorization A0168822A was for your son's repairs, however, the approval did not include the arm rests or seatbelts. Their records show that once Hometown Medical Supply received the approval the repairs were done within a week since they had already pre ordered the parts in the event the request was approved. They shared that on 8/5/2022, they had already initiated a prior authorization for the arm rests		Resolve d in Favor of Membe r

VAM_202 20808_23 451	5-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Specialist	SCVMC ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.06E+09					You are upset about the access to care for physical therapy. You said you have been trying to schedule an appointment at Valley Health Center - Bascom since April 2022 and have been told that there are no appointments until November 2022.	SCFHP's Grievance and Appeals Department reviewed your concern. We have forwarded your concerns to Santa Clara Valley Medical Center's customer relations department. The following are the responses from the Clinical Nurse. They found the following: on 7/19/2022 a referral 4042603 was place for PT services. On 7/20/2022 your referral was approved. On 8/5/2022 you called PT services to request to schedule an appointment. You were informed that no appointments were available within the next 3 months. You were told that you would be placed on a WAITLIST and called for scheduling when you reach the top of the list. Unfortunately, the PT department does not have availabilities sooner unless it is an urgent request from your provider. You can request your doctor to contact the PT department and provide information that will support the need for urgent services. Santa Clara Family Health Plan	N	Resolved in Favor of Membe r

VAM_202 20808_23 453	5-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you would prefer a different driver to pick you up in the mornings due to the current one's rudeness, tardiness, and failure to help you fasten your seatbelt. Our Grievance and Appeals Department reviewed your complaint and forwarded it to Yellow Cab for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Yellow Cab to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolve d in Favor of Membe r

VAM_202 20808_23 455	5-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Enrollmen t/Disenrol lment	Eligibility								You are not happy with Santa Clara Family Health Plan (SCFHP). You said you called in the morning on August 5, 2022 to change your son's primary care physician (PCP) to Dr. Ashley L. Dragoman. You said you took your son to the appointment with Dr. Dragoman. However, the system was not reflecting the change and the appointment was canceled. You said now you have to wait until October for an appointment.		Resolve d in Favor of Membe r

VAM_202 20808_23 456	5-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	CHME Delivery Delay	AAYS RENTS & SELLS INC	Unknown Physician Specialty	1.42E+09					You called because you said you have an approved authorization for a specialized stroller for your son. You said when you called AAYS they told you that the manufacturer does not have this specific stroller in their inventory. You said you don't know what to do because your son is starting school and needs this stroller. Our Grievance and Appeals Department reviewed your complaint and contacted PMGSJ's quality Department for more information. PMGSJ Quality Department did confirm they redirected your son to another DME vendor, Hometown Medical Supply, that has the disabled stroller available. On 9/2/2, SCFHP's Grievance and Appeals Department called you and confirmed you had received the updated information. During this call, you explained you had not been able to get into contact with Hometown Medical Supply. SCFHP's Grievance and Appeals Department has referred you to Case Management for further assistance. Case Management can assist you with getting the necessary services and medical equipment to meet your needs. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with		Resolved in Favor of Membe r

VAM_202 20808_23 459	5-Aug-22	August		Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		LUCAS MASSOTH	Unknown Physician Specialty	1.77E+09				your request for payment for claim #22103E03342 and 22118S00089 from provider, Lucus Massoth at El Camino Pathology Med Group. This claim is for services provided on 3/25/2022, was denied because services provided were not authorized and not payable by SCFHP. You are requesting reconsideration and stated as a third party provider we do not see the patients face to face and rely on the referring physician/facility to provide billing info. The pathologist is required to process the specimen received no matter what insurance the patient has. We will need a written Good Cause Statement for the reason this was submitted past the time frame and medical records to proceed with the appeal. This claim was denied on 5/6/2022.		Resolve d in Favor of Membe r

VAM_202 20808_23 480	5-Aug-22	August	8-Aug-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Continuity of Care							Uphold	Lack of Medical Necessity	You do not agree with a denial you received from Valley Health Plan (VHP), authorization number 81993653, a request for skin graft with grafix (Q4133). This was denied because it is a duplicate to another authorization request. You have requested this appeal be expedited because you have a hole in your foot and need to be seen right away. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.		Y	Resolved in Favor of Member

VAM_202 20808_23 487	5-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Assault/H arassmen t	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you have received from Green Cab, transportation vendor. You shared with us that on and 8/3/2022 and 8/4/2022, you had two issues with your ride to and from your appointment. You said on 8/4/2022, the cab was late for your pick up to take you to your appointment. You said you called Green Cab multiple times but with no response. You said that Green Cab finally called you back and asked if you still needed a ride at 2:30pm. You said your appointment started at 2:30pm. You feel that Green Cab is no longer reliable and Green Cab is short on drivers. On 8/3/2022 for your return ride home you said that the Green Cab driver was flirting with you and it made you uncomfortable. You said he was asking you personal questions regarding if you had a boyfriend and if you wanted to go out with him. You said it really bothered you a lot about being harassed during your ride home. You informed our SCFHP Customer Service Representative that	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's Management for review and more information. The following are the responses from Green Cab's Management based on their investigation. Green Cab's Management checked their transportation logs. According to their records, they were unable to find a scheduled ride for 8/3/2022 in their system. Nonetheless, all drivers will be send a massage message regarding this incident. Green Cab's Management shared that the incident is unacceptable. They addressed your 8/4/2022 trip and they apologized for the experience you had while using their service. Green Cab's Management will have their Dispatching team continue to monitor your trips. They also shared that if there are any delays then the Dispatching has been advised to notify Green Cab Management. Additionally, Grievance and Appeals Department	N	Resolved in Favor of Member

VAM_202 20810_23 565	5-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care									You are not happy with the quality of care that you have received from the Cardiology Department at Santa Clara Valley Medical Center (SCVMC). You said you had all types of tests done but you did not receive a clear diagnosis or why you are having these symptoms. You also said you were referred to an Endocrinologist but they refused to see you. You said they told you there was nothing wrong with you but they did not do a face to face consult. You said you had a TPO antibody test that was not normal. You said you were prescribed medications. You had an appointment on July 5, 2022. You said the appointment was cancelled. You said you were told you would have to wait until September 2022 for a new appointment. You said you have been having issues for more than 9 months. You are unable to do activities of daily living without have issues. You said you feel your Primary Care Physician (PCP), Dr. Sandhya Matha keeps putting your medical issues	SCFHP's Grievance and Appeals Department has reviewed your complaint and forwarded it to Cardiology Department of Santa Clara Valley Medical Center (SCVMC). Unfortunately, we have not heard back from SCVMC. We have forwarded this information to Provider Services for tracking purposes. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Membe r

VAM_202 20810_23 566	5-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are not happy with the quality of care that you have received from the Cardiology Department at Santa Clara Valley Medical Center (SCVMC). You said you had all types of tests done but you did not receive a clear diagnosis or why you are having these symptoms. You also said you were referred to an Endocrinologist but they refused to see you. You said they told you there was nothing wrong with you but they did not do a face to face consult. You said you had a TPO antibody test that was not normal. You said you were prescribed medications. You had an appointment on July 5, 2022. You said the appointment was cancelled. You said you were told you would have to wait until September 2022 for a new appointment. You said you have been having issues for more than 9 months. You are unable to do activities of daily living without have issues. You said you feel your Primary Care Physician (PCP), Dr. Sandhya Matha keeps putting your medical issues	SCFHP's Grievance and Appeals Department has reviewed your complaint and forwarded it to Cardiology Department of Santa Clara Valley Medical Center (SCVMC). Unfortunately, we have not heard back from SCVMC. We have forwarded this information to Provider Services for tracking purposes. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolved in Favor of Membe r

VAM_202 20805_23 408	5-Aug-22	August		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)						Uphold	Lack of Medical Necessity	call#SC0600759 < 8/5/2022 11:00:20 AM DATD> Changed User from Dang, Dat to ***Q-Grievance and Appeals CMC, 8/5/2022 10:59 AM DATD Ying Wang (daughter-AR) called 4086672952 AR called to appeal the NOMNC for SNF at Vasona Creek Healthcare Center. AR is requesting for an extension. Located auth A0181110. NOMNC was issue on 07/29/2022 with the service end date of 08/01. Inquired if AR filed an appeal with Livanta. AR shared no. Advised I'm forwarding this to G&A for processing. The TAT is 72 hours. AR will receive a call from G&A in 24 hours for further instruction. AR understood.		Y	Resolve d in Favor of Plan
VAM_202 20810_23 557	5-Aug-22	August	2-Sep-22	Referred	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)					Uphold			You are appealing a denied claim, 455421748. This has a date of service of 7/15/2022 and the services requested are progressive lenses, UV lenses, anti-reflective coating, and tinted lenses. You paid out of pocket for these services.			Referre d

VAM_202 20808_23 457	8-Aug-22	August	7-Sep-22	Resolved in Favor of Plan	Medi-Cal Post Service Medical Appeal	Covered Service							Uphold	Other Health Coverage	You do not agree with a denial you received from Valley Health Plan (VHP), authorization number 81993817, a request see Hear Bright. You said you were already seen on August 3, 2022 and the authorization was denied on August 5, 2022. You do not want to be held financially responsible and request approval.			Resolved in Favor of Plan

VAM_202 20808_23 461	8-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you received from Green Cab, transportation. You said that on 8/8/2022, you were scheduled for a ride pick up but Green Cab informed you that they did not know if they would be able to pick you up. You called SCFHP for assistance with your issue with Green Cab. During the call, the SCFHP Customer Service Representative outreached to Green Cab on your behalf and they informed her that there was no estimated time of pick up as they were overlooked. You said this is very frustrating as it has happened 3 times already with the same issues.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's Management for review and more information. The following are the responses from GC based on their investigation. They shared with us that going forward, Green Cab's Dispatching Department will monitor your trips. If delays like this occur again, dispatch has been advised to notify Green Cab's Management. If transportation cannot be provided in a timely manner SCFHP will be contacted. Green Cab's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change due to unavoidable situations that may arise.	N	Resolve d in Favor of Membe r

VAM_202 20808_23 462	8-Aug-22	August	6-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said YC is always late. You said on August 8,2022 that you called YC at 8:47am because your appointment was at 9:00am. You said you were told YC was seven (7) minutes away. You said you did not know if your doctor was going to be able to see you because you were already late. You said this can not be happening and you want YC to arrive on time.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 8/8/22 and confirmed that your ride was scheduled to be picked up at 8:00am. The trip was dispatched at 7:46am; however, due to the unavailability of cabs in the area at the time of dispatch, a cab was assigned until 8:41am. The driver arrived at the pick-up location at 8:56 am. The trip was completed at 9:12am. Yellow Cab's management sincerely apologizes for the wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. SCFHP is contracted with Yellow Cab to provide transportation to our members if they need transportation	N	Resolved in Favor of Member

VAM_202 20808_23 463	8-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	DAVID A CAHN	Family Practice	1.69E+09					You are unhappy with your Primary Care Provider (PCP), Dr. David Cahn. You received a letter discharging you from their practice and you're unsure why you have been discharged. You have switched PCPs to Dr. Daniel Reyes-Villa. SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. David Cahn's Management for more information. They stated that Dr. Cahn called you on 8/4/22 for your phone appointment. It was brought to his attention that there was a complaint made against another physician in their office, so they made a decision decision to discharge you from the practice. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a member of SCFHP, you have certain rights and responsibilities. A complete list can be found in the Member Handbook under Chapter 7. It is your right to have	N	Resolved in Favor of Member

VAM_202 20808_23 464	8-Aug-22	August	9-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Prior Auth/App eal Process								Your mother on your behalf called because she said you have an authorization to see a Podiatrist. She said when she called Dr. Lydia Yun's office they told her that she no longer works at that office. She said you need your authorization approval changed to a different specialist so you could be seen. She said you have had this medical issue for the past two months and wants this taken care of before you start school. This grievance was requested to be expedited; this request meets Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as an expedited review and will be resolved within 72 hours.	SCFHPâ€™s Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Family Health Planâ€™s Clinical Reviewer. These are the following recommendations. Recommendation: 1. I have referred your complaint to Physicians Medical Group (PMG) your delegated provider network to refer you to a different Podiatry specialist so your child can get access to care. 2. If your pain symptoms continue to worsen, please go to the nearest urgent care or emergency room. 3. SCFHP has a 24-hour Advice Nurse Line, please call the following number (Medi-Cal members, call 1-877-509-0294). 4. You can request a TeleHealth visit with a MD, Clinical Provider as needed. PMG has redirected your authorization to Dr. Azar Dastgah for Podiatry services. Authorization 20220808T8800360 has been created with an effective date of 8/8/2022 to 12/5/2022. Please contact Dr. Azar Dastgah DPM at (408) 358-2250 to	Y	Resolve d in Favor of Membe r

VAM_202 20808_23 465	8-Aug-22	August	16-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You stated that you received a bill for \$3,574.00 from Stanford Children's Hospital for the date of service on April 15, 2022.	SCFHP's Grievance Department reviewed the bill you received from Stanford Children Hospital and contacted Patient Services regarding Date of service April 15, 2022 for the amount of \$3,574.00. Your claim will be reprocessed and sent to your insurance company for payment. Please allow 30-45 days for the reprocessing. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.		Resolve d in Favor of Membe r

VAM_202 20808_23 466	8-Aug-22	August	6-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	ANTARA BARUA	Internal Medicine	1.84E+09					You are not happy with the services that you have received from Dr. Antara Barua. You said you asked your PCP for a disability extension for one more month to finish treatments recommended by your other provider Dr. Ngai Nguyen. You said she denied the extension for treatment and states she denied it because you may be needing surgery and you should save the 3 months. You also said you asked for work restrictions due to your back a pain and your provider noted that she is unable to access and did not give work restrictions. You said she knows you have bad back pain and you don't understand why she just didn't evaluate you. You said that she just sent you to physical therapy (PT) and provided muscle relaxer pills.	SCFHP's Grievance and Appeals Department reviewed your concerns. We have forwarded your concerns to Santa Clara Valley Medical Center's customer relations department. The following are the responses from the Clinical Nurse. A review of your records show: On 8/1/2022 you had a televisit with Dr. Barua. Chart notes indicated that paperwork was filled out and put hour for standing and walking as your per your request (from 7/22/2022 message "can only stand 1-2 hours in a work day due to lower back pain." The form was previously completed from your PCP to allow standing 4-6 hours/per workday. Requests revision of hours). Further review shows there are no chart notes regarding disability extension request for paperwork documented. On 7/5/2022 you had an office visit with Dr. Barua. You asked Dr. Barua to extend disability due to your heart condition. He advised you to	N	Resolve d in Favor of Membe r

VAM_202 20808_23 467	8-Aug-22	August	6-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Hospital Care	REGIONAL MEDICAL CENTER OF SJ	Unknown Physician Specialty	1.29E+09					You are not happy with the quality of service you received from Regional Medical Center. You said your son went to the regional medical center three (3) months ago for sores. You said you do not understand why they send the member back home or to a rehabilitation center if they know they are not equipped to take care of the member's needs. You said the member keeps going back for the same issue.	Our Grievance Department reviewed your complaint and contacted Regional Medical Center for more information. The Regional Medical Center reviewed your complaint along with your medical records and confirmed your visit from three months ago was on 05/09/2022 for fever, lower back and abdominal pain. You were given intravenous (IV) fluids and IV antibiotics. You were discharged home in good health, with antibiotics prescribed and strict return precautions in place. Per your medical records, there were no indications for admission and you were referred to appropriate outpatient follow up. There are no documented concerns brought up by the patient to the hospital staff or physician. Regional Medical Center apologizes that their facility did not meet your expectations. Your case was sent to our Quality team for review of possible quality	N	Resolved in Favor of Member

VAM_202 20808_23 468	8-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	FARDA R QURESHI	Unknown Physician Specialty	1.29E+09				You are not happy with the services that you have received from Dr. Farda Qureshi. You said when you shared your medical concerns to her you feel that she doesn't care and she brushes you off. You said you feel she does not listen. You said on one occasion you went to get a shot. You said you received the shot by a nurse who was practicing giving vaccines. You said you did not feel comfortable because you wanted someone with experience.	Our Grievance Department reviewed your complaint and contacted Dr. Qureshi for more information. Dr. Qureshi reviewed your complaint along with your medical records and confirmed you have only been seen on 3/8/21 for a physical examination. You then returned to the clinic on 4/12/22 for the Bexsero vaccine. Dr. Qureshi also explained their office does get trainees from time to time however it is every patient's right to request not to see a trainee. Dr. Qureshi works hard to provide the best possible care to each patient and was very sorry to hear of your complaint. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However,	N	Resolved in Favor of Member

VAM_202 20808_23 469	8-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you received from Green Cab, transportation. You said that on 7/25/2022, you were scheduled for a ride pick up by Green Cab Transportation but a White colored Cab showed up for your pick up. You said the that cab and driver were dirty and it was unpleasant. You said that you would be picked up by the transportation vendor you were scheduled with. However, if it is with White Cab, you would like the cab to be clean.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to both Green Cab and Yellow Cab's Management for review and more information. Green Cab's Management responded that they did have a scheduled ride request from SCFHP for your pick up and did not provide you service on 7/25/2022 but they are sorry for your experience. Yellow Cab's Management reviewed your complaint and found that Yellow Cab did provided you with service on 7/25/2022. Yellow Cab Company shared that they have a variety of different cabs operating which includes a lot of white colored cabs. The cab that was assigned to you for your pick up was a White Ford Crown Vic 2011 vehicle. Yellow Cab's Management stated that all Yellow Cabs are cleaned every day after the drivers are done for the day. This process ensures the cabs are clean and sanitized for the next day of business. In addition, your trip	N	Resolved in Favor of Member

VAM_202 20808_23 470	8-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	SAINT LOUISE REGIONAL HOSPITAL	Unknown Physician Specialty	1.06E+09					You are unhappy with the quality of service from Regional Hospital. You stated that a Regional Hospital employee informed you that you were not covered for the rehabilitation center. You stated that you are unable to care for yourself because you cannot sit. You stated that you are in a wheelchair and that sitting causes sores.	The SCFHP Grievance and Appeals Department reviewed your complaint and confirmed rehabilitation services is a covered benefit with an approved prior authorization. As stated in your Medi-Cal Member Handbook Section 4: This chapter explains your covered services as a member of SCFHP. Your covered services are free as long as they are medically necessary and provided by an in network provider. You must ask us for pre-approval (prior authorization) if the care is out-of-network except for sensitive services, emergencies and some urgent care services. Your health plan may cover medically necessary services from an out of network provider. But you must ask SCFHP for pre-approval (prior authorization) for this. Medically necessary services are reasonable and necessary to protect your life, keep you from becoming seriously ill or disabled, or reduces severe pain from a diagnosed disease, illness or injury. For	N	Resolved in Favor of Member

VAM_202 20808_23 471	8-Aug-22	August	6-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/5/22 that the driver was rude. You said you requested a new driver and on 8/8/22 no one picked you up for your dialysis appointment.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 8/5/2022 and 8/8/2022. YC spoke with the two drivers assigned for your trips. Both drivers do not remember any incidents that happened, and they have assured us that they were never rude to any member. YC also checked the call recording history from your phone number and you did not mention anything about a driver being rude or requesting another driver. Regardless of their response, both drivers have been coached and reminded about customer service. On the other hand, your trip scheduled for 8/8/22 was scheduled for a pick up at 4:15am, but due to the unavailability of cabs in the area at the time of dispatch, YC called you at 4:33am to inform you about the struggles and you agreed to wait. A cab was assigned until 5:12am, but as the	N	Resolved in Favor of Member

VAM_202 20808_23 472	8-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) regarding Transportation # 64688. On 8/8/2022 you said the automated recording for YC gave you different estimated times of arrivals (ETA's). You said you did not get any response from YC. You said you needed to make it to your appointment and you were concerned because you could not get a hold of YC.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, On 8/8/2022 you were scheduled for a 12:45 pm pick up, which would suggest an appointment chair time of 1:45 pm. The assigned Wheelchair access vehicle (WAV) driver(WCD530) had to finish a prior trip which unexpectedly took longer than usual. YC received a call at 1:25 pm from SCFHP. Elizabeth from SCFHP was notified regarding the delay. The driver arrived a 1:33 pm and completed the trip at 1:55 pm. This shows YC was a few minutes behind schedule. They would also like to remind you that WAV trips are designated a day prior to ensure timely performance. Furthermore, your ride was	N	Resolve d in Favor of Membe r

VAM_202 20808_23 473	8-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Primary Care Provider	ALFREDO RAMIREZ	Family Practice	1.43E+09					You are not happy with the services that you have received from Dr. Alfredo Ramirez. You said Dr. Ramirez does not call back members. You said you need a refill of Tradjenta 5 MG. You also said you need an appointment.	SCFHP's Grievance & Appeals (G&A) Department has reviewed your grievance. We forwarded your concerns to Dr. Alfredo Ramirez for review. They have logged in your complaint they will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. They will also use this as a learning opportunity to improve quality services. I have also called Dr. Alfredo Ramirez's office and spoke with a staff member. I have informed them that you are requesting a refill of your medications as well as an office visit. Erica from Dr. Ramirez's office said she would reach out to you to schedule an appointment to discuss medication refills and medical concerns. Additionally, as a SCFHP member it is your right to receive the needed and appropriate medical care. As a reminder, you may change PCP's at any time by calling Customer Service. If we can make the change you want, in most	N	Resolved in Favor of Member

VAM_202 20808_23 474	8-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09				You called because you need assistance with a bill that you received from STANFORD CLINICAL LABORATORY for date of service (DOS) 02/18/2022. The amount of the bill is \$545.00.	The Grievance and Appeals Department reviewed this grievance with Stanford. They use Medi-Cal and Medicare and must follow their rules. Stanford did not receive SCFHP's payment and will be tracking down the check. Your case was put in review. You can disregard the bill.	N	Resolve d in Favor of Membe r

VAM_202 20808_23 476	8-Aug-22	August	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Prior Auth/App eal Process									You called the Health Plan (HP) because you stated to have nerve damage in your left shoulder, arthritis, dizziness, and severe pain. You stated that your provider submitted a referral for an Orthopedic consultation, but the referral was entered as a routine. You stated that you have no idea why because you told your provider that you are in a lot of pain. You want your referral to be expedited.	Our Grievance and Appeals Department reviewed your request to expedite grievance for delay in authorization with SCFHP's Clinical Review Nurse. SCFHP Clinical Review Nurse reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria. SCFHP's Clinical Review Nurse recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services, which includes assisting you and your provider with submitting referrals to Valley Health Plan UM department and assist with any scheduling coordination. On August 10, 2022 our Grievance Department referred you to our Case Management Department. Since you are assigned to the Valley Health	Y	Resolved in Favor of Member

VAM_202 20808_23 477	8-Aug-22	August	6-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	SANDHYA MATHA	Internal Medicine	1.29E+09					You are not happy with the quality of service you received from Dr. Matha Sandhya office. You said you were supposed to have an appointment in person but it was over the phone. You said you were supposed to talk to Dr. Matha about some labs. You mentioned Dr. Matha told you several times your appointment was going to be in person.	Our Grievance Department reviewed your complaint and contacted Dr. Matha Sandhya's office for more information. The Dr. Matha Sandhya office reviewed your complaint along with your medical records and confirmed you had a visit scheduled for 7/7/2022 which you refused to have an appointment for and cancelled it via MyChart. On 7/21/2022, you consented to have an appointment over the phone and requested an in-person appointment. On August 23, 2022, you were scheduled for an in-person follow-up visit. The Dr. Matha Sandhya office apologizes for any miscommunication this has caused. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However,	N	Resolved in Favor of Member

VAM_202 20808_23 478	8-Aug-22	August	10-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay									You are not happy with the quality of service you received from Santa Clara Family Health Plan (SCFHP). You said you have not received your incontinence supplies. You said you are completely out of supplies and Kids Corner cannot send supplies until the health plan approves the prior authorization. You said SCFHP takes a while to approve authorization. You are requesting this to be urgent. SCFHP Clinical Review Nurse reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Clinical Review Nurse has recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On August 10, 2022 our Grievance Department referred you to our Case Management Department. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Additionally, you may also call the Advice Nurse Line at 1-877-509-0294 (number is on member ID card) if needed. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition	Y	Resolved in Favor of Member

VAM_202 20808_23 479	8-Aug-22	August	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) for trip number 60891. You said the cab dropped you off in front of the clinic on the red line in front of a bus stop. You said you were stopped by the police that works at the clinic who had to walk you to the back entrance for a temperature check. You said you are diabetic and it is really hard for you to walk when you are dropped off in a no parking or drop off zone. You said your appointment was over at 2:00 pm but your cab did not arrive till 4:00 pm.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's Management for more information. Yellow Cab reviewed the trip details for trip on 7/22/2022. Yellow Cab shows that their system shows that the trip was completed at 1:11pm. Yellow Cab also found that member was dropped off 2 blocks away from your actual drop off location. Yellow Cab apologizes for your drop-off on 7/22/2022. They will coordinate immediate action with their driver management to assure drivers get reminded about dropping off members at the correct location. Yellow Cab stated that member can always contact Yellow Cab directly to report any incidents. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to	N	Resolved in Favor of Member

VAM_202 20808_23 481	8-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Specialist Telephon e Access	QUEST DIAGNOS TICS	Unknown Physician Specialty	1.86E+09					You are unhappy with the access to Quest Diagnostic. You stated that you called Quest to schedule an appointment, but it was difficult to understand which option to choose because there is no language preference at the start.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Quest Diagnostic for more information. Quest Diagnostics: Provides language services free of charge to people whose primary language is not English, such as: -Qualified interpreters Provides aids and services free of charge to people with disabilities to communicate effectively with us, such as: -Auxiliary aids and services -Written information in other formats (audio, accessible electronic formats, other formats) If you need these services, contact (844) 698-1022 or ask at a Quest Diagnostics Patient Service Center. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with	N	Resolve d in Favor of Membe r

VAM_202 20808_23 483	8-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the services that you have received from the Customer Service representative (CSR) that you spoke with to book your rides in August. You said you asked specifically to be booked with Green Cab (GC) for 8/6/2022 and 8/7/2022. You said that you were booked with Yellow Cab (YC). You said YC did not show up. You said you asked the CSR many times to book you with GC but they booked you with YC.	SCFHP's Grievance and Appeals Department reviewed your complaint and sent it to SCFHP Customer Service Management for review. SCFHP Customer Service Management listened to the call and did hear you request Green Cab for two trips. The Customer Service Representative (CSR) accidentally scheduled your trips with Yellow Cab instead of Green Cab. SCFHP Customer Service Management would like to sincerely apologize for this mistake and assure you that coaching was provided to the CSR to avoid these mistakes in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20808_23 484	8-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	FRANCES R SUN	Family Practice	1.54E+09					You are unhappy with the quality of service from Dr. Frances Sun, your primary care physician (PCP). You stated that you would like to change your primary care physician because the office staff appeared rude and you did not feel comfortable with them. The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Dr. Frances Sun for internal review. Dr. Frances Sun reviewed your complaint and has provided additional training to staff on customer service. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is your right to change	N	Resolved in Favor of Member

VAM_202 20808_23 485	8-Aug-22	August	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		COMMUN ITY SOLUTIO NS FOR CHILDREN , FAMILIES & INDIVIDU ALS	Unknown Physician Specialty	1.7E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #30366, a request for Vivitrol 380 MG. This was denied as you did not meet criteria for coverage. Hani Atallah at Community Solutions Center is requesting reconsideration on your behalf.			Resolve d in Favor of Membe r

VAM_202 20808_23 488	8-Aug-22	August	6-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	MARY MANSUBI	Unknown Physician Specialty	1.34E+09					You are not happy with the quality of access to Dr. Mary Mansubi. You said you cannot get a hold of someone when you call the doctor's office and just get the answering machine. You said you had to drive to the doctor's office to schedule an appointment. You also mentioned that Dr. Mansubi is not helpful.	Our Grievance Department reviewed your complaint and contacted Dr. Mansubi's management office for more information. They reviewed your complaint along with your medical records and notes, and they said there were no messages received from you. They said messages are checked first thing in the morning and before leaving the office. Calls are returned within 24 hours, except for weekends and holidays. Records show Dr. Mansubi contacted you and you were offered an appointment. Dr. Mansubi apologizes for any inconvenience. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our	N	Resolved in Favor of Member

VAM_202 20808_23 489	8-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)									You are unhappy with the quality of service from SCFHP Customer Service . You stated that your request for transportation had been denied. You stated that you had a number of issues with the health plan's transportation-related policies. The SCFHP Grievance and Appeals Department discussed your concerns with Call Center Management. Call Center Management reviewed your complaint and confirmed that you requested transportation for August 9, 2022, but it was denied due to the short notice. As stated in your Medi-Cal Member Handbook Section 4: To request a ride for services that have been authorized, call SCFHP Customer Service at 1-800-260-2055 (TTY: 711) at least 3 business days (Monday-Friday) before your appointment or call as soon as you can when you have an urgent appointment. You can also request NMT on the mySCFHP member portal at www.member.scfhp.com. Please have your member ID card ready when you call. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to	N	Resolve d in Favor of Membe r

VAM_202 20809_23 490	8-Aug-22	August	6-Sep-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								You called our Customer Service Department regarding a bill you received from ARSTRAT. This bill is for the services you received on 06/10/2021 for the amount of \$13,858.00. You are asking for our help with this bill. You said you called back in May regarding this bill.	SCFHP's Grievance Department reviewed the bill you received for the date of service (DOS) of 06/10/2021. We have contacted the ARSTRAT billing office. They say there is an issue with the coordination of benefits. Please contact them and provide them with your primary healthcare insurance card at the time of service. Unfortunately, we are unable to assist you. SCFHP was your secondary healthcare insurance at the time of service (12/26/20 to 8/24/2021).		Resolved in Favor of Plan
VAM_202 20809_23 491	8-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	STANFORD MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					Your daughter on your behalf said you are requesting assistance with a collection that that you have received. She said CMRE Collection Agency has contacted you regarding a bill from Stanford Health Care (SHC) for the amount of \$119.63.	The Grievance and Appeals Department reviewed this grievance with Stanford. They participate with Medicare and Medi-Cal. They made adjustments to your account and pulled your account from collections. You will be getting a \$0 balance. You can disregard your bill.		Resolved in Favor of Member

VAM_202 20809_23 492	8-Aug-22	August	6-Oct-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		GREGORY V WILLIAMS	Unknown Physician Specialty	1.97E+09		Overturn	Courtesy/ One-time Exception	You are not happy with the Notice of Denial of Payment letter that you received from Santa Clara Family Health Plan. The claim (22140E05007) was denied for payment because Dr. William Gregory did not obtain an authorization for the services rendered to you on 4/29/2022. You are asking for reconsideration as you shared you received the covid test and would like for the provider to be paid.		N	Resolve d in Favor of Membe r

VAM_202 20809_23 531	8-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You said that your trip was scheduled for 07:40 a.m., but YC did not arrive until 09:15 a.m. You said you needed to call an Uber to go to your appointment.	The Grievance and Appeals Department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that you had a ride scheduled for 09:00 a.m. on August 8, 2022. The driver arrived at 09:06 a.m. and completed the trip at 09:31 a.m. YC sincerely apologizes for any inconvenience you experienced on July 21, 2022. YC assures that they have exhausted all efforts to allocate a cab as soon as possible; however, delays are unavoidable due to unforeseen circumstances such as this one. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolve d in Favor of Membe r

VAM_20220811_23587	8-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Provider Telephone Access	ALFREDO RAMIREZ	Family Practice	1.43E+09					You are not happy with the services that you have received from Dr. Alfredo Ramirez. You said Dr. Ramirez does not call back members. You said you need a refill of Tradjenta 5 MG. You also said you need an appointment.	SCFHP's Grievance & Appeals (G&A) Department has reviewed your grievance. We forwarded your concerns to Dr. Alfredo Ramirez for review. They have logged in your complaint they will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. They will also use this as a learning opportunity to improve quality services. I have also called Dr. Alfredo Ramirez's office and spoke with a staff member. I have informed them that you are requesting a refill of your medications as well as an office visit. Erica from Dr. Ramirez's office said she would reach out to you to schedule an appointment to discuss medication refills and medical concerns. Additionally, as a SCFHP member it is your right to receive the needed and appropriate medical care. As a reminder, you may change PCP's at any time by calling Customer Service. If we can make the change you want, in most	N	Resolved in Favor of Member

VAM_202 20809_23 493	8-Aug-22	August		Referred	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)						Uphold	Adjudicat ed Properly	Your daughter on your behalf called because she said you are not happy with the Notice of Denial of Payment letter received from Santa Clara Family Health Plan. The claim (22196M00001) from SUTTER HOME SERVICES was denied for payment because SUTTER HOME SERVICES did not obtain an authorization for the services rendered to you on 03/04/2022. You are asking for reconsideration.		Referre d
VAM_202 20809_23 497	8-Aug-22	August		Referred	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		FOUNDAT ION MEDICINE , INC	Unknown Physician Specialty	1.72E+09		Uphold	Lack of Medical Necessity	recv'd via mail a request to appeal deny claim DOS: 05/31/2022 Claim# 22160E02487		Referre d

VAM_202 20812_23 631	8-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call#SC0603420 < 8/9/2022 9:43:07 AM EsquivelC> Spoke with Carlos at BACH Clinic He was able to schedule mbr for her 2 month check up on 9/14/22 at 9am- Check in at: 8:30am at the Monterey Plaza 5504 Monterey Hwy, San Jose, CA 95138. Appt is scheduled with Dr Angelica Called mom- no answer, left a message < 8/9/2022 9:07:04 AM EsquivelC> Called BACH Clinic 408-729 9700 8/8/2022 4:53 PM SaraN Mother Phung Nguyen 408- 409-9151 verified name/dob/demo Mother called to change the pcp to Dr Lal, Deepali NPI 1598999054 unable to locate the provider on the hp directory or icat list advised the selected pcp is not contracted she shared the reason she wants to change the pcp is due to phone access she just called the hp today to change the pcp to KIM, STEVEN SUKHO @ Monterey Plaza	N	Resolve d in Favor of Membe r

VAM_202 20809_23 499	9-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude								You are upset with the access of care from Option Care. You stated you had an appointment with Option Care for an infusion on August 9, 2022, at 4 p.m., but that appointment had to be rescheduled because Option Care did not have a nurse to administer the infusion. You stated that Option Care accepts no responsibility. You stated that you would like to return to Stanford. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: â€¢Severe pain â€¢Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolved in Favor of Member

[illegible]

VAM_202 20809_23 501	9-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	SAINT JAMES HEALTH CENTER	Unknown Physician Specialty	1.7E+09					You are not happy with the services that you have received from Dr. Brianna Keller. You said the office has been cancelling your appointments. You said a total of 8 appointments have been cancelled. You also said Dr. Keller has refused to see you as a patient. You said you only need to speak with Dr. Keller because you need a dental referral. You also said she told you that you have depression. You said you do not have depression. You said she tried to prescribe you medications for your depression. You said the dentist told you that you could have died if you took that medication.	Our Grievance Department reviewed your complaint and contacted St. James Health Center's Management for more information. They reviewed your complaint along with your medical records and confirmed you had a tele-health (video) visit with Dr. Keller on 8/9/22 to discuss your dental issues. During this visit, the doctor explained you would need lab work to determine if the infection had spread. The doctor discussed contacting the office after the labs were done to go over the results and discuss your plan of care. Your medical records also document you were currently taking Amoxicillin TID and ibuprofen for pain, however it is not documented that any additional medication was discussed or prescribed. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into	N	Resolved in Favor of Member

VAM_202 20809_23 502	9-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Medication	SAINT JAMES HEALTH CENTER	Unknown Physician Specialty	1.7E+09				You are not happy with the services that you have received from Dr. Brianna Keller. You said the office has been cancelling your appointments. You said a total of 8 appointments have been cancelled. You also said Dr. Keller has refused to see you as a patient. You said you only need to speak with Dr. Keller because you need a dental referral. You also said she told you that you have depression. You said you do not have depression. You said she tried to prescribe you medications for your depression. You said the dentist told you that you could have died if you took that medication.		N	Resolved in Favor of Member

VAM_202 20809_23 503	9-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	SVELTLAN A P BURKHEAD	Family Practice	1.73E+09					You are not happy with the quality of service you received from Dr. Svetlana Burkhead. You said you would have to wait over a month for an appointment. You said you had to go to the emergency room (ER) and you could not get a hold of anyone at the office to schedule a follow-up appointment.	SCFHP's Grievance and Appeals Department reviewed your complaint. This has been internally documented. We forwarded your complaint directly to Dr. Svetlana Burkhead. Unfortunately, Dr. Svetlana Burkhead has not responded to the complaint as we have contacted his office multiple times. We have documented the lack of the non-response from Dr. Svetlana Burkhead. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP and/or Network of Providers at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can Call Customer Service at	N	Resolved in Favor of Member

VAM_202 20809_23 504	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	REGIONAL MEDICAL CENTER OF SAN JOSE	Unknown Physician Specialty	1.82E+09					You are unhappy with Regional Medical Center because you keep receiving bills in the mail, account number 857739694. You stated that you called to resolve this matter in May and you were instructed by the Customer Service Representative to call SCFHP if you continue to receive statements.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Regional Medical Center participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Regional Medical Center and has asked them to remove the billed amounts from your account because you should not be responsible. Regional Medical Center has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Regional Medical Center because you are not responsible for the balance owed.	Resolved in Favor of Membe r

VAM_202 20809_23 508	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	INDIRA B FULARA	Family Practice	1.66E+09				You are not happy with the quality of access to Dr. Indira Fulara's office. You said you have called many times but no one picks up your calls.	Our Grievance Department reviewed your complaint and contacted Valley Medical Customer Relations for more information. They reviewed your complaint along with your medical records. Since there were no specific dates provided, they were not able to locate any calls. There is also no documentation in your chart stating you called. They mentioned you can sign up for MyHealth Online and message your care team directly. Our records indicate you changed PCP to Dr. Nguyen Huck Melissa, effective August 1, 2012. Please contact Dr. Nguyen Huck at (408) 241-3801 to establish care. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the	N	Resolve d in Favor of Membe r

VAM_202 20809_23 509	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Enrollmen t/Disenrol lment	Enrollmen t/Disenrol lment- Medical								You are not happy with Santa Clara Family Health Plan (SCFHP). You said you requested to be assign to Dr. Nguyen Huck, Melissa with PAMF. You said your request was approved effective 9/1/2022. However. the retro coverage was denied. You said you had an appointment on 8/1/22 that's why you need the retro coverage.	Our Grievance Department reviewed your complaint along with your call notes and eligibility notes. During the course of our review of your eligibility notes, it was confirmed your request to be assigned to the PAMF network was approved on August 4, 2022 with Dr. Nguyen Huck Melissa. However, it was denied for retroactive coverage. The Eligibility department sent an email to PAMF for reconciliation, and PAMF approved the retroactive PCP effective 8/1/2022. The Eligibility department contacted you on August 11, 2022 to inform you of the outcome. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolve d in Favor of Membe r

VAM_202 20809_23 510	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the services that you have received from Santa Clara Family Health Plan's (SCFHP's) Customer service department. You said you were told by a representative that you need to call the providers office and get a diagnosis code to be considered for possible reimbursement.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to SCFHP's Customer Service Management Department. They have reviewed your complaint and will provide the necessary education to the customer service representatives. In your member handbook, pages 21-22, you will find instructions on how to submit for reimbursement for a service. You will need to provide the following information: • a copy of the itemized bill with the date, list of services, procedure codes, and details on the diagnosis or reason for the visit • chart notes or medical notes • proof of payment • your name and address • your identification number on your member ID card • the name and address of each provider that you paid • a letter asking SCFHP to refund the money you paid • a letter asking SCFHP to refund the money	N	Resolved in Favor of Member

VAM_202 20809_23 511	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that because YC did not arrive for your pick-up on August 7, 2022, you had to call an Uber. You said that YC frequently arrives late or does not show up. You also mentioned that you waited two hours on August 5, 2022, for your return ride.	The Grievance and Appeals Department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that you had a scheduled pick-up time of 3:45 p.m. on August 7, 2022. When you called to cancel your ride at 4:07 p.m., the driver was on his way to the pickup location. YC sincerely apologizes for any inconvenience this has caused. YC assures that they have made every effort to assign a cab as soon as possible. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best	N	Resolved in Favor of Member

VAM_202 20809_23 512	9-Aug-22	August	19-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					Your sister on your behalf called because she said you are not happy with the services that you have received from Yellow Cab on 8/9/2022. She said you had an appointment for Vascular Surgery. She said that she made sure the correct address was confirmed with YC and SCFHP. She said that driver Abib took you to building Q. She said when you got there the nurses at the door asked the driver where he was supposed to take you. She said he said, "he didn't care and he didn't know." She said then he left and he said it was not his problem. Your sister then called YC but they could not reach the driver. You said the driver was extremely rude and he would not wheel you to the correct place. She said that the driver is incompetent. She said a previous complaint was filed against the same driver.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's Management for more information. Yellow Cab reviewed the trip details. You were scheduled at 9:00am and you were picked up at 9:11am and the ride was completed by 9:37am. Yellow Cab said it was never indicated when they received the request that there was a specific building in the booking trip. Yellow Cab also apologized if she felt the driver was rude. This has been reported to Yellow Cab's Driver management to decide on appropriate actions about the driver's behavior. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20809_23 513	9-Aug-22	August	16-Aug-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You stated that you received a bill from Stanford Hospital for \$641.00 for services provided between March 31 and April 2, 2022. Our Grievance and Appeals Department evaluated your concerns with our Eligibility Management. After reviewing your eligibility, it was revealed that you were not eligible for the health plan on the date of service. You qualify for SCFHP because you qualify for Medi-Cal and live in Santa Clara County. For information on Medi-Cal eligibility, contact the County Social Services Agency at 1-877-962-3633, Monday through Friday, 8:00 a.m. to 5:00 p.m. TTY users should call 1-408-758-3822. Or visit www.sccgov.org/sites/ssa/Pages/default.aspx. You may also qualify for Medi-Cal through Social Security because you are receiving SSI/SSP. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolve d in Favor of Plan

VAM_202 20809_23 514	9-Aug-22	August	23-Aug-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with Valley Health Plan (VHP)'s denial of authorization for 81992991, a request for office visits with Dr. Lauren Wozniak at Lucile Packard Children's Hospital. This was denied because services were available within your preferred network. You said you have been seeing Dr. Wozniak for months now and you want to continue care with her. You are requesting this to be urgent because the member is going back to school on August 22nd, 22 and needs the doctor's input. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: Severe pain Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty	N	Resol ved in Favor of Membe r

VAM_202 20809_23 517	9-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset at the quality of service from Yellow Cab (YC). You said that whenever you request transportation to Old San Francisco Rd in Sunnyvale, CA, Yellow Cab either shows up late or does not arrive. You said that Yellow Cab lies to the Health Plan. You said your appointments are rescheduled as a result of Yellow Cab being late.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, your last scheduled trip from Santa Clara to Sunnyvale was on 7/18/22 which was cancelled. You were scheduled for a 3:00 pm pick-up suggesting an appointment chair time of 4:00 pm. At the of time dispatch, YC experienced longer wait times due to limited availability of cabs within the area. However, YC, was able to assign a cab at 3:34 pm. A few minutes later, you called to cancel the trip. Given the remainder of time, YC could have taken you to your destination on time. YC also checked your previous trips starting from January this year until the end of July. Records show that YC has completed a majority of your booked trips to the	N	Resolve d in Favor of Membe r

VAM_202 20809_23 518	9-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.95E+09					You said you received a call from Regional Medical Center (RMC) for an outstanding balance of \$13.23. Date of service 1/26/2022. You are requesting assistance with this bill. The provider is CENTRAL VALLEY IMAGING MEDICAL ASSOCIATES INC.	The Grievance and Appeals Department reviewed this grievance with Central Valley Imaging Medical Associates. They participate with Medi-Cal and Medicare. They reviewed your account and found that adjustments needed to be made. You can disregard your bill.		Resolve d in Favor of Membe r

VAM_202 20809_23 519	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	CATHERIN E S NELSON	Unknown Physician Specialty	1.87E+09					You are not happy with the services that you have received from Dr. Catherine Nelson's office. You said it is very difficult to schedule an appointment. You said they never answer the phone. You said you walked into the clinic and they told you that you have to call to schedule an appointment.	SCFHP's Grievance and Appeals department has reviewed your complaint and sent it to Santa Clara Valley Medical Center's office of Dr. Catherine Nelson, Management for review. Dr. Nelson's management reviewed your complaint and stated that at any given day, they may experience higher than normal call volume. There is an option to request a call back rather than wait on hold and you are welcomed to join MyHealth online to schedule appointments and send messages directly to your care team. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Valley Medical Center (SCVMC) Hospital and Clinics would like to extend their	N	Resolve d in Favor of Membe r

VAM_202 20809_23 521	9-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are unhappy with the quality of service from Green Cab (GC). You stated that you had an issue with GC on 08/02, 08/04, and 08/06. You stated that you had to wait for GC for an hour or two. You mentioned that GC would tell you that the cab is on its way, that they couldn't find a cab, or that they didn't show up at all.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Green Cab for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely Green Cab to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_202 20809_23 522	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	MICHELLE KIANG	Unknown Physician Specialty	1.26E+09				You are not happy with the quality of care you received from Dr. Michelle Kiang. You said your daughter was having COVID-19 symptoms and you messaged Dr. Kiang. You said you received a response on August 8, 2022 stating the doctor is not seeing COVID patients and redirected you to Urgent Care.	Our Grievance Department reviewed your complaint and contacted Valley Medical Center's Customer Relations Department for more information. They reviewed your complaint along with your medical records and confirmed that you messaged Dr. Kiang on August 8, 2022. According to your message, your daughter Makayla tested positive for COVID-19 and was feeling tightness when breathing. You were seeking medical advice. Dr. Kiang responded on 8/9/2022, stating that they were not currently seeing positive COVID-19 patients at the clinic (as per clinic protocol and CDC guidelines) and that you had been redirected to urgent care. A nurse reached out to you as well on the same day to offer you an appointment at urgent care, which you denied via My Health online. Dr. Kiang apologizes if you feel she did not provide your daughter with the proper care needed. Your daughter's symptoms were consistent with CDC guidelines and clinic protocol.	N	Resolved in Favor of Member

VAM_202 20809_23 523	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	MICHELLE KIANG	Unknown Physician Specialty	1.26E+09				You are not happy with the quality of care you received from your primary care physician (PCP), Dr. Michelle Kiang. You said you messaged Dr. Kiang because your son had COVID and needed a refill on his albuterol inhaler. You said on 8/8/22 that the nurse responded because, due to the doctor's protocol, the doctor can not prescribe medication if the member has not been seen since 2019 and that the doctor's office was not seeing COVID-19 patients. You said the nurse did not offer to schedule a phone appointment and redirected your son to urgent care. You said you feel Dr. Kiang does not care about your son's health.	Our Grievance Department reviewed your complaint and contacted Valley Medical Center's Customer Relations Department for more information. They reviewed your complaint along with your medical records and confirmed that you messaged Dr. Kiang on August 8, 2022, requesting a refill on the albuterol inhaler for your son Ernest Asthma. You also mentioned your daughter tested positive for COVID-19 and was feeling tightness when breathing, and you were seeking medical advice. Dr. Kiang responded on 8/9/2022, stating that they were not currently seeing positive COVID-19 and exposed patients at the clinic (as per clinic protocol and CDC guidelines) and redirected you to urgent care for refills because Dr. Kiang has not seen Ernest since August 2019. Unfortunately, As Dr. Kiang stated, providers cannot prescribe medication to patients they have not seen in the last year. Therefore, Dr. Kiang asked one of the nurses to reach	N	Resolved in Favor of Membe r

VAM_202 20809_23 524	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Medication	MICHELLE KIANG	Unknown Physician Specialty	1.26E+09				You are not happy with the quality of care you received from your primary care physician (PCP), Dr. Michelle Kiang. You said you messaged Dr. Kiang because your son had COVID and needed a refill on his albuterol inhaler. You said on 8/8/22 that the nurse responded because, due to the doctor's protocol, the doctor can not prescribe medication if the member has not been seen since 2019 and that the doctor's office was not seeing COVID-19 patients. You said the nurse did not offer to schedule a phone appointment and redirected your son to urgent care. You said you feel Dr. Kiang does not care about your son's health.		N	Resolved in Favor of Member

VAM_202 20809_23 525	9-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Billing Statemen t	VALLEY RADIOLO GY MEDICAL ASSOC	Unknown Physician Specialty	1.4E+09				You called to get assistance with a bill that you received from Valley Radiology Imaging center (VRI) for date of service (DOS) 04/05/22. The amount of the bill is \$23.98.	SCFHP's Grievance Department reviewed the bill that you received from Valley Radiology. Valley Radiology participates with Medicare, which means that they must take the payment they received from SCFHP and they cannot balance bill you. We contacted Valley Radiology and asked them to stop billing you. However, they did say that they are not balance billing you. They said this is a deductible/share of cost you are responsible for. I did inform that that the payment received from SCFHP should be the payment accepted as received in full.	N	Resolve d in Favor of Membe r
VAM_202 20809_23 526	9-Aug-22	August	16-Aug-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		EDDA SPIEKERK OETTER	Pulmonar y Disease	1.18E+09		Overturn	Medical Necessity Met w/ Additional Informati on	Provider appeal recv'd via email a request to appeal deny medication SILDENAFIL 20MG			Resolve d in Favor of Membe r

VAM_202 20809_23 527	9-Aug-22	August	8-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09		Uphold	Appropria te Care In Network	You are appealing the denial you received from VHP to have your hernia repair surgery at Stanford Medical Center Hospital, authorization 81991845. You did not feel comfortable with Dr. Nang Nguyen so you would like to have the surgery performed at Stanford Medical Center with Dr. Mary Hawn.		N	Resolve d in Favor of Plan

VAM_202 20809_23 528	9-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)									You are not happy with SCFHP not being able to schedule a ride for you on 8/10/22. You were told this was because the vendors do not want to drive you because of prior cancellations. You mentioned these cancellations were not your fault because you were in the emergency room (ER) and would like SCFHP to be able to schedule a ride for you.	The Grievance and Appeals Department discussed your concerns with Call Center Management. The Call Center Management reviewed your complaint and confirmed that your transportation request was approved on August 10, 2022, but SCFHP was unable to find a vendor to accommodate your trip due to vendor shortages. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP are very sorry any inconvenience this may have caused. SCFHP looks forward to better serving you in the future.	N	Resolved in Favor of Member

VAM_202 20809_23 529	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	JUSTGO	Unknown Physician Specialty	1.56E+09					You are not happy with the services that you have received from JustGo. You said JustGo is showing up late causing you to miss your appointments. You said the last incident happened on 8/9/2022. You said JustGo called after 3:00 pm and asked you if you still needed your ride. You said you responded no. You said your health is affected if you do not show up to your appointments. SCFHP's Grievance Department reviewed your complaint and contacted Just Go Management. Just Go reviewed your complaint along with the trip details for 8/9/2022. Just Go stated that the driver was running late from previous ride, as soon as Just Go was aware of the situation they worked on finding a driver. Unfortunately, there was no other driver available nearby. So they kept your previous driver assigned and driver arrived to pick you up at 3:02pm, and you declined to have the driver wait to see if you would still be seen. Just Go apologies for the long wait that you experienced. Estimated arrivals could change depending on the situation with conflicts that are not able to be avoided. Just Go is working on ways to prevent this from happening again. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with	N	Resolved in Favor of Member

VAM_202 20809_23 530	9-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		ROBERT A QUINT	Unknown Physician Specialty	1.65E+09		Overturn	Plan Directed Care	You are not happy with the Notice of Denial of Payment letter that you received from Santa Clara Family Health Plan. The claim (22195E00237) was denied for payment because Dr. Robert Quint did not obtain an authorization for the services rendered to you on 6/23/2022. You are asking for reconsideration as this was the cardiologist who put a pacemaker in while you were in the hospital. You said the visit was to recalibrate your pacemaker.		N	Resolve d in Favor of Membe r

VAM_20220809_23532	9-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you received from a customer service representative (CSR), with SCFHP. You called two weeks ago to request to change your Primary Care Physician (PCP) and get a new ID card and are upset because this did not happen. SCFHP's Grievance and Appeals Department has reviewed your complaint along with your recorded call history and confirmed there was not a request for a new Identification Card for your Primary Care Provider (PCP) request before your call on 8/9/2022. SCFHP's Grievance and Appeals Department as forwarded this information to our Call Center Management. Our Call Center Management will provide additional coaching to ensure this does not happen again. SCFHP works hard to provide the best quality of service and apologizes for any inconvenience this may have caused. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	N	Resolved in Favor of Member

VAM_202 20810_23 535	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You called our Customer Service Department regarding a bill your son received from Dr. Ion Alexie, Inc. This bill is for the services your son received on 04/07/22-5/11/22 for the amount of \$4,021.00. You are asking for our help with this bill.	SCFHP's Grievance Department reviewed the bill you received for the date of service (DOS) 04/07/22-5/11/22. We have contacted the Dr. Ion Alexie, Inc. billing office. They said the claim is still in process. They resubmitted the bill for reprocessing on 8/11/2022. Please note that this can take 45-60 days. If you receive this bill again, please call the SCFHP Customer Service Department at 1-800-260-2055. Dr. Ion Alexie, Inc. put your account on hold for future billing while the claim is in process. Please disregard the billing statement from Dr. Ion Alexie, Inc. because you do not have to pay the bill.	Resolved in Favor of Membe r

VAM_202 20810_23 536	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You called our Customer Service Department regarding a bill your son received from Nevada Critical Care Consultant. This bill is for the services your son received on 5/5/22-5/6/22 for the amount of \$1,236.00. You are asking for our help with this bill.	SCFHP's Grievance Department reviewed the bill you received for the date of service (DOS) 5/5/22-5/6/22. We have contacted the Nevada Critical Care Consultant billing office. They said the claim is still in process. Please note that this can take 45-60 days. If you receive this bill again, please call the SCFHP Customer Service Department at 1-800-260-2055. Nevada Critical Care Consultant put your account on hold for future billing while the claim is in process. Please disregard the billing statement from Nevada Critical Care Consultant because you do not have to pay the bill.	Resolved in Favor of Membe r

VAM_202 20810_23 537	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								You called our Customer Service Department regarding a bill your son received from Desert Radiology Solutions. This bill is for the services your son received on 04/8/22â€”5/11/22 for the amount of \$15,942.00. You are asking for our help with this bill.	SCFHPâ€™s Grievance Department reviewed the bill you received for the date of service (DOS) 04/8/22â€”5/11/22. We have contacted the Desert Radiology Solutions billing office. They said the claim is still in process. Please note that this can take 45â€”60 days. If you receive this bill again, please call the SCFHP Customer Service Department at 1-800-260-2055. Desert Radiology Solutions put your account on hold for future billing while the claim is in process. Please disregard the billing statement from Desert Radiology Solutions because you do not have to pay the bill.		Resolve d in Favor of Membe r
VAM_202 20810_23 538	9-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	SILICON VALLEY DIAGNOS TIC IMAGING GROUP	Unknown Physician Specialty	1.63E+09					Your daughter called on your behalf because she said you received a bill from Silicon Valley Diagnostic Imaging. Date of service (DOS) 6/15/2022 for the amount of \$16.53. You are requesting assistance with this bill.	Our Grievance and Appeals Department reviewed this grievance with Silicon Valley Diagnostic Imaging. They participate with Medicare and Medi-Cal. They made adjustments to your accounts. You can disregard your bill.		Resolve d in Favor of Membe r

VAM_20220810_23574	9-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are upset at the quality of service from Yellow Cab on 08/09/2022. You said there was no driver to pick you up. You said that they were rude on the phone. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, on the day of service you were scheduled for a 10:00 am pick-up which would suggest an appointment chair time of 11:00 am. Your trip was assigned as early as 9:52 am however, at 10:11 am you called to cancel your trip. Given the remainder of time, YC could have dropped you off on time. SCFHP would like to sincerely apologize for any stress or inconvenience you may have experienced while using Yellow Cab. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns	N	Resolved in Favor of Member

VAM_202 20811_23 594	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	VHC - SUNNYVA LE	Unknown Physician Specialty	1.34E+09				You are not happy with the quality of service and care you have received from the office of your Primary Care Provider (PCP), Valley Health Center (VHC) â€” Sunnyvale. You said when you were given the covid -19 vaccination, the person in the office used the wrong technique. You also said the office did not take your visits to the Emergency Room (ER) or the advice given by the ER seriously. You said you have requested a referral to Orthopedics and an MRI of your right shoulder and this has not been done.	Our Grievance Department reviewed your complaint and contacted Valley Medical Centerâ€™s Customer Relations Department for more information. They reviewed your complaint along with your medical records and confirmed you had an ER visit on 11/4/21 for shoulder pain. On 11/19/21, you were seen by Dr. Perla Renuka for your shoulder pain and you were referred to physical therapy. On 11/26/21, you went to the ER again and were seen by an urgent care doctor on 12/17/21. You had a TeleHealth appointment with Dr. Renuka on 2/4/22, during which you stated that physical therapy had resulted in mild improvement and recommended an in-person appointment for evaluation if pain persisted. On March 29, 22, you had an in-person appointment but you cancelled your appointment. An orthopedic referral was made during an urgent care visit on 3/2/22, and you were seen by an orthopedic specialist on 3/23/22, who	N	Resolved in Favor of Member

VAM_202 20815_23 666	9-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	SCFHP Telephon e Access									You are not happy with the quality of service you received from SCFHP's Customer Service Department. You said you did not receive a call back after leaving a voicemail last week. You were calling to cancel appointments for August 9th, 10th and 18th.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to SCFHP's Call Center Management for review. They confirmed that we received a voicemail from you on 8/5/2022. A customer service representative returned the call at 9:42AM on 8/5/2022 and left a voicemail at the number on file, 408-594-0424 requesting you to please contact SCFHP's Customer Service Department. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20815_23 667	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Provider Refusal to Refer	VHC - SUNNYVA LE	Unknown Physician Specialty	1.34E+09				You are not happy with the quality of service and care you have received from the office of your Primary Care Provider (PCP), Valley Health Center (VHC) â€” Sunnyvale. You said when you were given the covid -19 vaccination, the person in the office used the wrong technique. You also said the office did not take your visits to the Emergency Room (ER) or the advice given by the ER seriously. You said you have requested a referral to Orthopedics and an MRI of your right shoulder and this has not been done.		N	Resolved in Favor of Member
VAM_202 20815_23 668	9-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	VHC - SUNNYVA LE	Unknown Physician Specialty	1.34E+09				You are not happy with the quality of service you have received from VHC â€” Sunnyvale. You said they are not taking the communications you have sent about your condition seriously.		N	Resolved in Favor of Member

VAM_202 20810_23 534	9-Aug-22	August	20-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	EL CAMINO HOSPITAL- MOUNTAIN VIEW CAMPUS	Unknown Physician Specialty	1.09E+09					You received a bill from El Camino Hospital for the dates of services 01/13/2022, 01/14/2022, 03/14/2022, 03/15/2022, 03/16/2022, and 03/17/2022 in the amounts of \$ 974.00, \$51.3.00, \$974.00, \$508.00, \$355.00, and \$513.00.	SCFHP's Grievance Department reviewed the bill you received from El Camino Hospital regarding date of services 01/13/2022, 01/14/2022, 03/14/2022, 03/15/2022, 03/16/2022, and 03/17/2022 for the amount of \$974.00, \$51.3.00, \$974.00, \$508.00, \$355.00, and \$513.00. Your claim is being processed and sent to your insurance company for payment. You can disregard bill. Please allow 30-45 days for the reprocessing. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.	Resolved in Favor of Member

VAM_202 20810_23 541	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	TERESA ROBBINS	Family Practice	1.86E+09				You unhappy with the access to care from your primary care physician (PCP) Dr. Teresa Robbins. You stated that you would like to find another provider. You stated that you attempted to schedule a vaccine appointment with your PCP, but the earliest appointment available is a phone appointment in October.	The SCFHP Grievance and Appeals Department evaluated your complaint and discussed your concerns with Dr. Teresa Robbins. Dr. Teresa Robbins reviewed your complaint and your medical records. Dr. Robbins also apologizes for the trouble you experienced in scheduling an appointment. In July, there were fewer appointments available to patients. Your records show that you were scheduled to receive the MMR, Hepatitis A, and Varicella immunizations on August 22, 2022. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to		Resolved in Favor of Member

VAM_202 20810_23 542	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	SUZANNE M FRANK	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you received from the office of your son's Primary Care Provider (PCP) Suzanne Frank, M.D. You said your son had a scheduled appointment for his varicella vaccine, which is needed for school, and when you arrived the staff told you they had no more vaccines to give. You are upset because your son has school next week and the office should have called you. You have requested to change PCP's because of this issue.	Our Grievance and Appeals Department reviewed your complaint and contacted the Office Manager of Dr. Frank for more information. The Office Manager reviewed your complaint and did confirm their office had run out of the varicella vaccine. The Office Manager explained that their office was to contact every patient scheduled for this vaccine, and let them know that the appointment would need to be rescheduled. The Office Manager was very sorry to hear that your family was not called, and apologizes for any inconvenience this may have caused. The Office Manager explained a reminder will go out to all staff to ensure all patients are notified when a scheduled appointment needs to be cancelled. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive		Resolved in Favor of Membe r

VAM_202 20810_23 543	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time								You are unhappy with the access to care from Indian Health Center - Meridian. You stated that you were scheduled for August 10, 2022 at 9:00 a.m. You stated that you arrived at 08:30 a.m., but it is now 10:20 a.m. and you have yet to be seen. You stated that the clinic is understaffed and behind schedule.			Resolved in Favor of Member
VAM_202 20810_23 544	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time								You are unhappy with the access to care from Indian Health Center - Meridian. You stated that you were scheduled for August 10, 2022 at 9:00 a.m. You stated that you arrived at 08:30 a.m., but it is now 10:20 a.m. and you have yet to be seen. You stated that the clinic is understaffed and behind schedule.			Resolved in Favor of Member

VAM_20220810_23550	10-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the services that you have received from Green Cab (GC) on 8/10/2022 for trip 65763. You said you had an appointment at 9:00 am. You said GC did not arrive on time.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's Management for review and more information. The following are the responses from GC based on their investigation. You were late to your appointment 45 minutes because of GC. Going forward, GC Dispatch will monitor your trips. If delays like this occur again, dispatch has been advised to notify GC Management. If transportation cannot be provided in a timely manner SCFHP will be contacted. Green Cab's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change	N	Resolved in Favor of Member

VAM_202 20810_23 551	10-Aug-22	August	6-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Directory Error									You called the Health Plan (HP) because you said when you tried to call Dr. Sharnjeet K Sandhu's office the phone number you found on SCFHP was disconnected. You said you reviewed the provider directly and phone number (408) 729-1808 was listed. SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Family Health Plan's (SCFHP's) Provider Directory Department. They have logged in your complaint. They will use this as a learning opportunity to improve quality care and services for all their patients. We would like you to know that SCFHP tries their very best to update the information on the SCFHP website to make it as user friendly as possible. We apologize that you had a negative experience and would like to thank you for bringing this to our attention. Lastly, Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_20220810_23552	10-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that on 8/10/2022, the Yellow Cab driver was late for your morning pick up to your 10:00am appointment. You said the driver did not arrive until 10:06am. You mentioned that Yellow Cab is always late for your morning appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab's Management informed us that any vehicle booked trips are not preassigned prior to the day of service. Yellow Cab's Management checked their transportation logs. According to their records, you were scheduled on 8/10/2022 for a pick up at 9:00am. They informed us that the trip was dispatched as early as 8:53am, however, they were unable to locate a cab since they ran into unforeseen conflicts. Yellow Cab's Management shared that you were contacted and you agreed to wait as you were informed of their present situation. Yellow Cab had limited cabs in your pick up area which resulted in longer wait times. They shared that they put all effort into designating a cab for your ride but was not until 10:11am,	N	Resolved in Favor of Member

VAM_20220810_23553	10-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the services that you have received from Green Cab (GC) for Trip 63618 on 8/10/2022. You said the driver arrived too early. You said the driver arrived at 10:52 am. You said your pick-up window was booked for 12:00 pm.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's (GC's) Management for review and more information. The following are the responses from GC based on their investigation. GC's management apologizes for this incident. She will advise drivers that they cannot arrive early to pick-ups, and if they do they have to wait until the pick-up window. The driver did in fact arrive at 10:47 am. SCFHP would like to sincerely apologize for any stress or inconvenience you may have experienced while using Green Cab. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20810_23 555	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Ancillary Care	SKYLINE HEALTHC ARE CENTER	Unknown Physician Specialty	1.78E+09				You are not happy with the quality of care you received from Skyline LTC facility. You said because you had recently filed a complaint against the facility, they did not want you there anymore. You said they told you they were going to transfer you to another facility. You said you were concerned about where they were going to send you.	Our Grievance Department reviewed your complaint and contacted the Skyline LTC facility office for more information. They reviewed your complaint along with your medical records. Your medical records show that you are going to be discharged because you no longer have skilled needs. Your records also show you were shown four potential housing opportunities in the community, which you have denied. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed	N	Resolved in Favor of Member

VAM_202 20810_23 556	10-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	ZARAH U IQBAL	Unknown Physician Specialty	1.27E+09				You are not happy with the quality of care you received from Dr. Zarah Iqbal. You said on June 2, 22 that Dr. Iqbal put a cream on your son's belly button, but you were not advised that the cream could cause burning. You said your son had a really bad burn that peeled your son's skin.	After reviewing your complaint, our Grievance Department contacted Dr. Zarah Iqbal's management office for more information. They reviewed your complaint, as well as your medical records, and determined that your son was treated for an umbilical granuloma with one stick of silver nitrate (an inorganic chemical with antiseptic activity), rather than a cream. They said you were given instructions to return to the clinic if your son's umbilicus becomes red, swollen, or develops purulent discharge. A handout for "17 ways to cope with a crying baby" was handed to you as well. Your records also show your son was seen the following day by Dr. Foreman for peeling skin caused by silver nitrate application. Pediatric and burn surgery were consulted about the burn reaction. They recommended bacitracin and xeroform gauze bid and a 4-week follow-up was scheduled. Your case was sent	N	Resolved in Favor of Member

VAM_20220810_23558	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	MARINA YAM	Unknown Physician Specialty	1.54E+09				You are not happy with the quality of care your daughter has received Primary Care Provider (PCP) Marina Yam, M.D. You said the doctor does not pay attention when you bring up concerns and does not examine your daughter properly. You are requesting to change your daughter's PCP because of this issue.	Our Grievance and Appeals Department reviewed your complaint and contacted the office of Dr. Yam for more information. They were very sorry to hear of your complaint and explained Dr. Yam tries to provide the best possible care to each patient. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to	N	Resolved in Favor of Member

VAM_20220810_23559	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that your appointment was on August 10, 2022. You stated that YC informed you that your ride on DOS was not guaranteed. You stated that YC was consistently late, causing you to miss appointments.	The Grievance and Appeals Department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that you had a scheduled pick-up time of 10:45 a.m. on August 10, 2022. The driver arrived at 11:03 a.m. and completed the trip at 11:19 a.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member. SCFHP and YC are very sorry any inconvenience this may have caused. Both SCFHP and YC look forward to better serving you in the future.	N	Resolved in Favor of Member

VAM_20220810_23560	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access								You are not happy with the quality of access to Valley Connections. You said every time you call it is more than a one-hour wait to speak with a live representative. You said it was frustrating. You said you needed to schedule an appointment for your son.	Our Grievance Department reviewed your complaint and contacted Valley Medical Center's (VMC's) Customer Relations Department for more information. They reviewed your complaint and apologized for your experience. Valley Connections confirmed you called on 8/8/22, 8/10/2022, and 8/12/2022 to request a message be sent to your primary care physician (PCP), which was done. Valley connections experienced long wait times on August 10, 2022. Valley Connections also mentioned, you always have the option to have the system call you back if the wait is too long, or you can sign up for MyHealth online and send messages directly to the care team. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this	N	Resolved in Favor of Member

VAM_20220810_23561	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral	MARITZA GONZALEZ	Unknown Physician Specialty	1.8E+09					You are not happy with the quality of service you received from your primary care physician (PCP), Dr. Maritza Gonzalez. You said you asked the doctor to submit a prior authorization for tuberculosis (TB) blood drawn at your home on August 9, 2022. You said no authorization has been sent. You stated that your son has started school already and he needs this test. You said the school told you they would accept a chest x-ray as well. You said you wanted Dr. Gonzales to send an authorization for a chest x-ray instead.	Our Grievance Department reviewed your complaint and contacted Valley Medical Center's Customer Relations Department for more information. They reviewed your complaint along with your medical records and confirmed chest x-ray was done on August 16, 2022, as ordered by Dr. Gonzalez. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive timely access to medical care. It is also your right to change your PCP at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients.	N	Resolved in Favor of Member

VAM_20220810_23563	10-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement									You received a bill from Palo Alto Medical Foundation, account number 63441085, in the amount of \$130.00 for date of service, 4/5/2022. You would like assistance with this bill. SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Palo Alto Medical Foundation participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Palo Alto Medical Foundation and has asked them to remove the billed amounts from your account because you should not be responsible. Palo Alto Medical Foundation has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Palo Alto Medical Foundation because you are not responsible for the balance owed.	Resolved in Favor of Member

VAM_202 20810_23 564	10-Aug-22	August	25-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab. You said on 8/10/22 you had two (2) rides scheduled. You said the driver was late picking you up for your first ride and you had to cancel your second appointment because Yellow Cab was not able to assign a driver. You mentioned this was the first time you scheduled rides with SCFHP and are worried for your future rides.	SCFHP's Grievance Department reviewed your complaint and contacted YC's Management for more information. YC's Management reviewed your complaint along with the trip details for 8/10/22 and confirmed the ride had a scheduled pick-up time of 7:45 am. YC's Management confirmed the driver arrived at 8:05 am and dropped you off at 8:21 am. YC's Management also reviewed your 8/10/22 ride details, specifically the second ride of that day. YC confirmed they had an original pick-up time of 2:00 pm for a 3:00 pm appointment however this ride was cancelled by the Santa Clara Family Health Plan (SCFHP). SCFHP's transportation system shows you called at 2:27 pm requesting to cancel your ride because the driver had not shown up. Please be aware that the drivers will make every effort to pick you up at the beginning part of the one-hour window however the primary goal of the driver is to get you to your appointment	N	Resolved in Favor of Membe r

VAM_202 20810_23 569	10-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay								You are not happy with the services that you have received from Santa Clara Family Health Plan (SCFHP). You said you need your Purewick Incontinence supplies. You are upset because SCFHP's Utilization Management (UM) Department got the prior authorization request (PAR) instead of redirecting it to Medicare. You said you were given misinformation. Since you were given misinformation regarding the coverage of supplies you said this caused a delay of services. You want your supplies as soon as possible (ASAP). This grievance was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. This request has been referred as a	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We have forwarded this complaint over to SCFHP's Utilization Management Department (UM). These are their following responses. UM Care Coordinators (CC) are responsible for gathering all documentation and a complete prior authorization form, including the rendering provider information, before assigning it to RN or MD review. CC are non-clinical, and they do not provide determinations over the phone or decide if we cover or not. Staff does not "know we will deny" because only the MD can make that determination; therefore, we do not forward to Medicare. Furthermore, we have also forwarded this complaint to your Call Center Management (CCM) Team for review. They have logged in your complaint. They will implement the necessary disciplinary actions if needed. They will also use this as a learning opportunity to improve quality services	N	Resolved in Favor of Member

VAM_202 20810_23 571	10-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You called to get assistance with a bill that you received from Central Valley for dates of services (DOS) 02/14/22 and 02/15/2022. You said the amount of the bill is \$1013.00. Santa Clara Family Health Plan's (SCFHP's) Grievance department reviewed your balance billing case. I have spoken with the billing office for Central Valley. The billing specialist said they billed Medicare. However, Medicare denied the claim because they have incorrect information on file. According to Medicare your patient name was not correct and could not be verified. Central Valley informed me that you need to contact their office at 866-254-4018 and provide them with the necessary information so that your claim can be reprocessed. As a reminder, SCFHP is considered your secondary insurance. Based on Section 7 Rights and responsibilities of the Santa Clara Family Health Plan (SCFHP) Medi-Cal Member Handbook, SCFHP will take all reasonable measures to ensure that the Medi-Cal program is the payer of last resort. Medi-Cal, or Santa Clara Family Health Plan, is your secondary insurance and will cover any applicable co-insurance up to	Resolve d in Favor of Membe r

VAM_202 20810_23 572	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are unhappy with the quality of service from Santa Clara Family Health Plan (SCFHP) Customer service representative (CSR). You stated that the CSR had a bad attitude and that when she provided information, she seemed to blame you for transportation not showing up. The SCFHP Grievance and Appeals Department discussed your concerns with Call Center Management. Call Center Management reviewed your complaint. Customer service-related supplementary training has been given to the customer service representative. To guarantee that this does not occur again, please be advised that SCFHP is collaborating closely with Call Center Management. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Your case was sent	N	Resolved in Favor of Member

VAM_202 20810_23 573	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You said that YC did not arrive. You said that when you called YC, a representative told you that there were no drivers available nearby. Our Grievance and Appeals Department reviewed your complaint and forwarded it to Yellow Cab for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely Yellow Cab to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolve d in Favor of Membe r

VAM_202 20811_23 578	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Geographi c Access to Primary Care Provider									You are not happy with the quality of access you have to finding a new primary care physician (PCP). You said the Santa Clara Family Health Plan (SCFHP) website is not user-friendly and accurate for finding a PCP. You also mentioned there is only one clinic in the whole Santa Clara County with doctors that, according to the SCFHP website, are accepting new patients for the SCFHP direct network. You said when you called the clinic, they said they were not. You said you would like to see more options for doctors available for the SCFHP direct network.	Our Grievance Department reviewed your complaint along with our SCFHP Website. During the course of our review, we confirmed there are multiple Primary Care Providers (PCP) in the SCFHP Direct Network that are accepting new patients. Our Grievance Department forwarded your complaint to our Call Center Management to assist with finding you an available PCP. Our records show you are currently assigned to Dr. Angelica Silverman effective date 9/1/2022. SCFHP works hard to provide the best possible service to each member and apologizes for any inconvenience this may have caused. Please contact SCFHP's Customer Service Department at 1-800-260-2055 if you need any future assistance finding a PCP. Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care,	N	Resolved in Favor of Member

VAM_202 20811_23 582	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service	JALAL- ARMAN DARYAIE	Chiroprac tic	1.04E+09				You are not happy with the quality of service that was provided to by Chiropractic provider, Jalal-Arman Daryaie's office staff. You shared with us that you called the office at 408-971-9999 and the person that answered had terrible customer service. You said that the person like they were on a cell phone and did not act professional. During the call, you were informed that the provider is only in the office once a week. You mentioned the office was supposed to give you a call back and you have not received a response.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We contacted Dr. Jalal-Arman Daryaie's Office Management for review and response. They reviewed your file and provided the following response: They shared that they had spoken to you several times in regards to your dissatisfaction and benefits surrounding your chiropractic visits. They informed you that although you were already approved for chiropractic visits with another provider, Dr. Daryaie would have to have a consultation with you and determine if you would require more visits than the benefit allowance of 2 visits per calendar month. They would then submit a prior authorization if needed. You mentioned to them that you would only like to see a female provider. During the calls, they informed you that they did have the female provider in the office but was on vacation and there would be a wait of 10-15 days as she was not in the office. They addressed your issue with the	N	Resolve d in Favor of Membe r

VAM_20220811_23583	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Specialist	SHARNJEET KAUR SANDHU	Chiropractic	1.88E+09					You are not happy with the quality of service that was provided to by Chiropractic provider, Sharnjeet K Sandhu. You shared with us that you were given Dr. Sandhu's name as a contracted provider but the phone number (408)729-1808 is disconnected. You said that Dr. Sandhu's name and information should be removed from SCFHP's contracted provider list.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. Your concern was acknowledged and forwarded to SCFHP's Provider Network Operations for review. They will investigate the issue and have the appropriate department to outreach to the provider to gather the most updated information regarding phone number, address and contract status. SCFHP apologizes for the experience you had with the provider information provided by SCFHP's Customer Service Department or information on SCFHP's website. It is never our intention to provide our members with inaccurate information. SCFHP strives to meet the needs of its members and we hope to meet your expectations in the future. Additionally, during your call to SCFHP's Customer Service Department on 8/10/2022. The SCFHP's Customer Service Representative advised you that SCFHP's Cal Mediconnect Plan	N	Resolved in Favor of Member

VAM_202 20811_23 584	10-Aug-22	August	29-Aug-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)		VALLEY RADIOLO GY MEDICAL ASSOC	Unknown Physician Specialty	1.4E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with Santa Clara Family Health Plan (SCFHP) denying authorization number A0181916, a request for a knee MRI. This was denied because we did not receive enough information to complete our review for medical necessity. Your doctor is appealing on your behalf.			Resolve d in Favor of Membe r
VAM_202 20811_23 585	10-Aug-22	August	9-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)		JOY & LAUGHTE R DEVELOP MENTAL	Unknown Physician Specialty	1.37E+09		Uphold	Lack of Medical Necessity	You do not agree with a denial you received from SCFHP, authorization number A0182110, a request for occupational therapy (OT) services. This was denied because your doctor did not provide the required documentation including recent doctors notes and orders for continued treatment. Joy and Laughter has submitted additional documentation and is appealing on your behalf.			Resolve d in Favor of Plan

VAM_202 20811_23 586	10-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	ELVERA SOFOS	Unknown Physician Specialty	1.58E+09					You are not happy with the quality of care you received from Dr. Elvera Sofos. You said on August 10, 2022, Dr. Sofos refused to test your son for his milk protein allergy.	SCFHP's Grievance and Appeals Department reviewed your complaint. This has been internally documented. We forwarded your complaint directly to Dr. Elvera Sofos. Unfortunately, Dr. Elvera Sofos has not responded to the complaint as we have contacted his office multiple times. We have documented the lack of the non-response from Dr. Elvera Sofos. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_20220810_23554	10-Aug-22	August		Referred	Cal MediConnect Post Service Part C Appeal	Direct Member Reimbursement Reconsideration							Uphold	Adjudicated Properly	You, on Mr. Reyes Pineda's behalf are not happy with the Notice of Denial of Payment letter that he received from Santa Clara Family Health Plan. The claim (22208M00001/2220S00053) was denied because SCFHP's records indicate that services are not a covered benefit as described in your SCFHP's Member Handbook under benefit guidelines. You are asking for reconsideration.		Referred

VAM_202 20812_23 622	10-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call# SC0606288 8/10/2022 3:10 PM MayraR Diego Torrez, dad, 669-454-9285 Verified name/dob/address Updated phone adv to update MC Dad shares that he called earlier regarding issue with getting second dose of varicella since office didnâ€™t have any more available but they scheduled the apt. (grievance was filed) Dad mentions when he called HP earlier and they retro changed pcp but he tried to call new pcp BOTKIN, LEE ANNA and has not been able to get through to make apt, he was considering going in person. He called 888-334-1000 and no one answered called 888-334-1000 spoke w/ Lisa from Valley Connection. conferenced call and she said soonest apt in 10/13 dad would like a sooner one since mbr starts school 8/17/22. no services received this month of any type. called (408) 535-6001 Pratima A Misra MD spoke w/ Monica. She scheduled	N	Resolve d in Favor of Membe r

VAM_20220811_23588	11-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access									You are not happy with the quality of access to Valley Connections. You said you called three times and each time you were more than an hour on hold to speak with a live representative. You said you needed to schedule an appointment. Our Grievance Department reviewed your complaint and contacted Valley Medical Center's (VMC's) Customer Relations Department for more information. They reviewed your complaint and apologized for your experience. Valley Connections confirmed you called on 8/11/22 and a follow-up appointment was scheduled for 8/25/2022. You also called on 8/19/22 and scheduled a same-day appointment. Valley Connection said that depending on the day of the week, they could experience higher than normal wait times. As Valley Connections also mentioned, you always have the option to have the system call you back if the wait is too long, or you can sign up for MyHealth online and send messages directly to the care team. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they	N	Resolved in Favor of Member

VAM_202 20811_23 589	11-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Enrollmen t/Disenrol lment	Enrollmen t/Disenrol lment- Medical									You are unhappy with the access to care from Santa Clara Family Health Plan (SCFHP). You stated that you were previously with Kaiser but had to switch due to cost, and you are requesting to return to Kaiser with Medical. Our Grievance and Appeals Department reviewed your concerns with our Eligibility Management. The Eligibility Management team reviewed your complaint and forwarded it to Kaiser for EPO reconsideration. The request for reconsideration was denied because it exceeded the 6-month look back period. Prior Kaiser coverage ended on June 1, 2021. Because your most recent visit to Kaiser was in May 2021, you do not qualify to be assigned to Kaiser at this time. As explained in Member Handbook: Beneficiary may assign to Kaiser if she has a qualified family addition (such as a spouse/domestic partner or dependent child under 21 years of age) who currently has Kaiser. Please see PTE criteria below: Applicant/Medi-Cal Managed Care Beneficiary must satisfy one of the following: 1. Must have been a KP member within the past 6 months. Note: Must be within 6 months of the termination date of the prior KP	N	Resolve d in Favor of Membe r

VAM_20220811_23591	11-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	JERRY MERCADO	Unknown Physician Specialty	1.02E+09				You are unhappy with the service you have received from your Primary Care Provider (PCP) Dr. Jerry Mercado and staff. You said the doctor interrupted you and the exam room was not clean. You stated that they misplaced the vaccination record and you did not receive any calls to confirm appointments. You would like to switch PCP's because of these issues.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Dr. Jerry Mercado's office for review by their management. Unfortunately, we have not received a response from Dr. Mercado's staff. We have sent this to our management department for tracking purposes. Grievance and Appeals Management will work with Dr. Mercado's office to ensure timely responses to every complaint. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment	N	Resolved in Favor of Member

VAM_202 20811_23 592	11-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service									You are not happy with the services that you have received from both Customer Service Representative (CSR) at SCFHP and also Yellow Cab (YC). You said on 8/11/22 YC was late. You called SCFHP and the CSR called YC. YC told the CSR that they are still looking for a cab. You are upset because you booked this ride a long time ago and want to know why the Health Plan (HP) does not inform you that their is no available drivers for you.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you had a trip scheduled on 8/11/2022. Your scheduled pick-up time was set at 08:45 am which would suggest a 9:45 am appointment. YC tried to call you at the following number (408-246-3043) to inform you that all cabs were busy and they are trying to find you a driver. You failed to answer your phone. SCFHP was informed at 9:10 am about the status. A cab arrived at your pick-up location at 9:43 am and trip was completed at 9:49 am. Yellow Cab Management would like to extend their sincerest apology to you for the wait time and for any inconvenience this may have caused you. Their Dispatching team	N	Resolved in Favor of Member

VAM_202 20811_23 593	11-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you have received from Green Cab, transportation vendor. You shared with us that on 8/9/2022, you felt unsafe in the cab. You said the Green Cab driver was driving too fast. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's Management for review and more information. The following is the response from Green Cab's Management based on their investigation. Green Cab's Management apologizes for this incident. They have ensured us that the Driver #256 which provided you the service on 8/9/2022 will not be assigned to your future rides going forwarded. SCFHP would like to sincerely apologize for any stress or inconvenience you may have experienced while using Green Cab. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20811_23 595	11-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are unhappy with the quality of service from Yellow Cab (YC). You stated that YC arrived 12 minutes early and you were not ready. You stated that YC called you and said that if you are not outside, the driver will leave and will not return. You stated that you felt intimidated after YC stated that you would not be picked up if you did not come outside. You stated that the driver was on the phone during the trip to your appointment, which you believe is not appropriate or safe.	The Grievance and Appeals Department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that you had a scheduled pick-up time of 1:00 p.m. on August 11, 2022. YC called you at 12:49 p.m. to see if you were ready to be picked up, but you told the driver you'd be ready at 1:00 p.m. The driver arrived at the pickup location around 1:00 p.m. At 1:00 p.m., YC dispatch called to let you know that a cab was on its way and to ask if you still needed a ride to your appointment. The driver arrived at 1:04 p.m. and finished the trip at 1:16 p.m. YC Management provided the driver with additional training to ensure the member's safety at all times. YC guarantees that the member's safety is their top priority throughout the ride. YC has a zero-tolerance policy for unsafe driving. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make	N	Resolved in Favor of Member

VAM_20220811_23596	11-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with Santa Clara Family Health (SCFHP) transportation services. You said on August 11, 2022, Yellow Cab (YC) did not pick you up after your dental appointment. You said you called YC and you were told there was no return ride scheduled. You said you had to ask a family member for a ride home. Our Grievance Department reviewed your complaint and forwarded it to our Call Center Management for more information. SCFHP's Call Center Management reviewed your complaint along with your call records and confirmed that CSR only booked a one-way trip instead of a round trip. Coaching opportunities were identified and provided to the CSR. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. SCFHP works hard to provide the best quality of service to each member. SCFHP's Call Center Management apologizes for your experience and looks forward to serving you in the future.	N	Resolved in Favor of Member

VAM_202 20811_23 597	11-Aug-22	August	12-Aug-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Expedited		SEQUOIA HOME HEALTH	Unknown Physician Specialty	1.68E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with a denial he received from Santa Clara Family Health Plan, authorization #A0183419, regarding a request for Skilled Nursing (Home Health) and Medical Social Services (Home Health) with Sequoia Home Health. This was denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. After careful review of his medical records by our medical director, it was decided that he do not meet criteria for Chapter 7, Section 30 "Conditions Patient Must Meet to Qualify for Coverage of Home Health Services of the Medicare Benefit Policy Manual. You are requesting reconsideration and requesting this to be reviewed urgently.			Resol ved in Favor of Membe r

VAM_20220811_23598	11-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	SUDHA KARUPAIAH	Internal Medicine	1.32E+09				You are unhappy with the quality of care from Dr. Sudha Karupaiah primary care physician (PCP). You stated that you waited over three weeks for your appointment and that your PCP refused to see you because you had a workers' compensation injury.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed it with Dr. Sudha Karupaiah about your concerns. Your complaint as well as your medical records were evaluated by Dr. Karupaiah. It was confirmed you had an appointment on August 11, 2022 and your medical records indicate that you experienced a physical injury while working as a caregiver and have been receiving Worker's Compensation care. Your records show that you denied Dr. Karupaiah request for access to the records of your former primary care physician and workers' compensation providers. Dr. Karupaiah indicated that she won't be able to obtain your medical records for review without the release of records. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they	N	Resolved in Favor of Member

VAM_202 20812_23 600	11-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from both Customer Service Representative (CSR) at SCFHP and also Yellow Cab (YC). You said on 8/11/22 YC was late. You called SCFHP and the CSR called YC. YC told the CSR that they are still looking for a cab. You are upset because you booked this ride a long time ago and want to know why the Health Plan (HP) does not inform you that their is no available drivers for you.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you had a trip scheduled on 8/11/2022. Your scheduled pick-up time was set at 08:45 am which would suggest a 9:45 am appointment. YC tried to call you at the following number (408-246-3043) to inform you that all cabs were busy and they are trying to find you a driver. You failed to answer your phone. SCFHP was informed at 9:10 am about the status. A cab arrived at your pick-up location at 9:43 am and trip was completed at 9:49 am. Yellow Cab Management would like to extend their sincerest apology to you for the wait time and for any inconvenience this may have caused you. Their Dispatching team	N	Resolved in Favor of Member

VAM_202 20812_23 624	11-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call# SC0607052 < 8/12/2022 9:36:20 AM EsquivelC> Called VC spoke with Christina she confirmed mbr was scheduled with Dr Saucedo OBGYN at VHC Tully for GYN follow up for 9/28/22 at 1:45pm. Conference call AR Deida Iniguez - She confirmed she did receive a call back yesterday, and is OK with the appointment but would like to check if Dr Mcallan has any OBGYN appointment this Dr. was the one that put the implant. Per Dr Christina Dr. Mcallan only works 2 days a week, she can send a message to see if Dr Mcallan would like to see mbr. Mom will keep the apt for 9/28/22 at 1:45pm with Dr Saucedo, just in case. Mom is happy with the outcome No other assistance at this time. < 8/11/2022 2:43:52 PM EsquivelC> Called VC on hold for over 20minutes. I will call back later < 8/11/2022 2:26:01 PM EsquivelC> Confirmed with Mom/AR Deida Iniguez OBGYN is for follow up related to Birth Control	N	Resolve d in Favor of Membe r

VAM_202 20812_23 627	11-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0606690 < 8/11/2022 10:33:02 AM YeseniaC> called mbr 669-348-1142 informed mbr we called because we got an appt mbr was on the phone with someone else when we called earlier informed mbr Melissa was able to get you an in person appt provided to mbr: Melissa scheduled mbr with PCP Dr Mistry at VHC Moorpark (Inperson appointment) 8/25/22 at 10am- Check-In at 9:45am Address: 2400 Moorpark Ave #220B San Jose Ca 95128 mbr is satisfied with outcome mbr shared again when he tried to make an appt when he called there was a long wait time mbr said he called 3x and each time was more than 1 hour on hold mbr called VC at 888-334- 1000 Acknowledge member's concern/issue Inform member that he will receive a letter from the Health Plan to acknowledge the concern within the next 5 calendar days and we will continue to work on his case to	N	Resolve d in Favor of Membe r

VAM_202 20812_23 629	11-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call#SC0607168 8/11/2022 12:00 PM MayraR Member 408-333-2168 verified name/dob/address updated phone adv to update MC adv to update MC too requesting pcg change from BARUA, ANTARA to Minh Q Huynh MD due to location and also because current pcg doesn't have an apt until November. Member said she wanted to be seen regarding a cough she is still having. She went to urgent care in March and cough is still persistent. no services received this month at all. Discussed net change auths, referrals or specialty services pending, none discussed net change from VHP to PC called (408) 998-3075 spoke w/ Anh from Dr. Minh Huynh office. apt 8/17/22 @3pm retro 5, pcg eff 8/1/22, id arrives 7-10 bus days net VHP to PC mbr content with outcome no further assistance	N	Resolve d in Favor of Membe r

VAM_202 20812_23 608	12-Aug-22	August	8-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You do not agree with the denial from Valley Health Plan for your request to see Dr. May Han with Stanford for your neurological care, authorization number 81990929. The reason for the denial was that Dr. Han is out of Network. You would like to continue seeing Dr. Han as she has been prescribing your medications and following your neurological care. You would like this request expedited as you feel it would be dangerous to your health to miss your appointment on 9/7/2022. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: • Severe pain • Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolve d in Favor of Plan

VAM_202 20812_23 609	12-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Out-of- Network									You are not happy with the quality of service you have received from Valley Health Plan's (VHP's) Utilization Management (UM) Department. You are not happy with being redirected to another specialist. You said you have seen Dr. Han at Stanford for 1 ½ years and think it is unprofessional to be redirected to another specialist.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Case Management for review. Per Santa Clara Family Health Plan Medi-Cal Member Handbook: Section 3 How to get care: SCFHP will only cover non-contracted providers if the service is for an emergency and if it is medically necessary to go out of network. You are being redirected to another provider within your network because the services you have requested are available in network. We have referred your case to our Case Management Department. They will be in touch with you to discuss your medical needs, plan benefits and how you can get the health care you need. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However,	N	Resolved in Favor of Member

VAM_202 20812_23 610	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You stated that you received a bill from Bio Reference for \$320.00 for the date of service March 07, 2022.	SCFHP's Grievance Department reviewed the bill you received from Bio Reference and contacted Bio Reference billing department regarding Date of service 03/07/2022 for the amount of \$320.00. Your claim is being processed and sent to your insurance company for payment. You can disregard bill. Please allow 30-45 days for the reprocessing. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.	Resolved in Favor of Member

VAM_20220812_23611	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with Yellow Cab because you were informed by the driver upon pick-up that this would be a shared ride. You are immunocompromised and cannot be part of ride shares. You explained this to the driver. You said the driver told you that you could leave the cab so you exited the cab and called Uber. You would like to be reimbursed for your Uber ride. You stated that over the last several weeks, you have experienced Yellow Cab being late to pick you up for your appointments or from your appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint and sent it to Yellow Cab's management for review. After reviewing the details of your trip on 8/11/2022, they show that the driver disobeyed medical protocol and they have taken this matter to their upper management for further action to be taken. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both Yellow Cab and SCFHP sincerely apologize that this happened and look forward to serving you in the future.	N	Resolved in Favor of Member

VAM_202 20812_23 612	12-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation vendor. You shared with us that you were waiting for Yellow Cab to arrive for your pick up. You said you called Yellow Cab 10 times and you were informed that there was no driver available for your pick up. Due to this issue, you ended up cancelling your ride request.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab's Management checked their transportation logs. According to their records, you were scheduled on 8/12/2022 for a pick up at 7:10am. They informed us that the trip was dispatched as early as 6:56am, however, they were unable to locate a cab since they ran into unforeseen conflicts. Yellow Cab had limited cabs in your pick up area which resulted in longer wait times. They shared that they put all effort into designating a cab for your ride but was not until 8:09am, when a driver became available. The driver arrived at 8:17am to your residence but unfortunately, you decided to cancel your trip. Yellow Cab had limited cabs operating in the area which led to longer wait times. Yellow Cab Management would like to extend their	N	Resolved in Favor of Member

VAM_20220812_23613	12-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	ROBERTO DIAZ	Orthopedic Surgery	1.12E+09					You called to get assistance with a bill that you received from Dr. Roberto Diaz for date of service 05/10/2021 for the amount of \$14.67.	SCFHP's Grievance Department reviewed the bill you received. We contacted Dr. Roberto Diaz billing department and spoke with a billing specialist. She looked into your account. She said there is no balance due. If you did receive a bill please ignore the bill because currently your account balance is zero. If you continue to receive a bill after 8/17/2019, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795.	Resolved in Favor of Member

VAM_202 20812_23 614	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/10/22 YC did not pick you up. You also said on 8/12/22 that you called YC because the driver did not arrive to pick you up. You said YC told you the estimated arrival time was fifteen to twenty (15 to 20) minutes, which was going to make you arrive late to your appointment. You said you had to cancel the ride because you could not be late to your appointment. You said you wanted rides to be on time.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 8/10/22 and 8/12/2022 and confirmed that the scheduled pickup time for 8/10/2022 was set at 2:00pm. The driver accepted the ride at 2:31pm. Unfortunately, due to an unforeseen circumstance, the driver canceled the ride at 2:35pm. You called at 2:36pm and cancelled the ride. YC says they could have completed the ride on time if you had not cancelled. Also, please keep in mind that YC has a one-hour pick-up window. YC sincerely apologizes if you believe YC was late for the ride. On the other hand, your ride for August 12, 2022, was scheduled for a pick-up at 9:30am. The driver arrived at 10:10am and the ride was marked as a no-show at 10:14am. The driver tried contacting you, but you did not answer. The driver also knocked on your door. Please remember to keep	N	Resolved in Favor of Member
VAM_202 20812_23 615	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		PERFORM ANCE PHYSICAL THERAPY	Unknown Physician Specialty	1E+09		Overturn	Courtesy/ One-time Exception	You want to appeal authorization A0181908B for Physical Therapy.		N	Resolved in Favor of Member

VAM_202 20812_23 616	12-Aug-22	August	20-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		DIANA FRANCO	General Practice	1.81E+09		Overturn	Plan Directed Care	You are not happy with the Notice of Denial of Payment letter that you received from Santa Clara Family Health Plan. The claim (22188E01441) was denied for payment becauseâ€Ž provider: Diana Franco at Bay Area Community Health - Mowry II Clinic did not obtain an authorization for the services rendered to you on 7/5/2022. You are asking for reconsideration and shared that the provider: Diana Franco works at the clinic of your assigned Primary Care Physician.		N	Resolve d in Favor of Membe r

VAM_202 20812_23 618	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	Discrimination									You are not happy with the quality of service you received from Dr. James Hwong's staff. You said a couple months ago that you went to your appointment with Dr. Hwong. You said your grandson, who is autistic, started to make a whistle sound like he makes at times. You said you were told by a staff member that you and your family members had to leave the office. You said you felt this was racially motivated because you were the only Hispanic patients at the doctor's office.	Our Grievance and Appeals Department reviewed your concerns and sent them to Dr. James Hwong's office for more information. Unfortunately, Dr. James Hwong's has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Dr. James Hwong's Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20812_23 619	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that YC was supposed to pick you up but never arrived. You stated that you contacted YC numerous times and were informed there were no drivers available, and another time you were given a time estimate of 15 minutes. You mentioned that this had happened before, and that you had missed your appointment, so you asked your neighbor for a ride.	The Grievance and Appeals Department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that you had a scheduled pick-up time of 1:30 p.m. on August 11, 2022. On the day of service, YC only had a few cabs in Morgan Hill, and unfortunately, most of them were busy at the time of dispatch. When you called for an update at 1:39 p.m., YC informed you of the current situation, and you agreed to wait. YC worked on the order continuously and looked for an available cab outside the perimeter. However, at 13:51, you called YC and decided to cancel the trip. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	N	Resolved in Favor of Member

VAM_202 20812_23 620	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	AMY HAUSER	Unknown Physician Specialty	1.77E+09					You are not happy with the quality of care your son received from Dr. Amy Hauser. You said your son had one testicle smaller than the other one. You said Dr. Hauser only mentioned the difference in size but not that it could cause a potential health risk. You said you saw another doctor who referred you to the urologist and surgery was done.	Our Grievance Department reviewed your complaint and contacted Dr. Amy Hauser. Management office for more information. They reviewed your complaint as well as your medical records and determined that you were seen by Dr. Hauser six times between 2016 and 2018. You have been under the care of a urologist with an average of 2 visits per year since 8/29/2009, with the last visit being on 4/12/2017 with a return to the clinic in 1 week. Your records show you did not show up for two urology visits (06/16/2017 and 8/15/2018) and cancelled one (7/11/2018). During your urology visit with Dr. Rodriguez on 11/12/2021, the doctor noticed you missed follow-up with a urologist up to 5 years of age. Dr. Hauser sincerely apologizes if you feel she did not provide your son with the proper care. Your case was sent to our Quality team for review of possible quality issues. Our medical	N	Resolved in Favor of Member

VAM_202 20812_23 621	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Provider Refusal to Refer	AMY HAUSER	Unknown Physician Specialty	1.77E+09					You are not happy with the quality of care your son received from Dr. Amy Hauser. You said you asked Dr. Hauser for a dermatologist referral because your son's skin was too dry. You said Dr. Hauser refused to refer your son and told you he just had eczema.	Our Grievance Department reviewed your complaint and contacted Dr. Amy Hauser, Management Office for more information. They reviewed your complaint as well as your medical records and determined that you were seen by Dr. Hauser six times between 2016 and 2018. There are no records of you requesting a referral to the dermatologist during your last visit on August 28, 2018. You were diagnosed with Keratosis Pilaris. Recommendations and prescriptions for skin conditions were given during this visit. You had a phone appointment with Dr. Pang for a rash on 10/13/2020. You had another phone call with Dr. Sofos about the rash on 10/27/2020. Referrals to dermatologists were submitted and recommendations were given. You were seen by Stanford South Bay Dermatology on 4/28/21 and 7/29/2021. Dr. Hauser is very sorry if you feel like she didn't take good care of your son.	N	Resolved in Favor of Member

VAM_20220812_23623	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider									You are unhappy with the access to care from Valley Health Center (VHC)- East Valley. You stated that you have been attempting to schedule an immunization appointment, but VHC- East Valley does not have any appointments available until late August. The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Customer Relations. Customer Relations reviewed your complaint as well as your medical records. According to your medical records, you have a 1:30 p.m. appointment with Dr. Pooja Singal on August 23, 2022. Furthermore, CVS Pharmacy is a Medi-Cal contracted provider. CVS offers vaccines for children, adolescents, teens and adults, plus certain injections for adults. Before making an appointment, please contact your local school district to find out what vaccines are required for your specific situation. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive	N	Resolved in Favor of Member

VAM_202 20812_23 625	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset with Yellow Cab because the driver sent a message stating they have arrived, but, they were not there. You stated this has happened multiple times. You would like to switch to a different transportation company.	SCFHP's Grievance and Appeals Department reviewed your complaint and sent it to Yellow Cab's management for review. After reviewing the details of your trip, they show that the driver arrived at your pick-up location at 12:56 PM. The driver stated that he called 510-963-0044 twice with no answer. He proceeded with the No Show policy as he did not see you outside. When SCFHP called at 1:16 PM to check the status, it was discovered that Yellow Cab had the incorrect phone number for you. They updated their system to show 510-963-0040. They dispatched another driver for the ride as you were still waiting. The driver for the second trip arrived at 1:26 PM and realized that you needed a vehicle with an assistive device. They then dispatched a third vehicle that arrived at 2:38 PM, but the trip was cancelled. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make	N	Resolved in Favor of Member

VAM_202 20812_23 628	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Provider Refusal to Refer	VERONIC A D HEREDIA	Unknown Physician Specialty	1.46E+09					You are unhappy with the quality of care from Dr. Veronica Heredia Primary care physician (PCP). You stated that you have been having skin problems and needed a dermatology referral. You stated that your primary care physician does not want to refer you but does recommend that you use lotion.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Dr. Veronica Heredia. Dr. Heredia reviewed your complaint as well as your medical records. Your medical records show that you had a new patient appointment on June 3, 2022, with the primary complaint of "white spots." The exam revealed no acute inflammatory lesions other than fading and healing eczema lesions. A treatment plan as well as information about eczema and the cause of "white spots" were provided. Furthermore, a referral to Dermatology was sent on August 22, 2022. As stated in your Medi-Cal Member Handbook Section 4: This chapter explains your covered services as a member of SCFHP. Your covered services are free as long as they are medically necessary and provided by an in network provider. You must ask us for	N	Resolved in Favor of Member

VAM_202 20812_23 630	12-Aug-22	August	29-Aug-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		PERFORM ANCE PHYSICAL THERAPY	Unknown Physician Specialty	1.03E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with Santa Clara Family Health Plan (SCFHP) denying authorization number A0178705B, a request for physical therapy. This was denied because performance physical therapy is not contracted with SCFHP. Performance physical therapy is appealing on your behalf.		N	Resolve d in Favor of Membe r

VAM_20220812_23632	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	AMY HAUSER	Unknown Physician Specialty	1.77E+09				You are not happy with the quality of service your son has received from his Primary Care Provider (PCP), Dr. Amy Hauser. You said he has been having issues for 2-3 weeks and was told by Dr. Hauser that a stool sample is not needed, when his previous doctor said it was needed. You are requesting to change his PCP because of this issue.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Dr. Amy Hauser's office for review by their management. Unfortunately, we have not received a response from Dr. Hauser's staff. We have sent this to our management department for tracking purposes. Grievance and Appeals Management will work with Dr. Hauser's office to ensure timely responses to every complaint. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment	N	Resolved in Favor of Member

VAM_202 20812_23 634	12-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you missed your appointment on August 17, 2022. You stated that YC informed you that no cabs were available to take you to your appointment. The Grievance and Appeals Department discussed your concerns with Yellow Cab Management. YC Management reviewed your complaint and confirmed that you had a scheduled pick-up time of 1:20 p.m. on August 17, 2022. YC informed you that they were experiencing longer wait times than usual due to cab shortages in Cupertino. YC consistently worked on the order and looked for an available cab in the surrounding areas. Although YC made every effort, at 1:55 p.m. you requested to cancel your ride. Later, SCFHP recreated your trip, and the pick-up time was changed to 14:02. The trip was assigned to a driver at 14:20, but you requested to cancel your ride at 14:29. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this	N	Resolved in Favor of Member

VAM_202 20812_23 635	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	HIEN N TRUONG	General Practice	1.24E+09				You are not happy with the quality of care your son received from Dr. Hien N. Truong. You said in May, 2022, you asked Dr. Troung for a referral regarding your son's autism. You said Dr. Truong referred your son to the wrong place. You mentioned the nurses did not know anything and you had to fix everything yourself. You said you had to call several places to find where the referral was and it was a disaster. You also mentioned you took your son for his vaccines in May, 2022. You said you went back to get the vaccine records around the end of July. You said Dr. Troung's office was not able to find the records. You said you needed to enroll your son in school. You mentioned the office could not help but eventually found the vaccine records.	Our Grievance Department reviewed your complaint and contacted Dr. Hien N. Truong for more information. Dr. Myint reviewed your complaint along with your medical records and confirmed that you were referred to Kidscope for your autism effective May 1, 2022. Also, Dr. Hien N. Truong apologizes for any inconvenience you encountered with his staff during his time off. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is	N	Resolved in Favor of Member

VAM_202 20812_23 636	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are unhappy with the quality of service you have received from Green Cab. You stated that you did not have a ride from your appointment on 8/9/2022, after waiting for two hours. SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Green Cab's management for review. Unfortunately, we have not gotten a response from Green Cab. SCFHP's Grievance and Appeals Department has documented this case for tracking purposes and will work with the vendor to ensure timely responses to every complaint. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the start of your pick-up time. SCFHP is contracted with Green Cab to	N	Resolved in Favor of Membe r

VAM_202 20812_23 637	12-Aug-22	August	25-Aug-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		NUTAN H POSERIA	Internal Medicine	1.06E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You are appealing the denial you received for Authorization A0182917, for Physical Therapy (PT) outpatient services. We denied the medical services/items listed above because: Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. For physical therapy requests, we follow Medicare Benefit Policy. According to Medicare Benefit Policy Manual Chapter 15, section 220 - Coverage of Outpatient Rehabilitation Therapy Services: Requests for physical therapy require a signed doctor's order and notes showing that physical therapy is needed. This appeal was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including		N	Resolve d in Favor of Membe r

VAM_20220812_23638	12-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that you had to two incidents with your ride requests. On 8/9/2022, you said that the Yellow Cab driver did not show up for your ride pick up. Due to this issue, you missed your appointment. On 8/12/2022, the Yellow Cab driver was late and didn't arrive until 3:30pm. You said your pick up window began at 2:00pm. You stated since the driver was extremely late you had to cancel your ride.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab's Management checked their transportation logs. According to their records, you canceled your trip on 8/9/2022 due to your appointment being rescheduled. They reviewed your 8/12/2022 and found that you were scheduled for a 2:00pm. On the day of service, the trip was accepted by a driver at 2:32pm, however, the driver unfortunately, opted to cancel since he had an emergency making the trip open to another available driver. Yellow Cab shared that it was a challenge in locating a replacement driver since Yellow Cab had limited cabs in your pick up area. They shared that they put all effort into designating a cab for your ride but was not until 3:03pm, when a driver became available. The driver arrived at	N	Resolved in Favor of Member

VAM_202 20812_23 639	12-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are not happy with the quality of service, Green Cab, transportation vendor provided to you. You shared with us that back in July 2022, Green Cab arrived very late for your pick up. Due to this issue, you arrived very late to your doctor's appointment and you were almost turned away. You said you would like for Green Cab to arrive on time.	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Green Cab's Management for further investigation and review. We made multiple attempts to obtain an update and response from Green Cab's Management. Unfortunately, Green Cab's Management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Green Cab's Management. We apologize that we are unable to resolve your concerns at this time. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, if you would like to change	N	Resolved in Favor of Member
VAM_202 20812_23 640	12-Aug-22	August	9-Sep-22	Partially Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		CINDY PINTOR	Unknown Physician Specialty	1.04E+09		Partially Favorable	Lack of Medical Necessity	You are requesting to appeal authorization A0161423A for Applied Behavioral Analysis services.		N	Partially Resolved in Favor of Member

VAM_202 20812_23 641	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)									You are not happy with the quality of service you received from a Santa Clara Family Health Plan (SCFHP) Customer Service Representative (CSR). You said you provided the CSR-specific notes for the driver for your ride on 8/11/22. You told the CSR to have the driver come around the back to pick you up. You said you were ten minutes early, waiting for Yellow Cab (YC), and YC did not show up. You said you called YC and they said the ride was a no-show.Â Our Grievance Department reviewed your complaint and forwarded it to Santa Clara Family Health Plan's (SCFHP's) Call Center Management for more information. They reviewed your complaint along with call records and confirmed the directions you provided for your trip on 8/11/2022 were not submitted to YC at the time of booking. The call center provided coaching to the CSR. We also contacted YC. YC said they tried contacting you at 12:37pm when the driver arrived, but they had the wrong number on file ((435)2830-2462). Please know the importance of updating your phone number to avoid things like this from happening. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be	N	Resolved in Favor of Member

VAM_20220812_23642	12-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement									You are unhappy because you have received multiple bills from Sutter Health for dates of service, 6/24/22 for \$315, 6/20/22 for \$418 & 7/28/22 for \$1,648. You would like help resolving this matter.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Palo Alto Medical Foundation participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Palo Alto Medical Foundation and has asked them to remove the billed amounts from your account because you should not be responsible. Palo Alto Medical Foundation has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Palo Alto Medical Foundation because you are not responsible for the balance owed.	Resolved in Favor of Member

VAM_202 20812_23 643	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	ANGELICA ANDRADE- SILVERMA N	Family Practice	1.56E+09					You are unhappy with the access to care from Dr. Angelica Andrade-Silverman primary care physician (PCP). You stated that you've been attempting to make an appointment with your PCP but have been unsuccessful. You stated that when you finally got an appointment with your PCP, it was canceled due to the office having too many patients and not enough providers. You stated that you always see different providers and that you believe the providers are unconcerned about your health problems. You stated that the provider asked what specialist you wanted to be referred to without examining you or reviewing your medical records.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Customer Relations for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely Customer Relations to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_202 20812_23 644	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	ANGELICA ANDRADE- SILVERMA N	Family Practice	1.56E+09				You are unhappy with the access to care from Dr. Angelica Andrade-Silverman primary care physician (PCP). You stated that you've been attempting to make an appointment with your PCP but have been unsuccessful. You stated that when you finally got an appointment with your PCP, it was canceled due to the office having too many patients and not enough providers. You stated that you always see different providers and that you believe the providers are unconcerned about your health problems. You stated that the provider asked what specialist you wanted to be referred to without examining you or reviewing your medical records.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Customer Relations for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely Customer Relations to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_202 20815_23 645	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/12/22 that YC arrived late to pick you up for your appointment. You said your wife had to take you to your appointment. You said YC called you when you were at your appointment.	SCFHP's Grievance Department reviewed your complaint with Yellow Cab's Dispatch Manager. Yellow Cab's Dispatch Manager reviewed your trip log details for August 12, 2022 and found that the pickup time was scheduled for 1:00 pm. The driver accepted the ride at 1:57pm and he arrived at 2:19pm. YC contacted you but you were at your appointment already. Unfortunately, that day there was a shortage of available drivers in the area, which caused the delay. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both Yellow Cab and	N	Resolve d in Favor of Membe r

VAM_202 20815_23 646	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Directory Error									You are not happy with the quality of service you have received from SCFHP. You said you do not like using the member portal and are not happy with the available providers you have to choose from in the SCFHP Direct network. SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to our Call Center Management's department for review. After reviewing your complaint, they would like to remind you that you do not have to utilize the online portal to select a provider. You can call SCFHP's Customer Service Department 1-800-260-2055 to request assistance with finding an available doctor. There is also a comprehensive list of providers accepting new patients on the member portal. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20815_23 647	12-Aug-22	August	7-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	MEMORIA L HERMAN N SOUTHEA ST HOSPITAL	Unknown Physician Specialty	1.98E+09					You called to get assistance with a bill that you received from Memorial Hermann for the amount of \$7738.41. The date of service for this bill was 5/31/2022.	SCFHP's Grievance Department reviewed the bill you received. We contacted Memorial Hermann's billing department and spoke with a billing specialist. She looked into your account. She said there is no balance due. If you did receive a bill, please ignore the bill because currently your account balance is zero. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723- 4795.		Resolved in Favor of Member

VAM_202 20815_23 676	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab. You said the driver was late taking you to an urgent care appointment and drove you down different streets that caused you to panic. You also said when you were picked up from urgent care a couple weeks ago, the driver was late picking you up and started driving with your leg still out of the car. You mentioned the driver was also driving fast and drove you a different way home.	SCFHP's Grievance and Appeals Department has reviewed your complaint. We have attempted to reach out to you on several occasions to get more information in order to properly review the complaint. We have reviewed your transportation history and found that the last time transportation was scheduled by SCFHP was 7/25/2022. Unfortunately, since we do not have a date for the trips you filed a grievance for, we are unable to contact Yellow Cab to find out details of the issues. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We work hard to provide the best service to each member and apologize for any	N	Resolve d in Favor of Membe r

VAM_202 20815_23 677	12-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Billing Statemen t	GOOD SAMARIT AN HOSPITAL	Unknown Physician Specialty	1.44E+09					You called because you received three (3) bills from Good Samaritan Hospital. You are requesting assistance with all 3 of these bills.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. El Camino Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted El Camino Health Patient Financial Services and asked them to stop billing you. El Camino Hospital put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from El Camino Hospital because you do not have to pay the bill. It will take approximately 45 days for reprocessing.	N	Resolve d in Favor of Membe r

VAM_202 20812_23 617	12-Aug-22	August		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		SHARAD DASS	Pulmonar y Disease	1.14E+09		Uphold	Appropria te Care In Network	You do not agree with a denial you received from Santa Clara Family Health Plan, authorization # A0182632, pulmonary visit (services related to breathing), Dr. Sharad Dass. According to SCFHP Cal MediConnect Member Handbook Chapter 3: Using the plan's coverage for your health care and other services, you must receive covered services from contracted providers unless the service is for an emergency or when it is medically necessary for you to go out of network because a contracted provider is unable to provide you the same service. You do not meet either of these criteria, therefore, the request of receiving the services from this non-contracted provider is denied.			Resolved in Favor of Plan

VAM_202 20812_23 633	12-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0608460 < 8/12/2022 2:22:09 PM EsquivelC> Called office of Dr Srinivasan spoke with Stephanie She was able to schedule mbr on 8/16/22 at 9:30am with Dr Deepa Srinivasan Called mbr and notified Mbr is very happy with the outcome Change PCP from VHC East Valley to DR SRINIVASAN, DEEPA eff 8/1/22 discuss net change Order id card < 8/12/2022 1:22:42 PM EsquivelC> Dr Deepa Srinivasan Ph# (408) 683-9242 < 8/12/2022 1:01:05 PM EsquivelC> Called VC spoke with Teresa who states mbr is scheduled 10/25/22 at 2pm for a new patient appointment at VHC East Valley. Conference call with mbr He asked if he can get something sooner, he needs to see an Eye specialist due to Burning sensation in the eyes. Mbr was told to be refer he needs to see PCP first and doesn't want to wait until October.	N	Resolve d in Favor of Membe r

VAM_20220815_23649	15-Aug-22	August	8-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you have received from Green Cab, transportation vendor. You shared with us that you booked your trip ride a month ago for your dental appointment. You said that on 8/15/2022, you were waiting for Green Cab to arrive but they did not show up on time. You called Green Cab for status of your ride and you were told it would be a wait of 25-35 minutes for the cab to arrive. You then called SCFHP for assistance and the Customer Service Representative received the same information from Green Cab. You said that you were going to be late for your appointment.	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Green Cab's Management for further investigation and review. We made multiple attempts to obtain an update and response from Green Cab's Management. Unfortunately, Green Cab's Management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Green Cab's Management. We apologize that we are unable to resolve your concerns at this time. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, if you would like to change	N	Resolved in Favor of Member

VAM_20220815_23650	15-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said YC is always late or does not show up to pick you up. You said on 8/15/2022 YC did not pick you up. You said you want to arrive on time to your appointments.	SCFHP's Grievance Department reviewed your complaint with Yellow Cab's Dispatch Manager. Yellow Cab's Dispatch Manager reviewed your trip log details for August 15, 2022, and found that the pickup time was scheduled for 7:30 a.m. Unfortunately, there were only a few cabs available that day, which caused the delay. YC said they called you to let you know about the situation, but they were not able to reach you. In addition, after reviewing your trip history for the month of July and the first half of August, this was the first incident of delay. Yellow Cab's management sincerely apologizes for the wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. Your case was also	N	Resolved in Favor of Member

VAM_202 20815_23 651	15-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Overturn	Medical Necessity Met w/ Additional Informati on	You disagree with the denial you received from Premier Care, Authorization Number A0173452A, for speech therapy services. You feel that three sessions a week would be best as the affects from having to do online therapy sessions have slowed progress.		N	Resolve d in Favor of Membe r

VAM_202 20815_23 652	15-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that YC did not arrive on time for your pick up on August 15, 2022. You stated that you called YC and were told you only had a return ride scheduled. Our Grievance and Appeals Department reviewed your complaint and forwarded it to Yellow Cab for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Yellow Cab to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolve d in Favor of Membe r

VAM_202 20815_23 654	15-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	KATHAN VOLLRATH	Internal Medicine	1.23E+09				You are not happy with the quality of care you received from Dr. Vollrath Kathan. You said you told Dr. Vollrath you wanted to wait for the colonoscopy. However, Dr. Vollrath noted in your chart that you would like to proceed with the colon exam.	Our Grievance Department reviewed your complaint and contacted Dr. Vollrath Kathan's management office for more information. They reviewed your complaint and, along with your medical records and notes, confirmed you have been referred to an endocrinologist three (3) times. They have also been actively responding to your messages. Dr. Vollrath Kathan's management office also mentioned there is some lack of communication when it comes to your requests. Dr. Vollrath Kathan cannot manage your conditions if you are not allowing it. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP and/or Network of Providers at any time. You must choose a PCP who is in an SCFHP	N	Resolved in Favor of Member

VAM_202 20815_23 655	15-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Provider Refusal to Refer	KATHAN VOLLRATH	Internal Medicine	1.23E+09				You are not happy with the quality of care you received from Dr. Vollrath Kathan. You said Dr. Vollrath has not addressed or referred you to the specialist about the nerve pain in your feet, joints, and back pain. You also mention you need an endocrinologist referral for medication and a colon screening.		N	Resolved in Favor of Member

VAM_20220815_23656	15-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you received from Yellow Cab. You said on 8/13/2022 the driver did not show up and your appointment was canceled. You stated this has happened before and missing these appointments is affecting your health.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Yellow Cab's management for review. After reviewing your complaint and the details from your trip on 8/13/2022, they found that they did not have any drives available in your area. They began searching for a driver as early as 3:16. They stated that they finally had a driver at 5:55 and the driver arrived at 6:04, however, you were no longer at the pick-up location. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. SCFHP is contracted with Yellow Cab to provide transportation to our members if they need transportation to medically necessary	N	Resolved in Favor of Member

VAM_202 20815_23 657	15-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with quality of service Yellow Cab (YC). You stated that YC did not arrive on time on August 15, 2022. You stated that you arrived at your appointment at 2:20 p.m., but your appointment was scheduled for 2:00 p.m. You stated that you took the bus home because you did not want to wait long.	The SCFHP Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed and confirmed you had a scheduled trip on August 12, 2022 at 1:00 p.m. Due to the limited availability of cabs in the area, a driver was not available to accept the trip until 1:49 p.m. The driver arrived at 2:07 p.m. and finished the trip at 2:16 p.m. Furthermore, your return trip was automatically canceled because no one called to activate the trip. YC sincerely apologizes that you arrived late for your appointment. YC ensures that this does not happen again. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for	N	Resolved in Favor of Member

VAM_202 20815_23 658	15-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri ate Medication	GUSTAVO B PARRA	Family Practice	1.91E+09					You called the Health Plan (HP) because you said you have not been getting your medications from Dr. Gustavo Parra. You said Dr. Parra has been on vacation and you said he gave you medications that do not work. You said the office does not allow your daughter to visit.	SCFHP's Grievance & Appeals (G&A) Department has reviewed your grievance. We forwarded your concerns to Dr. Gustavo Parra's office for review. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. They will also use this as a learning opportunity to improve quality services. Additionally, as a SCFHP member it is your right to receive the needed and appropriate medical care. As a reminder, you may change PCP's at any time by calling Customer Service. If we can make the change you want, in most cases the change to your new PCP will be effective the first day of the next month. Please Call SCFHP Cal MediConnect Customer Service at 1-877-723-4795, Monday - Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-735-2929 or 711. We apologize if the service you received did not meet your expectations and thank you for sharing your concerns so we	N	Resolved in Favor of Member

VAM_20220815_23659	15-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Poor Provider/Staff Attitude	CANYON SPRINGS POST-ACUTE	Unknown Physician Specialty	1.64E+09					You are not happy with the quality of service you have received from your long term care facility, Canyon Springs Post Acute. You shared with us that they lose member's medications, appointments and other miscellaneous items. You said that the "registered nurses (RN)" are really Licensed Vocational Nurse(LVN). You said they are not employed with the facility but they are off a registry. You then mentioned that you asked for your pain medication since you were asleep when the charge nurse was passing them out. You said the nurse denied you and informed you that you would need to wait until the next shift. You felt that the nurse did not have to give you an answer like that. Santa Clara Family Health Plan's Grievance Department contacted the Canyon Springs Post-Acute Center regarding your concerns. We spoke directly with the Social Services Management Department at Canyon Springs Post-Acute Center. They reviewed your medical records and investigated your concern. They informed us that they are surprised that you had filed a grievance. Social Services Management shared that you recently had a Care Conference on 9/12/2022 with the Care team. During the meeting, you were asked if you had any issues or concerns and you did not mention any to them. Nonetheless, they shared that your concerns will be escalated for further review. They would like to thank you for bringing these concerns to their attention. They shared that they try to provide the best possible patient care and experience. We regret that you are experiencing these challenges, but take your	N	Resolved in Favor of Member

VAM_202 20815_23 660	15-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	SJ BACH FAMILY CLINIC	Unknown Physician Specialty	1.72E+09					You are unhappy with your Primary Care Provider (PCP), San Jose BACH Family Clinic because you were given an appointment date of 8/22/2022. You feel this appointment is too far out as both knees are dislocated and you need a referral to see an Orthopedic Specialist for an MRI as soon as possible.	SCFHP's Grievance and Appeals Department reviewed your complaint and contacted SJ Bach Family Clinic's management for review. SJ Bach Family Clinic's management reviewed your complaint along with your medical records and confirmed that the soonest you could be seen was 8/17/2022. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_202 20815_23 661	15-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care								You are unhappy with your primary care provider (PCP). You stated that your PCP gave you three vaccines at once instead of two last October 2021. You said it took 31 seconds to get three vaccines. You stated that you had a fever, cramping, urinary and bowel problems, and leg cramps all night. You mentioned that you believe you overdosed on the vaccines.	Our Grievance Department reviewed your complaint along with your eligibility history and confirmed during October 2021, you were assigned to CHENG, EDWARD M. Our Grievance and Appeals Department tried calling you several times to get more information about your complaint and to confirm the PCP you are filing the complaint against. Unfortunately, our Grievance and Appeals Department did not get a response from you and was unable to confirm which PCP you are filing the complaint against. For this reason, we were unable to investigate your complaint. If you would like to file the complaint again, please contact SCFHP's Customer Service Department at 800-260-2055 and please provide the name of the PCP or doctor you would like to file the complaint against. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive	N	Resolved in Favor of Member
VAM_202 20815_23 662	15-Aug-22	August	14-Sep-22	Closed	Medi-Cal Medical Grievance	Quality of Service	Billing Statement								You do not agree with a bill you received from AMR for the date of service on 5/19/22 in the amount of \$2,784.26. You are asking for our assistance with this bill.			Closed

VAM_202 20815_23 665	15-Aug-22	August	12-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Case Managem ent									You are not happy with the services that you have received from Santa Clara Family Health Plan's (SCFHP's) Case Management (CM) Department. You said you called on 8/12/2022 but nobody called you back. You said you need to speak with someone because you are having multiple issues and need assistance. SCFHP's Customer Service Department and Grievance Department reviewed your complaint and forwarded your concerns to SCFHP's Case Management Department. These are the responses from the Case Manager (CM). SCFHP's Case Manager (CM) has contacted Kathy at New Directions. SCFHP's case Manager has also explained to you that Kathy Nguyen from New Directions would be the point person for all health and housing related case management needs. When you call in she has shared with the call center that Kathy's number can be provided to you and to inform you that Kathy is your case manager. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for	N	Resolve d in Favor of Membe r

VAM_20220815_23670	15-Aug-22	August	17-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	GRACE L KIM	Anesthesiology	1.74E+09					You called our Customer Service Department regarding a bill you received from Grace Kim, MD at Envision Physicians Services. This bill is for the services he received on 4/27/2022 in the amount of \$32.10. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Grace Kim, MD at Envision Physicians Services participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted the billing office of Grace Kim, MD at Envision Physicians Services and asked them to stop billing him. The billing office of Grace Kim, MD at Envision Physicians Services put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Grace Kim, MD at Envision Physicians Services because you do not have to pay the bill. Please allow 45-60 days for the review to process and for the adjustment.		Resolved in Favor of Member

VAM_202 20815_23 671	15-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Inadequat e facilities, non- access related	STERLING PHYSICAL THERAPY PC	Unknown Physician Specialty	1.58E+09					You are unhappy with Sterling Physical Therapy because one of the leads on the adapter you were prescribed is no longer working. You stated that this has been going on for about a year and you have asked your physical therapist to replace it. Your physical therapist stated that you no longer need the adapter but you do not agree that you no longer need the adapter. You would like the adapter fixed.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Sterling Physical Therapy's Management. Sterling Physical Therapy reviewed your complaint along with your medical records and explained only two leads are necessary for the type of treatment you are receiving. The physical therapist stated that four leads would be for two different body parts. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives,	N	Resolve d in Favor of Membe r

VAM_202 20815_23 672	15-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t										You stated that you received a bill for \$1,633.00 from Stanford Lucille Packard for the date of service 11/05/2021.	SCFHP's Grievance Department reviewed the bill you received from Stanford Lucille Packard and contacted Patient Services regarding Date of service 11/05/2021 for the amount of \$1,633.00. Your claim is being processed and sent to your insurance company for payment. You can disregard bill. Please allow 30-45 days for the reprocessing. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.		Resolve d in Favor of Membe r

VAM_202 20815_23 673	15-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service	GUSTAVO B PARRA	Family Practice	1.91E+09					You called the Health Plan (HP) because you said you have not been getting your medications from Dr. Gustavo Parra. You said Dr. Parra has been on vacation and you said he gave you medications that do not work. You said the office does not allow your daughter to visit. SCFHP's Grievance & Appeals (G&A) Department has reviewed your grievance. We forwarded your concerns to Dr. Gustavo Parra's office for review. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. They will also use this as a learning opportunity to improve quality services. Additionally, as a SCFHP member it is your right to receive the needed and appropriate medical care. As a reminder, you may change PCP's at any time by calling Customer Service. If we can make the change you want, in most cases the change to your new PCP will be effective the first day of the next month. Please Call SCFHP Cal MediConnect Customer Service at 1-877-723-4795, Monday - Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-735-2929 or 711. We apologize if the service you received did not meet your expectations and thank you for sharing your concerns so we	N	Resolved in Favor of Member

VAM_202 20815_23 674	15-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	JUSTGO	Unknown Physician Specialty	1.56E+09				You are not happy with the quality of service you received from Justgo. You said on 8/13/2022 that Justgo did not pick you up. You said you waited three to four (3&#8220;4) hours at the dialysis clinic for your ride home. You mentioned the dialysis clinic called Justgo ten (10) times. You said you were really upset and ended up calling a taxi to take you home. You said you do not want this to happen again.	Our Grievance and Appeals Department reviewed your concerns and sent them to Justgo for more information. Unfortunately, Justgo has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Justgo. In addition, we cannot block drivers from a specific race from picking you up. Discrimination is against the law. Santa Clara Family Health Plan (SCFHP) follows state and federal civil rights laws. SCFHP does not discriminate against, exclude, or treat people differently because of their race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation. Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive	N	Resolved in Favor of Member

VAM_202 20815_23 675	15-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are unhappy with the access to care from Palo Alto Medical Foundation (PAMF). You stated that you have been attempting to schedule a TB test. You said the earliest appointment for PAMF was in October. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Palo Alto Medical Foundation (PAMF). PAMF reviewed both your complaint and your medical records. According to your medical records, you received your TB test on August 29, 2022, and the reading was taken on September 1, 2022. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives,	N	Resolved in Favor of Member

VAM_202 20815_23 678	15-Aug-22	August	6-Sep-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Overturn	Medical Necessity Met	You do not agree with Santa Clara Family Health Plan (SCFHP)'s denied authorization number A0184348, a request for therapeutic activity direct. This was denied because SCFHP only covers services that are medically necessary. Your treatment plan shows you have met all the goals necessary for activities of daily living and have no further need to correct or improve defects or physical and mental illnesses and conditions.		N	Resolve d in Favor of Membe r

VAM_202 20815_23 679	15-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	REKHA P MANGHN ANI	Unknown Physician Specialty	1.61E+09					You are unhappy with the quality of service you have received from Dr. Rekha Manghnani's office. You said it is hard to get into contact with the staff and make an appointment. You are requesting to change your doctor because of this issue.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Dr. Rekha Manghnani's office for review. They reviewed the call history on their dedicated appointment scheduling phone line, (408)297-9949, ext. 102. They were unable to find your calls in their search history. They have an online portal where you are able to schedule any type of visit. The website for online scheduling is zocdoc.com. They would like to sincerely apologize for not getting back to you sooner and look forward to serving you in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_20220815_23680	15-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you have been missing appointments because YC is late picking you up. You stated that YC always arrives at the end of the pick timeframe or does not arrive at all.	The SCFHP Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed and confirmed you had a scheduled trip on July 25, 2022 at 7:30 a.m. Please be aware that YC WAV are typically designated and assigned a day in advance to ensure on-time performance. The assigned driver had an unforeseen situation on the day of service, leaving YC scrambling for backup. Most WAV drivers had scheduled pickups at the time of dispatch, making it difficult to assign a new driver. Nonetheless, YC ensured that they informed you of the delay at 7:59 a.m. As the wait for a cab grew longer, YC called to inform you of the situation, but you did not answer the phone. However, you requested that your trip be canceled. Furthermore, Your scheduled trip was canceled on July 28, 2022, per your request during your phone call with YC at 5:52 p.m. YC genuinely apologizes for the	N	Resolved in Favor of Member

VAM_202 20816_23 681	15-Aug-22	August	12-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the Santa Clara Family Health Plan (SCFHP) transportation process. You said it should not take that long to get a transportation ride. You said two weeks ago you were trying to get a ride back home and it took over an hour and a half to find transportation services.	Our Grievance Department contacted SCFHP's Transportation Management regarding your complaint. It is the SCFHP standard protocol when any member calls requesting transportation, no matter how many times they have requested transportation, to verify the appointment date and time, the appointment type, the pick up address, the drop off address, and the reason for the visit. This information is required from all of our members to ensure that the transportation request is recorded with accuracy and the driver both picks you up and drops you off at the correct location. Additionally, if you have paid out of pocket for transportation due to an approved transportation not being accommodated please contact SCFHP's Customer Service Department at 1-800-260-2055. You will be asked to submit proof of payment for your reimbursement request. If this information is submitted, SCFHP	N	Resolved in Favor of Member

VAM_202 20816_23 682	15-Aug-22	August	12-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You said you do not like the one-hour pick-up window policy. You said you do not like to arrive forty (40) minutes early for your appointment. You said you wanted to be picked up depending on the distance. We monitor our transportation vendors and aim to provide reliable quality transportation service. As a reminder, your transportation vendor has a 60 minute pick up window from the time you requested your ride. And your ride's arrival time may be after the time you were told to be ready, due to scheduling, traffic, or other reasons. If you would like more information, please refer to your SCFHP Member Handbook 2021, Evidence of Coverage (EOC), Section 4. You may find your SCFHP's Member Handbook on www.scfhp.com or you can call our Customer Service Department at 1-800-260-2055 for assistance. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for	N	Resolved in Favor of Member

VAM_202 20816_23 683	15-Aug-22	August	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)									You are unhappy with SCFHP because you were unable to make it to the consumer advisory committee meeting last week. You stated that transportation does not cover this type of service because it is not a medical appointment. The buses in your area stop running prior to the meeting being over so you would not be able to make it unless transportation was provided. You feel that transportation should be provided so members without transportation could still participate in the meetings.	SCFHP Grievance and Appeals Department reviewed your complaint and forwarded it to SCFHP Call Center Management for review. Call Center Management has informed us that they do, in fact, provide transportation to these meetings. They will provide additional training to the customer service representative so this error is not made again. They sincerely apologize for you missing the community meeting. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolve d in Favor of Membe r

VAM_202 20816_23 698	15-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you had a ride scheduled for 08:30 a.m. on August 15, 2022. You stated that it was around 08:50 a.m. YC have yet to arrive. You stated that you called SCFHP to request an estimated arrival time from YC, but YC did not provide the information to the representative. You stated that you requested an Uber at 9:00 a.m. and 9:36 a.m. YC called to see if you still required transportation.	The SCFHP Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed and confirmed you had a scheduled trip on August 15, 2022 at 8:30 a.m. YC dispatched your trip as early as 8:16, but due to a large number of calls received on the day of service, YC informed you that they are experiencing longer wait times than usual. A cab wasn't assigned until 9:24 a.m., and dispatch called you at 9:33 a.m. to see if you were still waiting, but you informed YC that you didn't need the ride any longer. YC understands the importance of timely pickup, but unforeseen circumstances like this one can occur. The YC dispatch team will also make every effort to adhere to the time frame in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they	N	Resolved in Favor of Member

VAM_202 20816_23 699	15-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	VALLEY RADIOLO GY MEDICAL ASSOC	Unknown Physician Specialty	1.4E+09					You are not happy with the quality of service you received from VRI East Side on McKee Rd. You said on 8/12/22 you went to VRI and you were denied services. You said the front desk staff was rude and said your daughter's insurance was not active. You mentioned you asked the front desk staff to double because you had recently taken your daughter to the doctor and you were not informed of any issues with the insurance. You said the front desk staff refused.	Our Grievance and Appeals Department reviewed your concerns and sent them VRI East Side on McKee Rd for more information. Unfortunately, VRI East Side on McKee Rd has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from VRI East Side on McKee Rd. Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20817_23 737	15-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0610662 < 8/16/2022 9:13:07 AM EsquivelC> Called Valley Connections spoke with Rocio She was able to schedule mbr and sibling. Appointment scheduled with PCP at VHC Bascom 8/17/22 at 2:45pm Mom notified and she is very happy with the outcome < 8/15/2022 4:22:22 PM EsquivelC> Called Valley Connections wait time is over 40min I will call back 8/15/2022 4:08 PM ElizabethH yamile flores 408-892- 5732 mother called to get assistance with booking an apt. verified demo/elig/dob member was previously assisted under call number SC0609296 with pcp changes to DR. Nigam with PMG -Eff 9/1/22 mother shared that she had an apt today at the San Jose Health Clinic for a physical and vaccines in order to have mbr return to school. mother also mentioned a SOC on the act . no soc reflects on file on	N	Resolve d in Favor of Membe r

VAM_202 20817_23 739	15-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call#SC0610680 < 8/16/2022 9:11:43 AM EsquivelC> Called Valley Connections spoke with Rocio She was able to schedule mbr and sibling. Appointment scheduled with PCP at VHC Bascom 8/17/22 at 1pm Mom notified and she is very happy with the outcome < 8/15/2022 4:21:55 PM EsquivelC> Called Valley Connections wait time is over 40min I will call back 8/15/2022 4:13 PM ElizabethH yamile flores 408-892- 5732 mother called to get assistance with booking an apt. verified demo/elig/dob mother was first informed that she had a soc on her child act under call number SC0595716 and was redirected to call mcsc member was previously assisted on call number SC0609295 for a pcp changes to DR. Pronot with pmg EFF - 9/1/22 mother shared that she had an apt today at the San Jose Health Clinic for a physical and vaccines in order to	N	Resolve d in Favor of Membe r

VAM_202 20816_23 697	16-Aug-22	August	6-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with Yellow Cab because they were late picking you up on 8/16/2022. You stated that you have to see your provider today as they are leaving and you are unable to reschedule. Yellow Cab was contacted and they stated that they did not have any cabs available at your pick-up time.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Yellow Cab's management for review. After reviewing your complaint and the details from your trip on 8/16/2022, they found that they did not have any drives available in your area until 8:40 AM. They tried calling you at 408-903-5259, but did not receive a response. Please remember to keep your phone active during scheduled trips to assure you receive any communication regarding updates and driver arrival. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. SCFHP is contracted with Yellow Cab to provide transportation to our	N	Resolve d in Favor of Membe r

VAM_202 20816_23 700	16-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are unhappy because you received a bill from Dr. Richard Kaur's office for date of service 3/13/2020 for Physical Therapy in the amount of \$225. You would like help resolving this matter.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Dr. Richard Kaur participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Dr. Richard Kaur and has asked them to remove the billed amounts from your account because you should not be responsible. Dr. Richard Kaur has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Dr. Richard Kaur because you are not responsible for the balance owed.	Resolved in Favor of Membe r

VAM_20220816_23701	16-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that you were scheduled for a 7:00 a.m. pick up on August 15, 2022. You stated that you waited until 07:30 a.m. and called YC several times before being told that they couldn't find a driver. You stated that you canceled the ride due to an appointment at 8:00 a.m.	The SCFHP Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed and confirmed you had a scheduled trip on August 15, 2022 at 7:00 a.m. At 7:23 a.m. on the day of service, YC assigned a driver. However, at 7:35 a.m., your daughter called to request that your trip be canceled. Please keep in mind that YC has one hour to complete each trip. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP and YC is very sorry for any inconvenience this	N	Resolved in Favor of Member

VAM_20220816_23703	16-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Customer Service	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you have received from Green Cab, transportation vendor. You shared with us that you had two issues on 7/25/2022 and 8/15/2022 with Green Cab. You told us that Green Cab has your old phone number and they have not updated it in their system. This issue caused you to miss your rides to your appointments as they were unable to call you to let you know that the cab had arrived for your pick up.	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Green Cab's Management for further investigation and review. We made multiple attempts to obtain an update and response from Green Cab's Management. Unfortunately, Green Cab's Management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Green Cab's Management. We apologize that we are unable to resolve your concerns at this time. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, if you would like to change	N	Resolved in Favor of Member

VAM_20220816_23705	16-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that you are continuously arriving late and sometimes missing your dialysis appointments due to Yellow Cab arriving late for your pick up. You said this happened to your trip on 8/16/2022. You told us that you would like to change your vendor to Green Cab going forward.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 8/16/2022, however, on the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. Yellow Cab stated that their Dispatching team made every effort to locate a driver for you and it was not until 10:08 am, when a driver became available. The Yellow Cab driver arrived at 10:19 am for your pick up and the ride was completed at 10:33 am. Yellow Cab would like to extend their sincerest apology to you for the long wait time and for any	N	Resolved in Favor of Member

VAM_202 20816_23 706	16-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	JOSEPH C BARBARA	General Practice	1.83E+09				You called because you need assistance with a bill that you have received from Dr. Joseph Barbara. Date of service was on 06/07/2022. Amount Due is \$31.28.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Dr. Joseph Barbara's office must take the payment they received, which means that they must take the payment they received from SCFHP as full payment. We contacted Dr. Joseph Barbara's office and asked them to stop billing you. They will place your account on hold for future billing while the adjustment is in process. Please disregard the billing statement because you do not have to pay the bill. It will take approximately 45 days for reprocessing.		Resolve d in Favor of Membe r
VAM_202 20816_23 707	16-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Post Service Medical Appeal	Medical Necessity						Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with Physicians Medical Group (PMG)'s denial of authorization for hospital stay on 8/8/2022 through discharge. This was denied because insufficient medical information was received.		N	Resolve d in Favor of Membe r

VAM_202 20816_23 710	16-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you received from our temporary grievance and appeals coordinator, Tina. You said the coordinator did not understand your complaint. You said your complaint was against a Santa Clara Valley Medical Center (SCVMC) neurosurgeon, not Dr. Peter Faye. You mentioned you called the coordinator twice and have not received a call back. Our Grievance Department Supervisor reviewed your complaint along with previous call notes for your complaint filed against Peter Faye, M.D.. The Grievance Department Supervisor found the notes that were documented with your call with SCFHP's Customer Service Department, were about your Primary Care Physician (PCP) and not against Santa Clara Valley Medical Center (SCVMC). The PCP you were assigned to at that time was Peter Faye, MD, which is why the coordinator documented the complaint as against Dr. Faye. If you would like to file a complaint against SCVMC, please contact our Customer Service Department at 800-266-2055. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However,	N	Resolved in Favor of Member

VAM_20220816_23711	16-Aug-22	August	12-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are upset with Yellow Cab because you had told them that you need a phone call when the driver is on his way. You did not receive a call prior to the driver arriving to your pick-up location on 8/16/2022. SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Yellow Cab's management for review. After reviewing your complaint and the details from your trip on 8/16/2022, they found listened to call recordings where the driver tried calling you twice to let you know that he was on his way but did not get an answer. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the start of your pick-up time. SCFHP and YC work hard to provide the best quality of service to every member. Please	N	Resolved in Favor of Member

VAM_202 20816_23 712	16-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care									You are not happy with the quality of care from San Jose Care Optometry. You stated that you had an eye exam at San Jose Care Optometry on February 11, 2022. You stated that the prescription you were given was incorrect. You stated that you wanted a second opinion eye exam at Clear Concept.	The SCFHP Grievance and Appeals Department reviewed your complaint and contacted Vision Service Plan (VSP) for more information. VSP reviewed your complaint along with your medical records and confirmed you had an eye exam on February 25, 2022 with San Jose Eye Care Optometry. The benefits that SCFHP offers are based on the contract between SCFHP and the California Department of Health Care Services (DHCS). This contract defines what benefits are covered and the limitations of specific benefits. The plan covers: • Routine eye exam once every 24 months; SCFHP may pre-approve (prior authorization) additional services as medically necessary. • Eyeglasses (frames and lens) once every 24 months; contact lens when required for medical conditions such as aphakia, aniridia and keratoconus. Your case was sent to our Quality team for review of possible quality issues. Our medical	N	Resolved in Favor of Member

VAM_202 20816_23 716	16-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you received from a Customer Service Representative (CSR) with SCFHP. You said you missed your wound care appointment on 8/16/2022 because your ride was not scheduled. You remember calling to book the ride and would like your request reviewed.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to SCFHP's Call Center Management for further review. SCFHP's Call Center Management listened to the recorded call that took place on 8/1/22 when you called to request transportation for 8/09/22 and 8/27/22 and confirmed there was not a request for transportation for 8/16/2022. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is to provide great service to our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future.	N	Resolved in Favor of Member

VAM_202 20816_23 717	16-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service from Yellow Cab (YC). You stated that YC did not arrive for pick up on August 16, 2022. You stated that you called YC and were given a 20-minute estimated time. You stated that your son had to drive you to your appointment, and you were an hour and a half late. You stated that Valley Medical Center informed you that if this occurs again, you will not be treated.	The SCFHP Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed and confirmed you had a scheduled trip on August 16, 2022 at 7:30 a.m. Please keep in mind that all WAV trips are scheduled a day in advance to ensure on-time performance. YC assigned you a driver, who called you at 7:36 a.m. to see if you were ready for pickup, but you did not answer the phone. Regardless, the driver initiated the trip to the pick-up location. The driver then arrived at 7:54 a.m., but you were not at the pickup location. The driver and dispatcher attempted to contact you several times but were unsuccessful. As a result, the dispatcher deviated from the standard No Show Protocol. After SCFHP called YC to confirm that you were waiting at the pickup location, your trip was dispatched at 8:42 a.m. The driver immediately accepted the trip and arrived at 8:47 a.m. You were not seen at the pickup	N	Resolved in Favor of Member

VAM_202 20816_23 719	16-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access									You are not happy with the quality of service you received from Valley Connections. You said you have been trying to call to schedule an appointment with your primary care physician (PCP). You stated that you called many times and were put on hold for two (2) hours. You also mentioned you have left a voicemail and have not yet received a call back. Our Grievance and Appeals Department reviewed your concerns and sent them to Valley Medical Center's Customer Relations Department for more information. Unfortunately, Valley Medical Center's Customer Relations Department not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Valley Medical Center's Customer Relations Department. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolve d in Favor of Membe r

VAM_20220816_23720	16-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with Yellow Cab because they did not show up for your appointment on 8/10/2022. You called Yellow Cab to check on the status of your ride and you were told that they were searching for a driver so you ended up finding another ride to your appointment. You have stated that this has happened many times before.	SCFHP's Grievance and Appeals Department reviewed your complaint and submitted it to Yellow Cab's management for review. After reviewing your complaint and your trip details, they found that they had limited drivers in your area. They had a driver available at 2:46 PM, however, the trip had been canceled. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the start of your pick-up time. SCFHP is contracted with Yellow Cab to provide transportation to our members if they	N	Resolved in Favor of Member

VAM_20220816_23721	16-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	TRUPTI NANGARE	Family Practice	1.68E+09				You are unhappy with the quality of care from Dr. Trupti Nangare primary care physician (PCP). You stated that Dr. Trupti Nangare is not providing you with the care you deserve. You stated that the provider reschedules your appointments at the last minute. You stated that when you tell the provider you are in pain, you feel the provider does not care. You mentioned that the provider appears to be always rushing. You stated that you have cancer and that you are scared and sad because you believe the provider is not taking it seriously.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Dr. Trupti Nangare for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Dr. Trupti Nangare to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_202 20816_23 722	16-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part D Grievance	Quality of Service	Pharmacy Dispensin g Delay								You are not happy with the services that you have received from your pharmacy. You said you went to go pick up your Lidocaine patches You said you had a bad experience when picking up your medications. You said you were informed that you would be getting another medication for pain other than the Gabapentin. You said that the Pharmacist told you that you would be getting a new medication and it would be given to you and sent in 5 days. They also told you that they would get in contact with your physician. You are also not happy with the services that you have received from your Primary Care Physician. You said they your PCP never sent in your prescription for a new pain medication. You are frustrated because you said the Pharmacy and Dr. Archana Prithpal Bhogil lied to you about getting new pain medication.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. I have requested Case Management to assist you. They will help coordinate and assist you with your request for pain medication. We apologize for the negative experience that you had. We regret that you are experiencing these challenges, but take your concerns seriously. As a reminder, you may change PCP's at any time by calling Customer Service. If we can make the change you want, in most cases the change to your new PCP will be effective the first day of the next month. Please Call SCFHP Cal MediConnect Customer Service at 1-877-723-4795, Monday - Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-735-2929 or 711.		Resolved in Favor of Membe r

VAM_20220816_23723	16-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Primary Care Provider	ANGELA SUAREZ	Internal Medicine	1.79E+09					You called Santa Clara Family Health Plan (SCFHP) because you have not seen your Primary Care Physician, Dr. Angela Suarez in several months. You shared with us the last time you were seen was in March 2022. You said that you have diabetes and need to check your glucose every 4-6 months. You called SCFHP's Customer Service for assistance, during the call, the Customer Service Representative was able to get you the next available appointment in November 2022 but you would like to be seen sooner.	SCFHP's Grievance and Appeals Department reviewed your concern. We contacted Santa Clara Valley Medical Center's Valley Connection regarding this issue. They reviewed your file and found that you were able to see Dr. Angela Suarez sooner than your original appointment in November 2022. They said you were seen on 8/26/2022 for a follow up with Dr. Angela Suarez for your diabetes and hypertension issues. They also shared with us that you were seen by Dr. Suarez on 1/14/2022 and 3/18/2022 for the care of your diabetes and labs results. They apologized for the inconvenience you may have experienced trying to make an appointment with your Primary Care Physician (PCP). They apologized as Dr. Suarez's availability has been impacted due to COVID-19 pandemic as it has caused influx of many more members wanting to be seen. They assured us that you can always call and request to see an available provider for an appointment.	N	Resolved in Favor of Member

VAM_202 20816_23 724	16-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Telephon e Access									You informed us that you are not happy with the access issue you are having trying to get in touch with your Primary Care Physician (PCP), Angela Suarez though Valley Connections. You said you have called several times and at different times and you are unable to speak to a live representative. You said there is always a long hold wait and sometimes you are on hold for more an hour and you are still are unable to speak to someone.	SCFHP's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from Valley Connection Management and Customer Relations Department, they apologized for the inconvenience you may have experienced trying to make an appointment with your Primary Care Physician (PCP). They shared with us depending on the day of the week, Valley Connection can experience higher than normal wait times. They said that member's always have the option to request a call back, so you don't have to wait on the line. You can also sign up for MyHealth online to schedule appointments and send messages directly to Dr. Suarez's care team. Additionally, Valley Connections offers convenient hours of	N	Resolve d in Favor of Membe r

VAM_202 20816_23 725	16-Aug-22	August		Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		MELISSA C MATULICH	Unknown Physician Specialty	1.84E+09		Overturn	Medical Necessity Met	You are not happy with the Notice of Denial of Payment letter that you received from Santa Clara Family Health Plan (SCFHP). The claim (22106E03234) was denied for payment for your visit with Dr. Melissa Matulich because the services received were not authorized and are not payable by SCFHP. You are asking for reconsideration.		N	Resolved in Favor of Member

VAM_202 20817_23 726	16-Aug-22	August	18-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		PMGSJ	General Practice	1.39E+09		Uphold	Appropria te Care In Network	You do not agree with a denial you received from Physicians Medical Group of San Jose (PMGSJ), authorization number 20220811T8800455, a request to be seen with Stanford's Cardiology Department. You are requesting the appeal be expedited because you recently had open-heart surgery and are scheduled for a follow-up appointment on 8/24/22. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days		N	Resolve d in Favor of Plan

VAM_202 20817_23 729	16-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	REGIONAL MEDICAL CENTER OF SJ	Unknown Physician Specialty	1.29E+09				You called our Customer Service Department regarding a bill you received from Regional Medical Center of San Jose. This bill is for the services you received on 03/05/2022 and 03/06/2022 for the amount of \$192.00. You are asking our help with this bill.	SCFHP's Grievance Department reviewed the bill you received for the dates of service (DOS) 03/5/22 and 3/6/22. We have contacted the Regional Medical Center of San Jose billing office. They were not able to find any bill sent to you by Regional Medical Center of San Jose with the information you provided. We tried reaching out to you multiple times via telephone to request more information. Unfortunately, SCFHP is not able to assist you at this time. If you receive this bill again, please call the SCFHP Customer Service Department at 1-800-260-2055.	N	Resolved in Favor of Member
VAM_202 20817_23 730	16-Aug-22	August	15-Sep-22	Closed	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	LISA Y SHIROISHI	Unknown Physician Specialty	1.14E+09				You are upset because you did not receive your glasses. You were told your provider is unable to make your lenses.			Closed

VAM_202 20817_23 763	16-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude								You are not happy with the quality of service you have received from Walgreens Pharmacy at 440 Blossom Hill Road, San Jose, CA. You shared with us that you continue to have issues with having your prescription filled correctly and without delay. You said that you were informed that everything was all set up and Walgreens would process your medication refill on Monday, 8/15/2022. You called Walgreens on Monday, 8/15/2022 and they informed you that the medication was not in stock and to call back Tuesday. You said you called Tuesday, 8/16/2022 and Walgreens confirmed the medication was in stock and they would need to process request, which they had not yet. You stated that Walgreen's staff continues to be rude and they do not know what is going on. You are requesting assistance from SCFHP regarding your needed medication.	SCFHP's Grievance and Appeals Department reviewed your complaint. We contacted Walgreen's Pharmacy for review and response to your concern. They shared that due to you changing pharmacies from CVS Pharmacy to Walgreen's Pharmacy they needed to obtain the correct and updated prescription from your provider, since you had switched from OMNIPOD DASH to OMNIOID 5. They also shared that unfortunately, at the time of your request the medication was not in stock. They advised you that they would have it in stock the very next day. Walgreen's Pharmacy confirmed that the medication was received on 8/16/2022 but the staff had not processed the request when you called them. They apologized for the delay in filling it as quickly as possible. They informed us that the medication was dispensed and picked up on 8/17/2022. They advised us the next available date for pick up is 11/1/2022. This is because you were dispensed a 90-day	N	Resolved in Favor of Member

VAM_202 20817_23 764	16-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Pharmacy Dispensin g Delay								You are not happy with the quality of service you have received from Walgreens Pharmacy at 440 Blossom Hill Road, San Jose, CA. You shared with us that you continue to have issues with having your prescription filled correctly and without delay. You said that you were informed that everything was all set up and Walgreens would process your medication refill on Monday, 8/15/2022. You called Walgreens on Monday, 8/15/2022 and they informed you that the medication was not in stock and to call back Tuesday. You said you called Tuesday, 8/16/2022 and Walgreens confirmed the medication was in stock and they would need to process request, which they had not yet. You stated that Walgreen's staff continues to be rude and they do not know what is going on. You are requesting assistance from SCFHP regarding your needed medication.	SCFHP's Grievance and Appeals Department reviewed your complaint. We contacted Walgreen's Pharmacy for review and response to your concern. They shared that due to you changing pharmacies from CVS Pharmacy to Walgreen's Pharmacy they needed to obtain the correct and updated prescription from your provider, since you had switched from OMNIPOD DASH to OMNIOID 5. They also shared that unfortunately, at the time of your request the medication was not in stock. They advised you that they would have it in stock the very next day. Walgreen's Pharmacy confirmed that the medication was received on 8/16/2022 but the staff had not processed the request when you called them. They apologized for the delay in filling it as quickly as possible. They informed us that the medication was dispensed and picked up on 8/17/2022. They advised us the next available date for pick up is 11/1/2022. This is because you were dispensed a 90-day	N	Resol ved in Favor of Membe r

VAM_202 20817_23 767	16-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay	PATHWAY S HOME HEALTH AND HOSPICE	Unknown Physician Specialty	1.41E+09					You are unhappy with the quality of service you have received from Pathways Home Health and Hospice regarding your wound care supplies. You stated that you notified them 1-2 months ago that you would be out of your wound care supplies. You feel that you have been getting the runaround because you were directed to contact your Primary Care Provider and then another home health agency, before being directed back to Pathways Home Health and Hospice. You stated that you will be out of your wound care supplies by 8/18/2022.	SCFHP Grievance and Appeals department has reviewed your complaint and sent it to Pathwaysâ€™ Management for review. The manager at Pathways has reviewed your benefits and arranged with Byram Healthcare for your medical supplies order. Your primary care provider has signed the appropriate orders and you will now receive the durable medical equipment/supplies ordered by your in-home nurse from Byram Healthcare. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolve d in Favor of Membe r

VAM_20220818_23772	16-Aug-22	August	12-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 8/15/2022. You said you had an appointment at 1:00 pm. You called YC at 11:37 am to make sure that they will be on time because the trip was to San Francisco. YC told you they would be 15 minutes late. You said you later found out that the driver was drinking coffee and had nothing to do. You want to know why YC does not send drivers on time.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled for an 11:00 am pick up for his 1:00 pm appointment in San Francisco. All Wheelchair access vehicles (WAV) trips are designated a day prior to ensure timely execution. Looking into what happened on the day of service, the WAV driver that was originally assigned cancelled since he was still finishing a prior scheduled trip. At 11:11 am, YC called you at (408-891-7875) to inform you about the situation. YC said you did not answer your phone. YC found an available driver at 11:32 am. The driver arrived at 11:36 am and since drop off is at San Francisco. Your trip was completed at 12:36 pm. Timeline shows that you made it to your appointment on	N	Resolved in Favor of Member

VAM_20220818_23778	16-Aug-22	August	12-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 8/16/2022. You said you had an appointment at 9:00 am. You said you were waiting for your ride. You said that you couldn't be late for this appointment because the doctor won't see you if you are late.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled for a 8:00 am pick up and this would normally suggest an appointment chair time of 9:00 am. YC had limited cabs working in Palo Alto and unfortunately most of them were booked off at the time of dispatch. You were informed about the situation when you called for an update at 8:18 am and you agreed to give YC a few more minutes to work on your order. At 8:54 am a driver was finally available to pick you up. The driver arrived at 8:58 am and completed the trip at 9:16 am. This would show that you arrived to your appointment behind scheduled Yellow Cab Management would like to extend their sincerest apology to	N	Resolved in Favor of Member

VAM_202 20818_23 793	16-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part D Grievance	Quality of Service	Pharmacy Dispensin g Delay								You are not happy with the services that you have received from your pharmacy. You said you went to go pick up your Lidocaine patches You said you had a bad experience when picking up your medications. You said you were informed that you would be getting another medication for pain other than the Gabapentin. You said that the Pharmacist told you that you would be getting a new medication and it would be given to you and sent in 5 days. They also told you that they would get in contact with your physician. You are also not happy with the services that you have received from your Primary Care Physician. You said they your PCP never sent in your prescription for a new pain medication. You are frustrated because you said the Pharmacy and Dr. Archana Prithpal Bhogil lied to you about getting new pain medication.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. I have requested Case Management to assist you. They will help coordinate and assist you with your request for pain medication. We apologize for the negative experience that you had. We regret that you are experiencing these challenges, but take your concerns seriously. As a reminder, you may change PCPâ€™s at any time by calling Customer Service. If we can make the change you want, in most cases the change to your new PCP will be effective the first day of the next month. Please Call SCFHP Cal MediConnect Customer Service at 1-877-723-4795, Monday â€” Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-735-2929 or 711.		Resolve d in Favor of Membe r

VAM_202 20824_23 926	16-Aug-22	August	8-Sep-22	Resolved in Favor of Plan	Medi-Cal Post Service Medical Appeal	Covered Service							Uphold	Adjudicat ed Properly	You do not agree with a denial you received from SCFHP, authorization number A0181897, a request for genetic testing (81243 & 81329). This was denied because the requested genetic testing is not medically necessary and not a covered benefit. You said you already had the testing done and your doctor told you that you needed to have it done. You are requesting reconsideration of approval.			Resolve d in Favor of Plan

VAM_202 20816_23 709	16-Aug-22	August	4-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Provider Denial of Treatmen t	TOP CARE MEDICAL GROUP INC	Family Practice	1.93E+09					You are not happy with the quality of service from urgent clinic at Lexann Avenue. You said you went to the urgent care clinic because you sprained wrist and hand and was told you could not be seen as there not in network. SCFHP's Grievance Department reviewed your complaint and contacted our Provider Data Network for more information. SCFHP's Provider Data confirmed Top Care Medical Group is not contracted with SCFHP as an Urgent Care and apologized for the misinformation. SCFHP's system has been updated and no longer lists Top Care Medical Group as an available Urgent Care. To find a list of contracted Urgent Care Clinics, you may go to SCFHP's website at www.scfhp.com. If you would like a printed Provider Directory, please call our Customer Service department at (800) 260-2055. As explained in your SCFHP Member Handbook, Section 3 "How to get Care." The SCFHP Provider Directory lists providers that participate in SCFHP networks. A network is the group of providers that work with SCFHP. The SCFHP Provider Directory lists hospitals, PCPs, specialists, nurse practitioners, nurse midwives, physician assistants, family	N	Resolved in Favor of Member

VAM_202 20818_23 785	16-Aug-22	August	11-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access										You are no happy with the quality of service from Valley Connections. You said you called to get information available urgent care clinic and you were on hold for one hour.	Our Grievance Department reviewed your complaint and contacted Valley's Customer Relations Department for tracking and review purposes. SCFHP has not received a response back. SCFHP will ensure that we receive a timely response to all complaints filed. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP and/or Network of Providers at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can Call Customer Service at 1-800-260-2055 (TTY 1-800-735-2929 or 711). Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll free.	N	Resolve d in Favor of Membe r

VAM_202 20817_23 738	16-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call#SC0612243 < 8/17/2022 9:55:17 AM EsquivelC> Received a call back from mbr Mbr has not called any PCP, but would like to get an appointment schedule for next week, as he will start school soon. Called office of Dr Natasha Ahmed ph# 408-937-9000 spoke with Virginia She found a new patient appointment with Dr Ahmed for 8/23/22 at 11:15am Mbr accepts Change PCP from DR HUYNH, CHAU M to DR AHMED, NATASHA eff 8/1/22 no net change order id card 8/16/2022 4:32 PM FelishaF Caller Mbr- 4086676834 Confirm: elig/name/dob/demo/ PCP Reason for call: grv timely access to pcp Mbvr said that she called Dr Huynh office last week and he was told that they do no have any new patients appointment available until Sept 2022 Mbr is looking for a sooner appointment toget a note from the doctor for jury duty Offered to call Dr Huynh's	N	Resolve d in Favor of Membe r

VAM_20220817_23728	17-Aug-22	August		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service provided to you by Yellow Cab, transportation vendor. You said that on 8/17/2022, you were scheduled for a ride pick up at 8:00am. However, when you spoke with Yellow Cab, they informed you that they did not have a driver at the time. You called SCFHP for assistance on your ride request. During the call, SCFHP's Customer Service Representative called Yellow Cab and they were informed that it would be a 10-15 minute wait. You shared that you would be late to your appointment but would wait for the cab to arrive. You informed us that this is not the first time Yellow Cab has been late for your pick up. Due to this issue, you would like to use Green Cab going forward.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 8/17/2022, however, on the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs in your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. Yellow Cab stated that their Dispatching team made every effort to locate a driver for you and it was not until 8:58 am, when a driver became available. However, they said that a SCFHP Staff member called them and cancelled the trip. Yellow Cab would like to extend their sincerest apology to you for the long wait time and for any	N	Resolved in Favor of Member

VAM_202 20817_23 731	17-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Inadequat e facilities, non- access related								You are not happy with the quality of service you received at San Jose Physical Therapy. You said you had an appointment on August 16, 2022. You said the evaluation only lasted fifteen (15) minutes. You said that the time was not enough and they did not do a good job. You also mentioned the facility was not in good condition and dirty.	Our Grievance Department reviewed your complaint and contacted the San Jose Physical Therapy Management office for more information. They reviewed your complaint along with medical records, and the San Jose Physical Therapy office said you were treated for neck and bilateral shoulder pain on August 16, 2022. After evaluation (30 minutes) by the therapist, it was explained to you that treatment would consist of deep tissue massage along with an exercise program. Your medical records also show you refused to receive deep tissue massage and to go over the exercise program. San Jose Physical Therapy is very sorry to hear of your complaint and explained that their office is in good condition and cleaned every day and after every patient. Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care,	N	Resolve d in Favor of Membe r

VAM_202 20817_23 732	17-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care									You are not happy with the quality of service you received at San Jose Physical Therapy. You said you had an appointment on August 16, 2022. You said the evaluation only lasted fifteen (15) minutes. You said that the time was not enough and they did not do a good job. You also mentioned the facility was not in good condition and dirty.		N	Resolved in Favor of Member

VAM_202 20817_23 733	17-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	RAJESH PRASAD	Unknown Physician Specialty	1.56E+09					You are unhappy because you received a bill, account number 10349, from Dr. Rajesh Prasad for an Echo-Doppler, date of service 9/13/2021, in the amount of \$700.00, claim number, 21285E02756. You would like help with resolving this matter.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Dr. Rajesh Prasad participates with Medi-Cal which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Dr. Rajesh Prasad's office and has asked them to remove the billed amounts from your account because you should not be responsible. Dr. Rajesh Prasad's office has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Dr. Rajesh Prasad because you are not responsible for the balance owed.	Resolved in Favor of Membe r

VAM_202 20817_23 734	17-Aug-22	August	12-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					Your daughter Karla Ambriz called on your behalf because you are not happy with the services that you have received from Yellow Cab (YC) on 8/17/2022. You said you both waited outside since 8:30 am for the cab. You called YC at 9:15 am. You said you were afraid she was going to be late and will miss her appointment so you called an Uber.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled on 8/17/2022, for an 8:30 am pick up time. This would suggest an appointment time of 9:30 am. YC dispatched your trip at 8:17 am and driver accepted the trip at 8:21 am. Unfortunately, few minutes later, the driver requested to take the call back due to an emergency. Since YC had limited cabs working in Sunnyvale, they had longer wait times than usual. At 9:31 am a driver was finally available to accept the trip. However, you decided to cancel the trip. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused	N	Resolved in Favor of Member

VAM_202 20817_23 735	17-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you were provided by SCFHP's Customer Service Representative on 8/17/2022. You shared with us that you called SCFHP's Customer Service Department and you were informed that you did not have any booked August ride trips. You were not happy about this because you know you booked your August trips. You advised the Customer Service Representative that she may have entered the wrong information while searching. SCFHP's Customer Service Representative repeated that she was unable to find your August rides. You would like for the Customer Service Representatives to provide you with the correct information in the future.	SCFHP's Grievance and Appeals Department reviewed your complaint. This issue was internally documented and forwarded to SCFHP's Customer Service Management for review. SCFHP's Customer Service Management would like to sincerely apologize for the experience you had while calling SCFHP's Customer Service Department. SCFHP's Customer Service Department strives to provide the best customer service experience. They informed that they will provide coaching and training to the customer service representative to ensure this type of customer service does not happen in the future. We apologize if the service you received did not meet your expectations and thank you for sharing your concerns so we could improve the service and care to all members. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they	N	Resolved in Favor of Member

VAM_202 20817_23 736	17-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that on 8/17/2022, you had a ride scheduled for pick up. You said that you received a text from Yellow Cab advising you that a driver was found and would arrive at 9:10am. You said the driver had not arrived and it was 9:38am so you called SCFHP for assistance. You said the Customer Service Representative called Yellow Cab and was told the driver declined the trip and they are still looking for a driver. You feel the Yellow Cab system should be accurate and keep you updated of the current status of your ride, such as the driver declining the ride.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 8/17/2022 and the trip was dispatched and a driver accepted the ride at 9:07 am. However, the driver at 9:20 am decided to cancel since he had to finish a prior scheduled ride trip which unfortunately would take longer. Yellow Cab explained this is why you received a text message at 9:07 am stating that the cab was on the way but did not arrive. Yellow Cab stated their Dispatching team made every effort to locate a replacement driver right away but Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. They also ran into unforeseen conflicts	N	Resolved in Favor of Member

VAM_202 20817_23 740	17-Aug-22	August	16-Sep-22	Closed	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	RANIA KHAN	Family Practice	1.14E+09				Your wife Bertha Ruiz on your behalf called because she said you are not happy with the quality of service with Dr Khan, Rania. Your wife said you are diabetic and need to be seen as your foot is swollen. Your wife said that you are not able to see your current primary care provider Dr Khan, Rania. This is because Dr Khan Rania doesn't have any appointment until October.		N	Closed

VAM_202 20817_23 741	17-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					You called because you said you received a bill from Stanford Health Care for Therapeutic Injections, drugs. Date of service 3/23/22 for the amount of \$116.58. You are requesting assistance with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Stanford Medical Center Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Medical Center Hospital and asked them to stop billing you. Stanford Medical Center Hospital said your account for date of service 3/23/2022 shows Zero (0) balance. If you receive a bill again for this date of service, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795.		Resolved in Favor of Member

VAM_202 20817_23 742	17-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	RAJESH PRASAD	Unknown Physician Specialty	1.56E+09				You called because you said you received a bill for dates of service 6/4/22-6/6/22. You are requesting assistance for this bill that you received from the office of Prasad Rajesg.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. We contacted Dr. Prasad Rajesg office and asked them to stop billing you. It can take up to 45 days to reprocess the bill. If you receive a bill again for this date of service, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795.		Resolved in Favor of Member
VAM_202 20817_23 748	17-Aug-22	August	16-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)		DANIEL J VOSTREJS	Unknown Physician Specialty	1.72E+09		Uphold	Non Covered Benefit	You do not agree with the denial you received from VHP for a plastic surgery consultation with Dr. Dung Huang Nguyen at Stanford. This was denied because not enough information was given to make a decision. Dr. Daniel Vostrejs has submitted additional information and is appealing on your behalf.		Resolved in Favor of Plan	

VAM_202 20817_23 749	17-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care									You are dissatisfied with the quality of care provided by your primary care physician (PCP) at Bay Area Community Clinic (BACH) Mowry. You stated that you would like to change your primary care physician because you have never been seen by your assigned PCP and are dissatisfied with the service provided by the provider. You stated that your provider was supposed to order a behavioral assessment test in March or April of 2021. You stated that you were given the runaround when attempting to contact the provider.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with the Bay Area Community Health (BACH) Compliance Team. BACH reviewed your complaint as well as your medical records. You have been assigned to Dr. Anita Juvvadi based on your medical records. Furthermore, there is no request for a behavioral health evaluation in March or April of 2021. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on	N	Resolved in Favor of Member

VAM_202 20817_23 750	17-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude									You are dissatisfied with the quality of care provided by your primary care physician (PCP) at Bay Area Community Clinic (BACH) Mowry. You stated that you would like to change your primary care physician because you have never been seen by your assigned PCP and are dissatisfied with the service provided by the provider. You stated that your provider was supposed to order a behavioral assessment test in March or April of 2021. You stated that you were given the runaround when attempting to contact the provider.		N	Resolved in Favor of Member

VAM_202 20817_23 752	17-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	IAN J BARRETT	Orthopedi- c Surgery	1.27E+09				You are happy with the quality of care you received from Dr. Ian Barret. You said you had been approved for an injection, but the provider is refusing to order the medicine for you as it is "too expensive" and they had advised that you would need to pay for the remaining amount that is used. You said you have been in pain and have been falling down due to the extreme pain. You said you have an appointment on 8/18/2022 and you are requesting this to be urgent. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	Our Grievance and Appeals Department reviewed your complaint and have forwarded your complaint to our Provider Network Management and our Compliance Department. Dr. Barrett participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. SCFHP's Grievance and Appeals Department has forwarded your complaint to our Case Management for assistance with getting a new authorization to a different specialist who can provide the injection. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Your case was sent to our Quality team for review of	N	Resolved in Favor of Member

VAM_20220817_23753	17-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service provided by Yellow Cab. You said on 8/17/2022 you waited around 25 minutes to be picked up from your appointment. You said Yellow Cab sent a Rainbow cab out and when your caregiver was pushing you in your wheelchair to the cab, the driver drove off . You also said you took a bus back home.	SCFHP's Grievance and Appeals Department reviewed your complaint and submitted it to Yellow Cab's management for review. After reviewing your complaint and your trip details, they found that the driver arrived at 12:35 PM, however, he did not see you at the pick-up location. The driver and dispatch tried calling your number on file and did not reach you. As a result, that driver proceeded with the No-Show Protocol. Another trip was activated at 12:53 PM after confirming that you were still waiting. The driver arrived at 1:07 PM but you had already left. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20817_23 754	17-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	TIN I HLA	Internal Medicine	1.33E+09					You are unhappy with the quality of service you have received from your Primary Care Provider (PCP), Dr. Tin Hla. You stated that you had an appointment scheduled for 8/17/2022, however when you called to confirm you were told the office was closed. You also said the person at the answering service was rude and hung up on you. You would like to change your PCP because of this issue.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Dr. Tin Hla's office for review. After reviewing your complaint along with your medical records, they show that their receptionist called you in the morning on 8/17/2022 to let you know that your PCP was not switched to their office. She checked your eligibility status in the system and it showed that you were under the care of another PCP, VHC-Tully, so they would be unable to see you for your new patient appointment. AS explained in your SCFHP Member Handbook, Section 3 " when you need routine healthcare, you must contact your PCP: i,§ Give you all your routine care, including regular checkups, shots, treatment, prescriptions and medical advice i,§ Keep your health records i,§ Refer (send) you to specialists if needed i,§ Order X-rays, mammograms or lab work if you need them When you need routine care, you will call your PCP for an	N	Resolved in Favor of Member

VAM_202 20817_23 755	17-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	TIN I HLA	Internal Medicine	1.33E+09					You are unhappy with the quality of service you have received from your Primary Care Provider (PCP), Dr. Tin Hla. You stated that you had an appointment scheduled for 8/17/2022, however when you called to confirm you were told the office was closed. You also said the person at the answering service was rude and hung up on you. You would like to change your PCP because of this issue.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Dr. Tin Hla's office for review. After reviewing your complaint along with your medical records, they show that their receptionist called you in the morning on 8/17/2022 to let you know that your PCP was not switched to their office. She checked your eligibility status in the system and it showed that you were under the care of another PCP, VHC-Tully, so they would be unable to see you for your new patient appointment. AS explained in your SCFHP Member Handbook, Section 3 " when you need routine healthcare, you must contact your PCP: i,§ Give you all your routine care, including regular checkups, shots, treatment, prescriptions and medical advice i,§ Keep your health records i,§ Refer (send) you to specialists if needed i,§ Order X-rays, mammograms or lab work if you need them When you need routine care, you will call your PCP for an	N	Resolve d in Favor of Membe r

VAM_202 20817_23 756	17-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	JUSTGO	Unknown Physician Specialty	1.56E+09				You are not happy with the quality of service from Just Go Transportation. You stated that Just Go was rushing you for pick up on August 17, 2022. You stated that the agent was extremely rude and did not understand that you had multiple appointments at the same location.		N	Resolve d in Favor of Membe r
VAM_202 20817_23 757	17-Aug-22	August	15-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)						Uphold	Appropri ate Care In Network	You are requesting to appeal authorization 81999015 for a consult visit with Stanford Nephrologist Dr. Alan Chun Yao Pao. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolve d in Favor of Plan

VAM_202 20817_23 759	17-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service that you were provided by Yellow Cab, transportation vendor. You shared with us that you were scheduled for pick up on 8/17/2022 but had to cancel the ride since Yellow Cab was late. You said that you were ready for your pick up at 2:30pm but now you will not make it to your appointment on time due to Yellow Cab's delay.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 8/17/2022 and the trip was dispatched as early as 2:16 pm, however, on the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. Yellow Cab stated that their Dispatching team made an outreach attempt to let you know of the present situation. They said their Dispatching team made every effort to locate a driver for you and it was not until 3:06 pm, when a driver became available. However, they said that SCFHP's staff member called Yellow Cab to cancel	N	Resolved in Favor of Member

VAM_202 20817_23 761	17-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation vendor. You shared with us that you had a ride requested scheduled for 8/16/2022 but you waited and waited and the driver did not show up. You said you called Yellow Cab for status of your ride and each time you were told different arrival times. You said this caused you to be late to your appointment. You shared this is not the first time Yellow Cab has done this to you. You mentioned that Yellow Cab's service is really terrible and going forward you would like to use a different vendor for your rides.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 8/16/2022 and the trip was dispatched as early as 2:04 pm, however, on the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. Yellow Cab stated that their Dispatching team made every effort to locate a driver for you and it was not until 3:32 pm, when a driver became available. However, they said that your daughter called Yellow Cab to cancel the trip. Yellow Cab would like to extend their sincerest apology to you for the long wait	N	Resolved in Favor of Member

VAM_202 20817_23 762	17-Aug-22	August	22-Aug-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		VARSHA NAIR	Internal Medicine	1.3E+09		Uphold	Non Covered Benefit	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #30297, a request for Acetaminophen 500 MG. This was denied as you did not meet criteria for coverage. Varsha Nair, MD is requesting reconsideration on your behalf.			Resolve d in Favor of Plan

VAM_20220817_23765	17-Aug-22	August	25-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/17/2022 that YC arrived an hour late to pick you up. You said the YC driver was rude and started arguing with you because the driver was not able to find your address. You mentioned you had to cancel and reschedule your appointment.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management. Yellow Cab (YC) reviewed your transportation details and confirmed on 8/17/2022 a driver was assigned at 3:14pm and arrived at 3:39 pm. Both the driver and Yellow Cab's dispatcher called you several times however there was no answer and the driver left. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a friendly reminder, please keep your phone available to answer. Our goal is for our vendors to provide great service to our members. Both Yellow Cab and SCFHP sincerely apologize for any miscommunication	N	Resolved in Favor of Member

VAM_202 20817_23 766	17-Aug-22	August	22-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service with SCFHP. You said you were booked for transportation for 8/17/2022. You said you use a wheelchair and your trip was booked as Non-Medical Transportation (NMT) instead of Non-Emergency Medical Transportation (NEMT) which made it difficult to get in. You said that SCFHP should be able to see your past trip request.	Our Grievance Department contacted SCFHP's Transportation Management regarding your complaint. We did find you were booked for Non-Medical Transportation (NMT) instead of Non-Emergency Medical Transportation (NEMT) for 8/17/2022 appointment. Call Center Management has reviewed your complaint and agrees this was error in our part. They apologize and will work in ways to prevent from this happening. It is the SCFHP standard protocol when any member calls requesting transportation, to verify the type of transportation needed. This information is required from all of our members to ensure that the transportation request is recorded with accuracy team and have reviewed this and will provide additional training Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all	N	Resolved in Favor of Member

VAM_20220817_23768	17-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement									You stated that you received a bill for \$3,120.00 from Lucile Packard Children's Hospital for the date of service on April 13, 2022.	SCFHP's Grievance Department reviewed the bill you received from LUCILE PACKARD CHILDRENS HOSPITAL and contacted Patient Services regarding Date of service 04/13/2022 for the amount of \$3120.00. Your claim is being processed and sent to your insurance company for payment. You can disregard bill. Please allow 30-45 days for the reprocessing. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.	Resolved in Favor of Member

VAM_202 20818_23 769	17-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the services that you have received from Green Cab (GC) on 8/17/2022. You said you are upset because GC does not pick you up at the time they say they will pick you up. You said you called GC they told you the cab will about 25 minutes. You said it was over an hour. You called back and they are not answering. You said another incidence they took 2 hours to pick you up.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Green Cab's Management for review and more information. They have logged in your complaint and will review this internally. They will also use this to improve quality services. Green Cab's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change due to unavoidable situations that may arise. SCFHP would like to sincerely apologize for any stress or inconvenience you may have experienced while using Yellow Cab. Your case was also sent to our Quality team for review of possible quality issues. Our medical	N	Resolved in Favor of Member

VAM_202 20817_23 727	17-Aug-22	August		Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CHAN- YUN YANG	Nurse Practition er	1.23E+09		Overturn	Plan Directed Care	a denied claim, (22193E03925). This has a date of service of (06/29/2022) and the request is for medical services. This was denied because there was no authorization on file. A Please note that this case requires good cause. This is because the appeal request is beyond 60 calendar days of the denial notice. Please send a written statement of good cause explaining why this case was filed late DOS: 06/29/2022 Claim# 22193E03925			Resolve d in Favor of Membe r
VAM_202 20817_23 745	17-Aug-22	August		Referred	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		RABEAH S EMAMPO UR	Chiroprac tic	1.91E+09		Partially Favorable	Non Covered Benefit	You do not agree and are appealing the Notice of Denial of Payment letter you received for Claim# (22189E02292) for Chiropractic services, from Rabeah Emampour. The dates of services are 5/11/22, 5/18/22, 5/25/22, 6/1/22, 6/8/22, and 6/14/22. This was denied because the services received were not authorized and are not payable by SCFHP.			Referre d

VAM_202 20817_23 746	17-Aug-22	August		Referred	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		RABEAH S EMAMPO UR	Chiroprac tic	1.91E+09		Uphold	Non Covered Benefit	You do not agree and are appealing the Notice of Denial of Payment letter you received for Claim# (22189E02265) for Chiropractic services, from Rabeah Emampour. The dates of services are 06/22/22,06/29/22, and 07/06/22. This was denied because the services received were not authorized and are not payable by SCFHP.			Referre d

VAM_202 20818_23 803	17-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral								Call# SC0612553 < 8/17/2022 2:59:52 PM YeseniaC> called mom martha 408-893-1982 informed called pcp office and they will submit urgent auth to insurance mom is satisfied with outcome < 8/17/2022 10:40:40 AM YeseniaC> will call mom again later < 8/17/2022 10:39:00 AM YeseniaC> also informed mom will tell provider to submit PA as urgent called VC spoke with Rocio to file a PA for ABA therapy, mbr has been waiting since March and submit asap, Rocio will write message as urgent called mom martha 408-893-1982 no answer left vm informed pcp office will send message to pcp to submit a new auth for aba therapy urgently 8/17/2022 9:52 AM YeseniaC mom martha huitron 408-893-1982 called to inquire ABA auth verified demo/elig mbr is autistic, mom has been waiting from hp mbr was receiving ABA therapy from Star, during pandemic no one came	N	Resolved in Favor of Member

VAM_202 20818_23 804	17-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients								Call# SC0613550 < 8/17/2022 4:52:24 PM EsquivelC> Called Valley Connections spoke with Janey Next available new patient appointment is 9/29/22 at 2:15pm at VHC Tully Pediatrics Called mom, she states mbr needs to be seen sooner, due to school requirements Mom can take mbr any where else, she just needs the appointment soon. Called other PCPs Spoke with Lorreta at Dr Mina Sehhat ph# 408-975- 7680 She was able to schedule mbr for 8/19/22 at 10:30am Address: 2101 Forest Ave #104 San Jose CA 95129 Called mom and provided all the details Mom is very happy with the outcome and accepts the appointment. Change PCP from DR REYES-VILLA, DANIEL J to DR SEHHAT, MINA eff 8/1/22 No net change Order Id card < 8/17/2022 4:19:32 PM YeseniaC> emailed provider services	N	Resolve d in Favor of Membe r

VAM_202 20818_23 805	17-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0613550 < 8/17/2022 4:52:24 PM EsquivelC> Called Valley Connections spoke with Janey Next available new patient appointment is 9/29/22 at 2:15pm at VHC Tully Pediatrics Called mom, she states mbr needs to be seen sooner, due to school requirements Mom can take mbr any where else, she just needs the appointment soon. Called other PCPs Spoke with Lorreta at Dr Mina Sehhat ph# 408-975- 7680 She was able to schedule mbr for 8/19/22 at 10:30am Address: 2101 Forest Ave #104 San Jose CA 95129 Called mom and provided all the details Mom is very happy with the outcome and accepts the appointment. Change PCP from DR REYES-VILLA, DANIEL J to DR SEHHAT, MINA eff 8/1/22 No net change Order Id card < 8/17/2022 4:19:32 PM YeseniaC> emailed provider services	N	Resolve d in Favor of Membe r

VAM_202 20818_23 770	18-Aug-22	August		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Expedited		SEQUOIA HOME HEALTH	Unknown Physician Specialty	1.68E+09		Uphold	Adjudicat ed Properly	You do not agree with a denial you received from Santa Clara Family Health Plan, authorization #A0184907, regarding a request for Skilled Nursing Home Health x7 with Sequoia Home Health. This was denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. After careful review of your medical records by our medical director, it was decided that you did not meet criteria for Chapter 7, Section 30 "Conditions Patient Must Meet to Qualify for Coverage of Home Health Services of the Medicare Benefit Policy Manual. Sequoia Home Health is requesting reconsideration on your behalf and requested this to be reviewed under expedited criteria.		Y	Resolve d in Favor of Plan

VAM_202 20818_23 771	18-Aug-22	August	14-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)		JOY & LAUGHTER DEVELOP MENTAL	Unknown Physician Specialty	1.37E+09		Uphold	Lack of Medical Necessity	You do not agree with Santa Clara Family Health Plan (SCFHP) denying authorization number A0184209, a request for occupational therapy. This was denied because you do not meet medical necessity criteria. Joy and Laughter Developmental Therapy is appealing on your behalf. Felisha from Joy and Laughter Developmental Therapy called to request the appeal be urgent because she had previously submitted the appeal with the wrong prior authorization and did not want to cause a delay with the member's care. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to		N	Resolved in Favor of Plan

VAM_202 20818_23 773	18-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab on 8/18/2022. You said your pick-up window started at 8:30 am. You said your appointment was at 9:30 am. You said if you are late the doctor will not see you. You said this is the second time this has happened where YC was late.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled for a 8:30 am pick up confirming an appointment chair time of 9:30. YC experienced a longer than usual wait time for members. You were informed about the delay when you called for an update at 8:44 am and agreed to wait. At 9:14 am they found a driver to pick you up. The driver arrived at 9:25 am. Since drop off is in Palo Alto your trip wasn't completed until 9:59 am. A review of your return trip was completed within the timeframe. Furthermore, YC immediately spoke with the driver and he denied the allegation. Nonetheless, driver is up for coaching in regards with customer service.	N	Resolved in Favor of Member

[illegible]

VAM_202 20818_23 777	18-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service	SAN JOSE GASTROE NTEROLO GY, INC	Unknown Physician Specialty	1.58E+09					You called SCFHP's Customer Service Department regarding not being able to be seen by your Gastroenterologist Clinic on 8/16/2022 located at 231 Oâ€™Conner drive, San Jose, CA. You shared with us that the staff had attitude with you not being vaccinated and you said this was the first time you had any issues. Due to this issue, you were not seen. You felt that driving to the appointment was all for nothing. You said when you called to make an appointment, you were asked about your vaccine status and you informed the staff member that you were not vaccinated but they proceed to make you the appointment. You said you felt discriminated against due to your vaccine status.	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your grievance. We forwarded your complaints directly to San Jose Gastroenterology Clinicâ€™s Management for review and response. The following are the responses based on the investigation. San Jose Gastroenterology Clinicâ€™s Management shared has had a policy requiring all their patients to be vaccinated against Covid-19. The policy has been in place since November 2021. They informed us that their scheduler inquired about your vaccination status during the phone call and in error continued to schedule you an appointment. They said the appointment was given to you inadvertently, in spite of your unvaccinated status as the scheduler was distracted on the phone with the sign language interpreter. However, they are still enforcing the policy for all their patients to be vaccinated in order to be seen in their	N	Resolve d in Favor of Membe r

VAM_202 20818_23 780	18-Aug-22	August	16-Sep-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		MARYAM HASSANP OUR	Family Practice	1.15E+09		Uphold	Lack of Medical Necessity	You do not agree and are appealing the denial you received for Authorization A0183911, Magnetic Resonance Imaging (MRI) Shoulder. This was denied because we use criteria and guidelines to determine medical necessity. For the request of Magnetic Resonance Imaging (MRI) of the shoulder, we would typically use the guideline Shoulder MRI (A-0056). And for you to meet the guideline, your doctor's notes should show the following: a doctor's order for the MRI and shoulder pain that needs further assessment when plain x-ray results were normal. We made multiple attempts to get records from your doctor's office but we did not receive them, therefore, we cannot make a decision on medical necessity. This appeal was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our		N	Resol ved in Favor of Plan

VAM_202 20818_23 781	18-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you have received from SCFHP. You shared with us that you find it very difficult in requesting your needed hearing aids. You were told by SCFHP that you will need to have your new provider, Hear Solution, submit a new prior authorization with the reasoning why you are switching vendors from HearBright. You said you already explained the reason to the SCFHP's Customer Service Representative and do not understand why the health plan won't change it for you.	SCFHP's Grievance and Appeals Department reviewed your complaint. According to our records, Golden Hills Orthopedic and Sports PT, Inc is not contracted with SCFHP's Cal Mediconnect Plan. Unfortunately, the facility is under no obligation to accept Santa Clara Family Health Plan's policy or payment terms. We cannot enforce non-contract providers to provide care to our members. As explained in your 2022 SCFHP Cal Mediconnect Plan Member Handbook, Chapter 12: while you are a member of our plan you must use network provider to get covered serviced. Network provider are also called "in-plan providers". Also under Chapter 3: How to get care from out of network providers: If medical necessary specialized services are not available from a provider in the SCFHP Cal MediConnect network, you may get these serviced from an out of network provider. You Primary Care Physician is responsible for submitting the	N	Resolved in Favor of Member

VAM_20220818_23782	18-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Poor Provider/Staff Attitude	JAFAR TAY	Vascular Surgery	1.49E+09					You are not happy about getting a call from Dr. Jafar Tay's office to sign documents. You said you were called to go in the office to sign documents for denied claims. You said you are unaware of what kind of documents they want you to sign. You are worried that if you sign the documentation you will be responsible for an outstanding balance later.	SCFHP's Grievance Department reviewed your complaint against the CSR. The following are the findings based on the investigation. I have listened to the call between you and the CSR. I have also forwarded your concerns to the Call Center Management (CCM) Team to review internally. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. We apologize that you had this experience with the CSR. As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Lastly, your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all	N	Resolved in Favor of Member

VAM_202 20818_23 783	18-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Language Access	Interprete r Services								You are not happy with your access to an in-person American Sign Language (ASL) interpreter for your 8/18/2022 with your Primary Care Physician (PCP) appointment. You shared with us that you called SCFHP for assistance and status on your ASL interpreter. The SCFHP Customer Service Representative reviewed the request and found that the vendor, Hanna ASL Interpreting Services was unable to obtain a female interpreter for you. You informed the SCFHP Customer Service Representative that you were not notified that you would not have an interpreter for your first PCP visit.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your concern to SCFHP's Customer Service Management for further review and response. The Customer Service Management reviewed their process and found due to staff oversight, you were not notified that an interpreter was not available for your appointment scheduled for 8/18/2022. SCFHP's Customer Service Management would like to apologize for this administrative error and will be providing coaching to the representative. SCFHP would like to sincerely apologize for any distress that you may have experienced. We know your time is valuable and we appreciate your patience when instances such as this occurs. SCFHP strives to meet the needs of its members and we hope to meet your expectations in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical	N	Resolve d in Favor of Membe r

VAM_20220818_23784	18-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	WILSON CHENG	Anesthesiology	1.51E+09					You called to get assistance with a bill that you received from Envision Physician Services for date of service (DOS) 06/27/2022. You said the billed amount is \$26.98.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. We contacted Envision Physician Services for date of service (DOS) 06/27/2022 and asked them to stop billing you. Envision must accept the payment received from SCFHP, however, Envision states that you have a co-insurance of \$26.98 and this is the reason why they are billing you. In addition, I did request Envision to reprocess your claim and did request them to adjust your account to zero (0).		Resolved in Favor of Member

VAM_20220818_23786	18-Aug-22	August	22-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	QUANTUM BAY AREA HOSPITALIST MEDICAL GRP INC	Unknown Physician Specialty	1.9E+09					You called our Customer Service Department regarding a bill your mother, Ngo Thi received from Quantum Bay Area Hospitalist Medical Group. This bill is for the services she received on 6/7/2022 in the amount of \$24.52. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your mother received. She does not have to pay for this bill. Quantum Bay Area Hospitalist Medical Group participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Quantum Bay Area Hospitalist Medical Group and asked them to stop billing her. Quantum Bay Area Hospitalist Medical Group put her account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Quantum Bay Area Hospitalist Medical Group because she does not have to pay the bill. Please allow 45-60 days for the review to process and for the adjustment.	Resolved in Favor of Member

VAM_20220818_23788	18-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access	ALLA AMINOVA	Unknown Physician Specialty	1.7E+09					You are not happy with the access of care from Dr. Alla Aminova primary care physician (PCP). You stated that you would like to change your primary care physician because Dr. Aminova is difficult to reach. You stated that you had a fever of 103 for seven days and went to the Emergency Room, where you were told to contact your primary care physician. You stated that you attempted to contact your provider's office for an ER follow-up but were turned down and advised to return to the ER. You stated that your provider provided the incorrect diagnosis on August 10, 2022.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Dr. Alla Aminova. Dr. Aminova reviewed your complaint as well as your medical records. You have been a patient of Indian Health Center Santa Clara Valley Pediatric Center since January 28, 2022, according to your medical records, and you have mostly been seen by Dr. Mallick. Furthermore, there is no documentation of your daily calls to the office. A callback is expected to take 30 minutes, but it may take slightly longer if a non-urgent message is left. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	N	Resolved in Favor of Member

VAM_20220818_23789	18-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	ALLA AMINOVA	Unknown Physician Specialty	1.7E+09					You are not happy with the access of care from Dr. Alla Aminova primary care physician (PCP). You stated that you would like to change your primary care physician because Dr. Aminova is difficult to reach. You stated that you had a fever of 103 for seven days and went to the Emergency Room, where you were told to contact your primary care physician. You stated that you attempted to contact your provider's office for an ER follow-up but were turned down and advised to return to the ER. You stated that your provider provided the incorrect diagnosis on August 10, 2022.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Dr. Alla Aminova. Dr. Aminova reviewed your complaint as well as your medical records. You have been a patient of Indian Health Center Santa Clara Valley Pediatric Center since January 28, 2022, according to your medical records, and you have mostly been seen by Dr. Mallick. Furthermore, there is no documentation of your daily calls to the office. A callback is expected to take 30 minutes, but it may take slightly longer if a non-urgent message is left. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	N	Resolved in Favor of Member

VAM_202 20818_23 790	18-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time	VALLEY MEDICAL CENTER	Unknown Physician Specialty	1.65E+09					You are not happy with the quality of service you received from Valley Medical Center (VMC) Emergency Department (ER). You stated that you went to the ER with pain, throwing up, and diarrhea at 7:00 a.m. on August 8, 2022, waited for ten hours, and left at 4:00 p.m. without being seen. You mentioned you were told by the nurses that you were not a priority.	Our Grievance Department reviewed your complaint and contacted Valley Medical Center's Customer Relations Department for more information. They reviewed your complaint along with your medical records and confirmed you were first seen on August 11, 2022, and left before an exam room was assigned to you. You checked in at 6:47am and at 7:03am, you were evaluated by a physician assistant and labs were ordered. Per emergency department protocol, vital signs need to be checked every two hours to monitor whether you are stable. All your vitals were normal. More labs were ordered at 1:54 a.m. You were also seen on 8/18/22 for a full visit and discharge. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found	N	Resolved in Favor of Member

VAM_202 20818_23 791	18-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab (YC). You stated that your appointment was over around 1:25-1:30 PM on August 17, 2022. You called YC to let them know your appointment was over and you were on hold for 20 minutes. You were then told that the driver would be there in an hour. You did not get home until 5:00 PM. You also stated that you dialed the number for YC and you were redirected to Burger King.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Yellow Cab's management for review. After reviewing your trip details for 8/17/2022, they found that the driver arrived at 3:03 PM. The driver attempted to call you but the number they had on file was incorrect. Because the driver couldn't locate you, they marked the trip as a no-show. SCFHP contacted Yellow Cab at 3:32 PM and provided the correct phone number. Another driver was dispatched immediately. The driver accepted the ride at 3:46 PM and completed the trip at 4:11 PM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for	N	Resolved in Favor of Membe r

VAM_20220818_23792	18-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access	ALLA AMINOVA	Unknown Physician Specialty	1.7E+09					You are not happy with the access of care from Dr. Alla Aminova primary care physician (PCP). You stated that you would like to change your primary care physician because Dr. Aminova is difficult to reach. You stated that you had to call the provider's office every day.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Dr. Alla Aminova. Dr. Aminova reviewed your complaint as well as your medical records. You have been a patient of Indian Health Center Santa Clara Valley Pediatric Center since May 18, 2021, according to your medical records, and you have mostly been seen by Dr. Mallick. Furthermore, there is no documentation of your daily calls to the office. A callback is expected to take 30 minutes, but it may take slightly longer if a non-urgent message is left. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	N	Resolved in Favor of Member

VAM_202 20818_23 794	18-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service									You are not happy with the services that you have received from Santa Clara Family Health Plan's (SCFHP's) Customer Service Representative (CSR) on 8/18/2022. You said the CSR was rude to you. You said the representative was not very nice. You said you need medication to help with the pain from your dialysis needles. You said you are blind and asked the previous CSR to assist you to call your doctor's office to obtain the fax number. You said the CSR refused. You said this made you feel bad because you asked for help but you did not get the help you needed.	SCFHP's Grievance Department reviewed your complaint against the CSR. The following are the findings based on the investigation. I have listened to the call between you and the CSR. I have also forwarded your concerns to the Call Center Management (CCM) Team to review internally. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. We apologize that you had this experience with the CSR. As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Lastly, your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive	N	Resolved in Favor of Member

VAM_20220818_23795	18-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	STANFORD MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					You called our Customer Service Department regarding a bill your mother, Femi Cholidi received from Stanford Healthcare. This bill is for the services she received on 9/1/2021, 9/20/2021 and 10/26/2021 for the amount of \$280.64. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your mother received. She does not have to pay for this bill. Stanford Medical Center Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Medical Center Hospital and asked them to stop billing her. Stanford Medical Center Hospital put her account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Stanford Medical Center Hospital because she does not have to pay the bill. Please note the adjustment can take 45-60 days to process.		Resolved in Favor of Member

VAM_20220818_23802	18-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Poor Provider/Staff Attitude	IHC - FAMILY HEALTH CENTER	Unknown Physician Specialty	1.11E+09					You are not happy with the quality of service you have received from your Primary Care Physician at Indian Health Center (IHC). You shared with us that your provider was not listening to you or helping you. You said that IHC is not providing you with a good experience and your concerns are not being addressed. You said that you were on vacation in July 2022 and you got motion sickness and could not fully enjoy yourself. When you mentioned it to your provider at IHC, they advised you that you were very dehydrated and that is the reason you were throwing up. You said you they were not listening because in 2015, you had a medical condition that required you to see a specialist. The specialist found that your intestine was closed and caused you to vomit each time you ate. The specialist advised you the condition may come back. You felt the providers are in a rush and have really bad bedside manners. Due to this issue, you would like to change to a different Primary Care Physician.	SCFHP's Grievance and Appeals Department reviewed your concerns. We have forwarded your concerns to Indian Health Center (IHC) Family Health Center's Management. The following are the responses from IHC-Family Health Center's Management. A review of your records show: On 8/8/2022, you had an appointment with Dr. Margarette Shegog. The chart notes indicated that reason for the appointment was an annual visit, a request for medication refills of Terbinafine and Bethemethasone Dipropionate and concern regarding motion sickness after your trip to Portugal which may due to your current medications. During the visit, your concerns were addressed. Dr. Shegog had a long discussion about how most of your symptoms (dehydration, edema and urinary symptoms) are likely related to your significantly uncontrolled diabetes mellitus. Dr Shegog informed you that your insulin will be increased your blood pressure	N	Resolved in Favor of Member

VAM_20220819_23807	18-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service that you received from Yellow Cab, transportation vendor. You shared that you had to call SCFHP's Customer Service for assistance on status of your ride request for 8/18/2022. You informed the SCFHP Customer Service Representative that you had been waiting for a pick up ride from Yellow Cab for 4 hours. During the call, the SCFHP Customer Service Representative informed you that Yellow Cab said that they did send a driver but the driver was unable to locate you. You did not agree with Yellow Cab's statement because you said nobody showed up. You would like for Yellow Cab to be more efficient and show up timely for pick up.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for a 12:30 pm and this was completed earlier than scheduled at 11:58 am. On your return ride, the trip was tagged as a "no show" as the return trip was activated at 2:19 pm. Unfortunately, Yellow Cab encountered a longer than normal wait time due to limited availability cabs in the Palo Alto area. Due to this issue, they outreach to their drivers outside the area for availability. They shared that their dispatching staff worked on your ride request to locate a driver. Unfortunately, they finally found a driver and cab at 3:21 pm as a driver became available for pick up and accepted the ride. The Yellow Cab driver arrived at 3:	N	Resolved in Favor of Member

VAM_20220819_23809	18-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	Discrimination	INES MUNOZ DE LABORDE	General Practice	1.91E+09					You are not happy with the quality of service you received from your primary care physician (PCP), Dr. Munoz De Laborde Ines. You said the doctor's office was not able to verify that you were assigned to Dr. Munoz De Laborde. You said you had to go to the Good Samaritan Emergency Department (ER) because the doctor's office was full and they were not able to see you. You mentioned that Dr. Munoz De Laborde only provides TeleHealth appointments and does not prescribe any type of medication.	Our Grievance and Appeals Department reviewed your concerns and sent them to Dr. Munoz De Laborde Ines for more information. Unfortunately, Dr. Munoz De Laborde Ines has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Dr. Munoz De Laborde Ines. Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_20220822_23860	18-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Compliance	Discrimination	SAN JOSE GASTROENTEROLOGY, INC	Unknown Physician Specialty	1.58E+09				You called SCFHP's Customer Service Department regarding not being able to be seen by your Gastroenterologist Clinic on 8/16/2022 located at 231 O'Connell drive, San Jose, CA. You shared with us that the staff had attitude with you not being vaccinated and you said this was the first time you had any issues. Due to this issue, you were not seen. You felt that driving to the appointment was all for nothing. You said when you called to make an appointment, you were asked about your vaccine status and you informed the staff member that you were not vaccinated but they proceed to make you the appointment. You said you felt discriminated against due to your vaccine status.		N	Resolved in Favor of Member

VAM_20220818_23799	18-Aug-22	August	16-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authorization (Medical Necessity)		GARY HARTMAN	Unknown Physician Specialty	1.98E+09		Uphold	Appropriate Care In Network	You do not agree with the denial you received from VHP for the Hormone Pellet Implantation, Authorization Number 81997718 with Dr. Gary Hartman. This service was denied because it is available for you within your primary health network, Santa Clara Valley Medical Center. You would like to see the same doctor who placed the original implant as it has expired and the device needs to be switched out. You would also like this process expedited because the surgery is scheduled for September 6, 2022. You are worried that the expired implant will cause the member to begin puberty early, which will have a drastic effect on her emotional and psychological state. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major		N	Resolved in Favor of Plan

VAM_202 20818_23 800	18-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)								Call# SC0614026 8/18/2022 10:44 AM FelishaF Reviewed case with my sup for feed back Hannah Mandarin Vietnamese code VTAM Caller Mbr- 8693088394 Confirm: elig/name/dob/demo Mbr said that Yc has not showed up to pick him up this morning Reviewed trip# 65996 Offered to call YC to obtain ETA , spoke with Malyn, she said that they are still looking for a driver and they will send a text notification and call mbr once a driver has accepted the ride Adv mbr to allow 10 min and I will call him back to check if a driver has arrived He agreed Outbound call to YC 4084444444 spoke with Malyn driver ETA is 2 min Outbound call to mbr correction 6693088394 with Viet(Hannah) VLYL , mbr confirmed that he is in the taxi now and on the way to his appointment Mbr confirmed there is no issue Mbr was thankful for the follow up		N	Resolve d in Favor of Membe r

VAM_202 20818_23 801	18-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call#SC0614178 < 8/18/2022 3:01:17 PM EsquivelC> Called Valley Connections spoke with Janeya She states next available new patient appointment at VHC Moorpark is 10/17/22. She found an appointment at VHC Tully for tomorrow 8/19/22 at 2:30pm Conference call with mbr and mbr accepts the appointment at VHC Tully. Updated PCP to VHC Tully eff 8/1/22 Per Janeya, mbr can also discuss Ear pain with new PCP appointment tomorrow, she will make a note mbr is having ear pain. Mbr is very happy with the outcome < 8/18/2022 2:46:20 PM EsquivelC> Called mbr and notified Mbr accepts walk in to VHC Downtown Urgent care for her ear pain. Mbr also asked for assistance with her New patient appointment, since she is Pre-Diabetic and needs to refill her medications. Mbr has enough medication for about 1 more month.	N	Resol ved in Favor of Membe r

VAM_202 20819_23 833	18-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude							Call# SC0614374 8/18/2022 1:41 PM PhyllishaT Ruby P 408-561-8842 92013407A VERIFIED DOB/ELIG/DEMO PCP Change from SHY, HOGAN H to Anisa Rangwala MD Reason: mbrs feels like she is not getting enough help from her current PCP so she wants to change Eff Date: 09/01/2022 New ID card in 2 weeks. Mbr asked about an appt with surgeon she has let her know I do not have access to schedules and to reach out to VHP Caller understands.		N	Resolve d in Favor of Membe r

VAM_20220819_23808	19-Aug-22	August	13-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 8/19/2022. You said when the driver showed up for your return ride the driver told you to "hurry up" because he wants to earn money. You said the driver was really rude. You said you did not like how you were treated.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled on 8/19/2022 and your trips were completed on time. In regards to your complaint against the driver, YC has spoken with the driver (CD350). The driver does not remember the exact conversation between you and him but he apologizes if you felt he was being rude. The driver is up for coaching to be more sensitive towards their members and reminded about customer service handling. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team	N	Resolved in Favor of Member

VAM_202 20819_23 811	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are unhappy with the quality of service you received from Green Cab. You called for a ride home from your appointment on 8/18/2022. You stated that you were told by the representative for Green Cab that they no longer provide services after 8:00 PM and they would not dispatch a driver for you. You stated that you had to walk four miles to get back home. You would like to switch to Yellow Cab and no longer use Green Cab in the future.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Green Cab's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. SCFHP is contracted with Green Cab to provide transportation to our members if they need transportation to medically necessary appointments. SCFHP is also contracted with other transportation vendors such as Yellow Cab, Ken Transportation, One-Stop, and NovaTrans. You may request to switch your transportation vendor at any time by calling our Customer Service Department at 1-800-260-2055 (TTY 1-800-735-2929 or 711) Monday through Friday, 8:30 a.m. 22 to 5:00 p.m. The call is toll free. Your case was sent	N	Resolved in Favor of Member

VAM_202 20819_23 812	19-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Written Materials/ Marketing									You called our Customer Service Department regarding the letters you are receiving from SCFHP. You shared with us that you have reading and writing problems and that you have requested many times to have all your communication and correspondence translated into Punjabi but said this has not happened. You said that you would like this request to be done as it would help you better understand your letters and information being sent to you.	SCFHP's Grievance and Appeals Department reviewed your complaint. Your complaint was forwarded to the SCFHP's Cultural and Linguistics Management for review and response. SCFHP's Cultural and Linguistics Management has said that they reviewed your file and account and found that you requested for all future health plan materials to be sent to you in Punjabi on 1/30/2022. They said that you have received several mailed materials in English as this is SCFHP's standard process. They are to mail the materials in English first while the documents are being translated by the language vendor. Unfortunately, SCFHP's Cultural and Linguistics Management found that in some instances, the materials were not sent for translation due to an oversight on the current manual process. They would like to apologize for the inconvenience this may have caused you. They would like to thank you for bringing this to their	N	Resolved in Favor of Member

VAM_202 20819_23 813	19-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service									You are not happy with the services that you have received from SCFHP's Customer Service Department. You said you spoke with a Customer Service Representative (CSR) to book a ride for 8/22/2022. You said you did not have an appointment scheduled because this was for an X-ray. You said you felt the CSR gave you a hard time because when she called the facility you did not have an appointment scheduled and the CSR said your ride was denied because of this.	SCFHP's Grievance Department reviewed your complaint against the CSR. The following are the findings based on the investigation. I have forwarded your complaint to the Call Center Management (CCM) Team for review. They responded by stating when members call SCFHP, in order to approve transportation rides these need to be coordinated at least 3 business days. If not requested within 3 business days, the requested would be reviewed by management for approval. Customer Service Representatives (CSRs) are required to also verify member appointments. If appointments are non-verifiable, incomplete, or invalid the transportation request would be denied. Also, CCM will review the call. If necessary, they will enact the appropriate disciplinary and teaching actions required to improve our customer service experience. SCFHP apologizes that you had a negative	N	Resolved in Favor of Member

VAM_202 20819_23 814	19-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Hospital Care	SCVMC ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.06E+09					You are upset with the quality of care you received from Valley Medical Center (VMC) Emergency Room (ER). You stated that you went to VMC ER on August 16, 2022 for knee pain. You stated that you were mistreated and humiliated, and you believe the nurses were being racist. You stated the staff yelled at you, and the nurse ignored you when you tried to speak to her in English and asked how much longer. You stated that you did not see a doctor.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Customer Relations. Customer Relations reviewed your complaint as well as your medical records. You were seen for Knee pain on August 14, 2022, and on August 16, 2022, you checked in at 6:35 p.m. and were evaluated by a Physician's Assistant (PA) at 7:08 p.m. In addition, Customer Relations spoke with the nursing staff at VMC ER about your complaint. The staff denied treating you in the manner described in your complaint. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20819_23 815	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Ancillary Care									You are not happy with the quality of care your daughter received from Dr. Allen Beede. You said Dr. Beede refused to give your daughter her eyeglasses. You said it was important for your daughter to get her glasses. Our Grievance Department reviewed your complaint and contacted Dr. Allen Beede's office for more information. They reviewed your complaint and, along with your medical records and notes, confirmed your glasses were ordered on 7/12. It usually takes four weeks to receive the glasses, but sometimes it might take longer if the prescription is higher. Dr. Beede mentioned your first visit was on 7/8 and you provided an outside prescription given by Dr. Egbert on June 8, 2022. Dr. Beede believes there is a misunderstanding but they did not fail to order glasses on June 20th because your first visit was on July 8th and the eyeglasses were ordered on 7/12. Dr. Beede said the glasses will arrive probably next week. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into	N	Resolved in Favor of Member

VAM_202 20819_23 816	19-Aug-22	August	16-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Criteria Not Met (ST, QL, NF)	You do not agree with Valley Health Plan (VHP)'s partially denied authorization number 81997870, a request for Trivise Knee injection and Orthopedic Surgery office visit. A visit to the orthopedic surgery office has been approved. However, Trivise knee injection is not approved because it is not covered by Medi-Cal. You said your specialist wants you to get this Trivise injection because it is medically necessary. You want this to be reviewed urgently. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: • Severe pain • Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolve d in Favor of Plan

VAM_20220819_23817	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Specialist	GOLDEN HILLS ORTHOPEDIC AND SPORTS PT INC	Unknown Physician Specialty	1.08E+09					You called SCFHP regarding your issue of access of not being able to make an appointment with Golden Hill Physical Therapy. You shared that you tried to make an appointment but the location refused to book an appointment for you. During your call, the SCFHP Customer Service Representative called Golden Hill Physical Therapy and was advised that they do not take SCFHP. You would like assistance with being referred to an in-network provider.	SCFHP's Grievance and Appeals Department reviewed your complaint. According to our records, Golden Hills Orthopedic and Sports PT, Inc is not contracted with SCFHP's Cal Mediconnect Plan. Unfortunately, the facility is under no obligation to accept Santa Clara Family Health Plan's policy or payment terms. We cannot enforce non-contract providers to provide care to our members. As explained in your 2022 SCFHP Cal Mediconnect Plan Member Handbook, Chapter 12: while you are a member of our plan you must use network provider to get covered serviced. Network provider are also called "in-plan providers". Also under Chapter 3: How to get care from out of network providers: If medical necessary specialized services are not available from a provider in the SCFHP Cal MediConnect network, you may get these serviced from an out of network provider. You Primary Care Physician is responsible for submitting the	N	Resolved in Favor of Member

VAM_202 20819_23 818	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Hospital Care	VHC - DOWNTOWN WN SAN JOSE	Unknown Physician Specialty	1.45E+09					You are unhappy with the quality of service you have received from Urgent Care on 8/15/2022. You stated that you were told that they would call you in a few days regarding the results of the x-ray on your left wrist but you have not received a call.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Valley Health Center-Downtown's management for review. Upon review of your complaint and your medical records, they stated that they do not typically call patient's if their test results are normal. The stated that members can view their medical records online at myhealthonline.com or by calling the medical records department for a copy of their results. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20819_23 819	19-Aug-22	August	14-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You are requesting to appeal authorization A0184746 for Physical Therapy services at St. Helena Physical Therapy. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolve d in Favor of Plan

VAM_202 20819_23 820	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		GUSTAVO B PARRA	Family Practice	1.91E+09		Overtun	Medical Necessity Met w/ Additional Informati on	You do not agree and are appealing the denial you received for Authorization #A0183455, PT-Outpatient services. This was denied because the request of physical therapy, we would typically use the guideline: Medicare Benefit Policy Manual Chapter 15, section 220 - Coverage of Outpatient Rehabilitation Therapy Services (Physical Therapy, Occupational Therapy, and Speech-Language Pathology Services) which states there must be a signed plan of care by your doctor for therapy. We made several attempts to get records from your doctor's office but we did not receive them. You are requesting reconsideration.		N	Resolve d in Favor of Membe r

VAM_20220819_23822	19-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that after being dropped off at dialysis, the YC driver returned minutes later and stated that he received a call stating that you needed to be picked up and taken home. You stated that you have been using the same driver for a year and you are confused as to why the driver is unfamiliar with your schedule.	The SCFHP Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed your complaint and confirmed, using their driver playback GPS tracker, that the driver did not return a few minutes after dropping you off at the dialysis center at 12:22 p.m. Also, according to the booking history, the driver only returned when the return trip was activated, which was at 4:15 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_20220819_23823	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	RANIA KHAN	Family Practice	1.14E+09				You are not happy with the quality of care you received from Dr. Rania Khan. You were told by Dr. Khan that your child would need to attend a special class for autism. You would like to change your primary care provider.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Rania Khan's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As stated in the member handbook, section 7, page 90, it is your right to receive needed and appropriate medical care, including preventative health services and health education. It is your	N	Resolved in Favor of Member

VAM_202 20819_23 824	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	RICK M TO	Family Practice	1.19E+09					You are not happy with your primary care physician (PCP), Dr. To Rick M. You said you called on 8/19/2022 to schedule an appointment and the next available appointment is not until 9/6/2022. You said you want to be seen soon for a lower spine curve on your back.	Our Grievance Department reviewed your complaint and contacted Dr. To Rick M's management office for more information. They reviewed your complaint and explained that Dr. To has been fully booked and the soonest available appointment is 9/6/2022. The office did confirm you were put on the waiting list in case someone cancels, you will be called. Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a	N	Resolved in Favor of Member

VAM_20220819_23825	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	TIMOTHY P ONG	Internal Medicine	1.03E+09					You are not happy with the quality of service you have received from Dr. Timothy Ong. You stated that your appointments have been canceled on multiple occasions and that the doctor does not spend enough time with you during your visits. You would like to switch to a different primary care provider.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Timothy Ong's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As stated in the member handbook, section 7, page 90, it is your right to receive needed and appropriate medical care, including preventative health services and health education. It is your	N	Resolved in Favor of Member

VAM_20220819_23826	19-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service provided by Yellow Cab (YC). You stated that YC did not arrive for pick up on August 19, 2022. You stated that you had missed your appointment.	The SCFHP Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed and confirmed you had a scheduled trip on August 19, 2022 at 7:20 a.m. Unfortunately, YC only had a few cabs available at the time of dispatch, resulting in a longer wait time than usual. When you requested an update, YC informed you of the current situation. Despite YC's best efforts, it wasn't until 8:39 a.m. that a driver became available and accepted the trip. Your trip, however, was canceled because you had already left. YC sincerely apologizes for any inconvenience this has caused. YC understands the importance of on-time pick-up, especially for medical appointments, but delays are possible due to unforeseen conflicts. YC will be more effective in preventing this from happening again. Your case was sent to our Quality team for review of possible quality issues. Our medical	N	Resolved in Favor of Member

VAM_202 20819_23 827	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Specialist	WARM SPRINGS HOME HEALTH	Unknown Physician Specialty	1.79E+09					You are not happy with the services that you have received from Warm Springs Home Health. You said you had an approved authorization. You said now your authorization has expired. You said when you called to receive the care the Home Health Agency would tell you they are working to get you assigned a home health provider but you said they have not come to your home to provide you home health care. Now your authorization is expired.	SCFHP's Grievance & Appeals (G&A) Department has reviewed your grievance. We forwarded your concerns to Warm Springs Home Health. The following are the responses from the Intake Coordinator. Warm Springs Home Health received the referral from Saint Louise Regional on 6/10/22. We made contact to the patient's wife Jackie 6/11/22. We notified her that we received the referral from Saint Louise Regional, received the authorization from insurance, verified patient's demographics, as well as notify Jackie we need to verify that patient's Primary Care Physician is willing to oversee and sign Home Health orders prior to rendering Home Health Nursing and Therapy. We spoke with Primary Care Physician (PCP) Dr. Hui Bettencourt 6/11/22 and MD stated since she has not seen the patient since 2/1/22. The patient will need to do a follow up visit before MD will sign any Home Health orders. We've also attempted to make a follow up appointment after	N	Resolved in Favor of Member

VAM_202 20819_23 828	19-Aug-22	August	14-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service that Yellow Cab, transportation vendor provided you. You shared with us that on 8/19/2022, you had a ride scheduled to take you to your appointment. You called SCFHP for assistance and ride status. During, the call the SCFHP Customer Service Representative called Yellow Cab on your behalf and was informed they were still looking for a driver as there was no drivers available. Due to this issue, you had to have your appointment over the phone, which SCFHP's Customer Service Representative was able to arrange for you.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for a 1:30 pm pick up on 8/19/2022. On the day of the service, unfortunately, Yellow Cab encountered a longer than normal wait time due to limited availability cabs at the time of dispatching. They shared that their dispatching staff worked on your ride request to locate a driver. Unfortunately, this was done until 2:34 pm as a driver became available for pick up. The Yellow Cab driver arrived at 2:46 pm for your pick up, however, you were not at the pickup location. The driver tried to call you multiple times but you were unavailable. Since the driver failed to make contact with you, the Dispatching	N	Resolved in Favor of Membe r

VAM_20220819_23829	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	NICOLE T VECCHI	Internal Medicine	1.41E+09				You are not happy with the quality of care you are receiving from your primary care physician (PCP), Dr. Nicole Vecchi. You said you feel Dr. Vecchi doesn't care about your health. You mentioned that Dr. Vecchi just prescribed medication and sent you home.	Our Grievance Department reviewed your complaint and contacted Dr. Nicole Vecchi's management office for more information. They reviewed your complaint along with your medical records and found you were referred and treated for your concerns. According to your records, there were three referrals submitted by Dr. Vecchi to the Neurologist for your neck pain. You did not follow up with the first referral and a second referral was sent to another neurologist where testing and MRI have been done. Dr. Vecchi is very sorry to hear about your complaint and apologizes if you felt she did not provide you with the proper care. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns	N	Resolved in Favor of Member

VAM_202 20819_23 830	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		PERFORM ANCE PHYSICAL THERAPY	Unknown Physician Specialty	1E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You are appealing the denial you received for Authorization A0182290, Outpatient Services. This was denied because according to Medicare Benefit Policy Manual Chapter 15, section 220 - Coverage of Outpatient Rehabilitation Therapy Services, request for physical therapy require a signed doctors order.		N	Resolve d in Favor of Membe r

VAM_20220819_23832	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Poor Provider/Staff Attitude	SAN JOSE GASTROENTEROLOGY, INC	Unknown Physician Specialty	1.58E+09					You called SCFHP's Customer Service Department regarding the quality of service you received from Dr. Kutty's Nurse at San Jose Gastroenterology located at 231 O'Connor Drive, San Jose, CA. You shared with us that when you arrived at the location for your appointment, the Nurse informed you that you did not have an appointment booked. When you arrived back back home, you called the office and the office staff informed you that you never showed up for your appointment. You said the office staff did not believe that you were there. You called SCFHP for assistance and confirmation that you used SCFHPs transportation service to get to the office location. The office also refused to let you speak to the office supervisor.	SCFHP's Grievance and Appeals Department reviewed your complaint. Your complaint was forwarded to the San Jose Gastroenterology, Inc clinic and they have responded to your complaint. San Jose Gastroenterology's Office Management has denied all issues in your complaint. The Office Management has said that they spoke with the office staff and confirmed that you did not show up for your appointment. The Office Management shared that Dr. Gish and staff waited until 12:00pm for your arrival. Unfortunately, the appointment was marked as a "no show" as you did not show up for the appointment. They said that you informed them that you spoke with two individuals in the office and they informed us that they don't have the two individuals employed at the office that you spoke with. They shared that you may have mixed up their office with another one. San Jose Gastroenterology's Office Management stated that it was documented that	N	Resolved in Favor of Member

VAM_202 20819_23 835	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		MONIOL A M LAYOKUN	Nurse Practition er	1.64E+09		Overtun	Medical Necessity Met w/ Additional Informati on	You do not agree and are appealing the denial you received for Authorization A0183983, Wheelchair Van - Non-Emergency Transportation; Modifier: ; 730. This was denied because SCFHP only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. According to SCFHP Cal Mediconnect Member Handbook: Chapter 4: Benefits Chart, your request of non-emergency medical transportation(NEMT) will be covered if you a completed Physician Certification Statement (PCS) form by your treating physician. This appeal was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Ä		N	Resolvd in Favor of Membe r

VAM_202 20819_23 837	19-Aug-22	August	16-Sep-22	Partially Resolved in Favor of Member	Medi-Cal Post Service Medical Appeal	Direct Member Reimburse- ment Appeal							Partially Favorable	Non Covered Benefit	You are appealing a denied reimbursement request for the following dates of service: 04/13/2022, 05/04/2022, 05/25/2022, and 06/08/2022. This was denied because these services are not payable if handled by a chiropractor. You may review your Member Handbook for more information. In addition, you chose a provider who is not in-network.		N	Partially Resolved in Favor of Member

VAM_202 20822_23 838	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time									You are not happy with the access to care provided by Mayview/ Ravenswood Clinic. You stated that you were directed to register before scheduling an appointment with Dr. Chelvakumar. You stated that you called and left voicemails at the Mayview registration office several times. You stated that you went to the registration office three times and were unable to register. You stated that the staff refused to register you because the provider on your member ID or in their system had not been updated. Our Grievance and Appeals Department reviewed your complaint and forwarded it to Mayview and Ravenswood Clinic Management for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Mayview and Ravenswood Clinic Management to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity.	N	Resolved in Favor of Member

VAM_202 20822_23 839	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								You are not happy with the access to care provided by Mayview/ Ravenswood Clinic. You stated that you were directed to register before scheduling an appointment with Dr. Chelvakumar. You stated that you called and left voicemails at the Mayview registration office several times. You stated that you went to the registration office three times and were unable to register. You stated that the staff refused to register you because the provider on your member ID or in their system had not been updated.		N	Resolved in Favor of Member

VAM_20220822_23841	19-Aug-22	August	22-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/19/22 YC did not send you a notification and you are not sure if your trip was booked.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 08/19/2022 and confirmed you had a booked ride with them, that you were picked up and that you were on your way to your destination. Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_20220822_23842	19-Aug-22	August	15-Sep-22	Resolved in Favor of Member	Cal MediConnect Part D Grievance	Quality of Service	Pharmacy Dispensing Delay	THE REDWOODS POST ACUTE	Unknown Physician Specialty	1.08E+09					You called SCFHP regarding your medication: Oxycodone-Acetaminophen 10-325MG. You shared with us that you believe The Redwoods Post Acute, Skilled Nursing Facility shorted you on your medication. You said that when you were discharged you were given 37 pills. You mentioned that you take 4 pills per day so you were due for a refill on 8/12/2022. This is why you believe The Redwoods Post Acute Facility did not give you all of your medication. You said that you requested to modify your prescription and the Pharmacist at Walgreens indicated they were unable and you would need to call your insurance. You called SCFHP for assistance and they called Walgreens and they were informed that it was too soon to dispense the medication to you. You would like to know what The Redwoods Post Acute did with the rest of your medication as it was too soon for you to run out of your medication.	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to The Redwoods Post-Acute Management for further investigation and review. We made multiple attempts to obtain an update and response from The Redwoods Post-Acute Management. Unfortunately, The Redwoods Post-Acute Management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with The Redwoods Post-Acute Management. We apologize that we are unable to resolve your concerns at this time. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20822_23 843	19-Aug-22	August	16-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09				You called to get assistance with a bill that you received from Stanford Health Care (SHC). Billed amount is \$34.61 and date of service is 12/07/21.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Stanford Medical Center Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Medical Center Hospital and asked them to stop billing you. Stanford Medical Center Hospital said that you have zero balance for date of service 12/07/21.		Resolve d in Favor of Membe r
VAM_202 20819_23 810	19-Aug-22	August	29-Sep-22	Resolved in Favor of Plan	Medi-Cal Post Service Medical Appeal	Medical Necessity					Uphold	Uphold	Non Covered Benefit	You do not agree with Vision Service Plan (VSP)'s denial of ophthalmology services, provided on 7/18/22. This was denied because Dr. Lisa Tsang is not a preferred network provider.		N	Resolve d in Favor of Plan

VAM_202 20819_23 834	19-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist								Call#SC0615202 < 8/19/2022 12:10:20 PM FelishaF> Reviewed with mu supervisor < 8/19/2022 10:46:59 AM FelishaF> Added notes Mbr said that she has been having an issue with her obgyn office , they called her today 08/19/22 r and they said that her next visit in a few days will not be covered by her insurance Mbr is confused as to why she is not able to receive obgyn care with her obgyn doctor 8/19/2022 10:39 AM FelishaF Mbr- 6698373006 Confirm: elig/name/dob/demo/pcp Reason for call: Mbr said that her obgyn doctor said that her insurance is not covering her anymore Mbr obgyn is Dr Faryno, Violetta is under PMG discuss with mbr due to the change in network from PMG to VHP caused an issue with her ob provider care Change pcg from Dr BOBBINS, TERESA N20 to Dr Natasha Ahmed N50 , net change Updated new pcg eff 08/01/22 Ordered ID card/ Adv ID	N	Resolve d in Favor of Membe r

VAM_202 20822_23 851	22-Aug-22	August	23-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You do not agree with the denial you received from North East Medical Services for treatment of your right hand fracture, Authorization 2022081900001, at Stanford Orthopedics, because the provider is out of network. You stated that you were referred to Dr. Eric Chan, but he is the only hand surgeon under NEMS and it is difficult to get an appointment with him. You also stated that you are in a lot of pain and you need surgery within two weeks. This appeal has been reviewed under the expedite criteria. It will be expedited.		Y	Resolve d in Favor of Plan

VAM_20220822_23852	22-Aug-22	August	20-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non-Medical Transportation (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC arrived very late on August 22, 2022. You stated that YC was supposed to arrive at 7:30 a.m., but they did not arrive until 8:45 a.m. You stated that the driver stated that your trip was dispatched by YC at 8:30 a.m.	The SCFHP Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed your complaint and confirmed that you had a scheduled pick up for 7:30 a.m. on August 22, 2022. Your trip was dispatched as early as 7:17 a.m., but there were no drivers available at the time. Due to unforeseen conflicts, YC had difficulty locating a cab. As a result, YC had to wait longer than usual. YC informed you of the current problem, and you agreed to give YC a few more minutes to complete your order. Despite YC's best efforts, a driver was not available until 8:30 a.m. The driver arrived at 8:45 a.m. and finished the trip at 9:01 a.m. YC sincerely apologizes for arriving late for your appointment. YC made every effort to assign a cab as soon as possible, but delays are unavoidable due to unforeseen conflicts. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make	N	Resolved in Favor of Member

VAM_20220822_23854	22-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	FRANCES R SUN	Family Practice	1.54E+09					You are unhappy with the quality of service you received from your Primary Care Doctor (PCP), Dr. Frances Sun's office. You stated that you saw another doctor and that doctor manipulated your left knee in a way that made your pain worse. You stated you have tried to get back in to see your PCP but they do not have appointments available. You also stated that you would like a referral to Stanford. You would like to change your PCP.	Our Grievance and Appeals Department reviewed your complaint and tried several times to get more information about your complaint. Unfortunately, SCFHP has not received a response to your complaint. SCFHP's Grievance and Appeals Department has documented your case for tracking purposes of non-responses. Our Grievance and Appeals Department is working closely with our Provider Network Management to ensure all complaints are responded to. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20822_23 855	22-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	FRANCES R SUN	Family Practice	1.54E+09				You are unhappy with the quality of service you received from your Primary Care Doctor (PCP), Dr. Frances Sun's office. You stated that you saw another doctor and that doctor manipulated your left knee in a way that made your pain worse. You stated you have tried to get back in to see your PCP but they do not have appointments available. You also stated that you would like a referral to Stanford. You would like to change your PCP.	Our Grievance and Appeals Department reviewed your complaint and tried several times to get more information about your complaint. Unfortunately, SCFHP has not received a response to your complaint. SCFHP's Grievance and Appeals Department has documented your case for tracking purposes of non-responses. Our Grievance and Appeals Department is working closely with our Provider Network Management to ensure all complaints are responded to. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_20220822_23856	22-Aug-22	August	20-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that on August 22, 2022, YC did not arrive to pick you up. You stated that when you called YC, you were told that they couldn't find a driver. You stated that you had to arrange your own transportation.	The SCFHP Grievance and Appeals Department discussed your concerns with YC Management. YC Management reviewed your complaint and confirmed that you had a scheduled pick up for 5:30 a.m. on August 22, 2022. On the day of service, YC called you at 5:36 a.m. to inform you that it might take a few minutes longer because there were no cabs available at the time of dispatch. However, you requested that your trip be canceled because you were taking the VTA. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member.	N	Resolved in Favor of Member

VAM_20220822_23858	22-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	PRIYA RAIKUMAR	Internal Medicine	1.94E+09				You are not happy with the quality of care from Dr. Priya Rajkumar primary care physician (PCP). You stated that you want to switch your PCP. You stated that Dr. Rajkumar does not assist you. You stated that Dr. Rajkumar was rude to you and denied your medication refill request. You stated that you required a wheelchair for transportation, but Dr. Rajkumar declined to sign it. You stated that on August 22, 2022, you received a call from Dr. Rajkumar's office stating that "they no longer see you and that you should find a new doctor."	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Customer Relations. Customer Relations reviewed your complaint as well as your medical records and confirmed that you requested a PCS form for transportation in April 2022. Your records show that your request for a PCS for transportation was approved from 04/22/2022 to 12/31/2022. According to your records, you requested a refill for Alprazolam on August 10, 2022, and your refill request was sent on August 11, 2022. You spoke with Dr. Rajkumar's office staff on August 19, 2022. You were informed that Dr. Rajkumar is unwilling to continue to be your primary care physician and refill your medications if you do not follow up. Your case was also sent to our Quality team for review of possible quality	N	Resolved in Favor of Member

VAM_20220822_23859	22-Aug-22	August	20-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Plan Benefits	Plan Benefits/Benefit Package-Medical									You are not happy with the SCFHP Cal MediConnect Plan Benefits for your hearing aids. You called SCFHP and you were informed that your hearing aids were approved under authorization: A0174482A but only for the amount of only \$1510.00, as the health plan will only cover up to the allowed amount. You do not agree as the hearing aids you want cost \$2500.00 as they are the best ones that the doctor recommends and will help you hear better.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. According to your CMC Member Handbook, Chapter 4, Benefits Chart, page 87, SCFHP will pay for the following services: Hearing aid benefits are subject to a \$1,510 maximum allowance per member for both ears combined per fiscal year (July 1 – June 30), and includes molds, modifications supplies, and accessories. Additionally, replacement of hearing aids that are lost, stolen, or severely damaged beyond the member's control is not included in the \$1,510 maximum coverage amount. A prior authorization may be required According to our records, you were approved under authorization A0174482A, effective from 5/11/2022 to 11/30/2022. On 8/19/2022, you requested to extend the authorization as you had not completed the approved services. The SCFHP Utilization Department extended the authorization until	N	Resolved in Favor of Member

VAM_20220822_23863	22-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Provider Telephone Access	PRIYA RAJKUMAR	Internal Medicine	1.94E+09					You are not happy with the overall quality of care you have received from Dr. Priya Rajkumar. for the following reasons: 1. You shared that you having been having issues obtaining your medication for your heart condition, due to this issue you ended up going to the Emergency Room for this reason. 2. You have attempted to contact Dr. Rajkumar over 20 times but have not received a response. You have also left messages through Valley Connections but have not received a response. 3. You said you went to the Pharmacy to attempt to get a refill of your medications and Dr. Rajkumar did not respond to the Pharmacy's request as well. 4. You received a response from Dr. Rajkumar and she responded with " don't talk to me, I don't have a good relationship with you, find another doctor. You felt that Dr. Rajkumar does not care about you and you don't feel safe under her care, which is a huge concern for you. Due to these issues, you have requested to change to a new primary care	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from SCVMC's Clinic Management. They regret that you were dissatisfied with the service you were provided. Upon medical review of your case, your medical records show that the you were seen on 1/26/2022, which was the first time in two (2) years. You informed the provider that you did not believe you needed a follow up as you were feeling okay. You were advised by the Pharmacy to follow up with your provider to get your needed refills. The provider explained to you that it is important to have regular follow up at least every six (6) months given your comorbidities history of hypertension and diabetes.	N	Resolved in Favor of Member

VAM_20220822_23864	22-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Care	Inappropriate Provider Care	PRIYA RAJKUMAR	Internal Medicine	1.94E+09					You are not happy with the overall quality of care you have received from Dr. Priya Rajkumar. for the following reasons: 1. You shared that you having been having issues obtaining your medication for your heart condition, due to this issue you ended up going to the Emergency Room for this reason. 2. You have attempted to contact Dr. Rajkumar over 20 times but have not received a response. You have also left messages through Valley Connections but have not received a response. 3. You said you went to the Pharmacy to attempt to get a refill of your medications and Dr. Rajkumar did not respond to the Pharmacy's request as well. 4. You received a response from Dr. Rajkumar and she responded with " don't talk to me, I don't have a good relationship with you, find another doctor. You felt that Dr. Rajkumar does not care about you and you don't feel safe under her care, which is a huge concern for you. Due to these issues, you have requested to change to a new primary care	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from SCVMC's Clinic Management. They regret that you were dissatisfied with the service you were provided. Upon medical review of your case, your medical records show that the you were seen on 1/26/2022, which was the first time in two (2) years. You informed the provider that you did not believe you needed a follow up as you were feeling okay. You were advised by the Pharmacy to follow up with your provider to get your needed refills. The provider explained to you that it is important to have regular follow up at least every six (6) months given your comorbidities history of hypertension and diabetes.	N	Resolved in Favor of Member

VAM_20220822_23865	22-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Pharmacy Dispensing Delay	PRIYA RAJKUMAR	Internal Medicine	1.94E+09					You are not happy with the overall quality of care you have received from Dr. Priya Rajkumar. for the following reasons: 1. You shared that you having been having issues obtaining your medication for your heart condition, due to this issue you ended up going to the Emergency Room for this reason. 2. You have attempted to contact Dr. Rajkumar over 20 times but have not received a response. You have also left messages through Valley Connections but have not received a response. 3. You said you went to the Pharmacy to attempt to get a refill of your medications and Dr. Rajkumar did not respond to the Pharmacy's request as well. 4. You received a response from Dr. Rajkumar and she responded with " don't talk to me, I don't have a good relationship with you, find another doctor. You felt that Dr. Rajkumar does not care about you and you don't feel safe under her care, which is a huge concern for you. Due to these issues, you have requested to change to a new primary care	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from SCVMC's Clinic Management. They regret that you were dissatisfied with the service you were provided. Upon medical review of your case, your medical records show that the you were seen on 1/26/2022, which was the first time in two (2) years. You informed the provider that you did not believe you needed a follow up as you were feeling okay. You were advised by the Pharmacy to follow up with your provider to get your needed refills. The provider explained to you that it is important to have regular follow up at least every six (6) months given your comorbidities history of hypertension and diabetes.	N	Resolved in Favor of Member

VAM_20220822_23866	22-Aug-22	August	26-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	CENTRAL VALLEY IMAGING MEDICAL ASSOCIATES INC	Unknown Physician Specialty	1.28E+09					You called our Customer Service Department regarding a bill you received from Central Valley Imaging. This bill is for the services you received on 4/12/2022 for the amount of \$11.38. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Central Valley Imaging Associates participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Central Valley Imaging Associates and asked them to stop billing you. Central Valley Imaging Associates put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Central Valley Imaging Associates because you do not have to pay the bill.	Resolved in Favor of Member

VAM_20220822_23867	22-Aug-22	August	20-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you received from a Santa Clara Family Health Plan (SCFHP) Customer Service Representative (CSR). You said you called on August 22, 2022 to schedule a ride and the CSR was rude. You said CSR became very argumentative when she was explaining the three-day rule for transportation and would not let you speak. You said that you asked to talk to a supervisor, but the CSR would not listen to you	Our Grievance Department reviewed your complaint and contacted our Call Center Management for more information. The Call Center Management reviewed your complaint along with the recorded call details for 08/22/2022 and found coaching opportunities with the CSR. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our CSRs to provide great service to our members. SCFHP's Customer Service Department sincerely apologizes that this happened and look forward to serving you in the future.	N	Resolved in Favor of Member

VAM_20220822_23868	22-Aug-22	August	19-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authorization (Medical Necessity)							Uphold	Appropriate Care In Network	You do not agree with Valley Health Plan (VHP)'s denial of authorization number 8200634, a request for an office visit with Dr. Audra Horomanski at Stanford Health Care. This was denied because services were available within your preferred network. You said you are not happy with the care you previously received from Valley Health Center (VHC) and do not want to go there. You are asking for this to be urgent. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolved in Favor of Plan

VAM_20220822_23869	22-Aug-22	August	26-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	CENTRAL VALLEY IMAGING MEDICAL ASSOCIATES, INC	Diagnostic Radiology	1.62E+09					You called our Customer Service Department regarding a bill you received from Central Valley Imaging. This bill is for the services you received on 7/2/2022 for the amount of \$384.00. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Central Valley Imaging Associates participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Central Valley Imaging Associates and asked them to stop billing you. Central Valley Imaging Associates put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Central Valley Imaging Associates because you do not have to pay the bill.		Resolved in Favor of Member

VAM_20220822_23870	22-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Non-Medical Transportation (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the services that you have received from Green Cab (GC) on 8/22/22. You said GC did not show up again for your pick-up. You said you are upset because you are elderly. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Green Cab's Management for review and more information. They have logged in your complaint and will review this internally. They will also use this to improve quality services. Green Cab's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change due to unavoidable situations that may arise. SCFHP would like to sincerely apologize for any stress or inconvenience you may have experienced while using Yellow Cab. Your case was also sent to our Quality team for review of possible quality issues. Our medical	N	Resolved in Favor of Member

VAM_20220822_23871	22-Aug-22	August	26-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	STANFORD MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					You called our Customer Service Department regarding a bill you received from Stanford Healthcare. This bill is for the services she received on 1/27/2022 for the amount of \$1,267.00. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Stanford Medical Center Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Medical Center Hospital and asked them to stop billing you. Stanford Medical Center Hospital put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Stanford Medical Center Hospital because you do not have to pay the bill. Please note the adjustment can take 45-60 days to process.		Resolved in Favor of Member

VAM_20220822_23872	22-Aug-22	August	26-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Billing Statement	VHC - EAST VALLEY	Unknown Physician Specialty	1.33E+09				You are concerned about a bill you received from Santa Clara Valley Medical Center. The bill is for a total of \$18.80 for services you received on 03/02/2022, 3/23/2022, 04/01/2022, and 04/30/2022. You are asking for Santa Clara Family Health Plan to help with this bill. Secondly, you shared that it is very difficult to get a hold of a live representative at Valley health Center - Easy Valley Pharmacy. You said each time you call the pharmacy, it does straight to voicemail. You mentioned nobody answers the calls. You said it is terrible service, you have received from the Pharmacy.	SCFHP's Grievance Department reviewed your grievance. We contacted both Santa Clara Valley Medical Center and Valley Health Plan East Valley Pharmacy. They reviewed your account and found that the bill was sent in error. You do not have to pay this bill. They shared with us that you can disregard it. They would like to apologize for the stress this may have caused you. They also addressed your dissatisfaction with the telephone access issue. They would like to also apologize to you for the experience you had while using their telephone system. Please note that VMC has a multi-person call center. All calls are routed to designated representatives. Wait times vary depending on the volume of calls that come in. There are also automated responses for you to leave messages. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care,	N	Resolved in Favor of Member

VAM_20220822_23873	22-Aug-22	August	19-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that they have not shown up for your last three rides. You stated that your ride for 8/22/2022 was rescheduled three times. SCFHP's Grievance and Appeals department has reviewed your complaint and sent it to Yellow Cab's management for review. Yellow Cab has reviewed your complaint along with your trip details for 8/22/2022. The found that the driver was requested at 3:51 PM and arrived at your pick-up location at 4:01 PM. The trip was completed at 4:16 PM. Yellow Cab also shows that the return trip after your appointment on 8/22/2022 was requested at 5:56 PM. The driver arrived at 6:13 PM and the trip was completed at 6:25 PM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when	N	Resolved in Favor of Member

VAM_20220822_23874	22-Aug-22	August	20-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement								You stated that you received a \$995.00 bill from Team Health for the date of service on May 20, 2022.	SCFHP's Grievance Department reviewed the bill you received from Team Health regarding date of service 05/20/2022 for the amount of \$995.00. Your claim is being processed and sent to your insurance company for payment. You can disregard bill. Please allow 30-45 days for the reprocessing. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.			Resolved in Favor of Member
VAM_20220823_23875	22-Aug-22	August	21-Sep-22	Partially Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authorization (Covered Service)		INTEGRATED INTERVENTION FOR CHILDREN WITH AUTISM	Unknown Physician Specialty	1.67E+09		Partially Favorable	Adjudicated Properly	You do not agree with Santa Clara Family Health Plan (SCFHP) denying authorization number A0185306, a request for therapeutic activity direct patient contact. This was denied because SCFHP only covers services that are medically necessary. Integrated Intervention for Children with Autism is appealing on your behalf.		N		Partially Resolved in Favor of Member	

VAM_20220823_23876	22-Aug-22	August		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are not happy with the services that you have received from Green Cab on 8/22/2022. You said you waited for over an hour. You said GC kept telling you 15-20 minutes Estimated time of Arrival (ETA). SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's (GC's) Operations Manager for review and more information. They will review this internally. They will use this as a learning opportunity to improve quality services. Green Cab's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change due to unavoidable situations that may arise. Additionally, if you would like to change the transportation vendor, you will need to inform the Customer Service Representative at the time of booking to see if another vendor is available.	N	Resolved in Favor of Member

VAM_202 20823_23 887	22-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	ZOHREH AZADFAR	Family Practice	1.75E+09					You are not happy with the access to care from your primary care physician (PCP) Dr. Zohreh Azadfar. You stated that you needed to make an appointment with your PCP to discuss infusion injections. You stated that you were told the next available appointment is in November 2022.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Customer Relations. Customer Relations reviewed your complaint as well as your medical records. According to your records, you called Valley Connections on August 22, 2022, to request a follow-up with your PCP in two days regarding your infusion injections. On August 23, 2022, Dr. Zohreh called to discuss your infusion injections. You were advised to continue receiving your infusion injections at Option Care until your appeal was resolved. You appealed to receive your infusion injections at Stanford Health Care, the decision was upheld and you were redirected in network. As explained in your Medi-Cal Member Handbook: You can appeal this decision. The enclosed "Your Rights" information letter tells you how. It also tells you how you can get free help. This can be free legal help. You can send in any 50488E MC	N	Resolved in Favor of Member

VAM_20220823_23909	22-Aug-22	August		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Specialist	STANFORD MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09				You are not happy with the services that you have received from Stanford Cardiology Department. You said you have been trying to make an appointment because your EKG is abnormal. You said Stanford told you they would call you back but you have not received a call back.	SCFHP's Grievance and Appeals Department reviewed your concern. We have forwarded your concerns to the Quality Improvement Department at Bay Area Community Health (BACH). They reviewed your concerns along with your medical records. We also want you to have the best care possible so we sent your complaint to SCFHP's Case Management (CM) Department to help assist you with obtaining care to see a specialist. Santa Clara Family Health Plan apologizes that you had a negative experience. It is never our intention for our providers to provide less than exceptional service to our members. We sincerely apologize that this occurred and look forward to serving you in the future. It is your right as a SCFHP member to be treated with respect and courtesy. It is also your right to receive the needed and appropriate medical care. As a reminder, you may change PCP's at any time by calling Customer Service. If we can make the	N	Resolved in Favor of Member

VAM_202 20824_23 916	22-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/16/22 YC did not pick you up to take you to your appointment. You mentioned you had to ask your mother for a ride. SCFHP's Grievance Department reviewed your complaint with Yellow Cab's Dispatch Manager. Yellow Cab's Dispatch Manager reviewed your trip log details for August 16, 2022 and found that the pickup time was scheduled for 2:00 pm. Unfortunately, there were few cabs available in the area that day, which caused the delay. YC sincerely apologizes for the inconvenience this has caused. Unfortunately, conflicts such as this one are truly unavoidable. The YC dispatch team exhausted all their efforts just to allocate alternatives. YC said they are currently working on getting more drivers in San Jose to prevent this from happening again. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this	N	Resolved in Favor of Member

VAM_202 20826_24 030	22-Aug-22	August	26-Aug-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Telephon e Access	VHC - EAST VALLEY	Unknown Physician Specialty	1.33E+09				You are concerned about a bill you received from Santa Clara Valley Medical Center. The bill is for a total of \$18.80 for services you received on 03/02/2022, 3/23/2022, 04/01/2022, and 04/30/2022. You are asking for Santa Clara Family Health Plan to help with this bill. Secondly, you shared that it is very difficult to get a hold of a live representative at Valley health Center - Easy Valley Pharmacy. You said each time you call the pharmacy, it does straight to voicemail. You mentioned nobody answers the calls. You said it is terrible service, you have received from the Pharmacy.	SCFHP's Grievance Department reviewed your grievance. We contacted both Santa Clara Valley Medical Center and Valley Health Plan East Valley Pharmacy. They reviewed your account and found that the bill was sent in error. You do not have to pay this bill. They shared with us that you can disregard it. They would like to apologize for the stress this may have caused you. They also addressed your dissatisfaction with the telephone access issue. They would like to also apologize to you for the experience you had while using their telephone system. Please note that VMC has a multi-person call center. All calls are routed to designated representatives. Wait times vary depending on the volume of calls that come in. There are also automated responses for you to leave messages. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care,	N	Resolve d in Favor of Membe r

VAM_202 20823_23 878	23-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)		JOY & LAUGHTER DEVELOP MENTAL	Unknown Physician Specialty	1.37E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with Santa Clara Family Health (SCFHP) denying authorization number A0184287, for requested speech therapy services. We did not receive enough information to complete our review for medical necessity. Joy and Laughter Developmental is appealing in your behalf.			Resolve d in Favor of Membe r
VAM_202 20823_23 880	23-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service							You received a medical bill from PAMF and would like assistance settling this matter.	The Grievance and Appeals Department reviewed this grievance with Sutter Health Billing Department. They confirmed your bill was adjusted on 08/16/2022. Your account now reflects a \$0 balance and you do not owe anything.	N	Resolve d in Favor of Membe r

VAM_202 20823_23 881	23-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								call#SC0617746 8/23/2022 10:41 AM YarenyM Reference call#SC0526689 Billing statement date: 5/17/22 Date of Service:4/27/22 Type of service: yearly visit Name & phone # of the servicing provider. Dr Perkins Name & phone # of the billing office : 8772521777 Billing account number:503962 Billed amount and/or amount due: \$418.00 < 8/23/2022 10:01:07 AM YarenyM> supervisor escalation: outbound call to member @408-529-4813 The plan is currently working with PAMF to resolve bill and should have not received a bill. Management will be reaching out to PAMF about the recent bill/collections. Can't risk to go to collections and need to pay bill. Can't trust the plan since it has been going on so long. If member pay's the bill then the plan will have to figure it out and member would have to obtain reimbursement. this will impact credit	The Grievance and Appeals Department reviewed this grievance with Sutter Health Billing Department. They confirmed your bill was adjusted on 08/16/2022. Your account now reflects a \$0 balance and you do not owe anything.	N	Resolve d in Favor of Membe r

VAM_20220823_23882	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are upset with the quality of service from Green Cab (GC). You stated that GC did not arrive to pick you up on August 22, 2022. You stated that you always get a call from them, but this time you did not.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Green Cab for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Green Cab to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_20220823_23883	23-Aug-22	August		Resolved in Favor of Member	Cal MediConnect Pre-Service Part C Appeal	Pre-Service Reconsideration (Authorization)		NUMOTION-ATG REHAB SPECIALIST - SUNNYVALE	Unknown Physician Specialty	1.99E+09		Overtune	Medical Necessity Met w/ Additional Information	NuMotion on behalf of the member is appealing denial for Authorization A0179134. This was denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use guidelines to determine medical necessity. The requested power seating system (item code E2300) and the part used to control the power seating system (code item E2311) are not covered. This is because these items are not considered medical in nature according to the CMS Wheelchair Options/Accessories (Policy Article A52504) guideline. For this reason, after careful review, the SCFHP medical director can not approve the request as is and has denied these items. The request for power wheelchair has been approved without the two items mentioned above.			Resolved in Favor of Member

VAM_202 20823_23 886	23-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	KATHAN VOLLRATH	Internal Medicine	1.23E+09				You are not happy with the quality of care you received from Dr. Vollrath Kathan. You said you have left a few messages requesting to be tested for monkeypox. You said Dr. Vollrath Kathan had ignored your request.	Our Grievance Department reviewed your complaint and contacted Dr. Vollrath Kathan's management office for more information. They reviewed your complaint and, along with your medical records and notes, confirmed that they have been actively responding to messages. Dr. Vollrath Kathan's management office also mentioned there is some lack of communication when it comes to your requests. Dr. Vollrath Kathan cannot manage your conditions if you are not allowing it. You need to communicate better with your provider to build a strong relationship and take their medical advice and knowledge into consideration. As an SCFHP member, you have the right to necessary and appropriate medical care. It is your right to receive information on available treatment options and alternatives presented in a manner appropriate to your condition and ability to understand. It is	N	Resolved in Favor of Member

VAM_202 20823_23 889	23-Aug-22	August	26-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)						Uphold	Appropria te Care In Network	call#SC0618117 8/23/2022 1:08 PM ElizabethH mbr (650)669-7596 called to appeal decision made on auth number ; 81997985 verified demo/elig/dob Spanish speaking member member shared that she was refer to a surgeon at Stanford medical and had an apt scheduled for 9/15 but received a call canceling apt. called vhp um spoke to Maria who shared that auth to Stanford was denied due to out of network under auth number : 81997985 on 8/9. mbr was then redirected her to SCVMC under auth 81998709. member has not been able to sleep for 3 days or more and she cannot preform day to day activates. from a scale from 1-10 her pain is a ten. her pain is unbearable to the point that she feels like she wont make it another day. mbr shared that she		Y	Resolve d in Favor of Plan

VAM_20220823_23890	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Abuse / Neglect / Exploitation	STERLING PHYSICAL THERAPY PC	Unknown Physician Specialty	1.58E+09					You are not happy with the quality of service you have received from your physical therapist, Raju Mancena. You stated that you have a lot of pain and bruising after your sessions. You stated that you went to the ER for pain and swelling. You said that the physical therapist did not agree with the recommendations from the ER doctor. You would like to switch to a different physical therapist.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Sterling Physical Therapy's management for review. Sterling Physical Therapy's Management reviewed your complaint along with your medical records. They found that they were not provided with ER notes, but, that a recent hospitalization was discussed at your visit on 8/19/2022. The physical therapist stated that it is normal for patients to stop exercising while in the hospital. The physical therapist also stated that soreness and varying levels of nausea and light headedness is a normal part of the exercise process. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	Resolved in Favor of Member

VAM_202 20823_23 891	23-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Emergenc y Medical Transport ation (NEMT)									You are not happy with the quality of service you received from the Santa Clara Family Health Plan (SCFHP) transportation department. You said no transportation was booked for August 23, 2022. You said you did not call to cancel the ride. You mentioned you have not been able to go to your appointments. You said this has not been going on for the past 4 trips. Our Grievance Department reviewed your complaint and contacted our Call Center Management for more information. The Call Center Management reviewed your complaint along with the call records and found a ride was booked for 8/23/22. However, One Stop explained that the ride was cancelled because of your prior history of cancelling rides at the last minute. Notes show you were informed of the ride cancellation. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our CSR's to provide great service to our members. SCFHP's Customer Service Department sincerely apologizes	N	Resolved in Favor of Member

VAM_20220823_23893	23-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Customer Service									You are not happy with the level of service you received from SCFHP Customer Service staff member. You said you felt that the staff member had an attitude and you needed to be prompt with your answers. You shared that the staff member should have worded the question differently regarding having to provide your legal name to verify your account. You would like for the Grievance and Appeals Department to review the recorded call with the Customer Service Staff member. In addition, you would the call on which you requested to file the grievance to be heard as you explained what happened. SCFHP's Grievance and Appeals Department reviewed your complaint and as you requested the call was reviewed. This issue was internally documented and forwarded to SCFHP's Customer Service Management for review. SCFHP's Customer Service Management would like to sincerely apologized for the experience you had while calling SCFHP's Customer Service Department. SCFHP's Customer Service Department strives to provide the best customer service experience. They informed that they will provided coaching and training to the customer service representative to ensure this type of customer service does not happen in the future. Additionally, it was notated that during your call, you requested to speak to the Customer Service Supervisor regarding your issue. The Customer Service Supervisor explained to you that the request to verify your legal name on the account/system is to ensure that the Customer Service Representative is	N	Resolved in Favor of Member

VAM_20220823_23896	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Cal MediConnect Pre-Service Part C Appeal	Pre-Service Reconsideration (Authorization)		PERFORMANCE PHYSICAL THERAPY	Unknown Physician Specialty	1.03E+09		Overturn	Medical Necessity Met	You are appealing the denial you received for #: A0183887 PT - Outpatient Services; Modifier: ; 8. This was denied because according to Medicare Benefit Policy Manual Chapter 15, section 220 - Coverage of Outpatient Rehabilitation Therapy Services: Requests for physical therapy require a signed doctor's order and notes that show why physical therapy is needed. We made several attempts to get records from your doctor's office but we did not receive a signed doctor's order.		N	Resolved in Favor of Member

VAM_20220823_23897	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)									You are not happy with the quality of service you have received from SCFHP's Transportation Department. You said on 8/23/22 SCFHP was not able to secure a ride for you. You said you have missed appointments in May, June, July and now August because of this issue. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted SCFHP's Call Center Management for more information. SCFHP's Call Center Management reviewed your transportation history, and confirmed your ride requests for May 2022 were unable to be booked because SCFHP was not provided any medical appointment information. This is required information in order for SCFHP to rides because transportation is only provided for covered medical appointments. Unfortunately, your June 28, 2022 ride request and your August 23, 2022 ride request were unable to be scheduled because SCFHP was unable to secure the rides due to a driver shortage. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns,	N	Resolved in Favor of Member

VAM_20220823_23898	23-Aug-22	August		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NEMT)	KEN TRANSPORTATION SERVICES	Unknown Physician Specialty	1.27E+09				You are not happy with the services that you have received from KENS transportation on 8/18/2022. You said the vehicle that arrived was not Wheel Chair Bound (WCB). You said the van did not have a ramp. You said you could not get in the van. You said you had to hang on what you could so that you would not fall. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to KENS Operations Manager for review and more information. They will review this internally. They will use this as a learning opportunity to improve quality services. KENS also said all their wheel chair access vans have ramps. They inspect the vehicles to ensure that they are working efficiently. KENS would like to extend their sincerest apology to you for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with maintenance going forward. They are aware and understand the importance of ensuring their members are comfortable and safe. Additionally, if you would like to change the transportation vendor, you will need to inform the Customer Service Representative at the time of booking to see if another vendor is available. If you would like	N	Resolved in Favor of Member

VAM_202 20823_23 899	23-Aug-22	August	22-Sep-22	Closed	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude								You are not happy with the quality of service from Valley Medical Center (VMC). You stated that you were referred to VMC to see a Cardiologist but have received no information. You stated that you have little faith in VMC and are afraid to use their services. You mentioned that VMC does not follow up on appointments. You stated that you had an appointment 3 or 4 months ago and that when you arrived, you were told that it had been canceled.		N	Closed

VAM_202 20823_23 900	23-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service that you received from Yellow Cab, transportation vendor. You shared that you had to call SCFHP's Customer Service for assistance on status of your ride request for 8/23/2022. You informed the SCFHP Customer Service Representative that you had been waiting for a pick up ride. The cab arrived at your home at 2:50pm, your appointment was at 2:30pm. You informed SCFHP that you did not take the cab. You are not happy as you were waiting for this appointment and you ended up missing it due to Yellow Cab's delay. In addition, on 9/14/2022, you called and corrected your statement as shared that it was 2:20pm, when Yellow Cab arrived for your pick up. You informed us that you wanted this amended information included into your letter as you did not want to give incorrect information.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 8/23/2022, however, on the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. Yellow Cab stated that their Dispatching team made every effort to locate a driver for you and it was not until 2:08 pm, when a driver became available. However, they said that the driver opted to cancel the ride as he had a prior commitment to attend to. Yellow Cab's Management stated that you were called and informed of the present situation. They said	N	Resolved in Favor of Membe r

VAM_202 20823_23 901	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	KEN TRANSPOR TATION SERVICES	Unknown Physician Specialty	1.27E+09				You are not happy with the quality of service you received from Kens Transportation. You said on 8/23/22 that Kens had arrived at almost 11 a.m. to pick you up. You said your dialysis appointment is at 10:30 am. You mentioned this is not the first time Kens has been late. You said you want kens to be responsible and arrive on time.	Our Grievance Department reviewed your complaint and contacted Ken's Transportation Management for more information. They reviewed your complaint along with the trip details for August 23, 2022, and said the driver was late for an unforeseen circumstance. Ken's Transportation Management sincerely apologizes for the inconvenience this has caused. Unfortunately, conflicts such as this one are truly unavoidable. SCFHP is also contracted with other transportation vendors such as Green Cab, Yellow Cab, One-Stop, and NovaTrans. You may request to switch your transportation vendor at any time by calling our Customer Service Department at 1-800-260-2055 (TTY 1-800-735-2929 or 711) Monday through Friday, 8:30 a.m. 22 to 5:00 p.m. The call is toll free. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive	N	Resolved in Favor of Member

VAM_202 20823_23 902	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you received from Yellow Cab. You stated that they did not pick you up for your appointment on 8/23/2022 resulting in you missing your medical appointment. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's management reviewed your complaint along with your trip details for 8/23/2022. They found that at the time of dispatch, they did not have any drivers available. A driver accepted the ride at 2:51 PM, however, your case manager had decided to cancel the trip. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for SCFHP to provide great service to our members. SCFHP is working hard with our transportation vendors to hire more drivers. SCFHP sincerely apologizes that this happened	N	Resolved in Favor of Membe r

VAM_20220823_23903	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	NICHOLAS SIKIC	Unknown Physician Specialty	1.36E+09				You are not happy with the quality of care from Dr. Nicolas Sikic Primary care physician (PCP). You stated that you had an 18-month checkup and that your sibling had a fever on the day of service, and Dr. Sikic refused to see your sibling. You stated that Dr. Sikic did not perform a Covid test on them in the office. You stated that it is a form of discrimination. You stated you took them to Kaiser's ER, where they were exposed to Covid.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Customer Relations for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Customer Relations to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_20220823_23904	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	Discrimination	NICHOLAS I SIKIC	Unknown Physician Specialty	1.36E+09				You are not happy with the quality of care from Dr. Nicolas Sikic Primary care physician (PCP). You stated that you had an 18-month checkup and that your sibling had a fever on the day of service, and Dr. Sikic refused to see your sibling. You stated that Dr. Sikic did not perform a Covid test on them in the office. You stated that it is a form of discrimination. You stated you took them to Kaiser's ER, where they were exposed to Covid.		N	Resolved in Favor of Member

VAM_20220823_23906	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	NICHOLAS SIKIC	Unknown Physician Specialty	1.36E+09				You are not happy with the quality of care from Dr. Nicolas Sikic Primary care physician (PCP). You stated that you had a 6-month check-up with Dr. Nicolas Sikic on July 10, 2022. You stated that you presented with a fever, and Dr. Nicolas Sikic refused to provide services. You stated that Dr. Nicolas Sikic did not perform a Covid test. You stated that this is discrimination.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Customer Relations for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Customer Relations to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	N	Resolved in Favor of Member

VAM_202 20823_23 907	23-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said you called on 8/23/22 at 3:20pm to request your return ride. You said you were told a cab was a minute away, ten minutes passed and there was no cab. You said you called YC and were informed there were no drivers in the area. You also mentioned you had the same issue at the pick-up ride. You said you got picked up late.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 8/23/2022 and confirmed that the return trip was activated at 3:21pm. YC said they had unforeseen conflicts that caused the wait. However, a cab was assigned at 3:50 pm. The driver arrived at 4:05pm and completed the trip at 4:24pm. YC says there is a three-minute delay for this ride. Please keep in mind that YC has a one-hour pick-up window. YC sincerely apologizes for being three minutes late for your return ride. As a reminder I have included some information you may find helpful in your Medi-Cal Member Handbook Section 4-Benefits and Services: ⌚ Be ready for your ride: Your ride is scheduled to arrive up to 60 minutes before your scheduled appointment. For example, if your appointment is at 10 a.m., you should be ready no later than	N	Resolved in Favor of Membe r

VAM_202 20823_23 908	23-Aug-22	August	21-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)							Uphold	Lack of Medical Necessity	You do not agree with the denial you received from Palo Alto Medical Foundation for OT Eval, Low Complexity, 1 and Therapeutic PX Areas Each 15 min exercises, 12, Authorization Number A0185166. The reason for denial is lack of medical necessity. Your Primary Care Physician feels that you would benefit from these services and would like to submit an appeal.			Resolve d in Favor of Plan

VAM_202 20823_23 910	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access									You are dissatisfied with Valley Connections. You stated that you have been unable to contact your doctor's office for the past two years. You said you called for the first time to schedule a physical appointment in April or May of 2021, and you were told they were going to give you a call back to schedule the appointment. You said you did not receive a call back and you called again, but every time you called the wait was one hour or more. You said you decided to go in person and you were told you needed to call to make an appointment. You said you tried calling again, and the last time you called was on January, 2022.	SCFHP's Grievance Department reviewed your concerns with Santa Clara Valley Medical Center's Customer Relations. We made multiple attempts to contact them. We did not get a response on the complaint. We informed our Provider Relations Department that Santa Clara Valley Medical Center did not respond to this grievance. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20823_23 911	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	VHC - TULLY	Unknown Physician Specialty	1.38E+09					You are unhappy with the quality of service you have received from your Primary Care Provider, VHC " Tully. You stated that you have made several attempts to call the office to schedule an appointment for your daughter but have not received a call back. You also stated that you were told you would have a phone appointment but that call was not returned as well. You stated that you have not been able to make an appointment for two years and you would like to switch to a different Primary Care Provider.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted the Primary Care Provider office of Dr. Frances Sun for review. They were unable to find records that you have called requesting an appointment. They also were unable to find any records of you since you were never seen by this facility. We see that you have changed your Primary Care Provider to SHC Overfelt, starting on 9/1/2022. You may schedule an appointment by calling (408) 347-5988. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right to receive needed and	N	Resolve d in Favor of Membe r

VAM_20220823_23912	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access										You are dissatisfied with Valley Connections. You stated that you have been unable to contact your doctor's office for the past two years. You said you called for the first time to schedule a physical appointment in April or May of 2021, and you were told they were going to give you a call back to schedule the appointment. You said you did not receive a call back and you called again, but every time you called the wait was one hour or more. You said you decided to go in person and you were told you needed to call to make an appointment. You said you tried calling again, and the last time you called was on January, 2022.	SCFHP's Grievance Department reviewed your concerns with Santa Clara Valley Medical Center's Customer Relations. We made multiple attempts to contact them. We did not get a response on the complaint. We informed our Provider Relations Department that Santa Clara Valley Medical Center did not respond to this grievance. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20823_23 913	23-Aug-22	August	20-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that they did not show up for your appointment on 8/23/2022. You ended up getting driven to the appointment by your mother but were too late and had to reschedule. SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Yellow Cab's management for review. Yellow Cab's management has reviewed your complaint along with your trip details for 8/23/2022. They found that a driver was dispatched for your trip at 2:32 PM, however, the driver met unforeseen circumstances and had to cancel the trip. Unfortunately, they were unable to dispatch another driver until 3:03 PM due to limited availability. The driver arrived at 3:22 PM, but, you were already gone. Yellow Cab's management understands the importance of timely pick-up and sincerely apologizes for the delay. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	N	Resolved in Favor of Member

VAM_202 20824_23 915	23-Aug-22	August	22-Sep-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients									You are not happy with the Access to Kaiser. You stated that you would like Kaiser to be your primary care physician (PCP). You stated that you believed you only needed Kaiser in the past to make a request. You stated that you do not agree because you were told something different by someone else. Our Grievance and Appeals Department reviewed your concerns with our Eligibility Management. The Eligibility Management team reviewed your complaint and forwarded it to Kaiser for EPO reconsideration. The request for reconsideration was denied because it exceeded the 6-month look back period. Prior Kaiser coverage ended on April 01, 2019. As explained in Member Handbook: Beneficiary may assign to Kaiser if she has a qualified family addition (such as a spouse/domestic partner or dependent child under 21 years of age) who currently has Kaiser. Please see PTE criteria below: Applicant/Medi-Cal Managed Care Beneficiary must satisfy one of the following: 1. Must have been a KP member within the past 6 months. Note: Must be within 6 months of the termination date of the prior KP membership, or 2. Be a qualified immediate family member living in the same home as a current KP member.	N	Resolved in Favor of Plan

VAM_202 20824_23 946	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral									You are not happy with Santa Clara Family Health Plan (SCFHP). You said you have been approved for aquatic therapy. However, there is a delay in finding a place close by that provides this service and is covered by insurance. You said it has been five weeks now that you have been without treatment. Our Grievance Department reviewed your complaint along with your authorization history. Our Grievance and Appeals Department confirmed you have one approved authorization (A0187152) for aquatic therapy at Omega Sports Rehabilitation. The request was received on August 31st and approved on September 7th. If you have not done so yet, please contact them. It is your right as an SCFHP member to receive needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives presented in a manner appropriate to your condition and ability to understand. As explained in your Member Handbook, your Primary Care Physician (PCP) will coordinate your care and will refer you to a plan specialist. If you would like to be referred to another plan specialist, please contact your PCP and ask for a new referral to be sent.	Resolved in Favor of Member

VAM_202 20824_23 949	23-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	JONATHAN S GRIGSBY	Family Practice	1.93E+09					You are unhappy with the quality of service you have received from your Primary Care Provider, Dr. Jonathan Grigsby. You stated that you had an appointment scheduled for 8/23/2022, however, when you arrived, you were told that he was not in the office and his next available appointment was for 9/27/2022. You stated that you need to have a form completed as soon as possible and you would like to see another doctor who could fill out the form. You stated that the earliest available appointment with another doctor was for 9/13/2022, which is too far out. You would like to see another doctor prior to 9/13/2022.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Dr. Jonathan Grigsby's office for review. Unfortunately, SCFHP has not received a response to your complaint. SCFHP's Grievance and Appeals Department has documented your case for tracking purposes of non-responses. Our Grievance and Appeals Department is working closely with our Provider Network Management to ensure all complaints are responded to. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_20220824_23929	23-Aug-22	August	4-Nov-22	Resolved in Favor of Member	Cal MediConnect Post Service Part C Appeal	Post-Service Reconsideration (Claims)		MOBILE MEDICAL & NURSING INC	Nurse Practitioner	1.02E+09		Overturn	Medical Necessity Met w/ Additional Information	your request for payment for claim #22203E05685 from provider, Chan Yun Yang, MD at Mobile Medical Nursing. This claim is for services provided on 7/11/2022 which was denied for services not authorized and are not payable by SCFHP. You are requesting reconsideration			Resolved in Favor of Member

VAM_202 20825_23 981	23-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)								Call# SC0618280 < 8/23/2022 2:57:27 PM FelishaF> Outbound call to mbr , she said that YC did pick her up and she just arrived to her appointment and made it to her appointment on time, Mbr was thankful for follow up No further assistance needed 8/23/2022 2:23 PM FelishaF Caller Mbr-4088299895 Confirm: elig/name/dob/demo Reason for call grievance transportation Mbr is concerned that she will miss her appointment today 08/23/22 Mbr said that she contacted YC 10 TO 15 MI ago and she was told that there were no drivers available I called YC 4084444444 spoke with Bench, she said that they may have a driver in a couple min Offered to call mbr back to confirm if driver is on the way		N	Resolve d in Favor of Membe r

VAM_202 20825_23 982	23-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call# SC0618724 < 8/24/2022 3:46:55 PM FelishaF> Called mbr at 415-770-3258, he confirmed that the nurse reached back out to him on My chart and told him to go the ER Mbr confirmed that he is in the ER(El Camino Hospital) Mbr shared that the ER doctor will test him for Monkey Pox I provided mbr with the pn# monkeypox questions, call (408) 970-2200, Monday â€œ Friday, 8 a.m. â€œ 5 p.m Mbr wans thankful for the follow ups/ No further assistance at this time < 8/24/2022 3:02:06 PM EsquivelC> Called mbr at 415-770-3258, no answer, left detailed message to call me back ext 6430 < 8/24/2022 11:30:51 AM SandraM> Contacted Supervisor Anthony Booker to further discuss case for Member offered to call him, didn't direct to CC MAR as we added Management and provided update from CSR Felisha regarding process on Monkeypox Call Center for Santa Clara County		Resolve d in Favor of Membe r

VAM_202 20824_23 917	24-Aug-22	August		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		AAYS RENTS & SELLS INC	Unknown Physician Specialty	1.42E+09		Uphold	Lack of Medical Necessity	You do not agree with a denial you received from Santa Clara Family Health Plan, authorization #A0184061, regarding a request for an Electronic Hospital bed from Aays Rents & Sells, INC. Santa Clara Family Health Plan only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. You did not meet criteria for coverage under guideline: Medicare Local Coverage Determination (LCD): Hospital Beds and Accessories (L33820) a semi-electric hospital. For this reason, the request was denied. You are requesting reconsideration because you said you have sleep apnea, lymphedema in you legs, which requires you to be lift up all the time. You also mentioned that the bed you currently have is already broken and you've had it since 2020.		N	Resolv ed in Favor of Plan

VAM_202 20824_23 918	24-Aug-22	August	23-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		MAXIM HEALTHC ARE SERVICES	Unknown Physician Specialty	1.63E+09		Uphold	Lack of Medical Necessity	You are appealing A0164141A. This is a request for therapeutic behavioral health services and mental health assessment. This is because the recommended guidelines said that the program supervision is 2 hours for every 10 hours of direct treatment and the service plan development is 1 hour for every 2 hours of direct supervision. You are requesting the full 26 hours of mental health service plan development.		N	Resolve d in Favor of Plan
VAM_202 20824_23 919	24-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t							You stated that you received a bill from BioTech for \$600.00 for the date of service on October 26, 2021.	SCFHP's Grievance Department reviewed the bill you received from BioTech regarding date of services \$600.00 Your claim is being processed and sent to your insurance company for payment. You can disregard bill. Please allow 30-45 days for the reprocessing. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260- 2055.		Resolve d in Favor of Membe r

VAM_202 20824_23 920	24-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab. You said you had a medical appointment today 8-24-2022 at 9:10am. You said that it was 8:39am YC still had not picked you up. You said YC has been seven times late in the past and todays appointment was very important.	SCFHPâ€™s Grievance Department reviewed your complaint and contacted Yellow Cabâ€™s (YCâ€™s) Management. YC reviewed your complaint along with the trip details for 8/24/22 and confirmed you had a scheduled pick-up time of 8:10am. Unfortunately, YC had limited drivers available at that time and was unable to assign a driver until 8:42am. YC confirmed the driver arrived 9:04am and completed the trip at 9:57am. Yellow Cab apologies for the long wait that you experienced. Estimated arrivals could change depending on the situation with conflicts that are not able to be avoided. Yellow Cab is working on ways to prevent this from happening again. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this	N	Resolve d in Favor of Membe r

VAM_202 20824_23 921	24-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/24/22 that you had physical therapy at Golden Hill Therapy and YC did not pick you up on time. You said you had to reschedule your appointment because you were told the driver would arrive in twenty (20)minutes and you would not make it on time. You also mentioned YC did not call or text regarding the delay.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 08/24/2022 and confirmed that the ride was scheduled for an 8:00 a.m. pick-up. However, YC encountered unpredictable struggles, resulting in longer wait times than usual. YC had a limited supply of cabs, making it difficult to assign a cab. One of YC's dispatchers contacted you to inform you about the situation and provided you with an estimated arrival time of twenty (20) minutes, which you decided to cancel. YC said given the remainder of time, they could have still made it on time to your appointment. We apologize for the inconvenience this has caused you. We understand how valuable your time is, and we appreciate your patience when things like this happen. As a reminder, I have included some information you may	N	Resolved in Favor of Member

VAM_20220824_23922	24-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab on 8/24/2022. You said YC was late again. You said you can't be late because the doctor might cancel your appointment.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled on 8/24/2022. There records show you were not late for your appointment. On the day of service, you were scheduled for a 9:00 am appointment and this would normally suggest an appointment chair time of 10:00 am. Driver arrived at 9:18 am and completed the trip at 9:34 am. Timeline shows that you made it to your appointment on time. In addition, your return trip was also completed within the timeframe. AM_20220824_23922 Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this	Resolved in Favor of Member

VAM_20220824_23923	24-Aug-22	August	20-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that the drivers are late or don't show up at all. You also stated that this issue has caused you to be late or miss medical appointments. SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Yellow Cab's management for review. Yellow Cab's management has reviewed all of your trips over the last six months. They stated that your trips were marked as "No-Show" or "canceled." They show that the canceled trips were all within their one-hour window of arrival. They apologize that there were extended wait times. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the start of your pick-up time. SCFHP is	Appeals Department has reviewed your complaint and sent it to Yellow Cab's management for review. Yellow Cab's management has reviewed all of your trips over the last six months. They stated that your trips were marked as "No-Show" or "canceled." They show that the canceled trips were all within their one-hour window of arrival. They apologize that there were extended wait times. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the start of your pick-up time. SCFHP is	Resolved in Favor of Member

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VAM_20220824_23925	24-Aug-22	August		Resolved in Favor of Member	Cal MediConnect Post Service Part C Appeal	Post-Service Reconsideration (Claims)		IRHYTHM TECHNOLOGIES INC	Unknown Physician Specialty	1.71E+09		Overturn	Medical Necessity Met w/ Additional Information	You are not happy with the Notice of Denial of Payment letter you received from from Santa Clara Family Health Plan. The claim (22206E03068) was denied for payment becauseâ€” IRHYTHM TECHNOLOGIES INC did not obtain an authorization for the services rendered to you on (7/21/2022). You are asking for reconsideration.			Resolved in Favor of Member

VAM_202 20824_23 931	24-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider									You are not happy with the quality of care from Gardner Health Center. You stated that you had an appointment at Gardner Health Center on August 24, 2022. You stated that you received a call at 10:51 a.m. informing you that your appointment had been canceled and rescheduled for September. You stated that you had to wait two weeks for this appointment, and this is the third time this has happened to you.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Continuous Quality Improvement (CQI). CQI reviewed your complaint as well as your medical records and confirmed that you were seen by Laura Farhat NP on August 24, 2022 and checked in at 1:44 p.m. According to your records, Laura Farhat NP reviewed your lab results and discussed your WBC being at 11.2 due to a tooth abscess. The plan of care is to continue with the dental plan, recheck TSH and WBC in two months, and follow up in six to eight weeks. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolved in Favor of Member

VAM_202 20824_23 932	24-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/24/22 that YC did not pick you up for your dialysis appointment. You said you had to reschedule your appointment for a later time.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's (YC's) Management for more information. Yellow Cab's management reviewed the trip details for the ride on 8/24/22. During the course of this review, they confirmed the trip was accidentally cancelled on August 22, 2022, due to a system error on their part. YC said on the same day at 12:16pm, SCFHP called to rebook the round trip for a 1:00pm pick up. The rides were finished on time. YC sincerely apologizes for the inconvenience this has caused, which resulted in your appointment being rescheduled. Our dispatchers have been informed, coached, and reminded to be extra careful with the orders in the system. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they		Resolved in Favor of Member

VAM_202 20824_23 933	24-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Medication	ANTARA BARUA	Internal Medicine	1.84E+09				You are unhappy with the quality of service you received from Dr. Antara Barua. You stated that she seemed cold and stiff toward you. You do not feel that she was taking your medical interest at heart. You stated that she did not ask about your brain injury. You also stated that she suggested prescribing a seizure medication if you were going to continue drinking wine. You do not agree with that as you only drink wine twice a month. You would like to switch to another doctor to discuss your recent brain injury.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted the office of Dr. Antara Barua. SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Antara Barua's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. We show that you have changed your primary care provider to Dr. Sara Pinkel. You may contact the office at (888)334-1000 to schedule your appointment. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive	Resolved in Favor of Member
VAM_202 20824_23 934	24-Aug-22	August	22-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza- tion (Medical Necessity)		JENNIFER CHEESBO ROUGH	Unknown Physician Specialty	1.32E+09		Uphold	Non Covered Benefit	You do not agree with Valley Health Plan denying authorization number 82000079 , for requested Excision skin add infraumbilical panniculectomy. This was denied as does not meet medical guidelines.		Resolved in Favor of Plan

VAM_202 20824_23 936	24-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/19/22 that you had arm surgery and needed a ride back home. You said the nurse called YC at 11 a.m. and was told a driver would arrive in thirty (30) minutes. You said the nurse brought you down to the lobby and waited with you for thirty (30) minutes and YC did not show up. You said the nurse went down the lobby three times and called YC several times. You mentioned that the nurse also provided a number for YC to call when the driver arrives. You said YC told the nurse the driver got lost, then that the driver arrived but the member was not there. You also mentioned that when the driver finally arrived at 3 pm, he asked for you to pay in order to take you home. You said you explained to the driver that the ride was going to be paid for by your insurance. The driver refused and told you if "you don't pay, he won't take you". You said, "Luckily, the nurse asked a hospital	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 8/19/2022 and confirmed that the return trip was activated at 11:58am. YC said that all wheelchair accessible vehicle (WAV) trips are designated a day prior to ensure timely execution. However, the driver canceled the ride due to an unforeseen circumstance with the previous passenger. YC said they tried contacting you at 669-350-7093 to inform you about the situation, but they could not reach you. Finally, at 12:58pm, a ride was assigned to a WAV driver who was available to pick you up. However, when the driver arrived at the pick-up location and checked in the lobby, you were not there. The driver also tried to call you, but you were still not answering. Having failed to make contact with you, the ride was marked as a no show.		Resolve d in Favor of Membe r

VAM_202 20824_23 937	24-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	KSHONIJA BATCHU	Internal Medicine	1.03E+09					You are unhappy with the quality of service you received from your Primary Care Provider, Dr. Kshonija Batchu. You stated that your appointment had been rescheduled several times, taking you about 8 months to get in to see her. You stated that your appointment felt rushed and the visit was cut down to 5-10 minutes. You also stated that she did not follow up with you regarding your labs and did not respond to the emails sent on My Health Online. You would like to change your Primary Care Provider.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted the office of Dr. Batchu Kshonija. SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Batchu Kshonija's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. We show that you have changed your primary care provider to VHC "TULLY. You may contact the office at (888)334-1000 to schedule your appointment. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive	Resolved in Favor of Membe r

VAM_20220824_23938	24-Aug-22	August	29-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	FIDERE ANESTHESIA CONSULTANTS	Anesthesiology	1.79E+09					You called our Customer Service Department regarding a bill you received from Fidere Anesthesia Consultants. This bill is for the services you received on 8/14/2022 for the amount of \$82.62. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Fidere Anesthesia Consultants participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Fidere Anesthesia Consultants and asked them to stop billing you. Fidere Anesthesia Consultants put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Fidere Anesthesia Consultants because you do not have to pay the bill.		Resolved in Favor of Member

VAM_202 20824_23 939	24-Aug-22	August	19-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 8/24/2022. You said the driver was late. You said they told you they don't have a driver to pick you up. You said you want to be on time.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled on 8/24/22 for a transportation request. Your ride was accepted by a driver at 2:34 pm however it was queued as a follow on which means a driver has to finish a prior trip. Driver arrived at 3:04 pm. Since drop off was at Palo Alto, your trip was not completed till 3:23 pm. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up.	Resolved in Favor of Membe r

VAM_202 20824_23 941	24-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Prior Auth/App eal Process									call#SC0619326 < 8/24/2022 3:10:55 PM YesseniaC> called VC spoke with Ana, asked to submit auth to neuro, Ana confirmed there was an auth submitted yesterday 8/23, its pending, mbr can call auth and referral line 669- 299-8230 to check on status called mbr 669-234-6823 informed auth was submitted 8/23, its pending, mbr can call auth and referral line 669-299- 8230 to check on status, auth # 82005477 mbr understood mbr wants to escalate to sup, mbr expresses he is in pain and has been in pain for the past 2 weeks and been waiting on referral mbr is in pain informed pcp did submit auth to VHP they received it yesterday as routine mbr said he told pcp office to submit as urgent, why was it routine, can we change it to urgent informed pcp will need to submit another auth as urgent mbr is still not satisfied Acknowledge member's concern/issue informed will file	Our Clinical Review Nurse has recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On August 25, 2022 our Grievance Department referred you to our Case Management Department to assist you with scheduling sooner appointment with a Neurology Specialist. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Additionally, please contact SCFHP's Nurse Advice line to request a tele-health appointment with a doctor. The Nurse Advice Line can: Â§ Answer questions about a health concern, and instruct you on self-care at home if appropriate. Â§ Advise you about whether you should get medical care, and how and where to get care. For	Y	Resolve d in Favor of Membe r

VAM_202 20824_23 942	24-Aug-22	August	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are not happy with the quality of service you received from the office of your Primary Care Physician (PCP) Valley Health Center (VHC) at Moorpark. You requested your PCP send an urgent referral to see a neurologist and the referral was sent as routine and not urgent. You are requesting your complaint be expedited because you have been in pain for the past two (2) weeks and were referred to a specialist that is not accepting Medi-Cal rates. SCFHP Clinical Review Nurse reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria. Our Clinical Review Nurse has recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On August 25, 2022 our Grievance Department referred you to our Case Management Department to assist you with scheduling sooner appointment with a Neurology Specialist. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Additionally, please contact SCFHP's Nurse Advice line to request a tele-health appointment with a doctor. The Nurse Advice Line can: Answer questions about a health concern, and instruct you on self-care at home if appropriate. Advise you about whether you should get medical care, and how and where to get care. For	Resolved in Favor of Membe r

VAM_202 20824_23 944	24-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You do not agree with a bill you received from Sutter Health PAMF in the amount of \$556.00 for the date of service of 4/20/22. You said you were told the bill was submitted to the health plan and was denied. You are asking us to assist.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your son received. You do not have to pay for this bill. Sutter Health PAMF participates in Medi-Cal, which means they must accept the SCFHP payment as full payment. We contacted Sutter Health PAMF and they have already removed this amount from your son's account. Please disregard the billing statement from Sutter Health PAMF because you do not have to pay the bill.		Resolve d in Favor of Membe r

VAM_202 20824_23 945	24-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You stated that you received bills from UC Davis Health for the dates of services 01/20, 03/24, and 03/31 in the amounts of \$2799.44 and \$2326.00.	The SCFHP Grievance and Appeals Department reviewed your complaint and contacted the UC Davis Billing Department for additional information. UC Davis billing confirmed that they attempted but were unable to bill your primary insurance Blue Cross. The SCFHP Grievance and Appeals reviewed your Medi-Cal eligibility and confirmed that you had Blue Cross as your primary insurance and SCFHP as your secondary insurance from 01/01/2021 to 03/31/2022. If Blue Cross was not your primary insurance, please contact the county office to update your eligibility.		Resolve d in Favor of Membe r

VAM_20220824_23947	24-Aug-22	August	20-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you were provided by Green Cab, transportation vendor. You shared with us that you had issues on 8/23/2022 and 8/17/2022. On 8/23/2022, you called Green Cab for a ride home but they told you that they did not have any available drivers for your pick up. Due to this issue, you had to have find an alternative ride home. On 8/17/2022, you informed us that the Green Cab driver asked you to finish up your appointment early as he had personal errands to do.	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Green Cab's Management for further investigation and review. We made multiple attempts to obtain an update and response from Green Cab's Management. Unfortunately, Green Cab's Management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Green Cab's Management. We apologize that we are unable to resolve your concerns at this time. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, if you would like to change		Resolved in Favor of Member

VAM_202 20824_23 948	24-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that on August 24, 2022, you missed your appointment at 9:00 a.m. because YC was late for pick up. Our Grievance and Appeals Department reviewed your complaint with YC Management. After reviewing your complaint, YC Management confirmed that you had a scheduled pickup on August 24, 2022 at 8:00 a.m. At 7:49 a.m., your ride was dispatched. However, there were no available drivers at the time of dispatch. YC continued to look for an available cab in the surrounding areas, but was unable to do so due to massive call holding. YC called to inform you of the current situation, and you agreed to give YC a few minutes more to work on the order. After exhausting all of our efforts, a driver was able to accept the trip at 9:13 a.m. The driver arrived at 9:28 a.m., and because the drop off is in Redwood City, which takes 30 minutes to get to, the trip was not completed until 10:03. YC is truly sorry that you missed your appointment. Moving forward, YC will be better and will ensure to keep up with the timeframe.	Resolve d in Favor of Membe r

VAM_202 20825_23 950	24-Aug-22	August	29-Aug-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		NORA F WOIWOD E	Internal Medicine	1.03E+09		Uphold	Criteria Not Met (ST, QL, NF)	Dr. Nora Woiwode on your behalf is appealing the denial you received for TRETINOIN 0.025% CREAM, Authorization 30622. This was denied because our guideline named TOPICAL TRETINOIN (Retin-A) requires you have a diagnosis of acne vulgaris (pimples) for approval. We received information showing you are using the requested medication for a cosmetic indication. We do not have information showing you have a diagnosis of acne vulgaris. This is why your request is denied.			Resolve d in Favor of Plan

[illegible]

VAM_202 20825_23 952	24-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	ANTHONY T WANG	Family Practice	1.71E+09				You are not happy with the quality of care you received from your primary care physician (PCP), Dr. Anthony Wang. You said you had to be after Dr. Wang to send referrals. You said you asked Dr. Wang for a referral to Stanford Neurologist and Pain Management. You said it's been two weeks and he has not referred you yet. You said you are in pain and it is hard to do your daily activities. You said you have asked Dr. Wang to expedite the referrals and, instead of helping you, Dr. Wang redirects you to urgent care or the emergency department (ER). You are requesting this to be urgent. You mentioned you wanted to be referred to a male doctor.			Resolved in Favor of Membe r

VAM_202 20825_23 953	24-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	ANTHONY T WANG	Family Practice	1.71E+09					You are not happy with the quality of care you received from your primary care physician (PCP), Dr. Anthony Wang. You said you had to be after Dr. Wang to send referrals. You said you asked Dr. Wang for a referral to Stanford Neurologist and Pain Management. You said it's been two weeks and he has not referred you yet. You said you are in pain and it is hard to do your daily activities. You said you have asked Dr. Wang to expedite the referrals and, instead of helping you, Dr. Wang redirects you to urgent care or the emergency department (ER). You are requesting this to be urgent. You mentioned you wanted to be referred to a male doctor. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major	Our Grievance Department reviewed your complaint and contacted Dr. Anthony Wang's management office for more information. They reviewed your complaint along with your medical records and confirmed that Dr. Wang had submitted your referrals promptly. Your records show you requested a neurology referral on 7/13/2022 and Dr. Wang submitted the referral on 7/14/2022 to PAMF neurology. However, you then asked for the referral to be sent to Stanford on 7/17/22 and Dr. Wang sent the referral on 7/19/22. You also requested a pain management referral on August 11, 2022, and the referral was submitted by Dr. Wang on August 12, 2022. Your referral status shows your referral to Stanford Neurology was declined by Stanford. On the other hand, your pain management referral was accepted, and the department called you to set up an appointment. Dr. Anthony Wang's office apologizes if	N	Resolved in Favor of Member

VAM_202 20825_23 954	24-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are not happy with the quality of service from Yellow Cab. You stated that no transportation was provided to you on August 22, 2022. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	Our Grievance and Appeals Department discussed your complaint with YC Management. After reviewing your complaint, YC Management confirmed that you were scheduled for a 2:30 p.m. pick up on August 22, 2022. YC dispatched your trip and assigned you to a driver at 2:14 p.m., but your trip was delayed because the driver canceled. YC's dispatched team had limited cabs in the Palo Alto Area and exhausted all efforts to assign your trip. A driver accepted your trip but due to the driver being too far out from the pickup location, the driver opted to cancel the trip. At 4:05 p.m. a driver was successfully assigned, YC contacted you and was informed that you had already left. YC sincerely apologizes for any inconvenience this has caused. Estimated times are dynamic and change as a result of unforeseen events. Nonetheless, YC is dedicated to ensuring timely execution in the future.	N	Resolved in Favor of Member

VAM_202 20825_23 957	24-Aug-22	August		Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		AVELLINO LAB OR AVELLINO	Unknown Physician Specialty	1.27E+09				your request for payment for claim #22175E04771 from provider, AVELLINO LAB. This claim is for services provided on 2/18/2022 which was denied for Current procedure is incidental to procedure U0003 on this claim and should not have been billed separately. You are requesting reconsideration.			Resolve d in Favor of Membe r

VAM_202 20825_24 001	24-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service from Green Cab (GC).You stated that you were waiting on the curb on August 24, 2022, but GC did not arrive. Our Grievance and Appeals Department reviewed your complaint and forwarded it to Green Cab for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Green Cab to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. We apologize that you had this experience. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate	Resolve d in Favor of Membe r

VAM_202 20825_24 003	24-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Geographi c Access to Specialist									You are not happy with the quality of service you received from Valley Health Plan's (VHP's) Utilization Management (UM) Department. You said you were give authorization to see Dermatology Specialist Dr. Katherine Ball in San Jose. You would like to change to a dermatologist in Morgan Hill or Gilroy because it is closer to your home.	SCFHP's Grievance and Appeals Department has reviewed your complaint and reached out to VHP for review. VHP sent us a copy of the authorization, number 82007406, was approved in August, 2022 for Dr. Clayton Schiltz. Dr. Schiltz is located at 7888 Wren Ave. Ste. A110, Gilroy, CA 95020. You can contact his office at 408-713-2600 to schedule an appointment. This referral is valid until 2/22/2023. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolve d in Favor of Membe r

VAM_202 20829_24 093	24-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	KSHONIJA BATCHU	Internal Medicine	1.03E+09					You are unhappy with the quality of service you received from your Primary Care Provider, Dr. Kshonija Batchu. You stated that your appointment had been rescheduled several times, taking you about 8 months to get in to see her. You stated that your appointment felt rushed and the visit was cut down to 5-10 minutes. You also stated that she did not follow up with you regarding your labs and did not respond to the emails sent on My Health Online. You would like to change your Primary Care Provider.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted the office of Dr. Batchu Kshonija. SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Batchu Kshonija's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. We show that you have changed your primary care provider to VHC "TULLY. You may contact the office at (888)334-1000 to schedule your appointment. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive	Resolved in Favor of Membe r

VAM_202 20824_23 930	24-Aug-22	August		Referred	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		SARA PINKEL	Internal Medicine	1.63E+09		Uphold	Adjudicat ed Properly	Dr. Sara Pinkel on your behalf is appealing the denial you received for Authorization A0183036, FLASH GLUCOSE SENSOR (FREE STYLE LIBRE 2) KIT. This was denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. According to Noridian Local Coverage Determination (LCD) for Glucose Monitors (L33822), a continuous glucose monitor (CGM) may be needed if you have diabetes mellitus (high blood sugar) and you meet all of the following: 1. You have been diagnosed with diabetes. 2. You have a demanding insulin regimen such as three or more injections of insulin every day or are using a continuous infusion insulin pump 3. Your insulin regimen needs to be adjusted often based on your blood sugar readings 4. You had an in-person visit with your doctor in the last 6 months to check your diabetes control 5. Every 6 months			Referre d

VAM_202 20825_23 983	24-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call#SC0619675 8/24/2022 2:35 PM AnjanetteH Nancy Boykin Ph # 669-499-7084 verified name, dob, last 4 SSN, address, phone # Transportation NMT Mbr had a ride booked today TR # 66365, mbr called HP stated YC never showed up. When calling YC on several occasions mbr was told there was no available drivers, and once YC finds a driver, one will be sent to pick up location. Mbr stated when calling the 888-334-1000 it's not easy getting someone on the line. Offered to assist by calling to help the mbr reschedule appt.Made Outbound call 888-334- 1000, spoke with Janea. Janea told the mbr she can send a message and have someone from the doctors office call to reschedule appt. Mbr was ok with that. Once done with talking to Janea, Asked the mbr if she wanted to file a complaint, stated she's had the same issue in the past with GC. Mbr declined to file a grievance against			Resolve d in Favor of Membe r

VAM_202 20825_23 987	24-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								Call# SC0619742 < 8/24/2022 3:49:47 PM AnthonyB> Called the member's mother back and let her know she can disregard the bill. < 8/24/2022 3:33:04 PM QuangK> SC0619742 NEWCOMBE, KIERNAN R and DOB: 2/14/2017 PAMF member effective on 06/01/2017 Acct# 61670349 and DOS: 6/29/22 \$870.15 Called Sutter health billing 877-252-1777 and spoke with Drydra to inquire member's account. Per Drydra, insurance on file. Member has no outstanding balance. DOS: 6/29/22 is pending insurance. Member should disregard the bill. CSR: Pls. notify parent. 8/24/2022 3:08 PM SeleniaL Mom Nia Newcombe (669)299-1070 Verified Name DOB ADD Phone Purpose of call: Her son received a bill. Mom expressed frustration about this bill as she has received bills herself and have not been resolved by the HR		Resolve d in Favor of Membe r

VAM_202 20825_23 967	25-Aug-22	August	25-Aug-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part D Appeal	Expedited		KAARTIGA SIVANESA N	Unknown Physician Specialty	1.7E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #30669, a request for VYNDAMAX 61MG. This was denied as you did not meet criteria for coverage. Dr. Kaartiga Sivanesan is requesting reconsideration on your behalf.			Resolve d in Favor of Membe r

VAM_202 20825_23 969	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service from Santa Clara Family Health Plan (SCFHP) Customer service. You stated that you had an appointment at 09:45 a.m. and that you called the HP to notify them that the taxi had not arrived. You stated that you were told your transportation was scheduled for a 9:45 arrival time. Our Grievance and Appeals Department reviewed your complaint and forwarded it to Call Center Management for internal review. Call Center Management has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Call Center Management to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. SCFHP Member EOC, Section 2 - If you pay for a service that you think SCFHP should cover, you can submit the following information in writing: i,\$ A copy of the itemized bill with the date, list of services, procedure codes, and details on the diagnosis or	Resolve d in Favor of Membe r

VAM_202 20825_23 970	25-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/25/22 Â YC failed to pick you up for your dental appointment. You said you waited with your daughter for one hour and a half. You mentioned the driver called at 3:20pm and was rude.	SCFHPâ€™s Grievance Department reviewed your complaint with Yellow Cabâ€™s Dispatch Manager. Yellow Cabâ€™s Dispatch Manager reviewed your trip log details for 08/25/22 and found that the pickup time was scheduled for 1:30 pm. The trip was dispatched early and it was immediately assigned. However, due to an unforeseen situation with the driver, he had to cancel the ride. It wasn't until 2:31 pm that a driver was successfully assigned, but the trip was queued as a follow-on. This means the driver has to finish the prior trip before picking you up. YC Dispatch staff called you, and you told them you had already missed your appointment, which led to the trip being cancelled. In addition, YC said upon listening to the call recordings for the date of service, there is no evidence that the driver was being rude. Your case was sent to our quality team for review of possible quality issues. Our medical team tries to make		Resolve d in Favor of Membe r

VAM_202 20825_23 972	25-Aug-22	August	26-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)						Uphold	Appropria te Care In Network	call#SC0620279 8/25/2022 10:08 AM MariaT NAME: Patricia Martin (mbr) PHONE: 4085409214 MBR ID# 91629995G VERIFIED ELIG/DEMO Mbr has been seeing Edward Goldenberg (Stanford GI Specialist) for a couple of years now, had went through pcp Joseph Walters and has always been approved. Mbr has history of diverticulitis and has bleeding from rectum, that this is why it was recommended for her have colonoscopy. Mbr states she was scheduled for colonoscopy for 09/16/2022 at Stanford and was told that PMG denied procedure and is redirected to another provider Brian Levitz 4083479001 at O'Connor Hospital, that they cancelled appt. Mbr states she is really upset by this, that she has already set everything up, has taken time off of work and has set up for friend to come help her from out of state. Mbr states she does not know why this would be denied if she she			Resolve d in Favor of Plan

VAM_20220825_23973	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you received from, Green Cab, transportation vendor. You shared with up that you were schedule for a ride pick up on 8/25/2022 with a window start time of 8:45am. You called SCFHP for assistance with the status of your ride as you were still waiting for the cab to arrive. During the call, Green Cab advised SCFHP that the driver will arrive in 20-30 minutes.	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Green Cab's Management for further investigation and review. We made multiple attempts to obtain an update and response from Green Cab's Management. Unfortunately, Green Cab's Management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Green Cab's Management. We apologize that we are unable to resolve your concerns at this time. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, if you would like to change		Resolved in Favor of Member

VAM_202 20825_23 974	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation. You said that on 8/25/2022, you had a pick up window starting at 9:30am. You called Yellow Cab and they advised you they were still working on assigning a driver to you. You called SCFHP for assistance on your ride request, the Customer Service Representative was able to speak to the Yellow Cab staff and informed them that you were worried you would be late again to your appointment . The Customer Service Representative informed Yellow Cab they were late for your pick up yesterday as well. During the call, Yellow Cab stated the wait time would be 20 minutes.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 8/25/2022, however, on the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. At 8:14 am, Yellow Cab stated that their Dispatching team called you and informed you about the current situation and you understood and allowed them more minutes to dispatch your trip. The Dispatching Team made every effort to locate a driver for you but at 9:29 am you cancelled your ride trip. They reviewed your return ride and found that the ride was completed with	Resolved in Favor of Membe r

VAM_20220825_23975	25-Aug-22	August	29-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	SILVER CREEK RADIOLOGY PROFESSIONAL CORP	Unknown Physician Specialty	1.15E+09					You called our Customer Service Department regarding a bill you received from Silver Creek Radiology Professional Corp. This bill is for the services you received on 5/18/2022 for the amount of \$157.33. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Silver Creek Radiology Professional Corp participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Silver Creek Radiology Professional Corp and they already removed this amount from your account. Please disregard the billing statement from Silver Creek Radiology Professional Corp because you do not have to pay the bill. The adjustment can take 30-60 to process.		Resolved in Favor of Member

VAM_202 20825_23 976	25-Aug-22	August	19-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)		MELANIE A MANNIN G	Unknown Physician Specialty	1.52E+09		Uphold	Non Covered Benefit	You do not agree with Physician's Medical Group (PMG)'s denial of authorization number 20220818T8800223, a request for Cytogenomic Analysis. This was denied because it is not a covered Medi-Cal benefit. The doctor has requested this to be urgent as it is affecting your treatment. Dr. Melanie Manning is appealing on your behalf.Â You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: â€¢Severe pain â€¢Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resol ved in Favor of Plan

VAM_202 20825_23 978	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC is always late in picking you up for dialysis. The SCFHP Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. After reviewing your complaint, YC Management confirmed that you had a scheduled pickup on August 24, 2022 at 5:15 a.m. Your ride was dispatched at 4:55 a.m. At 05:14 a.m., YC was able to find an available cab. The driver arrived at 5:26 a.m. and finished the ride at 5:33 a.m. YC Management reviewed your August trips and found two trips with delays to your appointment. Your return trip was dispatched as early as 4:55 p.m. on August 1, 2022, but YC had limited cabs within Sunnyvale. Nonetheless, YC continued to work on the bookings. YC successfully designated a driver at 5:44 p.m., but the driver needed to finish his previous trip first. The driver arrived at 5:55 p.m. and finished the trip at 6:13 p.m. You had a scheduled trip pick up time of 5:15 a.m. on August 8, 2022. Your ride	Resolve d in Favor of Membe r

VAM_20220825_23979	25-Aug-22	August	29-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	CENTRAL VALLEY IMAGING MEDICAL ASSOCIATES INC	Unknown Physician Specialty	1.28E+09					You called our Customer Service Department regarding a bill you received from Central Valley Imaging. This bill is for the services you received on 6/16/2022 for the amount of \$22.44. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Central Valley Imaging Associates participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Central Valley Imaging Associates and asked them to stop billing you. Central Valley Imaging Associates put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Central Valley Imaging Associates because you do not have to pay the bill.	Resolved in Favor of Member

VAM_202 20825_23 980	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	BENJAMI N A HERNAND EZ- CARDONA	Internal Medicine	1.92E+09					You are unhappy with the quality of service you received from your Primary Care Provider (PCP), Dr. Benjamin Hernandez-Cardona. You stated that he did not address your blood sugar readings and told you to see a psychiatrist. You would like to change your PCP because if this issue.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Hernandez-Cardona's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. We show that you have changed your primary care provider to Dr. Donald Golden. You may contact the office at (408)490-4710 to schedule your appointment. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Membe r

VAM_202 20825_23 985	25-Aug-22	August	26-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	HARMIND ER SINGH	Unknown Physician Specialty	1.24E+09				You are not happy with the access to care from Valley Medical Center Neurosurgeon. You stated that you had an MRI and were referred to VMC Neurosurgeon to discuss the results. You stated that you were instructed to pick up your results from Valley Imaging and deliver them to VMC Neurosurgeon. You stated that you called Dr. Singh for an appointment and were told that the earliest available appointment is in November. You stated that you can't wait that long and that you're nearly paralyzed. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	SCFHP's Clinical Review Nurse recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services, which includes assisting with follow-up regarding appointment for Neurosurgery and scheduling if need be. On August 25, 2022 our Grievance Department referred you to our Case Management Department. You can connect with your case manager by calling Member Services at 1-800-260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. SCFHP's Nurse Advice Line is also available 24 hours a day, 7 days a week by calling 1-877-509-0294. This number can be found on the back of your insurance card. The Nurse Advice Line can: Answer questions about a health concern, and instruct you on self-care at home if appropriate. Advise you about	Y	Resolved in Favor of Member

VAM_202 20825_23 986	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Case Managem ent									You are not happy with the quality of service you have received from SCFHP's Case Management Department. You shared that your Case Manager lied to you, is not trustworthy, is lazy and does not understand. You said that you called your Case Manager to arrange transportation for you to go to Dialysis due to being in the hospital for 2-3 weeks. Your Case Manager informed you that your transportation was taking care of and the driver would be taking you to your appointment. You said about two weeks ago (you could not provide an exact date). You were sitting outside the lobby and waited for your ride to arrive. You said you waited for 3 hours and nobody showed up, but eventually someone came to pick you up. You mentioned that on 8/22/2022, you called your Case Manager to inform her of your wait time of 3 hours but you were unable to get a hold of her. You left 2-3 messages asking for a call back. She then called you back at the end of the day. You shared that	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your concerns and dissatisfaction to SCFHP's Case Management Department for review. The concern was documented and investigated. They shared with us that you have been assigned to your current Case Manager since June 2022 after you requested to end the working relationship with your former SCFHP Case Manager. It is documented that your current Case Manager had completed 76 outreaches to you and your providers including the transportation department. On 7/28/2022, SCFHP's Case Manager contacted IHSS Caregiver Leslie. Leslie confirmed she was available and would be returning to provide services to you. The Case Manager discussed the need for an Appointment of Representative (AOR) form and the process. Leslie was informed that she would need your verbal consent in order for SCFHP to		Resolve d in Favor of Membe r

VAM_202 20825_23 991	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/25/2022 that YC failed to pick you up for your appointment. You said you called around 8:30am for an estimated arrival time and YC said they were looking for a driver but no one showed up. You mentioned you called six (6) times and they said the same thing.	SCFHP's Grievance Department reviewed your complaint with Yellow Cab's Dispatch Manager. Yellow Cab's Dispatch Manager reviewed your trip log details for 08/25/22 and found that the pickup time was scheduled for 8:30 a.m. The trip was dispatched as early as 8:16am but failed to locate an available cab right away as they experienced a longer wait time than usual. Records show you called at 8:52am asking for ride status, where you were informed of the situation and apologized for the inconvenience. With all the efforts exhausted, a driver accepted the ride and arrived at 9:22am. Upon arrival, the driver contacted you, but you had already left. Yellow Cab's management sincerely apologizes for the wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. YC also	Resolved in Favor of Membe r

VAM_20220825_23992	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NEMT)	NOVATRANS LLC	Unknown Physician Specialty	1.44E+09					Your wife on your behalf called because she said you are not happy with the services that you have received from NovaTrans on 8/25/2022. You said the driver should have waited for you in the lobby. You said the driver should be more patient. You said the driver should treat you with more dignity and be more helpful because you have medical conditions that require more assistance.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Novatrans Management for review and more information. The following are the responses from Novatrans based on their investigation. Novatrans checked your transportation logs. The driver waited 25 minutes beyond your scheduled return time to take you home. Their driver kept in touch with the facility staff regarding your appointment status. Your issue regarding the complaint that their driver should be in the facility lobby waiting is unhealthy, unsafe, unreasonable, and against their company policy. The driver arrived at 11:28 am on August 25th, 2022. Novatrans also listened to your audio call. It was found that you verbally abused their driver, therefore, Novatrans refused your transportation services per their company guidelines. Novatrans would like to extend their		Resolved in Favor of Member

VAM_202 20825_23 993	25-Aug-22	August	23-Sep-22	Partially Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	JOANN NGUYEN	Family Practice	1.21E+09					You are unhappy with the access to care that your son received from his Primary Care Provider, Dr. Joann Nguyen. You stated that the doctor's office called to reschedule his appointment to a time prior to 3 PM, but your son is still in school at that time and unable to go to the appointment. You have requested to change your son's Primary Care Provider.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted the office of Dr. Joann Nguyen. SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Joann Nguyen's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. We show that you have changed your primary care provider to Dr. Hien Truong. You may contact the office at (408)532-0960 to schedule your appointment. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive		Partially Resolved in Favor of Member

VAM_202 20825_23 995	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude									You are not happy with the quality of service you received from a Santa Clara Family Health Plan (SCFHP) Customer Service Representative (CSR). You said you called on 8/24/2022 and the CSR was rude. You said you asked the CSR to transfer you to another CSR and she hung up on you.Â	Our Grievance Department reviewed your complaint and contacted our Call Center Management for more information. The Call Center Management reviewed your complaint along with the recorded call details for 08/24/2022 and found coaching opportunities with the CSR. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our CSRâ€™s to provide great service to our members. SCFHPâ€™s Customer Service Department sincerely apologizes that this happened and look forward to serving you in the future.		Resolved in Favor of Member r

VAM_202 20825_23 996	25-Aug-22	August	26-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You do not agree with a denial you received from Valley Heath Plan (VHP), authorization number 82001369, a request to be seen with Dr. Anita Choy with Stanford's Allergy Clinic. This was denied because the services are available in-network. You said you have seen this provider for years and are requesting reconsideration of approval.		Y	Resolve d in Favor of Plan

VAM_202 20825_23 998	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that on 8/25/2022, your ride was late for pick up. You said that your were informed that Yellow Cab drivers do not want to pick you up because of having to pay the gas money for the ride. You said that the drivers do not want to drive far away for your pick up so they decline the rides. You stated that you have asked to speak to the manager of Yellow Cab but they do not respond or give you a call back. You mentioned due to this issue, you have missed a lot of your appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 8/25/2022 and the trip was dispatched as early as 1:16pm. Upon dispatching the ride, the cab driver accepted the ride at 1:21pm. Unfortunately, at 1:26pm the cab driver had an unforeseen situation and was unable to accept the ride. Due to this issue, this left the Dispatching Team looking for an alternative cab driver for your ride request. The Dispatching Team advised you about their current situation during your outreach to them at 1:39pm. They shared you were frustrated which was understandable. They informed you that they would send you the cab as soon as they could. At 1:50pm, Yellow	Resolved in Favor of Membe r

VAM_20220825_23999	25-Aug-22	August		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 8/25/2022. You said you want YC to be punctual. You said you had to call your dentist office and let them know you were going to be late. You said you were lucky enough to get the last appointment of the day.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled on 8/25/2022 for a 2:00 pm pick-up. A driver was assigned at 2:18 pm. The driver had a conflict and had cancel your ride. YC had to look for another cab. At 3:04 pm a driver was successfully assigned. At the same time, Erica from SCFHP called in and was given an ETA of 6 minutes. Driver arrived at 3:09 pm and your ride was completed at 3:26 pm. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and	Resolved in Favor of Member

VAM_202 20825_24 000	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you received from Yellow Cab. You stated that you had to cancel your medical appointment on 8/25/2022 because Yellow Cab was too late to pick you up. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's, (YC), Management for review. Yellow Cab's management reviewed your complaint along with your trip details for 8/25/2022. They found that your trip was scheduled for 2:00 PM. Unfortunately, they did not have any available cabs in East San Jose at that time. The trip was canceled at 3:21 PM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the start of your pick-up time. SCFHP is	Resolve d in Favor of Membe r

VAM_202 20825_24 002	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on August 25, 2022, that YC failed to pick you up for your appointment. You said your appointment was at 3:15pm. You said at 2:30pm YC said the driver was on the way. You mentioned you even changed your appointment time to 3:45pm and still the driver did not arrive. You had to reschedule your appointment for September 1. You said YC should not be playing with members' time and arrive on time. YC should be more responsible for member health and the importance of dropping members on time. SCFHP's Grievance Department reviewed your complaint with Yellow Cab's Dispatch Manager. Yellow Cab's Dispatch Manager reviewed your trip log details for 08/25/22 and found that the pickup time was scheduled for 2:15 pm. The trip was dispatched early and it was immediately assigned. However, due to an unforeseen situation with the driver, he had to cancel the ride. You were contacted and informed of the situation, which you agreed to wait a little longer. It wasn't until 3:34 pm that a driver was successfully assigned, but you had decided to cancel the trip. Yellow Cab's management sincerely apologizes for the wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. Your case was sent	Resolved in Favor of Membe r

VAM_202 20825_24 004	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that your trip was scheduled for 07:00 a.m., but YC did not arrive until after 08:30 a.m. You stated that you decided not to go because the nurse gets upset when you are late.	The SCFHP Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. After reviewing your complaint, YC Management confirmed that you had a scheduled pickup on August 23, 2022 at 7:00 a.m. Your ride was dispatched as early as 6:46 a.m., and a cab driver accepted the trip right away. The driver called you when he arrived at 6:46 a.m., and the trip was completed at 06:54. Please keep in mind YC has an hour to complete a trip for each member. As explained in your Medi-Cal Member Handbook Section 4: When you use non-medical transportation, you should plan for the following: i,§ Be ready for your ride: Your ride is scheduled to arrive up to 60 minutes before your scheduled appointment. For example, if your appointment is at 10 a.m., you should be ready no later than 9 a.m. Your ride may be late because of traffic, scheduling, or other issues. To help your ride get you to your appointment on time make sure you	Resolve d in Favor of Membe r

VAM_202 20825_24 005	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access									You are not happy with the quality of access to your primary care physician (PCP), Dr. Pedro Alvarez. It is hard to schedule an appointment. You wait for hours on hold. You stated that you called on 8/25/22 because your baby was having stomach issues and did not receive a call back. You said this had happened three times, and you ended up taking your daughter to the emergency department (ER).	Our Grievance Department reviewed your complaint and contacted Valley Medical Center's (VMC's) Customer Relations Department for more information. They reviewed your complaint and apologized for your experience. As Valley Connections said, you can also avoid the long wait times by contacting your care team directly through MyHealth Online. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive timely access to medical care. It is also your right to change your PCP at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients.		Resolve d in Favor of Membe r

VAM_202 20825_24 006	25-Aug-22	August	30-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	STANFOR D HEALTH CARE	Unknown Physician Specialty	1.44E+09					You are unhappy because you received a bill from Stanford, account number 80005143844, in the amount of \$128 for date of service 7/30/2021. You said this was for an Emergency Room (ER) visit and would like assistance with the bill.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Stanford Health Care participates with Medi-Cal, which means that they must submit the claim to Physicians Medical Group cannot balance bill you. Our Grievance Manager contacted Stanford Health Care and has asked them to remove the billed amounts from your account because you should not be responsible. Stanford Health Care has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Stanford Health Care because you are not responsible for the balance owed.		Resolve d in Favor of Membe r

VAM_202 20826_24 007	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay	BRANNO NS MEDICAL	Unknown Physician Specialty	1.64E+09				You are not happy with the quality of service from Brannon's Medical. You stated that you require a Bipap machine. You stated that you spoke with Brannon's Medical and were told there would be a 2- 3 month wait.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Brannon's Medical for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Brannon's Medical to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20826_24 043	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Emergenc y Medical Transport ation (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that Yellow Cab stated they did not have a driver for your August 25, 2022 trip. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. Yellow Cab Management reviewed your complaint and confirmed that you were scheduled for an 8:00 a.m. pick up on August 25, 2022. Your ride was dispatched at 7:46 a.m. and assigned to a driver at 8:12 a.m. The driver attempted to contact you several times but was unsuccessful. The driver contacted dispatch, who attempted to contact you but was routed to voicemail. For an hour, YC kept the booking trip open for you, and at 9:08 a.m. Your trip was canceled by YC due to a failure to contact you. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolve d in Favor of Membe r

VAM_202 20826_24 044	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said YC is always late picking you up for and from your dialysis appointment. You said you always have to wait two (2) hours to be picked up to go home.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with your trip history. According to YC, the majority of your rides were completed on time and with no latency issues. However, a few of them were cancelled by default, especially for your return rides, since no one called to activate them, and a few were cancelled either by you or the health plan for an unknown reason. A few of them were also tagged as "No Show," with the reason being the member not answering the call and/or not being at the pick-up location. SCFHP is contracted with Yellow Cab to provide transportation to our members if they need transportation to medically necessary appointments. Yellow Cab services thousands of our members, and we apologize that you have not felt the service has been efficient. SCFHP is		Resolve d in Favor of Membe r

VAM_202 20826_24 055	25-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are not happy with Valley Health Plan (VHP). You said you were referred to Dr. Tiecheng Hong Lac. However, the doctor is not accepting Medi-Cal patients. You said you called VHP to redirect you to another acupuncturist and it has not been redirected yet. Our Grievance Department reviewed your complaint and contacted the Valley Health Plan Utilization Department for more information. They reviewed your complaint along with your medical records. Your records show that you were redirected to Dr. David Wang on 8/27/2022, effective from 8/27/22 to 12/31/2022. Please contact Dr. Wang at (669)212-0521 if you have not done so yet. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and	Resolved in Favor of Membe r

VAM_202 20825_23 968	25-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you received from Yellow Cab on 8/25/2022. You stated that you received a text message around 9:40 AM, which was after the scheduled time for your medical appointment. You also stated that this was too late to make it to your appointment and you had to reschedule your appointment. You asked if there is another transportation company available to use moving forward.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab has reviewed your complaint along with your trip details for 8/25/2022. They found that you were scheduled for a trip at 8:25 PM until you called and verified that it is actually supposed to be an AM appointment. Yellow Cab immediately updated the pick-up time but could not provide an available cab due to driver shortages. A driver was able to be dispatched at 9:35 AM. The trip was canceled at 9:54 AM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when		Resolved in Favor of Membe r

VAM_202 20829_24 087	25-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Enrollmen t/Disenrol lment	Eligibility								#SC0621331 < 8/26/2022 11:27:09 AM DelgadillM> brandy winny mother called from P#4087706898 ver elg demo pcp request update states missed a call relayed outcome // understood no further assistance required at this time < 8/26/2022 11:06:20 AM SaraN> Outbound call to Mother Brandy Sweeny 408-770- 6898 for additional information â€œ No Answer LVM will try to call again < 8/26/2022 8:49:04 AM SaraN> Outbound call to Mother Brandy Sweeny 408-770- 6898 for additional information â€œ No Answer If mother calls back pls obtain the following Name of Emergency Room Date of Emergency Room visit < 8/25/2022 5:03:00 PM EsquivelC> Called Valley Connections spoke with Anna She states in her system it does show mbr assigned to DR KHAN, AMNA , but mbr see's DR VO, THO MAL		Resolve d in Favor of Membe r

VAM_202 20826_24 018	26-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/25/22 that YC did not pick you up for your appointment. You said you received a call from YC at 4:47am stating they were twenty (20) minutes away and to be ready. You said it was 5:30 am and had not been picked up. You said you called the driver and he answered in a bad way. You mentioned this is not the first time this has happened.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 08/25/2022 and confirmed that the ride was scheduled for a 5:00 am pick-up. The driver arrived at the pick-up location at 5:48am. When he called you at (408)-498-2169, however, the call went straight to voicemail. The driver also contacted the dispatch team to contact you as well, but the call was going to voicemail, resulting in the ride being a no-show. As a reminder, please make sure to keep your line open during a scheduled ride to avoid issues like this from happening. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive		Resolve d in Favor of Membe r

VAM_202 20826_24 029	26-Aug-22	August	24-Sep-22	Resolved in Favor of Plan	Medi-Cal Post Service Medical Appeal	Medical Necessity		VISTA MANOR NURSING CENTER	Unknown Physician Specialty	1.1E+09		Uphold	Lack of Medical Necessity	You do not agree with the denial you received from SCFHP regarding Physical Therapy (PT) and Occupational Therapy (OT) services, Authorization Number, A0183079, during your stay at Vista Manor Nursing Center. The reason for this denial is that you have reached maximum rehabilitation potential. You would like to continue receiving OT and PT services as you feel this would greatly benefit your physical health. You have requested your services to be continued until your appeal decision has been made.			Resolved in Favor of Plan

VAM_202 20826_24 031	26-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care									You stated that you had a mammogram in July and received a call from the lab requesting additional imaging. You stated that you contacted Dr. Divagaran for results but did not receive a response. Our Grievance and Appeals Department reviewed your complaint and forwarded it to Dr. Divagaran for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Dr. Divagaran to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Please know that you have the option to change your primary care physician (PCP). You may contact our Customer Service Department at (800) 260-2055 or visit www.scfhp.com to choose a new provider. If we can make the change you want, in most cases the change to your new PCP will be	Resolve d in Favor of Membe r

VAM_202 20826_24 032	26-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)									You are not happy with the quality of service you have received from SCFHP's Transportation Department. You said you called on 8/25/22 to request rides for 8/30/22 and 8/31/22 however you received five (5) missed calls from Yellow Cab on 8/26/22. You are upset that the rides were booked on the wrong date and said this is not the first time it has happened. You were also told that the drivers do not get paid if the ride is marked as a no show or the ride is cancelled and wants SCFHP to review the contract.	Our Grievance Department reviewed your complaint and contacted SCFHP's Call Center Management for more information. SCFHP's Call Center Management confirmed your ride was scheduled in error for 8/26/2022 instead of being booked for 8/30/2022 and 8/31/2022. SCFHP's Call Center Management will provide additional coaching to the Customer Service Representative (CSR) to ensure this does not happen again. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our CSR's to provide great service to our members. SCFHP sincerely apologize that this happened and looks forward to		Resolved in Favor of Membe r

VAM_202 20826_24 033	26-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	RAVENSW OOD FAMILY HEALTH CENTER	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Ravenswood Family Health Center. You said on August 26, 2022, you called to schedule an appointment and the customer representative was rude. You said it is difficult to schedule an appointment with your primary care physician (PCP). You said you had hip surgery on 8/24/22 and they were expecting you to come right away. However, because you had surgery, you were not able to go, and you were told they were not accommodating you.	Our Grievance Department reviewed your complaint and contacted the Ravenswood Family Health Center Management Office for more information. They reviewed your complaint along with your medical records, and your records indicate that you called to schedule an appointment on 8/26/22 at 12:09pm. The appointment was scheduled for 8/31/2022 at 10 am with Dr. Gupta. You then called at 1:50pm to reschedule. An appointment was rescheduled for a telehealth visit for 9/2/2022 at 10:20am. You also have upcoming appointments scheduled. Unfortunately, Ravenswood Family Health Center was unable to locate any call recordings where the customer representative was being rude. Ravenswood Family Health Center Management apologizes if you felt they did not provide you with the best customer service. Your case was sent to our Quality team for review of possible quality issues. Our medical		Resolved in Favor of Membe r

VAM_202 20826_24 034	26-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	RAVENSW OOD FAMILY HEALTH CENTER	Unknown Physician Specialty	1.82E+09				You are not happy with the quality of service you received from Ravenswood Family Health Center. You said on August 26, 2022, you called to schedule an appointment and the customer representative was rude. You said it is difficult to schedule an appointment with your primary care physician (PCP). You said you had hip surgery on 8/24/22 and they were expecting you to come right away. However, because you had surgery, you were not able to go, and you were told they were not accommodating you.			Resolved in Favor of Member

VAM_202 20826_24 035	26-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	RAVENSW OOD FAMILY HEALTH CENTER	Unknown Physician Specialty	1.82E+09				You are not happy with the quality of service you received from Ravenswood Family Health Center. You said on August 26, 2022, you called to schedule an appointment and the customer representative was rude. You said it is difficult to schedule an appointment with your primary care physician (PCP). You said you had hip surgery on 8/24/22 and they were expecting you to come right away. However, because you had surgery, you were not able to go, and you were told they were not accommodating you.			Resolve d in Favor of Membe r

VAM_202 20826_24 036	26-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you received from Yellow Cab. You stated that you were not picked up for your medical appointment on 8/25/2022. You also stated that you were not feeling well and you waited two (2) hours for Yellow Cab. You stated that you had to pay \$15 out of pocket for a ride home.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Yellow Cab's management for review. Yellow Cab's management reviewed your complaint along with your trip details for 8/25/2022. They found that they did not have any drivers available in the Palo Alto area at the time of your trip. They stated that the trip was canceled at 3:32 PM because they were unable to find a driver. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the start of your pick-up time. SCFHP is contracted with	Resolved in Favor of Membe r

VAM_202 20826_24 037	26-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care									You are not happy with the quality of care from North East Medical Services (NEMS). You stated that Dr. Ahmed requested lab work and a pap smear in August 2021. You stated that you had a follow-up appointment to go over the results, but you left after an hour because you felt no one cared. You also mentioned that you had an appointment with Dr. Song on June 20, 2022 for shoulder pain, and that during the appointment, Dr. Song went over the results of your 2021 lab work and pap smear. You stated they fabricated your results, and you haven't had a pap smear in nearly ten years. Dr. Ahmed reviewed the results with you but did not provide a treatment plan or refer you to any specialists.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with North East Medical Services (NEMS). NEMS reviewed your complaint as well as your medical records. Dr. Ahmed performed a gynecological exam with PAP specimen on 7/14/2021, according to your records. Your PAP results were normal; there was no reason to refer her to a specialist. Dr. Ahmed had referred you to specialty care, such as Behavioral Health, dermatology, and acupuncture services, as needed. Per NEMS procedure, a Pap Smear Result Letter was sent to this member on 7/28/21. The letter was written in both English and Chinese, informing the patient: 'We are pleased to inform you that your recent cervical cancer screening at North East Medical Services did not show any evidence of cancer. Periodic Pap smears and annual gynecologic examinations are important in the early detection of breast, cervical and		Resolved in Favor of Member

VAM_202 20826_24 038	26-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you have received from SCFHP's Grievance and Appeals Department. You said you do not get a response to the complaints you have filed and you do not get resolutions to your complaints.	SCFHP's Grievance and Appeals Department reviewed your complaint and in accordance with the Department of Health Care Services, it is the policy of SCFHP to provide each member an opportunity to file a complaint and for SCFHP to maintain a system in order to properly document and address your complaints. SCFHP is responsible for reviewing your complaint as quickly as possible based on your medical health, but no later than 30 calendar days from the date the complaint was received. The Grievance & Appeals Department will contact internal departments, providers and vendors to get the necessary information needed to make a decision. These complaints are also shared with our providers and vendors so they can make adjustments and improvements. The quality of care grievances filed with SCFHP are also forwarded to the appropriate clinician or physician reviewer for further review of the medical care given. All grievances are reviewed quarterly	Resolved in Favor of Member

VAM_202 20826_24 039	26-Aug-22	August		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	LATOYA ALLEN	Physician Assistant	1.52E+09					You called because you need assistance with a bill that you have received from Multicare health system for date of service DOS: 5/5/2022 Amt Due: \$21.20	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received from Multicare health system for date of service) DOS: 5/5/2022 Amount Due: \$21.20. I have contacted them and asked them to stop balance billing you. I informed them that they must take the payment they received from SCFHP as full payment. They said they will send for reprocessing. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_202 20826_24 040	26-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you received from Yellow Cab. You stated that you had to reschedule your appointment on 8/18/2022 to 8/25/2022. You also stated that you were late to an appointment on 8/23/2022. You stated that you have waited 2-3 hours to be picked up after your appointments due to a lack of drivers in your area.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's management has reviewed your complaint along with your trip details for 8/18/2022 and 8/23/2022. They found that on 8/18/2022, a driver was dispatched at 12:01 PM. The driver arrived at 12:12 PM and called the number on file. They did not get an answer so they contacted dispatch to mark the trip as a no-show. Dispatch received a call from you at 1:32 PM letting them know that you had mixed up the times, thinking you were going to be picked up at 1:30 PM, not at 12:15 PM. Yellow Cab immediately dispatched another driver who arrived at 2:03 PM. The trip was completed at 2:29 PM. For the trip on 8/23/2022, Yellow Cab's management found that the return ride was set for a will-call, meaning that you would call Yellow Cab to let them know that you were ready to be picked up. The return trip	Resolved in Favor of Membe r

VAM_202 20826_24 041	26-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	PRINCE SHAH	Gastroent erology	1.17E+09				You are not happy with the quality of service from Dr. Prince Shah MD staff. You stated that you contacted Dr. Shah's office to make an appointment. You stated that you were asked what type of insurance you have, and when you told the representative you had Medical, she stated that we do not accept Medical and hung up.	Our Grievance and Appeals Department reviewed your complaint and forwarded it to Prince Shah MD for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Prince Shah MD to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Please know that you have the option to change your primary care physician (PCP). You may contact our Customer Service Department at (800) 260-2055 or visit www.scfhp.com to choose a new provider. If we can make the change you want, in most cases the change to your new PCP will be		Resolved in Favor of Membe r

VAM_202 20826_24 042	26-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are upset with the quality of service provided by Physicians Medical Group (PMG). You stated that you do not understand why you are unable to see the oncologist because your doctor told you to be seen right away. You stated that the person who took your call did not explain things to you and you did not receive a letter explaining anything to you.	SCFHP's Grievance and Appeals Department has reviewed your complaint along with your eligibility details and confirmed that you are assigned to the Physician Medical Group of San Jose Network effective July 1, 2015. You are currently assigned to Dr. Deepa Srinivasan as your Primary Care Physician (PCP). As explained in your SCFHP Member Handbook, you will get most of your care from your PCP. Your PCP will give you all of your routine preventative (wellness) care. You will also see your PCP for care when you are sick. Each SCFHP member chooses a health care provider or a clinic as a PCP. The PCP you choose will coordinate your care; this includes preventative care like checkups and immunizations. Each PCP works with certain specialists and hospitals. When you choose a PCP, you are also choosing to use the specialists and the hospital (s) with whom the doctor works. We call this a "network." Before choosing a PCP, you should understand which specialists are in the same network	Resolved in Favor of Member

VAM_20220826_24046	26-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NEMT)	NOVATRANS LLC	Unknown Physician Specialty	1.44E+09					Your wife on your behalf called because she said you are not happy with the services that you have received from NovaTrans on 8/25/2022. You said the driver should have waited for you in the lobby. You said the driver should be more patient. You said the driver should treat you with more dignity and be more helpful because you have medical conditions that require more assistance.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Novatrans Management for review and more information. The following are the responses from Novatrans based on their investigation. Novatrans checked your transportation logs. The driver waited 25 minutes beyond your scheduled return time to take you home. Their driver kept in touch with the facility staff regarding your appointment status. Your issue regarding the complaint that their driver should be in the facility lobby waiting is unhealthy, unsafe, unreasonable, and against their company policy. The driver arrived at 11:28 am on August 25th, 2022. Novatrans also listened to your audio call. It was found that you verbally abused their driver, therefore, Novatrans refused your transportation services per their company guidelines. Novatrans would like to extend their	Resolved in Favor of Member

VAM_202 20826_24 048	26-Aug-22	August	19-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	SILICON VALLEY DIAGNOS TIC IMAGING GROUP	Unknown Physician Specialty	1.63E+09					You called to get assistance with a bill that you received from Silicon Valley Diagnostic Imaging. Date of service (DOS) 7/21/2022 for the amount of \$38.94.	SCFHP's Grievance Department reviewed the bill you received from Silicon Valley Diagnostic Imaging. Date of service (DOS) 7/21/2022 for the amount of \$38.94. We contacted Silicon Valley Diagnostic Imaging and asked them to stop billing him. They will make the necessary adjustments. They must take the payment that was paid to them. They told us the request can take from 30- 45 days to reflect on his account. If he continues to receive a bill after 8/17/2019, please call SCFHP's Cal MediConnect Customer Services at 1- 877-723-4795.	Resolve d in Favor of Membe r

VAM_202 20826_24 052	26-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	CAITLYN P KURINSKY	Unknown Physician Specialty	1.75E+09					You are not happy with the quality of service from primary care physician (PCP) at Gardner Health. You stated that you had to wait for an hour and a half to see a provider. You stated that the provider does not explain issues in a way that you can understand. You stated that you requested an evaluation for Autism and that the provider denied your request. You stated that the provider requested a videotape in order to believe you.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Continuous Quality Improvement (CQI). CQI reviewed your complaint as well as your medical records and confirmed that you had an appointment with Dr. Galina Kappan on September 8, 2020. Your records show you presented with snoring, sleep apnea, mouth breathing, and nasal congestion. Your care plan was Flonase nasal spray once daily and Saline nasal spray twice daily. CQI reviewed your records and found no request for an Autism evaluation. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Membe r

VAM_202 20826_24 053	26-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	CAITLYN P KURINSKY	Unknown Physician Specialty	1.75E+09					You are not happy with the quality of service from primary care physician (PCP) at Gardner Health. You stated that you had to wait for an hour and a half to see a provider. You stated that the provider does not explain issues in a way that you can understand. You stated that you requested an evaluation for Autism and that the provider denied your request. You stated that the provider requested a videotape in order to believe you.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Continuous Quality Improvement (CQI). CQI reviewed your complaint as well as your medical records and confirmed that you had an appointment with Dr. Galina Kappan on September 8, 2020. Your records show you presented with snoring, sleep apnea, mouth breathing, and nasal congestion. Your care plan was Flonase nasal spray once daily and Saline nasal spray twice daily. CQI reviewed your records and found no request for an Autism evaluation. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the		Resolved in Favor of Member

VAM_202 20826_24 054	26-Aug-22	August	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	CAITLYN P KURINSKY	Unknown Physician Specialty	1.75E+09					You are not happy with the quality of service from primary care physician (PCP) at Gardner Health. You stated that you had to wait for an hour and a half to see a provider. You stated that the provider does not explain issues in a way that you can understand. You stated that you requested an evaluation for Autism and that the provider denied your request. You stated that the provider requested a videotape in order to believe you.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed your concerns with Continuous Quality Improvement (CQI). CQI reviewed your complaint as well as your medical records and confirmed that you had an appointment with Dr. Galina Kappan on September 8, 2020. Your records show you presented with snoring, sleep apnea, mouth breathing, and nasal congestion. Your care plan was Flonase nasal spray once daily and Saline nasal spray twice daily. CQI reviewed your records and found no request for an Autism evaluation. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the		Resolved in Favor of Membe r

VAM_202 20829_24 057	26-Aug-22	August		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Specialist									You are not happy with the services that you have received from Santa Clara Family Health Plan. You said you tried to make an appointment with Dr. Allen Beede but you were informed they are no longer taking Cal Mediconnect. You said you should have received a letter from SCFHP informing you of this contract change.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to our Provider Network Department for follow-up. The following are the responses from the PNO department. Allen Beede, OD, is an optometrist who is participating with Vision Service Plan (VSP). I cannot give specific details on the VSP agreement with this provider, but generally agreements require a 90 termination notice. We obtain the VSP list of delegated providers and then update our database. VSP has not notified us of this termination notice. SCFHP sends notification to members when a CMC directly contracted provider terminates his/her relationship. Those providers would be specialist and MD's. Not for optometrists who are part of VSP. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they		Resolve d in Favor of Membe r

VAM_20220829_24058	26-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	BACH FAMILY CLINIC	Unknown Physician Specialty	1.96E+09					You called SCFHP's Customer Service regarding a bill you received from BACH Family Clinic. This bill is for the services you received on 9/25/2021 and 2/7/2022 for the amount of \$20.00 and \$40.00. You are asking our help with this bill	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. BACH Family Clinic participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted BACH Family Clinic and they already removed this amount from your account. Please disregard the billing statement from BACH Family Clinic because you do not have to pay the bill.		Resolved in Favor of Member

VAM_20220829_24059	26-Aug-22	August		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	BACH FAMILY CLINIC	Unknown Physician Specialty	1.96E+09					You called to get assistance with bills that you received from Bay Area Community Health Clinic (BACH) for dates of services 9/5/2021 and 2/7/2022. The amount of the bills are \$20.00 and \$40.00.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received from Bay Area Community Health Clinic (BACH) for dates of services 9/5/2021 and 2/7/2022. The amount of the bills are \$20.00 and \$40.00. I have spoken with the billing office. They said you have no balance due at this time. Most likely that was an explanation of benefits. If you do receive a bill from them again please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_202 20829_24 060	26-Aug-22	August	20-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Lack of Medical Necessity	You do not agree with Santa Clara Family Health Plan (SCFHP) denying authorization number A0181423, a request for mental health access by a non-physician. This was denied because SCFHP only covers services that are medically necessary. You stated that you want your son to be seen as soon as possible. You are requesting this to be urgent. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: â€¢Severe pain â€¢Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolve d in Favor of Plan

VAM_202 20829_24 088	26-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call# SC0621691 < 8/26/2022 12:10:55 PM VickyN> Attempted to reach out to mbr's mother again at 408- 600-7673 informed that the clinic will call mbr back at 408-600-7673 within 24 hours to reschedule appointment for mbr. She understood. < 8/26/2022 12:07:47 PM VickyN> Reach out to mbr's mother at 408-600-7673 not available, leave message for mbr's mother to call hp back to be assist on scheduling appointment with pcg. < 8/26/2022 12:06:01 PM EsquivelC> Called Valley Connections spoke with Arby She states mbr had a Hospital Discharge follow up appointment on 8/25/22 at 9am Did mbr miss the appointment? Per CSR Vicky: Yes, mbr missed the appointment. Arby will send a message to the clinic to call mbr back at 408-600-7673 to reschedule mbr's Discharge appointment, she will add that mbr is out of medications and needs to be seen. Clinic will reach out		Resolve d in Favor of Membe r

VAM_202 20829_24 090	26-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)								Cal# SC0622191 < 8/26/2022 5:02:38 PM EsquivelC> Changed User from ***Q- PQI, to Orozco, Vanessa 8/26/2022 2:14 PM VanessaOr mbr arlene becerra 408 903-5259 calling mbr wants to report when she books transportation thru us and wants to call vendor Yellow cab for pick up at the number that we have provided to her to call after appt for p/u 408-444- 4444 is incorrect when she calls it is burger king not yellow cab while I had mbr on the line I called 408-444-4444 and it went to yellow cab I advised the mbr to make sure that she is dialing 408 first she said she was dialing 408 I asked her if maybe by accident she saved YC on her contacts with a wrong # a family member of mbr was with her while on the call she stated she would help		Resolve d in Favor of Membe r

VAM_20220829_24061	29-Aug-22	August	27-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that you were late being picked up on 8/29/2022. You also stated that they have made you late to your appointments four (4) times in the past four (4) months.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's management for review. Yellow Cab's management has reviewed your complaint along with your trip details on 8/29/2022. They found that your pick-up time was scheduled for 7:15 AM. Unfortunately, due to unforeseen circumstances, they did not have cabs available in your pick-up area until 7:41 PM. The driver arrived at 8:01 AM and the trip was completed at 9:04 AM due to traffic to Palo Alto. Yellow Cab's management has researched your previous trips and found that a few of them were 3-5 minutes behind schedule. Yellow Cab apologizes for the delay in your trips and is working hard to gain more drivers in your area. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to	Resolved in Favor of Member

VAM_20220829_24062	29-Aug-22	August	27-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09				You are not happy with the quality of service you have received from a driver with Yellow Cab. You said the driver made you uncomfortable because he was talking about death and school shootings.	The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. Following a review of your complaint, YC Management confirmed that you were scheduled for an 8:00 a.m. pick up on August 26, 2022, and that the trip was marked as a no show. On the day of service, the driver attempted to contact you at 8:14 a.m. to see if you were ready for pickup but was unable to do so. The driver took the initiative to go to the pickup location and arrived at 8:27 a.m., but you were not seen at the pickup location. The driver attempted to contact you, but you did not respond. YC Dispatch attempted to contact you as well, but was unable to. You later cancelled because you no longer required the ride. YC has reminded every driver to be gentle with the members. Know that YC's top priority is your comfort throughout the ride. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make	Resolved in Favor of Member

VAM_20220829_24063	29-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said you had a dialysis appointment on 8/29/22 at 9:00 am and YC did not pick you up. You said you called YC and they told you there were no drivers servicing the area. You mentioned that when you are late, it affects the other patients' time and you do not get the full treatment.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 08/29/2022 and confirmed the ride was scheduled for an 8:00 a.m. pick up. Unfortunately, YC encountered unforeseen conflicts, which led to longer wait times than usual. Due to a very limited number of cabs in the area, YC's driver arrived at 9:45am and the trip was completed at 10:01am. Yellow Cab's management sincerely apologizes for the long wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all	Resolved in Favor of Member

VAM_20220829_24065	29-Aug-22	August	26-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that you were not picked up for your appointment on 8/29/2022 and had to miss your medical appointment. You also stated that Yellow Cab told you that they did not have a driver available to pick you up when you called to confirm your appointment.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's management for review. Yellow Cab's management has reviewed your claim along with your trip details for 8/29/2022. They found that your trip was scheduled for 8:30 AM. Due to limited cab availability, the driver was not able to be dispatched until 9:21 AM. The driver arrived at 9:35 AM, but you were no longer at the pick-up location. Both the driver and dispatch attempted to reach you at the phone number provided, 669-210-2127, but they did not reach you. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when	Resolved in Favor of Member

VAM_202 20829_24 066	29-Aug-22	August	26-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay	HOMETO WN MEDICAL SUPPLY LLC	Unknown Physician Specialty	1.29E+09					You are not happy with the quality of service from Hometown Medical Supply. You said you contacted Hometown Medical Supply to have your power wheelchair repaired and you were informed that it could take up to 10 days to get it repaired, but now you were told it could take a month. You stated that you cannot wait any longer, as you tripped a few days ago, and that this is affecting your health.	SCFHP's Grievance Department reviewed your complaint and contacted Hometown Medical Supplies Manager reviewed your complaint along with the details of your power wheelchair repair and said your power wheelchair is considered a special order. Unfortunately, at this time, special orders are taking two (2) to four (4) weeks because of the recent supply chain shortages. SCFHP has referred you to our Case Management Department for assistance with finding an available loaner power wheelchair. You may contact the Case Management Department by calling SCFHP's Customer Service Department at 800-260-2055. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this		Resolve d in Favor of Membe r

VAM_202 20829_24 068	29-Aug-22	August	27-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC did not show up for pick up on August 12, 2022. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. Following a review of your complaint, YC Management confirmed that you were scheduled for a 2:30 p.m. pick-up on August 12, 2022, and that the trip had been canceled. On the day of service, YC dispatched your ride at 2:16 p.m. You called YC to cancel your trip at 3:16 p.m. As explained in your Medi-Cal Handbook Section 4: Using Non-Medical Transportation When you use non-medical transportation, you should plan for the following: i,§ Be ready for your ride: Your ride is scheduled to arrive up to 60 minutes before your scheduled appointment. For example, if your appointment is at 10 a.m., you should be ready no later than 9 a.m. Your ride may be late because of traffic, scheduling, or other issues. To help your ride get you to your appointment on time make sure you are ready and waiting at the prearranged location at the		Resolve d in Favor of Membe r

VAM_20220829_24069	29-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement	VALLEY RADIOLOGY MEDICAL ASSOC	Unknown Physician Specialty	1.4E+09					You called our Customer Service Department regarding a bill you received from Valley Radiology Imaging. This bill is for the services you received on 05/18/2022 for the amount of \$84.00. You are asking our help with this bill.	The SCFHP Grievance and Appeals Department reviewed your complaint and contacted Valley Radiology Imaging for additional information. Valley Radiology Imaging confirmed that they did not have your Medicare insurance information on file. They will resubmit the bill for reprocessing. Please note that this can take 45-60 days. SCFHP Grievance and Appeals reviewed your Medi-Cal eligibility and confirmed that you had Medicare as your primary insurance and SCFHP as your secondary insurance for the date of service of 05/18/2022. If Medicare is not your primary insurance, please contact your county office to update your eligibility. Valley Radiology Imaging accepts Medicare, which means they must accept the payment they received from SCFHP as full payment and cannot balance bill you. Please disregard the bill you have received because Valley Radiology Imaging is billing your primary	Resolved in Favor of Member

VAM_202 20829_24 070	29-Aug-22	August	28-Sep-22	Closed	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)									You do not agree with Valley Health Plan denying authorization number 81999366, for requested Hyperbaric oxygen treatment (HBOT) at Ronald Gordona Medical Corporation. This was denied not medical necesary. Ronald Gordon Medical Corporation is appealing in your behalf.			Closed

VAM_202 20829_24 071	29-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	HIEN N TRUONG	General Practice	1.24E+09					You are unhappy with the quality of care you received from your primary care provider, Dr. Hien Truong. You stated that you have gone to the office during their business hours, Monday-Friday, 9 AM-12 PM and the office was closed. You would like to change to a different Primary Care Provider.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted your primary care provider, Dr. Hien Truong. Dr. Truong has reviewed your complaint along with your medical records. Dr. Truong stated that your last visit in the office was 8/25/2022 for a Well-Child Check. He also stated that there is a sign posted on the door with the office hours and all patients are able to call his cell phone at 408-722-0700. Dr. Truong stated that his office does accept walk-in visits as well. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20829_24 072	29-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)									You are not happy with Santa Clara Family Health Plan (SCFHP). You said your son has a very important appointment on August 29, 2022, and you cannot reschedule. You said you called us to schedule a short-notice ride and we were not able to accommodate you. SCFHP will only provide short notice transportation if the appointment falls under one of the following circumstances: on-going dialysis treatment; scheduled appointment with an urgent care center; scheduled for an outpatient, pre-op, operation, or post-op appointment; ongoing chemo therapy; scheduled mental health appointment; follow-up appointment after an emergency room (ER) visit; or a hospital discharge. The short notice request did not fall into one of these categories, which is why the short notice transportation was denied. As a reminder, to request a ride for services that have been authorized, call SCFHP Customer Service at 1-800-260-2055 (TTY: 711) at least 3 business days (Monday-Friday) before your appointment or call as soon as you can when you have an urgent appointment. You can also request NMT on the mySCFHP member portal at www.member.scfhp.com. Please have your member ID card ready when you call.	Resolve d in Favor of Membe r

VAM_202 20829_24 074	29-Aug-22	August	31-Aug-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	call#SC0623057 < 8/29/2022 11:27:06 AM HaydeeB> Changed User from Becerra, Haydee to ***Q- Grievance and AppealsMCHK, 8/29/2022 11:20 AM HaydeeB Patrick 650-497-0960 From Stanford healthcare Req to submit appeal mbr had allogeneics transplant GVHD in eyes on 06/23/2022 would like to appeal to auth# 82005511 reason: you believe mbr should be treated there since mbr rcvd procedure there mbr is having post transplant complications would like to submit urgent request mbr was Admitted from 06/23 -07/15/2022			Resolve d in Favor of Plan

VAM_20220829_24075	29-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	ONE-STOP MEDEX LLC	Unknown Physician Specialty	1.48E+09					You are unhappy with the quality of service you received from One Stop. You stated that your ride did not show up on 8/27/2022. You stated that you called them around 11:00 AM and was informed that you were not booked for a trip.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to One-Stop MedEx LLC Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. SCFHP is contracted with One-Stop MedEx LLC to provide transportation to our members if they need transportation to medically necessary appointments. SCFHP is also contracted with other transportation vendors such as Green Cab, Ken Transportation, Yellow Cab, and NovaTrans. You may request to switch your transportation vendor at any time by calling our Customer Service Department at 1-800-260-2055 (TTY 1-800-735-2929 or 711) Monday through Friday, 8:30 a.m. 22 to 5:00 p.m. The call is toll free.		Resolved in Favor of Member

VAM_202 20829_24 076	29-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You stated that you received a bill for \$877.70 from Bio Reference for the date of service on January 4, 2022. The SCFHP Grievance and Appeals Department reviewed your complaint and contacted Bio Reference for additional information. Bio Reference confirmed that they are awaiting payment from your primary insurance provider. SCFHP Grievance and Appeals reviewed your Medi-Cal eligibility and confirmed that you had Medicare as your primary insurance and SCFHP as your secondary insurance for the date of service of 1/4/2022. Please contact your county office to update your eligibility if Medicare was not your primary insurance. Bio Reference participates with Medicare, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Please disregard the bill you have received because Bio Reference is billing your primary insurance and you are not responsible for the balance owed.	Resolve d in Favor of Membe r

VAM_202 20829_24 077	29-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are not happy with the quality of service you received from the occupational therapy department at Valley Health Center. You said you called to schedule an appointment and you were told there were no appointments available in the next ninety (90) days. You said the customer service representative (CSR) refused to schedule you an appointment. You mentioned you do not mind waiting for an appointment. You said facility does not care about patients. Our Grievance Department reviewed your complaint and contacted the Occupational Therapy (OT) Department at the Valley Health Center for more information. They reviewed your complaint and explained that they do not schedule appointments beyond ninety days because there is no schedule available. We were able to schedule you an appointment for 12/2/22 at 9:30am at the address of 751 S Bascom Ave building, A 1st floor. The OT department advises you to arrive 15 minutes early and also mentions that after two missed appointments or late arrivals, you will need a new referral. Please make sure you arrive on time. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However,	Resolved in Favor of Membe r

VAM_20220829_24078	29-Aug-22	August	26-Oct-22	Resolved in Favor of Member	Cal MediConnect Post Service Part C Appeal	Post-Service Reconsideration (Claims)		ANUJ MALIK	Internal Medicine	1.87E+09	Overturn				You do not agree with the Notice of denial of payment, you received from SCFHP, claim number #22209E03003, a request for telehealth services with Anuj Malik at Thomas Fordham Brewer, MD. This was denied due to lack of authorization. You shared that you called SCFHP and spoke with SCFHP's Nurse Advice Line. You were then advised to call MD Live. You were told this was a covered service provided by SCFHP. You are requesting reconsideration.			Resolved in Favor of Member

VAM_202 20829_24 079	29-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Compliance	Discrimination	YUETIN TINA WONG	Family Practice	1.92E+09					You are not happy with the services that you have received from Dr. Yuetin Tina Wong's office. You said the clinic is racist. You said they judge you because you are in a wheelchair. You said they tell you to go to the Tully Clinic to be helped or the other clinics.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Valley Medical Center (SCVMC) to review internally. They have logged your complaint in their system. They will review this internally. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. They will also use this as a learning opportunity to improve quality services. SCFHP also forwarded your complaint against discrimination to our Compliance Department. We apologize that you had this experience. As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand		Resolved in Favor of Member

VAM_202 20829_24 080	29-Aug-22	August	1-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					You called our Customer Service Department regarding a bill you received from Stanford Medical Center Hospital. This bill is for the services you received on 4/27/2021 for the amount of \$1,980.38. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Stanford Medical Center Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Medical Center Hospital and asked them to stop billing you. Stanford Medical Center Hospital put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Stanford Medical Center Hospital because you do not have to pay the bill. Please note the adjustment can take 45-60 days to process.		Resolved in Favor of Member

VAM_20220829_24081	29-Aug-22	August	26-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Poor Provider/Staff Attitude	SCVMC ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.06E+09					You are not happy with the services that you have received from Santa Clara Valley Medical Center's (SCVMC's) Emergency Department (ED). You said they are very rude. You said you felt they were threatening you. You said they all turn their backs and body away from patients there. You said their rudeness makes you frustrated.	SCFHP's Grievance Department reviewed your complaint against SCVMC Emergency Room Department. These are the following responses from the Emergency Room Nurse Manager at SCVMC's ED department. You were brought in by ambulance for an episode of left knee pain that per the patient, resolved prior to arrival in the ambulance. You arrived at 1:45 pm and was placed in the medical treatment area immediately, which is a lower acuity area within the ED. Patient was seen and evaluated by Physician Assistant (PA). Labs, X-ray and ultrasound were ordered and all completed with no significant findings. After initial Medical Screening Exam and labs completed, patient was sent to the waiting room to wait for an available room to see a Medical doctor (MD). Unfortunately, patient eloped at 11:00 pm prior to seeing a MD. SCVMC apologies for the long wait. They know your time is valuable and they apologize for the inconvenience and stress this has caused you.		Resolved in Favor of Member

[illegible]

VAM_202 20829_24 086	29-Aug-22	August	27-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	PHI/Confidentiality/ HIPAA									You are unhappy that your medical information has been shared with others. You would like your information to be private, including not being shared with social workers. Our Grievance Department reviewed your complaint and contacted you for more information. We have tried contacting you via telephone and have been unsuccessful. We needed to speak with you in order to assist you with your request. Your grievance case has been closed. Please contact our customer service number if you wish to reopen the case. You can call Customer Service at 1-800-260-2055 (TTY 1-800-735-2929 or 711). Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll-free. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the	Resolved in Favor of Member

VAM_20220829_24089	29-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist								SCFHP has reviewed your complaint and expedited the process to our case management department. You were requesting an appointment with Neurology and Orthopedics sooner than was originally available. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Medical Director has recommended you be referred to VHP's Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On 8/29/2022 our Grievance Department referred you to our Case Management Department to assist you with scheduling sooner appointments for both a Neurology Specialist and an Orthopedic Specialist in-network. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However,	Y	Resolved in Favor of Member

VAM_202 20830_24 094	29-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC did not pick you up on time. You stated that you needed to take a Lyft and that you would like to be reimbursed. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. Following a review of your complaint, YC Management confirmed that you were scheduled for a 2:45 p.m. pick-up on August 29, 2022. YC had a longer wait than usual on the day of service. The dispatch team had to look for available cabs outside the perimeter because there weren't many available cabs. Due to unforeseen circumstances, YC was unable to assign a cab until 3:16 p.m. When YC dispatch called you at 3:18 p.m. to provide a status update, you requested that your trip be canceled. As explained in your Medi-Cal Handbook Section 4: Using Non-Medical Transportation When you use non-medical transportation, you should plan for the following: i,\$ Be ready for your ride: Your ride is scheduled to arrive up to 60 minutes before your scheduled appointment. For example, if your appointment is at 10 a.m., you should be ready no later than	Resolve d in Favor of Membe r

VAM_202 20830_24 095	29-Aug-22	August		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Billing Statemen t								Your daughter on your behalf called because she said you are upset about Santa Clara Family Health Plan's reimbursement process. You were notified that additional information is needed. You and your daughter feel this is ridiculous. You both said this was so long again and at this point you both have given up on SCFHP's reimbursement process. You both are angry about how much valuable time this is taking up. You said you both would like an email or official letter of what is expected and why you have to obtain all this information.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to our Call Center Management Team. This is the following findings based on the investigation. SCFHP requires information from members in order to be considered for reimbursement. We must ensure we receive the proper documentation and paperwork in order to process this request. As stated in your Member Handbook Chapter 7: Asking us to pay our share of a bill you have gotten for covered services or drugs: Send us your bill and proof of any payment you have made. Proof of payment can be a copy of the check you wrote or a receipt from the provider. It is a good idea to make a copy of your bill and receipts for your records. You can call SCFHP Cal MediConnect Plan Customer Service to ask for help. Other records/documents may be required to process reimbursements. We apologize that you had this negative		Resolve d in Favor of Membe r

VAM_202 20831_24 123	29-Aug-22	August	21-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	YUETIN TINA WONG	Family Practice	1.92E+09					You are not happy with the services that you have received from Dr. Yuetin Tina Wong's office. You said the clinic is racist. You said they judge you because you are in a wheelchair. You said they tell you to go to the Tully Clinic to be helped or the other clinics.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Santa Clara Valley Medical Center (SCVMC) to review internally. They have logged your complaint in their system. They will review this internally. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. They will also use this as a learning opportunity to improve quality services. SCFHP also forwarded your complaint against discrimination to our Compliance Department. We apologize that you had this experience. As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand		Resolved in Favor of Membe r

VAM_202 20831_24 145	29-Aug-22	August	27-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	RENU C LIU	Unknown Physician Specialty	1.22E+09					You are not happy because you received a bill in the amount of \$806.00 from Morgan Hill Imaging/Bay Imaging Consultant for date of service: 4/29/2022. You would like help settling this matter.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Bay Imaging Consultants participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Manager contacted Bay Imaging Consultants and has asked them to remove the billed amounts from your account because you should not be responsible. Bay Imaging Consultants has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Bay Imaging Consultants because you are not responsible for the balance owed.	Resolved in Favor of Membe r

VAM_20220829_24084	29-Aug-22	August	4-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement	ROBERT J ROTH	Dermatology	1.21E+09					You are unhappy because you received a bill in the amount of \$146 from Dr. Churong Chang with East Bay Dermatology Medical Group, account number 1300044328, for date of service 4/29/2022. You would like assistance settling this bill.	The Grievance & Appeals Department reviewed this grievance with East Bay Dermatology Medical Group. Unfortunately, since they are not contracted with Medi-Cal, we are unable to have them comply to our rules and regulations. As stated in SCFHP Member Handbook, Section 3 says, If you cannot get the care you need from a participating provider in your PCP's network, your PCP must ask SCFHP for approval to send you to an out-of-network provider. It means that SCFHP or your network must make sure that the care is medically necessary or needed. Since this provider is out-of-network and not contracted with Medi-Cal, we are unable to guarantee that you will receive financial coverage.	Resolved in Favor of Member

VAM_202 20829_24 092	29-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call# SC0623640 8/29/2022 2:48 PM YeseniaC mom gabriella guerrera 408-509-8094 called to request PAMF verified demo/elig educated mbr PAMF is an EPO Asked if mbr has seen a PAMF PCP in the past 24 months, mom said yes PCP name and address: Katherine Yang 2652 El Camino Real Santa Clara, CA 95051 informed I will submit the request and call them back with the result in 10 business days informed If their request to be assigned is approved, the member will be effective with the PCP on the 1st day of the following month mom understood assigned to EE EPO mbr has a broken clavicle fracture and was told to see pcip to see next step for treatment, bone was broken about 1 week ago mbr needs an appt advised to call pcip QURESHI, FARDA mom has tried calling pcip QURESHI, FARDA R at (408) 730-2200, they dont answer or they are on lunch or someone hung up mom said she called		Resolve d in Favor of Membe r

VAM_202 20831_24 135	29-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call#SC0623902 < 8/30/2022 1:14:15 PM MariaNallyB> Mbr. called (408-561-5854) to return a missed call Verified demo. and elig. x Informed caller is CSR Felisha; need to confirm if able to get an appt. Mbr. said got an appt. with Dr. Le on 08/30/22 @ 2:30 pm < 8/30/2022 1:13:52 PM FelishaF> Received a message from CSR Nally, she confirmed with mbr he has an appointment today 08/30/22 at 2:30pm < 8/30/2022 12:52:50 PM FelishaF> Outbound call to mbr 4085615854, no answer/ left VM 8/29/2022 4:32 PM FelishaF Mbr-4085615854 Confirm: elig/ name/dob/demo Reason for call: Mbr sad that he tried to call DR Le office, but was not sure if he dialed the correct # , he said he called 40853115555 Mbr said that he needs to make an appointment with a pcip to refer him to check his knees Confirmed he called the		Resolve d in Favor of Membe r

VAM_20220830_24096	30-Aug-22	August		Resolved in Favor of Plan	Cal MediConnect Pre-Service Part C Appeal	Pre-Service Reconsideration (Authorization)		RAJALAKS HMI KALIMUT HU	Family Practice	1.48E+09		Uphold	Non Covered Benefit	You do not agree with a denial you received from Santa Clara Family Health Plan, authorization #A0180976, regarding a request for a Durable Medical Equipment (DME) a Regular Recliner Chair. Santa Clara Family Health Plan only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. You did not meet criteria for coverage under guideline: Medicare Benefit Policy Manual Chapter 15, Section 110. Your provider did not submit any supporting documents showing medical necessity or showing chair would be used for medical reason. For this reason, the request was denied. You are requesting reconsideration because you need the DME. You shared that your provider knows your medical condition and approved your item already.			Resolved in Favor of Plan

VAM_20220830_24097	30-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/30/22 that YC arrived late to pick you up. You said your appointment was at 9:45am, but it was 9:35am and the driver had not arrived yet. You said you had a very important appointment. You mentioned you are very upset because you booked your ride in advance and it should have been booked.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for August 30, 2022, and confirmed that the ride was scheduled for an 8:30 a.m. pick-up. Unfortunately, due to a very limited number of cabs in the area, YC assigned a driver until 9:32am and the trip was completed at 9:56am. Yellow Cab's management sincerely apologizes for the wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with	Resolved in Favor of Member

VAM_20220830_24098	30-Aug-22	August	26-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have been receiving with Yellow Cab over your last couple trips. You stated that the driver begins to argue with you when he arrives to pick you up. You stated that he claims that your insurance is not paying for the trip and you have tried to show him your insurance card but he didn't want to see it. You also stated that you do not understand the language he is speaking to you in when he is arguing and you would prefer a driver who speaks English.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's management has reviewed your complaint along with your recent trip details. They have verified that each trip was made under the SCFHP account, which the drivers are all very familiar with. Without a date to research, they are unable to investigate with a specific driver, so they will be sure to remind all drivers of payment methods for vendors. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour	Resolved in Favor of Member

VAM_202 20830_24 099	30-Aug-22	August	27-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)						Uphold	Lack of Medical Necessity	You do not agree with Santa Clara Family Health (SCFHP) denying authorization number A0185924, for office visit with Dr Rohaninejad Mohammadreza. This was denied as the requested services is available within network.			Resolve d in Favor of Plan

VAM_202 20830_24 100	30-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC did not arrive for pick up on August 30, 2022. You stated that you had missed your appointment. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. Following a review of your complaint, YC Management confirmed your pick-up time of 9:40 a.m. on August 30, 2022. YC dispatched your ride as early as 9:26 a.m., but due to the high volume of calls received on the day of service, YC had a longer wait time than usual. At 10:35 a.m., YC dispatched the nearest available cab driver, who arrived at 10:42 a.m. You requested to cancel your pick-up and return trip at 10:43 a.m. YC understands the importance of timely pickup, but unforeseen circumstances such as these incidents can occur. Going forward, the YC dispatch team will also make every effort to adhere to the time frame. As explained in your Medi-Cal Handbook Section 4: Using Non-Medical Transportation When you use non-medical transportation, you should plan for the following: i,§ Be ready for your ride: Your ride is	Resolved in Favor of Membe r

VAM_202 20830_24 101	30-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	SUREKHA S VETSA	Internal Medicine	1.18E+09					You are not happy with the quality of service you received from Dr. Vetsa Surekha S. You said every time you have had an appointment with Dr. Vetsa, you get your vitals checked and the doctor says she will refer you to another provider and you never hear anything about the referral. You mentioned that even when there is a concern, you never hear back about referrals, so your concern goes unaddressed.	Our Grievance Department reviewed your complaint and contacted Dr. Vetsa S Surekha Management Office for more information. They reviewed your complaint and, along with your medical records and notes, confirmed that you were only seen at her office two times. On October 20, 2021, you were seen for the first time for Tinea Cruris, a fungal infection that causes a red and itchy rash in warm and moist areas of the body. Dr. Vetsa prescribed Nystatin powder. The second time you were seen was on June 16, 2022. You asked Dr. Vetsa for an OB/GYN referral. The referral was sent the same day and later approved by insurance. Dr. Vetsa's staff tried contacting you, but the number on file (510-467-4666) was disconnected. Dr. Vetsa apologizes if you felt she did not provide you with the best quality of care. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive		Resolved in Favor of Membe r

VAM_202 20830_24 102	30-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	SKYLINE HEALTHC ARE CENTER	Unknown Physician Specialty	1.78E+09				You are unhappy with the quality of service at Skyline, your Skilled Nursing Facility. You stated that you were given an envelope with medical records to take to your Orthopedic appointment when you were discharged. The documents included two diagnosis codes regarding type 2 diabetes and high cholesterol. You stated that the records also showed that you were in a deep coma related to diabetes complications. You stated that you do not have these two diagnoses and you were not in a coma at any time. You would like to know where Skyline obtained this information as it is not on file with your Primary Care Provider or your Orthopedic doctor. You believe that the documents provided by Skyline to be fraudulent.	The Grievance and Appeals Department reviewed this grievance with Skyline Healthcare Center. We have reached out to them multiple times and have not received a response from them. We have forwarded this lack of response to our Provider Network Department for reporting and follow-up. Your case was sent to our Compliance Department for review. This is because you alleged fraud, waste, or abuse. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member
VAM_202 20830_24 103	30-Aug-22	August	28-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza- tion (Medical Necessity)						Uphold	Appropri- ate Care In Network	You are requesting authorization to appeal 820088579. You stated that you had already seen Dr. Rao and that it takes 6 months to be seen.			Resolved in Favor of Plan

VAM_202 20830_24 110	30-Aug-22	August		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	PACIFIC PULMON ARY SERVICES	Unknown Physician Specialty	1.72E+09					You called to get assistance with bill that you received from Pacific Pulmonary Services. You said the amount of the bill is \$20.60 for date of service 6/17/2022. SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received from Pacific Pulmonary Services. You said the amount of the bill is \$20.60 for date of service 6/17/2022. You do not have to pay for this bill. Pacific Pulmonary Services participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Pacific Pulmonary Services and asked them to stop billing you. They have placed your account on hold for future billing while the adjustment is in process. Please disregard the billing statement because you do not have to pay the bill. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resol ved in Favor of Membe r

VAM_202 20830_24 112	30-Aug-22	August	26-Sep-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					You do not agree and are appealing the denial you received for Authorization A0176571, Panniculectomy and Abdominoplasty. This was denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. According to Local Coverage Determination (LCD) L35090: Cosmetic and Reconstructive Surgery, surgical removal of hanging excessive fat and skin including panniculectomy (removal of excess belly skin) is considered cosmetic unless it is performed to help with issues like chronic pain, ulceration (skin sores) created by the skin fold, or Intertrigo dermatitis (dermatitis occurring on opposed surfaces of the skin, skin irritation, infection or chafing). The notes sent with this request do not show that you are having any of the above problems. For this reason, after careful review, the SCFHP medical director has denied this request.	Santa Clara Family Health Plan Grievance and Appeals Department received the denial packet from Santa Clara Family Health Plan's (SCFHP's) Utilization Department. Upon investigating we found we are unable to accept this appeal because you are outside the sixty (60) day timeframe to review an appeal. As indicated in your SCFHP Cal-Mediconnect Member Handbook, Section 9, What to do if you have a problem or complaint (coverage decisions, appeals, complaints): You had sixty (60) days from the date of the Notice of Action to file an appeal. The Notice of Action is dated June 17, 2022. We received your request to appeal on August 30, 2022, therefore we cannot accept the appeal.		Resolve d in Favor of Membe r

VAM_202 20830_24 113	30-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are not happy with the quality of service from Green Cab (GC). You stated that you had to wait an hour for your return ride. Our Grievance and Appeals Department reviewed your complaint and forwarded it Green Cab (GC) for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Green Cab (GC) to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP is very sorry for any inconvenience this may have caused. SCFHP looks forward to better serving you in the future.	Resolved in Favor of Member

VAM_20220830_24114	30-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that Yellow Cab did not show up for your pick up. You said your appointment was at 3:00pm. You called SCFHP for assistance regarding the delay as you waited until 3:30pm. You informed us that this is not the first time Yellow Cab is late for your pick ups. This happens quite often and causes you to be late for your appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 8/30/2022 and the trip was dispatched as early as 2:34pm. However, on the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. The Dispatching team advised SCFHP's Customer Service Department about the current situation but ensured your ride was prioritized. The Yellow Cab dispatching team continued to look for an available cab and were able to designate the cab for your ride at 3:37pm. Yellow Cab's Dispatching team called SCFHP's	Resolved in Favor of Member

VAM_20220830_24115	30-Aug-22	August	26-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	CENTRAL VALLEY IMAGING MEDICAL ASSOCIATES INC	Unknown Physician Specialty	1.3E+09				You called to get assistance with a bill that you received from Central Valley Imaging. The date of service was 06/17/2022 for billed amount \$11.49.	We contacted Central Valley Imaging. and asked them to stop billing you. They have placed your account on hold for future billing while the adjustment is in process. Please disregard the billing statement because you do not have to pay the bill unless you have a share of cost. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member
VAM_20220830_24116	30-Aug-22	August	22-Sep-22	Resolved in Favor of Member	Cal MediConnect Post Service Part C Appeal	Post-Service Reconsideration (Claims)		REBECCA M AKOLO	Podiatry	1.99E+09		Overturn	Plan Directed Care	You are not happy with the Notice of Denial of Payment letter that you received from Santa Clara Family Health Plan. The claim (22220E00112) was denied for payment because Dr. Rebecca Akolo did not obtain an authorization for the services rendered to you on 3/1/2022. You are asking for reconsideration.			Resolved in Favor of Member

VAM_202 20830_24 117	30-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	ONE- STOP MEDEX LLC	Unknown Physician Specialty	1.48E+09				Your daughter, Jenny Nguyen, is not happy with the quality of service from One Stop Medex LLC. Your daughter said she reached out to One Stop today, August 30, 2022, and was informed that they didn't have transportation available and may need to cancel your appointment. Your daughter said this is the second time One Stop has done this.			Resolve d in Favor of Membe r
VAM_202 20830_24 118	30-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)		NEMS - 1715 LUNDY AVE	Unknown Physician Specialty	1.09E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with the denial you received from NEMS for a Laryngoscope Procedure with Stanford. NEMS denied this procedure because this service is available within the NEMS Network. You would like the same surgeon who performed the first surgery to perform the second one to ensure it is done correctly.			Resolve d in Favor of Membe r

VAM_202 20830_24 119	30-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	JUDITH A GALARIO	Family Practice	1.97E+09				You are not happy with the access to care from Dr. Judith Galario. You stated that your appointment had been canceled four times due to the provider's absence. Our Grievance and Appeals Department reviewed your complaint and forwarded it Dr. Judith Galario for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Dr. Judith Galario to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Please know that you have	Resolved in Favor of Member

VAM_202 20830_24 120	30-Aug-22	August	31-Aug-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are unhappy with the process of seeing a specialist. You said you broke your foot on 8/28/22 and you were advised by the Emergency Department (ED) Dr. Soumiya Prakasam to be seen by a specialist within the next two (2) days. You said you do not need to be seen by a primary care physician (PCP) because you already saw one at the ED. You stated that you need the assistance of a specialist. You said you are in pain and cannot wait any longer. You are requesting this to be urgent. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Clinical Review Nurse recommended you be referred to the SCFHP Case Management Department to assist with the following: Follow-up with your primary care physician (PCP) to get a referral to see an in-network specialist. You have an appointment with Dr. Barua on 9/1/22. Please be on time for your appointment. Case management services are available to help you get the right service to meet your needs. Your case manager will work with you to help coordinate health care as well as support services. On 8/31/22, our Grievance Department referred you to our Case Management Department. You can connect with your case manager by calling Customer Service at (800) 260-2055 8:30 a.m.-5:00 p.m. weekdays (except holidays)Â Additionally, if pain worsens and you are unable to schedule an appointment with your Primary Care Physician (PCP), please go to the nearest urgent care or emergency room. You may also call	Y	Resolved in Favor of Member

VAM_202 20831_24 121	30-Aug-22	August	27-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are unhappy because you received a bill from Sutter Health in the amount of \$922.00, account number 26052589, for the dates of service of 4/14/2022-4/20/2022. You would like assistance with settling this matter. SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Sutter Health participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Manager contacted Sutter Health and has asked them to remove the billed amounts from your account because you should not be responsible. You may receive statements for the next 30 days while the change is in process, however, you can ignore those. Sutter Health has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Sutter Health because you are not responsible for the balance owed.	Resolve d in Favor of Membe r

VAM_20220831_24152	30-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said you had to reschedule the appointment you had on 8/29/22 because YC arrived late to pick you up. You said your appointment was at 9:30am and you arrived at 10:30am. You said you want YC to arrive on time for your future appointments.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for August 29, 2022, and confirmed that your ride was scheduled for a pick-up at 8:30 a.m. However, you called in and had the trip dispatched early. Upon dispatch YC had limited cabs in the area, which caused a longer wait time than usual. A driver was assigned at 9:32am. Sadly, the driver had to cancel on the order as he had an emergency. Another cab was assigned at 9:53am, but it was queued as "follow," which means the driver has to complete a prior booking. The driver arrived at 10:16am and completed the trip at 10:24am. Yellow Cab's management sincerely apologizes for the long wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are		Resolved in Favor of Member

VAM_20220929_25118	30-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	Fraud/Waste/Abuse	SKYLINE HEALTHCARE CENTER	Unknown Physician Specialty	1.78E+09				You are unhappy with the quality of service at Skyline, your Skilled Nursing Facility. You stated that you were given an envelope with medical records to take to your Orthopedic appointment when you were discharged. The documents included two diagnosis codes regarding type 2 diabetes and high cholesterol. You stated that the records also showed that you were in a deep coma related to diabetes complications. You stated that you do not have these two diagnoses and you were not in a coma at any time. You would like to know where Skyline obtained this information as it is not on file with your Primary Care Provider or your Orthopedic doctor. You believe that the documents provided by Skyline to be fraudulent.	The Grievance and Appeals Department reviewed this grievance with Skyline Healthcare Center. We have reached out to them multiple times and have not received a response from them. We have forwarded this lack of response to our Provider Network Department for reporting and follow-up. Your case was sent to our Compliance Department for review. This is because you alleged fraud, waste, or abuse. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20831_24 122	30-Aug-22	August	28-Nov-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		ZHENG- GANG C ZHANG	Internal Medicine	1.47E+09		Overturn	Plan Directed Care	a denied claim, 22213E03175. This dates of services from 07/30/2022 - 07/31/2022 and the request is for medical services provided by DR. ZHANG ZHENG- GANG. This was denied because there was no authorization on file. You are requesting reconsideration			Resolve d in Favor of Membe r

VAM_202 20831_24 136	30-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call# SC0624659 < 8/30/2022 1:40:33 PM YeseniaC> called 510-330-2561 its busy disconnected call called 408-729-9700 spoke with Lauris, she said mbr has a pending appt for a physical on 9/13 at 3 pm but arrive at 245 pm already, asked to add referrals to that appt, Lauris understood called mbr 408-849-3639, put mbr on the line with Lauris, explained to mbr she already has an appt 9/13 245 pm mbr asked for address, Lauris provided 1066 S White Rd SAN JOSE, 95127 mbr is satisfied with outcome 8/30/2022 12:29 PM YeseniaC mbr 408-849-3639 verified demo/elig verified demo/elig mbr wants a referral to stomach specialist, stomach grows randomly, have to eat certain fruits to go to the bathroom mbr said pcp is not giving an appt mbr went to Regional last week Saturday and they cannot find anything, so was told to see pcp to get an ultrasound of uterus, maybe have fibroids		Resolve d in Favor of Membe r

VAM_202 20831_24 139	30-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0624591 < 8/30/2022 2:08:52 PM EsquivelC> Called Valley Connections spoke with Carol Conference call with Mbr & Niece Sandra Salas Carol confirmed that mbr is a new patient with Dr Solorio, their is nothing sooner than 9/26/22 at 9am. Mbr already has the soonest available appointment. Mbr was redirected to Urgent care and accepts going in to Urgent care due to pain, mbr will also keep his PCP appointment 9/26/22 at 9am 8/30/2022 12:00 PM MariaT NAME: Sandra Salas (niece) PHONE: 4089300541 MBR ID# 90313446G NO ARF, Discussed HIPAA Spoke with mbr, verified demo, mbr gave verbal consent to speak with niece for this phone call only. Provided website www.scfhp.com to obtain ARF, advised instructions are on form. Mbr begun with sciatic nerve pain, that his knee is flared up now, that mbr was being seen		Resolve d in Favor of Membe r

VAM_202 20901_24 190	30-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call# SC0624712 < 8/31/2022 3:51:06 PM FelishaF> Outbound call to mbr 4084808395, spoke with mbr Mbr confirmed she has an appointment 09/25/222 at 12:30pm Mbr accepted No further assistance < 8/31/2022 12:44:30 PM FelishaF> Outbound call to mbr 4084808395 to confirm appointment No answer/ left VM 8/30/2022 12:54 PM FelishaF Mbr-4084808395 Confirm: elig/ name/dob/demo Reason for call: Mbr called for assistance with making an appointment Mbr said that she has not been able to get an appointment Mbr said that she called Dr Sophia Mohammad office about a month ago and left a vm, but she has not heard back I offered to call Dr Mohammads office , then mbr said that she spoke with nurse today from Dr Mohammad's office and she said she will send a message to doctor in the meantime mbr would like to look at the list of		Resolve d in Favor of Membe r

VAM_202 20901_24 191	30-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0624712 < 8/31/2022 3:51:06 PM FelishaF> Outbound call to mbr 4084808395, spoke with mbr Mbr confirmed she has an appointment 09/25/222 at 12:30pm Mbr accepted No further assistance < 8/31/2022 12:44:30 PM FelishaF> Outbound call to mbr 4084808395 to confirm appointment No answer/ left VM 8/30/2022 12:54 PM FelishaF Mbr-4084808395 Confirm: elig/ name/dob/demo Reason for call: Mbr called for assistance with making an appointment Mbr said that she has not been able to get an appointment Mbr said that she called Dr Sophia Mohammad office about a month ago and left a vm, but she has not heard back I offered to call Dr Mohammads office , then mbr said that she spoke with nurse today from Dr Mohammad's office and she said she will send a message to doctor in the meantime mbr would like to look at the list of		Resolve d in Favor of Membe r

VAM_202 20831_24 125	31-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that you called YC and were told that no drivers were available. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. Following a review of your complaint, YC Management confirmed you had three trips on the date of service. Your first trip was scheduled from Mountain View to Stanford at 8:15 a.m. At the time of dispatch, YC had only a few cabs available in Mountain View. YC continued working on the order while looking for a cab outside the perimeter. However, you requested that your trip be canceled. At 11:04 a.m., your second trip from Stanford to Redwood City was activated. The driver arrived at 11:29 a.m. and finished the trip at 11:48 a.m. At 4:32 p.m., your return trip from Redwood City to Mountain View was activated. The driver arrived at 4:55 p.m. and finished the trip at 4:59 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all		Resolve d in Favor of Membe r

VAM_20220831_24127	31-Aug-22	August	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are not happy with the quality of service you received from Green Cab (GC). You said you had an appointment on 8/31/2022 at 9:30am and it's 8:42am and GC has not arrived yet. You said you called GC multiple times and they did not answer. You are upset because you will be late for your appointment.	Our Grievance Department reviewed your complaint and contacted Green Cab's Management for more information. They reviewed your complaint along with the trip details for 8/31/2022 and confirmed they had some telephone issues on that day. Your trip was scheduled for pick up at 8:30am and Unfortunately the driver did not arrive until 9:37am. Green cab will be providing additional coaching to their staff to help ensure this does not happen with future rides. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both		Resolved in Favor of Member

VAM_20220831_24128	31-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, Transportation vendor. You shared that you were scheduled for a ride pick up on 8/31/2022. You contacted SCFHP's Customer Service for assistance and status on your ride, since your appointment was at 9:00am and Yellow Cab had not arrived. During the call, Yellow Cab informed the Customer Service Representative that the ride had not been assigned. She offered to call the provider office but was then informed by Yellow Cab that the cab was 8 minutes way. You would like for Yellow Cab to arrive on time for your pick ups to get to your appointments on time.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following is the response from Yellow Cab based on their investigation. Yellow Cab's Management reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 8/31/2022 and the trip was, however, at the time of dispatch there were no drivers that were available for your ride. Yellow Cab's Management shared that their Dispatching team made an outreach to you at 8:37am and advised you of the present situation. During the call, you agreed to wait for the cab. Yellow Cab's Dispatching continued to work on your ride request and look for another available driver but due to the limited availability of cabs in your area. The Yellow Cab driver arrived at 9:04am and completed the trip at 9:14am. Yellow Cab's Management said	Resolved in Favor of Member

VAM_202 20831_24 129	31-Aug-22	August	27-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you received from Yellow Cab. You stated that you were waiting for an hour on 8/31/2022 for your ride from your medical appointment and Yellow Cab had not arrived. You also stated that you would cancel the Yellow Cab ride and would take the bus home. You would like to switch transportation companies from Yellow Cab to Green Cab moving forward.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management has reviewed your complaint along with your trip details for 8/31/2022. They found that a driver was dispatched to your pick-up location at 5:34 AM, however, there is limited driver availability at the scheduled time. The driver arrived at 6:04 AM and the trip was completed at 6:12 AM. Yellow Cab's management also reviewed the details of your return trip for 8/26/2022. They found that the return trip was initiated at 8:38 AM. Due to limited driver availability in Palo Alto, a driver was not dispatched until 9:21 AM. The trip was canceled at 9:29 AM as you had taken the bus. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the start of your pick-up time. SCFHP is contracted with Yellow Cab to provide	Resolved in Favor of Membe r

VAM_202 20831_24 132	31-Aug-22	August	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	ONE- STOP MEXEX	Unknown Physician Specialty	1.93E+09					You are not happy with the quality of service from One Stop. You stated that One Stop informed you that you did not have a ride scheduled for August 31, 2022. Our Grievance and Appeals Department reviewed your complaint and forwarded it One Stop for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with One Stop to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP is very sorry for any inconvenience this may have caused. SCFHP looks forward to better serving you in the future.	Resolved in Favor of Membe r

VAM_202 20831_24 133	31-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/30/22 you waited for more than an hour to be picked up and YC did not show up to pick you up. You said you called YC for your return ride at 4:20pm and you were told an estimated arrival time of 15-20 minutes. You said you called YC and the driver for updates and they did not answer. You mentioned you had to take the bus home, and while you were on the bus at around 6:15pm, YC called to let you know they had arrived to pick you up. You said this is the second time this has happened. You said you wanted YC to be on time.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for August 30, 2022, and confirmed that your return ride was scheduled as a will-call. You called at 4:37 p.m. to pick-up. Unfortunately, due to a very limited number of cabs in the area, YC assigned a driver until 5:00 pm. However, it was queued as "follow," which means the driver has to complete a prior booking. Sadly, the driver had an unforeseen conflict, leading him to cancel the trip. YC then had to look for another cab outside the perimeter as there were no cabs available in the area already. YC said you were actively updated on your trip, and when you called back at 5:21 pm, you agreed to wait. A cab was assigned at 5:28 PM. The driver arrived at 5:45pm and called you to see where you were, but you had already taken the bus home. Yellow Cab's		Resolved in Favor of Membe r

VAM_202 20831_24 134	31-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	MARINA YAM	Unknown Physician Specialty	1.54E+09					You are unhappy with the quality of service from your Primary Care Provider (PCP), Dr. Marina Yam. You stated that you have been trying to make an appointment for over a year but the office staff has told you that, due to Covid-19, they do not have any available appointments or you are unable to leave a message because the voicemail is full.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Dr. Marina Yam's management for review. Dr. Yam's management has reviewed your complaint along with your medical records. They found that your last visit in the office was 5/25/2021. They also stated that they have not closed during the pandemic. They are currently open 5 days a week and check their voicemail every 30 minutes. They were unable to find any record of you scheduling an appointment in the last year. Please verify that you are calling (408) 238-2992 to request an appointment. They are also available by email. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be		Resolved in Favor of Member

VAM_202 20831_24 138	31-Aug-22	August	27-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You said you are not happy with the quality of service from Yellow Cab (YC) on 08/30/2022. You said you got picked up at 8:55am and your appointment time was 9:00am. You said you did not arrive until 9:20am to the appointment. You said this is not the first time you have been picked up late; it has happened before. SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's (YC's) Management. YC reviewed your complaint along with the trip details for 8/30/22 and confirmed you had a pick-up set at 8:00am, and your ride was dispatched at 7:46am. Unfortunately, YC had limited drivers available at that time and was unable to assign a driver until 8:29am as your driver had to finish a prior booking. YC confirmed the driver arrived 8:52am and completed the trip at 9:26am. Yellow Cab apologizes that you were late to your medical appointment. Estimated arrivals could change depending on the situation with unavoidable conflicts. Yellow Cab is working on ways to prevent this from happening again. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they		Resolved in Favor of Membe r

VAM_202 20831_24 140	31-Aug-22	August	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	DANA CRUZ	Internal Medicine	1.5E+09					You are not happy with the quality of care from Dr. Dana Cruz primary care physician (PCP). You stated that Dr. Cruz cancelled your prescription from another provider. You stated that Dr. Cruz yelled at you. You stated that there are topics on your after visit list that were not covered during your appointment.	Our Grievance and Appeals Department reviewed your complaint and forwarded it Dr. Dana Cruz for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Dr. Dana Cruz to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Please know that you have	Resolved in Favor of Membe r

VAM_202 20831_24 141	31-Aug-22	August	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Medication	DANA CRUZ	Internal Medicine	1.5E+09				You are not happy with the quality of care from Dr. Dana Cruz primary care physician (PCP). You stated that Dr. Cruz cancelled your prescription from another provider. You stated that Dr. Cruz yelled at you. You stated that there are topics on your after visit list that were not covered during your appointment.			Resolved in Favor of Member
VAM_202 20831_24 143	31-Aug-22	August		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	ADVANCED SURGERY CENTER	Unknown Physician Specialty	1.51E+09				You called Santa Clara Family Health Plan (SCFHP) because you said you received multiple bills from Envision Advanced Surgery Center. You are requesting assistance with these bills.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bills that you received from Envision Advanced Surgery Center. We contacted Envision Advanced Surgery Center and asked them to stop billing you. They have placed your account on hold for future billing while the adjustment is in process. Please disregard the billing statement while your account is being reprocessed. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_202 20831_24 144	31-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said YC picked you up late for your dialysis and after your dialysis appointment on 8/30/22. You mentioned that the dialysis staff was upset because you arrived an hour late. You mentioned YC was late on 8/25/22 as well. You said you want YC to arrive on time because it affects your treatment.Â	Our Grievance Department reviewed your complaint and contacted Yellow Cabâ€™s management for more information. They reviewed your complaint along with the trip details for August 30, 2022, and confirmed that the ride was scheduled for a 7:00 a.m. pick-up. Unfortunately, due to a very limited number of cabs in the area, YC assigned a driver until 8:15 am. However, it was queued as "follow," which means the driver has to complete a prior booking. The driver arrived at 8:47am. The driver tried reaching out to you, but he was not able to reach you. Nonetheless, the driver found you and completed the ride at 9:11 a.m. On the other hand, your trip for August 25/2022 was cancelled as you no longer needed the ride. Yellow Cabâ€™s management sincerely apologizes for the long wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet		Resolve d in Favor of Membe r

VAM_202 20831_24 146	31-Aug-22	August	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t							You called our Customer Service Department regarding a bill you received from BREG, Inc. This bill is for the services your daughter received on 5/3/22 for the amount of \$39.00. You are asking for our help with this bill. You said this is the second time you are calling for assistance.Â	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your daughter received. You do not have to pay for this bill. Because BREG, Inc. participates in Medi-Cal, they must accept the payment they received from SCFHP as full payment. We contacted BREG, Inc and they have already removed this amount from your account. Please disregard the billing statement from BREG, Inc. because you do not have to pay the bill.		Resolved in Favor of Member
VAM_202 20831_24 149	31-Aug-22	August	30-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)		JOY & LAUGHTER DEVELOP MENTAL	Unknown Physician Specialty	1.37E+09		Uphold	Lack of Medical Necessity	You do not agree with Santa Clara Family Health (SCFHP) denying authorization number A0164807A, for occupational therapy. This was denied as not medically necessary. Joy and Laughter is appealing in your behalf.			Resolved in Favor of Plan
VAM_202 20831_24 150	31-Aug-22	August	2-Sep-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)						Overturn	Medical Necessity Met w/ Additional Information	received via fax a urgent request to appeal request on denied auth# A0181668			Resolved in Favor of Member

VAM_202 20831_24 151	31-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	BACH FAMILY CLINIC	Unknown Physician Specialty	1.96E+09					You are unhappy with the quality of service you have received from Bach Family Clinic. You stated that your Primary Care Provider (PCP) is Dr. Victor Salazar, but you do not get to see him at every visit. You stated that you would like to establish care with one doctor that you will see at every appointment.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Bay Area Community Health's (BACH) Management for review. They have reviewed your complaint along with your medical records. BACH cannot guarantee that you will see your Primary Care Provider (PCP) at every visit, but, they will do their best to accommodate you based on the context of the appointment, urgency and availability of you and the provider. According to your electronic medical chart, your PCP is listed as Dr. Silverman. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our		Resolved in Favor of Membe r

VAM_20220831_24153	31-Aug-22	August	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access	JENNIFER U HOANG	Internal Medicine	1.62E+09					You are unhappy with the quality of service provided by your Primary Care Provider (PCP) Dr. Jennifer Hoang's office. You said that you have been trying to reach Dr. Hoang to get a refill of your medication. You have been attempting to make an appointment for about two weeks. You stated that you have not received a call back although you have left several messages with the office. You would like to change your PCP to an office closer to your home, such as VHC-MOORPARK.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Dr. Jennifer Hoang's Management for review. After reviewing your complaint along with your medical records, they found that you were last seen in the office with Dr. Hoang, for a medication review on 7/20/2022. They have an online portal for you to request your medication refills at myhealthonline.com. Your Primary Care Provider will review your request and approve the refills electronically. If you have not been seen in the last 6 months, they may ask you to schedule an appointment. We see that you have changed your Primary Care Provider to VHC-Tully. You may contact that office at (888)334-1000 to schedule an appointment. It is your right to receive needed and appropriate medical care, including preventative health services and health education. It is your right to be able to choose a primary care provider within SCFHP's network. It	Resolved in Favor of Member

VAM_20220831_24156	31-Aug-22	August	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	CARSON S WELTY	Unknown Physician Specialty	1.52E+09					You are not happy with the access to care from your primary care physician (PCP) Dr. Carson Welty. You want to change your primary care physician. You stated that you are unable to obtain an appointment. You stated that when you call, you are told that no appointments are available.Â	Our Grievance and Appeals Department reviewed your complaint and forwarded it Dr. Carson Welty for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Dr. Carson Welty to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Please know that you have		Resolved in Favor of Member

VAM_202 20901_24 179	31-Aug-22	August	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you received from a Santa Clara Family Health Plan (SCFHP) Customer Service Representative (CSR). You said you called on August 10, 2022 to change your son's primary care physician (PCP) to Alla Aminova. However, the change was not made.	Our Grievance Department reviewed your complaint along with your call notes and eligibility notes. During the course of our review of your eligibility notes, it was confirmed that the Customer Service Department had already reviewed your case. They said the customer service representative forgot to change the PCP after recording it. However, as stated in the member's handbook section 3: How to get care Your new choice will become your PCP on the first day of the next month after you make the change. The customer service department mentioned coaching will be provided to the CSR. Our records show Dr. Alla Aminova became your PCP effective 9/1/2022. Please contact Dr. Aminova at (408)947-2929 if you have not done so. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they		Resolved in Favor of Member

VAM_202 20901_24 184	31-Aug-22	August	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay									You are not happy with the quality of service from AACI Moorpark. You stated that your provider requested a wheelchair on July 27, 2022, and that you have not received a response from AACI Moorpark. Our Grievance and Appeals Department reviewed your complaint and forwarded it AACI Moorpark for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with AACI Moorpark to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP is very sorry for any inconvenience this may have caused. SCFHP looks forward to better serving you in the future. It is your right as a SCFHP member to	Resolved in Favor of Member

VAM_202 20901_24 192	31-Aug-22	August		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								SC0626073 < 8/31/2022 3:13:12 PM EsquivelC> Called Dr Sylvia Hoang ph# 408-942-0980 spoke with Helen She was able to schedule mbr for 9/7/22 at 3:30pm- In- person Physical check- up. Called mbr to provide outcome Mbr is very happy with the appointment. Change PCP from DR BATCHU, KSHONIJA to DR HOANG, SYLVIA eff 9/1/22 discuss net change Order id card < 8/31/2022 2:46:41 PM EsquivelC> Called mbr to provide update Mbr is OK to change PCP, mbr just wants an in person- physical check up. Mbr is available any day/time. < 8/31/2022 2:36:54 PM EsquivelC> Called Valley connections spoke with Karen She states mbr has never seen DR BATCHU, KSHONIJA She will need a new patient appointment, and at this time the all of the providers at VHC Supperale are fully booked		Resolve d in Favor of Membe r

VAM_202 20901_24 159	1-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		AISHA UMBREEN	Family Practice	1.26E+09		Overtun	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan, authorization #A0184458, regarding a request for continued therapy services with Performance Physical Therapy. Santa Clara Family Health Plan only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. You did not meet criteria for coverage under guideline: Medicare Noridian guidelines, which states we must have a current physician order and medical records to review for the request. Your provider did not submit any supporting physical therapy progress notes. The notes that were attached to the request did not show you needed additional therapy services. Therefore, the request was denied. You are requesting reconsideration.			Resolve d in Favor of Membe r

VAM_202 20901_24 160	1-Sep-22	September	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 9/1/2022 a non-emergency medical transportation (NEMT) driver arrived and refused to take you because he was using a wheelchair van. You said you were concerned you would arrive late to your appointment because of this. You said you always get non-medical transportation (NMT) and you don't understand why a NEMT driver arrived. You said, because of the stress this caused, you canceled the ride.	SCFHP's Grievance Department reviewed your complaint with Yellow Cab's Dispatch Manager. Yellow Cab's Dispatch Manager reviewed your trip log details for 9/1/2022 and sincerely apologizes for the inconvenience and for being unable to send the correct vehicle type you needed. YC said their dispatchers have been informed, coached, and reminded to be extra careful in designating drivers for the orders. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both Yellow Cab and SCFHP sincerely apologize that this happened and look	Resolved in Favor of Membe r

VAM_2020901_24161	1-Sep-22	September	13-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non-Medical Transportation (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received Yellow Cab. You stated that on 9/1/2022, you received a text from the driver at 9:41 AM stating that the driver was 12 minutes away. After 15 minutes, the driver had not arrived. You were concerned that you may miss your medical appointment.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Yellow Cab's Management to review your trip details. Upon review, they found that the first dispatched driver had to cancel due to unforeseen circumstances. They were able to dispatch another driver on 9:38 AM. The driver arrived at 10:25 AM. Yellow Cab's Management reviewed the playback and realized that the driver had a hard time locating the exact pick-up location. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both Yellow Cab and	Resolved in Favor of Member

VAM_202 20901_24 165	1-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	YASMEEN GANGANI	Unknown Physician Specialty	1.99E+09				You are not happy with the quality of care from Dr. Gangani Primary Care Physician (PCP). You stated that you want to change your primary care physician because you believe Dr. Gangani is unfamiliar with your medical history. You stated that you have a breathing problem and believe you may have allergies or asthma, but Dr. Gangani informed you that this is not the case without ordering any tests. You stated that Dr. Gangani is unfriendly.	Our Grievance and Appeals Department reviewed your complaint and forwarded it Dr. Gangani for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Dr. Gangani to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP is very sorry for any inconvenience this may have caused. SCFHP looks forward to better serving you in the future. It is your right as a SCFHP member to		Resolved in Favor of Member

VAM_202 20901_24 166	1-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	YASMEEN GANGANI	Unknown Physician Specialty	1.99E+09				You are not happy with the quality of care from Dr. Gangani Primary Care Physician (PCP). You stated that you want to change your primary care physician because you believe Dr. Gangani is unfamiliar with your medical history. You stated that you have a breathing problem and believe you may have allergies or asthma, but Dr. Gangani informed you that this is not the case without ordering any tests. You stated that Dr. Gangani is unfriendly.			Resolved in Favor of Member

VAM_202 20901_24 167	1-Sep-22	September	26-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t									You called to get assistance with a bill that you received from Verus Healthcare Pacific Pulmonary Services. The amount of the bill is \$52.12 for date of service (DOS) 6/2/2022. SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received from Verus Healthcare Pacific Pulmonary Services. The amount of the bill is \$52.12 for date of service (DOS) 6/2/2022 We contacted the billing office and asked them to stop billing you. They have placed your account on hold for future billing while the adjustment is in process. Please disregard the billing statement while your account is being reprocessed. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.	Resolved in Favor of Member

VAM_2020901_24168	1-Sep-22	September	1-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	DJO LLC	Unknown Physician Specialty	1.5E+09					You called our Customer Service Department regarding a bill your mother, Tse Chih Wang received from DJO LLC. This bill is for the services you received on 2/1/2022 for the amount of \$14.19. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your mother received. She does not have to pay for this bill. DJO, LLC participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted DJO, LLC and asked them to stop billing her. DJO, LLC put her account on hold for future billing while the adjustment is in process. Please disregard the billing statement from DJO, LLC because she does not have to pay the bill.		Resolved in Favor of Member

VAM_202 20901_24 170	1-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	KATHAN VOLLRATH	Internal Medicine	1.23E+09					You are not happy with the quality of care you received from your primary care physician (PCP), Dr. Kathan Vollrath. You said you have been sending messages to Dr. Vollrath regarding a referral and a lab order and the doctor is ignoring you. You said you needed a referral to another chiropractor. You also mentioned you were given the wrong lab order and you needed a new lab order for the lipid panel testing. After reviewing your complaint, our Grievance Department contacted Dr. Vollrath Kathan's management office for more information. They reviewed your complaint and confirmed, based on your medical records and notes, that they have been actively responding to messages. Dr. Vollrath Kathan's management office also mentioned a lack of communication regarding your requests. Dr. Vollrath Kathan cannot manage your conditions if you refuse to cooperate. In addition, you have been referred to Endocrinologist Joselito Cabbacan. Please reach out to him at 408-223-7000. Unfortunately, Dr. Vollrath cannot refill your Testosterone prescription because he has not prescribed it. As an SCFHP member, you have the right to necessary and appropriate medical care. It is your right to receive information on available treatment options and alternatives presented in a	Resolved in Favor of Member

VAM_202 20901_24 171	1-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time	VALLEY MEDICAL CENTER	Unknown Physician Specialty	1.65E+09					You are unhappy with the quality of service at Valley Medical Center. You stated that you noticed people being seen before you who had arrived after you did. You also said that you asked the receptionist how much longer you would have to wait and the receptionist was not able to give you an answer. You were not seen until 11:45 AM even though your appointment was at 10:00 AM.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Valley Medical Center's Management for review. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future.		Resolved in Favor of Member

VAM_202 20901_24 172	1-Sep-22	September	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	REGIONAL MEDICAL CENTER OF SJ	Unknown Physician Specialty	1.29E+09					You called our Customer Service Department regarding a bill you received from Regional Hospital. This bill is for the services you received on 4/21/2022 for the amount of \$100.00. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Regional Hospital participates in Medi-Cal, which means that they must take the payment they received from SCFHP as full payment. We contacted Regional Hospital and they have already removed this amount from your account. Please disregard the billing statement from Regional Hospital because you do not have to pay the bill.	Resolved in Favor of Member

VAM_2020901_24173	1-Sep-22	September	26-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that on 9/1/2022, you were not picked up on time for your 11:00 AM medical appointment. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's management for review. Yellow Cab's management has reviewed your complaint along with your trip details for 9/1/2022. After reviewing your trip details, they found that a driver was dispatched for your trip at 10:27 AM and arrived at 10:55 AM. They did note that there was traffic on the way to Palo Alto, which lead to an 11:59 AM drop off. Yellow Cab states that the trip from Gilroy to Palo Alto requires at least 1 hour and 20 minutes, so they recommend scheduling the pick -up for earlier than usual in order to dispatch a driver timely. They apologize for arriving at your appointment past the window timeframe. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to	Resolved in Favor of Member

VAM_202 20901_24 174	1-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service from Santa Clara Family Health Plan (SCFHP) Customer Service Representative (CSR). You stated that you called SCFHP to schedule transportation for September 6, 2022. You stated that you were told it was short notice. You stated that the CSR was rude and had an attitude. SCFHP's Grievance and Appeals Department reviewed your complaint and contacted Call Center Management for more information. Call Center Management reviewed your complaint and confirmed that your request for transportation on September 6, 2022 at 10 a.m. was denied due to insufficient notice. Call Center Management reviewed the call with the CSR and provided coaching. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. To request a ride for services that have been authorized, call SCFHP Customer Service at 1-800-260-2055 (TTY: 711) at least 3 business days	Resolved in Favor of Member

VAM_202 20901_24 175	1-Sep-22	September	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 8/30/2022 that YC arrived one hour and a half late to pick you up from your appointment. You said the doctor's office closed at 5 pm and you had to sit outside on the pavement to wait for the cab. You said you want YC to pick you up on time for your future return rides.Â	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for August 30, 2022, and confirmed that your return ride was scheduled for a will call. You called YC at 5:11pm to activate your ride. Upon dispatch YC had limited cabs in the area, which caused a longer wait time than usual. A driver was assigned at 5:39pm. Unfortunately, the driver had to cancel the order as he had an emergency. Another cab was assigned at 6:04 pm. The driver arrived at 6:23 pm and completed the ride at 6:30 pm. Yellow Cab's management sincerely apologizes for the long wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. Your case was also		Resolved in Favor of Membe r

VAM_2020901_24176	1-Sep-22	September	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Assault/Harassment									You are unhappy with the quality of service you received from SCFHP's Customer Service Representative (CSR). You said you were placed on hold for a long period of time and called a liar. You also did not like having to confirm your trip or the name of your primary care provider because you have not seen him.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to SCFHP Call Center Management for review. Call Center Management was able to listen to the recorded call from 9/1/2022. The call was received at 11:37 AM. All questions were appropriately asked, per Health Insurance Portability and Accountability (HIPAA) Compliance. The following questions are asked in accordance with HIPAA compliance: - o Member Verification - o "Verify the member's identity by obtaining member's full name (first and last) and additional two identifying pieces of information such as: - o The member's SCFHP ID number - o Date of birth - o The member's complete address and telephone number - o Last four digits of Social Security number Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with	Resolved in Favor of Member

VAM_2020901_24177	1-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that you missed two appointments on 08/25/2022 and 08/29/2022 because YC had no drivers available and asked you to wait two hours for a driver. You requested this case to be expedited on 09/12/2022. Unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: Severe pain Potential loss of life, limb or major bodily function	The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. After reviewing your complaint, YC Management confirmed that your trip had been canceled. You had a ride scheduled for August 25, 2022, at 8:00 a.m. Upon dispatch, YC had a limited number of cabs in the area, resulting in a slightly longer wait time than usual. YC attempted to reach you but was routed to voicemail. YC received a call from your representative at 8:39 a.m., and YC informed them of the current situation in which they agreed to wait. YC found a driver at 9:04 a.m., but it was queued as a follow on, which means the driver must complete prior booking. You requested that your trip be canceled because you were late and would not be seen. You were scheduled to be picked up at 1:45 p.m. on August 29, 2022. On the day of service, YC had very few cabs available in the area. YC was unable to assign a driver until 2:45 p.m. The driver called and	N	Resolved in Favor of Member

VAM_202 20901_24 180	1-Sep-22	September	27-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09					You called our Customer Service Department regarding a bill you received from Central Valley Imaging Associates. This bill is for the services you received on 4/5/2022 for the amount of \$9.43. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Central Valley Imaging Associates participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Central Valley Imaging Associates and asked them to stop billing you. Central Valley Imaging Associates put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Central Valley Imaging Associates because you do not have to pay the bill.		Resolved in Favor of Member

VAM_2020901_24181	1-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NEMT)	KEN TRANSPORTATION SERVICES	Unknown Physician Specialty	1.27E+09					Your wife called on your behalf because she said you are not happy with the services that you have received from KENS Transportation on 9/1/2022. She said you were done with your dialysis appointment at 12:00 pm. She said you did not get picked up till 1:40 pm. She said he is afraid that something might happen to you after dialysis because you are very tired and have epilepsy. She said you cannot wait that long.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to KENS Operations Manager for review and more information. They will review this internally. They will use this as a learning opportunity to improve quality services. KENS Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change due to unavoidable situations that may arise. Additionally, if you would like to change the transportation vendor, you will need to inform the Customer Service Representative at the time of booking to see if another vendor is available. If you would like further information regarding this or		Resolved in Favor of Member

VAM_202 20901_24 182	1-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part D Grievance	Quality of Service	Pharmacy Dispensin g Delay									You are upset about CVS Pharmacy. They are not dispensing your medication, Tradjenta 5mg, because it is too soon to get your medications. You said you are running out of medications. You said your prescription said for 90 days, but you only received one (1) bottle for 30 pills. SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. According to our records, SCFHP's Customer Service Department heard your request for assistance with the delay of obtaining your Tradjenta 5MG. They investigated and found the following: They reached out to CVS Pharmacy and they informed the SCFHP Customer Service Representative that it was too soon to dispense the medication. They said that it was refilled on 7/25/2022 for a 90-day supply. On the same day, they contacted Medimpact our Pharmacy benefit manager and requested an override of your medication: Tradjenta 5MG. According to your pharmacy claims and authorization, the medication was dispensed on 9/1/2022 under an approved authorization number #30787. This was for a 1-month refill, a month supply of 30 days. SCFHP would like to sincerely apologize for any distress that you may have	Resolved in Favor of Membe r

VAM_2020901_24183	1-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service	VHC - BASCOM	Unknown Physician Specialty	1.74E+09					You are unhappy with the quality of service you received from VHC-Bascom. You stated that you went to your scheduled appointment on 9/1/2022 but were turned away because you were assigned to another provider. You stated that the Customer Service Representative should have checked this prior to your appointment. You would like to change your Primary Care Provider.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted VHC-Bascom's Management for review. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20901_24 187	1-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service from Santa Clara Family Health Plan (SCFHP) Customer Service Representative (CSR). You stated that the CSR was defensive. You stated that you have always been able to obtain a list of behavioral health providers. SCFHP's Grievance and Appeals Department reviewed your complaint and contacted Call Center Management for additional information. Call Center Management reviewed your complaint and confirmed that you requested a list of Behavioral providers. SCFHP Grievance and Appeals Department referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services, which includes assisting with scheduling with a Behavioral Health provider. On September 30, 2022 our Grievance Department referred you to our Case Management Department. You can connect with your case manager by calling Member Services at (800)-260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m.	Resolved in Favor of Member

VAM_202 20901_24 188	1-Sep-22	September	26-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC). You said you waited for over an hour. You said you are hoping this does not happen again in the future. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records you called at 2:55 pm for your return trip which was immediately dispatched. However, there were no cabs available in the area which caused most of the delays. They called you at 408-771-7049 to update you on your trip status but it was routed to your voicemail. You called YC for a follow-up at 4:09 pm and they informed you about the situation. Their dispatcher was very apologetic. With all the effort exhausted, cab driver (CD503) accepted the fare. He immediately went to the pickup location at 4:36 pm and trip was completed at 5:04 pm. YC apologies for the long wait, there may be instances of delay due to	Resolved in Favor of Membe r

VAM_202 20901_24 189	1-Sep-22	September	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 9/1/2022 that YC picked you up an hour and a half late. You said you called YC and every time you called they gave you an estimated arrival time of ten to fifteen (10â€”15) minutes. You said you were tired of waiting and wanted to go home.	Our Grievance Department reviewed your complaint and contacted Yellow Cabâ€™s management for more information. They reviewed your complaint along with the trip details for 9/1/2022 and confirmed that your return ride was scheduled for a will call. You called YC at 2:26 pm to activate your ride. Upon dispatch, YC had limited cabs in the Palo Alto area, which caused a longer wait time than usual. A driver was assigned at 3:10 pm . However, it was queued as "follow," which means the driver has to complete a prior booking. Unfortunately, the driver had to cancel the order as he had an emergency. Another cab was assigned at 3:45pm. The driver arrived at 4:06pm and completed the trip at 4:16pm. Yellow Cabâ€™s management sincerely apologizes for the long wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts		Resolved in Favor of Membe r

VAM_202 20902_24 193	1-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Geographi c Access to Specialist									You are not happy with Valley Health Plan (VHP). You said you were referred to endocrinologist Dr. Joselito Cabbacan in San Jose. You said you wanted to be referred to a specialist closer to your home, in Palo Alto, Mountain View, or Santa Clara.	Our Grievance Department reviewed your complaint and contacted Valley Health Plan (VHP) Utilization Department office for more information. They reviewed your complaint, along with your medical records and notes, and confirmed there were no endocrinologist specialists in Palo Alto, Mountain View, or Santa Clara within your network. VHP said you need to contact them so they can further assist you. Please contact VHP member services at 408-885-4760. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Membe r

VAM_202 20902_24 194	1-Sep-22	September	1-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude									You are unhappy with the quality of service you received from Valley Health Center-Radiology Department on 8/30/2022. You stated that the receptionist was rude and very unhappy. You stated that you asked how long you would be waiting and if you could take pain pills prior to your appointment. You stated that the receptionist said that you needed to ask a nurse and she could not ask for you because she was busy. You stated that you were then called for your appointment for the CT Scan and you were sent to the Emergency Room to be treated. You did not feel that you needed to be seen in the Emergency Room.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Valley Health Center-Radiology Department's Management for review. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20902_24 195	1-Sep-22	September	29-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Telephon e Access	BACH FAMILY CLINIC	Unknown Physician Specialty	1.96E+09					You are upset about your access to care from your Primary Care Physician (PCP), BACH Family Clinic. You said you were supposed to have an appointment at 3:30 PM on 09/01/2022. You said you did not get a phone call from your PCP. The PCP told you that they called you three (3) times and left a voicemail. You said this is not true.	SCFHP's Grievance and Appeals Department reviewed your concern. We have forwarded your concerns to the Quality Improvement Department at Bay Area Community Health (BACH) for review and response. We have received the following response from The BACH Compliance Department. Upon medical review of your case, your medical records show that on 9/1/2022, your provider called your phone number on file and attempt three (3) outreaches. Unfortunately, there was no answer and BACH left you a voicemail. They mentioned that during the outreaches, it appeared that your phone carrier was blocking all calls and voicemail attempts from the BACH numbers. They shared on the same day after you missed your scheduled appointment, you called and were able to reschedule your appointment for the next day, 9/2/2022. On 9/7/2022, The BACH Compliance Department contacted you to investigate your	Resolved in Favor of Membe r

VAM_202 20902_24 211	1-Sep-22	September	30-Sep-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	CARNIE TRAN	Unknown Physician Specialty	1.53E+09					You are requesting Speech Therapy five times per week for 25 minutes each with Dr. Tran Carnie. The SCFHP Grievance and Appeals Department reviewed your request for speech Therapy five times per week for 25 minutes each with Dr. Tran Carnie. According to your records, you have an active authorization for one day a week with Dr. Carnie. SCFHP has not received a prior authorization for speech Therapy five times per week for 25 minutes each with Dr. Tran Carnie. As explained in your Member Handbook, Section 3 - How to Get Care: Pre Approval; For some types of care, your PCP or specialist will need to ask for permission before you get the care. This is called asking for prior authorization, prior approval, or pre-approval. It means that SCFHP or your network must make sure that the care is medically necessary or needed. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with		Resolved in Favor of Plan

VAM_202 20902_24 213	1-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are not happy with the access to care from Valley Medical Physical Therapy (PT). You stated that the next available appointment is 6 months away. You requested an earlier appointment.	The SCFHP Grievance and Appeals Department reviewed your complaint and discussed it with Valley Medical Physical Therapy about your concerns. Valley Medical PT reviewed your complaint as well as your medical records. According to your records, you had an appointment on September 29, 2022 at 3:30 p.m. Valley Medical Physical Therapy has you scheduled from October 3 to November 22, 2022. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20902_24 214	1-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Physical Access to Facility	COURTYA RD CARE CENTER	Unknown Physician Specialty	1.07E+09					You are not happy with the quality of service you have received from Courtyard Care Center. You said you were given a 30-day notice because you attempted to smoke marijuana however you do not smoke. You are requesting assistance with getting into another facility.	SCFHP's Grievance Department reviewed your concerns with Courtyard Care Center. We made multiple attempts to contact them. We did not get a response to the complaint. We informed our Provider Relations Department that Courtyard Care Center did not respond to this grievance. We want you to have access to the best care possible. As a result, you were referred to Case Management for possible assistance with your ongoing care and referral access to another facility. We apologize that you had this experience with Courtyard Care Center. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As stated in your		Resolved in Favor of Member

VAM_202 20902_24 215	1-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) you said you had a transportation booked on 9/1/2022. You said you have made multiple complaints about YC. You said you spoke with Frank one of the managers at YC on 9/1/2022. You said Frank was rude and not helpful. You said he told you, there is nothing he can do and to call your insurance. You told Frank certain issues you had with drivers. He wanted the drivers names. You said he got mad and responded rudely to you because you did not give him the drivers names. You also said Frank told you that YC does not have to pick you up if YC does not have a driver to provide services to you.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records there were no trips found in their system for you on 09/02/2022. Based on their call logs, one of their managers called you as requested. Since this was a supervisory call YC called you at 4:19 pm on 09/01/2022. You were complaining about previous year rides. These were already responded to. They further reviewed your trips for your previous month and there was no occurrence of a latency. She listened to the call recording. She found that the supervisor was very accommodating to your complaints and was not rude at all. The supervisor gave you an insight of the hour grace period which is part of the insurance and transportation		Resolved in Favor of Membe r

VAM_202 20902_24 216	1-Sep-22	September	26-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) you said you had a transportation booked on 9/1/2022. You said you have made multiple complaints about YC. You said you spoke with Frank one of the managers at YC on 9/1/2022. You said Frank was rude and not helpful. You said he told you, there is nothing he can do and to call your insurance. You told Frank certain issues you had with drivers. He wanted the drivers names. You said he got mad and responded rudely to you because you did not give him the drivers names. You also said Frank told you that YC does not have to pick you up if YC does not have a driver to provide services to you.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their call logs, one of their managers called you as requested. The Supervisor called you at 4:19 pm on 09/01/22. Your complaint was about your previous rides complaining about previous rides. Your trips were reviewed for the previous month and there were no occurrences of lateness. She also listened to the call recording. It was found that their supervisor was very accommodating and was not rude at all. The supervisor gave you insight on the hour grace period which is part of the insurance and transportation provider agreement. YC apologies for the long wait, there may be instances of delay due to unforeseen circumstances but	Resolved in Favor of Membe r

VAM_20220902_24234	1-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Poor Provider/Staff Attitude	BACH FAMILY CLINIC	Unknown Physician Specialty	1.96E+09					You are not happy with the services that you have received from Bay Area Community Health Clinic (BACH) on 1/6/2022. You said you paid \$140.00 out of pocket for lens enhancements. You said you ordered these glasses back in January but due to health conditions you were not able to pick them up until August. You said the glasses are not working for you. You said BACH told you that you were unable to return them or make adjustments. You said you believe these glasses worsened your vision.	SCFHP's Grievance Department reviewed your complaint against Bay Area Community Health Clinic (BACH). We have sent this to Vision Specialist Providers (VSP), your delegated vision provider for review. The following are the findings based on the investigation. VSP records indicate they have received a claim for service code 99214 dated January 6, 2022 from Bay Area Community Health Center. This claim was denied because it is not a covered service under the member's routine benefits. VSP said they have not received a lens and frame claim to date. You are currently eligible for exam, lens, and frame services. Their records do not indicate that they have received a lens and frame service for from Bay Area Community Health Center. VSP spoke with Mayra from Bay Area Community Health Center, and she confirmed your ordered glasses on January 7, 2022. You were contacted on January 25, 2022 to		Resolved in Favor of Member

VAM_202 20902_24 235	1-Sep-22	September	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	PMGSJ	General Practice	1.39E+09					You are unhappy with your Physicians Medical Group because the Podiatrist and Dermatologist you were referred to are no longer in practice but are still listed on the provider directory. You are requesting new referrals to Dr. Akhbari Kaveh for podiatry in Gilroy and Dr. Clayton Schiltz for dermatology in Gilroy.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Physicians Medical Group of San Jose (PMG) for review. PMG has reviewed your complaint as well as your referral records. At the time of your request (06/23/2022) to Dr. Kent Carson with California Skin Institute under Authorization Number 20220623T8800438, Dr. Carson was a contracted provider with PMG. Dr. Carson is no longer contracted with PMG. PMG received a request from Dr. Masha Nakelchik for podiatrist Sara Karamloo. This was received on 3/16/2022 and filed as Authorization Number 20220316T8800503. This authorization was auto approved. PMG has found that both providers, Dr. Akhbari and Dr. Schiltz in Gilroy, are network providers. Your Primary Care Provider, Dr. Masha Nakelchik, can submit a referral request and both providers will be approved. Your case was sent	Resolved in Favor of Member

VAM_202 20902_24 212	2-Sep-22	September	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you received from Yellow Cab on 9/2/2022. You stated that you would like your ride canceled because they had not picked you up on time for your medical appointment. You were able to get a ride from your neighbor so you did not want to wait for Yellow Cab any longer.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management reviewed your complaint along with your trip details for 9/2/2022. They found that because they had limited cab availability, they were unable to dispatch a cab right away. They have notated that they tried calling you multiple times to confirm that you still needed the ride, but were unable to reach you. They canceled the trip since they were not able to confirm that the ride was still needed. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-		Resolved in Favor of Membe r

VAM_2020902_24218	2-Sep-22	September	26-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	JIN HUANG	Anesthesiology	1.97E+09					You called to get assistance with a bill that you received from Dr. Jin Huang for date of service (DOS) 9/21/2021. The amount of the bill is \$91.34.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bills that you received from Medical Anesthesia Consultants Medical Group, Inc., Jin Huang. We contacted the billing office and asked them to stop billing you. They have placed your account on hold for future billing while the adjustment is in process. Please disregard the billing statement while your account is being reprocessed. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_202 20902_24 219	2-Sep-22	September	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you received on 8/25/2022 from Yellow Cab. You stated that you tried to order your return ride from Yellow Cab and the Customer Service Representative was rude and stated that you would have to pay for the ride. You also stated that you tried to explain that you have Medi-Cal but the receptionist said that they would not cover the trip. You ended up taking the bus home.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's management has reviewed your complaint and listened to the recorded call for your trip on 8/25/2022. They have found that they had a system error at the time of the call and the Customer Service Representative (CSR) was unable to see your return trip or other trips correctly. The CSR asked about payment for the trip because she was unable to see that the trip was listed under the SCFHP Account. Their system has since been updated. Yellow Cab's management has reminded their team of the importance of proper customer service and they sincerely apologize for the inconvenience this has caused. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care,	Resolved in Favor of Membe r

VAM_20220902_24220	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC had an old address on file. You stated that YC is disorganized and that a driver is not dispatched until you call.	The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. Following a review of your complaint, you were scheduled for a ride on August 30, 2022, at 11:00 a.m. YC Management confirmed that SCFHP entered your pick-up trip details incorrectly. On the day of service, you were scheduled to be picked up at 1085 TASMAN DR at 11:00 a.m. YC assigned a driver at 10:40 a.m., and the driver arrived at 11 a.m. YC Management reviewed the call recording for the date of service. You called YC at 11:00 a.m. and spoke with the driver, informing him that he was at the wrong address and that you were at 1040 S WINCHESTER BLVD. Because YC cannot change the address in the system, YC advised you to contact the health plan to change your trip details. The health plan created a new booking with the correct address at 11:32 a.m. Fortunately, upon dispatch, the trip was immediately accepted by a driver. The driver arrived at 11:35 a.		Resolved in Favor of Member

VAM_202 20902_24 221	2-Sep-22	September	27-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You said on 08/30/2022 you waited over 2hrs for your return ride and took the bus home. You said you called YC a couple times and you were transferred to your driver but there was no answer. SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's (YC's) Management. YC reviewed your complaint along with the trip details for 8/30/2022. YC said that you called at 4:38pm for your return ride. YC said there was no driver in the Los Gatos area and informed you about the situation. YC said a driver was assigned until 5:28pm, and driver did not arrive until 5:45 at the pickup location. YC said that you had already taken the bus. Yellow Cab apologies for the long wait that you experienced. Estimated arrivals could change depending on the situation with conflicts that are not able to be avoided. YC said they reviewed previous trips this and show they were all completed with no issues. YC said that they will work in ways to prevent from this happening going forward. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make		Resolved in Favor of Membe r

VAM_202 20902_24 222	2-Sep-22	September	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are not happy with the quality of service you received from the office of Dr. Tiffany Castillo. You said you called to schedule an appointment and was told that they are waiting for the authorization to be approved and could not schedule you. You stated that you were seen in the emergency room on 8/30/2022 and you are requesting an urgent appointment with an orthopedic specialist for a fractured clavicle.	SCFHP's Grievance and Appeals Department has reviewed your expedited complaint and sent it to Case Management for review. Our Case Management department will work with your network, VHP, to schedule an urgent visit with an in-network orthopedic specialist. A member from Case Management will be in touch with you as soon as possible. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Y	Resolved in Favor of Member

VAM_202 20902_24 223	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC did not show up for pick-up on September 2, 2022. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. Following a review of your complaint, YC Management confirmed that your pick-up trip was delayed. You had a trip scheduled for 12:00 p.m. on September 2, 2022. YC had unfortunate conflicts on the day of service, resulting in a longer wait time than usual. YC contacted you to inform you of the current situation, and you agreed to give YC a few more minutes to work on the order. Because YC worked diligently on the order, it wasn't until 12:53 p.m. when a driver was finally available to pick you up. The driver arrived at 1:12 p.m. and arrived at 1:28 p.m. YC is truly sorry that you arrived to her appointment late. Unwanted delays are unavoidable due to unfortunate conflicts. Moving forward, YC will ensure to be better. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all	Resolved in Favor of Membe r

VAM_202 20902_24 224	2-Sep-22	September	2-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are not happy with the quality of access to an ear, nose, and throat doctor (ENT). You stated that you were referred to ENT because your ears swell when you use headphones and you experience ringing in your ears. You said you were given an appointment for 12/01/2022. You stated that your symptoms are worsening and that you will be on vacation from September 20th to September 30th, 2022. You are requesting this to be urgent. You also mentioned you want to have your audiology appointment scheduled for 11/29/22 sooner before you see the specialist.Â SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Clinical Review Nurse recommended you be referred to SCFHP Case Management Department to assist with securing a sooner appointment with an in-network ENT and audiologist specialist. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On 9/02/22 our Grievance Department referred you to our Case Management Department. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Additionally, if pain worsens and you are unable to schedule an appointment with your Primary Care Physician (PCP), please go to the nearest urgent care or emergency room. You may also call the Advice Nurse Line at 1-877-509-0294 (number is on member ID card).	Y	Resolved in Favor of Member

VAM_202 20902_24 225	2-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Specialist									You called the Health Plan (HP) because you said you want to continue your care with Dr. Jeffrey Levine. You said Dr. Levine told you they will not continue seeing you unless you pay out of pocket because the Health Plan (HP) is not paying them. You said this is frustrating you because you can't afford to pay out of pocket and you want to continue care with Dr. Levine.	SCFHP's Customer Service Department and Grievance Department reviewed your complaint and forwarded your concerns to Dr. Jeffrey Levine's office. The following are the responses based on their investigation. According to Dr. Levine's office they have attempted to bill SCFHP for the services that were provided to you. Unfortunately, the claims were rejected, this is the reason why they are asking for you to pay out of pocket for services. I have also contacted SCFHP Claims department. The Claims Manager reviewed the claims that Dr. Levine's office have submitted. These are their findings. The claims from Dr. Levine's office were reviewed and they were denied for invalid/missing modifier. The corrected claims they submitted were still incorrect and denied again for missing/invalid modifier. Note that only the manipulation charges (CPT 98941) were authorized and will be paid once they		Resolved in Favor of Member

VAM_202 20902_24 226	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	LUHUA CHENG	Internal Medicine	1.6E+09					You are not happy with the quality of care you have received from your Primary Care Provider (PCP) Luhua Cheng, M.D. in July and August of 2018. You were told to fill out mental health forms and take a rapid drug test on several occasions. You were also told you could not leave the office until you took the test, as well as were asked to take an HIV test at the same time, which you did not think it was right. You are also upset because you think your privacy is being violated by being asked to take a clinic picture. You mentioned Dr. Cheng documented in your medical records that your chronic obstructive pulmonary disease (COPD) has been resolved however itâ€™s not. You are also upset that Dr. Cheng did not tell you that you are pre diabetic.	SCFHPâ€™s Grievance and Appeals Department has reviewed your complaint and contacted Dr. Luhua Chengâ€™s Management for review. After reviewing your complaint along with your medical records, they found that you were seen by Dr. Cheng on 8/2/2018. You were seen for dysphagia, thyroid nodule, and a breast cancer screening. They do not have a record of an HIV test or a drug test being ordered. Your last visit in her office was 11/15/2019. It is your right to be able to choose a primary care provider within SCFHPâ€™s Network. It is your right to be treated with respect and dignity, giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information. It is also your right to participate in decision making regarding your own health care, including the right to refuse treatment. You can find more of your rights and responsibilities in your Member Handbook, Chapter 7, Page 90.	Resolved in Favor of Membe r

VAM_202 20902_24 227	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC was late for your pick-up.	The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. Following a review of your complaint, you were scheduled for a ride on September 2, 2022, at 1:00 p.m. YC Management confirmed that your pick-up trip had been marked as a no- show. At the time of dispatch, YC was having difficulty allocating a cab due to a high volume of calls and a limited number of cabs working in the area. YC worked tirelessly on the order and searched the surrounding areas for an available cab, but it wasn't until 3:07 p.m. that a driver became available. The driver arrived at the pickup location at 3:18 p.m. and did not see you there. The driver attempted to contact you, but you did not respond. The driver attempted to contact you, but you did not respond. As a result, dispatch deviated from the standard No Show protocol. YC sincerely apologizes for any inconvenience this has caused. To prevent this from happening again, YC is currently	Resolved in Favor of Member

VAM_202 20902_24 228	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	REGIONAL MEDICAL CENTER OF SAN JOSE	Unknown Physician Specialty	1.82E+09					You called our Customer Service Department regarding a bill you received from Regional Medical Center. This bill is for the services you received on 8/20/2021 for the amount of \$3,875.77. You are asking our help with this bill.	SCFHP's Grievance and Appeals (G&A) Department reviewed the bill you received for the date of service (DOS) of 08/20/2021. We have contacted the Regional Medical Center billing office. They said there were billing issues because you did not provide your insurance information. The G&A provided insurance information on your behalf and the claim will be processed. In the future, please make sure to present your insurance information. They will resubmit the bill for reprocessing. Please note that this can take 45-60 days.	Resolved in Favor of Member

VAM_202 20902_24 230	2-Sep-22	September	30-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)		NINA CAUDILL	Unknown Physician Specialty	1.78E+09		Uphold	Lack of Medical Necessity	You don't agree with Santa Clara Family Health Plan (SCFHP)'s decision to deny occupational therapy request A0178074A. This was denied because you do not meet the criteria and guidelines. Nina Caudill from Joy and Laughter is making an appeal on your behalf, and she wants this to be processed as soon as possible.Â You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - â€¢Severe pain - â€¢Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolve d in Favor of Plan

VAM_20220902_24231	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC was late for your pick-up on September 02, 2022. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. Following a review of your complaint, you were scheduled for a ride at 8:30 a.m. on September 02, 2022. YC Management confirmed that your pick-up trip had been canceled by default because YC was unable to contact you. SCFHP contacted YC at 10:32 a.m. to dispatch your trip. The driver arrived at 11:25 a.m. and finished the trip at 11:38 a.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member.	Resolved in Favor of Member

VAM_202 20902_24 232	2-Sep-22	September	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	PHILLIP FOON TSE	Internal Medicine	1.18E+09					You are not happy with the quality of care you received from Dr. Tse Phillip Foon. You said you feel like Dr. Tse does not care about your health and does not address your concerns.Â	Our Grievance Department reviewed your complaint and contacted Dr. Tse Phillip Foon for more information. Dr. Tse Phillip Foon reviewed your complaint along with your medical records and confirmed the last time you were seen was on August 17, 22 for knee and back pain. Dr. Tse Phillip Foon recommended Tylenol and Non-Steroidal Anti-Inflammatory Drugs (NSAIDs) for pain. Dr. Tse Phillip Foon was surprised to know you were not happy with the care he was providing you. Dr. Tse Phillip Foon apologizes if you felt he did not provide you with the best quality of care possible. Your case was sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Membe r

VAM_202 20902_24 233	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC did not show up for your pick-up trip on September 02, 2022. You stated that you had missed your appointment. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. Following a review of your complaint, YC Management confirmed that your pick-up trip had been canceled. You had a ride scheduled for 8:00 a.m. on September 02, 2022. Due to the large number of orders received and the unfortunate conflicts YC encountered, YC had a longer wait time than usual. YC worked tirelessly on the order. It wasn't until 8:45 a.m. that a driver became available; however, you requested to cancel your trip. Unfortunately, conflicts do occur, and YC understands the importance of timely pickups, especially for medical appointments. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this		Resolved in Favor of Membe r

VAM_202 20902_24 237	2-Sep-22	September	5-Sep-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Overtun	Medical Necessity Met w/ Additional Informati on	call#SC0629918 9/2/2022 4:54 PM PhyllishaT Nancy 408-480-9242 91352965F VERIFIED DOB/ELIG/DEMO Mbr calling as she was supposed to be discharged next Thursday and now is being told that she is only going to be covered until Tuesday, however mbrs home is not going to be ready for her by next Thursday. Informed mbr that auth on file has next review date of 09/06, mbr states that she got letter for auth A0180317 stating that she can not stay in the SNF longer than 09/06. Mbr wants to appeal this decision as she does not have anywhere to go home to that is safe. Mbr can not climb any stairs yet she is getting better with walking but her home needs to move her from the 2nd floor to the 1st floor. Assigned to G&A and informed mbr I will file expedited appeal, and she will get verbal acknowledgement in 24 hrs. Mbr understands.			Resolve d in Favor of Membe r

VAM_202 20906_24 240	2-Sep-22	September	30-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		UCSF MEDICAL CENTER	Unknown Physician Specialty	1.46E+09		Uphold	Appropria te Care In Network	You do not agree with Physicians Medical Group of San Jose (PMGSJ) denying authorization number 20220811T8800936 to UCSF for Dental procedure. This was denied as out of network. You said you do not want your daughter to be seen at Stanford because the soonest she can be seen is November and you would have to pay \$400 out of pocket.			Resolve d in Favor of Plan

VAM_202 20906_24 241	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)									You are not happy with the quality of service from the driver with Rainbow Cab (RC). You said the driver was driving recklessly. You stated that the driver was talking on the phone while driving. You stated that the driver did not know the location address. Our Grievance and Appeals Department reviewed your complaint and forwarded it Rainbow Cab for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Rainbow Cab to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP is very sorry for any inconvenience this may have caused. SCFHP looks forward to better serving you in the future.	Resolved in Favor of Membe r

VAM_202 20906_24 242	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Telephon e Access	BHANU R BHASKAR	Unknown Physician Specialty	1.93E+09					You are not happy with your access to care with your Primary Care Physician (PCP), Bhanu Bhaskar, MD. You shared with us that it is difficult to contact your provider. You said you called your PCP's office to ask some questions about treating your symptoms, you were told to send your PCP a message online. You said you do not know how to do this.	SCFHP's Grievance and Appeals Department reviewed your concern. We have forwarded your concerns to the Palo Alto Medical Foundation (PAMF)'s Patient Relations-Quality and Patient Safety Department for review and response. We have received the following response from PAMF's Patient Relations: Upon medical review of your case, your medical records show that you have reached out to the Internal Medicine Department almost daily regarding questions and inquiries about care and home health access. They shared with us that the Department Manager has advised you that your questions and inquiries are and will be responded to you in the appropriate timeline. They said that Dr. Bhakar and staff do everything possible to meet your care and service needs. They apologized for any frustration that you experienced and appreciate the feedback to better improve PAMF's patient care. SCFHP would like to apologize for the issues that you		Resolved in Favor of Membe r

VAM_202 20906_24 243	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Compliance	Fraud/Waste/Abuse									You called SCFHP's Customer Service Department in regards to suspecting fraud with the way your medications are being dispensed to you. You shared that someone changed the way you get your medications from pharmacy pick up to a mail order pharmacy. You said that you can not get your prescriptions mailed because your mail does not come to your door. This is a concern since you do not want anyone getting your medications.	SCFHP's Grievance and Appeals Department investigated your complaint. We contacted and forwarded it to the SCFHP's Case Management Department for review and response. The following is the response regarding your allegation of Fraud, Waste and Abuse about your medications being changed from pick up to mail-order. They reviewed your medical file and found that the reason you are now receiving your medications via mail is due to the following: 1. HSS Caregivers do not manage medications, 2. Home Health Services for medication management is not long term. 3. There are times when you had no caregiver to pick up your medications. SCFHP's Case Management Department said that you and your SCFHP Case Manager talked about the transition to bubble pack for your medications. You agreed to the bubble pack to help	Resolved in Favor of Member

VAM_202 20906_24 244	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part D Grievance	Quality of Service	Pharmacy Dispensin g Delay									You are not happy with the delay in CVS Pharmacy dispensing your medications to you. You shared with us that you have been having difficulty trying to obtain Pramipexole and Oxybutynin CL. You mentioned that you needed assistance with this issue. SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. Our records show that you have received your medications as follows: 1. Pramipexole on 6/24/2022 for a 90-day supply, your next refill is due on 9/22/2022. 2. Oxybutynin CL 5MG on 7/31/2022 for 90 day supply, your next refill is due on 10/29/2022. This is the reason the pharmacy was unable to dispense your medication to you per your request as it was too soon to do so. Additionally, according to your records, Pramipexole 0.125MG was approved and dispensed to you on 9/8/2022 by the CVS Pharmacy. As a reminder, if your medications are lost, stolen or misplaced you may request a one time override for your needed medications. Please Call SCFHP Cal MediConnect Customer Service at 1-877-723-4795, Monday â€” Friday, 8 a.m. to 8 p.m. TTY/TDD users should call 1-800-735-2929 or 711 for questions or assistance.	Resolved in Favor of Membe r

VAM_202 20906_24 246	2-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/2/2022. You said YC was looking for a driver. You said it was passed the one-hour window. You said you were 10 minutes late to your appointment.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records your pick up on the day of service was scheduled for 4:30 pm. Trip was assigned at 4:49 pm and driver arrived at 4:56 pm. Since trip was from Sunnyvale to Redwood City and with current traffic, it was not until 5:40 pm when the trip was completed. Timeline shows that YC picked up you up on time, however, with traffic, which is an unforeseen incident, you were late. On the other hand, your return ride was activated at 7:08 pm. Due to limited availability of cabs within the area, it was not until 7:36 pm when trip was assigned to a driver. Driver then arrived at 8:06 pm and completed the trip at 8:17 pm.		Resolved in Favor of Membe r

VAM_202 20907_24 283	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Hospital Care	SANTA CLARA VALLEY MEDICAL CENTER	Unknown Physician Specialty	1.69E+09					You are not happy with the quality of service and care you received from Santa Clara Valley Medical Center (SCVMC) in 2017. You said you were moved to a room by yourself because the hospital staff thought you were contagious with the flu even though you were there for kidney failure. You said the hospital staff turned off your call button and hid your phone. You also mentioned you were told you were being released however they did not remove your intra-venous (IV) line.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Santa Clara Valley Medical Center's Management for review. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20907_24 284	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	SANTA CLARA VALLEY MEDICAL CENTER	Unknown Physician Specialty	1.69E+09					You are not happy with the quality of service and care you received from Santa Clara Valley Medical Center (SCVMC) in 2017. You said you were moved to a room by yourself because the hospital staff thought you were contagious with the flu even though you were there for kidney failure. You said the hospital staff turned off your call button and hid your phone. You also mentioned you were told you were being released however they did not remove your intra-venous (IV) line.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Santa Clara Valley Medical Center's Management for review. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20907_24 288	2-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	PHI/Confidentiality/ HIPAA	LUHUA CHENG	Internal Medicine	1.6E+09					You are not happy with the quality of care you have received from your Primary Care Provider (PCP) Luhua Cheng, M.D. in July and August of 2018. You were told to fill out mental health forms and take a rapid drug test on several occasions. You were also told you could not leave the office until you took the test, as well as were asked to take an HIV test at the same time, which you did not think it was right. You are also upset because you think your privacy is being violated by being asked to take a clinic picture. You mentioned Dr. Cheng documented in your medical records that your chronic obstructive pulmonary disease (COPD) has been resolved however it's not. You are also upset that Dr. Cheng did not tell you that you are pre diabetic.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Dr. Luhua Cheng's Management for review. After reviewing your complaint along with your medical records, they found that you were seen by Dr. Cheng on 8/2/2018. You were seen for dysphagia, thyroid nodule, and a breast cancer screening. They do not have a record of an HIV test or a drug test being ordered. Your last visit in her office was 11/15/2019. It is your right to be able to choose a primary care provider within SCFHP's Network. It is your right to be treated with respect and dignity, giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information. It is also your right to participate in decision making regarding your own health care, including the right to refuse treatment. You can find more of your rights and responsibilities in your Member Handbook, Chapter 7, Page 90.	Resolved in Favor of Member

VAM_202 20902_24 236	2-Sep-22	September	14-Sep-22	Partially Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are unhappy with the quality of service you have received from Valley Radiology Imaging. You had your father call on your behalf. He stated that he has called multiple offices and the soonest available appointment is in October 2022. You would like to be seen prior to October because you have a mass in your chest that needs to be looked at. You have requested your grievance to be expedited. SCFHP Clinical Review Nurse reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	SCFHP's Grievance and Appeals Department reached out to Valley Radiology Imaging regarding your request for an appointment sooner than October 2022. Valley Radiology Imaging stated that they do not have any available appointments until November 2022. Our Clinical Review Nurse has recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On September 14, 2022, our Grievance Department referred you to our Case Management Department to assist you with scheduling sooner appointment for a diagnostic mammogram with an in-network Radiology provider. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m.	Y	Partially Resolved in Favor of Member

VAM_202 20902_24 238	2-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist								SC0628737 9/2/2022 10:06 AM MariaNallyB PLACENCIA, MARIA ADILENE - mother called (408-661-5847) for issue of getting a specialist Verified mbr's name, demo. and elig. x Mother said that mbr. went to ER at O'Connor Hosp. on 08/31/22 for a fractured wrist; per ER doctor, mbr. need to have a cast removed within/after 1 wk. Mother tried getting assistance from PCP - Dr. Krishnamshetty and PCP tried getting an orthopedic but either unable to get an appt. and other appts. is 3 wks. out Mother also tried calling for herself and unable to get any appt. since not accepting MC Informed will call several ortho. under PMG that is close to addrs. Called clinic of Frank F Wong, MD; spoke to Cindy Conferenced call Mother accepted appt. on 09/07/22 @ 5:45 pm Cindy advised mother to get a CD for image of the fractured wrist Informed mother to call Dr. Krishnamshetty to get a referral done with Frank F Wong			Resolve d in Favor of Membe r

VAM_202 20907_24 302	5-Sep-22	September	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	PHI/Confidentiality/ HIPAA									You are unhappy with the questions that SCFHP asks to verify your identity when calling the health plan. SCFHP's Grievance and Appeals Department reviewed your complaint and sent it to SCFHP's Call Center Management for review. The most recent call they have on file is from 8/25/2022 and all questions were appropriately asked, per Health Insurance Portability and Accountability Act, (HIPAA) Compliance. The following questions are asked in accordance with HIPAA compliance: - Member Verification - Verify the member's identity by obtaining member's full name (first and last) and additional two identifying pieces of information such as: - The member's SCFHP ID number - Date of birth - The member's complete address and telephone number - Last four digits of Social Security number Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to	Resolved in Favor of Member

VAM_202 20906_24 248	6-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from YC on 9/6/2022. You said you called YC to check on the cab's estimated time of arrival (ETA). You said you want to get to your appointments on time. You said your appointment was at 8:30 but when you called YC at 8:00 am they told you that your cab was 15 minutes away.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records on the date of service, your trip was a no show. This is what happened. You were scheduled for a 7:30 am pickup however in our dispatch system, you were scheduled for a 8:30 am pick-up. This was a mistake on their end. Their WAV scheduler accidentally changed the time while pre-assigning drivers the day before the service. When you called in at 7:49 am on the day of service looking for his ride, it was known that there was an error on your schedule. YC immediately dispatched the trip and tried looking for another WAV driver nearby. YC was able to assign a WAV at 7:57 am but the trip was queued as a follow on which means driver has to a finish prior		Resolved in Favor of Membe r

VAM_202 20906_24 249	6-Sep-22	September	7-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	VALLEY RADIOLO GY MEDICAL ASSOC	Unknown Physician Specialty	1.4E+09					You on your mother, Feng Ying Li's behalf called our Customer Service Department regarding a bill she received from Valley Radiology Imaging. This bill is for the services she received on 6/22/2022 for the amount of \$10.06. You are asking our help with this bill	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your mother received. She does not have to pay for this bill. Valley Radiology Imaging participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Valley Radiology Imaging and asked them to stop billing her. Valley Radiology Imaging put her account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Valley Radiology Imaging because she does not have to pay the bill.		Resolve d in Favor of Membe r

VAM_202 20906_24 250	6-Sep-22	September	6-Oct-22	Closed	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude									You are not happy with the quality of service you have received from Dr. Benjamin Lee. You said Dr. Lee is rude and not nice. You said you are not comfortable seeing Dr. Lee anymore.	Our Grievance Department reviewed your complaint and contacted you for more information. We have tried contacting you via telephone and have been unsuccessful. We needed to speak with you in order to assist you with your request. Your grievance case has been closed. Please contact our customer service number if you wish to reopen the case. You can call Customer Service at 1-800-260-2055 (TTY 1-800-735-2929 or 711). Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll-free.		Closed

VAM_202 20906_24 251	6-Sep-22	September	6-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)									You are unhappy with the quality of service you received from SCFHP's Customer Service Department. You stated that your dialysis treatment schedule was incorrect, listing your treatment days as Monday, Thursday and Friday. You need the correct days, Tuesday, Thursday and Friday, to be scheduled for transportation. Our Call Center Management reviewed your complaint along with your transportation request for the month of September and confirmed the days were entered in error. SCFHP's Call Center Management has updated your ride requests to Tuesday, Thursday and Saturday. SCFHP's Call Center Management will be providing additional coaching to the Customer Service Representative (CSR) to ensure this does not happen in the future. SCFHP's Call Center works hard to provide the best service to each member and looks forward to serving you in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolved in Favor of Member

VAM_202 20906_24 252	6-Sep-22	September		Referred	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 8/11/2022 and 9/1/2022. On 8/11/2022 you said you were late to your appointment. On 9/1/2022 you ended up cancelling your ride. You said these incidents made you upset. You said YC's service is getting worse and worse. You feel YC has no compassion for the members.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records on 8/30/2022, you were set up for a 7:30 am pickup. A driver was assigned at 7:59 am and arrived at 8:26 am. Your trip was completed at 8:30 am. Please know that we have an hour leeway to complete each and every trip. In this case, trip was completed on time. On 9/1/2022, you were scheduled for a 1:45 pm pick-up. YC did not have any cabs available. You were informed of the delay when dispatch reached out to you at 2:31 pm. Dispatch tried to find a cab driver for your trip however most of the drivers refused since they were all booked up. It wasn't until at 3:30 pm a cab accepted the ride. YC apologies for the		Referred

VAM_202 20906_24 253	6-Sep-22	September	3-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation. You said that on 9/6/2022, you waited for your pick up and as of 9:40 am the driver had not arrived. You called Yellow Cab and they advised you they were still working on assigning a driver to you. You said that this is the 5th time in the past two (2) weeks that Yellow Cab has been unable to assign a driver to you on time. You called SCFHP for assistance on your ride request, the Customer Service Representative was able to speak to the Yellow Cab and stated the estimated time of arrival would 7 minutes. You would like for Yellow Cab to arrive for pick up in a timely manner for your future appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 9/6/2022 and the trip was dispatched as early as 8:46am. However, on the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. The Dispatching team was able to obtain a driver for your ride request at 9:41am. The information was forwarded to the Health Plan. The Cab driver arrived at the pickup location at 9:52am and the trip was completed at 10:05am. Yellow Cab Management stated that their cab driver contacted you and advised you that he was on the	Resolved in Favor of Membe r

VAM_202 20906_24 254	6-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Telephon e Access	SUSAN WILTURN ER	Family Practice	1.47E+09					You are not happy with the services that you have received from Dr. Susan Wilturmer's office. You said you have tried calling the provider at the following phone numbers: 408-356-0835 and 408-484-3587. You said they do not answer their phones.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your complaint to Dr. Susan Wilturmer's office. These are the responses from the Assistant Clinic Manager. Dr. Wilturmer did not answer or return any of your calls because the number that you dialed does not belong to any of their clinics where Dr. Wilturmer works. The number you dialed 408-356-0835 and 408-484-3587 are not their clinic numbers. Dr. Wilturmer works at their Washington Neighborhood Health Clinic located at 100 Oak St Room F-3, San Jose 96=5110. The clinic telephone number is 408-295-0980. She is also a supervising physician for their Gilroy Neighborhood Health Clinic located at 9300 Wren Ave, Gilroy CA 95020. The telephone number is 408-842-1017. We apologize for the inconvenience this has caused you. As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP		Resolve d in Favor of Membe r

VAM_202 20906_24 255	6-Sep-22	September	27-Sep-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		FRANCES RESPICIO	Unknown Physician Specialty	1.87E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan, Claim # 22209E03631 & 22230S00088 for psychiatric diagnostic evaluation. This was denied because the services received were not authorized and are not payable by SCFHP. Due to this denial, you contacted Department of Managed Health Care (DMHC) to assist with this issue. DMHC has sent this request to Santa Clara Family Health Plan's Grievance and Appeals Department to process and review accordingly.			Resolve d in Favor of Membe r

VAM_202 20906_24 256	6-Sep-22	September	7-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	REGIONAL MEDICAL CENTER OF SAN JOSE	Unknown Physician Specialty	1.82E+09					You are not happy with receiving a bill for date of service (dos) 2/28/2022 from Regional Medical Center of San Jose for the amount of \$1,461.00. You are requesting assistance with this bill again.	SCFHP's Grievance & Appeals Department reviewed the bill you received. You do not have to pay for this bill. Regional Medical Center participates with Medi-cal, which means that they must take the payment they received from SCFHP and you should not be responsible. Our Grievance Department contacted Regional Medical Center and has asked them to stop billing you while this reprocessed. Please disregard the billing statement from Regional Medical Center of San Jose because you do not have to pay the bill. Regional Medical Center informed us you can disregard for now as it will to be have reviewed and reprocessed and can take up to 30-45days.		Resolved in Favor of Membe r

VAM_2020906_24257	6-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	KYAW MIN	Family Practice	1.94E+09					You called because you received a bill from Dr. Kyaw Min for date of service (DOS) 1/5/2022. You are requesting assistance with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. We contacted Dr. Kyaw Min office and asked them to stop billing you. We informed Dr. Kyaw Min to put your account on hold for future billing while the adjustment is in process. We informed Dr. Kyaw Min that the claim was paid. The representative looked into your account and stated that they show no patient responsibility. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member
VAM_2020906_24258	6-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement								You stated that you received a \$100.00 bill from LabCorp for the date of service on November 13, 2021.	SCFHP's Grievance Department reviewed the bill you received from LabCorp about the dates of service 11/13/2021 for a total of \$100.00. Your claim has been resolved, and you may disregard the bill. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.		Resolved in Favor of Member

VAM_202 20906_24 259	6-Sep-22	September	6-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	ABRAHA M CABEBE	Family Practice	1.53E+09				You are not happy with the quality of care you have received from Dr. Abraham Cabebe. You said Dr. Cabebe did not refill your medication, Clonazepam, on time or did not prescribe enough for a month's supply. You said you had to call the office and go in person to request a refill and still Dr. Cabebe does not refill medication on time. You also said you have asked Dr. Cabebes' staff about a better process to get medication refilled on time. You mentioned this only happens with Dr. Cabebe. You said Dr. Cabebe was out for a while and the covering provider was refilling your medication on time and prescribing enough medication, especially when the month had thirty one (31) days.	Our Grievance and Appeals Department reviewed your concerns and sent them to Dr. Abraham Cabebe for more information. Unfortunately, Dr. Abraham Cabebe has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Dr. Abraham Cabebe. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Membe r

VAM_202 20906_24 260	6-Sep-22	September	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are unhappy with PAMF because you received a bill in the amount of \$418 for date of service of 5/5/2022, account number 15409485, for an MRI on your foot. You would like assistance settling this matter.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Palo Alto Medical Foundation participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Palo Alto Medical Foundation and has asked them to remove the billed amounts from your account because you should not be responsible. Palo Alto Medical Foundation has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Palo Alto Medical Foundation because you are not responsible for the balance owed.	Resolved in Favor of Membe r

VAM_202 20906_24 261	6-Sep-22	September	4-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		STANFORD HEALTH CARE	Unknown Physician Specialty	1.44E+09		Uphold	Appropria te Care In Network	You do not agree with Valley Health Plan (VHP) denying authorization number authorization 82005700 to see ophthalmologist Dr. Norma Ramirez at Stanford Children's Health. This was denied as out of network.			Resolved in Favor of Plan

VAM_202 20906_24 262	6-Sep-22	September	3-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Written Materials/ Marketing								You came in person to SCFHP's San Ignacio office regarding an issue you are having regarding the spelling of your complete name on with Valley Health Plan (VHP) - Downtown Pharmacy. You shared with us that the pharmacy is still using your name as John Henley Jr and not your complete name: John B Henley Jr. You said you have been working on this issue with VHP since June 2022. You were advised to call the Pharmacist directly and not online as she can help with the name issue. You mentioned you did this and it was still incorrect. You said the VHP systems have your name correct in all departments except for the Pharmacy. You would like for your correct name of: John B Henley Jr to be correct across all documents you receive.	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from SCVMC's Pharmacy Clinic Management. They advised us that Pharmacy labels are generated using three (3) different systems depending on where and how the prescription was filled in their system, i.e. at central fill for mail order, via robotics, or filled manually by healthlink. Therefore, they have been working with three (3) vendors trying to figure out how to get the middle initial onto the label. Currently, one of the three vendors was able to add the middle initial. The other two vendors are still trying to find out a solution to convert the middle name to initial, and there may be character limitations to fit on the label, which could result in		Resolved in Favor of Membe r

VAM_202 20906_24 263	6-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that you missed your appointment on September 02, 2022 because YC was unable to find a driver for your trip. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. After reviewing your complaint, YC Management confirmed that your trip had been canceled. You had a ride scheduled for September 2, 2022, at 1:17 p.m. Upon dispatch, YC had a limited number of cabs in the area, resulting in a slightly longer wait time than usual. YC assigned a driver at 2:37 p.m., and the driver arrived at 2:50 p.m., but you decided to cancel your trip. YC sincerely apologizes for any inconvenience this has caused. Aside from the coaching opportunity, YC has reminded the dispatch team to ensure timely execution in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this		Resolved in Favor of Membe r

VAM_202 20906_24 264	6-Sep-22	September	4-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Enhanced Care Managem ent services									You are not happy with the quality of service you received from Santa Clara Family Health Plan (SCFHP) Enhanced Care Management (ECM). You said you have been redirected to Pacific Clinics, but they are not accepting new patients. You said you have been trying to contact Ashley from Pacific Clinic but have not been able to get in contact with her. You said you received two emails, but you do not have access to your email. You said you want a better ECM facility and a case worker.	Our Grievance Department reviewed your complaint and forwarded it to Santa Clara Family Health Plan (SCFHP) Enhanced Care Management (ECM) for more information. They reviewed your complaint and, along with your medical records and notes, determined that you have not been assigned to a lead care manager with Pacific Clinics yet because they have not been able to get a hold of you. The ECM program tried contacting you on 8/19/2022 and 9/15/2022, which you did not answer, and voicemails were left. Pacific Clinics has also sent a letter on 9/26/2022 regarding the ECM program. They also mentioned that they have not sent any email correspondence to you. You can also ask to be sent to a different facility if that's what you want. Please contact the ECM program at 1-408-874-1452, 8:30 a.m.-5:00 p.m., Monday-Friday. Your case was also sent to our quality team for review of possible quality issues. Our medical team tries to make		Resolve d in Favor of Membe r

VAM_20220906_24266	6-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 09/06/2022. You said you want to arrive to your appointments on time. You said you want YC to arrive in a timely manner. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records you were scheduled for a 3:00 pm pick-up. They were experiencing longer wait time than usual due to high demands of trips and no cabs available in your area. At 3:21 pm, Brianna from SCFHP called and was told that they were still working on getting a cab and it might take a while. As the wait time got longer and driver was not found, either the member or SCFHP cancelled the trip at 3:51 pm. There were no call recordings on their call history of you reaching out to get an update on your ride. YC would like to remind you that they have an hour window to complete each and every trip. Given the remainder of time, YC could've successfully		Resolved in Favor of Member

VAM_202 20906_24 267	6-Sep-22	September	3-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service with the Customer Service Representative (CSR) that booked your recurring transportation request. You said you do not understand why there was an error in your booking, as the transportation information was confirmed with you during the call. You said this caused you to be dropped off before the clinic is open. Our Grievance Department reviewed your complaint and contacted SCFHP's Call Center Management for more information. SCFHP's Call Center Management reviewed your complaint along with the recorded phone call that took place on 9/6/2022 and confirmed SCFHP's CSR scheduled your appointments as Monday, Tuesday, Wednesday, Thursday and Friday at 5:30am and Saturday and Sunday at 6:30am. SCFHP's Call Center Management is sorry for any inconvenience this may have caused and said additional coaching will be given to our CSR to make sure this does not happen again. You may also contact SCFHP's Customer Service Department at (800) 260-2055 to confirm your scheduled pick up times. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to	Resolved in Favor of Membe r

VAM_202 20906_24 268	6-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access									You are not happy with the access to Valley Medical Center (VMC) Allergy Clinic. You stated that you have been calling every day to schedule your Xolair injection appointment, but you have not received a call back. The SCFHP Grievance and Appeals Department reviewed your complaint and contacted the VMC Allergy Clinic for more information. VMC Allergy Clinic reviewed your complaint as well as your medical records and confirmed that there was a delay with your provider's order regarding your starting dosage. Once VMC Allergy Clinic received the revised order for Xolair injections every two weeks. On September 28, 2022, you had an appointment with VMC Allergy Clinic. Your next meeting is scheduled for October 13, 2022, at 2:00 p.m. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP)	Resolved in Favor of Membe r

VAM_202 20906_24 269	6-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	JAMES E EGBERT	Ophthalm ology	1.66E+09					.You are not happy with the quality of care with Dr James Egbert. You said that about 8-9 years ago, Dr James Egbert was extremely rude, and felt like he was racist because of his treatment towards you. You said that you did not feel comfortable around him and was not given the right attention.	Our Grievance Department reviewed your complaint and contacted Valley's Customer Relations Department for tracking purposes. Unfortunately, after multiple attempts, SCFHP has not received a response back. SCFHP's Grievance Management is working closely with SCFHP's Provider Network Management and Valley Customer Relations Department to ensure we receive a timely response to all complaints filed. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is also your right to receive information about available options and alternatives, presented in a manner appropriate for your condition and ability to understand. As explained in your Member Handbook, page 20 " your PCP will provide most of your health care. Page 24 explains that your PCP will give you a referral to send you to a specialist if you need one. Please contact your primary care		Resolved in Favor of Membe r

VAM_202 20906_24 270	6-Sep-22	September	4-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Ancillary Care	SKYLINE HEALTHC ARE CENTER	Unknown Physician Specialty	1.78E+09				You are not happy with the quality of care you have received from Skyline Medical Center. You said you were told you had a cavity and needed treatment. You told Skyline Medical Center a week ago about this and no one has done anything. You said you went to Western Dental and you were told you needed dental surgery. You said you are upset because they have not scheduled you an appointment and you are in a lot of pain on both sides of your mouth now.	Our Grievance Department reviewed your complaint and contacted Skyline Medical Center for more information. They reviewed your complaint, along with your medical records and notes, and according to the notes, you have not been promptly assisted by social worker Maryann. After your in-house dental evaluation on 5/31/2022, a prior authorization was sent to Medi-Cal for the next procedure, which as of 9/1/2022 is still pending. Please keep in mind that prior authorization and approval from your insurance are required to proceed with treatments. This will also secure coverage and prevent you from getting a bill from services. Notes also show that on 8/11 you asked to be referred to an outside dental facility. Maryann was able to schedule you an appointment at Modern Dental on 8/18/2022 at 11 a.m. However, it needed approval from insurance to be seen. On September 1, 2022, you gave Maryann Western		Resolved in Favor of Membe r

VAM_202 20906_24 271	6-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	Discrimination	JAMES E EGBERT	Ophthalmology	1.66E+09					You are not happy with the quality of care with Dr James Egbert. You said that about 8-9 years ago, Dr James Egbert was extremely rude, and felt like he was racist because of his treatment towards you. You said that you did not feel comfortable around him and was not given the right attention.	Our Grievance Department reviewed your complaint and contacted Valley's Customer Relations Department for tracking purposes. Unfortunately, after multiple attempts, SCFHP has not received a response back. SCFHP's Grievance Management is working closely with SCFHP's Provider Network Management and Valley Customer Relations Department to ensure we receive a timely response to all complaints filed. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is also your right to receive information about available options and alternatives, presented in a manner appropriate for your condition and ability to understand. As explained in your Member Handbook, page 20 "your PCP will provide most of your health care. Page 24 explains that your PCP will give you a referral to send you to a specialist if you need one. Please contact your primary care		Resolved in Favor of Member

VAM_202 20906_24 273	6-Sep-22	September	3-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service with the Customer Service Representative (CSR) you spoke to on 9/6/2022. You said the Customer Service Representative hung up on you and was not helpful. You had to call back again to get your transportation corrected. Our Grievance Department reviewed your complaint and contacted SCFHP's Call Center Management for more information. SCFHP's Call Center Management reviewed your complaint along with the recorded phone call that took place on 9/6/2022 and confirmed the call was disconnected. SCFHP's Call Center Management confirmed the CSR was able to correct the transportation request and called you on 9/6/2022 and left a voicemail to inform you the transportation request was fixed. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our CSRs to provide great service to our members. SCFHP	Resolved in Favor of Member

VAM_202 20907_24 274	6-Sep-22	September	4-Nov-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		STANFOR D HEALTH CARE	Unknown Physician Specialty	1.44E+09		Overturn	Non Contracte d Reimburs ement	You are not happy with the Notice of Denial of Payment letter that you received. This claim (#22216E02938) was denied for payment because Dr. Eddy Zandee Van Rilland at Stanford Health Care did not get a prior authorization for your services rendered for the date of service of: 7/26/2022. You are asking for reconsideration as you said you were referred by Dr. Cindy Wun at Palo Alto Medical Foundation- Physical Therapy Department. You were not aware you needed an authorization before being seen.			Resolve d in Favor of Membe r

VAM_20220907_24276	6-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	RURAL-METRO OF CALIFORNIA INC	Unknown Physician Specialty	1.92E+09					You called on behalf of your mother because you said she received a bill for date of service 5/30/2022. The amount of the bill is \$136.11. You are requesting assistance with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. We contacted RURAL-METRO OF CALIFORNIA INC and asked them to stop billing you. We informed RURAL-METRO OF CALIFORNIA INC to put your account on hold for future billing while the adjustment is in process. We informed RURAL-METRO OF CALIFORNIA INC that the claim was paid. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_2020907_24296	6-Sep-22	September	6-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude								You are not happy with the quality of service provided by Valley Health Center Milpitas's Mental Health Services. You stated that you had a video appointment. You stated that the provider did not listen to your needs and hung up on you. SCFHP's Grievance and Appeals Department reviewed your complaint and contacted Customer Relations for more information. Customer Relations reviewed your complaint and confirmed that the provider has been educated on policy and procedure. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Please know that you have the option to change your primary care physician (PCP). You		Resolved in Favor of Member
VAM_2020908_24384	6-Sep-22	September	12-Sep-22	Partially Resolved in Favor of Member	Cal MediConnect Pre-Service Part D Appeal	Pre-Service Redetermination (Authorization)		ERIC HSIAO	Internal Medicine	1.98E+09		Partially Favorable	Non Covered Benefit	Dr. Eric Hsiao on your behalf is appealing the denial you received for NEBUSAL 3% VIAL, Authorization 30821.			Partially Resolved in Favor of Member

VAM_202 20907_24 277	6-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09	Uphold			your request for additional payment to claim #22172E01133 & 22172S00933 from provider, Dr. Joseph Marshall at Central Valley Imaging Medical. This claim is for services provided on 5/11/2022, which was paid at 80% of the contracted rate. You are requesting the referenced claim be reprocessed.			Open
VAM_202 20907_24 314	6-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09	Uphold			your request for additional payment to claim# 22203E03802 & 22203S00509 from provider, Conway Lien, MD at Central Valley Imaging Medical. This claim is for services provided on 7/12/2022, which was paid at 80% of the contracted rate. You are requesting the referenced claim be reprocessed and requesting reconsideration.			Open
VAM_202 20907_24 338	6-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09				your request for additional payment to claim # 22193E01414 & 22193S01179 from provider, Wayne Tran, MD at Central Valley Imaging Medical. This claim is for services provided on 7/3/2022, which was paid at 80% of the contracted rate. You are requesting the referenced claim be reprocessed and requesting reconsideration			Open

VAM_202 20907_24 339	6-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09				your request for additional payment to claim # 22196E02715 & 22196S00625 from provider, Jerel Saito, MD at Central Valley Imaging Medical. This claim is for services provided on 6/13/2022, which was paid at 80% of the contracted rate. You are requesting the referenced claim be reprocessed and requesting reconsideration			Open
VAM_202 20907_24 340	6-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09				your request for additional payment to claim # 22201E01796 & 22201S00599 from provider, Dr. Kyle Yu at Central Valley Imaging Medical. This claim is for services provided on 6/19/2022, which was paid at 80% of the contracted rate. You are requesting the referenced claim be reprocessed and requesting reconsideration			Open
VAM_202 20907_24 345	6-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09	Uphold			your request for additional payment to claim # 22187E01031 & 2219S00327 from provider, Richard Porzio, MD at Central Valley Imaging Medical. This claim is for services provided on 6/29/2022, which was paid at 80% of the contracted rate. You are requesting the referenced claim be reprocessed and requesting reconsideration			Open

VAM_202 20907_24 347	6-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09				your request for additional payment to claim # 22187E00955 & 22187S00857 from provider, Tony Ha, MD at Central Valley Imaging Medical. This claim is for services provided on 6/25/2022, which was paid at 80% of the contracted rate. You are requesting the referenced claim be reprocessed and requesting reconsideration			Open
VAM_202 20907_24 349	6-Sep-22	September	6-Sep-22	Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09	Uphold			your request for additional payment to claim # 22186E01878 & 22186S00982 from provider, Jerel Saito, MD at Central Valley Imaging Medical. This claim is for services provided on 6/21/2022, which was paid at 80% of the contracted rate. You are requesting the referenced claim be reprocessed and requesting reconsideration			Open
VAM_202 20907_24 350	6-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09	Uphold			your request for additional payment to claim # 22207E01664 & 22208S01502 from provider, Conway Lien, MD at Central Valley Imaging Medical. This claim is for services provided on 3/28/2022, which was paid at 80% of the contracted rate. You are requesting the referenced claim be reprocessed and requesting reconsideration			Open

VAM_202 20908_24 351	6-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09	Uphold			your request for additional payment to claim # 22187E00966 & 22187S00860 from provider, Tony Ha, MD at Central Valley Imaging Medical. This claim is for services provided on 6/25/2022, which was paid at 80% of the contracted rate. You are requesting the referenced claim be reprocessed and requesting reconsideration			Open
VAM_202 20908_24 353	6-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09	Uphold			your request for additional payment to claim # 2207E01212 & 22208S01512 from provider, Sam Kokoris, MD at Central Valley Imaging Medical. This claim is for services provided on 7/5/2022, which was paid at 80% of the contracted rate. You are requesting the referenced claim be reprocessed and requesting reconsideration			Open
VAM_202 20908_24 358	6-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09	Uphold			your request for additional payment to claim # 22214E01754 & 22214S00940 from provider, Conway Lien, MD at Central Valley Imaging Medical. This claim is for services provided on 6/29/2022, which was paid at 80% of the contracted rate. You are requesting the referenced claim be reprocessed and requesting reconsideration			Open

VAM_2020907_24278	6-Sep-22	September		Open	Cal MediConnect Post Service Part C Appeal	Post-Service Reconsideration (Claims)		NIV E DECALO	Unknown Physician Specialty	1.05E+09				a denied claim, (22209S01005), from provider (Decalo Niv). This claim is for services provided on (04/26/2022) for MRI Brain stem. This was denied because the primary exceeds the secondary payment. You are requesting reconsideration			Open
VAM_2020908_24359	6-Sep-22	September	6-Sep-22	Open	Cal MediConnect Post Service Part C Appeal	Post-Service Reconsideration (Claims)		CONWAY LIEN	Unknown Physician Specialty	1.34E+09				a denied claim, (22187S00665), from provider (Conway Lien). This claim is for services provided on (6/15/2022). This was denied because the primary payment exceeds secondary payment. You are requesting reconsideration			Open
VAM_2020908_24360	6-Sep-22	September		Open	Cal MediConnect Post Service Part C Appeal	Post-Service Reconsideration (Claims)		CENTRAL VALLEY IMAGING MEDICAL ASSOCIATES INC	Unknown Physician Specialty	1.28E+09	Uphold			your request for additional payment to claim # 22207E01408 & 22208S01795 from provider, Brian Sakamoto, MD at Central Valley Imaging Medical. This claim is for services provided on 6/23/2022, which was paid at 80% of the contracted rate. You are requesting the referenced claim be reprocessed and requesting reconsideration			Open

VAM_202 20907_24 322	6-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0630445 < 9/7/2022 9:29:24 AM EsquivelC> Confirmed with mbr Mbr was able to get a hold of BACH Clinic and was scheduled via Telephone appointment with a Nurse Practitioner on 9/6/22 at 3:45pm Mbr is very thankful for the follow up and no longer needs assistance. < 9/6/2022 12:11:31 PM RiveraY> Mbr Paul Calling Ph#650- 493-1234 I verified mbr name dob elig demo Reason for Call: To shares that he has an appt today with a nurse Practioner at 345 {telehealth appt} 9/6/2022 11:01 AM FelishaF Caller Mbr 6504931234 Confirm: elig/name/dob/demo/pcp Reason for call Mbr said that he called BACH clinic and they do not have any sooner appointments this week or next week Mbr said that he has Covid 19 and is concerned that he will get his mom sick Offered to call BACH 4087299700, held for 5min Informed mbr that I will document he		Resolve d in Favor of Membe r

VAM_202 20908_24 386	6-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral								Call# SC0631242 < 9/7/2022 2:30:08 PM YarenyM> outbound call to member @ 408-515-9578 PCP staff Brittany who informed the urgent request for review was just submitted 9/7 as expedited. urgent care doctor- vertigo inner left ear and worried if any bills will be assigned since member didn't show ID card. Informed member if bill is received to contact SCFHP as soon as possible to assist with bill, should be submitted no later than 90 day from DOS. Member will call if bill is received. Asked about referrals being covered: informed member referrals from PCP that are medically necessary are covered. If in network referrals are not available PCP can submit Auth for out of network for review. Member understood. Member called physicals therapy to schedule and b/c auth was not process was unable to obtain appt. Physical therapy provided 5 phone# to call to obtain auth info and was overwhelming and		Resolved in Favor of Membe r

VAM_202 20907_24 279	7-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab for your scheduled trip on 9/7/2022. You stated that they were late picking you up for your Physical Therapy appointment. You also stated that while this call is for the 9/7/2022 visit, this has happened multiple times. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's management has reviewed your complaint along with your trip details for 9/7/2022. They found that your trip was canceled by default. They stated that they tried to call you multiple times to see if you were still waiting but failed to make contact with you. Because they couldn't reach you, they canceled the trip. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the	Resolved in Favor of Membe r

VAM_202 20907_24 280	7-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service from Green Cab (GC). You stated that GC did not arrive for your pick-up on September 7, 2022. You stated that you had to cancel your Valley Specialty Center (VSC) appointment.	Our Grievance and Appeals Department reviewed your complaint and forwarded it Green Cab for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Green Cab to ensure this does not happen in the future. You recently requested to change transportation vendor to Yellow Cab. This change is effective as of September 21, 2022. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP is very sorry for any		Resolved in Favor of Membe r

VAM_202 20907_24 281	7-Sep-22	September	7-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		INTEGRAT ED INTERVEN TION FOR CHILDREN WITH AUTISM	Unknown Physician Specialty	1.67E+09		Uphold	Lack of Medical Necessity	You do not agree with Santa Clara Family Health Plan (SCFHP) denied authorization A017442A, a request for speech therapy. This was denied because you do not meet medical guidelines. Hilda from Integrated Intervention Speech Therapy (IICA) is appealing on your behalf.			Resolve d in Favor of Plan

VAM_202 20907_24 282	7-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	SYLVIA H HOANG	Family Practice	1.76E+09					You are unhappy with the quality of service you have received from your Primary Care Provider (PCP), Dr. Sylvia Hoang. You were told by the office that they cannot give you a vaccination because SCFHP does not pay for them. You would like to change your PCP because of this issue.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted the office of Dr. Sylvia Hoang for review. Dr. Hoang's management reviewed your complaint along with your medical records and found that they referred you to another facility to receive your vaccines. The office no longer keeps most vaccines in the office because of a power outage. Many vaccines were lost during the outage so they have decided to no longer offer vaccines that are available at other locations. Please contact Dr. Sylvia Hoang's office at (408) 942-0980 for the name and location of the facility to get your vaccines. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due	Resolved in Favor of Membe r

VAM_202 20907_24 285	7-Sep-22	September	3-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said you called YC today 9/7/2022 to get an update on estimated arrival on your ride, but there was no answer. You said you would like for YC to notify if there is no ride available to pick you up. You said this is the second time YC does not pick you up.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's (YC's) Management. YC reviewed your complaint along with the trip details for 9/7/2022. YC stated your scheduled time was set at 10:34am and your driver accepted the ride at 10:49am. The YC driver arrived at your pick-up location at 10:56am and the trip was completed at 11:09am. The Yellow Cab also stated that for your return ride, the driver accepted at 12:13pm, you were picked up at 12:20pm, and the ride was completed at 12:32. Yellow Cab has a one-hour window to complete your trip. YC stated trips were completed on time. YC stated that for any future trips they will make sure to keep up with the time frame to prevent any possible delays or unexpected circumstances that may arise. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all		Resolved in Favor of Membe r

VAM_202 20907_24 287	7-Sep-22	September	4-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said YC had picked you up late recently. You said YC had picked you up ten (10) minutes before your appointment and you had arrived late. You mentioned on 9/6/22 that YC arrived at 8:58am and your appointment was at 9:00am. Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 9/6/2022 and confirmed that the scheduled pickup time was set for 8:00 a.m. Due to the limited availability of cabs in the area, it wasn't until 8:30am when a driver accepted the ride. The driver arrived at 8:44am and the trip was completed at 9:01am. Please also keep in mind that YC has a one-hour pick-up window. We apologize for the inconvenience and stress that this has caused you. We know your time is valuable and we appreciate your patience when instances such as this occur. As a reminder, I have included some information you may find helpful in your Medi-Cal Member Handbook Section 4: Benefits and Services: • Prepare for your ride: Your ride is expected to arrive up to 60 minutes before your appointment time.	Resolved in Favor of Membe r

VAM_202 20907_24 289	7-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	PACIFIC MEDICAL INC	Unknown Physician Specialty	1.47E+09					You called SCFHP's Customer Service Department regarding the quality of service you received from Pacific Medical Prosthetics. You said that Beyond Prosthetics is not able to help you since they are not contracted. They recommended for you to go to Pacific Medical Prosthetics, however, you do not want to use them again since they did not treat you well in the past. Santa Clara Family Health Plan's Grievance Department reviewed your complaint. We contacted Pacific Medical regarding your concerns. We spoke directly with the Pacific Medical Management and they reviewed your medical account. Pacific Medical Management informed us that the last interaction with you was regarding your brace on 5/20/2021. They were surprised that you had filed a grievance. They were unaware that you had any issues with Pacific Medical. They would like to thank you for bring these concerns to their attention. They shared that they try to provide the best possible patient care and experience. SCFHP regrets that you are experiencing these challenges, but take your concerns seriously. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns,	Resolved in Favor of Member

VAM_202 20907_24 290	7-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	DME Supplies Delay									You called SCFHP's Customer Service Department regarding the quality of service you received from Beyond Prosthetics. You shared with us that the vendor: Beyond Prosthetics informed you that they are not able to help with your prosthetic brace. They said they will not be initiating a Prior Authorization as they are not contacted with SCFHP. Due to this issue, it is causing a delay in receiving your brace.	SCFHP's Grievance and Appeals Department reviewed your complaint. We reviewed SCFHP's contracted provider directory and found that Beyond Prosthetics is not contracted with Santa Clara Family Health plan (SCFHP). Since Beyond Prosthetics is a non-contracted provider, they are under no obligation to accept Santa Clara Family Health Plan's policy or payment terms. We cannot enforce non-contracted providers to provide care to our members. As explained in your 2022 SCFHP Cal Mediconnect Plan Member Handbook, Chapter 12: while you are a member of our plan you must use network provider to get covered services. Network provider are also called "in-plan providers". Also under Chapter 3: How to get care from out of network providers: If medical necessary specialized services are not available from a provider in the SCFHP Cal MediConnect network, you may get these serviced from an out of network provider. You Primary Care	Resolved in Favor of Membe r

VAM_202 20907_24 291	7-Sep-22	September	4-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation. You said that on 9/7/2022, the Yellow Cab driver had not arrived. You said that Yellow Cab has been having issues with finding and locating drivers for your pick ups. You called SCFHP for assistance on your ride request, the Customer Service Representative was able to speak to the Yellow Cab and stated they were still looking for a driver but your ride was a top priority. You would like for Yellow Cab to arrive for pick up in a timely manner for your future appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. On the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. The Dispatching team was able to obtain a driver for your ride request at 10:04am. The Cab driver arrived at the pickup location at 10:18am and the trip was completed at 10:34am. Yellow Cab Management stated that their cab driver contacted you and advised you that he was on the way. Yellow Cab would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. They said as much as they want	Resolved in Favor of Membe r

VAM_2020907_24292	7-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Non-Medical Transportation (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the services that you have received from Green Cab (GC) on 9/7/2022. You said you had an appointment at 9:45 am and you were still waiting for your cab at 9:30 am. You said the situation made you upset. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's (GC's) Operations Manager for review and more information. They will review this internally. They will use this as a learning opportunity to improve quality services. Green Cab's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change due to unavoidable situations that may arise. Additionally, if you would like to change the transportation vendor, you will need to inform the Customer Service Representative at the time of booking to see if another vendor is available.	Resolved in Favor of Member

VAM_20220907_24293	7-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/7/2022. You said YC never showed up for your pick-up. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. You were scheduled for a 8:40 am pick-up on 9/7/2022. A driver was assigned at 9:15 am however, he requested to cancel due to an unforeseen conflict. YC tried to look for a driver but they had limited cabs available in your area. One of the dispatchers called you at 9:44 am to confirm if she you were still waiting but you cancelled the ride. YC sincerely apologizes for the long wait and for the inconvenience this has caused for both dates. Unfortunate circumstances such as this case are really unavoidable. Moving forward, YC ensures to be better. We are currently working on getting more drivers in San Jose to execute timely performance. Thank you for	Resolved in Favor of Member

VAM_202 20907_24 294	7-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time	ATHIYA D JAVID	Unknown Physician Specialty	1.93E+09					You are unhappy with the quality of service you received from Dr. Athiya Javid for your prenatal care. You stated that this was a year or two ago. You also stated that you were not reminded that your pap-smear test was due and the office staff did not answer the phones. You stated that patients arriving for appointments put their names on the list and they went in order of the names on the arrival list rather than scheduled appointment times. You also stated that this was a teaching facility and you had to see the medical student. You did not feel comfortable talking with Dr. Javid because she seemed like she was in a rush. You have requested to switch to another health plan network.	Our Grievance Department reviewed your complaint and forwarded your complaint to Dr. Athiya Javid's Management for more information. Unfortunately, SCFHP has not received a response to your complaint. SCFHP's Grievance Department and Provider Network Management is working closely with Dr. Athiya Javid's Management to ensure timely responses to all complaints filed. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right to have timely access to a network provider. It is your right to be able to choose a primary care provider within SCFHP's Network. It is your right to receive needed and		Resolved in Favor of Member

VAM_202 20907_24 295	7-Sep-22	September	4-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said you missed your ride for your appointment on 9/6/2022. You said you waited over 2 hours for the ride. Your appointment was cancelled since you were not picked up in time. SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management. YC reviewed your complaint along with the trip details for 9/6/2022. YC stated you called earlier at 8:39am for your ride. YC stated you were scheduled for a pick-up at 9:00am, and the cab driver did not accept the ride until 10:02am but had to finish the prior trip until 10:06am. YC stated they experienced a longer wait than usual. YC called you and there was no answer. YC arrived at your pick-up location at 10:14am and tried to call you but there was no answer. The driver waited for you for a couple of minutes, but you did not come out. This resulted in a no show. Yellow Cab apologizes for the long wait that you experienced. Estimated arrivals could change depending on the situation with conflicts that are not able to be avoided. YC stated that they will work to prevent this from happening in the future.	Resolved in Favor of Membe r

VAM_202 20907_24 297	7-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab(YC). You said on 9/6/22 that you waited over an hour for YC to arrive and they did not pick you up. You said you called YC and you were given an estimated arrival time of fifteen to twenty (15-20) minutes. You said it was really hot outside and you could not take the heat anymore. You said you went back inside your home to call YC to cancel your trip. You said YC apologized for the inconvenience and told you there was no driver available. You said you cannot miss your dialysis appointments as this is vital to your health.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 9/6/2022. YC said your pick-up was scheduled for 2:00 p.m. Due to massive orders received and the limited availability of cabs in the area, YC experienced longer wait times than usual. YC said you called and you were given a wait time of more or less than 15-20 minutes, which you agreed to. As YC continued to look for a driver, you called at 2:48pm and cancelled the trip. We apologize for the inconvenience that this has caused you. We know your time is valuable and we appreciate your patience when instances such as this occur. As a reminder, I have included some information you may find helpful in your Medi-Cal Member Handbook Section 4: Benefits and Services: Be ready: Your ride could arrive up to 60 minutes		Resolved in Favor of Membe r

VAM_2020907_24299	7-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Non-Medical Transportation (NMT)								You called the Health Plan (HP) because you want to know what Santa Clara Family Health Plan (SCFHP) is doing about the poor transportation services that members are receiving from YC. You said you have requested to speak with a Supervisor at the customer service department. SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your complaint to Santa Clara Family Health Plan's Grievance and Appeals Management department, Call Center Management, and Provider Relations Management Team. They have logged in your complaint. We want you to know that our Management Team is working with our transportation vendors to improve quality services for all our members. They hope to come up with a resolution soon, so that services can be improved. They thank you for bringing this to their attention and know that you are valued as a SCFHP member. In addition, as a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate	Resolved in Favor of Member

VAM_202 20907_24 300	7-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab, transportation vendor. You shared with us that Yellow Cab did not show up for your pick up on 9/6/2022. You mentioned this is the 2nd time this has happened to you. You informed us that Yellow Cab was unable to get another driver and you ended up missing your appointment. You would like for Yellow Cab to show up for your future pick up rides.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. On the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. The Dispatching team received a call from SCFHP at 2:58pm requesting a status update on the ride request. During the call, the SCFHP Customer Service Representative was advised of the current situation and she passed the information to you. The Dispatching team continued to search for a cab driver but unfortunately there were none at the time. Yellow Cab's Dispatching team received a second call from SCFHP requesting an update again. The	Resolved in Favor of Membe r

VAM_202 20907_24 301	7-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	EL CAMINO HOSPITAL- MOUNTAIN VIEW CAMPUS	Unknown Physician Specialty	1.09E+09					Your daughter called on your behalf because she said you received 2 bills from El Camino hospital for two different dates of services from 2 different providers. She said you are requesting assistance with these bills.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. El Camino Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted El Camino Health Patient Financial Services and asked them to stop billing you. El Camino Hospital put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from El Camino Hospital because you do not have to pay the bill. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723- 4795 to request assistance.		Resolved in Favor of Member

VAM_202 20907_24 303	7-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said you called YC on 9/7/2022 at 11:22am for your return ride. You said you were told by YC it would be 20 minutes, but you waited over an hour. You said you had to get a ride from your son and had to cancel your return ride.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's (YC's) Management. YC reviewed your complaint along with the trip details for 9/7/2022. YC said that you called at 11:23am for your return ride. Unfortunately, there was no driver in the area that caused the delay. YC was working on locating a driver and that was until 12:25 when the driver accepted. YC said by 12:32pm that Santa Clara Family Health Plan had cancelled your ride with no reason given. Yellow Cab apologizes for the long wait that you experienced, and they understand the impact this may cause in being late or missing a ride on your health. YC stated that they will work to prevent this from happening in the future. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they		Resolved in Favor of Membe r

VAM_202 20907_24 304	7-Sep-22	September	3-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service									You are not happy with the quality of service received from SCFHP Customer Service Department on 9/7/2022. You stated you called to book a transportation ride. During the call, you said you were being spoken to in a disrespectful way. You said that the Customer Service Representatives should not have to ask for the information in regards to the trip ride request, as they should be able to look it up using the computer.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. Your concern was forwarded to SCFHP's Call Center Management for internal documentation and review. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions, if necessary. As a reminder, to request transportation, you are required to provide SCFHP: - the appointment date and time, - the type and purpose of trip, - the provider name, facility name and office phone number, - pick up address and destination address, - companion ride (if applicable) Please keep in mind, to request transportation, you would need to call SCFHP Customer Service at least 3 business days (Monday-Friday) excluding certain holidays before your appointment. SCFHP would like to sincerely apologize for any distress that you may have experienced. SCFHP strives to meet the needs of its members and we hope to meet your	Resolved in Favor of Membe r

VAM_202 20907_24 305	7-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 08/29/2022 and 09/06/2022. You said on 8/29/2022 you said YC did not show up for your pick-up. On 9/6/2022 You said you had to cancel your ride because YC is untimely.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. On 8/29/2022, you were scheduled for a 7:15 am pick-up. At the time of dispatch, no driver was available. YC called you at 8:00 am to inform you about the present situation. However, they were not able to get a hold of you. YC was able to find a cab at 8:59 am. The driver arrived at 9:19 am and the trip was completed at 9:39 am. In addition, your return trip was completed within the timeframe. On 9/6/2022, you were scheduled for a 7:30 am pick-up. YC experienced the same issue as mentioned above which resulted in longer wait times. You decided to cancel at your ride at 08:41 am. YC sincerely apologizes for the long wait and for the inconvenience this		Resolve d in Favor of Membe r

VAM_202 20907_24 310	7-Sep-22	September	12-Sep-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		TAHEREH GHAZIANI	Gastroent erology	1.87E+09		Overturn	Medical Necessity Met	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #30803, a request for Xifaxan 550 MG. This was denied as you did not meet criteria for coverage. You are requesting reconsideration as you stated you need this as soon as possible and are out of your medication. You need this to prepare for potential radiation for your medication.			Resolve d in Favor of Membe r

VAM_202 20907_24 317	7-Sep-22	September	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	JOANABEL STA MARIA	Family Practice	1.49E+09				You are not happy with the access to care from Dr. Joanabel STA Maria. You stated that you had a scheduled appointment for 3:15 p.m. on September 7, 2022. You stated that the provider's office informed you that your appointment was scheduled for August 6, 2022. You stated that you are in a lot of pain. You stated that you needed to go to the Emergency Room due to your pain level. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Grievance and Appeals Department reviewed your complaint with SCFHP's Clinical Review Nurse. Our Clinical Review Nurse recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services, which includes assisting with coordination of within your network of providers. On September 08, 2022, our Grievance Department referred you to our Case Management Department. You can connect with your case manager by calling Case Management at Case Management at 1-800-260-2055. Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. SCFHP's Nurse Advice Line is also available 24 hours a day, 7 days a week by calling 1-877-509-0294. This number can be found on the back of your insurance card.	Y	Resolved in Favor of Member

VAM_202 20907_24 318	7-Sep-22	September	6-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Provider Care	GARY G ZHAO	Medical Oncology	1.12E+09					You are not happy with the quality of care you have received from Dr. Gary Zhao at Santa Clara Valley Medical Center. You said that the provider have you the wrong medication and you provider did not outreach to you for two(2) years. You said you have been taking Prostate-Specific Antigen (PSA) every moth and your levels have been significantly increasing each time. You shared that you recently had an appointment with Dr. Zhao over the phone and He apologized to you. During the phone call, you said you fell "thought the cracks". He said that he will take care of you and change your medication. You mentioned that Dr. Zhao did not keep track of your PSA testing and you do not want to take any medication Dr. Zhao recommends as you have more cancer due to the previous medication you were taking. You said you researched the new medication and found the medication will make your cancer more aggressive after five (5) months of treatment. The can also cause worsening	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from SCVMC's Clinic Management. They regret that you were dissatisfied with the service you were provided. Upon medical review of your case, your medical records show that you have been seen by the oncology department including Dr. Zhao since 2017. On 8/26/2022, you were seen via telehealth on 8/26/2022 with Dr. Zhao for an assessment and plan/medical decision making. During the visit, Dr. Zhao addressed your PSA slowing rising but your PET/CT scan dated 3/7/2022 did not show significant radiographic evidence of disease progression. Dr. Zhao discussed with you about the line of treatment of your		Resolved in Favor of Membe r

VAM_202 20907_24 319	7-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service											You are not happy with the services that you have received from Santa Clara Family Health Plan (SCFHP). You requested to speak with Erica about your case. You are upset because you said you keep getting denied for things. You said you keep getting letters that certain things are denied and you don't understand why. You said you feel SCFHP does not want to help you. You said your transportation was denied. You said you want Erica to call you back.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaint. These are the following findings based on our investigation. If you need care that our plan covers and our network providers cannot give it to you, you can get the care from an out-of-network provider. In some cases, our plan must give you approval before you can get certain services. This is called a prior authorization. Additionally, you must obtain authorization from SCFHP prior to seeking care outside of the SCFHP Cal MediConnect Plan network. In this situation, we will cover the care at no cost to you. To learn about getting approval for an out-of-network provider, refer to Section D, page 58 of your CalMediconnect Member Handbook. To learn more about which services need prior authorization, refer to the Benefits Chart in Chapter 4, Section D, page 72. In some cases, your PCP may need to get prior authorization (prior approval) from SCFHP for certain services. Some of	Resolve d in Favor of Membe r

VAM_202 20907_24 320	7-Sep-22	September	9-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	BHARGAV RAMAN	Unknown Physician Specialty	1.17E+09					You called our Customer Service Department regarding a bill your father, Runsen Liang received from Bass Medical Group. This bill is for the services he received on 7/27/2022 in the amount of \$565.41. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your father received. He does not have to pay for this bill. Bass Medical Group participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Bass Medical Group and asked them to stop billing him. Bass Medical Group put his account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Bass Medical Group because he does not have to pay the bill. Please allow 45-60 days for the review to process and for the adjustment.		Resolved in Favor of Member

VAM_202 20907_24 321	7-Sep-22	September	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES, INC	Diagnostic Radiology	1.62E+09					You called our Customer Service Department regarding a bill your father, Runsen Liang received from Central Valley Imaging. This bill is for the services he received on 7/27/2022 in the amount of \$544.82. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance regarding the billing statement that your father, Runsen Liang received. We contacted Central Valley Imaging and explained to them that he is a Cal MediConnect member, meaning he has Medicare and Medi-cal coverage, and he is not responsible for the balance on the account. According to our claims records, we did not receive a request for payment from Central Valley Imaging for the date of service: 7/27/2022. Central Valley Imaging informed us that they had the wrong billing address for SCFHP. We asked Central Valley Imaging to put the account on hold and submit the claim payment request to SCFHP's correct billing address. This process would take up to 30-45 business days, once we receive the request. In the meantime, please do not pay this bill.		Resolve d in Favor of Membe r

VAM_202 20907_24 324	7-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are not happy with the quality of service you received from Green Cab (GC). You said on 9/7/22 that GC picked you up an hour after you were done with your appointment. You said you were waiting outside and it was so hot that you did not feel well. You said that you called GC and were told that they would be there in twenty (20) minutes.	Our Grievance and Appeals Department reviewed your concerns and sent them to Green Cab for more information. Unfortunately, Green Cab has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Green Cab. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Membe r

VAM_202 20907_24 327	7-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are unhappy because you received two bills from Dr. Jeffrey Gudes in the amount of \$305.00 for an EKG Reading and \$773.00 for ECG Tracing, for date of service, 8/14/2021 for an ER visit. You stated that this bill has gone to a collection agency, Professional Service Bureau, account number 000124363954. You would like help with resolving this matter.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. United Hospital District participates with Medicaid (Medi-Cal), which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Manager contacted United Hospital District and has asked them to remove the billed amounts from your account because you should not be responsible. United Hospital District has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from United Hospital District because you are not responsible for the balance owed. United Hospital District is working with SCFHP's Provider Services Department to avoid this billing error in the future. SCFHP will continue to ask the provider to stop billing you. If United Hospital District refuses, we will present this	Resolved in Favor of Membe r

VAM_202 20907_24 332	7-Sep-22	September	9-Sep-22	Partially Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)						Partially Favorable	Appropria te Care In Network	You do not agree with the denial you received for Chemotherapy Treatment at Stanford, authorization number, 8201243. The reason for the denial is that Stanford is out of network. You would like this process expedited as you are set to start treatment on 9/19/2022.		Y	Partially Resolve d in Favor of Membe r

VAM_202 20907_24 334	7-Sep-22	September	12-Sep-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		VARVARA KIRCHNER	Unknown Physician Specialty	1.08E+09		Overturn	Medical Necessity Met	Your daughter on your behalf is appealing the denial you received for Authorization #30631, MESGASTROL 400MG/10ML. This was denied because based on the information submitted for review, you did not meet our guideline rules for the requested drug. In order for your request to be approved, your provider would need to show that you have met certain guideline rules. This appeal was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as a standard review and will be resolved within 30 business days.		N	Resolve d in Favor of Membe r

VAM_202 20908_24 405	7-Sep-22	September	6-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Medication	GARY G ZHAO	Medical Oncology	1.12E+09					You are not happy with the quality of care you have received from Dr. Gary Zhao at Santa Clara Valley Medical Center. You said that the provider have you the wrong medication and you provider did not outreach to you for two(2) years. You said you have been taking Prostate-Specific Antigen (PSA) every moth and your levels have been significantly increasing each time. You shared that you recently had an appointment with Dr. Zhao over the phone and He apologized to you. During the phone call, you said you fell "thought the cracks". He said that he will take care of you and change your medication. You mentioned that Dr. Zhao did not keep track of your PSA testing and you do not want to take any medication Dr. Zhao recommends as you have more cancer due to the previous medication you were taking. You said you researched the new medication and found the medication will make your cancer more aggressive after five (5) months of treatment. The can also cause worsening	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department. Unfortunately, VMC's Customer Relations Department has not responded to the complaint which has been sent multiple times. The non-response of VMC's Customer Service Department has been forwarded to our Provider Network Management for follow up with VMC's Management. We regret that you are experiencing these challenges, but take your concerns seriously. It is your right to receive the needed and appropriate medical treatment and care.	Resolved in Favor of Membe r

VAM_202 20908_24 406	7-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)									You are not happy with the services that you have received from Santa Clara Family Health Plan (SCFHP). You requested to speak with Erica about your case. You are upset because you said you keep getting denied for things. You said you keep getting letters that certain things are denied and you don't understand why. You said you feel SCFHP does not want to help you. You said your transportation was denied. You said you want Erica to call you back.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaint. These are the following findings based on our investigation. If you need care that our plan covers and our network providers cannot give it to you, you can get the care from an out-of-network provider. In some cases, our plan must give you approval before you can get certain services. This is called a prior authorization. Additionally, you must obtain authorization from SCFHP prior to seeking care outside of the SCFHP Cal MediConnect Plan network. In this situation, we will cover the care at no cost to you. To learn about getting approval for an out-of-network provider, refer to Section D, page 58 of your CalMediconnect Member Handbook. To learn more about which services need prior authorization, refer to the Benefits Chart in Chapter 4, Section D, page 72. In some cases, your PCP may need to get prior authorization (prior approval) from		Resolved in Favor of Membe r

VAM_202 20908_24 407	7-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Service Auth and Plan Level Appeals Process	Appeals Process									You are not happy with Santa Clara Family Health Plan's (SCFHP's) authorization process and appeals process. You said you keep getting denied for services and you do not know why. You said this is upsetting. You said you feel SCFHP does not want to help you.	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaint. These are the following findings based on our investigation. If you need care that our plan covers and our network providers cannot give it to you, you can get the care from an out-of-network provider. In some cases, our plan must give you approval before you can get certain services. This is called a prior authorization. Additionally, you must obtain authorization from SCFHP prior to seeking care outside of the SCFHP Cal MediConnect Plan network. In this situation, we will cover the care at no cost to you. To learn about getting approval for an out-of-network provider, refer to Section D, page 58 of your CalMediconnect Member Handbook. To learn more about which services need prior authorization, refer to the Benefits Chart in Chapter 4, Section D, page 72. In some cases, your PCP may need to get prior authorization (prior approval) from		Resolved in Favor of Membe r

VAM_202 20908_24 421	7-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Specialist	CANYON SPRINGS POST- ACUTE	Unknown Physician Specialty	1.64E+09					Your daughter called on your behalf because she said Canyon Springs is not acting fast enough. She said that you need to see a Urologist. She said Canyon Springs provided a tentative appointment to see a specialist on 10/01/2022. Your daughter said you need to be seen sooner.	SCFHP's Grievance and Appeals Department reviewed your concern. We have requested Canyon Springs to help assist you with trying to get an appointment sooner for a specialist visit. I have also forwarded this complaint to SCFHP's Long Term Management Department for review. Santa Clara Family Health Plan apologizes that you had a negative experience. It is never our intention for our providers to provide less than exceptional service to our members. We sincerely apologize that this occurred and look forward to serving you in the future. It is your right as a SCFHP member to be treated with respect and courtesy. It is also your right to receive the needed and appropriate medical care. In addition, your case was referred to our Quality Department for review of potential quality issue(s). Our Quality Department seeks to ensure that all SCFHP members receive excellent health care and are satisfied with the		Resolved in Favor of Membe r

VAM_202 20907_24 323	7-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Directory Error									Call# SC0631537 < 9/7/2022 12:04:04 PM FelishaF> Mbr was notified that the pn# 4089379000and suite # 365 to Dr. Joanabel are valid New grv Mbr began to cry and say that she is in a lot of pain, I offered to call provider office to re-schedule appointment , but no answer See call# SC0632014 < 9/7/2022 11:40:05 AM FelishaF> Outbound call to 4089379000 no answer . I called pn# on google 4082510835,spoke with Chris she said that both pn# work , but the pn# 4089379000 the system is currently down. She said both pn# they can be reached. She said that mbr had an appointment yesterday 09/06/22 at 3:;15pm. She also confirmed the suite # is correct 325 Mbr began to cry and say that she is in a lot of pain, I offered to call provider office to re-schedule appointment , but no answer 9/7/2022 9:21 AM FelishaF			Resolve d in Favor of Membe r

VAM_202 20907_24 325	7-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients								Call# SC0632514 9/7/2022 3:24 PM MayraR Hai Truong , sister, 650- 305-9586 Verified name/dob/address Verbal auth obtained from member ARF discussed She has been calling to find pcip that is accepting new patients but has not found any. She has looked on website and even providers who say accepting patients are not. Member had a stroke around the end of March and has a GI tube in stomach for about 4 months and needs to be removed Went to ER and they said he needs to follow up with pcip. Called several places to find soonest apt and was able to speak with Susan from NEMS , apt available 9/8/22 @3pm Michelle Tam MD Checkup, physical and possible referral Phone apt scheduled 9/8/22 @ 8am call patient to register. discussed pcip eff 9/1/22 NEMS provided information to caller , she agreed pcip change from NO PCP to NEMS , eff 9/1/22, retro 5. id		Resolve d in Favor of Membe r

VAM_202 20907_24 326	7-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)								Call# SC0631519 < 9/7/2022 10:38:12 AM FelishaF> She was thankful for the assistance and follow up < 9/7/2022 10:37:38 AM FelishaF> Follow up with AR and informed her that additional notes regarding door to door has been added to the order trip 70370 9/7/2022 9:03 AM FelishaF AR-4089973072 Confirm: elig/name/dob/demo Reason for call AR called in very concerned regarding mbr transportation today 09/07/22 at 11am see trip 70370 , she said that YCWCB driver said to her today 09/07/22 that he is not taking mbr up to the 4th floor to room 448 AR is upset because she said that she did explain to the CSR that mbr needs door to door service Reviewed trip request and I did not see any notes indication of door to door , send to email to TD			Resolve d in Favor of Membe r

VAM_202 20908_24 385	7-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0632504 < 9/7/2022 3:43:00 PM ElizabethH> Brittany ware 408-854-3585 called to request pcp changes verified demo/elig/dob no medical services for current month , and no upcoming apt. however mbr needs to book her wellness check up for her one year visit. reason for pcp changes is due to appointment availability. mother shared that current pcp office has an upcoming apt available until next month. she also mentioned that she called clinic In August and they did not have any apt available until October , and she kept calling this week but she had no one answer her phone call . she would like to have mbr assigned back to a vhc clinic although mother mentioned wellness apt was not urgent but she proffered an apt with a vhc clinic. called vhp spoke to Julissa who shared that there was an apt available for		Resolved in Favor of Membe r

VAM_202 20908_24 387	8-Sep-22	September	6-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	LAKSHMI BYTHADKA	Internal Medicine	1.6E+09					You are not happy with the quality of care with your Primary Care Provider (PCP) Bythadaka, Lakshmi. You said there is lack of communication. You said you feel like she doesn't care about you being a cancer survivor. You said you take heart burn pills and she won't prescribe you anymore.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review and tracking. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP and/or Network of Providers at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can Call Customer Service at 1-800-260-2055 (TTY 1-800-735-2929 or 711). Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll free. Or you can visit us online at www.scfhp.com for a choice of physicians		Resolved in Favor of Member

VAM_202 20908_24 388	8-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the access to transportation from Yellow Cab (YC). You stated that you had an appointment trip for 8:30 a.m. on September 8, 2022, and that YC had not yet arrived. You stated that you had an important appointment at 9:30 a.m. that you had been looking forward to for five months.	The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. After reviewing your complaint, YC Management confirmed that your pick-up trip was delayed. You had a ride scheduled for September 8, 2022, at 8:30 a.m. YC dispatched your trip at 8:17 a.m., but YC only had a limited number of cabs in the area. YC had difficulty allocating a cab, resulting in a longer wait time than usual. YC kept working on the order, but it wasn't until 9:24 a.m. that a driver was available to pick you up for your trip. The driver arrived at 9:39 a.m. and completed the trip at 9:54 a.m. YC sincerely apologizes for any inconvenience this has caused. Aside from the coaching opportunity, YC has reminded the dispatch team to ensure timely execution in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive		Resolved in Favor of Membe r

VAM_202 20908_24 389	8-Sep-22	September	4-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Provider Refusal to Refer	KATHAN VOLLRATH	Internal Medicine	1.23E+09				You are not happy with the quality of care you received from Dr. Vollrath Kathan. You said Dr. Vollrath Kathan is refusing to prescribe you testosterone medication. You said Dr. Vollrath ignores your requests and does not refer you to an endocrinology specialist. You said you have to continue taking this medication and you are requesting this to be urgent. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	After looking at your complaint, our Grievance Department got in touch with Dr. Vollrath Kathan's office to find out more. They reviewed your complaint and confirmed, based on your medical records and notes, that you had been referred to endocrinologist Joselito Cabbacan. We have reached out to Dr. Cabbacan and they confirmed they have received the referral. Someone from Dr. Cabbacan's office will reach out to you as well to schedule an appointment. In regards to your Testosterone medication refill, unfortunately, Dr. Vollrath cannot refill your testosterone prescription because he has not prescribed it. As an SCFHP member, you have the right to necessary and appropriate medical care. It is your right to receive information on available treatment options and alternatives presented in a manner appropriate to your condition and ability to understand. It is also your right to	N	Resolved in Favor of Member

VAM_202 20908_24 391	8-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	ANDREW GUENTHA RT	Thoracic Surgery	1.13E+09					You called because you received a bill from Dr. Andrew Guenthart. You are requesting assistance with these bills.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. We contacted DR. ANDREW GUENTHART's office and asked them to stop billing you. We informed DR. ANDREW GUENTHART to put your account on hold for future billing while the adjustment is in process. We informed DR. ANDREW GUENTHART that the claim was paid. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_202 20908_24 393	8-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Provider Care	PADMAPR IYA KRISHNA MURTHY	Family Practice	1.69E+09					You are not happy with the services that you have received from Dr. Padmapriya Krishnamurthy. You said you feel Dr. Krishnamurthy does not like you. You said you feel that she dismisses your concerns. You said on your last phone appointment the staff hung up on you because you were speaking Spanish. You said they never called you back. You said the doctor also cuts you off. You said you are very unsatisfied with the care that you have been given.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your complaint to Santa Clara Valley Medical Center's Customer Relations department regarding this issue against Dr. Padmapriya Krishnamurthy. They have logged in your complaint. They will use this as a learning opportunity and implement the necessary teaching and actions if needed. As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP (Primary Care Physician) at any time if you are not happy with the quality of service and care you are receiving from your provider. You must		Resolved in Favor of Membe r

VAM_202 20908_24 394	8-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/6/2022 and 9/8/2022. You said on 9/6/2022 YC did not arrive for both of your transportation requests. You said on 9/8/2022 the YC driver did not arrive. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, on 9/8/2022, you were scheduled for a 9:30 am pick up. Due to unavailability of cabs within the area, YC had longer wait times. You were informed about the situation when you called for an update at 10:00 am. You agreed to wait. YC continued to work on your order. A driver was assigned at 10:23 am. However, YC was informed that you decided to cancel your ride. On 9/6/2022 records show that your ride was also cancelled. You were scheduled for a 9:30 am pick up. You cancelled your ride at 9:51 am. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any	Resolve d in Favor of Membe r

VAM_202 20908_24 395	8-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	MAYVIEW /RAVENS WOOD MT VIEW	Unknown Physician Specialty	1.16E+09					You are unhappy with the quality of service you received from Mayview/Ravenswood in Mt. View. You stated that you were on hold for 20 minutes and then the line disconnected before you could talk to anyone. You were eventually told that they have an appointment available in December 2022, but you would like to be seen prior to December.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Mayview/Ravenswood Mt. View Management for review. Ravenswood Management reviewed your complaint along with your office records and found that you are not currently registered with their office. You had a registration appointment scheduled for 9/8/2022, but you did not attend this appointment. Once you have registered as a new patient, they can schedule your office visit to establish care with a provider. If you would like to establish care with Mayview/Ravenswood Mt. View, please call (650)330-7400 to schedule an appointment for registration. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need		Resolve d in Favor of Membe r

VAM_202 20908_24 396	8-Sep-22	September	4-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	VANITA H MISTRY	Internal Medicine	1.8E+09					You are not happy with the quality of care of your Primary Care Physician (PCP) Mistry Vanita, M.D. You said your appointments are always getting cancelled and you are always seeing a new PCP. You also said you are having trouble eating and losing weight. You said all Dr. Vanita did was prescribe a medication that is not working and you are concerned about your health.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review and tracking. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP and/or Network of Providers at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can Call Customer Service at 1-800-260-2055 (TTY 1-800-735-2929 or 711). Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll free. Or you can visit us online at www.scfhp.com for a choice of physicians		Resolved in Favor of Member

VAM_202 20908_24 397	8-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Enrollment t/Disenrol ment	Eligibility								You want to be reassigned to Kaiser as of September 1, 2022. You stated that you have an ear infection and that you need to be seen as soon as possible. You stated that you might need to visit Kaiser Emergency Room. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function	Our Grievance Department reached out to our Eligibility Management to send a request to Kaiser for review of your request to be assigned to their network. This request was sent to Kaiser for review and approved on October 6, 2022 based on established patient criteria. You have been approved to be assigned to the Kaiser Network effective 11/1/22. Please be aware that as of February 25, 2015 Kaiser manages and validates member eligibility internally, this is not a decision made by SCFHP. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20908_24 399	8-Sep-22	September	6-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time	VHC - DOWNTOWN SAN JOSE	Unknown Physician Specialty	1.45E+09					You are not happy with the quality of service at Valley Health Center Downtown (VHC-Downtown). You said you have not had very good experience with VHC-Downtown as their customer service is not good. You said about 2-3 months ago you had to wait six (6) to seven (7) hours to see a doctor. You said your child has autism, which makes it difficult to wait a long time to see a doctor.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VHC's) Customer Relations Department for review. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP and/or Network of Providers at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can Call Customer Service at 1-800-260-2055 (TTY 1-800-735-2929 or 711). Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll free. Or you can visit us online at www.scfhp.com for a choice of physicians		Resolved in Favor of Member

VAM_202 20908_24 400	8-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	KEN TRANSPOR TATION SERVICES	Unknown Physician Specialty	1.27E+09					You are not happy with the quality of service from Ken's Transportation Services (KTS). You stated that you had a scheduled appointment on September 7, 2022. You stated that KTS did not show up for your pick-up ride. You stated that you had missed your appointment. Our Grievance and Appeals Department reviewed your complaint and forwarded it Ken's Transportation for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Ken's Transportation to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP is very sorry for any inconvenience this may have caused. SCFHP looks forward to better serving you in the future.	Resolved in Favor of Membe r

VAM_202 20908_24 402	8-Sep-22	September	4-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that your ride for 9/8/2022 was late picking you up for your appointment. You also stated that on 8/24/2022, you had to wait almost two hours to be picked up from your appointment.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. After reviewing your complaint and your trip details for 9/8/2022, they found that your trip was scheduled for 2:00 PM, suggesting an appointment time for 3:00 PM. Yellow Cab stated that as they were getting a driver to pick you up, you called and canceled the trip at 2:27 PM. Yellow Cab also reviewed your trip details for 8/24/2022. They show that the return trip was activated 4:24 PM. A driver was assigned at 4:57 PM. The driver arrived at 5:10 PM and completed the trip at 5:23 PM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	Resolved in Favor of Membe r

VAM_202 20908_24 403	8-Sep-22	September	9-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	VALLEY MEDICAL CENTER	Unknown Physician Specialty	1.65E+09				You are not happy with the access to see an orthopedic specialist at Valley Medical Center (VMC). You said your son broke his left arm on 9/1/22. You were urgently referred by your primary care physician (PCP) to an orthopedic specialist. You said you called the orthopedic department and you were given an appointment for 9/16/22. You said your son could not wait until 9/16/22. You said your son is in pain, has nausea, is throwing up and cannot sleep due to the pain. You are requesting this to be urgent. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Clinical Review Nurse has recommended you be referred to the SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your case manager will work with you to help coordinate an early appointment with the orthopedic specialist or PCP. On September 8, 2022, our Grievance Department referred you to our Case Management Department. You can connect with your case manager by calling Customer Service at (800) 260-2055 8:30 a.m.-5:00 p.m. weekdays (except holidays) Additionally, if your pain worsens (PCP), please go to the nearest urgent care or emergency room. You may also call the Advice Nurse Line at 1-877-509-0294 (number is on member ID card). It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and	Y	Resolved in Favor of Member

VAM_202 20908_24 404	8-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	PLANNED PARENTH OOD - MT VIEW	Unknown Physician Specialty	1.42E+09					You are unhappy with the quality of service you received from Planned Parenthood Mt. View. You stated that they are very disorganized and were unable to book an appointment for you within a reasonable time. Our Grievance Department reviewed your complaint and forwarded your complaint to Planned Parenthood Mt. View's Management for more information. Unfortunately, SCFHP has not received a response to your complaint. SCFHP's Grievance Department and Provider Network Management is working closely with Planned Parenthood Mt. View to ensure timely responses to all complaints filed. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to all of our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20908_24 409	8-Sep-22	September	28-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Written Materials/ Marketing									You called SCFHP's Customer Service Department regarding an issue you are still having with Santa Clara Valley Medical Center about your correct name on documents. You shared that you received a letter dated 9/6/2022 with the name: John Henley and not John B. Henley, Jr. You would like for SCFHP to inform SCVMC that correct spelling of your name. You said the letter was generated from SCVMC's Patient Business Services. You would like for all your documents to have your complete name on it as John B Henley, Jr.	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue for review and response. They forwarded your concern to the appropriate department for response. We have received the following response from Santa Clara Valley Medical Center's Customer Relations Department. They informed us that they reviewed your account and chart and your name is documented at John B Henley, Jr. They shared it is possible that other departments within their system just use your first and last name instead of your full name on their correspondence or letters to you. They appreciate that you understand that the issue is a work in progress. They would like to extend their gratitude for letting them know of your experience. It is their goal at Santa Clara Valley Medical Center to provide the best possible patient care and	Resolve d in Favor of Membe r

VAM_202 20908_24 412	8-Sep-22	September	9-Sep-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Expedited							Overtun	Medical Necessity Met w/ Additional Informati on	You, on your mother's behalf Gurmeet Ghai, do not agree with a denial she received from Santa Clara Family Health Plan, authorization #A0185799, regarding a request for cervical and lumbar Magnetic Resonance Imaging (MRI). Santa Clara Family Health Plan only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. You did not meet criteria for coverage under MCG guideline: Lumbar Spine MRI ACG: A-0059(AC), a Magnetic Resonance Imaging test (MRI) of your low back. The notes sent with this request show that you do not meet these criteria. For this reason, it was determined that you do not meet the above criteria after careful review by the SCFHP medical director and the request for cervical and lumbar MRI is denied. You are requesting an expedited reconsideration as you shared she is a lot of pain and unable to start injection until the MRI is performed.		Y	Resolve d in Favor of Membe r

VAM_202 20908_24 413	8-Sep-22	September	9-Sep-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Expedited		VALLEY RADIOLO GY MEDICAL ASSOC	Unknown Physician Specialty	1.4E+09		Overtun	Medical Necessity Met w/ Additional Informati on	Valley Radiology on your behalf is appealing the denial you received for Authorization # A0185847, for MRI - Pelvic. This was denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. This appeal was requested to be expedited; this request meets Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as an expedited review and will be resolved within 72 hours.		Y	Resolve d in Favor of Membe r

VAM_202 20908_24 414	8-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said on 9/6/2022 that you contacted YC multiple times for your return ride. You said that it was very hot for you to be waiting outside and that you waited a long time. You said you got a ride home from a stranger. You said it was not until 5:00pm that YC stated they were on their way. You said you do not want this to happen anymore as you have many health issues.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's (YC's) Management. YC reviewed your complaint along with the trip details for 9/6/2022. YC said your return ride was activated at 3:08pm and due to limited availability of cabs within the area, the driver did not arrive until 4:57pm. YC said they completed the trip by 5:03pm. Yellow Cab apologizes for the long wait that you experienced. Estimated arrivals could change depending on the situation, with conflicts that are not able to be avoided. Yellow Cab is working on ways to prevent this from happening again. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the		Resolved in Favor of Membe r

VAM_202 20908_24 415	8-Sep-22	September	3-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	SANTA CLARA VALLEY MEDICAL CENTER	Unknown Physician Specialty	1.69E+09					You are not happy with the quality of service at Santa Clara Medical Center Labs (SCVMC). You said when you asked about stool clarification, the staff lady at the lab yelled at your husband. You said the same lab lady yelled at you again the following day and told you to pay more attention to instructions.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review and tracking. As explained in your Member Handbook, Section 3 - How to Get Care: Pre Approval; for some types of care, your PCP or specialist will need to ask for permission before you get the care. This is called asking for prior authorization, prior approval, or pre-approval. It means that SCFHP or your network must make sure that the care is medically necessary or needed. A provider network is a group of doctors, hospitals and other providers that work with SCFHP. You will get your covered services through an SCFHP network. You will get preventive and routine care from your PCP. Your PCP works with certain specialists and hospitals. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment.		Resolved in Favor of Member

VAM_202 20908_24 417	8-Sep-22	September	6-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	GARDNER S. COUNTY HEALTH CENTER	Unknown Physician Specialty	1.14E+09				You are not happy with the quality of service from Gardner Health Center. You stated that you want to switch primary care physicians (PCP). You stated that the Gardner staff is rude. You stated that you had a tuberculosis test last year and that the staff used the incorrect chart.	Our Grievance and Appeals Department reviewed your complaint and forwarded Gardner Health Center for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Gardner Health Center to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Please		Resolved in Favor of Member

VAM_202 20908_24 418	8-Sep-22	September	4-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said on 9/8/2022 you called YC to check on your ride, and you were told there was no driver available. You said this is not the first time this has happened. You stated that you got sick before when you missed your dialysis appointment, and that this cannot happen again.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's (YC's) Management. YC reviewed your complaint along with the trip details for 9/8/2022. YC said you were scheduled for a 7:00am pick-up and the trip was dispatched as early as 6:46am , but there was no driver available to pick up the member. YC continued to work to locate a driver in the area. Due to limited availability in the area, most of the drivers were booked. YC called you to provide you with an update and informed you about the availability of drivers, and you agreed to continue waiting. Unfortunately, YC was unable to assign a driver until 8:50 am, but you had decided to cancel. Yellow Cab apologizes for the long wait that you experienced and that you missed your appointment. YC understands the importance of timely pickup, especially for medical appointments. Estimated arrivals could change depending on the		Resolved in Favor of Membe r

VAM_202 20908_24 420	8-Sep-22	September	7-Nov-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		STEVEN WANG	Pain Managem ent	1.64E+09		Overturn	Claim Denied in Error	You are not happy with the Notice of Denial of Payment letter that you received. This claim (22216E04443) was denied for payment because Dr. Steven Wang did not get a prior authorization for your services rendered for the date of service of: 7/28/2022. You are asking for reconsideration.			Resolve d in Favor of Membe r

VAM_202 20908_24 422	8-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)							Overtun	Medical Necessity Met w/ Additional Informati on	You do not agree with a denial she received from Santa Clara Family Health Plan, authorization #A0187055, regarding a request for Acupuncture services with Zhu's Neuro- Acupuncture Center, Inc. Santa Clara Family Health Plan only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. You did not meet criteria for coverage under Santa Clara Family Health Plan Cal MediConnect Member Handbook, Chapter 1: Getting started as a member, you can keep your current doctor at the time you enroll for up to 12 months if we can verify that you had an existing relationship with this doctor. In addition, according to Medicare National Coverage Determination (NCD) for Acupuncture (30.3), acupuncture services require a written order from your doctor. SCFHP's Utilization Management Department made multiple attempts to get notes, order and treatment plan from your doctor's office but we did not receive any.		N	Resolve d in Favor of Membe r

VAM_202 20908_24 424	8-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	AISHA UMBREEN	Family Practice	1.26E+09					You are not happy with the quality of service you have received from your Primary Care Physician, Dr. Aisha Umbreen. You said that both your prior authorizations request for acupuncture and physical therapy were denied by the health plan due to no response from Dr. Umbreen. You do not know why Dr. Umbreen is not doing what is being asked of her. You feel that Dr. Umbreen does not want to help you or care about you.	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from SCVMC's Clinic Management. They regret that you were dissatisfied with the service you were provided. Upon medical review of your case, your medical records show that on 8/31/2022, Dr. Umbreen documented that she was referring you to an acupuncture specialist per your request and preference. They placed a call out to the acupuncture location and they were advised that they did not accept SCFHP Cal Mediconnect Plan. This information was verbalized to you and you understood but you still wanted to be seen at the location. You understood that if it is not covered by your insurance then you would have to	Resolved in Favor of Membe r

VAM_202 20909_24 426	8-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	DME Supplies Delay	AISHA UMBREEN	Family Practice	1.26E+09					You said Dr. Umbreen was supposed to be working on getting a prescription for a walker and shower bench to Brannon's Medical. You said you are very weak and cannot walk anymore. You said you have fell in the past. You said you need a prescription sent so that you can get your Durable medical equipment (DME).	Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaint. I have forwarded this complaint to Santa Clara Valley Medical Center's (SCVMC's) Customer Relations department for review. They have logged in your complaint. They will investigate this internally. I have also requested that Dr. Umbreen assist you with a prescription and an authorization request for your following durable medical equipment (DME): walker and shower bench. As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP (Primary Care Physician) at any time if you are not happy with the quality of service		Resolved in Favor of Membe r

VAM_202 20909_24 431	8-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are upset about the quality of service you received from Yellow Cab (YC) on 09/08/2022. You said you were scheduled to be picked up at 12 PM. You said that you received a call at 12:35 PM saying that no drivers are available.	The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. After reviewing your complaint, YC Management confirmed that your pick-up trip had been canceled. You had a ride scheduled for September 8, 2022, at 12:00 p.m. On the day of service, YC encountered unexpected circumstances, including a lack of cabs in Gilroy, which resulted in a longer wait time than usual. YC consistently worked on the order. However, you requested to cancel your trip at 12:44 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP)		Resolved in Favor of Membe r

VAM_202 20909_24 453	8-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Primary Care Provider	NGOC- LAN LE	Family Practice	1.12E+09					You are not happy with the overall experience you have had with your Primary Care Physician (PCP), Dr. Ngoc-Lan Le at Valley Health Center-Downtown San Jose location. You shared with us that you were able to make an appointment to see Dr. Le on 9/20/2022, however, this is not soon enough. You stated that there should be an emergency follow up visit within five (5) days of visiting the Emergency Room. You said that you have been having pain since your two (2) Emergency Room visit. You called SCFHP's Customer Service department for assistance as you have sent numerous messages to Dr. Le and have not received a response from the office or Dr. Le. You mentioned that it is very difficult to contact Dr. Le. You said that you like Dr. Le but you believe she is overwhelmed, overbooked with patients and does not have time for you as she's always in a hurry. You said your last appointment, you had to wait over 25 minutes in the room before Dr. Le came into the room.	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from Valley Health Center (VHC) Downtown Clinic Management. They regret that you were dissatisfied with the service you were provided. Upon medical review of your case, your medical records show that the 9/8/2022, you were called by the Registered Nurse (RN) and they spoke with you. The RN offered to move the current appointment with Dr. Le to 9/19/2022, which was the first available appt. The RN indicated that you declined the offer. The RN then offered to make an appointment with a different provider for a sooner appointment but you also declined the offer. During the call, the RN advised you to go to Emergency Room or		Resolved in Favor of Membe r

VAM_202 20909_24 456	8-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said on 9/8/2022 that the driver did not arrive on time. You said you called our customer service line as well as YC, and you were told they were looking for a driver.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 9/8/2022. YC said your pick-up was scheduled for 6:00 a.m. YC said you called at 5:52am and you were informed of the estimated arrival time. However, you got upset and said you had surgery at 6:17 am. YC continued to work on the request and assigned a driver at 6:37AM. The driver arrived at 6:47am, but you were not at the pick-up location. Both the driver and YC dispatch called you, but you did not answer, and the ride was marked as a no show. Please keep in mind that YC has an hourly pick-up window for every ride, and SCFHP creates the booking into the YC system and they automatically follow the one-hour leeway. Yellow Cab's management sincerely apologizes for the long wait time you experienced. YC		Resolved in Favor of Membe r

[illegible]

VAM_202 20909_24 459	8-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Enrollmen t/Disenrol lment	Enrollmen t/Disenrol lment- Medical								You are not happy with your Cal Mediconnect (CMC) program from Santa Clara Family Health plan. You stated you are not happy with finding out you require a referral to be seen by a specialist. You mentioned then "what is the benefit of having the CMC plan", if you need a referral from your Primary Care Physician to see a specialist. You said you were given inaccurate information when you were offered to join the CMC plan. You were told that you would not need any referrals to see a specialty provider. SCFHP's Grievance and Appeals (G&A) Department reviewed your grievance. We forwarded your concern to SCFHP's Manager of Medicare Outreach. The concern was reviewed and mentioned that he identified a retraining opportunity with the agent as well as retraining on provider referrals information to our potential members. He wanted to share that SCFHP's Cal Mediconnect does not have a referral process. However, some specialists do require a referral from a Primary Care Physician to be seen. The referral helps the specialty provider identify why a member needs to be seen by the specialist. SCFHP would like to sincerely apologize for any distress that you may have experienced. SCFHP strives to meet the needs of its members and we hope to meet your expectations in the future. We know your time is valuable and we appreciate your patience when instances such as this occurs. Due to your	Resolved in Favor of Membe r

VAM_20220909_24463	8-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement	PALO ALTO MEDICAL FOUNDATION	General Practice						You called our Customer Service Department regarding a bill you received from Dr. Edmund W. Pai at Palo Alto Medical Foundation (PAMF). This bill is for the services you received on 5/17/2022 for the amount of \$239.00. You are asking for our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Palo Alto Medical Foundation (PAMF) participates in Medi-Cal, which means they must accept the SCFHP payment as full payment. We contacted Palo Alto Medical Foundation (PAMF) and they have already removed this amount from your account. Please disregard the billing statement from Palo Alto Medical Foundation (PAMF) because you do not have to pay the bill.		Resolved in Favor of Member

VAM_20212_2482	8-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that you had 6 rides scheduled for 9/8/2022, with a pick-up time of 7:30 AM. You stated that you were notified at 7:30AM that your driver would not arrive until 7:46AM, which would cause you to be late to your medical appointment. You stated that you had to cancel that appointment as you are only given a 10-minute grace period to be late. You mentioned that another driver told you that drivers often cancel pick-ups if they get a request for a trip that will pay more. You would like SCFHP to be made aware that this may be happening.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management has reviewed your complaint along with your trip details for 9/8/2022. They found that you were scheduled for a 7:30 AM pick-up time. A driver was dispatched at 7:31 AM due to limited driver availability. The trip was canceled at 7:51 AM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the start of your pick-up time. SCFHP is contracted with	Resolved in Favor of Member

VAM_2020913_24556	8-Sep-22	September	7-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authorization (Medical Necessity)							Uphold	Appropriate Care In Network	You do not agree with the denial you received from VHP, authorization number 82012479 for Dr. Meng Chen. This authorization was denied because Dr. Chen is an out of network provider. You would like to continue seeing Dr. Chen for your allergy/immunology care.			Resolved in Favor of Plan
VAM_2020908_24401	8-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Provider Refusal to Refer	GEETHA B THIPPESWAMY	Unknown Physician Specialty	1.41E+09					You are not happy with the quality of care you received from Dr. Thippeswamy Geetha B. You said you have been asking Dr. Thippeswamy for a referral to a dermatologist, but Dr. Thippeswamy said you do not need a referral and to reach out to Stanford dermatologist. You said you contacted Stanford and you were told you do need a referral from your doctor. You said you have been going in circles and you feel stuck. You mentioned Dr. Thippeswamy, confirmed you need a referral but will not send one.	SCFHP's Grievance Department reviewed your concerns with Dr. Thippeswamy Geetha B. We made multiple attempts to contact them. We did not get a response on the complaint. We informed our Provider Relations Department that Dr. Thippeswamy Geetha B did not respond to this grievance. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20909_24 446	8-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0632943 < 9/8/2022 4:14:15 PM YeseniaC> called mbr 669-214-6736 informed mbr dr john pham was changed for pc eff 9/1 and we were able to get an appt for you She was able to find appointment with Dr Pham, John on 9/22/22 at 10:20am Location: VHC Milpitas- 143 N Main St - Milpitas, 95035 mbr said this is okay mbr is running out of medication mbr confirmed he is satisfied with outcome < 9/8/2022 1:56:40 PM YeseniaC> called mbr 669-214-6736 no answer and no vm available will call mbr back again later today < 9/8/2022 11:56:09 AM EsquivelC> Called Valley Connections spoke with Janeya Confirmed mbr has been assigned back to DR PHAM, JOHN eff 9/1/22 She was able to find appointment with Dr Pham, John on 9/22/22 at 10:20am Location: VHC Milpitas- 143 N Main St - Milpitas, 95035 Appointment has been booked for mbr		Resolved in Favor of Membe r

VAM_202 20909_24 447	8-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0633164 < 9/8/2022 1:22:25 PM ElizabethH> outbound call to mbr and she agreed to outcome. assisted mbr with booking a ride for urgent care on 9/12 @ 9 am under trip number no further assistance needed at this time < 9/8/2022 11:28:53 AM EsquivelC> Called Valley Connections spoke with Melissa she states mbr is a new patient with Dr Fulara and the soonest available appointment is already what mbr has schedule for 10/26/22. She states mbr can walk in to Urgent care at VHC Downtown from 8am-9pm Urgent care at VHC Downtown is also open on the weekends Saturday & Sunday same hours 8am- 9pm CSR: Pls notify mbr 9/8/2022 11:00 AM ElizabethH mbr 669-369-8351 called to get assistance with booking an apt with a provider to refill her medications verified demo/elig/dob		Resolved in Favor of Membe r

VAM_202 20909_24 448	8-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)								Call# SC0632875 9/8/2022 9:10 AM FelishaF Mbr- 4086184234 Confirm: elig/name/dob/demo/pcp Reason for call Mbr called because she is concerned for her transportation today 09/08/22 to see her ortho doctor Mbr said that she received a message from YC driver that he was outside her house at 8am , mbr said that her appointment today is at 11:15am Reviewed trip# 70132 and confirmed mbr is booked today 09/08/22 at 11:15am pu at 10:15am I called YC spoke with Christian he confirmed that mbr still has a pu at 10:15am and he is not sure why mbr received a message from driver at 8am I relayed information to mbr that she still has a booking and apologized about the confusion this morning Mbr understood/ No further assistance		Resolve d in Favor of Membe r

VAM_202 20911_24 470	8-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								Call# SC0633415 9/8/2022 12:41 PM AnthonyB Hello, I called medicredit as one of the agents told me But they told me to give you this number to call 8009654218 they will not need verbal consent. Thank you Let me know please Hello, Thank you for contacting Santa Clara Family Health Plan. I've contacted the Medicredit and provided the information needed to bill the claim. The bill has been placed on hold for 45 days to allow the claim to process. If you have any additional question please reach us via email or contact customer service at (800) 260-2055. Best Regards, Anthony Booker Supervisor, Customer Service Collection notice was sent with the following information:		Resolv ed in Favor of Membe r

VAM_202 20909_24 432	9-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said on 9/5/22 and 9/9/2022 that YC picked you up an hour late for your dialysis appointment. You said this is a very important appointment and you want YC to understand the importance of it.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 9/5/2022 and 9/9/2022. For your ride on 9/5/2022, your pick-up was scheduled for 5:15am. A driver was assigned as early as 5:12am. The driver arrived at 5:21am and you arrived at your appointment at 5:25am. Please keep in mind that YC has a one-hour pick-up window. There was no delay for this day. On the other hand, for your trip on 9/9/2022, your pick-up was scheduled for 5:15am. Due to the limited availability of cabs in the area, it wasn't until 6:38 am when a driver accepted the ride. The driver arrived at 6:47am and the trip was completed at 6:52am. We apologize for the inconvenience that this has caused you on 9/9/22. We know your time is valuable and we appreciate your	Resolved in Favor of Membe r

VAM_202 20909_24 433	9-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Emergency Medical Transportation (NEMT)	KEN TRANSPORTATION SERVICES	Unknown Physician Specialty	1.27E+09					You are not happy with the quality of service you have received from Ken's Transportation. You said on 9/6/22 and 9/8/22 you were not picked up for your return ride home. Our Grievance Department reviewed your complaint and forwarded your complaint to Ken Transportation Management for more information. Unfortunately, SCFHP has not received a response to your complaint. SCFHP's Grievance Department and Provider Network Management is working closely with Ken's Transportation to ensure timely responses to all complaints filed. SCFHP is contracted with Ken Transportation to provide transportation to our members if they need transportation to medically necessary appointments. Ken Transportation services thousands of our members and we apologize that you have not felt the service has been efficient. SCFHP is also contracted with other transportation vendors such as Green Cab, Yellow Cab, One-Stop, and NovaTrans. You may request to switch your transportation vendor at any time by calling our Customer Service Department at 1-800-260-2055 (TTY 1-800-735-2929 or 711) Monday	Resolved in Favor of Member

VAM_202 20909_24 434	9-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said you were upset that the driver arrived late on September 9, 2022, and this caused you to be late for your appointment. You said that your doctor's office told you not to be more than 15 minutes late. You said you had repeated late pick-ups. You said that you are concerned that the drivers are on the phone and falling asleep while driving and hitting the brakes hard.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management. YC reviewed your complaint along with the trip details for 9/9/2022. YC, you were scheduled for a pick-up time of 7:45am and your ride was dispatched at 7:05am due to limited drivers in the Gilroy area, which made it difficult. YC called you at 7:57am to notify you about the current situation. YC said that they were about to locate a driver that accepted at 8:35am but had to finish a prior trip. YC called you to notify you about the situation and there was no answer. YC received a call from the Santa Clara Family Health Plan (SCFHP), and that is when YC was informed about the estimated arrival time (ETA) of about 10 minutes. SCFHP canceled the ride as you were not going to make it to your appointment on time. Yellow Cab apologizes for the long wait that you experienced and that you missed your appointment. YC understands the importance of timely		Resolved in Favor of Membe r

VAM_202 20909_24 435	9-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC did not arrive. You stated that you had to reschedule your appointment. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. After reviewing your complaint, YC Management confirmed that your pick-up trip had been canceled. Your trip was created on the same day of service for a pick-up on September 8, 2022, at 1:41 p.m. YC dispatched your trip and assigned a driver at 2:11 p.m. However, your representative called YC to cancel your trip. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As explained in your Medi-Cal Handbook Section 4: Using Non-Medical Transportation When you use non-medical transportation, you should plan for the	Resolved in Favor of Membe r

VAM_202 20909_24 437	9-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service your son received from Yellow Cab (YC). You said your son missed three appointments this year because YC did not arrive to pick him up. You mentioned there was an incident where the driver yelled at you and your son got scared. You said your son is now scared to use taxi services. You also mentioned you shared your discomfort with YC and you were told a supervisor was going to reach out to you, but they never did.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 9/7/2022. YC said your pick-up was scheduled for 9:00 a.m. Due to massive orders received and the limited availability of cabs in the area, YC experienced longer wait times than usual. It wasn't until 9:53 am when a driver accepted the ride. However, upon the driver's arrival at 10:02 a.m., you decided to cancel the ride. Please keep in mind that YC has a one-hour pick-up window. After reviewing your trip history, it also shows that all other trips, besides this one, were completed within the timeframe. In addition to the driver yelling at you, the driver involved could no longer remember what happened on the date of the incident since it happened months ago. YC mentioned that the driver has a naturally loud voice, which may have		Resolved in Favor of Membe r

VAM_202 20909_24 440	9-Sep-22	September	12-Sep-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Overtun	Medical Necessity Met w/ Additional Informati on	call#SC0634282 9/9/2022 10:13 AM FelishaF Provider Susan Zhao cb# 4086804708 Confirm: elig/ name/dob Request to submit appeal Denied 82010574- VHP (Consult Structure heart disease Intervention Cardiology Referral to Stanford to see specialist , but it was redirected to VHP Specialist Dr Sharma Rahul pn# 6507230180 or 6507236459 Mbr has Non operable heart disease and services are not provided with valley Medical and that is why mbr was redirected Mbr has an appointment with Dr Sharma Video visit 09/12/22 at 3;30pm Request to expedite appeal		Y	Resolv ed in Favor of Membe r

VAM_2020909_24441	9-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non-Emergency Medical Transportation (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said you are getting picked up late and the wait time has been 30 minutes. You said you had to drive your scooter at 4:00 am as you needed to be at dialysis at 5:00 am. You said that your vision is not good as you have diabetes. You stated that YC arrives at your home at 6:00 a.m. and that at this time, you are already hooked up to dialysis. You said you hope your original driver comes back soon from vacation, as there has been a lot of confusion. You said that this happened on the following dates: 9/1/2022, 9/6/2022, and 9/8/2022.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management. YC reviewed your complaint along with the trip details for 9/1/2022. YC said you were scheduled for an early pick-up at 4:30am, but the assigned driver was not available at that time. YC worked on locating a new driver but it took longer as most of their drivers were already booked. YC called you at 4:50am to inform you of the current situation and you agreed to wait. YC found the driver at 5:33am and arrived at 5:55am, and the trip was completed at 5:59am. Your return ride for September 1, 2022 was completed on time. YC said for your trip for 9/6/2022, you had the same issue as the appointment trip for 9/1/2022. However, for this trip, you cancelled the trip as you were already at your first appointment. YC said the next two appointments following were all completed, as was the return ride within the timeframe.	Resolved in Favor of Member

VAM_202 20909_24 442	9-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	HIEN N TRUONG	General Practice	1.24E+09					You are not happy with the quality of care from Dr. Hien Truong, Primary Care Physician (PCP). You would like to change your primary care physician. You stated that you are dissatisfied with the care provided by your primary care physician. You stated that you had an appointment with your primary care physician to discuss your symptoms. You stated that Dr. Hien ordered lab work but did not review the results.	The SCFHP Grievance and Appeals Department reviewed your complaint and contacted Dr. Hien Truong for more information. Dr. Truong reviewed your complaint as well as your medical records. Your records show that you presented with an allergic skin rash. Dr. Truong prescribed Cetirizine for itch and Cephalexin for skin infection, and an allergy test was ordered. Dr. Truong attempted to contact you regarding the results of your allergy test, but she was routed to voicemail. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right to		Resolved in Favor of Member

VAM_202 20909_24 443	9-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	NUTAN H POSERIA	Internal Medicine	1.06E+09					You are not happy with the quality of care you received from Dr. Poseria Nutan H. You said at your first appointment with Dr. Poseria you mentioned you were wheezing and asked for an inhaler, which Dr. Poseria denied, stating you do not have asthma. You said you felt Dr. Poseira did not examine you well when you raised your concern about wheezing. You said your overall experience was not good.	SCFHP's Grievance Department reviewed your concerns with Santa Clara Valley Medical Center Customer Relations. We made multiple attempts to contact them. We did not get a response to the complaint. We informed our Provider Relations Department that Santa Clara Valley Medical Center did not respond to this grievance. Your case was sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20909_24 449	9-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	Discrimination	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that during your trip on 9/9/2022, the first driver did not arrive with a wheelchair accessible cab. You stated that the driver was rude and began yelling at you for not requesting the correct type of cab. You tried explaining that the wheelchair can be folded but the driver was yelling over you. You stated that the first driver left and you contacted Yellow Cab for another driver. The next driver arrived and was polite and helpful. You feel that you were discriminated against by the first driver due to your nationality.	Our Grievance Department reviewed your complaint and forwarded your complaint to Yellow Cab's Management for more information. Unfortunately SCFHP has not received a response to your complaint. SCFHP's Grievance Department and Provider Network Management is working closely with Yellow Cab to ensure timely responses to all complaints filed. SCFHP is contracted with Yellow Cab to provide transportation to our members if they need transportation to medically necessary appointments. Yellow Cab services thousands of our members and we apologize that you have not felt the service has been efficient. SCFHP is also contracted with other transportation vendors such as Green Cab, Ken Transportation, One-Stop, and NovaTrans. You may request to switch your transportation vendor at any time by calling our Customer Service Department at 1-800-260-2055 (TTY 1-800-735-2929 or 711) Monday		Resolved in Favor of Member

VAM_2020909_24450	9-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that during your trip on 9/9/2022, the first driver did not arrive with a wheelchair accessible cab. You stated that the driver was rude and began yelling at you for not requesting the correct type of cab. You tried explaining that the wheelchair can be folded but the driver was yelling over you. You stated that the first driver left and you contacted Yellow Cab for another driver. The next driver arrived and was polite and helpful. You feel that you were discriminated against by the first driver due to your nationality.	Our Grievance Department reviewed your complaint and forwarded your complaint to Yellow Cab's Management for more information. Unfortunately SCFHP has not received a response to your complaint. SCFHP's Grievance Department and Provider Network Management is working closely with Yellow Cab to ensure timely responses to all complaints filed. SCFHP is contracted with Yellow Cab to provide transportation to our members if they need transportation to medically necessary appointments. Yellow Cab services thousands of our members and we apologize that you have not felt the service has been efficient. SCFHP is also contracted with other transportation vendors such as Green Cab, Ken Transportation, One-Stop, and NovaTrans. You may request to switch your transportation vendor at any time by calling our Customer Service Department at 1-800-260-2055 (TTY 1-800-735-2929 or 711) Monday		Resolved in Favor of Member

VAM_202 20909_24 451	9-Sep-22	September	7-Oct-22	Closed	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	LAKSHMI BYTHADK A	Internal Medicine	1.6E+09				You are not happy with the quality of service with your primary care physician (PCP), Dr. Bythadka Lakshmi. You said on August 31, 2022 you had an appointment with PCP and she was very rude. You said you had a referral for x-ray and the PCP said you don't need it. You were told by your PCP to not tell the PCP what to do. You said that your PCP was not concerned about your knee pain.			Closed

VAM_202 20909_24 452	9-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access	CHAU T NGUYEN	Internal Medicine	1.29E+09					You are not happy with the access to care from Dr. Chau Nguyen, Primary Care Physician (PCP). You stated that you are having difficulty scheduling an appointment with Dr. Nguyen.	The SCFHP Grievance and Appeals Department reviewed your complaint and contacted Dr. Chau Nguyen for additional information. Dr. Nguyen reviewed your complaint as well as the call log. Dr. Chau Nguyen confirmed that the phone lines were affected by the recent power outage during the heat wave. As of today, the issues have been resolved. To make an appointment, please call Dr. Nguyen's office at (408) 937-9000. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right to change your PCP and/or Network of Providers at any time. You must		Resolved in Favor of Member

VAM_202 20909_24 454	9-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/9/2022. You said the driver never showed up. You said you thought the driver was late but the driver actually never showed up. You said you missed your appointment.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled for 09/09/2022 for a 10:30 am pickup for a 11:30 am appointment chair time. YC dispatched your ride at 10:16 am however, YC had a high demand for cabs that day. YC tried to call you at the following phone number 408-661-6476 but it was routed to your voicemail. At 11:29 am they found a cab and the cab driver arrived at 11:38 am. The driver tried to contact you several times but they could not get a hold of you. Therefore, your ride was flagged as a no show ride at 11:42 am. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused	Resolved in Favor of Membe r

VAM_2020909_24455	9-Sep-22	September	12-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	STANFORD HEALTH CARE	Unknown Physician Specialty	1.44E+09					You called our Customer Service Department regarding a bill you received from Stanford Healthcare. This bill is for the services you received 12/1/2021 for the amount of \$34.61. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Stanford Medical Center Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Medical Center Hospital and asked them to stop billing you. Stanford Medical Center Hospital put her account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Stanford Medical Center Hospital because you do not have to pay the bill. Please note the adjustment can take 45-60 days to process.		Resolved in Favor of Member

VAM_202 20909_24 457	9-Sep-22	September	16-Sep-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		SANJAY K AGARWAL	Pulmonar y Disease	1.48E+09		Uphold	Lack of Medical Necessity	Dr. Sanjay Aggarwal on your behalf is appealing the denial you received for OFEV 150 MG CAPSULE, Authorization 30829. This was denied because More information is needed from your healthcare provider in order to process this request. We attempted to contact your provider but did not receive the information in time. Based on the information submitted for review, you did not meet our guideline rules for the requested drug. In order for your request to be approved, your provider would need to show that you have met the guideline rules below. The details below are written in medical language. If you have questions, please contact your provider. In some cases, the requested medication or alternatives offered may have additional approval requirements.			Resolve d in Favor of Plan

VAM_2020909_24461	9-Sep-22	September	4-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	BACH FAMILY CLINIC	Unknown Physician Specialty	1.96E+09					You are not happy with the quality of service of your Primary Care Physician at BACH Family Clinic. You said you don't like that you always see new doctors and you would like to see one PCP only. You said they are always changing or quitting and this has happened many times.	SCFHP's Grievance Department reviewed your complaint and contacted BACH Clinic. Bach Clinic's name of title of person reviewed your complaint along with your medical records and confirmed since February of 2021 you have had three Primary Care appointments scheduled. On 8/25/2022 with Dr. Diana Franco who no longer workers in the clinic. On 5/27/2022, you were seen with Dr. Ramakrishna. Bach Clinic said that there was an appointment scheduled on 7/22/2022 that was cancelled on 6/30/2022 because Dr. Ramakrishna would no longer be working in the clinic on that day. Bach clinic did confirm you are currently assigned to Dr. Jason England however they do not show any appointments have been scheduled with Dr. England. Bach clinic explained their clinic will often schedule their patients with any available physician in their clinic if your assigned PCP does not have an appointment available. Please know that		Resolved in Favor of Member

VAM_20220909_24462	9-Sep-22	September	6-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC was late for your pick-up and return trip on September 9, 2022. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. After reviewing your complaint, YC Management confirmed that you were scheduled for a "will call" on September 9, 2022. On the date of service, you requested your return ride at 2:27 p.m., and YC immediately dispatched your trip. However, the designated WAV driver had to complete previous trips before picking you up. YC received a call from the health plan and gave an estimated time of 10 minutes. The WAV cab arrived at 3:11 p.m. and completed the trip at 3:33 p.m. YC sincerely apologizes for any inconvenience this has caused. Aside from the coaching opportunity, YC has reminded the dispatch team to ensure timely execution in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive		Resolved in Favor of Member

VAM_202 20909_24 464	9-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/9/2022. You said you missed your appointment at 4:00 pm. You said YC does not show up or have available drivers. You said this is the second time this happened and this is not acceptable.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, your trip for 09/09/2022 was cancelled at 3:51 pm. Pickup time was set up at 3:00 pm. YC dispatched your cab at 2:46 pm. Unfortunately estimated times of arrivals (ETA's) are dynamic and depend on the supply of cabs in the area at the time of dispatching. On the day of service, most of their cabs were not available. You called YC at 3:51 pm and requested to cancel the ride. You said you would call SCFHP to reschedule your appointment. YC also checked the details of your ride for 09/14/2022. This ride was completed within the one hour time frame. Yellow Cab Management would like to extend their sincerest apology to you for the long wait	Resolved in Favor of Membe r

VAM_202 20912_24 471	9-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you received from Yellow Cab. You stated that they did not pick you up for your medical appointment on 9/9/2022 and you had to call Lyft for a ride. You said you had to pay out of pocket \$20-25 for the Lyft ride. You also stated that this has happened multiple times. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. After reviewing your complaint, along with your trip details for 9/9/2022, they have found that your trip was scheduled for pick-up at 12:45 PM. Due to driver unavailability of cabs in Palo Alto, they did not have a driver available until 12:56 PM. The driver arrived at 1:32 PM, however, you were already gone. Dispatch deviated to the standard No Show Protocol. Yellow Cab's management also reviewed your previous trips. They show that a majority of them were completed within the timeframe. Only a few were finished with 3-5 minutes behind schedule. They also show that a few were canceled by default, which were mostly the return rides that were not called in to activate the return trip. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make	Resolved in Favor of Membe r

VAM_202 20912_24 472	9-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay	BRANNO NS MEDICAL	Unknown Physician Specialty	1.64E+09					You are not happy with the quality of service with Brannonâ€™s. You said you called Brannonâ€™s Medical five times to get your Tracheotomy kit. It has been 2 months since you have been trying to get your supplies. You said Brannonâ€™s has not sent you anything. SCFHPâ€™s Grievance Department reviewed your complaint and contacted Brannonâ€™s Medical for more information. Brannonâ€™s Medical confirmed the reason for the delay in shipping your Tracheotomy Kit was because a new prescription was needed. Brannonâ€™s Medical states you were informed about the new prescription being required and apologizes for any miscommunication about the reason for the delay with your supplies. Brannonâ€™ Medical confirmed they have shipped the Tracheotomy Kit on 9/26/2022 to you. Please contact Brannonâ€™s Medical at 408-448-300 to check on your Tracheotomy Kit shipment status. Our goal is for our vendors to provide great service to our members. Both Brannonâ€™s Medical and SCFHP sincerely apologize for the delays and look forward to serving you in the future.	Resolved in Favor of Membe r

VAM_202 20912_24 473	9-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		PACIFIC RIM REHABILIT ATION CTR	Unknown Physician Specialty	1.95E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You are appealing the denial you received for Authorization A0187492, Pacific Rim Rehabilitation. This request was denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. The guideline we used to review this request is Medicare Benefit Policy Manual Chapter 15, section 220 - Coverage of Outpatient Rehabilitation Therapy Services. According to this guideline, request for physical therapy require a signed doctor's order and clinical information for medical necessity. This appeal was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function.		N	Resolve d in Favor of Membe r

[illegible]

VAM_202 20912_24 475	9-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Service Auth and Plan Level Appeals Process	Service Authoriza tion Process									You are not happy with the appeals process at Santa Clara Family Health Plan (SCFHP). You said Pacific Rim Rehabilitation has not received your authorization for services. You said you are in a lot of pain. You are upset that Pacific Rim as not sent in the information to SCFHP. You said you went to Dr. Ben Wong's office 3 times to request for this to be sent. Santa Clara Family Health Plan's (SCFHP's) Grievance Department reviewed your complaint. These are the following findings based on our investigation. If you need care that our plan covers and our network providers cannot give it to you, you can get the care from an out-of-network provider. In some cases, our plan must give you approval before you can get certain services. This is called a prior authorization. Additionally, you must obtain authorization from SCFHP prior to seeking care outside of the SCFHP Cal MediConnect Plan network. In this situation, we will cover the care at no cost to you. To learn about getting approval for an out-of-network provider, refer to Section D, page 58 of your CalMediconnect Member Handbook. To learn more about which services need prior authorization, refer to the Benefits Chart in Chapter 4, Section D, page 72. In some cases, your PCP may need to get prior authorization (prior approval) from	Resolved in Favor of Membe r

VAM_202 20912_24 476	9-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you have received from Green Cab, transportation vendor. You shared with us that you had two (2) issues on different dates of service. You said on 8/26/2022, the Green Cab driver that picked you up was very old and the cab he drove did not have a seatbelt, the cab was dirty, dusty and there were files and worms in the vehicle. You said the driver was not wearing a mask and when you asked him to wear one, he was rude. On 9/2/2022, the Green Cab driver arrived very late for your pick up. Due to this issue, you arrived late to your appointment due because of the delay and traffic.	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Green Cab's Management for further investigation and review. We made multiple attempts to obtain an update and response from Green Cab's Management. Unfortunately, Green Cab's Management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Green Cab's Management. We apologize that we are unable to resolve your concerns at this time. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, if you would like to change		Resolved in Favor of Membe r

VAM_202 20912_24 477	9-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Case Managem ent											You called SCFHP's Customer Service Department regarding your dissatisfaction with your Case Manager at New Direction. You shared with us that your Case Manager does not want to help you. You said the Case Manager has not assisted you with housing, transportation request or medications. Due to this issue, you are requesting a different Case Manager preferably a Chinese speaking Case Manager.	SCFHP's Grievance and Appeals (G&A) Department reviewed your grievance. We forwarded your concern to SCFHP's Case Manager Management for review and response. This is the response provided: They shared that you have had tow (2) meeting with SCFHP's Case Management team to help support you. They shared that you were referred to New Directions on 12/28/2021 by your SCFHP Case Manager Tiffany. You were assigned to Kathy at New Directions and have worked with her for over nine (9) months. She was your main point of contact. Kathy was able to help you organize appointments, transportations, coordinated care with the health plan and your mental health team. Additionally, Kathy did help you with rental applications, however, she was unable to help find new housing. According to New Directions' records you are stably housed and have been visited by Kathy at your residence. You have been discharged from New Directions	Resolve d in Favor of Membe r

VAM_202 20912_24 478	9-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Provider Care	RAJALAKS HMI KALIMUT HU	Family Practice	1.48E+09					You are not happy with the overall experience and care you have received from your Primary Care Physician (PCP), Dr. Rajalaksmi Kalimuthu and Valley Health Plan (VHP) as a whole. You shared that you do not feel that Dr. Kalimuthu or VHP specialists are able to address your concerns as you have done the things being requested and nothing is helping your problems. You said you are not receiving the care you need from your PCP or VHP. You said you did not have these issues when you were seen at Stanford in the past. You said Stanford understood your problems and treated you and had positive results right away. You said due to this, you may want to change your PCP.	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from Valley Health Center (VHC) Moorpark Clinic Management. They regret that you were dissatisfied with the service you were provided. Upon medical review of your case, your medical records show that on 9/15/2022, you were seen for upper abdominal pain, bloating and gas. Dr. Kalimuthu spent a lot of time getting a thorough history from you and did a complete exam. Additionally, Dr. Kalimuthu ordered necessary test for your condition. Dr. Kalimuthu then followed evidence-based guideline to treat your upper abdominal pain and provided you with an appropriate referral. They would like to extend their		Resolved in Favor of Membe r

VAM_202 20912_24 479	9-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		PACIFIC RIM REHABILIT ATION CTR	Unknown Physician Specialty	1.95E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You are appealing the denial you received for Authorization A0187503, Pacific Rim Rehabilitation. This request was denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. The guideline we used to review this request is Medicare Benefit Policy Manual Chapter 15, section 220 - Coverage of Outpatient Rehabilitation Therapy Services. According to this guideline, request for physical therapy require a signed doctor's order and clinical information for medical necessity. This appeal was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function.		N	Resol ved in Favor of Membe r

VAM_202 20911_24 466	9-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0634557 < 9/9/2022 1:03:06 PM VickyN> Outbound call to mbr at 408-791-5885 spoke with mbr informed that hp has scheduled an for mbr on 9/14/22 at 9:15am (Telephone appointment). Mbr to be ready by her phone from 8:45am to 9:45am as provider can call 30min, before her appointment of 30min after her appointment time. Mbr agreed with the appointment date and time. < 9/9/2022 12:55:03 PM EsquivelC> Called BACH Clinic 408-729-9700 spoke with Helen She confirmed mbr is not on the schedule yet. She confirmed the next scheduled appointment is 9/14/22 at 9:15am (Telephone Appointment) Booked appointment for mbr. Per Helen, pls have mbr ready by her phone from 8:45am to 9:45am as provider can call 30min, before her appointment of 30min after her appointment time. Provider will contact mbr at 408-791-5885 to discuss her referral request to a new dermatologist.		Resolved in Favor of Membe r

VAM_202 20911_24 467	9-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0635108 9/9/2022 3:29 PM FelishaF Mbr 4082075805 Confirm: elig/name/dob/demo/pcp Reason for call Reviewed call# SC0634999 Next appointment that the clinic has is Oct 10th 2022, I asked mbr if that was the soonest appointment available between all of the BACH clinics Mbr said that he did not know, he was told that he can call Tomorrow Sat at 8am to see if he can get same day appointment Mbr also inquired if Silvia from Ironestone was going to have the PA person submit auth or if he will need to call them back to submit auth Reviewed notes , Ironestone can do PA on Monday I offered to call BACH 4087299700 to see if there was a sooner appointment with any other doctor at the other clinics Spoke with Stephanie she confirmed mbr has an over the phone appointment on 09/12/22 at 9:30am to discuss MRI referral		Resolved in Favor of Membe r

VAM_202 20911_24 468	9-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)								Call# SC0634044 9/9/2022 8:51 AM PhyllishaT Fred 408-658-2341 98911669C VERIFIED DOB/ELIG/DEMO Mbr calling as he is having issues with YC regarding TRIP 68056, stated they were supposed to be there at 8:30am and they weren't then he was told ETA 8:41am and at 8:42am they were still not there. Informed caller that there is no PU TIME but a PU WINDOW that BEGINS at 8:30am and drivers are to take into consideration how long it takes to get to appt. Called YC, driver is there, relayed info to mbr he was getting in vehicle. Mbr happy with outcome no further assistance needed.		Resolved in Favor of Membe r

VAM_20220911_24469	9-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement								Call# SC0634649 < 9/9/2022 2:35:02 PM QuangK> Faxed EOB to Sutter health billing 916-503-7536 - went through on 9/9/221:17PM < 9/9/2022 2:26:32 PM MariaT> NAME: Yisroel Hecht (mbr) PHONE: 4086617028 MBR ID# 98856635F VERIFIED ELIG/DEMO Mbr states he missed call from hp, states he was working with someone regarding bill. Per call SC0634649, relayed information to mbr, he understood. < 9/9/2022 2:17:25 PM SeleniaL> Called member back several times, unable to leave message. < 9/9/2022 1:19:01 PM QuangK> SC063469 HECHT, YISROEL and DOB: 7/9/1976 PAMF member effective on 02/01/2018 Acct# 13394135 and DOS: 8/4/22 \$418 Called Sutter health billing 877-252-1777 and spoke with Tabatha to inquire member's account. Per Tabatha, insurance denied for		Resolved in Favor of Member

VAM_202 20912_24 481	12-Sep-22	September	11-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	VHC - BASCOM	Unknown Physician Specialty	1.97E+09					You are not happy with the quality of service from Dr. Welty at Valley Health Center (VHC)-Bascom. You said you tried to reach VHC-Bascom for two (2) weeks and have received no answer. You said you need a physical exam to go back to school and you have not been able to return to school for two weeks. You said VHC-Bascom never answers.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review. VMC's Customer Relations Department reviewed your medical records and was unable to find any scheduled appointments with a Primary Care Physician within the last 12 months. They were also not able to find any messages about a school note.. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP and/or Network of Providers at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first		Resolved in Favor of Member

VAM_202 20912_24 483	12-Sep-22	September	16-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are not happy with receiving a bill statement for the date of service (dos) of 3/12/2022 from Stanford HC for the amount of \$522.00. You said that Stanford called Santa Clara Family Health (SCFHP) and was told claims were denied, but never received an EOB. You asked why SCFHP doesn't send an EOB so they can stop billing you. You are requesting assistance with this bill.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Stanford HC participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Stanford HC Billing and has asked them to remove the billed amounts because you should not be responsible. Stanford HC informed us you can disregard for now as it will to be reviewed and reprocessed and can take up to 15-30days.		Resolved in Favor of Membe r

VAM_20220912_24486	12-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 09/12/2022. You said your cab was running late. You are upset because you said you scheduled this trip 2 weeks ago and you expect the driver to be on time.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, on 9/12/2022 you were scheduled for a 7:45 am pick-up time. This would suggest an appointment chair time of 8:45 am. Due to limited availability of cabs in Sunnyvale, YC had to search for an available one outside the perimeter. A driver was assigned at 8:30 am. The driver arrived at 8:44 am and completed the trip at 8:53 am. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely		Resolved in Favor of Member

VAM_202 20912_24 487	12-Sep-22	September	10-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that you had a pick up time starting at 8:15 am, but Yellow Cab did not arrive. You said that you called Yellow Cab and they informed you that there was no available driver for your ride. You then called Yellow Cab back for status of your ride, Yellow Cab stated that it would be another 30 minutes. Due to this issue, you have requested a bus token for your upcoming appointment on 9/20/2022.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 9/12/2022. However, on the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs in your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. The Dispatching team shared that they called you and informed you with their current situation. During the call, you agreed to wait. The Yellow Cab dispatching team continued to look for an available cab and were able to designate the cab for your ride at 9:05am. The Yellow Cab driver arrived at 9:08am and the trip was completed at 9:18am. Yellow Cab shared that	Resolved in Favor of Membe r

VAM_202 20912_24 490	12-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	MAYVIEW - MOUNTAIN VIEW	Unknown Physician Specialty	1.54E+09					You are unhappy with the quality of service you received at Mayview Clinic. You stated that you had scheduled appointments for your three children for 9/12/2022 for their TB tests. You stated that when you arrived, they only had an appointment scheduled for your youngest child and they could not see the other two at the same time. You also stated that you feel like there may have been a language barrier and the staff may not have understood you. You would like to change your Primary Care Provider	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Mayview's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future.	Resolved in Favor of Member

VAM_20220912_24491	12-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time	MAYVIEW - MOUNTAIN VIEW	Unknown Physician Specialty	1.54E+09					You are unhappy with the quality of service you received at Mayview Clinic. You stated that you had scheduled appointments for your three children for 9/12/2022 for their TB tests. You stated that when you arrived, they only had an appointment scheduled for your youngest child and they could not see the other two at the same time. You also stated that you feel like there may have been a language barrier and the staff may not have understood you. You would like to change your Primary Care Provider.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Mayview's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future.	Resolved in Favor of Member

VAM_20220912_24492	12-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	MAYVIEW - MOUNTAIN VIEW	Unknown Physician Specialty	1.54E+09					You are unhappy with the quality of service you received at Mayview Clinic. You stated that you had scheduled appointments for your three children for 9/12/2022 for their TB tests. You stated that when you arrived, they only had an appointment scheduled for your youngest child and they could not see the other two at the same time. You also stated that you feel like there may have been a language barrier and the staff may not have understood you. You would like to change your Primary Care Provider.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Mayview's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20912_24 493	12-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time	MAYVIEW - MOUNTAIN VIEW	Unknown Physician Specialty	1.54E+09					You are unhappy with the quality of service you received at Mayview Clinic. You stated that you had scheduled appointments for your three children for 9/12/2022 for their TB tests. You stated that when you arrived, they only had an appointment scheduled for your youngest child and they could not see the other two at the same time. You also stated that you feel like there may have been a language barrier and the staff may not have understood you. You would like to change your Primary Care Provider.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Mayview's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future.	Resolved in Favor of Member

VAM_20220912_24494	12-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	MAYVIEW - MOUNTAIN VIEW	Unknown Physician Specialty	1.54E+09					You are unhappy with the quality of service you received at Mayview Clinic. You stated that you had scheduled appointments for your three children for 9/12/2022 for their TB tests. You stated that when you arrived, they only had an appointment scheduled for your youngest child and they could not see the other two at the same time. You also stated that you feel like there may have been a language barrier and the staff may not have understood you. You would like to change your Primary Care Provider.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Mayview's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20912_24 495	12-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time	MAYVIEW - MOUNTAIN VIEW	Unknown Physician Specialty	1.54E+09					You are unhappy with the quality of service you received at Mayview Clinic. You stated that you had scheduled appointments for your three children for 9/12/2022 for their TB tests. You stated that when you arrived, they only had an appointment scheduled for your youngest child and they could not see the other two at the same time. You also stated that you feel like there may have been a language barrier and the staff may not have understood you. You would like to change your Primary Care Provider.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Mayview's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and look forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20912_24 496	12-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients	PAMF GROUP	Unknown Physician Specialty	1.01E+09					You are not happy with the Palo Alto Medical Foundation (PAMF). You said that PAMF discriminates against members as they exclude members who have Medi-cal. You said you would like PAMF to accept Medi-cal patients and to not have any restrictions.	Our Grievance Department forwarded your complaint and request for you to be assigned to the PAMF Network to our Eligibility Management. Our Eligibility Management forwarded your complaint and request to PAMF for review of assignment. Unfortunately, PAMF has denied the request for assignment because you do not meet PAMF's Established Patient Only (EPO) criteria. PAMF's EPO criteria can be met by either being a Family Addition or being an Established/Existing Member. A Family Addition is an immediate family member who lives in the same household of a current SCFHP member who already is assigned to a PAMF provider. An Established/ Existing Member is when a member has received care from a PAMF PCP within the past 24 months. Your daughter does not meet any of the above criteria, which is why PAMF has denied your assignment request. Our records show you are currently assigned to Annie B Chern MD. Please		Resolved in Favor of Membe r

VAM_20220912_24500	12-Sep-22	September	11-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You said you are not happy with the quality of service with Yellow Cab (YC). You said that on September 9, 2022, you called YC and were told there were no drivers available. You said your neighbor had to take you to your appointment since you were already running late and you could only be 15 minutes late. You also said that YC tried charging you in the past, and after you told YC that HP would cover it, they asked you to get off the cab.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's (YC's) Management. YC reviewed your complaint along with the trip details for 9/8/2022. YC said that you were scheduled for a 7:45am pick up, but your driver was assigned at 8:11am. YC said they did experience a longer wait but were able to assign you a driver at 8:11am. YC attempted to call you multiple times at 650-290-4662, but there was no answer, so YC had to cancel your ride. This is a friendly reminder to keep your phone on so our vendors can get in contact with you and provide you with updates. YC also reviewed that their drivers are aware of payment under SCFHP, so they would not be asking for payment upfront. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns		Resolved in Favor of Member

VAM_202 20912_24 501	12-Sep-22	September	10-Nov-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		KALLE M STIDHAM	Orthopedi c Surgery	1.16E+09		Overturn	Courtesy/ One-time Exception	You are not happy with the Notice of Denial of Payment letter you received from Santa Clara Family Health Plan. The claim 22243S00085 was denied for payment because Dr. Kalle Stidham did not obtain an authorization for the services rendered to you on (8/10/2022). You are asking for reconsideration.			Resolve d in Favor of Membe r
VAM_202 20912_24 504	12-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)		LUCILE PACKARD CHILDREN 'S HOSP	Unknown Physician Specialty	1.47E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with a denial you received from Valley Heath Plan (VHP), authorization number 82012410, a request to be seen with Dr. Taseet Din, MD with Lucile Packard Children's Hospital Stanford Health Care Pediatric Otolaryngology Clinic. The requested services are available within your preferred network at Santa Clara Valley Medical Center.			Resolve d in Favor of Membe r

VAM_202 20912_24 505	12-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					Your daughter called on your behalf because she said you are not happy with the services that you have received from Yellow Cab (YC). She said YC has been recently late. She said every time you reach out to them they give you multiple times of arrival.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, your trip was created on 09/09/2022 for 09/12/2022 for 7:30 am. YC had limited cabs in the Gilroy area. A Wheelchair Access Vehicle (WAV) was assigned at 7:15 am but it was queued as follow on which means the assigned driver had to finish up a prior trip. You were called at 7:13 am to inform you it might take an hour and half to pick you up which you agreed. The driver arrived at 8:48 am and completed the trip at 9:12 am. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up	Resolved in Favor of Membe r

VAM_202 20912_24 507	12-Sep-22	September	5-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Continuity of Care Issue	RAVENSW OOD FAMILY HEALTH CENTER	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Ravenswood Clinic. You said you had an appointment on 9/12/2022 and you were told that in order to be seen you needed to sign a behavioral contract. You stated that you were denied care and will be unable to obtain a medication refill or referral.Â	After reviewing your complaint, our Grievance Department contacted Ravenswood Clinic for more information. They reviewed your complaint and confirmed, based on your medical records and notes, that they had notified you in advance about the behavioral contract. A copy was mailed to you as well on 9/1/2022. Unfortunately, Ravenswood Clinic has the right to refuse services if the members are not complying with their policies. Our records show you have changed your Primary Care Physician (PCP) to Dr. Cabebe Abraham, which became effective on 9/1/22. Please call him at (650) 948-0807 to schedule a new patient appointment and establish care. As an SCFHP member, you have the right to necessary and appropriate medical care. It is your right to receive information on available treatment options and alternatives presented in a manner appropriate		Resolved in Favor of Membe r

VAM_202 20912_24 508	12-Sep-22	September	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	ANGELICA ANDRADE- SILVERMA N	Family Practice	1.56E+09					You are unhappy with the quality of service you have received from the office of Angelica Andrade-Silverman. You were seen in the Emergency Room and were informed that your finger is broken. You have tried several times to schedule an appointment with your Primary Care Provider but have not received a response. You would like help in obtaining a referral to an orthopedic specialist. You have requested this process be expedited. SCFHP Clinical Review Nurse reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Medical Director has recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On September 12, 2022, our Grievance Department referred you to our Case Management Department to assist you with scheduling sooner appointment for Orthopedic Surgery with an in-network Orthopedic Surgeon. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be	Y	Resolved in Favor of Member

VAM_202 20912_24 509	12-Sep-22	September	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access	ANGELICA ANDRADE- SILVERMA N	Family Practice	1.56E+09					You are unhappy with the quality of service you have received from the office of Angelica Andrade-Silverman. You were seen in the Emergency Room and were informed that your finger is broken. You have tried several times to schedule an appointment with your Primary Care Provider but have not received a response. You would like help in obtaining a referral to an orthopedic specialist. You have requested this process be expedited. SCFHP Clinical Review Nurse reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Medical Director has recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On September 12, 2022, our Grievance Department referred you to our Case Management Department to assist you with scheduling sooner appointment for Orthopedic Surgery with an in-network Orthopedic Surgeon. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be		Resolved in Favor of Member

VAM_202 20912_24 510	12-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral	PRIYA VARMA	Unknown Physician Specialty	1.84E+09					You are not happy with the quality of service you have received from Dr. Priya Varma. You said that Dr. Priya Varma did not send in the physician certification statement (PCS) for your appointment on 9/14/2022.	SCFHP's Grievance Department reviewed your concerns with Santa Clara Valley Medical Center Customer Relations. We made multiple attempts to contact them. We did not get a response on the complaint. We informed our Provider Relations Department that Santa Clara Valley Medical Center did not respond to this grievance. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_2020912_24511	12-Sep-22	September	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement								You are not happy with receiving a bill for date of service (dos) 6/5/2022 from County of Santa Clara for the amount of \$1,005.00. You are requesting assistance with this bill.	SCFHP's Grievance & Appeals Department reviewed the bill you received from County of Santa Clara. The County of Santa Clara said that this bill is related to work injury under worker's compensation, and you need to contact them to provide the Worker's Compensation insurance information. The County of Santa Clara said that if this is not a bill related to a work injury, then you need to contact them to remove this information and update it to standard bill.		Resolved in Favor of Member
VAM_2020912_24512	12-Sep-22	September	12-Oct-22	Closed	Medi-Cal Medical Grievance	Access	Provider Telephone Access								You are not happy with the quality of service you received from Dr. Vetsa Surekha. You said you need an emergency room (ER) follow-up and have not been able to get a hold of Dr. Vetsa's office.		Closed	

VAM_2020912_24513	12-Sep-22	September	11-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab(YC). You said on 9/12/2022 you have been waiting since 1:30pm to be picked up. You said you called YC to check on your ride and kept being told different estimated arrival times. You said that the facility asked to you if you were still coming to your appointment. SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management. YC reviewed your complaint along with the trip details for 9/12/2022. YC said you were scheduled for 1:30pm pick up. However, they had some unexpected conflicts with limited driver availability within the area. YC said they informed you of the present situation and you agreed to wait. YC found a driver at 3:36pm. YC said driver arrived at 3:44pm and you were not at the pick-up location. YC attempted to call you and there was no answer. Since you did not answer your phone, YC had to follow their no show protocol. Yellow Cab apologizes for the long wait that you experienced. Estimated arrivals could change depending on the situation, with conflicts that are not able to be avoided. Yellow Cab is working on ways to prevent this from happening again. Your case was also sent to our Quality team for review of possible quality		Resolved in Favor of Member

VAM_20220912_24515	12-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/12/0222. You said you want to make sure your ride requests are timely. You said you don't want untimely issues with future and present rides.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, your trips on 9/12/2022 were all completed within the given one-hour leeway. Your driver arrived at 2:21 pm and completed the trip at 2:48 pm. Your return trip was set for a 4:00 pm pick up. Driver arrived 4:25 pm and completed the trip at 4:39 pm. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of	Resolved in Favor of Member

VAM_202 20912_24 516	12-Sep-22	September	11-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that you had a ride scheduled for 9/12/2022 and the cab had not arrived. You said you had been waiting for the cab since 1:37pm. You called SCFHP for assistance on the status of your ride as you had called Yellow Cab multiple times for a status on your ride.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, on 9/12/2022, you were picked up at 11:06am and the trip was completed at 11:52am, no delay and within the one-hour timeframe window. They shared with us that your return ride was a "will call" which means you will need to call for the ride to be dispatched. You called Yellow Cab at 1:38pm to activate the ride. During the time of your request, Yellow Cab encountered a longer than normal wait time due to limited availability cabs in your area (Palo Alto). They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. The Yellow Cab dispatching team continued to look for an available cab and were able to	Resolved in Favor of Membe r

VAM_202 20912_24 517	12-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/12/2022. You said you called YC at 2:18 pm and the cab did not arrive yet. You said you have filed multiple complaints regarding YC.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled on 8/03/2022, for a 1:15 pm pick up. YC had limited cabs in the area. Wait times were longer than usual. YC dispatched a cab at 1:51 pm. The driver then arrived at 2:04 pm and completed the trip at 2:29 pm. On 7/29/2022, you had two trips scheduled. Your pick up time was supposed to be at 12:00 pm. Both your trips were cancelled on 7/28/2022 at 10:03 am by Iris Hernandez from the Health Plan through the portal. The trip was recreated the same day with a new pickup time of 12:24 pm. Due to massive orders received, YC had a hard time finding a cab. At 12:52 pm dispatched your cab however, at 12:59 pm it was cancelled		Resolved in Favor of Membe r

VAM_202 20912_24 518	12-Sep-22	September	11-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said during your ride home on 9/10/2022, the driver picked up another passenger. You said you asked the driver why he picked up another driver and he said 'if you do not like it, you can get out'. You also mentioned YC picked you up two hours late.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 9/10/2022 and confirmed the misunderstanding was not with the driver but with the dispatcher. YC reviewed the call between you and the dispatcher. According to the call recordings, the dispatcher was confused and did not mean to be rude. YC said that NEMT accounts allow shared rides of wheelchair members, but this was halted due to COVID-19. On the other hand, NMT accounts prohibit shared rides. For your return ride, you called at 2:05pm requesting your ride home. Your ride was immediately dispatched, but the driver had to cancel the ride due to an unexpected emergency. At 2:39pm, the driver accepted the ride, but it was queued as follow, which means the driver had to finish a prior ride. The driver		Resolved in Favor of Membe r

VAM_20220912_24520	12-Sep-22	September	11-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Primary Care Provider	ELIZABETH J MCCRAVEN	Family Practice	1.92E+09					You are not happy with the delay in access to seeing your Primary Care Physician (PCP), Dr. Elizabeth McCraven. You shared with us that whenever you make an appointment with your PCP, the office states that you can only see the Nurse Practitioner. You said you have not been able to see Dr. McCraven this year. Due to this issue, you have decided to change your PCP.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Indian Health Center's Management Department. They have logged in your complaint internally. Upon review of your medical records, there was no documentation of any issues or complaints that you have filed or discussed with the office. However, if you spoke with IHC Management, this may have been directly with them and they would have assisted with resolving your concern or issue. Please note that you have the option to go into the clinic and fill out a grievance as well. Your records show you were last seen via a telehealth appointment by Dr. Kyaw Min. Unfortunately, Dr. Min is no longer with the clinic and you were assigned to a new provider. Indian Health Center's Management Department informed us that Dr. McCraven's new patient panel has been closed for quite some time. Indian Health Center's Management	Resolved in Favor of Member

VAM_202 20913_24 521	12-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Prior Auth/App eal Process									You are not happy with the Valley Health Plan (VHP). You said you were approved for consultation with Dr. Leu under authorization number 81962429 with an expiration date of 8/18/2022. You said you have an upcoming appointment with Dr. Leu at Stanford on 9/14/2022 at 9 a.m. You said your appointment was urgent and you could not miss it. You said you wanted VHP to extend the authorization to cover your appointment. You are requesting this to be urgent. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: • Severe pain • Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	Our Grievance Department reviewed your complaint and contacted Valley Health Plan's UM department for more information. They reviewed your complaint and, along with your medical records and notes, we were able to obtain an extension for authorization number 81962429 with an expiration date of 9/16/2022. We contacted you, and you were able to make it to your scheduled appointment on September 14, 2022. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20913_24 522	12-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service								You are not happy with the services that you have received from Santa Clara Family Health Plan's (SCFHP's) Customer Service Representative (CSR). You said when you initially called regarding the Weight Watchers certified letter you would have been able to pick it up on time at the post office. You said as a result of the CSR not speaking with a Manager and you not getting a response sooner regarding the certified letter, you were not able to get to the post office on time to pick up your letter.	SCFHP's Grievance Department reviewed your complaint against the CSR. I have forwarded your concerns to the Call Center Management (CCM) Team to review internally. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. We apologize that you had this experience with the CSR. As stated in your Member Handbook, as a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Lastly, your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to		Resolved in Favor of Membe r

VAM_202 20913_24 523	12-Sep-22	September	11-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared that on 9/6/2022, you were informed by Yellow Cab that you would be picked up for your return ride home, however, each time you called you were told it would be 10, 15, 20 minutes but the cab did not arrive until after the one (1) hour pick up window timeframe. You would like for Yellow Cab to be on time for you pick ups but if they are running late to provide you with the correct estimated time of arrive.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, on 9/6/2022 you called to request a return ride home at 2:47pm. However, on the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs in your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. The Yellow Cab dispatching team continued to look for an available cab and were able to designate the cab for your ride at 3:06pm but it was queued as a follow on, which meant the driver would need to finish their prior ride trip before moving on to your ride. The Yellow Cab driver finally arrived in your area at 3:33pm and the trip was completed at 3:	Resolved in Favor of Membe r

VAM_202 20913_24 524	12-Sep-22	September	12-Oct-22	Closed	Medi-Cal Post Service Medical Appeal	Covered Service		STANFORD MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					You do not agree with a denial you received from Valley Heath Plan (VHP), authorization number 82010358, requested for Inpatient Hospital stay at Stanford Medical Center from 8/20/2022 through 9/1/2022. The reason of denial Hospital System Failure to notify of admit.			Closed

VAM_20220914_24574	12-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Specialist	CANYON SPRINGS POST-ACUTE	Unknown Physician Specialty	1.64E+09					You are not happy with the delay in seeing a Urologist. You said you saw Dr. Dinh on 9/11/2022. Dr. Dinh told you that because you are in a skilled nursing facility she would not be able to write you a referral to see a Urologist. You said your daughter has been working with the facility you are in to schedule an appointment sooner than October 2022. You said you need to be seen sooner than that date.	SCFHP's Grievance and Appeals Department reviewed your concern. We have requested Canyon Springs to help assist you with trying to get an appointment sooner for a specialist visit. I have also forwarded this complaint to SCFHP's Long Term Management Department for review. Santa Clara Family Health Plan apologizes that you had a negative experience. It is never our intention for our providers to provide less than exceptional service to our members. We sincerely apologize that this occurred and look forward to serving you in the future. It is your right as a SCFHP member to be treated with respect and courtesy. It is also your right to receive the needed and appropriate medical care. In addition, your case was referred to our Quality Department for review of potential quality issue(s). Our Quality Department seeks to ensure that all SCFHP members receive excellent health care and are satisfied with the		Resolved in Favor of Member

VAM_202 20914_24 575	12-Sep-22	September	11-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care									You are not happy with the Vision Benefit that you get from Santa Clara Family Health Plan. You said you like to have to contact Vision Service Plan (VSP) for your vision benefits. You said that you should not have to contact a VSP doctor to get the benefit information for your VSP plan. SCFHP Medi-Cal plan is a health plan for people who have Medi-Cal. SCFHP works with the State of California to help you get the care you need. The benefits that SCFHP offers are based on the contract between SCFHP and the California Department of Health Care Services (DHCS). This contract defines what benefits are covered and the limitations of specific benefits. Vision services The plan covers: Â§ Routine eye exam once every 24 months; SCFHP may pre-approve (prior authorization) additional services as medically necessary. Â§ Eyeglasses (frames and lens) once every 24 months; contact lens when required for medical conditions such as aphakia, aniridia and keratoconus. If you would like to learn exact terms and conditions of coverage, you may request a copy of the complete contract from SCFHP Customer Service. Our SCFHP Customer Service can be reached by calling at 1-800-260-2055 (TTY 1-800-	Resolved in Favor of Member

VAM_202 20912_24 514	12-Sep-22	September		Referred	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		XIAOXUE HUANG	Internal Medicine	1.38E+09		Uphold	Lack of Medical Necessity	You on your mother, Xia Qing Ying's behalf, do not agree with a denial she received from Santa Clara Family Health Plan, authorization #A0186436, regarding a request for a mastectomy bra and breast prosthesis. Santa Clara Family Health Plan only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. She did not meet criteria for coverage under guideline: Medicare Local Coverage Determination (LCD): External Breast Prostheses (L33317). An approval requires, a signed doctor's order and her doctor's notes showing she had a mastectomy (breast removal). SCFHP's Utilization Management Department made multiple attempts to get the required documents but did not receive them. Therefore, the request was denied. You are requesting reconsideration.			Referre d

VAM_202 20915_24 627	12-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access								Call# SC0635425 < 9/12/2022 9:41:56 AM EsquivelC> Called Valley Connections spoke with Karen Who confirmed the following, mbr was only seen back in April 2022, mbr had send a message back in April regarding Dermatology referral that was taken care of by the clinic back in April 2022. Since then, no messages sent to the PCP by the mbr for Acupuncture referral. Nothing via My Health online or via valley connections. Per Karen, she can help mbr send a message regarding her referral request to acupuncture or she can set up an appointment with PCP Dr Kaokaf so mbr can discuss her referral request? Connected mbr.. Mbr agreed to have Karen send a message to her PCP Dr Kaokaf to request a referral to Acupuncture due to stress and body pain. Message has been submitted today by Karen at Valley Connections, Karen told mbr, the clinic will call mbr back within 24 48 hours. Mbr is grateful for the help.			Resolve d in Favor of Membe r

VAM_202 20915_24 628	12-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral								Call# SC0635425 < 9/12/2022 9:41:56 AM EsquivelC> Called Valley Connections spoke with Karen Who confirmed the following, mbr was only seen back in April 2022, mbr had send a message back in April regarding Dermatology referral that was taken care of by the clinic back in April 2022. Since then, no messages sent to the PCP by the mbr for Acupuncture referral. Nothing via My Health online or via valley connections. Per Karen, she can help mbr send a message regarding her referral request to acupuncture or she can set up an appointment with PCP Dr Kaokaf so mbr can discuss her referral request? Connected mbr.. Mbr agreed to have Karen send a message to her PCP Dr Kaokaf to request a referral to Acupuncture due to stress and body pain. Message has been submitted today by Karen at Valley Connections, Karen told mbr, the clinic will call mbr back within 24 48 hours. Mbr is grateful for the help.			Resolve d in Favor of Membe r

VAM_2020913_24525	13-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NEMT)	KEN TRANSPORTATION SERVICES	Unknown Physician Specialty	1.27E+09					You called because you said you have been having issues with KENS transportation. You said you have been arriving late to your appointments and the clinic does not want to see you because of your tardiness. You said you have been waiting 2 hours to be picked up at times. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Ken's Management for review and more information. The following are the responses from Ken's based on their investigation. There were 2 or more accidents on the freeway on that particular day. That was why KENS was late to pick you up. Ken's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change due to unavoidable situations that may arise. Additionally, if you would like to change the transportation vendor, you will need to inform the Customer Service Representative at the time of booking	Resolved in Favor of Member

VAM_2020913_24526	13-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that you had a ride scheduled for 9/13/2022 at 9:00am. You called SCFHP as the cab had not arrived by 8:30am and you informed us that if you arrived late for your appointment, you would be turned away by the office. You said this was your first time using the transportation benefit and you have lost trust in the health plan due to this issue. Due to this issue, you may opt out of the Cal Mediconnect Plan in November 2022.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 9/13/2022 and the trip was dispatched as early as 7:46am. However, on the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs in your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. The Dispatching team shared that they called you at 8:39am to provide you with their present situation. The Yellow Cab dispatching team continued to look for an available cab and were able to designate the cab for your ride at 8:51am. The Yellow Cab driver arrived at 9:09am but you decided to cancel the ride.	Resolved in Favor of Member

VAM_202 20913_24 527	13-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NEMT)	KEN TRANSPOR TATION SERVICES	Unknown Physician Specialty	1.27E+09					Your wife said you are not happy with the services that you have received from KEN's Transportation on 9/12/2022. She said you were late for your dialysis appointment. She also said KEN's was late for your pick-up after your dialysis appointment. She said you waited for 2 hours.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Ken's Management for review and more information. The following are the responses from Ken's based on their investigation. According to their records you were not late to your dialysis appointment. They said you were done at 6:30PM and the driver was there to pick you up at 6:50PM and could not find you. Kens talked to the dialysis staff, Kens was told you were outside. Kens suggested to the dialysis staff to call your wife. Kens said you did not wait 2 hours for pick up. Ken's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. They know how important it is to get you on time for your appointments. Going forward, their Dispatching team will ensure to consistently keep up with the time frame going forward. They are aware and understand the		Resolved in Favor of Membe r

VAM_202 20913_24 531	13-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/13/2022. You said your appointment was at 9:45 am. You said it was 9:15 and your cab did not arrive. You said when Santa Clara Family Health Plan's (SCFHP's) Customer Service Representative called YC they told her that they need to find a cab and it might be another 20 minutes.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were booked for four trips on the day of service. First, you were scheduled for an 8:45 am pick up from 2558 SUE AVE, SAN JOSE to 213 QUARRY RD, STANFORD. YC experienced longer wait times. As YC was getting a driver to pick you up your trip was cancelled either by the member or the health plan for an unknown reason. Given the remainder of time, YC could have taken you to your appointment on time. Second, you were scheduled for an 11:30 am pick up from 213 QUARRY RD, STANFORD to 2558 SUE AVE, SAN JOSE. Your trip was successfully assigned to a driver right away at 11:31 am. The driver	Resolved in Favor of Membe r

VAM_20220913_24532	13-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/13/2022. You said you waited for over an hour. You said your pick-up window began at 8:00 am. When you called YC they told you there were no cabs available. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records you had a trip scheduled for 9/13/2022 for an 8:00 am pick-up. YC experienced a longer wait time than usual. YC continued to work on your order and tried to call you to confirm your trip details as well as to inform you about your ride status. However, they were unable to get a hold of you at 408-531-5267 because you were not answering your phone. Having failed to make contact with you, your trip was cancelled by default. YC would like to kindly remind you to keep your phone active, especially on scheduled trips. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any	Resolved in Favor of Member

VAM_202 20913_24 533	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	SAINT JAMES HEALTH CENTER	Unknown Physician Specialty	1.7E+09					You are unhappy with the quality of care you have received from your Primary Care Provider's Office, Saint James Health Center. You stated that the doctor and office staff refuse to give your son vaccinations due to him being scared previously. You stated that you have brought it up several times and they brush you off. You also stated that they have requested for you to bring your husband to appointments but he isn't always available. You are also unhappy with the quality of service you have received from your Primary Care Provider's Office, Saint James Health Center stating that they were having you bring in your son once a week but you did not understand why. You stated that they would only quickly look at him and then send you home. You also stated that they abruptly stopped these weekly appointments and did not call you to cancel.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Saint James Health Center's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Membe r

VAM_202 20913_24 534	13-Sep-22	September	13-Oct-22	Closed	Medi-Cal Medical Grievance	Quality of Service	ID Card									You are not happy with the quality of service with Santa Clara Family Health Plan (SCFHP). You said that you contacted SCFHP three times to request your health plan ID card and you still have not received your Health Plan ID Card. You said that your Health Plan ID card says Jaime Nguyen instead of Dr Frances Sun.			Closed

VAM_202 20913_24 535	13-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	KEN TRANSPOR TATION SERVICES	Unknown Physician Specialty	1.27E+09					Your wife on your behalf called because she said you are not happy with the services that you have received from KENS transportation on 9/13/2022. She said you had a lot of bad experiences with them. She said they do not pick you up. She said on 9/13/2022 you did not get picked up for dialysis.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Ken's Management for review and more information. The following are the responses from Ken's based on their investigation. Ken's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. They know how important it is to get you on time for your appointments. Going forward, their Dispatching team will ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change due to unavoidable situations that may arise. Additionally, if you would like to change the transportation vendor, you will need to inform the Customer Service Representative at the time of booking to see if another vendor is available. If you would like	Resolved in Favor of Membe r

VAM_2020913_24536	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that you had a ride scheduled for 9/13/2022 at 9:00am. You said that the cab did not pick you up until 8:30am. You said the ride was only supposed to take 20 minutes but instead took 50 minutes to get to your appointment location as the driver took you to the wrong location. You then stated that the driver took you to the correct address but dropped off at the wrong part of the hospital. Due to this issue, you had to walk to the correct hospital location, outpatient clinic. This caused you to be late to your appointment which the clinic declined to see you. You would like for Yellow Cab to arrive early to ensure you get to your appointments on time.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, on 9/13/2022 with a pick up time starting at 8:00am. However, on the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs in your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. The Yellow Cab dispatching team continued to look for an available cab and were able to designate the cab for your ride at 8:21am. The Yellow Cab driver finally arrived in your area at 8:33am and the trip was completed at 9:08am. They shared that your pick up to your appointment was completed on time with no delay. Yellow Cab Management shared	Resolved in Favor of Member

VAM_202 20913_24 538	13-Sep-22	September	11-Oct-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)		ANDREW Y LIN	Internal Medicine	1.68E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with a denial you received from Santa Clara Family Health Plan, authorization #A0185444, regarding a request for Physical Therapy. Santa Clara Family Health Plan only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. You did not meet criteria for coverage under guideline: Medicare Guideline Local Coverage Determination LCD for Outpatient Physical Therapy: L34428 physical therapy. Your provider did not submit any supporting documents showing medical necessity or showing a written order, notes that your doctor has reviewed your plan of care in the last 60 days. You are requesting reconsideration as you are in a lot of pain.		N	Resolve d in Favor of Membe r

VAM_2020913_24540	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are not happy with the quality of service you received from Green Cab driver. You said the driver did not like that you knocked on his back window and yelled at you to get out of his vehicle. You said you felt threatened and called 911. You mentioned you ended up calling a Lyft.	SCFHP's Grievance Department reviewed your concerns with Green Cab. We made multiple attempts to contact them. We did not get a response on the complaint. We informed our Provider Relations Department that Green Cab did not respond to this grievance. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member
VAM_2020913_24541	13-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09				You are unhappy with the quality of service you have received from Yellow Cab. You stated that during your last trip, the driver went around the long way, taking an hour to complete the trip instead of 20 minutes. You also stated that the driver takes the route that is longer and rough on your body.			Resolved in Favor of Member

VAM_202 20913_24 542	13-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said that on 9/12/2022 you had to cancel your appointment. You said that you called YC and you were not able to get a cab. You said you were upset that you missed your appointment and YC didn't come.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's (YC's) Management. YC reviewed your complaint along with the trip details for 9/12/2022. YC said you were scheduled for a 3:40pm pick-up. YC said they had limited availability of drivers in the area. YC said you were informed about the situation and agreed to wait. YC was able to locate a driver that accepted the trip at 4:55pm. You cancelled your ride as the driver was on the way. Yellow Cab apologizes for the long wait that you experienced. Estimated arrivals could change depending on the situation, with conflicts that are not able to be avoided. Yellow Cab is working on ways to prevent this from happening again. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to		Resolved in Favor of Membe r

VAM_202 20913_24 543	13-Sep-22	September	11-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	STANFORD HEALTH CARE	Unknown Physician Specialty	1.44E+09				You are not happy with the quality of care you received from the Stanford Ophthalmology department. You said you asked your primary care physician (PCP) to refer you to an ophthalmologist. You said the soonest available appointment they have is in February.	Our Grievance Department reviewed your complaint and contacted Dr. Mary Mansubi's management office for more information. They reviewed your complaint along with your medical records and confirmed that at the time they submitted the referral, the soonest available appointment was in February. You denied the referral, and Dr. Mansubi resubmitted it again, and you were accommodated. According to your medical records, you were seen at Stanford on 9/26/22. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20913_24 544	13-Sep-22	September	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)									You do not agree with the one-hour pick-up window for transportation to your medical appointments. You would like to have a 30-45-minute pick-up window instead. You are also unhappy with SCFHP Customer Service asking for the trip details for your medical transportation. You would like them to obtain this information from your medical records.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to SCFHP Call Center Management for review. Call Center Management reviewed your complaint along with your call details from 9/13/2022. They found that the questions that were asked are in accordance with Health Insurance Portability and Accountability Act (HIPAA) compliance. They are required, per HIPAA guidelines, to ask the name of the caller, the best call back number, and identifying questions to verify who the customer service representative is speaking with such as: address, date of birth, and health plan ID number. They also have to ask trip details such as: type of appointment, name of provider, provider's phone number, destination, and whether or not the member has used transportation services in the past. This information is required to determine transportation eligibility. Call Center	Resolved in Favor of Member

VAM_202 20913_24 545	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral	TIMOTHY P ONG	Internal Medicine	1.03E+09					You are not happy with quality of care with your Primary Care Physician (PCP), Dr. Timothy Ong. You said that your PCP has been ignoring you for over a year. You said that your PCP requested an MRI and you don't understand why you were referred to go to Montpelier. You said Montpelier is fully booked and services can be provided at Valley Medical Center. You said that you had an appointment with Dr. Timothy Ong on 1/28/2022 for a motorized wheelchair that you never got, and he instead requested a manual wheelchair. You said that Dr. Timothy Ong has not submitted the Physician Certification Statement (PCS) form for the Gurney.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review. VMC's Customer Relations Department reviewed you were last seen in the office on 1/28/2022 by your Primary Care Physician Dr. Timothy Ong you were seen regarding pain in left hip and shoulder pain and F2F for power wheelchair evaluation. VMC's said the plan of care for the MRI was for you to do fasting blood test labs and follow-up with Gastroenterology (GI) before an MRI is obtained as these evaluations and tested are needed to consider over an MRI. VMC's said that a new request for MRI can be sent to another location once all test, follow ups with GI are completed. VMC's said that on 12/15/2022 there was a manual wheelchair was ordered through Home Health and referral for occupational therapist to do the full mobility and equipment evaluation for		Resolved in Favor of Member

VAM_202 20913_24 546	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Hospital Care									You are not happy with the quality of care with Dr. Andrew Lu. You said that you had three (3) different surgeries and you were seen by Dr. Andrew Lu. You said that you were discharged at 8pm instead of the following morning. You said that you don't understand why you had to pick up your medications when you get normally get you medications sent home.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review and tracking. We reached out to VMC's Customer Relations Department multiple times and have not received a response. We have forwarded their lack of response to our Provider Network Department for follow-up. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP and/or Network of Providers at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can Call		Resolved in Favor of Member

VAM_202 20913_24 549	13-Sep-22	September	15-Sep-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part D Appeal	Expedited		COLIN LENIHAN	Unknown Physician Specialty	1.15E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #30862, a request for Procrit 10,000 UNIT/ ML vial. This was denied as you did not meet criteria for coverage. Colin Lenihan, MD is requesting reconsideration on your behalf.			Resolve d in Favor of Membe r

VAM_2020913_24553	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/Staff Attitude	LUHUA CHENG	Internal Medicine	1.6E+09					You are unhappy with the quality of care you received from the nurse at your Primary Care Physicians (PCP's clinic - VHC-Tully. You stated that the nurse had a frustrated tone when asking if you had Covid. You would like to change your PCP to VHC-Moorpark.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to VHC-Tully's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_20220913_24554	13-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said YC arrived late to pick you up for appointments on 9/12/22 and 9/13/2022. You said you were late for your radiation therapy. You said you are afraid the clinic will cancel your appointments if you continue arriving late. You want YC to arrive on time.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 09/12/2022 and 9/13/2022 and confirmed that both rides were scheduled for a 7:30 a.m. pick-up. The trips were immediately assigned. However, both trips were queued as a follow-on, which means the driver needed to finish a prior trip. This caused the driver to arrive on time to pick you up but be late to drop you off. Yellow Cab's management sincerely apologizes for the wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all		Resolved in Favor of Member

VAM_202 20913_24 555	13-Sep-22	September	21-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that they arrived 30 minutes late to your pick-up location. You stated that this made you late to your medical appointment. You also stated that Yellow Cab does not do door to door service and sometimes waits down the street and they do not take you inside to your appointment.	SCFHP's Grievance and Appeals Department has reviewed your complaint and sent it to Yellow Cab's management for review. Yellow Cab's management has reviewed your complaint and your trip details for 8/23/2022. They have found that your trip was scheduled for 8:30 AM. A driver was dispatched at 8:15 AM as a follow on. This meant that the driver would be able to head to your pick-up location after completing their current ride. The driver arrived to your pick-up location at 9:02 AM and completed the trip at 9:18 AM. Yellow Cab also stated that they can provide door to door service if it is notated in the trip details. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be	Resolved in Favor of Member

VAM_20220913_24558	13-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab(YC). You said on 9/13/2022 YC was one hour late to pick you up. You said you were worried as this was the only source of transportation you have and YC was not on time. You said you would like for Yellow Cab to be reliable.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management (YC's). YC's Management reviewed your complaint along with the trip details for 9/13/2022 and confirmed you had a scheduled pick-up time of 1:45pm. Unfortunately, YC was unable to secure a driver until 2:45pm because the driver assigned to your ride had an unexpected emergency. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both YC and SCFHP sincerely apologize that this happened and look forward to serving you in the future.	Resolved in Favor of Member

VAM_20220913_24559	13-Sep-22	September	16-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Billing Statement	O'CONNOR HOSPITAL	Unknown Physician Specialty	1.06E+09					You called our Customer Service Department regarding a bill you received from Santa Clara Valley Health & Hospital System for O'Connor Hospital . This bill is for the services you received on 7/11/2022 to 8/20/2022 for the amount of \$125.94. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Santa Clara Valley Health & Hospital System participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Santa Clara Valley Health & Hospital System and asked them to stop billing you. Santa Clara Valley Health & Hospital System put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Santa Clara Valley Health & Hospital System because you do not have to pay the bill. The request may take 45-60 days, please allow time for the adjustment to process.		Resolved in Favor of Member

VAM_202 20913_24 561	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	SANTA CLARA VALLEY MEDICAL CENTER	Unknown Physician Specialty	1.69E+09					You on your husband, Alejandro Loquillano's behalf are not happy with the quality of service you have witnessed at the Dialysis Center he has services at. You shared with us that you are concerned for the all the elderly patient's safely, as there is nobody watching them after their services are complete. You said you would like for the Dialysis Center to watch over the patients that are waiting for their rides.	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. This concern was internally documented. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. They would like to extend their gratitude to you for letting them know of your experience. It is their goal at Santa Clara Valley Medical Center to provide the best possible patient care and experience. Feedback from those they serve is a necessary component for improvement. SCFHP would like to sincerely apologize for any distress that you may have experienced. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to		Resolved in Favor of Membe r

VAM_202 20913_24 562	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	JOSEPH CU	Internal Medicine	1.91E+09					You are not happy with the quality of access to see your primary care physician, Dr. Cu Joseph. You said you called many times, left voicemails, and they never returned your calls. You said you had to call again and the soonest available appointment is in December.Â	SCFHPâ€™s Grievance Department reviewed your concerns with Dr. Cu Joseph. We made multiple attempts to contact them. We did not get a response on the complaint. We informed our Provider Relations Department that Dr. Cu Joseph did not respond to this grievance. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20913_24 563	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access	JOSEPH CU	Internal Medicine	1.91E+09					You are not happy with the quality of access to see your primary care physician, Dr. Cu Joseph. You said you called many times, left voicemails, and they never returned your calls. You said you had to call again and the soonest available appointment is in December.	SCFHP's Grievance Department reviewed your concerns with Dr. Cu Joseph. We made multiple attempts to contact them. We did not get a response on the complaint. We informed our Provider Relations Department that Dr. Cu Joseph did not respond to this grievance. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20913_24 565	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)									You are not happy with the quality of service from Santa Clara Family Health. You said you contacted SCFHP to request transportation for a ride for 9/13/2022. You said you called Yellow Cab and they told you there was no booking for you. You said you were told your request was not scheduled. You said you were told that you were told there was an issue with obtaining the pickup address. You said that you had called back to the provider for the address needed, so the request should have been taken. You said you always have trouble with transportation requests. SCFHP's Grievance Department reviewed your complaint and reviewed the Transportation Data Base system. You contacted the SCFHP Call Center on 9/8/2022 to request a roundtrip transportation request, but you did not have the pick-up address location that you wanted to get picked up from. You were advised to contact SCFHP back and you said no. SCFHP call center representative attempted to reach out to you at 650-996-8489 but got no response. You called back later on 9/8/2022 to inform us that you had all the information requested for your transportation trip. The call center representative was unable to hear you and the call was disconnected. They called you back, but the phone line was busy. Your case was sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care and are happy with the services they receive. Due to privacy concerns, you will not receive	Resolved in Favor of Membe r

VAM_20220913_24566	13-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said that you requested for transportation and the taxi never showed up. You said that you had to try to find someone to take you last minute. SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's (YC's) Management. YC reviewed your complaint along with the trip details for 9/13/2022. YC said your trip was scheduled for 4:30pm. The driver accepted the ride at 4:32pm, but had to finish a prior trip. The driver arrived at 5:24 and called you but the call would go to voicemail. YC made a second call to you and you opted to cancel as your appointment was set for 9/14/2022 and this resulted in a no-show. Please be aware that the drivers will make every effort to pick you up at the beginning part of the one-hour window; however, the primary goal of the driver is to get you to your appointment on-time. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns		Resolved in Favor of Member

VAM_202 20913_24 567	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	JACQUELI NE TRANG D NGUYEN	Internal Medicine	1.05E+09					You are not happy with the quality of service you have received from Dr. Nguyen Jacqueline Trang D's staff. You said the receptionist was rude and when you called they placed you on hold for an hour. You mentioned you are happy with your doctor, but the staff makes it hard to get an appointment.	SCFHP's Grievance Department reviewed your concerns with Dr. Nguyen Jacqueline Trang. We made multiple attempts to contact them. We did not get a response on the complaint. We informed our Provider Relations Department that Dr. Nguyen Jacqueline Trang did not respond to this grievance. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20913_24 568	13-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that they were running late for your appointment on 9/13/2022. This resulted in you having to cancel your medical appointment and reschedule for another day. You also stated that this has happened multiple times with Yellow Cab.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management has reviewed your complaint along with your trip details for 9/13/2022. They found that you were scheduled to be picked up at 3:20 PM. Unfortunately, they had limited cabs available at that time. They noted that they tried to call you multiple times to inform you of the delays but they were routed to voicemail. A driver was able to be dispatched at 4:19 PM. Yellow Cab's Dispatch tried to call you to notify you of the available driver, but they were routed to voicemail. The trip was canceled by SCFHP at 4:28 PM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be	Resolved in Favor of Membe r

VAM_202 20913_24 569	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	JONATHAN CHEAH	Orthopedic Surgery	1.6E+09				You are not happy with the quality of service from Dr. Jonahtan Cheah at Valley Orthopedic Specialty Clinic. You said that you saw Dr. Cheah for a long time and you felt like he treated you as if you were a drug narcotic. You said that he referred you to Stanford Hospital for a second opinion to see if you needed scope on your right knee. You said that you went back to see Dr. Cheah after you went for your second opinion and that he did not come into the room to see you. You said that the physician assistant came in to tell you that Dr. Cheah did not agree with Stanford and just dismissed you and told you to go to physical therapy. You said he never saw the second MRI results.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review and tracking. We reached out to VMC's Customer Relations Department multiple times and have not received a response. We have forwarded their lack of response to our Provider Network Department for follow-up. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to receive timely access to get the care you need. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical		Resolved in Favor of Member

VAM_202 20913_24 570	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	Discrimination	HUY A NGUYEN	Gastroenterology	1.07E+09					You are not happy with the quality of service you received from Dr. Huy A Nguyen's office staff. You said on 9/12/2022 that Dr. Nguyen's staff refused to provide service because you are not vaccinated against COVID-19. You said you were told if you were not fully vaccinated, they could not see you.	Our Grievance Department reviewed your complaint and contacted Dr. Huy A Nguyen's office management for more information. They reviewed your complaint along with your medical records and have reviewed and revised their COVID-19 policy. Patients are no longer required to show proof of the COVID-19 vaccine. Dr. Huy A Nguyen apologizes for any inconvenience this has caused and says they did not mean to make you feel uncomfortable but to take safety precautions for their patients and staff. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20913_24 571	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	TIMOTHY P ONG	Internal Medicine	1.03E+09					You are not happy with quality of care with your Primary Care Physician (PCP), Dr. Timothy Ong. You said that your PCP has been ignoring you for over a year. You said that your PCP requested an MRI and you don't understand why you were referred to go to Montpelier. You said Montpelier is fully booked and services can be provided at Valley Medical Center. You said that you had an appointment with Dr. Timothy Ong on 1/28/2022 for a motorized wheelchair that you never got, and he instead requested a manual wheelchair. You said that Dr. Timothy Ong has not submitted the Physician Certification Statement (PCS) form for the Gurney.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review. VMC's Customer Relations Department reviewed you were last seen in the office on 1/28/2022 by your Primary Care Physician Dr. Timothy Ong you were seen regarding pain in left hip and shoulder pain and F2F for power wheelchair evaluation. VMC's said the plan of care for the MRI was for you to do fasting blood test labs and follow-up with Gastroenterology (GI) before an MRI is obtained as these evaluations and tested are needed to consider over an MRI. VMC's said that a new request for MRI can be sent to another location once all test, follow ups with GI are completed. VMC's said that on 12/15/2022 there was a manual wheelchair was ordered through Home Health and referral for occupational therapist to do the full mobility and equipment evaluation for		Resolved in Favor of Member

VAM_20220914_24573	13-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you have received from Green Cab, transportation vendor. You shared with us that on 9/13/2022, you were unable to get a hold of anyone at Green Cab to request your return ride home. Due to this issue, you had to take the bus home.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Green Cab's Management for review and more information. The following are the responses from Green Cab based on their investigation. Green Cab's Management reviewed their transportation logs and phone call records. According to their records, on 9/13/2022, you had two (2) scheduled transportation services. The first pick you was completed as scheduled. However, the second trip was a "will call" unfortunately, they had some technical difficulties with their phones. Green Cab would like to extend their sincerest apology to you for your experience using Green Cab for any inconvenience this may have caused you. They said as much as they want to pick up SCFHP's members on time, unfortunately, conflicts happen but they made all efforts to try to provide alternatives rides. Their Dispatching team will also		Resolved in Favor of Member

VAM_20220914_24595	13-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	EL CAMINO HOSPITAL-LOS GATOS CAMPUS	Unknown Physician Specialty	1.42E+09					Your brother on your behalf is requesting assistance with bills that you received from El Camino Hospital. The dates of services are from 10/30/2021 to 11/19/2021.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. El Camino Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted El Camino Health Patient Financial Services and asked them to stop billing you. El Camino Hospital put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from El Camino Hospital because you do not have to pay the bill. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_202 20914_24 604	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	SAINT JAMES HEALTH CENTER	Unknown Physician Specialty	1.7E+09					You are unhappy with the quality of care you have received from your Primary Care Provider's Office, Saint James Health Center. You stated that the doctor and office staff refuse to give your son vaccinations due to him being scared previously. You stated that you have brought it up several times and they brush you off. You also stated that they have requested for you to bring your husband to appointments but he isn't always available. You are also unhappy with the quality of service you have received from your Primary Care Provider's Office, Saint James Health Center stating that they were having you bring in your son once a week but you did not understand why. You stated that they would only quickly look at him and then send you home. You also stated that they abruptly stopped these weekly appointments and did not call you to cancel.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Saint James Health Center's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20915_24 619	13-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		FOUNDAT ION MEDICINE , INC	Unknown Physician Specialty	1.72E+09		Overtun	Medical Necessity Met	a denied claim, 22174E01506, from provider Foundation Medicine, Incorporated. This claim is for services provided on 6/17/2022. This was denied for payment of medical services the services received were not authorized and are not payable by SCFHP			Resolve d in Favor of Membe r
VAM_202 20920_24 792	13-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t							You stated that you received a bill from Team Health for \$567.00 for the date of service on June 22, 2022.	SCFHP's Grievance Department reviewed the bill you received from Team Health regarding date of services on June 22, 2022 for the amount of \$567.00. Your claim is being processed and forwarded to your insurance company for payment. You can disregard the bill. Please allow 30-45 days for processing. If you receive this bill again, please contact the SCFHP Customer Service Department at 1-800-260- 2055.		Resolve d in Favor of Membe r
VAM_202 20915_24 653	13-Sep-22	September	28-Nov-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		PAMF GROUP	Unknown Physician Specialty	1.01E+09		Overtun	Medical Necessity Met w/ Additional Informati on	your request for payment for claim #22216E05509 from provider, Seema Nair, MD at PAMF Group. This claim is for services provided on 8/1/2022, was denied because prior authorization has insufficient units remaining. You are requesting reconsideration			Resolve d in Favor of Membe r

VAM_202 20915_24 630	13-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0637867 < 9/14/2022 12:04:53 PM EsquivelC> Called office of Dr Sima Stein ph# 408-292-0100 spoke with Veronica She was able to schedule mbr to see Dr Sima Stein tomorrow 9/15/22 at 10:15am. Updated PCP to Dr Sima Stein eff 9/1/22 from IHC Meridian Discuss net changes Order id card Mom is very happy with the outcome < 9/14/2022 11:48:57 AM EsquivelC> Called Valley Connections spoke with Noemi Conference call with Mom Noemi didn't find anything sooner than November with VHC Bascom, Downtown, Tully and East Valley Clinics. Mom did not accept appointments in November < 9/14/2022 11:26:57 AM EsquivelC> Mom is OK with any other PCP as long as they have a sooner appointment Called office of Dr Marina Yam 408-238-2992 staff confirmed the next available appointment is 10/6/22.			Resolve d in Favor of Membe r

VAM_202 20914_24 578	14-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/14/2022. You said the driver never showed up for you pick-up. You called SCFHP and when they called YC they told the representative that the driver showed up at 7:12 am. You said you did not receive a call. You said this happened to you twice.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, your trip was tagged as a "no show." You were scheduled for a 7:15 am pick up. YC assigned a driver at 7:00 am whom arrived at 7:12 am. However, upon driver's arrival you were not seen at the pick-up location. YC called you at 415-524-9014 several times but they could not contact you. Having failed to make contact, dispatch flagged you as a "no show." Know that only the HP can create the booking into their system and YC uses the details SCFHP provides including the member's phone number. YC would like to remind you to update your phone number on file so instances such as this will not occur. Yellow Cab		Resolved in Favor of Membe r

VAM_202 20914_24 579	14-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 09/09/2022. You said you were late and you did not arrive on time to your appointment. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records you had a scheduled trip scheduled for 09/09/22 for a 10:00 am pick-up. This would suggest an 11:00 am appointment chair time. A cab accepted the fare ta 10:17 am however he had an unforeseen conflict leading him to cancel the order at 10:30 am. Another cab accepted the order at 10:31 am but the trip was queued as a follow on. This means that the driver had to finish up his previous trip. Driver arrived at 10:51 am and completed the trip at 11:09 am. YC would like to remind you they have a one hour window to complete trips. Yellow Cab Management would also like to extend their sincerest apology to you for	Resolved in Favor of Membe r

VAM_202 20914_24 580	14-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Provider Care	SAN JOSE PHYSICAL THERAPY	Unknown Physician Specialty	1.33E+09				You called SCFHP's Customer Service Department regarding the quality of care and service you have received from San Jose Physical Therapy . You shared with us that you are allergic to sanitizer and you have really bad asthma. You said on 8/29/2022, you were seen in the office and notice the office using Purell sanitizer. You requested to the staff and nurse about washing their hands instead of using the sanitizer. You were informed by staff that they cannot do that as they must use sanitizer. You said that you also mentioned it to your Primary Care Physician and they advised you to inform "higher up". You said due to this issue, you may end up going to a different facility for your services.	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your grievance. We forwarded your complaints directly to San Jose Physical Therapy for review and response. The following are the responses based on the investigation. San Jose Physical Therapy's Management is very sorry in hearing you were not satisfied with your visits at the clinic location. They shared they have done everything to accommodate your requests. They said their physical therapist and assistant have washed their hands instead of using hand sanitizer, in addition to using gloves during all visits. Unfortunately, they said some of your requests are not possible to accommodate, such as requesting all patients sitting in the waiting room to wash their hands, or for you to be the only one in the office during your visit. They advised us that there are certain protocols and guidelines they must follow. They said this is done as	Resolved in Favor of Membe r

VAM_202 20914_24 581	14-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	SAN JOSE PHYSICAL THERAPY	Unknown Physician Specialty	1.33E+09				You called SCFHP's Customer Service Department regarding the quality of care and service you have received from San Jose Physical Therapy . You shared with us that you are allergic to sanitizer and you have really bad asthma. You said on 8/29/2022, you were seen in the office and notice the office using Purell sanitizer. You requested to the staff and nurse about washing their hands instead of using the sanitizer. You were informed by staff that they cannot do that as they must use sanitizer. You said that you also mentioned it to your Primary Care Physician and they advised you to inform "higher up". You said due to this issue, you may end up going to a different facility for your services.	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your grievance. We forwarded your complaints directly to San Jose Physical Therapy for review and response. The following are the responses based on the investigation. San Jose Physical Therapy's Management is very sorry in hearing you were not satisfied with your visits at the clinic location. They shared they have done everything to accommodate your requests. They said their physical therapist and assistant have washed their hands instead of using hand sanitizer, in addition to using gloves during all visits. Unfortunately, they said some of your requests are not possible to accommodate, such as requesting all patients sitting in the waiting room to wash their hands, or for you to be the only one in the office during your visit. They advised us that there are certain protocols and guidelines they must follow. They said this is done as	Resolved in Favor of Membe r

VAM_20220914_24582	14-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said YC always picks you up late for your appointments. You said you requested YC to pick you up an hour early on 9/14/2022 to avoid being late. You said an hour passed and YC did not arrive. You said you wanted YC to be on time. You said you cannot be missing your appointments. Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 09/14/2022 and confirmed that the ride was scheduled for an 8:00 a.m. pick-up. Due to the limited availability of cabs in the Cupertino area, YC was struggling to find an available cab. At 8:50 a.m., you called, upset that a cab was still not assigned to you, and decided to cancel the trip. Yellow Cab's management sincerely apologizes for the wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care,	Resolved in Favor of Member

VAM_20220914_24583	14-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that were are late to your pick-up location for your appointment on 9/14/2022. You stated that your medical appointment was scheduled for 9:00 AM and Yellow Cab was still looking for a driver at 8:35 AM. You also stated that this has happened multiple times, resulting in canceled medical appointments.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management has reviewed your complaint along with your trip details for 9/14/2022. They have found that you were scheduled for a pick up at 8:00 AM. The first driver was dispatched at 7:57 AM, however, he had to cancel as he was too far away from your pick-up location. At this time, Yellow Cab was experiencing limited cab availability. It wasn't until 9:11 AM that they had another cab available. The driver stated that he called you and that is when you let them know that your trip had been rescheduled for another day. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be	Resolved in Favor of Member

VAM_20220914_24584	14-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You said you are not happy with the service of Yellow Cab (YC). You said that on 9/13/2022 YC arrived late to pick you up. SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management (YC's). YC's Management reviewed your complaint along with the trip details for 9/13/2022 and confirmed you had a scheduled pick-up time of 3:45pm. Unfortunately, YC was unable to assign a driver until 4:28pm because they had limited driver availability. YC's Management confirmed a driver arrived at 4:52 to pick you up and trip was completed at 5:18pm. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both YC and SCFHP sincerely apologize that this	Resolved in Favor of Member

VAM_202 20914_24 586	14-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said on 9/14/2022 you missed your appointment because YC did not pick you up on time. Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 9/14/2022 and confirmed that the ride was scheduled for a 7:00 a.m. pick-up. The trip was dispatched at 6:46am, but due to the high demand for cabs in the area, YC struggled to find an available cab. At 7:25am, you called and requested to cancel the trip. We apologize for the inconvenience this has caused you. We know your time is valuable and we appreciate your patience when instances such as this occur. As a reminder, I've put some information in your Medi-Cal Member Handbook, Section 4: Benefits and Services, that you might find useful. Be ready for your ride: It is possible that your ride will arrive up to 60 minutes before your scheduled appointment time. For example, if your appointment is at 10 a.m., you should be ready no later than		Resolved in Favor of Membe r

VAM_202 20914_24 588	14-Sep-22	September	14-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	HUY A NGUYEN	Gastroent erology	1.07E+09				You are unhappy with the quality of service you have received from the office of Dr. Huy A. Nguyen. You stated that they are unable to see you until October but you are in severe pain. SCFHP Clinical Review Nurse reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Medical Director has recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On September 14, 2022, our Grievance Department referred you to our Case Management Department to assist you with scheduling sooner appointment for Gastroenterology with an in-network Gastroenterologist. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be	Y	Resolved in Favor of Member

VAM_20220914_24589	14-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	ONE-STOP MEDEX LLC	Unknown Physician Specialty	1.48E+09					You said you are not happy with the service of One-Stop Medex. You said that you had a scheduled ride for 9/14/2022 and that you were picked up late. You said your doctor's appointment was only 10 minutes away and the driver had enough time to pick you up. You said the vehicle didn't have the proper seatbelt strap for a wheelchair.	SCFHP's Grievance Department reviewed your complaint and made numerous attempts to reach out to One-Stop Medex LLC and have not been able to get in contact or get response. Your case will be sent to our Provider Service to follow up on getting in contact with One-Stop Medex LLC. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologize that this happened and look forward to serving you in the future.		Resolved in Favor of Member

VAM_202 20914_24 591	14-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	VALLEY MEDICAL CENTER	Unknown Physician Specialty	1.65E+09					You are not happy with the quality of service you received from a receptionist at Valley Medical Center (VMC). You said on 9/2/22 that the receptionist was rude and did not let you wait inside the building for your taxi. You said it was hot and you had to wait outside.	Our Grievance and Appeals Department reviewed your concerns and sent them to Santa Clara Valley Medical Center (SCVMC) Customer relations for more information. Unfortunately, SCVMC has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from SCVMC. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_20220914_24592	14-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 9/2/2022 that YC arrived late to pick you up for your second appointment.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 9/1/2022 and confirmed that you called at 2:28pm for your second ride. However, due to the high demand for cabs in the area, YC struggled to find an available cab. At 3:22pm, a driver accepted the ride but it was queued as a follow on, which means he has a prior trip that needs to be done. The driver arrived at the pick-up location and the trip was completed at 4:17pm. We apologize for the inconvenience this has caused you. We know your time is valuable and we appreciate your patience when instances such as this occur. As a reminder, I've put some information in your Medi-Cal Member Handbook, Section 4: Benefits and Services, that you might find useful.		Resolved in Favor of Member

VAM_20220914_24593	14-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non-Medical Transportation (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09				You are unhappy with the quality of service you have received from Yellow Cab. You stated that the driver was more than an hour late on 9/13/2022. This resulted in your medical appointment being canceled. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management has reviewed your complaint along with your trip details for 9/13/2022. They have found that you were scheduled for a pick up at 8:30 AM. Due to limited availability, they were unable to dispatched a cab until 8:16 AM. They were not successful in finding a cab until 9:11 AM. The driver arrived at 9:38 AM and the trip was completed at 10:31 AM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers	Resolved in Favor of Member

VAM_202 20914_24 594	14-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	ROBERT FORTUNA	Unknown Physician Specialty	1.99E+09					You called because you need assistance with a bill that you received from Santa Clara County Health System/Dr. Robert Fortuna. Date of service 6/4/22 for the amount of \$108.82.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. The provider must take the payment they received from SCFHP as full payment. We contacted Santa Clara County Health System/Dr. Robert Fortuna and asked them to stop billing you. Santa Clara County Health System/Dr. Robert Fortuna will put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Santa Clara County Health System/Dr. Robert Fortuna because you do not have to pay the bill. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Membe r

VAM_2020914_24598	14-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral	CAITLYN P KURINSKY	Unknown Physician Specialty	1.75E+09					You are not happy with the quality of care your son has received from Dr. Caitlyn Kurnisky at Gardner Health Center. You said your son was seen by Dr. Kurinsky in Decemeber 2021 for a follow-up to a head injury from a car accident, and since then, he has not received any treatment or correct referrals from the doctor. You mentioned your son was referred to Head Start, however they told you that they cannot provide behavioral health because he is not five (5) years old. You said Dr. Kurinsky only provided you with a book title to purchase for trauma and a county number as well as progress notes.	Our Grievance and Appeals Dept. reviewed your complaint and contacted Gardner's Quality Health Department for more information. Gardner quality department reviewed your complaint along with our medical records. Gardner Quality Department confirmed that your son on 10/21/2020 saw Dr. Galina Kappan for a follow up visit related to car accident. The medical records also show document there was referral for your son to follow up with their Integrated Behavioral Health Department. They also confirmed your son was only see one time with Dr Caitlyn Kurinsky on 3/25/2022 to discuss behavioral problems. Gardner Health Clinic works hard to provide the best quality care to each person apologize for the miss understanding on the plan of care. It is also your right to change your PCP at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the		Resolved in Favor of Member

VAM_2020914_24599	14-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	CAITLYN P KURINSKY	Unknown Physician Specialty	1.75E+09					You are not happy with the quality of care your son has received from Dr. Caitlyn Kurnisky at Gardner Health Center. You said your son was seen by Dr. Kurinsky in Decemeber 2021 for a follow-up to a head injury from a car accident, and since then, he has not received any treatment or correct referrals from the doctor. You mentioned your son was referred to Head Start, however they told you that they cannot provide behavioral health because he is not five (5) years old. You said Dr. Kurinsky only provided you with a book title to purchase for trauma and a county number as well as progress notes.	Our Grievance and Appeals Dept. reviewed your complaint and contacted Gardner's Quality Health Department for more information. Gardner quality department reviewed your complaint along with our medical records. Gardner Quality Department confirmed that your son on 10/21/2020 saw Dr. Galina Kapgan for a follow up visit related to car accident. The medical records also show document there was referral for your son to follow up with their Integrated Behavioral Health Department. They also confirmed your son was only see one time with Dr Caitlyn Kurinsky on 3/25/2022 to discuss behavioral problems. Gardner Health Clinic works hard to provide the best quality care to each person apologize for the miss understanding on the plan of care. It is also your right to change your PCP at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the		Resolved in Favor of Member

VAM_20220914_24600	14-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Care	Inappropriate Provider Care	SHARAD DASS	Pulmonary Disease	1.14E+09					You are not happy with the overall care that was provided to by Dr. Sharad Dass during your appointment in June 2022. You stated that you believe that Dr. Dass filed a claim with the Health Plan although you said " he did not provide you the proper care". You said that Dr. Dass did not provide you any advice or treatment plan regarding your condition. You requested a prescription to help you manage your condition and Dr. Das did not provide it to you.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Dr. Sharad Dass's Management for review and more information. The following are the responses from Dr. Dass's Management regarding your allegation of not receiving proper care and treatment plans during your visit. On 5/12/2022, you called the office and demanded an appointment with Zerlina, Physician Assistant (PA). The appointment was made for 5/13/2022, to discuss your CPAP concerns. You were also informed that your split night sleep study results had not been finalized but you would be scheduled for an appointment with Dr. Dass on 6/23/2022 to go over them. On 5/13/2022, you had a telehealth video with the PA and your concerns were addressed. It was noted that you had requested a new CPAP machine as a backup, in case your current equipment fails. Your concerns were addressed and the	Resolved in Favor of Member

VAM_20220914_24601	14-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non-Emergency Medical Transportation (NEMT)	KEN TRANSPORTATION SERVICES	Unknown Physician Specialty	1.27E+09					You are unhappy with the quality of service you have received from Kens Transportation. You stated that the driver was late picking you up from your appointment on 9/14/2022. You stated that you called multiple times and Kens Transportation did not answer the phone. You stated that this has happened on multiple occasions where you have waited up to two hours to be picked up from your appointment.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Ken Transportation's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. SCFHP is contracted with Ken Transportation to provide transportation to our members if they need transportation to medically necessary appointments.	Resolved in Favor of Member

VAM_20220914_24602	14-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/14/2022. You said your cab never arrived. You said you had to ask your friend to take you to your appointment and also to take you back home.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled for 9/14/2022 for a 1:00 pm pick up. This would suggest a 2:00 pm appointment chair time. Due to unavailability of cabs in the area, it took YC a while to find a cab. YC tried calling your phone number on file 408-592-9427, however they could not reach you. At 2:32 pm, a staff member from SCFHP called in and canceled your trip. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely		Resolved in Favor of Member

VAM_20220914_24603	14-Sep-22	September	19-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	CHRISTIAN FOGLAR	Orthopedic Surgery	1.78E+09					You called our Customer Service Department regarding a bill you received from Christian Foglar, MD at Bass Medical Group. This bill is for the services he received on 4/8/2022 in the amount of \$559.54. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Bass Medical Group participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Bass Medical Group and asked them to stop billing you. Bass Medical Group put you account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Bass Medical Group because you do not have to pay the bill. Please allow 45-60 days for the review to process and for the adjustment.		Resolved in Favor of Member

VAM_20220915_24605	14-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Ancillary Care	BYRAM HEALTHCARE CENTERS INC-HUNTINGTON	Unknown Physician Specialty	1.48E+09					You are unhappy with the quality of service you have received from Byram Healthcare. You stated that you are not receiving your needed medical supplies timely. You stated that this is a monthly issue with Byram. SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Byram Healthcare Center Inc's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_2020915_24607	14-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said are upset you had to cancel your appointment for September 14, 2022 because YC was late to pick you up. You said YC does a rotation for the next available driver and you do not think they should do a rotation.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management. YC reviewed your complaint along with the trip details for 9/14/2022. YC said that you were scheduled for a 3:00 pm pick up. YC said due to limited driver's availability in Gilroy, they were not able to have a driver arrived until 3:41pm when the driver arrived at your location and the trip was completed by 4:09pm. Yellow Cab apologizes for the long wait that you experienced. Yellow Cab is working on ways to recruit more drivers in the Gilroy area to prevent this from happening again. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the		Resolved in Favor of Member

VAM_202 20915_24 641	14-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said you were picked up late for your appointment on 9/13/2022 and had to take an Uber ride. You said you also had an appointment for pick up on 9/14/2022 and that you waited for over an hour and were worried about being picked up late and that you would need to take an Uber.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's (YC's) Management. YC reviewed your complaint along with the trip details for 9/13/2022 and 9/14/2022. YC said that on 9/13/2022 you were scheduled for a 3:45pm pick-up time. YC said that due to limited drivers in the Campbell area, they had to search for drivers available in the outside areas. YC continuously worked on your trip and it was not until 4:28pm when the driver accepted the trip. YC said you were picked up at 4:54pm and the trip was completed at 5:18pm. Your return ride was completed within the timeframe. YC also reviewed your 9/14/2022 pickup. You were scheduled for a 3:15pm pick up. YC had the same issues from 9/13/2022 where it was not until 4:21pm when the driver was available to pick you up. However, you cancelled your trip as you had already got another ride. The return ride for 9/14/2022 was completed within the timeframe.		Resolved in Favor of Membe r

VAM_202 20915_24 643	14-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Hospital Care	O'CONNOR HOSPITAL	Unknown Physician Specialty	1.06E+09				You are not happy with the quality of service you have received at O'Connor Hospital during your stay from 9/7/22 to 9/10/22. You said you mentioned to the doctor that you had a little bump on the IV site. You said the doctor did not pay attention to your concern and said "it was nothing , maybe just a hematoma". You said you tried to explain it was painful, but your concerns were dismissed. You also stated that a doctor told you that you would receive Protonix via IV and pills, but the discharged doctor stated that you did not have a prescription.	Our Grievance Department reviewed your complaint and contacted Santa Clara Valley Medical Center's (SCVMC's) Customer Relations Department for more information. They reviewed your complaint along with your medical records and found you complained of wrist pain on 9/9/2022 due to the peripheral IV inserted on 9/7/22. The IV was removed the same day, and there was no documentation of the bump. The provider also documented your discomfort and swelling on your right wrist. According to the notes, you denied Tylenol and ice packs to help with the pain and swelling. The chart notes state you were given Protonix 80 mg IV on 9/7/2022 and discontinued on 9/9/2022. You transsioned and were given a Protonix 40 mg tablet on 9/9/2022. You received another dose on 9/10/22. According to the discharge summary, PPI and iron supplements were recommended by the gastroenterologist.		Resolved in Favor of Membe r

VAM_202 20915_24 651	14-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of care you have received from Dr. Han Duong. You said you were diagnosed with cataracts and referred to a specialist for surgery. You said there was no need to get new glasses before your surgery and you want to cancel the order.Â Our Grievance Department reviewed your complaint and contacted Dr. Han Duong's management office for more information. They reviewed your complaint, along with your medical records and notes. Dr. Duong said you were given the choice to get glasses or not since you were having surgery soon, which you decided to order the glasses. The order was submitted on 9/2/2022. On September 16, 2022, you called Dr. Duong's office to cancel the order. Unfortunately, at this time, Dr. Duong's office was unable to cancel the order because it was already in process. The Dr. Duong office tried calling to cancel the order, but they were unable to cancel it. Dr. Duong apologizes for the inconvenience this has caused. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to	Resolved in Favor of Membe r

VAM_20220919_24724	14-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Compliance	Fraud/Waste/Abuse	SHARAD DASS	Pulmonary Disease	1.14E+09					You are not happy with the overall care that was provided to by Dr. Sharad Dass during your appointment in June 2022. You stated that you believe that Dr. Dass filed a claim with the Health Plan although you said " he did not provide you the proper care". You said that Dr. Dass did not provide you any advice or treatment plan regarding your condition. You requested a prescription to help you manage your condition and Dr. Dass did not provide it to you.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Dr. Sharad Dass's Management for review and more information. The following are the responses from Dr. Dass's Management regarding your allegation of not receiving proper care and treatment plans during your visit. On 5/12/2022, you called the office and demanded an appointment with Zerlina, Physician Assistant (PA). The appointment was made for 5/13/2022, to discuss your CPAP concerns. You were also informed that your split night sleep study results had not been finalized but you would be scheduled for an appointment with Dr. Dass on 6/23/2022 to go over them. On 5/13/2022, you had a telehealth video with the PA and your concerns were addressed. It was noted that you had requested a new CPAP machine as a backup, in case your current equipment fails. Your concerns were addressed and the	Resolved in Favor of Member

VAM_2020914_24596	14-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients									You are not happy with the quality of care you received from Physician Medical Group. You said you were referred to see a cardiologist. However, the cardiologist that you were referred to does not specialize in your condition. You said you wanted to be referred to an out-of-network provider, Dr. Rohonda S. Lappen. She has an appointment available in October. You said you have not seen a cardiologist in a year. You are requesting this to be urgent. You requested this grievance to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	Our Grievance Department reviewed your complaint and contacted Physician Medical Group (PMG) UM department for more information. They reviewed your complaint and, along with your medical records and notes, according to your medical records, the referral to see Dr. Rohonda S. Lappen has been approved. This authorization number 20220901T8800419 is good until 12/29/2022. Please contact Dr. Rohonda S. Lappen if you have not done so yet. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_2020914_24597	14-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Ancillary Care	BIO-REFERENCE LABORATORIES INC	Unknown Physician Specialty	1.45E+09				You are not happy with the quality of service you received from Bio Reference at Gilroy. You said Bio Reference always has problems sending results and has caused you to cancel appointments. You stated that it is important that Bio Reference send lab results from August. You said Dr. Suzanne Ziolkowski needed to check your liver function. You are requesting this to be urgent. You requested this grievance to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: • Severe pain • Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	Our Grievance Department reviewed your complaint and contacted our Provider Services department for more information. Unfortunately, PMG is only contracted with Bio Reference for laboratory services. With this being said, you would not be able to use Quest Laboratories. Your medical records and notes also show Bio Reference sent your lab results to Dr. Ziolkowski, Susan on 9/15/2022. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	N	Resolved in Favor of Member

VAM_202 20915_24 633	14-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients								Call# SC0638480 < 9/14/2022 5:01:09 PM EsquivelC> Spoke with mbr Provided outcome and mbr is very happy with her Telephone appointment. Mbr also confirmed she already received a text confirmation from BACH Clinic. < 9/14/2022 4:58:40 PM SandraM> Member: Meghri Sarkissian Call Back Number: 8185159628 Member ID: 94279928G Verified : DOB, ADDRESS (HIPPA) 09/30/1993 Member called requesting to speak with Claudia E. warm transferred call for further assistance with follow up call back Member Agrees/Understands, < 9/14/2022 4:30:30 PM EsquivelC> Called BACH 408-729-9700 spoke with Carlos He was able to schedule an appointment with Physician Assistant- Bounar, Barbara to discuss ER Follow up, and referral request. Telephone appointment for on Saturday 9/17/22 at 2:30pm		Resolved in Favor of Membe r

VAM_202 20915_24 635	14-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0638480 < 9/14/2022 5:01:09 PM EsquivelC> Spoke with mbr Provided outcome and mbr is very happy with her Telephone appointment. Mbr also confirmed she already received a text confirmation from BACH Clinic. < 9/14/2022 4:58:40 PM SandraM> Member: Meghri Sarkissian Call Back Number: 8185159628 Member ID: 94279928G Verified : DOB, ADDRESS (HIPPA) 09/30/1993 Member called requesting to speak with Claudia E. warm transferred call for further assistance with follow up call back Member Agrees/Understands, < 9/14/2022 4:30:30 PM EsquivelC> Called BACH 408-729-9700 spoke with Carlos He was able to schedule an appointment with Physician Assistant- Bounar, Barbara to discuss ER Follow up, and referral request. Telephone appointment for on Saturday 9/17/22 at 2:30pm		Resolved in Favor of Membe r

VAM_202 20915_24 636	14-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access								# SC0638687 < 9/14/2022 3:10:09 PM EvelynM> Reached out to AR to provide update on the appt Using Mandarin Interpreter #WPH, AR agreed to the appt date and time. AR then stated that mbr will be running out of Rx mid October and wanted to know what to do. Advised mbr can go to urgent care. Alternatively, HP can assist with finding another PCP with a sooner appt AR chose to keep PCP and appt date and time; AR stated that mbr will go to urgent care when Rx runs out Provided VC phone number for appts as requested; caller understood; no further assistance requested. < 9/14/2022 2:54:51 PM EsquivelC> Called Valley Connections spoke with Janet The next available appointment with DR HUANG, XIAOXUE for new patients is 11/21/22 at 2pm Appointment scheduled, mbr to check in at 1:45pm Address: 2400 Moorpark Ave # 204 San Jose CA 95128		Resolved in Favor of Member

VAM_202 20915_24 620	15-Sep-22	September	16-Sep-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Overturn	Medical Necessity Met	You do not agree with the denial you received from SCFHP DIRECT, authorization number A0188078, for an MRI for your shoulder. This service was denied due to not being medically necessary. You have requested this request to be expedited because you are in a lot of pain and you are running out of medication.		Y	Resolved in Favor of Member

VAM_20220915_24621	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non-Emergency Medical Transportation (NEMT)	KEN TRANSPORTATION SERVICES	Unknown Physician Specialty	1.27E+09					You are not happy with the quality of service with Ken's Transportation. You said that you missed an appointment on 9/1/2022. Ken's Transportation didn't pick you up. This was the reason you were rescheduled for 9/15/2022 for your appointment, and now you are missing this appointment as well. You said you called Ken's Transportation on 9/15/2022 four times and no one answered. You said you would like to have reliable services, as this is very important appointment.	SCFHP's Grievance Department reviewed your complaint and contacted Ken's Transportation Management. Ken's Transportation Management reviewed your trip log details for 9/1/2022 and 9/15/2022. Ken confirmed they did not have a ride request for 9/1/2022 and for 9/15/2022 and apologized stating their office thought your appointment for 9/13/2022 was the same appointment for 9/15/2022. SCFHP additionally reviewed Transportation System, seen you did have a recurring request for every Thursday effective 9/1/2022 through 10/6/2022 for Outpatient Therapy. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for	Resolved in Favor of Member

VAM_202 20915_24 622	15-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access									You are not happy with the quality of service you received from Valley Connections. You said you called on 9/12, 9/13, 9/14, and 9/15. You said you waited for more than an hour on hold. You said you wanted to schedule an appointment with your primary care physician (PCP).	Our Grievance and Appeals Department reviewed your concerns and sent them to Santa Clara Valley Medical Center (SCVMC) Customer relations for more information. Unfortunately, SCVMC has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from SCVMC. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Membe r

VAM_202 20915_24 624	15-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said on 9/14/2022 YC did not pick you up. You said your friend paid for a car to get you to your appointment. You said that you called YC as you had been waiting for almost an hour, but all you could hear was an automated message. You said that you don't want this to happen again.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management (YC's). YC's Management reviewed your complaint along with the trip details for 9/14/2022 and confirmed your ride was scheduled for a pick up at 2:45pm. Unfortunately, YC did not have any drivers available in the Palo Alto area and at 4:43 pm they received information that you had cancelled your ride. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. Both YC and SCFHP sincerely apologize that this happened and look forward to serving you in the future.		Resolved in Favor of Membe r

VAM_20220915_24625	15-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time	TIM B TRUONG	Unknown Physician Specialty	1.76E+09					You are not happy with the quality of service you received from Dr. Truong Tim's office. You said you had a long wait to be seen for an appointment. You mentioned that the office does not follow the appointment time. Our Grievance Department reviewed your complaint and contacted Dr. Truong Tim's office management for more information. They reviewed your complaint along with your medical records and confirmed that you did not have an appointment on 9/14/2022 but you were accommodated due to your symptoms. Your appointment was at 11:45am and you waited approximately thirty (30) minutes. Dr. Throung said the patients who walked in after were there for flu or COVID-19 vaccinations. They did not see the provider. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolved in Favor of Member

VAM_202 20915_24 626	15-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time	TIM B TRUONG	Unknown Physician Specialty	1.76E+09					You are not happy with the quality of service you received from Dr. Truong Tim's office. You said you had a long wait to be seen for an appointment. You mentioned that the office does not follow the appointment time. Our Grievance Department reviewed your complaint and contacted Dr. Truong Tim's office management for more information. They reviewed your complaint along with your medical records and confirmed that you did not have an appointment on 9/14/2022 but you were accommodated due to your symptoms. You were also informed that there were a lot of patients in the afternoon on the date of service. You waited about thirty (30) minutes and left without being seen. Dr. Throung mentioned that the patients who walked in after were there for flu or COVID-19 vaccinations. They did not see the provider. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be	Resolved in Favor of Membe r

VAM_20220915_24629	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	STEPHANIE P LE	Family Practice	1.41E+09					You are unhappy with the quality of care provided by your children's Primary Care Provider's (PCP) office of Dr. Stephanie Le. You stated that two of your children were given the flu vaccine without your consent. You also stated that the vaccines are drawn and ready to be given in the exam room when you arrive for your children's appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Stephanie Le's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_20220915_24634	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	STEPHANIE P LE	Family Practice	1.41E+09					You are unhappy with the quality of care provided by your children's Primary Care Provider's (PCP) office of Dr. Stephanie Le. You stated that two of your children were given the flu vaccine without your consent. You also stated that the vaccines are drawn and ready to be given in the exam room when you arrive for your children's appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Stephanie Le's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_20220915_24637	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	STEPHANIE P LE	Family Practice	1.41E+09					You are unhappy with the quality of care provided by your children's Primary Care Provider's (PCP) office of Dr. Stephanie Le. You stated that two of your children were given the flu vaccine without your consent. You also stated that the vaccines are drawn and ready to be given in the exam room when you arrive for your children's appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Stephanie Le's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_20220915_24638	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	STEPHANIE P LE	Family Practice	1.41E+09					You are unhappy with the quality of care provided by your children's Primary Care Provider's (PCP) office of Dr. Stephanie Le. You stated that two of your children were given the flu vaccine without your consent. You also stated that the vaccines are drawn and ready to be given in the exam room when you arrive for your children's appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Stephanie Le's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_20220915_24639	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	STEPHANIE P LE	Family Practice	1.41E+09					You are unhappy with the quality of care provided by your children's Primary Care Provider's (PCP) office of Dr. Stephanie Le. You stated that two of your children were given the flu vaccine without your consent. You also stated that the vaccines are drawn and ready to be given in the exam room when you arrive for your children's appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Stephanie Le's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_20220915_24640	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	STEPHANIE P LE	Family Practice	1.41E+09					You are unhappy with the quality of care provided by your children's Primary Care Provider's (PCP) office of Dr. Stephanie Le. You stated that two of your children were given the flu vaccine without your consent. You also stated that the vaccines are drawn and ready to be given in the exam room when you arrive for your children's appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Stephanie Le's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20915_24 642	15-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said on 9/14/2022 that YC did not arrive on time to pick you up. You said your daughter-in-law had to take you to your dental appointment. You said that the dental office called YC for your return ride and they did not arrive until almost two hours after the office almost closed. You said you would like to get picked up on time for your pickup and return rides.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management (YC's). YC's Management reviewed your complaint along with the trip details for 9/14/2022 and confirmed you had a scheduled pick-up time of 12:15pm. Unfortunately, YC did not have an available driver and tried calling you several times to provide an update of your ride however the calls went to voicemail. Their system shows the ride was cancelled at 2:13pm because YC was unable to contact you to confirm the ride. YC said your return ride you were schedule for 3:20pm as you called for the return ride. YC said that there were no drivers in the area which caused a delay. YC continue on working locating a driver and that was not until 3:45pm when driver accepted, but the driver had to finish a prior trip. YC said that driver was done at 4:12pm and arrived at 4:15pm and the trip was completed by 4:25pm. Yellow Cab		Resolved in Favor of Membe r

VAM_202 20915_24 644	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Overturn	Eligible at DOS	You do not agree with Valley Health Plan (VHP)'s denial of authorization number 82011262, a request for an outpatient visit with Stanford provider Dr. Stephanie Pun. This was denied because your primary health insurance was Healthnet and Caremark. You said you had hip surgery and needed to have a follow-up. You are requesting this to be urgent. You requested this appeal to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: â€¢Severe pain â€¢Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolve d in Favor of Membe r

VAM_202 20915_24 645	15-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	ABRAHA M CABEBE	Family Practice	1.53E+09					You are not happy with the quality of care from Primary Care Physician (PCP) Dr. Abraham Cabebe. You said that during your visit with Dr. Cabebe, he was not very informative and you were doing all the guessing during the medical visit. You said you are referred to do labs that are not close to your medical condition.	SCFHP's Grievance Department reviewed your complaint and contacted Dr. Cabebe's office for more information. Dr. Cabebe's office reviewed your complaint along with your medical records and confirmed that you were last seen by Dr. Cabebe was in 2019. Your medical records also show since that time, you were seen on 5/16/2022 at their Eastside location for a follow-up visit from an emergency visit on 5/14/2022. On 5/18/2022 your medical records document you had a repeat of ultrasound at the Eastside location and HCG Lab. On 5/28/2022, your medical records show you were seen at the San Jose Health Center for repeat ultrasound and there was discussion for establishing prenatal care because you had a confirmed pregnancy. During this visit, you were referred to start prenatal care as Dr. Cabebe office does not offer this onsite. Planned Parenthood Marmonte works hard to provide the best possible care to each patient and you to continue care		Resolved in Favor of Membe r

VAM_202 20915_24 646	15-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Enrollmen t/Disenrol lment	Enrollmen t/Disenrol lment- Medical								You are not happy with the denial assignment to Kaiser Network. You said you have always had all your medical services at Kaiser. You said you would like to be reconsidered for Kaiser. Our Grievance Department forwarded your complaint and request for you to be assigned to the Kaiser Network to our Eligibility Management. Our Eligibility Management forwarded your complaint and request to Kaiser for review of assignment. Unfortunately, Kaiser has denied the request for assignment because you do not meet Kaiser's Established Patient Only (EPO) criteria. Kaiser's EPO criteria can be met by either being a Family Addition or being an Established/Existing Member. A Family Addition is an immediate family member who lives in the same household of a current SCFHP member who already is assigned to a Kaiser provider. An Established/ Existing Member is when a member has received care from a Kaiser PCP within the past 6 months. You do not meet any of the above criteria, which is why Kaiser has denied your assignment request. Eligibility Management confirmed that you have not been with	Resolved in Favor of Membe r

VAM_202 20915_24 647	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said you had to call the Santa Clara Family Health Plan (SCFHP) to make sure there was a ride scheduled for 9/29/22. You said you wanted to make sure YC arrived to pick you up for your appointment. You mentioned YC had not arrived or had arrived late to pick you up recently.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for September and August. YC said in the month of September that all trips were completed on time. In addition, in the first week of the month of August, there was a first instance where you failed to meet your appointment. This was on August 5, 2022. The trip was tagged as "no show" at 06:46am. The scheduled pickup time was set for 5:00 a.m. However, upon dispatching the ride, YC had limited cabs in the area. At 5:49, a cab driver accepted the fare but wasn't done with his prior trip until 6:27am. The cab driver arrived at the pickup location at 6:43am. Unfortunately, upon arrival, you had already left the pick-up location. Please keep in mind that YC has an hourly pick-up window for every ride, and SCFHP	Resolved in Favor of Membe r

VAM_202 20915_24 649	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	YAMINALI M JAVID	Unknown Physician Specialty	1.95E+09					You are not happy with the quality of service from your Primary Care Physician (PCP), Dr. Javid Yaminali, M.D. You said you do not like Dr. Yaminali because the doctor keeps saying to give your child more time when you discuss medical issues and concerns.	Our Grievance Department reviewed your complaint and forwarded your complaint to Dr. Javid Yaminali office for review and tracking. We reached out to Dr. Javid Yaminali's office multiple times and have not received a response. We have forwarded their lack of response to our Provider Network Department for follow-up. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP and/or Network of Providers at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can Call Customer Service at 1-800-260-2055 (TTY 1-800-735-2929 or 711). Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m.		Resolved in Favor of Member

VAM_20220915_24655	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Specialist	ZOHREH AZADFAR	Family Practice	1.75E+09					You on your father, Robabeh Taghvai's behalfs are not happy with the overall experience he has had with Zohreh Azadfar, MD. You said it has been very difficult to contact his provider and make appointments. You said it took your father almost 4-6 months to get a referral approved. You said each time he has tried to make an appointment with Dr. Azadfar the first available appointment was 3 months out.	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from SCVMC's Downtown Clinic Management. They regret that you were dissatisfied with the service you were provided. Upon medical review of your case, your medical records show that the Dr. Azadfar was out of the office for many weeks due to a family emergency. They said that you were sent a message that Dr. Azadfar was out of the office and documented in your messages back in June 2022. They shared that you were offered you appointments with other covering providers in July, who were available with sooner appointments. They said those covering providers oversaw your care and also provided you with the referrals you	Resolved in Favor of Member

VAM_20220915_24657	15-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	GOOD SAMARITAN HOSPITAL	Unknown Physician Specialty	1.44E+09					You called because you are requesting assistance with a bill that you received from Good Samaritan Hospital for dates of services 07/17/2022-07/19/2022, and 07/29/2022.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. The provider must take the payment they received from SCFHP as full payment. We contacted GOOD SAMARITAN HOSPITAL and asked them to stop billing you. GOOD SAMARITAN HOSPITAL will put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from GOOD SAMARITAN HOSPITAL because you do not have to pay the bill. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_20220915_24658	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab and SCFHP on 9/15/2022. You shared with us that you had an appointment at 18511 Mission View Dr, Morgan Hill, CA but both Yellow Cab and the Health Plan had the address of: 16275 Monterey Rd, Morgan Hill, CA 95037. You said you never provided this address and do not have this address written down for your appointment. You are not sure how Yellow Cab and SCFHP had this address. Due to this issue, you had a hard time getting to your appointment.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your complaint to both Yellow Cab and SCFHP's Call Center Management for review. Yellow Cab confirmed that according to their system, you had three (3) rides scheduled for the same date of service of: 9/15/2022. They shared that the first ride was from your home residence to 16275 Monterey Rd, Morgan Hill, CA 95037. The ride was scheduled or 9:00am and the Wheelchair Accessible Vehicle (WAV) Driver arrived at 9:39am. The ride trip was completed at 9:55pm. However, your second trip, which showed in their system from 16275 Monterey Rd, Morgan Hill, Ca 95037 To 515 Barrett Ave, Morgan Hill, Ca 95037 was cancelled by Health Plan at 12:11pm. Yellow Cab's Management informed us that a third trip was created by the Health Plan at 12:13pm, which showed a pick up from 18511 Mission View Dr, Morgan Hill, Ca 95037 To	Resolved in Favor of Member

VAM_20220915_24659	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said YC on 9/15/2022, had not picked you up and your treatment was about to start in two minutes. You said that you have complained in the past and were told no one wants to pick you up for nine dollars (\$9.00). You stated that the problem has been that it is either too early or too late for pick-up times. You said you would like to get picked up at 1:45pm. SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management (YC's). YC's Management reviewed your complaint along with the trip details for 9/15/2022. YC said you were scheduled for pick up at 1:45pm with chair time of 2:45 and the ride was dispatched at 1:31pm. YC said that driver accepted the trip at 2:26pm and the driver arrived at 2:34pm and the trip was completed at 2:46pm. Yellow Cab apologizes for the wait few minutes delay you experienced as estimated arrivals can change due to unexpected circumstances, but they assure they work on trips being completed on a timely matter. Friendly reminder that our vendors are given an hour time frame to complete the trip. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with	Resolved in Favor of Member

VAM_202 20915_24 661	15-Sep-22	September	16-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You do not agree with Valley Health Plan (VHP)'s denial of authorization number 82015463, a request for physical therapy at Stanford. This was denied because services were available within your network. You said that the physical therapy that you need is only provided by one physical therapy facility. You said you had hip surgery, and you missed out on physical therapy, which will make your recovery longer. You are requesting this to be urgent. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.		Y	Resolve d in Favor of Plan

VAM_202 20915_24 662	15-Sep-22	September	16-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza- tion (Medical Necessity)							Uphold	Appropria- te Care In Network	You do not agree with Valley Health Plan (VHP)'s denial of authorization number 82010368, a request for physical therapy at Stanford. This was denied because your primary health insurance was Healthnet. You said that the physical therapy that you need is only provided by one physical therapy facility. You said you had hip surgery, and you missed out on physical therapy, which will make your recovery longer. You are requesting this to be urgent. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.		Y	Resol- ved in Favor of Plan

VAM_202 20915_24 663	15-Sep-22	September	13-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	BACH FAMILY CLINIC	Unknown Physician Specialty	1.96E+09					You are unhappy with the quality of service you have received from Bach Family Clinic. You stated that it is difficult to schedule appointments with a doctor because the clinic does not answer your calls or your questions.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Bay Area Community Health's (BACH) Management for review. BACH's Management has reviewed your complaint along with your medical records. They have found that your last visit was 10/12/2022. BACH Management stated that they encourage members to download MyChart where you can speak to the providers directly by messages in case you have questions regarding your medical care. You can also schedule appointments on the application. BACH does have a dedicated department for answering calls and assisting members. The corresponding phone numbers are listed on the BACH website; bach.health. When a call is not answered by a representative, members are directed to leave a call back number. The system will dial the number once a representative becomes available. It is important to leave a correct number in order to receive a call back.		Resolved in Favor of Membe r

VAM_202 20915_24 664	15-Sep-22	September	16-Sep-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Adjudicat ed Properly	You do not agree with the denial you received from SCFHP Direct, MRI-Lumbar Spine 1, Authorization Number A0187919. This request was denied for medical necessity. You have requested this appeal to be expedited due to being in a lot of pain. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.		Y	Resolve d in Favor of Membe r

VAM_20220915_24665	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You said that on 9/15/2022 you missed your physical therapy appointment, which was very important. You said that you had to reschedule your appointment as YC was late to pick you up and you would not make it on time. You said that you do not have any other means of transportation.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management (YC's). YC's management reviewed your complaint along with the trip details for 9/15/2022. Yellow Cab said that the trip was scheduled to pick up at 2:00 pm and was a no show at 3:06 pm. According to YC, there were fewer drivers in the area on 9/15/2022 due to the low volume of drivers running on that day. YC worked on looking for drivers outside of the area, but they were fully booked. YC was able to locate a driver to accept that was not until 2:56pm. They received a call from SCFHP to check on the trip status and were informed that the estimated arrival time would be five minutes and that you would be notified by SCFHP. YC said that the driver arrived at your pick-up location at 3:04 pm and called you, but there was no answer. Yellow Cab apologizes for the few minute delay you experienced as estimated arrivals can change due to		Resolved in Favor of Member

VAM_202 20915_24 666	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access	MASHA M NAKELCHI K	Internal Medicine	1.26E+09					You are not happy with the quality of service with Primary Care Physician (PCP) Dr. Masha Nakelchik with Hamilton Medical Group. You said you have called the office for four days and no one has called you back. SCFHP's Grievance Department reviewed your complaint and contacted Dr. Nakelchik's office. Dr. Nakelchik's office reviewed your complaint along with their call log history and unfortunately were unable to find any calls received from you. Dr. Nakelchik's office explained their office is currently understaffed and is trying the best to answer every phone call and respond to every voicemail. Dr Nakelchik apologizes for any inconvenience this may have caused. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive		Resolved in Favor of Member

VAM_202 20915_24 667	15-Sep-22	September	11-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are unhappy with the quality of service you have received for Green Cab. You stated that you waited over 2 and a half hours for your ride on 9/15/2022. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Green Cab's Management for review. Green Cab has reviewed your complaint along with your trip details for 9/15/2022. They found that the driver arrived at your pick-up location at 12:21 PM. They stated that your return trip was activated at 2:29 PM. Unfortunately, due to limited driver availability, they did not have a cab available right away. Green Cab sincerely apologizes for the delays and they are working on hiring more drivers for that service area. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical	Resolved in Favor of Membe r

VAM_202 20915_24 668	15-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Hospital Care	SAINT LOUISE REGIONAL HOSPITAL	Unknown Physician Specialty	1.06E+09					You are not happy with the quality of care you have received at Saint Louis Regional Hospital. You said you went to have an X-ray at Saint Louis Regional Hospital for left foot pain and was told you had a fracture and given a boot and crutches. You also said they treated you badly. You said you had to go to VHC-Gilroy because after wearing the boot your foot was getting red, swollen and in pain. You said you want the doctors to pay more attention, listen to you, stop hurting you and find what exactly is going on.	Our Grievance Department reviewed your complaint and forwarded your complaint to St Louis Regional Medical Center. St Louis Regional Medical Center reviewed your complaint along with your medical records and confirmed you were seen on 9/10/2022 for a foot injury. During this visit, x-rays were done and you were diagnosed with a closed fracture of your left fifth metatarsal bone. Your medical records also document you were discharged and fitted for an orthopedic shoe and referred to Kaveh Akhbari Podiatry General Surgery Gavilan Foot Care Center at 80 West Fifth Street contact number 408-842-0281. You were provided with Discharge instructions for you to schedule an appointment as soon as possible and the instructions were reviewed with you. As explained in your Member Handbook, Section 3 - How to Get Care: Pre Approval; for some types of care, your PCP or specialist will need to ask for		Resolved in Favor of Membe r

VAM_202 20915_24 669	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)							Overtun	Medical Necessity Met w/ Additional Informati on	You do not agree with the denial you received from Palo Alto Medical Foundation, authorization number, A0185158, a request for Genetic Testing, CPT Codes: 81185, 81363, 81364, 81403, 81404, 81405, 81406, 81407, 81408, and 81479. David Stevenson, M.D. has filed an expedited appeal and is requesting reconsideration of approval. SCFHP's Clinical Review Nurse reviewed your request and unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: Severe pain Potential loss of life, limb or major bodily function. This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolve d in Favor of Membe r

VAM_202 20916_24 670	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said on 9/15/2022 that YC did not pick you up on time and you had to cancel your appointment. You said you rely on transportation and you want YC to pick you up on time.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 9/15/2022 and confirmed that your ride was scheduled for pick up at 2:00pm. However, YC had run into unforeseen conflicts, which resulted in a longer wait time than usual. It was not until 3:27pm when a driver was available to pick you up. You decided to cancel the trip as the driver was on his way. Please keep in mind that YC has an hourly pick-up window for every ride, and SCFHP creates the booking into the YC system and they automatically follow the one-hour leeway. Yellow Cab's management sincerely apologizes for the long wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable.		Resolved in Favor of Membe r

VAM_202 20916_24 671	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Emergency Medical Transportation (NEMT)	KEN TRANSPORTATION SERVICES	Unknown Physician Specialty	1.27E+09				You said you are not happy with quality of service from Ken's Transportation. You said that on 9/15/2022 you tried calling Kens Transportation and there was no answer. You said you were given a number from Kens Transportation to reach the driver but it was not the correct number to reach the driver. You said you had to wait for one hour. You said you would like to get picked up on time as this is unprofessional and for Kens Transportation to answer the calls.	SCFHP's Grievance Department reviewed your complaint and contacted Ken's Transportation Management (Ken's). Ken Transportation reviewed your complaint along with the trip details for 9/15/2022. Ken's said your call was answered, informing you that your driver would be there in 30 minutes. Ken's Transportation said you called back 15 minutes later and they answered, informing you that the driver was on the way. There was an accident on the freeway on the way to pick you up that caused the driver to delay picking you up and you were informed of the situation. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member
VAM_202 20916_24 672	15-Sep-22	September	14-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authorization (Medical Necessity)						Uphold	Non Covered Benefit	You do not agree with Santa Clara Family Health Plan (SCFHP) denying authorization number A0187250, a request for acupuncture. This was denied because the request did not meet medical guidelines..			Resolved in Favor of Plan

VAM_20220916_24673	15-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that the driver did not show up for your trip to your appointment 9/13/2022. You stated that they were 1 ½ hours late for your return trip on that same day. You stated that the driver did not pick you up for your trip to your appointment on 9/15/2022, so you had to take the bus. On your return trip on 9/15/2022, you called to request your return trip at 1:30 PM but the driver arrived after 4 PM. You have requested to switch cab companies.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management reviewed your complaint along with your trip details for 9/13/2022. They found that a driver was dispatched at 8:31 AM. They had a shortage of available drivers in the area. They tried to call you using the number they have on file but they didn't get an answer. They tried to contact you multiple times to let you know that a driver was not available in your area but they were routed to voicemail. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-	Resolved in Favor of Member

VAM_202 20916_24 674	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You said that on 9/14/2022 YC did not show up to pick you up. You said you had to take an Uber to your appointment. You said that for your return ride, YC took almost three hours to get your driver. You said you felt like YC wanted you to give up and find another means of transportation.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management (YC's). YC's management reviewed your complaint along with the trip details for 9/14/2022. Yellow Cab said that your trip was set for 10:30am. The trip was dispatched until 10:10am, but due to limited drivers in the area, it was difficult. YC was not able to have a driver assigned until 11:29am, and the driver arrived at 11:38am. YC said that when the driver arrived, they called you but you had taken an Uber. Yellow Cab reviewed your return ride and called at 4:06pm and was informed that there may be some delay. YC said that during this time they usually have very limited drivers around Redwood City and it was not until 6:12pm when the driver arrived and completed the trip at 6:23pm. Yellow Cab apologizes for the long wait that you experienced. Estimated arrivals could change depending on the situation, with conflicts that are not		Resolved in Favor of Membe r

VAM_202 20916_24 694	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care								You are not happy with the quality of care with Valley Medical Center Bascom Cardiology Clinic. You said you received a call the Cardiology Clinic and was told your heart rate was high and they wanted to prescribe you heart medication. You said the medication caused you to have a mini stroke because no one checked your blood pressure before prescribing the medication. You also said you went to the emergency room because your heart rate was high. You said you want a second opinion about heart medications.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review and tracking. We reached out to VMC's Customer Relations Department multiple times and have not received a response. We have forwarded their lack of response to our Provider Network Department for follow-up. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to receive timely access to get the care you need. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they		Resolved in Favor of Member

VAM_20220916_24720	15-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	SUTTER DELTA MEDICAL CENTER	Unknown Physician Specialty	1.47E+09					You called because you need assistance with a bill that you received from Sutter Health Delta Medical Center. For dates of services 6/17/2022-06/26/2022. Amount due \$1556.00.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. SUTTER DELTA MEDICAL CENTER participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted SUTTER DELTA MEDICAL CENTER Patient Financial Services and asked them to stop billing you. SUTTER DELTA MEDICAL CENTER put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from SUTTER DELTA MEDICAL CENTER because you do not have to pay the bill. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_202 20919_24 766	15-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	DME Supplies Delay									You are not happy with the quality of service from Vision Service Plan (VSP). You stated that you had an appointment at Eye C Optometry on September 15, 2022. You stated that you were unable to obtain your glasses because an authorization was required.	The SCFHP Grievance and Appeals Department reviewed your complaint and contacted Vision Service Plan (VSP) for additional information. VSP reviewed your complaint along with your medical records and confirmed you had an eye exam with Dr. Phuc Le at Eye C Optometry on September 14, 2022. Eye C Optometry received authorization 37149401 for lens and frames, which was retrieved on September 15, 2022. VSP has not received a claim for glasses. Please contact your provider for an updated authorization for glasses. The benefits that SCFHP offers are based on the contract between SCFHP and the California Department of Health Care Services (DHCS). This contract defines what benefits are covered and the limitations of specific benefits. The plan covers: Â§ Routine eye exam once every 24 months; SCFHP may pre-approve (prior	Resolved in Favor of Member

VAM_20220920_24814	15-Sep-22	September	23-Nov-22	Resolved in Favor of Member	Cal MediConnect Post Service Part C Appeal	Post-Service Reconsideration (Claims)		BERNARD J STEYER	Pulmonary Disease	1.7E+09		Overturn	Medical Necessity Met w/ Additional Information	a denied claim, 22230E00253, from provider Bernard Steyer. This claim is for services provided on 06/28/2022 - 07/03/2022. This was denied because there was no authorization on file. You state the authorization A0178669 was obtained by the hospital for their services and this should cover all providers on call providing services to the patient during the hospital stay is listed in box 23 on the claim form. You also said these were emergent services and your physicians were called in to consult on a critical care/pulmonary basis. You are requesting reconsideration			Resolved in Favor of Member

VAM_20220920_24815	15-Sep-22	September	23-Nov-22	Resolved in Favor of Member	Cal MediConnect Post Service Part C Appeal	Post-Service Reconsideration (Claims)		ALEXANDER ZIDER	Internal Medicine	1.8E+09		Overturn	Medical Necessity Met	You are appealing denied claim #22230E00231, from provider Alexander Zider. This claim is for services provided on 06/25/2022 - 06/27/2022. This was denied because there was no authorization on file. You state the authorization A0178669 was obtained by the hospital for their services and this should cover all providers on call providing services to the patient during the hospital stay is listed in box 23 on the claim form. You also said these were emergent services and your physicians were called in to consult on a critical care/pulmonary basis. You are requesting reconsideration for payment.			Resolved in Favor of Member

VAM_202 20915_24 652	15-Sep-22	September		Referred	Cal MediConn ect Pre- Service Part C Appeal	Pre- Service Reconside ration (Authoriza tion)							Uphold	Lack of Medical Necessity	Thomas Wagner on your behalf is appealing the denial you received for Authorization # A01864494, Electric Hospital Bed. This was denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. The criteria we used is the Medicare Local Coverage Determination (LCD): Hospital Beds and Accessories (L33820), an electric hospital bed. This appeal was requested to be expedited; this request did not meet the Department of Health Care Services (DHCS) criteria for expedited review which involved an imminent and serious threat to the health of our members, including but not limited to: - severe pain, or - potential loss of life, limb or major bodily function. Â This request has been referred as a standard review and will be resolved within 30 business days.			Referre d

VAM_202 20916_24 717	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are unhappy with the quality of service you received from Golden Hills Physical Therapy. You stated that you were on the waiting list to schedule an appointment, but, the office has not called you back. Your referral is now expired and you have to get a new one from your Primary Care Provider. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Golden Hills Physical Therapy's Management for review. Golden Hills Physical Therapy has reviewed your complaint along with your medical records. They found that you are not yet an established patient in their office. They also checked their cancellation list and did not see your name listed to call if they had a cancellation. They do have an appointment available on 10/18/2022, however, after speaking to you, we understand that you have made arrangements with another facility. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for	Resolved in Favor of Membe r

VAM_202 20916_24 718	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC) . You said that on 9/14/2022, for your return ride, the driver made you feel unsafe as the driver was using multiple devices. You said you got a call from YC asking for feedback. It seemed like the YC representative did not want to take your feedback.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management (YC's). YC's management reviewed your complaint along with the trip details for 9/14/2022. Yellow Cab said there was no record of you contacting them for any feedback and that you only called for the return ride. Yellow apologized if you felt unsafe and that they have a zero tolerance policy on this and you can always contact YC directly to report it. Yellow Cab provided coaching to the driver about proper driving etiquette. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide		Resolved in Favor of Membe r

VAM_2020916_24719	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You said you had a ride scheduled for your appointment at 9:30am on 9/16/2022. You said that the appointment time had already passed and Yellow Cab still did not show up. You shared with us that this is not the first time Yellow Cab has done this to you. You said last month, you were left stranded in Santa Clara because Yellow Cab did not show up. You said Yellow Cab always makes excuses and it is unacceptable. You shared due to this issue, you missed your appointment to get your medications as it is not easy to reschedule your appointments with Valley Health Center(VHC).	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. On the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. The Dispatching team continued to search for a cab driver and they were still trying to locate and obtain a driver at 9:37am. However, the driver was on the way to your pick up location, unfortunately, you decided to cancel the ride through the Yellow Cab system. Additionally, Yellow Cab's Management reviewed your previous rides and shared the majority of them were completed within the one (1) hour timeframe. They stated only a few	Resolved in Favor of Member

VAM_20220916_24721	16-Sep-22	September	26-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab on 9/16/2022. You said that Yellow Cab was late again for your pick up. You said you called Yellow Cab for a ride status and they informed you that there were no available drivers at the time. You said this has been happening more recently of them being late for your pick up. You mentioned that your previous ride the driver mentioned to you that they prefer to pick up corporate accounts and airport rides as they make more money for the ride. You said you would like to be picked up on time for your ride requests.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 9/16/2022 and the trip was dispatched as early as 8:46am. However, on the day of service, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. They also ran into unforeseen conflicts making it more challenging in locating a cab for your ride request. The Dispatching team looked outside the perimeter for any available cabs but were unsuccessful. Yellow Cab stated that they received a call at 9:51am from SCFHP's Customer Service Department for status on your ride. During the call, Yellow Cab advised the Customer Service Representative of the current situation	Resolved in Favor of Member

VAM_2020916_24723	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you received from Green Cab (GC). You said you had an appointment on September 16, 2022, at 10:45 am. You said it was 10:20 am and GC had not shown up yet. You said you had already missed three appointments and could not afford to miss more. You said you do not want to miss any appointments, and you want to make sure GC picks you up on time.	Our Grievance Department reviewed your complaint and contacted Green Cab's management for more information. They reviewed your complaint along with the trip details for 9/16/2022 and confirmed that your ride was scheduled for pick up at 9:45am. However, GC had run into unforeseen conflicts, which resulted in a longer wait time than usual. You decided to cancel the trip as the driver was on his way at 10:02 a.m. Please keep in mind that GC has an hourly pick-up window for every ride, and SCFHP creates the booking into the GC system, and they automatically follow the one-hour leeway. Green Cab's management sincerely apologizes for the long wait time you experienced. GC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. GC will strive to be better moving forward. As a		Resolved in Favor of Member

VAM_202 20919_24 725	16-Sep-22	September	14-Oct-22	Resolved in Favor of Plan	Medi-Cal Pharmacy Grievance	Quality of Service	Customer Service									You are not happy with the quality of service from Santa Clara Family Health Plan (SCFHP). You stated that you would like to see Optometrist Dr. Robert Chang in Palo Alto. The SCFHP Grievance and Appeals Department reviewed your complaint and contacted Vision Service Plan (VSP) for more information. VSP reviewed your complaint and confirmed that Optometrist Dr. Robert Chang is an out of network provider. As explained in your Member Handbook, Section 3 - How to Get Care: Pre Approval; For some types of care, your PCP or specialist will need to ask for permission before you get the care. This is called asking for prior authorization, prior approval, or pre-approval. It means that SCFHP or your network must make sure that the care is medically necessary or needed. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be	Resolved in Favor of Plan

VAM_202 20919_24 726	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time									You are not happy with the quality of service you received from your Primary Care Office, Gardner Health Center. You stated that you waited over an hour for your appointment in September 2022, and that it was not attended by the doctor. You would like to change Primary Care Providers.			Resolved in Favor of Member

VAM_202 20919_24 727	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you received from your Primary Care Office, Gardner Health Center. You stated that you waited over an hour for your appointment in September 2022, and that it was not attended by the doctor. You would like to change Primary Care Providers. SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Gardner Family Care Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20919_24 728	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	GRACE K TEE	Internal Medicine	1.69E+09					You are not happy with the quality of access to your primary care physician, Dr. Tee Grace K. You said you have been calling for the past two weeks and you cannot get a hold of anyone.Â	Our Grievance Department reviewed your complaint and contacted Dr. Tee Grace K Management Office for more information. They reviewed your complaint, along with your medical records and notes. Dr. Tee confirmed that they have been short of staff since July. There is only one medical assistant working in both the front and back offices. Dr. Tee said they are currently working on strategies to improve their telephone answering. Dr. Tee truly apologizes for the inconvenience this has caused. Our records show you have changed your Primary Care Physician (PCP) to Dr. Angelica Silverman, which became effective 10/1/22. Please call her at (415)550-0811 to schedule a new patient appointment and establish care. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive		Resolved in Favor of Membe r

VAM_202 20919_24 729	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Other Geographi c Access	MINI PHARMAC Y ENTERPRI SES INC	Unknown Physician Specialty	1.3E+09					You are not happy with the quality of service you have received from Mini Pharmacy. You shared with us that you have issues with Mini Pharmacy and obtaining your prescription. You said you called Mini Pharmacy regarding your Freestyle Libre 14 day sensor and they informed you it had been shipped. You said you called for an update and they informed you it was never shipped out. You would like a different pharmacy that is located near your residence so you are able to go and pick up your prescription instead of it being mailed to you.	SCFHP's Grievance & Appeals (G&A) Department has reviewed your grievance. We contacted Mini Pharmacy regarding your issue. They shared with us that on 9/17/2022, your supplies were delivered at 1:37pm to your residence. They said that you will need to call them at 888-545-6464, or go online or once you receive a text from them to set you your next month supply. They said this needs to be done since you are signed up for only a monthly supply. They advise that you call them, go online to request your next refill (the next time you are eligible for refill is 10/5/2022), once you have placed or used your last sensor, so there is no delay. If you have not done so already, please call them at 888-545-6464 to set up your next month refill. They apologized for the experience you have had while using their services. They also advised that you will need to contact Dr. Joselito Cabaccan if you would like to change the prescription or vendor. We apologize for the delays you		Resol ved in Favor of Membe r

VAM_202 20919_24 730	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	SANTA CLARA VALLEY MEDICAL CENTER	Unknown Physician Specialty	1.69E+09					You are not happy with the quality of service from your surgeon at Santa Valley Medical Center. You said you had surgery in your hand on 2/14/2007. You stated that you want to reopen the grievance you filed against the surgeon last year because Valley Medical Center (VMC) denied doing anything wrong. You said you don't recall the name of the surgeon and discovered he no longer works at VMC. You said you had gone back after two weeks of surgery to have stitches removed and the surgeon left parts of it there as it began to blister and the stitches were too deep. You said that three months later you had to go back to the surgeon to remove the remaining stitches. You stated that you cried throughout the procedure, and the surgeon told you to stop. You said you felt like your rights were denied. You said you have a witness.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review. VMC's Customer Relations Department reviewed your complaint along with your medical records and confirmed you had hand surgery on 2/14/2017 with Dr. Michael Bogatch. Your medical records show you had a first post-op visit on 2/27/2017 with Dr. Bogatch and it was documented there was no signs and symptoms of infection, but you did complain of pain and discomfort. It was documented the plan of care was to remove the sutures in 2week for wound check. You returned back to clinic on 3/20/2017 and you were seen by Dr. Curt Comstick and resident Dr. Brian Abedi Karamian. On 3/20/017 you still reported pain and sutures were removed during the visit. The plan was no weight bearing left hand and hand exercised and to follow up with Dr. Bogatch in 4weeks		Resolved in Favor of Member

VAM_202 20919_24 731	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC did not show up for your pick up on September 16, 2022. You stated that this is not the first time this has happened. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. After reviewing your complaint, YC Management confirmed that you had a scheduled trip for September 16, 2022 at 12:30 p.m. Due to a lack of cabs in the area, YC was unable to designate a driver, resulting in a longer wait time. YC consistently worked on the order and tried every possible way to allocate alternatives, but it wasn't until 2:23 p.m. that a driver accepted the trip. You requested to cancel your trip when YC contacted you to provide an update. YC sincerely apologizes for any inconvenience this has caused. YC ensures that we are still committed to perform timely execution going forward. Thank you for your understanding. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with	Resolved in Favor of Membe r

VAM_2020919_24733	16-Sep-22	September	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non-Medical Transportation (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that you were waiting outside for your trip on 9/16/2022 and the driver did not show. You had to reschedule your medical appointment because of this. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's management for review. Yellow Cab's management has reviewed your complaint along with your trip details for 9/16/2022. They found that the driver was dispatched at 12:49 PM and arrived at 1:11 PM. They tried to reach you on your phone, 408-622-5091, but the call was not answered. As a result, the trip was marked as "no-show." Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the start of your pick-up	Resolved in Favor of Member

VAM_20220919_24734	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Poor Provider/Staff Attitude	JEAN F LUONG	Internal Medicine	1.78E+09					You are not happy with the quality of service you have received from provider; Jean Luong, MD for the following reasons: 1. You shared with us that you went to see Dr. Luong for arm pain. You informed Dr. Luong that it may be a pulled muscle but Dr. Luong diagnosed you with arthritis and referred you to Physical Therapy. You stated that you went to Physical Therapy and they advised you that it was not arthritis and they are unable to work with you. 2. You then contacted Dr. Luong and requested an MRI. Dr. Luong told you that the request was sent to the MRI Department. You said you outreached to the MRI department and they informed you that nothing was sent to them. You stated there was a lot of back and forth with Dr. Luong and MRI Department. 3. You said next SCFHP received a Prior Authorization from Dr. Luong but does not respond to the request for additional information so SCFHP's Utilization Department denies the request. You said you filed an appeal and the MRI	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Dr. Jean Luong for further investigation and review. We made multiple attempts to obtain an update and response from Dr. Jean Luong. Unfortunately, Dr. Jean Luong has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Dr. Jean Luong. SCFHP would like to apologize that we are unable to resolve your concerns at this time. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20919_24 735	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral	ABRAHA M CABEBE	Family Practice	1.53E+09					You are not happy with the quality of care you have received from Dr. Abraham Cabebe. You said during your last visit on August 18, 2022, Dr. Cabebe said he was going to refer you for knee surgery. You said until now that Dr. Cabebe had not submitted the referral.	SCFHP's Grievance Department reviewed your concerns with Dr. Abraham Cabebe office. We made multiple attempts to contact them. We did not get a response on the complaint. We informed our Provider Relations Department that Dr. Abraham Cabebe did not respond to this grievance. We want you to have access to the best care possible. As a result, you were referred to Case Management for possible assistance with your ongoing care and referral access. We apologize that you had this experience with Dr. Abraham Cabebe. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the		Resolved in Favor of Member

VAM_20220919_24736	16-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are dissatisfied with the services that you have received from Yellow Cab (YC) on 9/16/2022. You said you have dialysis at 2:00 pm. You said you were not picked up yet. You said you will not be able to receive you dialysis treatment because YC is late. You said this is ridiculous and frustrating. You said this has happened multiple times.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled for a 1:00 pm pick up. On the day of service, YC struggled to find a cab. Your daughter was informed of the present situation and she allowed YC more time to work on the order. YC consistently worked on the order and gave timely updates to your daughter. However due to a very long wait, you decided to cancel at 3:18 pm. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely		Resolved in Favor of Member

VAM_202 20919_24 737	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	ABRAHA M CABEBE	Family Practice	1.53E+09					You are not happy with the quality of care from Primary Care Physician (PCP) Dr. Abraham Cabebe. You said that Dr. Abraham Cabebe does not have any appointments available until October 2022 and that you need to be referred to a dermatologist or oncologist at Stanford.	Our Grievance Department reviewed your complaint and forwarded your complaint to Planned Parenthood Mar Monte for review (PP Mar Monte). PP Mar Monte does not show any patient communication log to or from patient. They show that the last documented appointment was on 7/2018 and the last appointment was on 11/13/2019 and you did not show up for the scheduled appointment on that date. During the month of September there scheduling system was in a process of update for their appointment scheduling. They do have appointments offered 24hours in advance for urgent concerns. PPH Mar Monte Clinic works hard to provide the best quality care to each person apologizes and they are willing to work with their patients on dates and times that work best for the patient. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and		Resolved in Favor of Membe r

VAM_202 20919_24 738	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service from Green Cab (GC). You stated that your appointment was at 2:30 p.m., but Green Cab did not arrive. The Grievance and Appeals Department discussed your concerns with Green Cab (GC) Management. After reviewing your complaint with GC Management, it was determined that your trip was delayed due to a vendor change. You were scheduled to be picked up by Yellow Cab on September 16, 2022, at 1:30 p.m. (YC). Due to a lack of cabs in the area, YC was unable to designate a driver, resulting in a longer wait time. You requested that alternative vendors be checked, and the customer service representative was able to book your trip with GC while canceling your trip with YC. On September 16, 2022, at 2:37 p.m., GC received your trip request. GC was able to assign a driver at 3:00 p.m., and the driver arrived at 3:15 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to		Resolved in Favor of Membe r

VAM_202 20919_24 739	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Telephon e Access	EDWARD BROOKS	Internal Medicine	1.83E+09					You said you were not happy with the quality of service and access you had with your previous Primary Care Physician (PCP), Dr. Edward Brooks. You mentioned to the SCFHP Customer Service Representative that you changed your PCP, Dr. Edward Brooks to a new provider as he was non-responsive. You said he would never respond to the health plan's outreaches or requests. You said Palo Alto Medical Foundation as a whole has issues with relaying and replying to messages. You told our SCFHP Customer Service Representative that you currently have a new provider and will contacting them for assistance with your wheelchair issue.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your grievance to Patient Relations Department at Palo Alto Medical Foundation (PAMF). The following is the response regarding the issues that you had with your Primary Care Physician (PCP), Dr. Edward Brooks. They shared that they are very sorry that you felt the service fell short of your expectations. They would like you to know that your experience doesn't not reflect the level of care they strive to provide all of their patients. They reviewed your medical records and it appears that Dr. Brooks had offered response to you within Sutter Health's policy regarding response time, which is 72 hours. According to your records, it shows that you remained in close contact with Dr. Brooks and he was very responsive to your requests. They said that their physicians provide care that is clinically indicated and in the patient's best interest. They shared sometimes those clinical decisions don't	Resolved in Favor of Membe r

VAM_2020919_24740	16-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	DME Supplies Delay	NUMOTION-ATG REHAB SPECIALIST - SUNNYVALE	Unknown Physician Specialty	1.99E+09					You are not happy with the quality of service you have received from Numotion. You shared with us that you need a new electric wheelchair as your currently wheelchair just keeps getting repaired and then it breaks down again and again. You said that Numotion has repaired the current wheelchair but there are always issues as they ordered the wrong part or receiving a non working wheelchair. You mentioned that Numotion is not willing to try and replace the wheelchair. You said you were told that the current wheelchair is known to have many issues. SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We contacted Numotion, durable medical equipment vendor for response and review. The Numotion Management shared that according to your records you have the wheelchair since 2020. The wheelchair has been serviced to the best of the ability of Numotion and as required to be kept in working and functioning order. They shared that Wheelchair has been repaired according to company standards. They advised if you feel it is a manufacture issue then you will need to call Numotion, Rehab department and schedule an appointment for the evaluation of the item. If you have not done so, please call Numotion at (408) 522-1200 or Toll Free: (888) 736-8745 to begin the process. On 9/29/2022, the Grievance and Appeals Department referred you to SCFHP's Case Management Department for further assistance with regards to your concerns. Please be	Resolved in Favor of Member

VAM_20220919_24741	16-Sep-22	September	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that you have waited more than an hour for your return trip on multiple occasions. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's management for review. Yellow Cab's management has reviewed your complaint and your trip details for the last 6 months. They have found that the majority of your trips were completed within in the given one-hour window. They show that only a few have been completed a few minutes behind the timeframe. Yellow Cab is currently experiencing limited availability of cabs working in San Jose, which causes some delays. They are working hard on hiring more drivers for that area. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolved in Favor of Member

VAM_202 20919_24 743	16-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Specialist	JOHN D SANGUEZ A	Podiatry	1.41E+09					You are not happy with the services that you have received from Dr. John Sanguenza. You said your started seeing him early 2022. You said you feel the provider is not providing proper care. You said he went on vacation and did not submit your prior authorization (PA) for your ankle surgery. You said you are very upset. You said you are getting weaker.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. John Sanguenza. They have logged in your complaint. They will use this as a learning opportunity to improve quality care and services for all their patients. We want you to have the best care possible so I have also forwarded this complaint to our Case Management Department to help assist you with your medical needs. We apologize that you had this experience with your provider. As stated in your Medi-Cal Member Handbook, Section 7 Rights and Responsibilities: As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.		Resolved in Favor of Member

VAM_202 20919_24 744	16-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	LORETTA CHOU	Orthopedi c Surgery	1.72E+09					You are not happy with the services that you have received from Dr. Loretta Chou. You said you saw Dr. Chou. You had an MRI done. You said you were informed that you have multiple injuries on your right ankle. You said after receiving the news you began to cry. You said Dr. Chou immediately gave you a form to sign so that she can schedule your surgery. Once you got home, you had time to think about the doctor's actions. You said the doctor did not show the common decency to treat you with kindness when you were crying.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. Loretta Chou. These are the responses from the Patient Relations Manager. The member, who is documented in our medical record system as Patricia Hernandez, was first seen by Dr. Loretta Chou in the Ortho Foot & Ankle Clinic on 03/11/2021. The member returned to see Dr. Chou on 06/23/2021. During the patient's visit a physical exam was performed, imaging was reviewed, and all treatment plan options were discussed. Dr. Chou reviewed the complications and expectations for surgical reconstruction. Post-surgical recovery plans were discussed, and the member signed the complications and expectation form to proceed with scheduling the procedure. On 06/23/2021, the member was scheduled for a pre-op visit on 07/08/2021 and a post-op visit on 07/27/2021 with a Nurse Practitioner that was canceled due to the member no longer needing		Resolve d in Favor of Membe r

VAM_202 20919_24 745	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral	MANUEL GARCIA- TOCA	Vascular Surgery	1.44E+09					You are not happy with the quality of care you have received from Dr. Manuel Garcia Toca. You said during your visit on September 13,2022 that Dr. Garcia said insurance would not cover your surgery without first trying other alternatives. You said because of that, Dr. Garcia did not submit prior authorization. You said that Dr. Garcia should have submitted the prior authorization instead of assuming it would be turned down.	SCFHP's Grievance Department reviewed your concerns with Santa Clara Valley Medical Center's Customer Relations. We made multiple attempts to contact them. We did not get a response on the complaint. We informed our Provider Relations Department that Santa Clara Valley Medical Center did not respond to this grievance. We want you to have access to the best care possible. As a result, you were referred to Case Management for possible assistance with your ongoing care and referral access. We apologize that you had this experience with SCVMC. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the		Resolved in Favor of Member

VAM_202 20920_24 767	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	CAMDEN POST ACUTE CARE INC	Unknown Physician Specialty	1.01E+09					You are not happy with the quality of care you are receiving from Camden Postacute Care. You said Camden Postacute Care does not take your medical condition seriously. You said they do not believe or listen to your concerns. You said the last time a provider evaluated you was on June 24, 2022. You mention the facility smells bad because the staff do not clean up the other patients on time.	Our Grievance Department reviewed your complaint and contacted the Camden Post-acute Care Management office for more information. They reviewed your complaint along with your medical records and confirmed that on 9/26/2022, the director of nursing, administration, and social services director met with you. They asked if you had any concerns regarding staff at the facility, and you said you had no issues or concerns with any of the staff there. The staff member you mentioned in your complaint is currently away from the facility, and management was not able to talk to him. In reference to your medication, they said you were not aware of your medication regimen. The director of nursing discussed your medication regimen with you as well. They also mentioned you receive monthly visits from your PCP at the facility. You were also told to let the social service department know if you had any		Resolved in Favor of Membe r

VAM_20220920_24771	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement	PALO ALTO MEDICAL FOUNDATION	General Practice						You called our Customer Service Department about a bill you got from Palo Alto Medical Foundation (PAMF). This bill is for the services you received on 5/17/2022 for the amount of \$788.00. You are asking for our help with this bill. You said you had called before and were told to disregard the bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Palo Alto Medical Foundation (PAMF) participates with Medi-Cal, which means that they must take the payment they received from SCFHP as full payment. We contacted Palo Alto Medical Foundation (PAMF) and asked them to stop billing you. The Palo Alto Medical Foundation (PAMF) put your account under review for future billing while the adjustment is in process. Please disregard the billing statement from Palo Alto Medical Foundation (PAMF) because you do not have to pay the bill.		Resolved in Favor of Member

VAM_202 20920_24 772	16-Sep-22	September	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement	RICHARD P CARR PHYSICAL THERAPY INC - GROUP	Unknown Physician Specialty	1.38E+09				You are not happy with receiving a bill statement for the date of service (dos) of 6/15/2022 from Richard P Carr for the amount of \$160. You said you did provide the insurance information at the time of service. You said you just got this bill and did not receive any collection notice regarding this bill statement.	SCFHP's Grievance & Appeals Department reviewed the bill you received. You do not have to pay for this bill. Richard P. Carr Physical Therapy accepts Medi-cal, which means they must accept the payment from SCFHP and you should not be held responsible. Our Grievance Department contacted Richard P. Carr Physical Therapy and has asked them to stop billing you. Please disregard the billing statement from Richard P. Carr Physical Therapy. You do not have to pay the bill. Richard P. Carr Physical Therapy informed us that you can disregard this bill and the account is now at zero balance.	Resolved in Favor of Member
VAM_202 20920_24 809	16-Sep-22	September	22-Sep-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redetermina- tion (Authoriza- tion)		JUSTIN LO	Pain Managem- ent	1.41E+09		Uphold	Lack of Medical Necessity	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #30430, a request for Lidocaine 5% Patch. This was denied as you did not meet criteria for coverage. Dr. Justin Lo is requesting reconsideration on your behalf.		Resolved in Favor of Plan

VAM_20220920_24812	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	CAMDEN POST ACUTE CARE INC	Unknown Physician Specialty	1.01E+09					You are not happy with the quality of service you have received from a nurse at Camden Postacute Care. You said the nurse declined to give you your pain medication. You said you feel the nurse has something against you because he always gives you a hard time. You mentioned that the manager noticed the nurse's behavior towards you as well. Our Grievance Department reviewed your complaint and contacted the Camden Postacute Care Management office for more information. They reviewed your complaint along with your medical records and confirmed that on 9/26/2022, the director of nursing, administration, and social services director met with you. They asked if you had any concerns regarding staff at the facility, and you said you had no issues or concerns with any of the staff there. The staff member you mentioned in your complaint is currently away from the facility, and management was not able to talk to him. In reference to your medication, they said you were not aware of your medication regimen. The director of nursing discussed your medication regimen with you as well. They also mentioned you receive monthly visits from your PCP at the facility. You were also told to let the social service department know if you had any	Resolved in Favor of Member

VAM_20220920_24817	16-Sep-22	September	21-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Enrollment/Disenrollment	Enrollment/Disenrollment-Medical									You do not agree with the denial you received from SCFHP's Eligibility Department stating that your request for Kaiser Insurance has been denied. You stated that you would like to stay with Kaiser for follow-up care for kidney cancer and other cancer related issues. You have requested that this process be expedited.	Our Clinical Review Nurse has recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On September 20, 2022, our Grievance Department referred you to Valley Health Plan's Case Management Department to assist you with scheduling sooner appointment for Nephrology with an in-network Nephrology provider. You can call Valley Health Plan's Case Management Department at 408-885-2600. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be	Y	Resolved in Favor of Member

VAM_202 20921_24 864	16-Sep-22	September	14-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	SANTA CLARA VALLEY MEDICAL CENTER	Unknown Physician Specialty	1.69E+09					You are not happy with the quality of service from your surgeon at Santa Valley Medical Center. You said you had surgery in your hand on 2/14/2007. You stated that you want to reopen the grievance you filed against the surgeon last year because Valley Medical Center (VMC) denied doing anything wrong. You said you don't recall the name of the surgeon and discovered he no longer works at VMC. You said you had gone back after two weeks of surgery to have stitches removed and the surgeon left parts of it there as it began to blister and the stitches were too deep. You said that three months later you had to go back to the surgeon to remove the remaining stitches. You stated that you cried throughout the procedure, and the surgeon told you to stop. You said you felt like your rights were denied. You said you have a witness.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review. VMC's Customer Relations Department reviewed your complaint along with your medical records and confirmed you had hand surgery on 2/14/2017 with Dr. Michael Bogatch. Your medical records show you had a first post-op visit on 2/27/2017 with Dr. Bogatch and it was documented there was no signs and symptoms of infection, but you did complain of pain and discomfort. It was documented the plan of care was to remove the sutures in 2week for wound check. You returned back to clinic on 3/20/2017 and you were seen by Dr. Curt Comstick and resident Dr. Brian Abedi Karamian. On 3/20/017 you still reported pain and sutures were removed during the visit. The plan was no weight bearing left hand and hand exercised and to follow up with Dr. Bogatch in 4weeks		Resolved in Favor of Member

VAM_202 20920_24 787	16-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0641101 9/16/2022 9:57 AM PhyllishaT Alvin 650-995-0539 96692302D VER DOB/ELIG/DEMO Mbr needs to update address: 3688 YERBA BUENA AVE SAN JOSE CA 95121 Mbr calling as he is upset that Valley's soonest appt for a physical is in Dec and he wants to be seen sooner. Mbr states if something was wrong with him that is way too late to have to wait to be seen. Offered to assist with changing PCP to find dr with sooner avail. Called IHC Capital, spoke with Arturo, was TR to Duran, soonest appt is in Oct 19 @ 3:30pm, mbr taking that appt. PCP Change from KRISHNAMURTHY, PADMAPRIYA to IHC Capital Expressway Reason: mbr scheduling appt 10/19/2022 @ 3:30pm Eff Date: 10/01/2022 New ID card in 2 weeks. Caller understands.			Resolved in Favor of Membe r

VAM_2020919_24747	19-Sep-22	September	18-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that you had a ride scheduled for 9/19/2022 and the cab did not show up. Due to this issue, you had to reschedule your appointment as you were not going to make it in time.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. On the day of service, 9/19/2022, Yellow Cab confirmed you were scheduled for a ride pick up starting at 8:30am. They said that their dispatching staff tried to call you to confirm your pick up address and to check to see if you were willing to wait since Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. Unfortunately, you did not answer. The Dispatching Staff continued to look for a driver for your ride request. Yellow Cab's Dispatching staff shared that they outreached to you again regarding your ride request, however, you did not answer the call. Yellow Cab's Management said that due to the staff not being able to speak to you, the	Resolved in Favor of Member

VAM_2020919_24749	19-Sep-22	September	18-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that you had a ride scheduled on 9/14/2022 but it did not show up on time. Due to Yellow Cab not showing up by 2:15pm, you ended up finding your own transportation to your appointment. You said that on your last grievance you were told this would not happen again. You would like for Yellow Cab to be on time to take you to your appointment.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 9/14/2022 and the trip was set for your pick up at 1:30pm. However, at the time of dispatch, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area of South San Jose. The Dispatching team continued to look for a cab driver and it wasn't until 3:31pm, when a cab was successfully assigned. The Driver arrived at your pick up location at 3:53pm but the ride was not shown as you had already left the pickup area. Yellow Cab would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. They said as	Resolved in Favor of Member

VAM_20220919_24750	19-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09				You called because you are dissatisfied with the services that you have received from Yellow Cab (YC) on 9/19/2022. You said SCFHP's customer service representative (CSR) had to assist you with calling YC and asking for an estimated time of arrival (ETA).			Resolved in Favor of Member

VAM_20220919_24751	19-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Poor Provider/Staff Attitude	SKYLINE HEALTHCARE CENTER	Unknown Physician Specialty	1.78E+09					You called SCFHP's Customer Service regarding the overall service you have received from Skyline Healthcare Center. You shared with us that you went to Skyline Healthcare Center for therapy and not as a resident. During your visit, you were not feeling well and had to be taken to the Emergency Department and later you were admitted for five (5) days. You were then taken back to Skyline Healthcare Center and you stated that Skyline Healthcare Center locked you up on the weekend. Due to this issue, your family had to come get you. You mentioned that Skyline Healthcare Center ended up keeping your valuables such as your phone and purse. You said this is not acceptable and would like for Skyline Healthcare Center to return your valuables back to you.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your concerns to Skyline Healthcare Center for review and more information. The Skyline Healthcare Center Management shared that you were discharged against medical advice (AMA) and were picked up by your daughter, Dorothy. Your daughter was given all your belongings on the day of your discharge and she signed off on it. They stated that the facility does not have any of your belongings. They said that the phone you used in the facility was the phone at the nurse station and not a cell phone. They also addressed your other issues and informed us that Skyline Healthcare Center is not a board and care. They said all their patients are allowed to leave the facility as they please. They said that there were times when you would leave and go shopping and then you would call your daughter to pick you up. They said they did not have an issue of you leaving		Resolved in Favor of Member

VAM_202 20919_24 752	19-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Abuse / Neglect / Exploitation									You called SCFHP because you said you have been followed by a man who you state is a Chiropractor at Kaiser Dr. Robert Watts since 2002. You have said this provider touched you inappropriately. You said you see him everywhere. You said you fear for your life and you feel scared. You said you wanted SCFHP to know of these issues.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns Santa Clara Family Health Plan's (SCFHP) Case Management Department. They have been notified and will work with you regarding these issues. We apologize that you had this experience with your provider. As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. In addition, your case was referred to our Quality Department for review of potential quality issue(s). Our Quality Department seeks to ensure that all SCFHP members receive excellent health care and are satisfied with the services provided by SCFHP staff and providers. Our Quality Department		Resolved in Favor of Member

VAM_2020919_24753	19-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that you were scheduled for a pick up on 9/14/2022 but Yellow Cab did not show up. You said that 15 minutes before your appointment, you had to ask your neighbor for a ride. You mentioned this is the second time Yellow Cab was unable to accommodate your transportation request. Due to this issue, you would like to have your future rides with Green Cab.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up and the trip was expedited at 9:46am. However, at the time of dispatch, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. The Dispatching team received a call from you at 10:13am, as you requested to cancel the ride. Additionally, they reviewed your account and found the ride request on 9/9/2022 and it showed you also canceled that trip request at 8:36am on the same day of service. Your ride requests in August 2022 were completed within the 1 hour timeframe with no delay. Yellow Cab would like to extend their sincerest apology to	Resolved in Favor of Member

VAM_20220919_24754	19-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/17/2022. You said the driver was over 30 minutes late so you did not make it to your acupuncture appointment. You said you do not want SCFHP to pay for the ride. You said the Acupuncture Clinic was going to charge you for cancelling your appointment last minute.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. According to their records, you were scheduled on 9/17/2022 for a 2:30 pm pick up. YC would like to remind you that they are given an hour leeway to complete each and every trip so this would automatically suggest to them an appointment chair time of 3:30 pm. A driver was assigned at 2:16 pm. You decided to cancel the trip at 2:43 pm and the driver was a few minutes away from your pick up location. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They		Resolved in Favor of Member

VAM_20220919_24755	19-Sep-22	September	22-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	CENTRAL VALLEY IMAGING MEDICAL ASSOCIATES, INC	Diagnostic Radiology	1.62E+09					You called our Customer Service Department regarding a bill you received from Central Valley Imaging Medical Associates. This bill is for the services you received on 7/26/2022 for the amount of \$43.00. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill for date of service: 7/26/2022 with Dr. Brian Sakamoto at Central Valley Imaging Associates. This is because Central Valley Imaging Associates participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. SCFHP did not receive a request for payment from Central Valley Imaging for the date of service: 7/26/2022. We asked Central Valley Imaging to put your account on hold and submit the claim payment requests to SCFHP. This process would take up to 45-60 business days from when we receive the request for payment. In the meantime, please do not pay this bill.	Resolved in Favor of Member

VAM_20220919_24756	19-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/19/2022. You said the driver that took you to your appointment scared you. You said the driver was going at least 85 mph and blaring music really loud. You said when you first got into the vehicle you asked the driver to go slow so your service animal would not get sick. You said the driver was going so fast and you asked multiple time for him to slow down.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. Upon checking the dash cam footage, there were no found events of driver listening to loud music or driving over speed limit. Regardless, driver has been coached and reminded about obeying traffic laws and proper customer service. Here at YC, we guarantee that we have zero tolerance policy in regards with reckless driving. We encourage the member to report such incident in the future by directly calling our customer service hotline so that we could investigate real time. We would be glad to assist. Furthermore, member's trips on date of service were all completed within the timeframe. Yellow Cab		Resolved in Favor of Member

VAM_202 20919_24 758	19-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude								You are not happy with the services that you have received from Silver and Fit. You said you received a letter by mail. You said the cover letter showed your name as John Henley Jr. You said you called customer service and spoke with Jana. You said you voiced your concerns to Jana about your name being incorrect in their system. You said Jana told you to call SCFHP to make the correction. You told Jana that SCFHP has your name correct. You told Jana it needs to be updated on their end. You said Jana placed you on hold to â€œdeal with a co-worker.â€ You said Jana placed you on hold for 1 hour, 30 minutes, and 8 seconds. You said she never returned your call back. You said the hold time was unacceptable.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your complaint to Silver and Fit. These are their responses. Your name in their system is John B Henley Jr. Their mail correspondence is sent from a different system, which does not have a field to capture the middle initial, which is why it was not on the cover letter you received. They are unable to update the mailing system to add a middle initial as it would be overwritten with a non-initial when they receive monthly eligibility file. They have explained this to you why they are not able to add your middle initial for mail correspondence, which you understood. The call from 9/19/2022 when you were placed on hold for over 45 minutes while the agent was researching. This agent is being coached. We regret that you are experiencing these challenges, but take your concerns seriously. Lastly, your case was sent to our		Resolved in Favor of Membe r

VAM_202 20919_24 759	19-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Written Materials/ Marketing									You are not happy with the services that you have received from Silver and Fit. You said you received a letter by mail. You said the cover letter showed your name as John Henley Jr. You said you called customer service and spoke with Jana. You said you voiced your concerns to Jana about your name being incorrect in their system. You said Jana told you to call SCFHP to make the correction. You told Jana that SCFHP has your name correct. You told Jana it needs to be updated on their end. You said Jana placed you on hold to â€œdeal with a co-worker.â€ You said Jana placed you on hold for 1 hour, 30 minutes, and 8 seconds. You said she never returned your call back. You said the hold time was unacceptable.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your complaint to Silver and Fit. These are their responses. Your name in their system is John B Henley Jr. Their mail correspondence is sent from a different system, which does not have a field to capture the middle initial, which is why it was not on the cover letter you received. They are unable to update the mailing system to add a middle initial as it would be overwritten with a non-initial when they receive monthly eligibility file. They have explained this to you why they are not able to add your middle initial for mail correspondence, which you understood. The call from 9/19/2022 when you were placed on hold for over 45 minutes while the agent was researching. This agent is being coached. We regret that you are experiencing these challenges, but take your concerns seriously. Lastly, your case was sent to our		Resolved in Favor of Membe r

VAM_20220919_24760	19-Sep-22	September	20-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	IRHYTHM TECHNOLOGIES INC	Unknown Physician Specialty	1.71E+09					You called our Customer Service Department regarding a bill you received from Irythm Technologies, INC. This bill is for the services you received on 1/13/2022 for the amount of \$27.57. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Irythm Technologies, Inc participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Irythm Technologies, Inc and asked them to stop billing you. Irythm Technologies, Inc put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Irythm Technologies, Inc because you do not have to pay the bill. . This process would take up to 45-60 business days to show adjustment.		Resolved in Favor of Member

VAM_2020919_24761	19-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC was late for your scheduled trip on September 10, 2022. You stated that YC is scheduling other members' trips too close together.	The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. After reviewing your complaint, it was determined that your trip was delayed. YC management confirmed that you had a scheduled pick up for 10:15 a.m. on September 10, 2022. Please keep in mind that YC has an hour to complete each and every trip. YC assigned your trip at 9:55 a.m. however, your trip was queued as a follow on. This means driver has to finish prior booking first before picking you up. The driver arrived at 11:09 a.m. and completed the trip at 11:24 a.m. YC sincerely apologizes for any inconvenience this has caused. Aside from the coaching opportunity, YC has reminded the dispatch team to ensure timely execution in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive		Resolved in Favor of Member

VAM_20220919_24762	19-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/Staff Attitude	JOANABEL STA MARIA	Family Practice	1.49E+09					You are unhappy with the quality of service you received from your Primary Care Provider's (PCP) office. You stated that your appointment was at 3:45 PM but you were not seen until almost 5 PM. You stated that they did not explain what labs or tests were ordered and you did not receive a summary of your visit when your appointment was over. You also stated that you called to ask questions about your appointment but the receptionist was rude.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Joanabel Sta Maria's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_2020919_24763	19-Sep-22	September	18-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non-Emergency Medical Transportation (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said when you called to activate your return ride on 9/17/2022, you were advised of over an hour wait. Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 09/17/2022 and confirmed the ride was activated at 10:30pm. At this time, YC has very limited WAV's working in the area. This is why you were given an estimated wait time of an hour. As YC failed to allocate a WAV, they asked you if you were transferable and could use a regular cab. However, you needed a WAV. YC continued to work on your request, but you decided to cancel the trip at 11:00pm. Yellow Cab's management sincerely apologizes for the long wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. Your case was also	Resolved in Favor of Member

VAM_202 20919_24 764	19-Sep-22	September	18-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access									You are no happy with the quality of service from Valley Connections. You said you called to get an appointment with your Primary Care Physician and you were on hold for two hours. Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review and tracking. We reached out to VMC's Customer Relations Department multiple times and have not received a response. We have forwarded their lack of response to our Provider Network Department for follow-up. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can find a new PCP by going to the SCFHP Provider Directory online at www.scfhp.com. You can also call SCFHP Customer Service at 1-800-260-2055	Resolved in Favor of Membe r

VAM_202 20920_24 768	19-Sep-22	September	18-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Directory Error	SANTA CLARA FAMILY HEALTH PLAN	Unknown Physician Specialty	1E+09					You are not happy with the Santa Clara Family Health Plan Directory. You said the provider directory is not user-friendly. You said that the provider you selected, Dr. Khurram Abbass shows is accepting new patients, but when you called the office informed you unable to schedule an appointment.	SCFHP's Grievance Department reviewed your complaint along with the SCFHP Website and confirmed Dr. Abbass is accepting new patients. SCFHP's Grievance Department then contact Dr. Abbass office. Dr. Abbass office confirmed they are accepting new patients at this time. Unfortunately, the availability for an new patient appointment has a wait of about one month. It is your right as a SCFHP member to receive timely access to the needed and appropriate medical care. It is also your right to change your PCP and/or Network of Providers at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can Call Customer Service at 1-800-260-2055 (TTY 1-800-735-2929 or 711). Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll free. Or you can visit us online at www.scfhp.com for a		Resolved in Favor of Member

VAM_20220920_24769	19-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that you were being picked up late from dialysis. You stated that the driver has been picking up other members during your ride for the past two weeks. You stated that you would like to switch from a van to a car.	The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. After reviewing your complaint with YC Management, it was determined that your trip was marked as a no show. YC management confirmed you had a wheelchair accessible vehicle (WAV) return trip scheduled for September 19, 2022. The health plan notified YC that you were ready to be picked up at 09:24 a.m. The assigned WAV driver had to complete a previous trip that took longer than usual. The WAV driver was not available until 09:35 a.m. The driver arrived at 09:51 a.m. and attempted to contact you several times but was unsuccessful. The dispatcher no showed your trip at 10:06 a.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns,	Resolved in Favor of Member

VAM_20220920_24770	19-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that you had to wait an hour after your appointment to be picked up to go to your next appointment on 9/19/2022. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's management has reviewed your complaint along with your trip details for 9/19/2022. They found that you activated your trip at 11:52 AM from the Broadway location. Yellow Cab has a limited amount of drivers in that area, so they stated they let you know that there was a delay in dispatching a driver. The first available driver was queued at 12:41 PM. The driver arrived at 12:59 PM. The trip was completed at 1:09 PM Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when	Resolved in Favor of Member

VAM_202 20920_24 773	19-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You stated that you received a bill for \$456.00 from Obstetrics Medical Group of California for the date of service on October 4, 2021.	SCFHP's Grievance Department reviewed the bill you received from Obstetrics Medical Group of California regarding date of service 10/04/2021 for the amount of \$456.00. Your claim is being processed and sent to your insurance company for payment. You can disregard bill. Please allow 30-45 days for the reprocessing. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.	Resolved in Favor of Member

VAM_202 20920_24 774	19-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	JONELON G TSANG	Pain Managem ent	1.25E+09					You are unhappy with the quality of care provided by your pain management doctor, Dr. Gape Tsane. You stated that he did not review the ER discharge records you provided and refused to refill your medication. You also stated that the provider began yelling at you and slammed his fist on the desk before he told you to leave the office.	Our Grievance Department reviewed your complaint and contacted Dr. Tsang for more information. Dr. Tsang reviewed your complaint along with your medical records and confirmed the last time you were seen was 9/16/22. Your medical records this appointment was a scheduled follow-up appointment and you had not been seen in the office since 12/2/21. Your medical records document the reason for the visit was a request for opioid medication and that it was not a refill request because Dr. Tsang has not previously prescribed you opioid medication. During the 9/16/22, Dr. Tsang explained he would not be prescribing opioid medication to you because Dr. Tsang does not prescribe opioid medication to his patients. Alternative options were discussed with you such as a trial of muscle relaxants as well as other medications such as NSAID and SNRI. Your medical records document you did not agree with these recommendations. Dr. Tsang tries to		Resolve d in Favor of Membe r

VAM_20220920_24775	19-Sep-22	September	18-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said that on 9/16/2022 YC was late because they were having a hard time securing a driver. Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 09/16/2022 and confirmed the ride schedule for a pick-up at 2:15 pm. Due to a very limited number of cabs in the area, the wait time was longer than usual. YC says you were informed of the delay and were continuously updated on the status. A cab accepted the ride at 2:44pm. The driver arrived at 3:03pm and completed the trip at 3:55pm. Yellow Cab's management sincerely apologizes for the wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make	Resolved in Favor of Member

VAM_20220920_24776	19-Sep-22	September	18-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider									You are not happy with being denied assignment to Kaiser Network. You said all your family is with Kaiser and your child is with Kaiser. You said you do not understand why you can't qualify to be with Kaiser and you wish to be in the same Primary Care Physician location as your family.	Our Grievance Department forwarded your complaint and request for you to be assigned to the Kaiser Network to our Eligibility Management. Our Eligibility Management forwarded your complaint and request to Kaiser for review of assignment. Unfortunately, Kaiser has denied the request for assignment because you do not meet Kaiser's Established Patient Only (EPO) criteria. Kaiser's EPO criteria can be met by either being a Family Addition or being an Established/Existing Member. A Family Addition is an immediate family member who lives in the same household of a current SCFHP member who already is assigned to Kaiser provider. You do not show that you have prior coverage with Kaiser and you can only use your daughter if she is disabled and can show that your daughter is your caregiver. Our records show you are currently assigned to Dr. Peter Fay effective 10/1/2022 to current. Please reach out to Dr		Resolved in Favor of Member

VAM_202 20920_24 777	19-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								You stated that you received a bill from El Camino Hospital for \$2,386.00 for the date of service January 25, 2022.	SCFHP's Grievance Department reviewed the bill you received from El Camino Hospital about the dates of service 01/25/2022 for a total of \$2,386.00. Your claim has been resolved, and you may disregard the bill. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.		Resolv ed in Favor of Membe r
VAM_202 20920_24 778	19-Sep-22	September	17-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								You are unhappy because you have received a bill from Sutter for your eye injections, billing account number 011515, in the amount of \$273.00, for dates of service, 4/13/2022, 5/26/2022 and 7/7/2022. You would like help settling this matter.	The SCFHP Grievance and Appeals Department reviewed your complaint and contacted Sutter for additional information. Sutter confirmed that the three dates of service, 4/13/2022, 5/26/2022, and 7/7/22, were all covered by your insurance. The current balance on your account is \$0.		Resolv ed in Favor of Membe r

VAM_20220920_24779	19-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Cal MediConnect Part D Grievance	Quality of Service	Billing Statement									You called our Santa Clara Family Health Plan regarding a bill you received from Santa Clara Valley Health Systems. This bill is for the the prescription of Lidocaine Patches 5% that you received on 8/10/2022. The bill amount due is \$67.55. You said the Pharmacy informed you that SCFHP would to pay for the patches but you could pay out of pocket for them. You informed the Pharmacy that you did not have the money and they said they would send you the bill. You are now asking for help with this bill.	SCFHP's Grievance Department contacted Santa Clara Valley Medical Center's Outpatient Pharmacy Billing Clinic regarding your grievance that you filed. We spoke directly with the Clinic's Billing Department. They explained to us that you were informed at the time of pickup that the medication: Lidocaine 5% Patch would require payment for pick up as there was no prior authorization approval on file. You agreed to have the amount of \$67.55 be billed to you and requested for the bill to be mailed to you. We asked them to waive the payment amount as a one-time courtesy. They reviewed the request and unfortunately they decided they will not be waiving the bill. You are financially responsible for the amount and must pay the full cost yourself as explained in your 2022 Cal MediConnect Member Handbook Chapter 7: Chapter 7: Asking us to pay our share of a bill you have gotten for covered services or drugs- Section 56. When you pay the full cost for a prescription for a drug that is not		Resolved in Favor of Member

VAM_202 20920_24 791	19-Sep-22	September	18-Oct-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Enrollmen t/Disenrol lment	Eligibility									You do not agree with Santa Clara Family Health Plan (SCFHP)'s denial of request to be assigned to the Palo Alto Medical Foundation (PAMF) network. You said you meet eligibility criteria. You said your son is receiving care from PAMF. You said you would like your request to be revised and assigned to Primary Care Physician (PCP) Dr. Lawrence Zieske. Our Grievance Department reviewed your complaint along with your call and eligibility notes. During the course of our review of your eligibility notes, it was confirmed that your request to be assigned to the PAMF network was first denied because your son is over 21 and cannot use an add-on. Qualified family members are a spouse, domestic partner, or dependent child under 21 years of age. A reconsideration email was sent to PAMF and unfortunately, a second denial was received on 10/18/2022 with a denial of member does not meet criteria via son. Also, SCFHP only sends the request to PAMF on behalf of the member. It does not decide whether the request is eligible or what happens to it. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to	Resolved in Favor of Plan

VAM_20220920_24803	19-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time	JOANABEL STA MARIA	Family Practice	1.49E+09					You are unhappy with the quality of service you received from your Primary Care Provider's (PCP) office. You stated that your appointment was at 3:45 PM but you were not seen until almost 5 PM. You stated that they did not explain what labs or tests were ordered and you did not receive a summary of your visit when your appointment was over. You also stated that you called to ask questions about your appointment but the receptionist was rude.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Joanabel Sta Maria's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_20220920_24808	19-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	ONE-STOP MEXEX	Unknown Physician Specialty	1.93E+09					You are not happy with the quality of service from One Stop. You stated that One Stop was unable to accommodate your ride on 08/23/2022. You stated that One Stop did not notify you until the day of your trip. You stated that you had to reschedule your appointment.	Our Grievance and Appeals Department reviewed your complaint and forwarded One Stop Transportation Management for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with One Stop Transportation Management to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP is very sorry for any inconvenience this may have caused. SCFHP looks forward to better serving you in the future.		Resolved in Favor of Member
VAM_20220921_24828	19-Sep-22	September	19-Oct-22	Closed	Medi-Cal Medical Grievance	Access	Timely Access to Specialist								You stated that you are not happy with the access to care from San Jose Physical Therapy. You stated that the next available new patient will not be available for another two months.			Closed

VAM_202 20921_24 829	19-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Specialist	HUY A NGUYEN	Gastroent erology	1.07E+09					You are not happy with the services that you have received from Dr. Huy Nguyen's office. You said you had an appointment. You said they cancelled your appointment because they are no longer taking Cal Mediconnect patients. SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. The Customer Service Representative called Dr. Huy Nguyen's office and they have informed her they are no longer taking CMC members. We also want you to have the best care possible so I have referred you to Case Management (CM) for assistance with your referral processes. As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. We regret that you are experiencing these challenges, but take your concerns seriously. Lastly, your case was referred to our Quality Department for review of potential quality issue(s). Our Quality Department seeks		Resolved in Favor of Membe r

VAM_202 20919_24 765	19-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider									You are unhappy with Indian Health Care because you have requested a follow up appointment from your ER visit but they are refusing to see you. You stated that their eligibility department shows that you still have Kaiser insurance, but, you have not had Kaiser in a couple years. You would like your grievance expedited in order to make a follow up appointment before you run out of medication. Meets DHCS criteria for expedited review: imminent and serious threat to health including but not limited to severe pain, or potential loss of life, limb, or major body function.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted our Clinical Nurse Specialist for review. She found that your eligibility states that you do not have any other coverage listed other than Medi-Cal. Your case has been sent to Case Management to secure an appointment with Indian Health Care (IHC) as soon as possible. A member from Case Management will be in touch with you shortly to schedule an appointment. You may also receive a call from IHC. If you begin having any symptoms or you run out of your medication, please go directly to the Emergency Room. You may request a Tele-Health visit from the Advice Nurse Line listed on the back of your member ID card. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to	Y	Resolved in Favor of Member

VAM_202 20920_24 786	19-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access								Call# SC0642941 < 9/19/2022 4:58:09 PM EsquivelC> Called the IHC appointment line 408-960- 0660 spoke with Esmeralda Conference call with mbr.. Mbr shared she initially started with a Rash on her neck area, but now her rash is all over the body. on 6/24/22- Mbr went to ER at Good Samaritan Hospital and was prescribed medication but was advice to follow up with her PCP to be referred to see a Dermatologist. Per Esmeralda she will send a message to the Nurse to call mbr back, Nurse should be calling mbr back tomorrow. Mbr agreed 9/19/2022 1:03 PM MayraR Member 408-603-6696 Verified name/dob/address Looking for pcp since ALVAREZ, PEDRO to Santhi Lingamneni MD due to location and not being able to reach current pcp office to make apt Has tried to call them but was not able to reach a live person only gets		Resolved in Favor of Membe r

VAM_202 20923_24 911	19-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	DUYEN PHAM	Unknown Physician Specialty	1.96E+09				call SC0642787 < 9/20/2022 11:36:11 AM VickyN> Reach out to mbr's mother Huynh, My at 4083327077 informed her that hp was able to schedule for mbr's with urgent care tomorrow 9/21/22 at 11am. She accepted the telephone appointment for mbr's tomorrow 9/21/22 at 11am. No further assistance request. < 9/20/2022 10:39:02 AM EsquivelC> Called Valley Connections spoke with Chantel She states based on mbr's symptoms she cannot schedule appointment with PCP, she will need to schedule phone appointment with Urgent care provider. Protocol: the provider will call mom, the doctor calling her will determine if they need to see the baby and if yes, they will schedule appointment to see mbr in person. Next available phone appointment 9/21/22 at 11am She will add that mom is Vietnamese speaker. Mom to be ready to answer Urgent care provider call.			Resolved in Favor of Membe r

VAM_20220920_24793	20-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	MARIA E TISCARENO	Internal Medicine	1.78E+09					You are not happy with the quality of service with Primary Care Physician (PCP) Dr Maria E Tiscareno MD. You said you called your PCP on 09/15/2022 to get an appointment for headache but the office has not returned a call back. You said you need a doctor's note when you can return to work as you have not been feeling well. You said you would like to hear back from PCP in a timely matter.	Our Grievance Department reviewed your complaint and forwarded your complaint to Ravenswood Health Center for review and tracking. We reached out to Ravenswood's multiple times and have not received a response. We have forwarded their lack of response to our Provider Network Department for follow-up. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can find a new PCP by going to the SCFHP Provider Directory online at www.scfhp.com. You can also call SCFHP Customer Service at		Resolved in Favor of Member

VAM_20220920_24794	20-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	TRACY P T TRAM	Internal Medicine	1.92E+09					You are unhappy with your Primary Care Provider (PCP), Dr. Tracy Tram. You said they did not have any new patient appointments until mid-October 2022 and you would like to change your PCP because of this issue.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Tracy Tram's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_20220920_24796	20-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access									You are not happy with the quality of access from Valley Connections. You say it is hard to schedule an appointment with the automated system. You said it is also hard to get a hold of a live representative. Our Grievance and Appeals Department reviewed your concerns and sent them to Santa Clara Valley Medical Center (SCVMC) for Customer relations for more information. Unfortunately, SCVMC has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from SCVMC. You changed your PCP from VHC-Bascom to Dr. Jerry Mercado. As of 9/1/2022, you may see Dr. Mercado for your care. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolved in Favor of Member

VAM_20220920_24797	20-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access								You are not happy with the quality of access from Valley Connections. You say it is hard to schedule an appointment with the automated system. You said it is also hard to get a hold of a live representative. Our Grievance and Appeals Department reviewed your concerns and sent them to Santa Clara Valley Medical Center (SCVMC) for Customer Relations for more information. Unfortunately, SCVMC has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from SCVMC. You changed your PCP from VHC-Bascom to Dr. Jerry Mercado. As of 9/1/2022, you may see Dr. Mercado for your care. Your case was sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolved in Favor of Member

VAM_20220920_24798	20-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	KEN TRANSPORTATION SERVICES	Unknown Physician Specialty	1.27E+09					You are not happy with the quality of service from Ken's transportation. You said that on 9/20/2022 you were not picked up and missed your appointment. You said that this is the second time this has happened and you are wondering if they pay attention.	Our Grievance Department reviewed your complaint and forwarded your complaint to Ken's Transportation. Ken's Transportation reviewed your complaint along with his transportation system and was unable to find a ride for 9/20/22 from SCFHP. SCFHP's Call Center Management reviewed the Transportation System and confirmed there was a scheduled ride for 9/20/2022 at 8:30am with Ken's Transportation. SCFHP's Grievance and Appeals Department is working closely with Ken's Transportation to ensure this does not happen with future rides. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_20220920_24799	20-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	WHITE BLOSSOM CARE CENTER	Unknown Physician Specialty	1.72E+09				You are not happy with the quality of service from White Blossom Care Center. You stated that White Blossom Care Center is not allowing you to leave the facility due to the Covid Pandemic. Our Grievance and Appeals Department reviewed your complaint and forwarded it to White Blossom Care Center Management for internal review. Despite multiple attempts, SCFHP has yet to receive a response to your complaint. Please be aware that SCFHP is working closely with White Blossom Care Center Management to ensure that this does not happen again. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP is very sorry for any inconvenience this may have caused. SCFHP looks forward to better serving you in the future.	Resolved in Favor of Member

VAM_20220920_24800	20-Sep-22	September	18-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you received from Yellow Cab. You stated that the driver was late to pick you up for your trip on 9/19/2022. You stated that this made you late to your medical appointment. You also stated that they were late for the return ride. You stated that you waited over an hour and Yellow Cab informed you that they did not have any drivers available. You ended up having your son pick you up.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management has reviewed your complaint along with your trip details for 9/19/2022. They stated that your trip was scheduled for an 6:15 PM. A driver was dispatched at 6:00 PM. The driver arrived at 7:38 PM and completed the trip at 7:50 PM. They found that the return trip was activated at 10:09 PM and canceled at 10:42 PM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the	Resolved in Favor of Member

VAM_20220920_24801	20-Sep-22	September	18-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement	STANFORD HEALTH CARE	Unknown Physician Specialty	1.44E+09				You called our Customer Service department about a bill you got from Stanford Medicine LPCH. This bill is for the services you received on 3/4/2022 for the amount of \$520.98. You are asking for our help with this bill. You said you contacted us about this bill before. You said you are very stressed and have anxiety because of this bill. You are requesting this to be urgent. You requested this grievance to be expedited; unfortunately, this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: - Severe pain - Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Stanford Medicine LPCH participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Stanford Medicine LPCH and has asked them to remove the billed amounts from your account because you should not be responsible. Stanford Medicine LPCH has agreed that you are not responsible for this and has placed your account on review while the adjustment is in process. Please disregard the billing statement from Regional Medical Center because you are not responsible for the balance owed.	N	Resolved in Favor of Member

VAM_202 20920_24 802	20-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	NORTH EAST MEDICAL SERVICES	Unknown Physician Specialty	1.55E+09					You are not happy with the quality of care with North East Medical Services (NEMS). You said you are not happy with the NEMS treatment that you have received physical abuse and that the prescribed medication was hurting your medical conditions.	Our Grievance and Appeals Dept. reviewed your complaint and contacted NEMS Management for more information. NEMS Management reviewed your complaint along with your medical records and confirmed they have not prescribed or treated you for mental health conditions. It is also your right to change your PCP at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. For a choice of physicians and providers, please call Customer Service at 1-800-260-2055 (TTY 1-800-735-2929 or 711). Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll free. Visit online at www.scfhp.com. Our records show you are assigned to Valley Health Center- Sunnyvale effective 9/1/2022. Please contact Valley Health Center- Sunnyvale		Resolved in Favor of Membe r

VAM_20220920_24805	20-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	DME Supplies Delay	BERNETTE C TSAI	Internal Medicine	1.06E+09					You are not happy with the services that you have received from the nurses at Dr. Bernette Tsai's office on 8/22/2022. You said you are having trouble ordering your durable medical equipment (DME) supplies. You said you requested a knee scooter and fracture boot. You said you messaged the office. You said the office told you they are too busy and can't help you.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. Bernadette Tsai's office. These are the responses from VHC Moorpark Clinic MD Tsai. Dr. Tsai said Daniel Cole, his LVN, has spent a considerable amount of time trying to get your medical supplies. Dr. Tsai reviewed your chart. She said she has prescribed both your scooter and fracture boot within 1-2 days of your request. She asked you why your surgeon did not prescribe these supplies to you since he is managing the ankle fracture as she has not seen you for over a year. You told her you did not know why. Daniel faxed over your requests to multiple medical supply companies including CHME, American Medical Equipment, and later Brannon's since CHME and AME did not accept your insurance. He did so within a couple days of her orders, and it is documented in your chart when he faxed over the orders. Ultimately, you finally asked them to fax the requests		Resolved in Favor of Member

VAM_20220920_24806	20-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Poor Provider/Staff Attitude	JEAN F LUONG	Internal Medicine	1.78E+09					You are very dissatisfied with the care that you have received from Dr. Jean Luong and the office. You said you feel rushed every time you see the doctor. You said you feel the doctor is unprofessional. You said the office does not get your orders or paperwork right for labs or diagnostic imaging.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your complaint to Dr. Jean Luong's office regarding this issue for review and response. They have logged in your complaint. They will use this as a learning opportunity to improve quality services. They will also enact the necessary disciplinary actions if needed. As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP (Primary Care Physician) at any time if you are not happy with the quality of service and care you are receiving from your provider. You must choose a PCP who is in an SCFHP provider network		Resolved in Favor of Member

VAM_20220920_24807	20-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Compliance	Discrimination	DAVID A CAHN	Family Practice	1.69E+09				You called Santa Clara Family Health Plan (SCFHP) because you said you believe that Dr. David Cahn's office is denying to be your Primary Care Physician (PCP) because of 'back lash'/retaliation for having filed a grievance against him and for having brought your concerns to their attention. You said you feel they do not want you to be a patient.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your complaint to Dr. David Cahn's office regarding this issue for review and response. These are there following responses. When patient contacts Dr. David Cahn's office staff to schedule a new patient appointment, no question are asked in regards to previous provider. They are only asked if they are a current patient of Dr. Cahn's. There would have been no way for their office staff to have known that a previous complaint had been made. Since the date of SCFHP contacting their office, they have put in a formal letter to PMG that all providers in their clinic are closing their panel for new patients. We regret that you are experiencing these challenges, but take your concerns seriously. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive		Resolved in Favor of Member

VAM_20220920_24819	20-Sep-22	September	21-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	CENTRAL VALLEY IMAGING MEDICAL ASSOCIATES, INC	Diagnostic Radiology	1.62E+09					You called our Customer Service Department regarding a bill you received from Central Valley Imaging Association. This bill is for the services you received on 11/3/2021 for the amount of \$393.00. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill for date of service: 11/3/2022 at Central Valley Imaging Associates. This is because Central Valley Imaging Associates participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. SCFHP did not receive a request for payment from Central Valley Imaging for the date of service: 11/3/2022. We asked Central Valley Imaging to put your account on hold and submit the claim payment requests to SCFHP. This process would take up to 45-60 business days from when we receive the request for payment. In the meantime, please do not pay this bill.		Resolved in Favor of Member

VAM_20220920_24821	20-Sep-22	September	27-Sep-22	Resolved in Favor of Plan	Cal MediConnect Pre-Service Part D Appeal	Pre-Service Redetermination (Authorization)		RAYMOND H HONG	Allergy/Immunology	1.88E+09		Uphold	Non Covered Benefit	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #30434, a request for Sudafed 24 hour 240 MG. This was denied as you did not meet criteria for coverage. You are requesting reconsideration as you said you are need of this medication as you have allergies for everything.			Resolved in Favor of Plan
VAM_20220920_24824	20-Sep-22	September	17-Nov-22	Resolved in Favor of Member	Cal MediConnect Post Service Part C Appeal	Post-Service Reconsideration (Claims)		ROCHELLE R HATFIELD	Unknown Physician Specialty	1.28E+09		Overturn	No Authorization Required	You are not happy with the Notice of Denial of Payment letter you received from Santa Clara Family Health Plan. The claim 22230E05385 was denied for payment becauseâ€Ž ROCHELLE HATFIELD did not obtain an authorization for the services rendered to you on 08/16/2022. You are asking for reconsideration.			Resolved in Favor of Member

VAM_202 20921_24 825	20-Sep-22	September		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part C Appeal	Expedited		SEQUOIA HOME HEALTH	Unknown Physician Specialty	1.68E+09		Uphold	Lack of Medical Necessity	You do not agree with a denial you received from Santa Clara Family Health Plan, authorization #A0188761, regarding a request for Skilled Nursing Home Health x10 with Sequoia Home Health. This was denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. After careful review of your medical records by our medical director, it was decided that you did not meet criteria for Chapter 7, Section 30 "Conditions Patient Must Meet to Qualify for Coverage of Home Health Services of the Medicare Benefit Policy Manual. Sequoia Home Health is requesting reconsideration on your behalf and requested this to be reviewed under expedited criteria.		Y	Resolved in Favor of Plan

VAM_202 20921_24 826	20-Sep-22	September	22-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that you had a scheduled pickup for September 20, 2022, at 2:15 p.m., but the driver never arrived. You stated that you needed to find another ride. You stated that this is not the first time YC has not shown up. Our Grievance and Appeals Department reviewed your request to expedite grievance for delay in transportation with SCFHP's Clinical Review Nurse. SCFHP Clinical Review Nurse reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria. Our Grievance and Appeals Department discussed your complaint with YC Management. After reviewing your complaint, YC Management confirmed that your scheduled return trip on August 20, 2022 was delayed. At 4:00 p.m., your return trip was activated. The assigned WAV driver had to complete a previous trip that took longer than expected, leading him to cancel the trip. YC struggled to find a WAV replacement due to a lack of WAVs in the area. YC informed you of the current situation and asked if you were transferable so that YC could allocate an alternate cab, but you were not. The YC dispatch	Y	Resolved in Favor of Member

VAM_202 20921_24 827	20-Sep-22	September	18-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09		Uphold	Appropria te Care In Network	You do not agree with a denial you received from Valley Health Plan (VHP), authorization number 82001287 to Stanford Medical Center. This was denied because services can be provided in- network. You said you have neurological work ups previously at Stanford and you would like to continue your medical services. This was denied as requested services are available within your preferred network.			Resolved in Favor of Plan

VAM_202 20921_24 830	20-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are unhappy with the quality of service you have received from Green Cab. You stated that they did not show up for your appointment on 9/20/2022. You stated that Green Cab informed you that they did not have any drivers available in time for your appointment. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Green Cab's Management for review. Green Cab's Management has reviewed your complaint along with your trip details for 9/20/2022. They found that your trip was scheduled for 2:00 PM. The driver arrived at 4:21 PM. They also show that your return trip had a wait time of several hours. This is not acceptable by Green Cab standards, nor is it standard practice. Green Cab will be providing the necessary training to their dispatch team to avoid issues like this in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when	Resolved in Favor of Membe r

VAM_202 20921_24 832	20-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You said that you were not picked up today on 9/20/2022. You said that if you are late to your appointment, there is no available spot and that the dialysis center is not happy that you are late. You said you would like YC to be on time to pick you up for dialysis.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management (YC's). YC's management reviewed your complaint along with the trip details for 9/20/2022. YC said that on 9/20/2022 you were scheduled for an 8:45 am pick up. YC said, unfortunately, there were no drivers available within the area, so they had to look outside of the perimeter. YC said they tried to reach out to you to provide you with an update on the current situation but were unable to reach you. YC said it was not until 10:08 am when they were able to locate a driver, but the driver had to finish a prior trip. YC said that the driver arrived at your pick-up location at 10:24am but you were not able to be reached, so they reported it as a no show. YC said that on your return ride, you called at 2:03 pm, the driver was assigned at 2:53 pm, and the trip was completed at 3:13 pm. Yellow Cab apologizes that you missed your ride		Resolved in Favor of Membe r

VAM_202 20921_24 833	20-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Specialist	STANFOR D HOSPITAL AND CLINICS	Psychiatry	1.27E+09					You called SCFHP's Customer Service department regarding your issue with access to see a specialist. You shared with us that your Primary Care Physician (PCP), Dr. Bethany O'Hollaren had referred you to see Physical medicine and Rehabilitation specialist at Stanford. You mentioned that Stanford advised you to have Dr. O'Hollaren to refer you to see a different specialty because they do not have any available appointments. You said you are concern and sad as you have been dealing with your leg and hip issues for a while. You said you just need to see a specialist that will be able to help you to get a lightweight brace that you need.	SCFHP's Grievance and Appeals Department reviewed your concern. We have forwarded your concerns to the Quality Improvement Department at Stanford Medical Center. Your concern was documented internally for further review. Upon review of your records, it shows you had an appointment with Dr. Folger. You were referred to Hanger Prosthetics and Ortho for your durable medical equipment (DME) leg brace. On 10/12/2022, Hanger Prosthetics submitted a prior authorization request for a knee ankle foot orthosis (KAFO) to SCFHP. The request is currently pending with the SCFHP Utilization Management Department and awaiting a review by the medical director. Please note: According to our policies and procedures, under Medicare law, we have 14 calendar days to review standard request. You may call SCFHP's Customer Service at 1-877-723-4795, Monday - Friday, from 8:00 AM to 8:00 PM, if you have	Resolved in Favor of Membe r

VAM_202 20921_24 834	20-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC did not pick you up for your trip to CVS. You stated that you had to wait an hour for YC to pick you up. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. After reviewing your complaint with YC Management, it was determined that your trip had been delayed. You had a "will call" return trip on September 20, 2022. You called YC at 1:15 p.m. to activate your return trip, but YC was unable to locate an available driver. A driver became available at 1:39 p.m., but you requested that your trip be cancelled. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As explained in your Medi-Cal Handbook Section 4: Using Non-Medical Transportation When you use non-medical transportation, you	Resolved in Favor of Membe r

VAM_202 20921_24 835	20-Sep-22	September	18-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are unhappy because you received a bill from Envision Physician Services, account number GBM1032909960, in the amount of \$405 for an out-of-network ER visit on 05/31/2022. You would like help settling this matter. SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Envision Physician Services participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Manager contacted Envision Physician Services and has asked them to remove the billed amounts from your account because you should not be responsible. Envision Physician Services has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Envision Physician Services because you are not responsible for the balance owed. Envision Physician Services is working with SCFHP's Provider Services Department to avoid this billing error in the future. SCFHP will continue to ask the provider to stop billing you. If Envision Physician Services refuses, we	Resolve d in Favor of Membe r

VAM_202 20921_24 836	20-Sep-22	September	23-Sep-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)							Overturn	Medical Necessity Met	call#SC0644935 9/20/2022 4:54 PM MariaT NAME: Desirae Gardere (mother) PHONE: 4086599541 MBR ID# 92516539E VERIFIED ELIG/DEMO Mbr broke arm/wrist and needs referral to see Stanford Specialist, mother states she called IHC office and left message for provider explaining they needed referral. Mother states VMC called with authorization #82016762 and was told that this was sent for orthopedic to VMC and mother states she would like this sent to Stanford. Called VHP, spoke with Crystal who states Stanford authorization #82014993 was denied and redirected to in network orthopedic surgeon, that mother can call 4087932520 or 4088855000 to make appt. Relayed information to mother, she states she does not want to see in network provider, that she has already taken mbr to Stanford orthopedic and they set mbrs arm and have another appt		Y	Resolve d in Favor of Membe r

VAM_20220921_24838	20-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement	FRANK F WONG	Orthopedic Surgery	1.53E+09					You are not happy with receiving a bill statement for the date of service (dos) of 4/15/2022 from Dr. Frank Wong. You said you were referred by your Primary Care Physician to Dr. Frank Wong and provided his office with the insurance information.	SCFHP's Grievance & Appeals Department reviewed the bill you received. You do not have to pay for this bill. Dr. Frank Wong participates with Medi-cal, which means that they must take the payment they received from SCFHP and you should not be responsible. Our Grievance Department contacted Dr. Frank Wong's billing office and informed them to contact Premiere Care, your medical group, to provide the missing information that is needed from Dr. Frank Wong. Please disregard the bill statement from Dr. Frank Wong for now as it will be reviewed and reprocessed.		Resolved in Favor of Member

VAM_20220921_24840	20-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Care	Inappropriate Provider Care	SANJAY K AGARWAL	Pulmonary Disease	1.48E+09					You called SCFHP because you are not happy with the services that you have received from Dr. Sanjay Agrawal. You said your mother's medication for Ofev has been denied twice. You said you try to work with the prescribing doctor. You said you saw the doctor about 3 weeks ago and he told you that he has 30 other patients to take care of. He also told you to call the insurance to see if you can get the medication.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. Sanjay Agarwal. They have logged your complaint in their system. They will review this internally. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. They will also use this as a learning opportunity to improve quality services. We want you to have access to the best care possible. Therefore, you have been referred to Case Management for possible assistance with your medication issues. In addition, Ofev requires an authorization and needs to meet certain medical necessity criteria. Dr. Sanjay Agarwal submitted an appeal on 9/9/2022 for Ofev. Unfortunately, upon review our Medical Director has found based on the information that we had for review, you did not meet our guideline rules for the requested drug. An uphold letter was mailed to you on 9/16/2022 and re-		Resolved in Favor of Member

VAM_202 20921_24 841	20-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	DME Supplies Delay									You are not happy with the delay of receiving your needed durable medical equipment item: lightweight brace. You shared with us that you are having an issue with location a contracted vendor who can provide different options in sized for a lightweight leg brace. You said you have already contacted, Gary Berke, CPOST in San Mateo, Prosthetics Solutions, walk Rite for Life, Pacific Medical, Hanger Prosthetics and Ortho but none of them offer the type of brace you want. You would like assistance with finding a provider or vendor that is able to provide it.	SCFHP's Grievance and Appeals Department reviewed your concern. According to your calls, you shared that you had contacted several contracted providers regarding the type of brace you wanted, which was a lightweight leg brace. Unfortunately, sometimes vendors do not carry or they are unable to order a specific item, which is being requested. The requested item: Knee-Ankle-Foot Orthoses (KAFO) requires a prior authorization from SCFHP. You must meet criteria and show medical necessity before the item can be approved. On 10/12/2022, you called SCFHP's Customer Service Department and advised the Customer Service Representative that you were able to speak to someone at Hanger Clinic to further assist you with getting a new leg brace for your limp. Upon review of your records, Dr. Folger referred you to Hanger Prosthetics and Ortho for your durable medical equipment (DME) leg brace. On	Resolved in Favor of Member

VAM_202 20921_24 842	20-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	JAMAICA HOSPITAL MED CTR	Unknown Physician Specialty	1.25E+09				You on behalf of your mother called because you said she received a bills from Jamaica Hospital for date of service 7/9/2022. You are requesting assistance with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. Jamaica Hospital contracts with Medicare which means that they must take the payment they received from SCFHP as full payment. We contacted them and asked them to stop billing you. They said that this is your co- insurance and your responsibility to pay. I have informed them patients who have both Medi-Cal and Medicare (including Medicare Advantage) should never be charged for services covered under Medi-Cal or Medicare. If you receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723- 4795 to request assistance.		Resolved in Favor of Member

VAM_20220921_24860	20-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	TRI-COUNTY VASCULAR CARE	Unknown Physician Specialty	1.77E+09					You called our Customer Service Department regarding a bill you received from Tri-County Vascular Care. This bill is for the services you received on 2/16/2022 for the amount of \$81.18. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Tri-County Vascular Care participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Tri-County Vascular Care and asked them to stop billing you. Tri-County Vascular Care put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Tri-County Vascular Care because you do not have to pay the bill. Please note that the adjustment may take up to 60 days to process.		Resolved in Favor of Member

VAM_202 20927_25 032	20-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Abuse / Neglect / Exploitation	NORTH EAST MEDICAL SERVICES	Unknown Physician Specialty	1.55E+09					You are not happy with the quality of care with North East Medical Services (NEMS). You said you are not happy with the NEMS treatment that you have received physical abuse and that the prescribed medication was hurting your medical conditions. Our Grievance and Appeals Dept. reviewed your complaint and contacted NEMS Management for more information. NEMS Management reviewed your complaint along with your medical records and confirmed they have not prescribed or treated you for mental health conditions. It is also your right to change your PCP at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. For a choice of physicians and providers, please call Customer Service at 1-800-260-2055 (TTY 1-800-735-2929 or 711). Santa Clara Family Health Plan is here Monday through Friday, 8:30 a.m. to 5:00 p.m. The call is toll free. Visit online at www.scfhp.com. Our records show you are assigned to Valley Health Center- Sunnyvale effective 9/1/2022. Please contact Valley Health Center- Sunnyvale	Resolved in Favor of Member

VAM_202 20923_24 921	20-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients	JOHN TSO	Unknown Physician Specialty	1.81E+09				Call# SC0644278 9/20/2022 12:04 PM YeseniaC used Chinese Cantonese Hanna id# CHXY mbr 408-221-3933 called to change pcp from NO PCP to John tso NEMS verified demo/elig changed # to 408-221- 3933 in qnxt advised to call mc 408-758- 3600 mbr understood per hp website dr tso is an EPO mbr is new patient, mbr has appt 10/24 with Dr. Tso informed mbr cannot select Dr Tso he is not accepting new patients mbr was told last year that they do accept scfhp that's why signed up for scfhp informed yes Dr. Tso works with hp but is an EPO mbr asked what to do informed we can help find another pcp or go to hp website find a dr mbr is not going to find another place, my wife goes to Dr. Tso and they told me they work with hp acknowledge concern, informed he has a right to file a complaint about EPO process mbr understood Expected resolution			Resolved in Favor of Membe r

VAM_202 20923_24 922	20-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								Call#SC0643884 < 9/21/2022 1:23:22 PM MariaNallyB> Returned vm of mbr. @ 408-543-9116 Verified demo. and elig. x Informed that spoke to Sutter and claim was forwarded to VHP on 09/14/22; can disregard the bill Reminded mbr. to receive services within VHP network since assigned to VHP < 9/21/2022 10:14:48 AM EsquivelC> Called mbr at 408-543- 9116 No answer, left a message for mbr to call us back < 9/20/2022 2:45:16 PM QuangK> Acct# 19171800 and DOS: 6/15/22 \$554.20. 2:40PM - Called Sutter health billing 877-252- 1777 and spoke with Kira to follow up on the account. Per Kira, claim has sent back to VHP on 9/14/22. Member should disregard the bill < 9/20/2022 2:39:52 PM QuangK> SC0643884 MIRANDA, REBECCA and DOB: 7/4/1971 VHP member effective on 10/01/2016		Resolve d in Favor of Membe r

VAM_202 20923_24 923	20-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral							Call# SC0644962 < 9/21/2022 4:18:39 PM YeseniaC> called mbr at 408-204-3751 informed auth was submitted and received today 9/21 as routine which takes 5 bus days for review, then letter with outcome will be mailed, outcome is approved or denied, if approved letter will say where to call for an appt mbr understood and is satisfied with outcome < 9/21/2022 4:08:51 PM EsquivelC> Called VHP Auth dept spoke with Sarah She confirmed Auth was entered today as Routine Auth# 82020043 Status: Pending VHP has up to 5 business days to process Routine Auth Mbr will receive a letter in the mail with the outcome < 9/21/2022 10:58:30 AM YeseniaC> called mbr at 408-204-3751 informed there was an issue with networks but they are working on referral now, once we have outcome will call you back mbr understood < 9/21/2022 10:27:27 AM EsquivelC> ~~Called VMC Referral dept~~			Resolved d in Favor of Membe r
VAM_202 20921_24 843	21-Sep-22	September	21-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)						Uphold	Lack of Medical Necessity	You want to appeal authorization A0184373 for an oxygen concentrator 85 percent plus sng port and a Portable Gaseous Oxygen System rental.			Resolve d in Favor of Plan

VAM_20220921_24844	21-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service	SANDEEP K SIVIA	Unknown Physician Specialty	1.31E+09					You are unhappy with the quality of service you have received from the OB/GYN office of Dr. Sandeep Sivia. You stated that you have had three appointments rescheduled. You also stated that on 9/21/2022, you were notified that the office would call you within 1 hour to set up a new appointment, but, you did not receive that call. You would like to switch to another OB/GYN as you are approaching your due date.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Sandeep Sivia, Nurse Practitioner's (NP) Management for review. NP Sivia's management has reviewed your complaint along with your medical records. They found that your appointment on 9/21/2022 was canceled because NP Sivia was out sick. Your medical records show that you were encouraged to visit the Labor and Delivery department at the hospital in the event that you experience any symptoms before your next scheduled appointment. It is noted that your next OB follow-up appointment was completed on 9/30/2022. The office does not have record of any appointments scheduled prior to 9/21/2022. Your postpartum appointment is scheduled for 11/17/2022. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive	Resolved in Favor of Member

VAM_202 20921_24 845	21-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you received from Green Cab. You said on 9/21/22 you called Green Cab because the driver was late and was told very rudely you did not have a scheduled ride. You mentioned you waited for the cab for almost one hour.	Our Grievance Department reviewed your complaint and contacted Green Cab's management for more information. Green Cab's management reviewed your complaint along with the trip details for 09/21/22 and confirmed you did not have a ride scheduled with them on that date of service. Our grievance department then forwarded this information to our call center management. SCFHP's Call Center Management said that according to the ride notes, the trip was booked with Yellow Cab. We contacted YC and confirmed the trip was scheduled for an 8:00 am pick-up. YC said they had a longer wait time than usual due to unpredictable circumstances. A driver was assigned at 8:34am and, due to traffic, the driver did not arrive until 8:56am. The trip was completed at 9:27am. Yellow Cab's management sincerely apologizes for the wait time you experienced. YC		Resolved in Favor of Membe r

VAM_20220921_24846	21-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You said you had a scheduled trip with YC on 9/21/2022 at 9:30am, as your appointment starts at 10:30. It was 10:20am and YC still had not arrived. You said on 9/2/2022 you waited two hours for your return ride home.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Management (YC's). YC's management reviewed your complaint along with the trip details for the following days: 9/2/2022 and 9/21/2022. YC said that on 9/2/2022 you called YC at 2:01pm for your return ride and your driver was assigned at 2:16pm and the trip was completed at 2:38pm. YC said that on 9/21/2022 you were scheduled for a 10:00 am pick up and the driver was assigned at 9:45 am but had to finish a prior trip. YC arrived at 10:30am and completed your trip at 10:44am. Yellow Cab shows you were picked up within the time frame for your trip on both dates. Please be aware that the drivers will make every effort to pick you up at the beginning part of the one-hour window however the primary goal of the driver is to get you to your appointment on-time. Your case was sent to our Quality team for review of possible quality issues. Our medical	Resolved in Favor of Member

VAM_20220921_24847	21-Sep-22	September	18-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Care	Continuity of Care Issue	NGOC-LAN LE	Family Practice	1.12E+09					You called SCFHP's Customer Service regarding your issue you had with your Primary Care Physician (PCP), Dr. Ngoc-Lan Le. You shared with us that Dr. Le informed you that she would no longer be seeing you as a member. Dr. Le told you that she does not have to provide you a reason as to why she will not provide you care. You said this is unacceptable because she is a professional physician and should not decline to see any patient. You mentioned you had filed a grievance against the lack of timely access to see Dr. Le. Due to this issue, you had to change your PCP.	Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from SCVMC's Downtown Clinic Management. They regret that you were dissatisfied with the service you were provided. Upon medical review of your case, your medical records show that the you were seen by Dr. Le with a Clinic Manager present during the entire visit. The visit was rescheduled from your original appointment from 09/26/2022 per your request. They shared the reason for the clinic nurse manager present was due to the initial grievance you had placed against Dr. Le. They said that when a member places or submits a complaint/grievance against their provider, the member will not be	Resolved in Favor of Member

VAM_202 20921_24 849	21-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	NIV E DECALO	Unknown Physician Specialty	1.05E+09					You called SCFHP because you said you received a bill from Central Velley Imaging Medical Associates Inc. You said you are being bill for \$40.20. You are requesting assistance with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received from Central Velley Imaging Medical Associates Inc. Central Velley Imaging Medical Associates Inc. contracts with Medicare which means that they must take the payment they received from SCFHP as full payment. We contacted them and asked them to stop billing you. They will send this out for investigation and reprocessing. It may take up to 45 days to reflect on your account. If you receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_2021-20921_24850	21-Sep-22	September	22-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	STANFORD HEALTH CARE	Unknown Physician Specialty	1.44E+09					You called our Customer Service Department regarding a bill you received from Stanford Medical Center Hospital. This bill is for the services you received on 12/19/2021 for the amount of \$1,484.00. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Stanford Medical Center Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Medical Center Hospital and asked them to stop billing you. Stanford Medical Center Hospital put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Stanford Medical Center Hospital because you do not have to pay the bill. Please note the adjustment can take 45-60 days to process.		Resolved in Favor of Member

VAM_202 20921_24 851	21-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC did not pick you up on September 21, 2022. You stated that you had to reschedule your appointment.	Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member. SCFHP and YC are very sorry any inconvenience this may have caused. Both SCFHP and YC look forward to better serving you in the future.		Resolved in Favor of Membe r

VAM_202 20921_24 852	21-Sep-22	September	18-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are unhappy with the quality of service you have received from SCFHP's Transportation Department. You stated the rides for your appointments for 9/19/22 and 9/21/22 were not scheduled, resulting in you missing your medical appointments. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Call Center Management (CCM) for review. Call Center Management reviewed your complaint along with your transportation schedule history. They show that you had a ride scheduled for 9/21/2022. The driver arrived that day but the trip had been canceled before the driver arrived. Call Center Management did not find a request for a trip for 9/19/2022. CCM suggests that members call the health plan 5 business days prior to your appointment for non-emergency medical transportation to schedule transportation. Members are encouraged to call prior to their appointment to confirm transportation. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they	Resolved in Favor of Membe r

VAM_202 20921_24 853	21-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said on 9/21/22 the cab was late picking you up and picked you up in the wrong type of vehicle on the ride home. You want to make sure YC picks you up in a wheel chair accessible vehicle and not a regular vehicle. Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 09/21/2022 and confirmed that your trips were booked for a regular cab by SCFHP. Your pick-up was scheduled for 8:00 a.m. Due to the limited availability of cabs in Sunnyvale, it was not until 8:45am when a cab was assigned. The driver arrived at 9:03am and completed the trip at 9:23am. On the other hand, your return ride was activated at 11:14 am. Upon arrival at 11:41am, the driver confirmed you needed a WAV and not a regular cab, which made the trip a no-show. Later on, SCFHP booked a trip for WAV at 12:33pm. A WAV driver was immediately assigned at 12:34pm. The driver arrived at 12:47pm and completed the trip at 1:09pm. YC says SCFHP creates bookings in their system. For future trips, kindly double check if the	Resolved in Favor of Membe r

VAM_202 20921_24 855	21-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access									You are not happy with the quality of service you received from the office of Dr. Thomas Satterwhite. You said there was no number to schedule an appointment with Dr. Satterwhite, and you had to contact Transgender Clinic to get a phone number. You also said you have called many times since August to schedule an appointment and just received a call back on 9/19/2022 to make an appointment. You said you were not aware the authorization to Dr. Satterwhite had expired and would like the authorization extended.	SCFHP's Grievance Department reviewed your complaint and contacted Valley Health Plan's Authorization Department to request authorization number 81973870 along with the LOA be extended. VHP has confirmed authorization number 81973870 and the LOA has been extended until 12/31/2022 so you may keep your scheduled appointment for 10/28/2022 with Dr. Thomas Satterwhite. It is your right as a SCFHP member to receive the needed and appropriate medical care. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our provider to provide great service to our members. Both VHP and SCFHP look		Resolved in Favor of Membe r

VAM_20220921_24856	21-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Prior Auth/App eal Process									You are upset that the Valley Health Plan authorization number 81973870 is expiring soon. You learned that the letter of agreement (LOA) has expired and you want the LOA to be active again so you can receive services. SCFHP's Grievance Department reviewed your complaint and contacted Valley Health Plan's Authorization Department to request authorization number 81973870 along with the LOA be extended. VHP has confirmed authorization number 81973870 and the LOA has been extended until 12/31/2022 so you may keep your scheduled appointment for 10/28/2022 with Dr. Thomas Satterwhite. It is your right as a SCFHP member to receive the needed and appropriate medical care. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our provider to provide great service to our members. Both VHP and SCFHP look	Resolved in Favor of Member

VAM_202 20921_24 858	21-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	MICHELLE S TAM	Internal Medicine	1.52E+09					You are not happy with quality of service from Dr. Michelle Tam primary care physician (PCP). You stated that you want to change your primary care physician. You stated that you attempted to schedule an appointment three weeks ago but were told that there was a copay.	SCFHP's Grievance and Appeals Department reviewed your complaint and as explained in your Member Handbook, Section 2; Members Cost: SCFHP serves people who qualify for Medi-Cal. In most cases, SCFHP members do not have to pay for covered services, premiums or deductibles. Members enrolled in California Children's Health Insurance Program (CHIP) in Santa Clara County and members in the Medi-Cal for Families Program may have a monthly premium and copayments. Except for emergency care, urgent care or sensitive care, you must get pre-approval from SCFHP before you see a provider outside an SCFHP network. If you do not get pre-approval and you go to a provider outside of the network for care that is not emergency care, urgent care or sensitive care, you may have to pay for care from providers who are out of the network. For a list of covered services, go to "Benefits and services." Your case was also		Resolved in Favor of Member

VAM_20220921_24859	21-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Enrollment/Disenrollment	Eligibility	MICHELLE S TAM	Internal Medicine	1.52E+09					You are not happy with quality of service from Dr. Michelle Tam primary care physician (PCP). You stated that you want to change your primary care physician. You stated that you attempted to schedule an appointment three weeks ago but were told that there was a copay.	SCFHP's Grievance and Appeals Department reviewed your complaint and as explained in your Member Handbook, Section 2; Members Cost: SCFHP serves people who qualify for Medi-Cal. In most cases, SCFHP members do not have to pay for covered services, premiums or deductibles. Members enrolled in California Children's Health Insurance Program (CCHIP) in Santa Clara County and members in the Medi-Cal for Families Program may have a monthly premium and copayments. Except for emergency care, urgent care or sensitive care, you must get pre-approval from SCFHP before you see a provider outside an SCFHP network. If you do not get pre-approval and you go to a provider outside of the network for care that is not emergency care, urgent care or sensitive care, you may have to pay for care from providers who are out of the network. For a list of covered services, go to "Benefits and services." Your case was also		Resolved in Favor of Member

VAM_202 20921_24 861	21-Sep-22	September	21-Oct-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Access	Timely Access to Specialist	DANIELLE N ACOSTA	Internal Medicine	1.06E+09					You are unhappy with VHP Primary Care Provider, Dr. Danielle Acosta, because they do not have new patient appointments available for several months. You would like to switch your Network to Kaiser.	SCFHP's Grievance Department reviewed your complaint and forwarded your request to be assigned to the Kaiser Network to Kaiser for review. Kaiser reviewed and denied your request to be assigned to their network because you do not meet their criteria. Kaiser's (PTE) Permission to Enroll policy requires that the enrollee has been a Kaiser member in the last six months or that the enrollee lives in the same household with an immediate family member, (spouse, child or sibling), that is a current Kaiser Health Plan member. The child must be under 21 years of age. The sibling and the enrollee must be under 21 years of age. Please be aware that as of February 25, 2015 Kaiser manages and validates member eligibility internally, this is not a decision made by SCFHP. As explained in your Member Handbook, Section 3 - How to Get Care: SCFHP has seven networks: VHP Network and their affiliated clinics and Community Clinics, Physicians Medical Group of San Jose,	Resolved in Favor of Plan

VAM_202 20921_24 862	21-Sep-22	September	23-Sep-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Enrollmen t/Disenrol lment	Enrollmen t/Disenrol lment- Medical	KAISER FOUNDAT ION HEALTH PLAN	Unknown Physician Specialty	1.78E+09					You are unhappy that you were not approved for enrollment with Kaiser's Network. You would like to be seen at Kaiser because you have been a Kaiser patient for many years.	SCFHP's Grievance Department reviewed your complaint and forwarded your request to be assigned to the Kaiser Network to Kaiser for review. Kaiser reviewed and denied your request to be assigned to their network because you do not meet their criteria. Kaiser's (PTE) Permission to Enroll policy requires that the enrollee has been a Kaiser member in the last six months or that the enrollee lives in the same household with an immediate family member, (spouse, child or sibling), that is a current Kaiser Health Plan member. The child must be under 21 years of age. The sibling and the enrollee must be under 21 years of age. Please be aware that as of February 25, 2015 Kaiser manages and validates member eligibility internally, this is not a decision made by SCFHP. As explained in your Member Handbook, Section 3 - How to Get Care: SCFHP has seven networks: VHP Network and their affiliated clinics and		Resolved in Favor of Plan

VAM_20220921_24863	21-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Poor Provider/Staff Attitude									You are not happy with the services that you have received from Dr. Gregory Phan's office. You said you have been waiting since May 2022 to receive your glasses. You said you paid them \$260.00. You said you went their a first time to pick them up but the glasses did not gave the correct and specific lenses the doctor had ordered. You said you have gone twice now and still no glasses. You said the staff does not know what they are doing.	Santa Clara Family Health Plan's Grievance Department reviewed your concerns. We forwarded them to Vision Specialty Plan (VSP) your designated vision coverage plan. These are their findings. Their records indicate an exam, lens, and frame claim was filed by the office of VSP provider Dr. Gregory Phan for service date May 18, 2022. You will next be eligible for an exam starting May 1, 2023, and materials will be available starting May 1, 2024. Research. VSP spoke with Sue at the provider's office who advised the glasses were remade twice, on May 31, 2022 and on June 06, 2022, due to the seg height. Sue said you refused to receive the glasses or try it on for an extended time claiming you did not like it. The office checked the glasses and prescription, and it was fine. Sue said you also disputed the \$260.00 out of pocket cost that was charged on your credit card. As an exception, the		Resolved in Favor of Member

VAM_202 20921_24 865	21-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Primary Care Provider	ALFREDO RAMIREZ	Family Practice	1.43E+09					You are not happy with the overall service you have received from Dr. Alfredo Ramirez. You shared with us that you tried to call Dr. Ramirez for an appointment and left a message but Dr. Ramirez never responded to you. You said you would have liked for Dr. Ramirez to respond to you and provide an appointment when you are in need of one. Due to this issue, you have decided to change your Primary Care Physician.	SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Dr. Alfredo Ramirez directly for further investigation and review. We made multiple attempts to obtain an update and response from Dr. Ramirez. Unfortunately, Dr. Ramirez or his office management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Dr. Ramirez. SCFHP regrets that you are experiencing these challenges, but take your concerns seriously. It is your right to receive the needed and appropriate medical treatment and care. As a reminder, you may change PCP's at any time by calling Cal Mediconnect Plan Customer Service at 1-877-723-4795, Monday through Friday, 8:00am to 8:00pm. It is your right to receive the needed and appropriate medical treatment and care. During the course of this grievance, it was noted that you		Resolved in Favor of Membe r

VAM_20220921_24866	21-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Non-Medical Transportation (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You called because you are upset that Yellow Cab (YC) is not picking up members. You want to know what supervisors are doing to fix this problem. Santa Clara Family Health Plan's Grievance Department reviewed your concerns. I have forwarded this to our Grievance and Appeals Management Team. These are the following responses. SCFHP reports all transportation-related grievances to Yellow Cab and reviews them with other departments. They regularly meet with Yellow Cab to discuss all grievances and what they are doing to reduce their complaints. We regret that you are experiencing these challenges, but take your concerns seriously. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolved in Favor of Member

VAM_20220921_24867	21-Sep-22	September	22-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	SILICON VALLEY MEDICAL DEVELOPMENT	Internal Medicine	1.16E+09					You called our Customer Service Department regarding a bill your grandfather, Sum Li received from Silicon Valley Medical Development. This bill is for the services he received on 12/07/2021 and 1/7/2022 for the amount of \$129.81. You are asking our help with this bill	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your grandfather, Sum Li received. He does not have to pay for this bill. Silicon Valley Medical Development participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Silicon Valley Medical Development and asked them to stop billing him. Silicon Valley Medical Development put his account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Silicon Valley Medical Development because he does not have to pay the bill. Please note the adjustment can take 45-60 business days.		Resolved in Favor of Member

VAM_202 20921_24 868	21-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said YC was not able to find an available driver on 9/21/2022. You said this is the second time you missed your appointment with the neurologist because YC continued to arrive late.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 9/21/20 and confirmed the pick-up was scheduled for 2:15pm. The ride was dispatched as early as 1:55pm, but there were a limited number of cabs available in the Mountain View area, which caused a longer wait time than usual. YC said they called you and you were notified of the situation. At 3:39pm, a driver accepted the trip, but unfortunately, you called at 3:45pm and cancelled the ride. Yellow Cab's management sincerely apologizes for the wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. Your case was sent to our Quality team for review of possible quality		Resolved in Favor of Membe r

VAM_202 20921_24 869	21-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	ANITHA GADDIPATI	Internal Medicine	1.3E+09				You are not happy with the quality of service from Primary Care Physician (PCP) Dr. Anitha Gaddipati. You said you have been having issues getting an appointment with Dr. Gaddipati for the last two years because the office is always canceling due to Dr. Gaddipati not being available. You said this has happened three to four times and you do not get to schedule an appointment with anyone else because you are assigned to Dr. Gaddipati.		Resolved in Favor of Member

VAM_202 20921_24 870	21-Sep-22	September	21-Oct-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care									You are not happy with the quality of service from Indian Health Center (IHC) Meridian. You stated that you want to change your PCP. You stated that you do not believe the provider is professional. SCFHP's Grievance and Appeals Department reviewed your complaint and contacted Indian Health Center (IHC) - Meridian for more information. IHC reviewed your complaint and confirmed that the provider was educated on policy, procedure, and patient-centered attitudes. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is	Resolved in Favor of Plan

VAM_20220921_24871	21-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are unhappy with the quality of service you have received from Green Cab. You stated that they did not show up for your appointment on 9/21/2022. You stated that this resulted in you having to reschedule your medical appointment for 3 weeks out.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Green Cab's Management for review. Green Cab's Management has reviewed your complaint along with your trip details for 9/21/2022. They found that your trip was scheduled for 2:00 PM. The driver arrived at 3:26 PM. They show that you were no longer there because you had to reschedule your medical appointment. This is not acceptable by Green Cab standards, nor is it standard practice. Green Cab will be providing the necessary training to their dispatch team to avoid issues like this in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolved in Favor of Member

VAM_202 20921_24 872	21-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Provider Care								You are not happy with the services that you have received from a provider that you saw on 8/16/2022 at 12:15pm. You said this doctor is located at 200 Jose Figueres Avenue in San Jose. You said you saw the doctor for a tremble in your arm. You said the provider did something that hurt you. You said when he hurt you it left you crooked and off balance. You also said you were prescribed medications that made your heart feel it was beating too fast. You said this medication is not good for your blood pressure. You said you stopped taking the medications.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. I have contacted you numerous times to ask who the provider was that you saw. Unfortunately, I have not heard from you. With this lack of information, I am unable to investigate your grievance appropriately. However, as a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. We regret that you are experiencing these challenges, but take your concerns seriously. Lastly, in addition, your case was referred to our Quality Department for review of potential quality issue(s). Our Quality Department seeks to ensure that all SCFHP members		Resolved in Favor of Membe r

VAM_20220922_24894	21-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Provider Telephone Access									You are not happy with the services that you have received from Santa Clara County's Mental Health Department. You said you waited 90 minutes on the line to speak with someone. You said you need to see a Psychiatrist and need a referral.	Santa Clara Family Health Plan's Grievance Department reviewed your concerns. I have referred your case to SCFHP's Behavioral Health Department for assistance. These are their responses. On 9/21/2022 you contacted SCFHP customer service and requested help with getting connected to county mental health. SCFHP customer service was able to stay on the line for an hour then had to disconnect. Behavioral health manager followed up with Joseph on 9/22/2022. Joseph shared that he remained on the line for an additional 30 minutes and was eventually connected to a call center representative named, Marissa. Marissa completed Joseph's assessment and connected him to Community Solutions. Joseph was told to wait 72 hours and if he had not heard from Community Solutions within 72 hours then he can call them. Joseph was given their phone number 408-225-9136. 72 hours will fall on Saturday, 9/24/2022 so Joseph	Resolved in Favor of Member

VAM_20220923_24903	21-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Specialist	SARA PINKEL	Internal Medicine	1.63E+09					You are not happy with the overall quality of care you have received from your Primary Care Physician (PCP), Sara Pinkel for the following reasons: 1. You shared you have been unable to get the proper care you are needing from Dr. Pinkel at Valley Health Center (VHC) and the nurse practitioner. You said you have been having back issues for several months. 2. You saw Dr. Pinkel in May 2022, you were given pain medication, pain injections for your issues but nothing has seemed to help your pain. During the visit, you requested a wheelchair, walker with seat and a shower bench but nothing has been completed. You also requested a referral to see a specialist as the pain was getting worse. Due to these issues, you have decided to change your PCP.		Resolved in Favor of Member

VAM_20220923_24904	21-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	DME Supplies Delay	SARA PINKEL	Internal Medicine	1.63E+09				You are not happy with the overall quality of care you have received from your Primary Care Physician (PCP), Sara Pinkel for the following reasons: 1. You shared you have been unable to get the proper care you are needing from Dr. Pinkel at Valley Health Center (VHC) and the nurse practitioner. You said you have been having back issues for several months. 2. You saw Dr. Pinkel in May 2022, you were given pain medication, pain injections for your issues but nothing has seemed to help your pain. During the visit, you requested a wheelchair, walker with seat and a shower bench but nothing has been completed. You also requested a referral to see a specialist as the pain was getting worse. Due to these issues, you have decided to change your PCP.		Resolved in Favor of Member

VAM_20220923_24919	21-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Care	Inappropriate Provider Care	SARA PINKEL	Internal Medicine	1.63E+09					You are not happy with the overall quality of care you have received from your Primary Care Physician (PCP), Sara Pinkel for the following reasons: 1. You shared you have been unable to get the proper care you are needing from Dr. Pinkel at Valley Health Center (VHC) and the nurse practitioner. You said you have been having back issues for several months. 2. You saw Dr. Pinkel in May 2022, you were given pain medication, pain injections for your issues but nothing has seemed to help your pain. During the visit, you requested a wheelchair, walker with seat and a shower bench but nothing has been completed. You also requested a referral to see a specialist as the pain was getting worse. Due to these issues, you have decided to change your PCP.	SCFHP's Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department. Unfortunately, VMC's Customer Relations Department has not responded to the complaint that has been sent multiple times. The non-response of VMC's Customer Service Department has been forwarded to our Provider Network Management for follow up with VMC's Management. We regret that you are experiencing these challenges, but take your concerns seriously. It is your right to receive the needed and appropriate medical treatment and care. As a reminder, you may change PCP's at any time by calling Customer Service. In most cases, the change to your new PCP will be effective the first day of the next month. For more information on choosing PCPs, please call Santa Clara Family Health Plan's Cal MediConnect	Resolved in Favor of Member

VAM_20220923_24924	21-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access	HOGAN H SHY	Internal Medicine	1.56E+09				Call# SC0645779 < 9/22/2022 9:43:41 AM EsquivelC> Called SHC Washington 408-295-0380 spoke with Netty She confirmed mbr is on the schedule for 9/28/22 at 1pm Called mbr and he confirmed he was finally able to schedule his appointment. No other assistance. mbr is happy for the call back. < 9/21/2022 4:05:04 PM EsquivelC> Called SHC Washington Clinic 408-295-0980 but no answer- I will keep trying. < 9/21/2022 3:11:55 PM EsquivelC> Called SHC Washington Clinic 408-295-0980 but no answer I will keep calling 9/21/2022 1:41 PM VanessaOr Mbr calling 203-815-3821 Hippa verified name/id/sob/address/phone/pcp Inquiring what he can do to see pcp he is not able to get in contact with pcp Dr Hogan he has not seen this provider before Pcp was auto assigned He wants to see pcp Acan to obtain a		Resolved in Favor of Member

VAM_20220922_24883	22-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	NHAT V MAI	Family Practice	1.42E+09					You are not happy with the quality of service you have received from Dr. Mai Nhat. You said Dr. Mai is not available and always reschedules appointments.	Our Grievance and Appeals Department reviewed your concerns and sent them to Dr. Mai Nhat for more information. Unfortunately, Dr. Mai Nhat has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Dr. Mai Nhat. You changed your PCP from Dr. Mai Nhat to Dr. Truong, Hien. As of 10/1/2022, you may see Dr. Truong Hien for your care. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_20220922_24884	22-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	NHAT V MAI	Family Practice	1.42E+09					You are not happy with the quality of service you have received from Dr. Mai Nhat. You said Dr. Mai is not available and always reschedules appointments.Â	Our Grievance and Appeals Department reviewed your concerns and sent them to Dr. Mai Nhat for more information. Unfortunately, Dr. Mai Nhat has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Dr. Mai Nhat. You changed your PCP from Dr. Mai Nhat to Dr. Truong, Hien. As of 10/1/2022, you may see Dr. Truong Hien for your care. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_20220922_24885	22-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Non-Medical Transportation (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/22/2022. You said you are upset because the cab never showed up to take you to your appointment. You said this is the second time the cab did not show up. You said you are missing very important appointments. You said you just had heart surgery.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's (YC) Operations Manager for review and more information. The following are the responses from GC based on their investigation. Member had a scheduled trip on 09/22/22 for an 8:25 pickup. Be informed that we have an hour time frame to complete each trip. On the day of service, the trip was dispatched early however, due to unavailability of cabs running around Santa Clara at the time of dispatch, designating a cab proved difficult. A cab accepted the fare at 9:06 and we did try to call the member a couple of times but we got no response. Driver arrived at 9:23 and have spoken to member. Member had the trip canceled as his appointment was rescheduled to December and that he changes transportation provider. Upon further checking, this was the only trip we had for the member so far this month.	Resolved in Favor of Member

VAM_20220922_24886	22-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Specialist	LEONARD GREENWALD	Podiatry	1.13E+09					You are not happy with the services that you have received from Dr. Leonard Greenwald's office. You said your request for prior authorization (PA) was submitted late. Because it was submitted late you may not have your surgery done.	Santa Clara Family Health Plan's Grievance Department reviewed your concerns. I spoke with Dr. Leonard Greenwald's office and these are their responses. I spoke with Kayla 408-926-5855 at Dr. Leonard Greenwald. According to their records you had a Pre-operative appointment on Wednesday 9/21/2022 for Arthroplasty of foot. You were supposed to be there on 9/7/2022 but you rescheduled for 9/21/2022. Your Authorization was submitted on 9/21/2022 when member had your pre-operative appointment. Authorization A0189363 was approved on 9/22/2022 for your foot surgery.		Resolved in Favor of Member

VAM_20220922_24887	22-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	REGIONAL MEDICAL CENTER OF SJ	Unknown Physician Specialty	1.29E+09					You called SCFHP to request assistance with a bill that you received from Regional Medical Center (RMC) for date of service (DOS) 5/26/22 for the amount of \$22.75.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Regional Medical Center contracts with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Regional Medical Center and asked them to stop billing you. Regional Medical Center put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Regional Medical Center because you do not have to pay the bill. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_20220922_24889	22-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab's (YC). You said that YC was late in picking you up for your appointment. You said YC sent you a text that they would be arriving in 10 minutes and it was past 10:00am, so you had to cancel your appointment as you were already late. You said that you are sad that this continues to happen.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's Management for more information. Yellow Cab's Management reviewed your complaint and confirmed that on 9/22/2022 you were scheduled for 7:00am pick up. Unfortunately, YC had limited driver availability, it was not until 8:14am when a driver accepted the ride but had to finish a prior trip. YC said you were aware of the situation of the availability and agreed to wait. YC called you many times at 650-888-5879 to provide you an update and there was no answer and the trip was cancelled as there was no response. Later on at 9:07am the ride was dispatched again confirming you were still waiting. It was not until 10:22am the driver was eventually assigned and driver arrived at 10:32am but you were not a location. YC called you many times and still no answer so the trip was a no show. YC sincerely apologize for the long wait you experienced. Yellow		Resolved in Favor of Member

VAM_20220922_24891	22-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/21/2022. You said you called YC regarding your trip at 12:15 pm. You said YC was still looking for a driver. You said you had to call them 3-5 times but you ended up taking a bus to the appointment instead because your taxi never arrived.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's (YC) Operations Manager for review and more information. The following are the responses from YC based on their investigation. On the day of service, member's pick up time was scheduled at 12:00 pm. Member called in at 12:09 pm to ask for her ride. She was told that we're currently looking for a driver. Know that we have limited cabs running around Santa Clara. A cab was designated for the member at 12:28 pm. However, it was queued as a follow on which means driver must complete a prior booking. Regrettably, driver had an unforeseen circumstance which led him to cancel the trip. As we continued to look for a cab, we tried reaching member hoping we could inform her of the current situation. We carried on with searching for another cab for member and found one at 1:42 pm but it was still a follow on trip. Driver	Resolved in Favor of Member

VAM_20220922_24893	22-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Poor Provider/Staff Attitude	COURTYARD CARE CENTER	Unknown Physician Specialty	1.07E+09					You are not happy with the overall experience you had with Courtyard Care Center. You shared with us that Courtyard Care Center discharged you with no reason given. You said you were not ready to be discharged as you were not given a plan of care or treatment. You said that both you and your case manager asked why they were discharging you and Courtyard Care Center did not provide an answer. You said this was an unplanned and unsafe discharge.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your complaint to Courtyard Care Center. Unfortunately, Courtyard Care Center's Management has not responded to the complaint which has been sent multiple times. The non-response of Courtyard Care Center's Management has been forwarded to our Provider Network Management for review and follow up. We regret that you are experiencing these challenges, but take your concerns seriously. It is your right to receive the needed and appropriate medical treatment and care. According to your records, you were admitted to Courtyard Care Center on 8/26/2022 for Physical Therapy, Occupational Therapy and Skilled Nursing services, which was part of your discharge plan from Santa Clara Valley Medical Center Hospital. On 9/28/2022, it was		Resolved in Favor of Member

VAM_20220922_24895	22-Sep-22	September	27-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non-Emergency Medical Transportation (NEMT)									You are unhappy with SCFHP's Customer Service Department. You stated that you requested medical transportation with a wheelchair accessible van. You stated that you did not know about the Physician Certification Statement required to process your request for medical transportation with wheelchair access.	Our Grievance Department reviewed your complaint along with the SCFHP Member Handbook. Section 4 "Benefits and Services" talks about Non-emergency medical transportation (NEMT). It specifically states you are entitled to use non-emergency medical transportation (NEMT) when you physically or medically are not able to get to your medical, dental, mental health and substance use disorder appointment by car, bus, train or taxi, and the plan pays for treatment of your medical or physical condition. Before getting NEMT, you need to request the service through your doctor, and they will prescribe the correct type of transportation to meet your medical condition. Your doctor must fill out a Physician Certification Statement (PCS) form to request the type of transportation you need. This form is available to you or your doctor either by going online at www.scfhp.com. Or by calling SCFHP Customer Service at		Resolved in Favor of Member

VAM_20220922_24896	22-Sep-22	September	23-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are unhappy with the quality of service you have received from the Urology office. You stated that you were referred to Urology by your OB/GYN at Comprecare but the Urology office stated that you would need to wait for several months to be seen. You stated that you need to be seen by Urology as soon as possible. You have requested this process to be expedited. SCFHP Clinical Nurse Manager reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Clinical Review Nurse has recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On September 23, 2022, our Grievance Department referred you to our Case Management Department to assist you with scheduling sooner appointment for Urology with an in-network Urology provider. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be	Y	Resolved in Favor of Member

VAM_20220922_24897	22-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC was late in picking you up on 9/21/2022. You said you were not picked up by YC until 9:30am and arrived late to your appointment, which was at 10am. You said the YC cab driver that picked you up was extremely dirty, that there was garbage all over, and that the driver was changing clothes outside while he was waiting for you. You said you were concerned you could get an infection from the driver and taxi. You said that you were scared about how the driver was driving, possibly because he was late. You said you do not want the driver to lose his job but would not like this to happen to someone else.	Our Grievance Department reviewed your complaint and forwarded it to Yellow Cab's Transportation. Yellow Cab's Transportation reviewed your complaint. You were scheduled for 9:00 am on September 21, 2022. YC arrived to pick you up at 9:26am and the trip was completed at 9:59am. YC shows that the trip was completed on time and within the one-hour timeframe. Yellow Cab apologizes if you felt unsafe regarding the driver's reckless driving. YC spoke to the driver and coached him about following standard safety protocol and driving etiquette. YC said they have a zero tolerance policy on reckless driving and you can always contact YC directly to report any other concerns. Yellow Cab also reviewed the cab cleanliness concerns and said that they have sanitary protocol. YC said that the cabs are cleaned after the driver is done to ensure they are neat and sanitized for the next day, and in addition, vehicles are		Resolved in Favor of Member

VAM_20220922_24898	22-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Inadequate facilities, non-access related	SKYLINE HEALTHCARE CENTER	Unknown Physician Specialty	1.78E+09				You are not happy with the quality of service from Skyline Health Center. You stated that you believe you did not receive proper care. You stated that Skyline Health Center did not have the appropriate bed for you. Our Grievance and Appeals Department reviewed your complaint and forwarded Skyline Health Center Management for internal review. SCFHP has not received a response to your complaint despite multiple attempts. Please be aware SCFHP is working closely with Skyline Health Center Management to ensure this does not happen in the future. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) works hard to provide the best quality service to each member. SCFHP is very sorry for any inconvenience this may have caused. SCFHP looks forward to better serving you in the future.	Resolved in Favor of Member

VAM_20220922_24899	22-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	ONE-STOP MEXEX	Unknown Physician Specialty	1.93E+09					You are not happy with the quality of service you have received from OneStop. You said OneStop did not show up to pick you up for your appointment on 9/21/2022. You said because of this you missed your appointment and it was rescheduled for November.Â	Our Grievance and Appeals Department reviewed your concerns and sent them OneStop for more information. Unfortunately, OneStop has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from OneStop. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into your case and found possible quality issues that will need further review. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_20220922_24901	22-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You said on 9/21/2022 you called YC to get a ride home and YC kept telling you twenty to twenty-five minutes and that they were looking for a ride. You said that after a while, it would send you to an automated system. You said your granddaughter had to send you a ride. You said you felt very sick as you are diabetic and your blood sugar was very low and you didn't have money to buy food.			Resolved in Favor of Member

VAM_202 20923_24 902	22-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC picked up another passenger during your trip on 09/17, 09/20, and 09/22/22. You stated that YC is constantly late in picking you up.	The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed your complaint as well as the details of your trips on September 17th, 20th, and 22nd, 2022. YC management confirmed that you had a pick trip scheduled for 09/17/2022 at 8:30 a.m. YC assigned a cab at 8:24 a.m. on the day of service. The driver arrived at 8:36 a.m. and finished the trip at 8:45 a.m. You also had a scheduled pick-up trip for 8:30 a.m. on 9/20/2022. At 8:45 a.m., YC assigned a driver. The driver arrived at 8:53 a.m. and finished the trip at 9:08 a.m. Lastly, you had a trip scheduled for 9/22/2022 at 8:15 a.m. At 8:35 a.m., YC assigned a driver, and your trip was completed at 9:03 a.m. Please be advised that the YC NEMT account allows for the grouping of wheelchair members, but this practice has been discontinued due to COVID, whereas the NMT account prohibits shared rides. YC sincerely		Resolved in Favor of Membe r

VAM_202 20923_24 906	22-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	Fraud/Waste/Abuse	JENNIFER U HOANG	Internal Medicine	1.62E+09					You are not happy because you received a bill in the amount of \$815 for date of service of 6/17/2022 from Dr. Jennifer Hoang. You stated that you do not remember seeing the doctor on this date. You would like to make sure that this is not fraud. You would like assistance with resolving this matter.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Dr. Jennifer Hoang participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Manager contacted the billing office for Dr. Hoang and has asked them to remove the billed amounts from your account because you should not be responsible. Dr. Hoang's Billing office has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Dr. Hoang's Billing office because you are not responsible for the balance owed. Dr. Hoang's Billing office is working with SCFHP's Provider Services Department to avoid this billing error in the future. SCFHP will continue to ask the provider to stop billing you. If Dr. Hoang's Billing office refuses, we will present this information to SCFHP's Compliance Department who	Resolved in Favor of Member

VAM_20220923_24907	22-Sep-22	September	18-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement	JENNIFER U HOANG	Internal Medicine	1.62E+09				You are not happy because you received a bill in the amount of \$815 for date of service of 6/17/2022 from Dr. Jennifer Hoang. You stated that you do not remember seeing the doctor on this date. You would like to make sure that this is not fraud. You would like assistance with resolving this matter.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Dr. Jennifer Hoang participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Manager contacted the billing office for Dr. Hoang and has asked them to remove the billed amounts from your account because you should not be responsible. Dr. Hoang's Billing office has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Dr. Hoang's Billing office because you are not responsible for the balance owed. Dr. Hoang's Billing office is working with SCFHP's Provider Services Department to avoid this billing error in the future. SCFHP will continue to ask the provider to stop billing you. If Dr. Hoang's Billing office refuses, we will present this	Resolved in Favor of Member
VAM_20220923_24908	22-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	DANA L FORMAN	General Surgery	1.44E+09				Your daughter called on your behalf because she said you received a bill for date of service 1/7/2022 from Acute Surgery Medical Group Inc. You are requesting assistance with this bill.		Resolved in Favor of Member

VAM_202 20923_24 914	22-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). On September 20, 2022, you stated that you waited over an hour for YC to pick you up. You stated that the driver was rude and refused to assist you with your walker.	The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed your complaint as well as the details of your trip from 09/20/2022. YC management confirmed that you were scheduled to pick up at 12:45 p.m. At 12:41 p.m., YC dispatched your trip and assigned a driver. The driver arrived at 1:00 p.m. and finished the trip at 1:18 p.m. Regarding the return ride, you were scheduled as a "will call," which means you must call for it to be activated. However, due to a misunderstanding with your pick-up location address, YC contacted you to clarify the situation. Following that, YC dispatched your return ride. At 2:58 p.m., YC successfully assigned a cab. The driver arrived at 3:04 p.m. and finished the trip at 3:08 p.m. Regarding the complaint about our driver, YC Management spoke with both drivers to clarify claims of rudeness, but both strongly denied the		Resolved in Favor of Membe r

VAM_202 20923_24 910	23-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	VALLEY MEDICAL CENTER	Unknown Physician Specialty	1.65E+09					You are not happy with the quality of care you have received from your Primary Care Physician (PCP) Dr. Cynthia Matha with Valley Health Center (VHC) in Moorpark. You do not think Dr. Matha is referring you to the correct specialists. Our Grievance Department reviewed your complaint and contacted Valley Medical Center's Customer Relations Department for more information. They reviewed your complaint along with your medical records and confirmed that Dr. Matha had referred you to the proper specialist according to your medical needs. Your records show you messaged Dr. Matha on 9/21/2022 about your PSA being high, to which Dr. Matha responded on 9/23/2022 stating you would have to follow up with your cancer doctor to discuss these results and that you may have to see the urostomy nurse in person again for follow up. On 9/30/22, you were seen by the oncologist. The results of both the PET/CE scan and PSA were reviewed and the doctor recommended you resume ADT (bicalutamide and lupron). Records show you were referred to Urostomy on 9/1/2022. Dr. Matha sent a message to the stoma nurse, and you were seen		Resolved in Favor of Member

VAM_202 20923_24 912	23-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access	SCVMC ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.06E+09					You are not happy with the quality of care at Valley Health Center Bascom (VHC-Bascom). You said you went to emergency (ER) at VHC-Bascom in June as you were bleeding from your mouth. You said you had to wait hours and were sent back to ER. You said you waited until three to four in the morning and you were not able to see doctor. You said you had to go to Kaiser ER and was admitted and was told you had pemphigus vulgaris.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review and tracking. VMC's Customer Relations Department reviewed the complaint along with your medical records and confirmed you were redirected to VMC Express care clinic because there was no present emergency medical condition and you could safely be treated in their Express Care. VMC was not able to find any medical records from Express Care for a visit on 6/28/2022 however your medical records document you were seen in the VMC Emergency Department (ER) for ulcers in your mouth. VMC also confirmed that on the 6/28/2022 ER visit you were admitted to ER 7:52pm and labs were ordered and drawn at 8:38pm with a discharge date of 6/29/2022 at 2:29. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is		Resolved in Favor of Member

VAM_202 20923_24 913	23-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Hospital Care	TERESA ROBBINS	Family Practice	1.86E+09					You are not happy with the quality of care with your Primary Care Physician (PCP) Dr Teresa Robbins. You said it hard to get an appointment with your PCP. You said that there is no direct number to the PCP to be able to speak to the PCP. You said you usually get an appointment schedule with PCP a month out and that PCP is only works two half days.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review and tracking. We reached out to VMC's Customer Relations Department multiple times and have not received a response. We have forwarded their lack of response to our Provider Network Department for follow-up. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can find a new PCP by going to the SCFHP		Resolved in Favor of Member

VAM_202 20923_24 916	23-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the overall experience you have had with Yellow Cab, transportation vendor. You shared with us that Yellow Cab has been late multiple times, which results in you being late to your appointments. On 9/23/2022, you were scheduled for pick up starting at 10:00am but Yellow Cab was running late. You would like for Yellow Cab to arrive on time.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 9/23/2022 and the trip was dispatched and the driver accepted the trip at 10:16am, however, due to an emergency the driver opted to cancel the ride. Yellow Cab's Dispatching continued to work on your ride request and look for another available dirtier but due to the limited availability of cabs in your area, it was not until 11:00am, when a driver was finally able to accept the ride and pick you up. The Yellow Cab driver arrived at 11:04am and completed the trip at 11:26am. Yellow Cab's Management reviewed your previous trips and found that the majority of the ride	Resolved in Favor of Membe r

VAM_20220923_24917	23-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab(YC). You stated that the driver arrived and asked for payment for the trip. You stated that you waited for YC for two hours. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed your complaint as well as your trip details from 09/23/2022. YC management confirmed that you were scheduled to pick up at 5:00 a.m. At 4:48 a.m., YC dispatched your trip and assigned a driver. The driver arrived at 4:56 a.m. and returned at 5:05 a.m. You called to activate your trip for your return ride at 9:34 a.m. At 9:35 a.m., YC dispatched a cab. The driver arrived at 9:39 a.m. and finished the trip at 9:48 a.m. You activated your return ride at 4:09 p.m. on 9/22/2022. YC struggled to find an available driver due to the limited availability of cabs in the area. The driver arrived at 5:04 p.m. and finished the trip at 5:40 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to		Resolved in Favor of Member

VAM_20220923_24918	23-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	JENNIFER H LEE	Internal Medicine	1.63E+09					You are unhappy with the quality of care you received from your Primary Care Provider, Dr. Jennifer Lee. You stated that she was sarcastic and rude. You felt that she was not addressing your medical issues. You stated that you have stomach problems and were referred to an OB/GYN but not provided with the date or time of your appointment. You would like to change to a different Primary Care Provider.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Jennifer Lee's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20923_24 920	23-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	MONTERE Y PLAZA HEALTH CLINIC	Unknown Physician Specialty	1.6E+09					You are not happy with the quality of care you have received from a doctor at Bay Area Community Health-Monterey Clinic. You said the way the doctor addressed your son's weight was not the proper way. You said the doctor was short and uninformative when you asked about your son's skin spots. You also mentioned the doctor insinuated you did not take care of your son and that's why he was overweight.	Our Grievance Department reviewed your complaint and contacted the Bay Area Community Health-Monterey Clinic Management Office for more information. They reviewed your complaint along with your medical records and confirmed the last time you were seen in clinic was on 9/21/2022 by Dr. Angelica Silverman. Dr. Silverman says her intention was to describe your son's overweight issues, and she apologizes to you and your son for not communicating her intention in the care of your son properly. In addition, the clinic's electronic medical records (ERM) alerts providers when a patient's weight is more than what it needs to be and they have to properly address it. BACH's medical director is working closely with Dr. Silverman on how to better communicate health concerns to patients. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all		Resolved in Favor of Membe r

VAM_202 20923_24 925	23-Sep-22	September	21-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		MORGAN HILL CENTER FOR SPEECH AND MYOFUN CTIONAL THERAPY	Unknown Physician Specialty	1.54E+09		Uphold	Criteria Not Met (ST, QL, NF)	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP), authorization number A0188705 for Speech Therapy at Morgan Speech Therapy. The request was denied SCFHP only covered that medically necessary and the rendering provider is not contracted with SCFHP. The requested services are available within SCFHP Health Plan Network such as Stanford Children's Health, IICA Speech and A is for Apple.			Resolved in Favor of Plan

VAM_20220923_24926	23-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC was late for both your pick-up and return trips. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed your complaint as well as your trip details from 09/23/2022. After reviewing your complaint with YC Management, it was determined that your trips had been delayed. YC management confirmed that you had a 6:45 a.m. schedule pick up. However, due to an unforeseen conflict on the day of service, the assigned WAV driver cancelled the ride. YC was unable to find an available WAV because they were all fully booked. Nonetheless, at 7:10 a.m., YC contacted you about the situation. YC found an available WAV outside the perimeter at 7:39 a.m., but it was queued as "follow on," which means the driver had to finish a previous trip. The driver arrived at the pickup location at 8:10 a.m. and the trip was completed at 8:27 a.m. YC sincerely apologize for being late. There may be		Resolved in Favor of Member

VAM_20220923_24927	23-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the services that you have received from Green Cab (GC) on 9/22/2022. You said you waited for almost an hour for GC to show up. You said your pick-up time was at 08:00 am and GC showed up at 08:45 am.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's (GC's) Operations Manager for review and more information. The following are the responses from GC based on their investigation. The member's appointment time was 9:00 am. SCFHP sent GC the trip for an 8:00 am pick up. The clinic is only a couple miles away from your home so the driver performed another transportation service prior to picking you up. The driver arrived around 8:45 am to your home. You still made it in time for the appointment, nonetheless, you did endure some stress and frustration. Perhaps GC dispatch did not effectively communicate the cause for delay nor assured you about making it to your appointment on time. Green Cab's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their		Resolved in Favor of Member

VAM_20220923_24929	23-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Office Wait Time	JENNIFER A GRABER	Unknown Physician Specialty	1.98E+09					You are unhappy with the quality of care you have received from your Primary Care Provider (PCP) Dr. Jennifer Graber. You stated that you had to wait two hours to see your doctor at your appointment on 9/23/2022. You also stated that his has happened multiple times. You would like to change PCPs.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Jennifer Graber's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our providers to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20923_24 933	23-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you have received from the Grievance and Appeals (G&A) coordinator. You said you have called the coordinator many times and left voicemails, but you have not received a call back. You said you wanted to know the status of a previous grievance you filed. Our Grievance Department Supervisor reviewed your complaint along with previous call notes for your complaint filed against Option Care. The Grievance Department Supervisor found the notes that were documented that the G&A coordinator, Tina, did call you back and explain the resolution. SCFHP's G&A Department works hard to provide the best quality of service to each member and is sorry to hear of your complaint and any possible delays in calling you back. Your case was sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. SCFHP's G&A Department works hard to provide the best quality of	Resolved in Favor of Membe r

VAM_202 20923_24 934	23-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	IHC - MERIDIAN AVE	Unknown Physician Specialty	1.16E+09					You said you are not happy with your Primary Care Physician (PCP), Dr. Christopher Solis, at the Indian Health Center Clinic. You said you have called the PCP office several times and have hard time contacting your PCP as you get an automated message. You said that you are out of medication and can only leave a message for the PCP office, but no one has called you back.	Our Grievance Department reviewed your complaint and forwarded your complaint to Indian Health Center for review and tracking. We reached out to Indian Health Center multiple times and have not received a response. We have forwarded their lack of response to our Provider Network Department for follow-up. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can find a new PCP by going to the SCFHP Provider Directory online at www.scfhp.com. You can also call SCFHP Customer Service at 1-800-260-2055		Resolved in Favor of Membe r

VAM_20220923_24935	23-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC has been arriving late for both your pick up and return trips for the past two weeks. You stated that you needed to find another ride for your return trip.	The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed your complaint as well as your trip details from 09/13/2022 to 09/22/2022. After reviewing your complaint with YC Management, it was determined that your trips had been delayed. YC Management reviewed your trip details and confirmed that you were scheduled for a 12:00 p.m. pick up on 09/13/2022. YC arrived at 1:19 p.m. and finished the trip at 1:40 p.m. You had a return trip scheduled for 12:48 p.m. on September 15, 2022. The cab driver arrived at 1:58 p.m. and returned at 2:08 p.m. Finally, on 09/17/2022, you had a return ride scheduled for 12:36 p.m., the cab driver arrived at 1:14 p.m., and your trip was completed at 1:18 p.m. Lastly, on 09/20/2022, you had a scheduled pick-up time of 08:00 a.m.; the cab driver arrived at 8:16 a.m. and attempted to contact you several times but was		Resolved in Favor of Member

VAM_202 20923_24 936	23-Sep-22	September	26-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	NIMEESH K SHAH	Gastroent erology	1.74E+09				You are not happy with the quality of care you have received from gastrointestinal Dr. Nimeesh Kumar Shah. You said you asked Dr. Shah for an endoscopy but the provider said because you had a colonoscopy 3 years ago, he would not do the endoscopy because he "thinks" he wouldn't find anything and referred you to a pain management specialist. You said the pain has affected your work. You said you are only working two (2) days a week now. You are requesting an endoscopy to be done at Stanford as you would like a second opinion. You mentioned you are in so much pain, you can only eat liquids and it also hurts when the area is touched. You are requesting this to be urgent. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	Our Clinical Review Nurse has recommended you be referred to the VHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate a referral to another GI specialist for a second opinion. On September 23, 2022, our Grievance Department referred you to the VHP Case Management Department. Additionally, if pain worsens and you are having persistent symptoms or a deterioration in condition, please go to the nearest urgent care or emergency room. You may also call the Advice Nurse Line at 1-877-509-0294 (number is on the member ID card). It is your right as an SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives	Y	Resolved in Favor of Member

VAM_202 20923_24 937	23-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that the driver did not show up to your pick-up location for your appointment on 9/23/2022. You stated that you had to take an Uber to your medical appointment. You would like to be reimbursed for your Uber ride.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management has reviewed your complaint along with your trip details for 9/23/2022. They found that you were scheduled for a three-way trip beginning at 12:30 PM. They show that your first trip was completed on time, while the rest of the rides were set as "will-call." The second trip was activated at 1:58 PM. Due to limited driver availability, a driver was not available. Yellow Cab stated that they reached out to you at 2:19 PM to inform you of the situation. At 3:25 PM, they called again to let you know that they still did not have a cab available. You informed them that you had taken an Uber so the ride was canceled. Yellow Cab was notified that you were ready for your return trip going home. A driver was assigned at 3:41 PM and arrived at 3:44 PM. The trip was completed at 3:58 PM. Your case was sent	Resolved in Favor of Membe r

VAM_20220923_24938	23-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the overall experience you have had with Yellow Cab, transportation vendor. You shared with us that Yellow Cab had not shown up for your pick up on 9/23/2022. You said that this is not the first time that Yellow Cab has late for your pick up or did not have an available driver for your ride request. You would like for Yellow Cab to arrive on time as taking an Uber is expensive.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following is the response from Yellow Cab based on their investigation. Yellow Cab's Management reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 9/23/2022 with a window pick up start time of 2:00pm. The trip was assigned to a driver at 2:15pm, however, the driver opted to cancel the pickup due to an unforeseen situation. Yellow Cab's Dispatching continued to work on your ride request and look for another available driver but due to the limited availability of cabs in your area. Yellow Cab received notice at 2:34pm that you had decided to cancel the ride request. Yellow Cab's Management would like for you to know that given the remainder of time left, they could've still made it to your appointment on time. Yellow Cab would like to extend	Resolved in Favor of Member

VAM_20220923_24939	23-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	SANTHI LINGAMNENI	Internal Medicine	1.12E+09					You said you are not happy with your Primary Care Physician (PCP), Dr. Santhi Lingamneni. You said about a month ago that you spoke to your PCP via email and informed the PCP that you had COVID. You said you mentioned to your PCP that you have a heart condition and would like to know what to do, and the PCP only told you to stay home for five days. You said that the PCP is not a good provider.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review. VMC's Customer Relations Department reviewed your complaint along with medical records that show that on 6/6/2022 that you sent a message to your PCP, Dr. Santhi Lingamneni, informing that you had COVID-19 and inquired about any treatment that you could have. Dr. Lingamneni's nurse responded that your message was going to be forwarded to your PCP and that in the meantime to follow CDC Guidelines, such as taking any over-the-counter medication like Tylenol or Ibuprofen for symptoms. You were also instructed to go seek Emergency Services if needed by going to Emergency Department or call 911 if needed. On 6/14/2022 you then responded back to sharing you were following the guidelines and that you were concerned of taking over-the-counter (OTC)		Resolved in Favor of Member

VAM_202 20923_24 940	23-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab(YC). You stated that you waited two hours for YC to arrive on September 23, 2022 for your return trip. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed your complaint as well as your trip details from your trip on 09/23/2022. After reviewing your complaint with YC Management, it was determined that your trip had been delayed. On the date of service, YC dispatched your trip immediately; however, due to an unforeseen conflict, the designated driver had to cancel the ride. YC was unable to find an available WAV because they were all booked. You called YC at 2:04 p.m. to check on the status of your ride. YC informed you of the current situation. YC found an available WAV outside the perimeter at 2:49 p.m., but it was queued as "follow on," which means the driver must finish a previous trip. After finishing his previous ride, the driver arrived at the pickup location at 3:33 p.m., and the trip was completed at 4:03 p.m.	Resolved in Favor of Membe r

VAM_202 20923_24 941	23-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that you were scheduled for a medical procedure on 9/23/2022 but Yellow Cab did not arrive. You also stated that you called Yellow Cab multiple times and eventually had to cancel your procedure due to Yellow Cab not arriving on time.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management reviewed your complaint along with your trip details for 9/23/2022. They found that you were scheduled for a 1:45 PM pick up time. Due to limited cab availability, they did not have a cab available until 2:46 PM. They listened to the call recording and found that you had to cancel the trip because you had missed your appointment. Yellow Cab dispatchers have been informed, coached and reminded to take extra steps in ensuring a cab driver shows up to pick-up locations on time. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the		Resolved in Favor of Membe r

VAM_202 20923_24 942	23-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are not happy with your most recent ride with Yellow Cab to Advanced Eye Associates appointment. You shared with us that there was a note in the back passenger seat saying: "you are being videotaped". You said you were unaware that Yellow Cab was recording passengers. You said you called Yellow Cab's Customer Service and spoke with the Supervisor and you were advised it was for the safety of both driver and passenger. You wanted SCFHP to be aware of the Yellow Cab's policy.	SCFHP's Grievance and Appeals Department reviewed your grievance. We forwarded your concern to Yellow Cab Management for review and more information. The following is the response from Yellow Cab based on their investigation. Yellow Cab reviewed their phone call records and found that on 9/14/2022 at 2:39pm, one of their manager called you back per your request regrinding your concern. During the call, you were informed that all their cabs are equipped by closed-circuit television (CCTV) and this is for the insurances purpose, in addition to the driver and passenger safety. They said that Yellow Cab ensures that providing good quality of service is their topmost priority and includes comfort and the safety of the members throughout the ride. Yellow Cab Management reviewed your last trip on 9/12/2022, there were no occurrences of the you being late to and from on your trip. Additionally, if you would like to change		Resolved in Favor of Membe r
VAM_202 20923_24 944	23-Sep-22	September	11-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)					Uphold			You do not agree with Vision Service Plan (VSP)'s denial of authorization for frames and eyeglasses. This was denied because a related service had already been paid for.			Resolved in Favor of Plan

VAM_20220923_24946	23-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the overall experience you have had with Yellow Cab, transportation vendor. You shared with us that Yellow Cab did not show up for your pick up on 9/2/2022. You said you called Yellow Cab at 1:30pm for status on your ride, they advised you that they didn't have a driver at the time of the call but were searching for one. Due to this issue, you ended up taking the bus to and from your appointment. You would like for Yellow Cab to arrive on time.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 9/2/2022 starting at 1:30pm. However, at the time of dispatch, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. The Dispatching team called you and informed you of the current situation and during the call you agreed to wait. Yellow Cab's dispatching staff continued to look for an available driver for your ride. Unfortunately, Yellow Cab received notification at 2:56pm, that you decided to cancel your ride request. Yellow Cab would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused	Resolved in Favor of Member

VAM_202 20923_24 947	23-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider	IHC - CAPITOL EXPRESS WAY	Unknown Physician Specialty	1.88E+09					You are not happy with your Primary Care Physician (PCP) Indian Health Center (IHC). You said your PCP does not have any available appointments until two to three months from now. You said you need a referral to see Gastroenterologist Specialist as were seen in the emergency was referred to GI at Stanford Medical Center.	Our Grievance Department reviewed your complaint and contacted Indian Health Center Capitol Expressway (IHC) for more information. IHC reviewed your complaint along with their recorded phone records and were unable to find a record of any calls made to their clinic or voice messages from you. The last time they have a record of you contacting the office was in May 2022. IHC did share that you can also create a MyChart account, which is used to communicate with the office and PCP for many requests needed, like appointments, referrals, and medication. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be		Resolved in Favor of Member

VAM_202 20923_24 950	23-Sep-22	September	19-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are unhappy because you received a bill from UCSF in the amount of \$84.32 for date of service, 5/31/2022, Guarantor ID: 66000002068. You would like help with resolving this matter. SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Allergy and Asthma Associates does not participate with Medi-Cal, but they cannot balance bill you. We encourage our members to only see providers who are contracted with Medi-Cal to avoid being billed in the future. Our Grievance Manager contacted Allergy and Asthma Associates and has asked them to remove the billed amounts from your account because you should not be responsible. Allergy and Asthma Associates has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from Allergy and Asthma Associates because you are not responsible for the balance owed. Allergy and Asthma Associates is working with SCFHP's Provider Services Department to avoid this billing error in the future. SCFHP will continue to ask the provider to stop	Resolved in Favor of Membe r

VAM_202 20923_24 951	23-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Ancillary Care	MOUNTAI N VIEW HEALTHC ARE CTR	Unknown Physician Specialty	1.17E+09					You are not happy with the quality of care and quality of service you have received from Mountain View Healthcare Center. You said you were admitted on 9/16/2022 and left four hours later because the facility is very dirty and has poor healthcare services. You said they did not provide you with the medication you were supposed to take after your hospital discharge. You also mentioned a staff member tried to stop you from leaving, grabbed your shirt and pulled your walker.	Our Grievance Department reviewed your complaint and contacted the Mountain View Healthcare Center management office for more information. They reviewed your complaint and, along with your medical records, notes, and security camera footage, Mountain View Healthcare Center confirmed that no one touched you when you were leaving the facility. There was some talking from the staff to try to prevent you from leaving, but you had made up your mind and left. They also said the pharmacy couldn't dispense the medication because proper documentation was not submitted by the ER doctor. This is why they couldn't give you the medication right away. Management said their facility gets cleaned daily and it is clean. Mountain View Healthcare apologizes for your experience and looks forward to serving you in the future. Your case was sent to our Quality team for review of possible quality		Resolve d in Favor of Membe r

VAM_20220923_24952	23-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	SANTA CLARA FAMILY HEALTH PLAN	Unknown Physician Specialty	1E+09					You are not happy with Santa Clara Family Health Plan Transportation. You said your appointment was missed on 9/23/2022 as Yellow Cab (YC) did not have your updated address correctly. You said that on 9/22/2022 YC also had your appointment time incorrect. You said your appointment was 1:00pm but YC had you booked at 2:00pm. You said that your experience with transportation is stressful and causes you to worry as it not reliable.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Transportation Management. YC reviewed your trip details and said you were assigned a driver for trip 9/22/2022 at 1:25pm and the driver arrived at 1:35pm. YC said you were not at the pick-up location, and they called multiple times at 408-927-9665 with no response. YC said that this trip was a "no show." Yellow Cab also reviewed trip details for 9/23/2022 and you were scheduled at 8:00am for pick up and arrived at 8:31am at pick up location 6136 Meridian Ave, San Jose, CA. YC driver called you upon arriving at the pick-up location and was informed that YC had the incorrect address on file, so the trip was a No Show. SCFHP also confirmed with Call Center Management that Yellow Cab was not informed of the pickup address change. Call Center Management will provide coaching to avoid this happening again		Resolved in Favor of Member

VAM_202 20926_24 954	23-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You called SCFHP's Customer Service regarding your transportation issue you had on 9/19/2022 with Yellow Cab, transportation vendor. You shared with us that the Yellow Cab was late. You said that cab did not arrive until 8:56am but your appointment started at 9:00am. You mentioned that you did not get to your appointment until 9:25am and you felt bad for the provider since you arrived late to the appointment.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, on 9/19/2022, they had a cab driver (CD151) who had accepted the ride but was located outside the perimeter which may have taken a little longer to arrive at your pick up location. The Yellow Cab driver called you at 8:30am, to advise you that he would be on his way after completing his current ride trip. The cab driver approved for you pick up at 8:55am and the trip was completed at 9:14am. Lastly, the confirmed that your return ride home on the same day was completed smoothly with no delay. Yellow Cab would like to extend their sincerest apology to you for your experience using Yellow Cab for the first time and for the long wait time and for any	Resolved in Favor of Membe r

VAM_202 20926_24 979	23-Sep-22	September	21-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service	MOUNTAIN VIEW HEALTHCARE CTR	Unknown Physician Specialty	1.17E+09				You are not happy with the quality of care and quality of service you have received from Mountain View Healthcare Center. You said you were admitted on 9/16/2022 and left four hours later because the facility is very dirty and has poor healthcare services. You said they did not provide you with the medication you were supposed to take after your hospital discharge.		Resolved in Favor of Member

VAM_202 20927_25 004	23-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access								Call# SC0648930 9/23/2022 3:23 PM SaraN Olha Brukh 619-382-4715 verified name/dob/demo calling for assistance locating an ob/gyn office and to make the medical appointment she shared she called the hp in the past and was provided a few ob/gyn names, when she called to make an appointment no one answered or no appointment available per call # SC0626154 mbr was provided Dr. Angela Pollard, Dr. Maureen Khoo, Dr. Violetta Faryno per call # SC0623296 no ob/gyn name was provided Advised the mbr must see an in network provider and the service does not require a referral from the pcp Mbr asked to have a list of net 50 ob/gyn emailed to her at 6585507@gmail.com â€” complete provided the name of three net 50 ob/gyn Sarah Azad 650-396-8110 - 2495 Hospital Dr Mtn View (El Camino		Resolved in Favor of Membe r

VAM_202 20927_25 005	23-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Primary Care Provider								Call# SC0648535 9/23/2022 12:54 PM MayraR Member (831)444-5432 Verified name/dob/address Requesting pcg change because Member made apt in June or July for 9/1/22. They moved his apt to November and wants a sooner apt. Member needs referral to see urologist. Called 888-334-1000 spoke w/ Christina Valley Connection. Soonest apt 10/20/22 in person 1:45pm Aditi Chandra MD Member is ok with this apt Pcg change from KAOKAF, KAZI H to Aditi Chandra MD Eff 10/1/22, id arrives 7-10 bus days No net change VHP no further assistance needed		Resolve d in Favor of Membe r

VAM_202 20927_25 025	23-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist								Call#SC0648930 9/23/2022 3:23 PM SaraN Olha Brukh 619-382-4715 verified name/dob/demo calling for assistance locating an ob/gyn office and to make the medical appointment she shared she called the hp in the past and was provided a few ob/gyn names, when she called to make an appointment no one answered or no appointment available per call # SC0626154 mbr was provided Dr. Angela Pollard, Dr. Maureen Khoo, Dr. Violetta Faryno per call # SC0623296 no ob/gyn name was provided Advised the mbr must see an in network provider and the service does not require a referral from the pcp Mbr asked to have a list of net 50 ob/gyn emailed to her at 6585507@gmail.com â€” complete provided the name of three net 50 ob/gyn Sarah Azad 650-396-8110 - 2495 Hospital Dr Mtn View (El Camino		Resolve d in Favor of Membe r

VAM_202 20926_24 955	24-Sep-22	September	27-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are not happy with the access to care from Santa Clara Family Health Plan (SCFHP). You stated that you are unable to establish care with a chiropractor. You stated that the SCFHP provider directory did not include any chiropractors. You stated that you are in a lot of pain and that you need your shoulder to be put back in place. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	SCFHP's Clinical Review Nurse recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services, which includes assisting with scheduling an appointment with an in network Chiropractor or possibly assisting with referral from your PCP. On September 26, 2022 our Grievance Department referred you to our Case Management Department. Since you are assigned to the Valley Health Plan Network (VHP), you will be connected with a VHP Case Manager. You can connect with your case manager by calling VHP Member Services at (408) 885-4647 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. SCFHP's Nurse Advice Line is also available 24 hours a day, 7 days a week by calling 1-877-509-0294. This number can be	Y	Resolved in Favor of Member

VAM_202 20927_25 021	25-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service									You are not happy with the quality of service you received from Valley Connections. You said you have to wait ten (10) minutes on hold to scheduled an appointment. Our Grievance and Appeals Department reviewed your concerns and sent them to Santa Clara Valley Medical Center (SCVMC) for Customer relations for more information. Unfortunately, SCVMC has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from SCVMC. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolved in Favor of Member

VAM_202 20926_24 956	26-Sep-22	September		Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Expedited		SUREKHA S VETSA	Internal Medicine	1.18E+09		Uphold	Criteria Not Met (ST, QL, NF)	You are appealing the denial you received for INSULIN LISPRO 100 UNIT/ML VL, Authorization 30967. This was denied because more information is needed from your healthcare provider in order to process this request. We attempted to contact your provider but did not receive the information in time. The drug listed at the top of this letter is not on our formulary (list of covered drugs). We denied this request based on our guideline named PART D STANDARD FORMULARY EXCEPTION PROCESS DETAIL. You must have tried at least two of our formulary alternatives (or one alternative if only one exists) of the requested drug or your provider has given us an acceptable reason why you cannot take our formulary drugs. An acceptable reason includes a supporting statement that these drugs would not work as well or could cause side effects. Some examples of formulary alternatives include: Novolog 100/ml vial (quantity limit: 40			Resolved in Favor of Plan

VAM_20220926_24957	26-Sep-22	September	3-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that Yellow Cab arrived late to pick you up for your medical appointment on 9/16/2022. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. After reviewing your complaint along with your trip details for 9/16/2022, they found that a driver was dispatched at 9:15 AM. Due to limited driver availability, a driver was not available until 10:32 AM. Yellow Cab tried to call you at the number on file, 408-362-9210, but were not able to reach you. Yellow Cab is working hard at acquiring more drivers for their service area and they are truly sorry for the inconvenience. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when	Resolved in Favor of Member

VAM_202 20926_24 959	26-Sep-22	September	25-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	LAURA B CAMPBELL	Unknown Physician Specialty	1.61E+09					You are not happy with your Primary Care Physician (PCP) Dr. Laura B Campbell. You said spoke with your PCP about always being sick and your PCP tells you it is only cold. You said you have messaged your PCP on my health online and were told to not give any medicine only warm water with lemon. You said you have had a fever for two (2) weeks and want someone to run tests.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review and tracking. We reached out to VMC's Customer Relations Department multiple times and have not received a response. We have forwarded their lack of response to our Provider Network Department for follow-up. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP at any time. You must choose a PCP who is in an SCFHP provider network and is taking new patients. If we can make the change you requested, the change will be effective on the first day of the following month. You can find a new PCP by going to the SCFHP		Resolved in Favor of Member

VAM_202 20926_24 960	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephon e Access	RICHARD J TREVINO	Otolaryng ology	1.28E+09					You are not happy with the access of care from Dr. Richard Trevino. You stated that you attempted to schedule an appointment several times but were unsuccessful. Our Grievance and Appeals Department reviewed your complaint and forwarded it to Dr. Richard Trevino for internal review. Despite multiple attempts, SCFHP has not received a response to your complaint. Please be aware that SCFHP is working closely with Dr. Richard Trevino to ensure that this does not happen again. Your case was sent also to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Please know that you have	Resolved in Favor of Member

VAM_202 20926_24 961	26-Sep-22	September	24-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	STANFORD HEALTH CARE	Unknown Physician Specialty	1.44E+09					You are not happy because you have been dismissed from the Stanford Healthcare System. You stated that you cannot see a Primary Care Provider or Specialists within Stanford. You stated that a doctor made false accusations about you being verbally abusive. You stated that you were not able to give your side of the story.	SCFHP's Grievance and Appeals Department has reviewed your complaint and reached out to Stanford Health Care's Management for review. Stanford Health Care's Management reviewed your complaint along with your medical records and confirmed you were sent a dismissal letter, dated 2/8/2019, stating you were discharged from their practice as of 2/8/2019 due to abusive language to the staff and physicians. They also show that you were dismissed from the Portola Valley office. As a result of this, it was requested that you find another primary care office outside of Stanford Primary Care. You can contact SCFHP to help you find another Primary Care Physician within your Network. If you are in need of specialty service, your new Primary Care Provider can refer you to a specialist within your Network. Our records show you are currently assigned to Dr. Abraham Cabebe as of 9/1/2022. Please contact Dr. Cabebe	Resolved in Favor of Member

VAM_202 20926_24 962	26-Sep-22	September	24-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Systems and Technolog y	STANFOR D HEALTH CARE	Unknown Physician Specialty	1.44E+09					You are not happy because you have been dismissed from the Stanford Healthcare System. You stated that you cannot see a Primary Care Provider or Specialists within Stanford. You stated that a doctor made false accusations about you being verbally abusive. You stated that you were not able to give your side of the story.	SCFHP's Grievance and Appeals Department has reviewed your complaint and reached out to Stanford Health Care's Management for review. Stanford Health Care's Management reviewed your complaint along with your medical records and confirmed you were sent a dismissal letter, dated 2/8/2019, stating you were discharged from their practice as of 2/8/2019 due to abusive language to the staff and physicians. They also show that you were dismissed from the Portola Valley office. As a result of this, it was requested that you find another primary care office outside of Stanford Primary Care. You can contact SCFHP to help you find another Primary Care Physician within your Network. If you are in need of specialty service, your new Primary Care Provider can refer you to a specialist within your Network. Our records show you are currently assigned to Dr. Abraham Cabebe as of 9/1/2022. Please contact Dr. Cabebe	Resolved in Favor of Membe r

VAM_202 20926_24 963	26-Sep-22	September	24-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients	STANFORD HEALTH CARE	Unknown Physician Specialty	1.44E+09					You are not happy because you have been dismissed from the Stanford Healthcare System. You stated that you cannot see a Primary Care Provider or Specialists within Stanford. You stated that a doctor made false accusations about you being verbally abusive. You stated that you were not able to give your side of the story. SCFHP's Grievance and Appeals Department has reviewed your complaint and reached out to Stanford Health Care's Management for review. Stanford Health Care's Management reviewed your complaint along with your medical records and confirmed you were sent a dismissal letter, dated 2/8/2019, stating you were discharged from their practice as of 2/8/2019 due to abusive language to the staff and physicians. They also show that you were dismissed from the Portola Valley office. As a result of this, it was requested that you find another primary care office outside of Stanford Primary Care. You can contact SCFHP to help you find another Primary Care Physician within your Network. If you are in need of specialty service, your new Primary Care Provider can refer you to a specialist within your Network. Our records show you are currently assigned to Dr. Abraham Cabebe as of 9/1/2022. Please contact Dr. Cabebe	Resolved in Favor of Member

VAM_20220926_24964	26-Sep-22	September	24-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement	ADVANCE D SURGERY CENTER	Unknown Physician Specialty	1.51E+09					You called our Customer Service Department regarding a bill you received from Advance Surgery Center. This bill is for the services you received on 4/11/2022 for the amount of \$30.34. You are asking for our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Advanced Surgery Center participates with Medi-Cal, which means that they must take the payment they received from SCFHP as full payment. We contacted Advance Surgery Center and they have already removed this amount from your account. Please disregard the billing statement from Advance Surgery Center because you do not have to pay the bill.		Resolved in Favor of Member

VAM_202 20926_24 965	26-Sep-22	September	24-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You said you are not happy with the quality of service from Yellow Cab (YC). You said that on Saturday, September 24, 2022, you had an appointment for 7:00pm and that it was 6:00pm and YC never showed up. You said you called YC and they would just tell you they were looking for a drive	Our Grievance Department reviewed your complaint and forwarded it to Yellow Cab's Transportation. Yellow Cab's Transportation reviewed your complaint for transportation trip 9/24/2022 and you were scheduled for a pick up at 6:00pm. Unfortunately, the driver assigned had an unexpected conflict. YC immediately worked on locating another driver, but due to the limited availability in the area, struggled to locate one. YC informed you of the current situation at 6:29pm and you agreed to wait for them to locate a driver. They were able to locate a driver when you called to cancel your trip at 6:32pm. Yellow Cab still had time to complete the trip. YC sincerely apologizes for the long wait you experienced. Yellow Cab did their best to work with unexpected conflicts that present at the time that were unable to avoided. Your case was also sent to our Quality team for review of possible quality		Resolved in Favor of Membe r

VAM_202 20926_24 966	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that over the last week, Yellow Cab has no showed up for your pick up. You said on 9/13/2022 and 9/26/2022, the cabs did not show up for your ride requests. During the call with SCFHP, you cancelled the ride for 9/26/2022. You asked the SCFHP's Customer Service Representative why do you need to schedule a ride request in advance, if the cabs don't show up.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, you were scheduled for pick up on 9/13/2022 starting at 1:00pm. However, records show you called at 12:05 requesting to cancel your ride as you had a prior appointment. On 9/26/2022, Yellow Cab had dispatched the ride as early as 9:01am for a scheduled pick up time at 9:15am. Unfortunately, at the time of dispatch, Yellow Cab encountered a longer than normal wait time due to limited availability cabs your area. The Dispatching team continued to look for a driver and at 9:45am you called Yellow Cab during the call you were informed of the current situation and during the call you agreed to wait. Yellow Cab's dispatching staff	Resolved in Favor of Membe r

VAM_202 20926_24 967	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Billing Statemen t	STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					You called because you need assistance with a bill that you received from Stanford for date of service 05/26/2022, or the amount due \$248.91.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. Stanford Medical Center Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Medical Center Hospital and asked them to stop billing you. Stanford Medical Center Hospital will put your account on hold for future billing while the adjustment is in process. Please note the adjustment can take 30-60 days to process and clear. If you continue to receive a bill after 30-60 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Membe r

VAM_202 20926_24 968	26-Sep-22	September	26-Oct-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	GERARDO SOLORIO CORTES	Internal Medicine	1.09E+09					You are not happy with the quality of care from Dr. Gerardo Solorio Cortes. You stated that you attempted to schedule an appointment with Dr. Cortes. You stated that Dr. Cortes will not see you and will refer you to the emergency room (ER). The Grievance and Appeals Department reviewed your concerns and contacted Customer Relations for more information. Customer Relations reviewed your complaint as well as your medical records. Your record indicates that you were scheduled for an in-person appointment with Dr. Cortes. You requested that your appointment be changed to a video appointment; Dr. Cortes explained that the symptoms you were experiencing could not be addressed at the clinic and advised you to go to the emergency room. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed		Resolved in Favor of Plan

VAM_202 20926_24 971	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Customer Service	KATHLEE N M FUJINO	Unknown Physician Specialty	1.09E+09					You are not happy with the quality of service you have received from Kathleen Fujino, MD at Valley Health Center. You shared with us that you were seen by Dr. Fujino and you informed the provider that you had a family member who had pancreatic cancer. Dr. Fujino ordered genetic testing to be done. However, you were not informed about the cost or needing prior authorization for the tests. You later found out genetic testing is not covered.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department. Unfortunately, VMC's Customer Relations Department has not responded to the complaint which has been sent multiple times. The non-response of VMC's Customer Service Department has been forwarded to our Provider Network Management for follow up with VMC's Management. According to your Cal MediConnect Plan Member Handbook, Chapter 4: Benefits Chart, Section C. Our Plan's Benefit Chart: Some of the services listed in the Benefits Chart are covered only if your doctor or other network provider gets approval from us first. This is called prior authorization. Covered services that need prior authorization first are marked in the Benefits Chart by a footnote. In addition, you must get prior authorization first	Resolved in Favor of Member

VAM_202 20926_24 972	26-Sep-22	September	2-Nov-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		DIANA FRANCO	General Practice	1.81E+09		Overturn	Claim Denied in Error	You are not happy with the Notice of Denial of Payment letter that you received from Santa Clara Family Health Plan. The claim 22224E03887/22249S0010 8 was denied for payment becauseâ€Ž Diana Franco did not obtain an authorization for the medical services rendered to you on 08/10/2022. You are asking for reconsideration.			Resolve d in Favor of Membe r

VAM_20220926_24973	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Poor Provider/Staff Attitude	SCVMC ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.06E+09					You are not happy with the services that you have received from Santa Clara Valley Medical Center's Mental Health Department. You said you do not like the way they are treating you. You said you don't know why you are being treated the way you do.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns Santa Clara Valley Medical Center's (SCVMC's) Customer Relations Department. These are the responses from SCVMC. Clinical record does not show any mental health appointments at SCVMC for the past two years. Mental Health appointments in record are from Kaiser dated 9/8/2022 to October 2019. You were sent by your PCP on 9/28/2022. You changed insurance this month from Kaiser. You scheduled Mental Health appointments with Santa Clara Valley Healthcare on October 19, 2022. We want you to have access to the best care possible. Therefore, you have been referred to SCFHP's Behavioral Health Case Management (BHCM) Department. These are their responses. BCHM verified member by name, Date of birth and address. You then gave verbal consent for BCHM to speak with your mother,		Resolved in Favor of Member

VAM_202 20926_24 975	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	TIM T NGUYEN	Family Practice	1.5E+09					You are not happy with the services that you received from Dr. Tim Nguyen. You said the doctor made you feel uncomfortable. You said when you asked questions the doctor would say, "that is a stupid question." You said you feel the doctor is very unprofessional and rude. You said you feel rushed when you see him. You said the entire staff is unprofessional as well.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Dr. Tim Nguyen's office. They have logged in your complaint and will review this internally. They will use this as a learning opportunity to improve quality care and services for all their patients. We would like you to know as a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to change your PCP (Primary Care Physician) at any time if you are not happy with the quality of service and care you are receiving from your provider. You must choose a PCP who is in an SCFHP provider network and is taking new patients. Please know that		Resolved in Favor of Membe r

VAM_20220926_24976	26-Sep-22	September	29-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral	IHC - MERIDIAN AVE	Unknown Physician Specialty	1.16E+09					You are not happy with the quality of service you received with Indian Health Center IHC. You said you need a referral to a Podiatry Specialist. You are upset because you were told it would be a month before you can see the Podiatry Specialist. You are requesting to change our Primary Care Physician due to this issue and you requesting your complaint be expedited because you are in a lot of pain.	SCFHP's Grievance and Appeals Department have reviewed your complaint regarding the referral to the Podiatrist Specialist. Your case was referred to Valley Health Plan Case Management Services to further assist with referral and care coordination to prevent any further delay in your care. Our Nurse Advice Line is here to help 24 hours a day, 7 days a week. You can call the Nurse Advise Line at 1-877-509-0294. The advice nurse can tell you if you can wait to see your doctor, where to go for urgent care, or connect you to a telehealth doctor. The telehealth doctor can: - Go through your symptoms - Recommend a treatment - Send a prescription to your nearest pharmacy If you feel the pain is too strong or your condition gets worse, please visit the Emergency Room.	Y	Resolved in Favor of Member

VAM_202 20926_24 978	26-Sep-22	September	24-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said on 9/26/22 that YC arrived an hour late to pick you up for your appointment. You said your doctor was able to accommodate you this time. You said you want YC to arrive on time for your future appointments. SCFHP's Grievance Department reviewed your complaint with Yellow Cab's Dispatch Manager. Yellow Cab's Dispatch Manager reviewed your trip log details for 9/26/2022 and found that the pickup time was scheduled for 9:00am. On that day, YC ran into unplanned problems, which meant there were not enough taxis in the area, which caused the delay. Yellow Cab's management sincerely apologizes for the long wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC will strive to be better moving forward. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to	Resolved in Favor of Membe r

VAM_202 20926_24 981	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								You stated that you received a bill from Dr. Suresh Nayak for \$460.00 for the date of service November 9, 2021.	SCFHP's Grievance Department reviewed the bill you received from Dr. Suresh Nayak regarding date of service 11/09/2021 for the amount of \$460.00. Your claim is being processed and sent to your insurance company for payment. You may disregard the bill. Please allow 30-45 days for the reprocessing. If you receive this bill again, please call SCFHP Customer Service Department at 1-800-260-2055.		Resolved in Favor of Member
VAM_202 20926_24 982	26-Sep-22	September	25-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		BRANNO NS MEDICAL	Unknown Physician Specialty	1.64E+09		Uphold	Non Covered Benefit	You do not agree with the denial from Valley Health Plan (VHP), authorization number 82019629, a request for a CPAP Machine. You said that you were informed all four parts of your machine were denied.			Resolved in Favor of Plan	

VAM_202 20926_24 983	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09				You are not happy with the quality of service from Yellow Cab (YC) driver. You stated that the driver was extremely rude. You stated that the driver yelled at you to get out of the car. You stated that the driver stated that your walker would not fit and that he could not assist you because you are a caregiver. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. Your complaint, as well as the details of your trip for 09/26/2022, were reviewed by YC Management. The driver assigned to this trip has regularly provided your transportation. YC Management spoke with the driver and apologized for your experience. The driver explains that he understands your needs during the ride and apologizes for any miscommunication. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best quality service to each member.	Resolved in Favor of Membe r

VAM_202 20926_24 984	26-Sep-22	September	25-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You said you are not happy with the quality of service from Yellow Cab(YC). You said that on 9/26/2022 YC did not pick you up and your brother had to take you to your appointment. You said that your dialysis starts at 2:35pm and you called YC at 1:50pm. YC was still looking for a ride and no one showed up, so you had to cancel your ride.	Our Grievance Department reviewed your complaint and forwarded it to Yellow Cab's Transportation. Yellow Cab's Transportation reviewed your complaint for a transportation trip on 9/9/2022. YC said your ride was set up at 1:45 and your ride was dispatched as early as 1:31pm. Unfortunately, on 9/9/2022, YC had limited drivers in the area, so they had to look for available cabs outside of the area. YC said you cancelled at 2:32pm as there was still no driver available. Yellow Cab apologizes for the long wait that you experienced and for being late to your medical appointment, as there are always unexpected conflicts that come up. YC will work on keeping up with the timeframe going forward. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to		Resolved in Favor of Membe r

VAM_202 20926_24 985	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Provider Telephon e Access	ALFREDO RAMIREZ	Family Practice	1.43E+09					You are not happy with the overall service you have received from your Primary Care Physician (PCP), Dr. Alfredo Ramirez and office. You shared with us that it is very difficult to get through to the office. You have called Dr. Ramirez's office and left a messages but Dr. Ramirez or the office never returned your call. Due to this issue, you have decided to change your PCP. SCFHP's Grievance Department reviewed your complaint. We forwarded your complaint to Dr. Alfredo Ramirez directly for further investigation and review. We made multiple attempts to obtain an update and response from Dr. Ramirez. Unfortunately, Dr. Ramirez or his office management has not responded to the complaint. The non-response has been forwarded to our Provider Network Operations Management for follow up with Dr. Ramirez. SCFHP regrets that you are experiencing these challenges, but take your concerns seriously. It is your right to receive the needed and appropriate medical treatment and care. As a reminder, you may change PCP's at any time by calling Cal Mediconnect Plan Customer Service at 1-877-723-4795, Monday through Friday, 8:00am to 8:00pm. It is your right to receive the needed and appropriate medical treatment and care. During the course of this grievance, it was noted that you	Resolved in Favor of Member

VAM_202 20926_24 986	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Written Materials/ Marketing									You are not happy with receiving 2 packets of resolution letters from the grievance department with the incorrect name stated on the letters. You said the cover letter still states John B. Henley. You said the Jr is not included in your name. You said some letters the Health Plan (HP) sends to you are correct. You said you received an Explanation of Benefit (EOB). You said your name on the cover letter with your address are incorrect. You said you want everything to be sent to you to match your correct name. You said you have been having these issues for years.	SCFHP's Grievance and Appeals Department reviewed your complaint. We contacted the Grievance and Appeals (G&A) Management Department regarding your concern and requested review and response. During their review, The G&A forwarded the concern to our Information Technology (IT) Department for further review. We received the following response: according to their records, your name is correct in our main system for the health plan as a whole, however, different departments within the health plan use different systems which may or may not be using your whole name. Unfortunately, these are not quick fixes. The changes require the system logic changes that need to go through development, testing and then the Application and Product Development Team and then approval. Only after its been approved, can the changes be made to be deployed. The IT Department is working diligently to		Resolved in Favor of Membe r

VAM_202 20926_24 989	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab(YC). You stated that YC did not arrive on September 26, 2022 for your pick up. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. On September 26, 2022, YC Management reviewed your complaint and the details of your trip. YC management confirmed that you had a pick trip scheduled for 09/26/2022 at 1:30 p.m. YC had very few cabs available in the Mountain View area on the day of service. YC assigned a driver at 1:26 p.m., but the driver had to cancel the trip due to an unforeseen conflict. YC attempted to contact you to inform you of the current situation, but the call was routed to voicemail. At 2:11 p.m., YC received a call from SCFHP requesting that the trip be canceled because you had a ride. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive	Resolved in Favor of Membe r

VAM_202 20926_24 991	26-Sep-22	September	28-Sep-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part C Appeal	Expedited		MATTHE W D MILLER	Orthopedi c Surgery	1.09E+09		Overturn	Medical Necessity Met	Dr. Mathew Miller on your behalf is appealing the denial you received for Authorization# A0189450, PT - Outpatient Services; Modifier: ; 12, MORGAN HILL PHYSICAL THERAPY INC. These medical services were denied because Santa Clara Family Health Plan (SCFHP) only covers services that are medically necessary and we use criteria and guidelines to determine medical necessity. The guideline we used to review this request is Medicare Benefit Policy Manual Chapter 15, section 220 - Coverage of Outpatient. Rehabilitation Therapy Services. According to this guideline, request for physical therapy require a signed doctor's order and clinical information for medical necessity.		Y	Resolved in Favor of Member

VAM_202 20926_24 992	26-Sep-22	September	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are not happy with the access to care from Dermatology. You stated that you were referred to Dermatology and that the next available appointment is in November. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.	SCFHP's Clinical Review Nurse recommended you be referred to SCFHP Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services, which includes assisting with referral and appointment coordination to ensure you are able to get an appointment in timely manner for Dermatology. On September 27, 2022, our Grievance Department referred you to our Case Management Department. Since you are assigned to the Valley Health Plan Network (VHP), you will be connected with a VHP Case Manager. You can connect with your case manager by calling VHP Member Services at (408) 885-4647 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. SCFHP's Nurse Advice Line is also available 24 hours a day, 7 days a week by calling 1-877-509-0294. This	Y	Resolved in Favor of Member

VAM_202 20926_24 993	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Emergenc y Medical Transport ation (NEMT)	ONE- STOP MEXEX	Unknown Physician Specialty	1.93E+09					You are not happy with One-Stop because they arrived one-hour after your scheduled pick-up time on 9/26/2022. You stated that One-Stop has a history of not picking you up for your medical appointments, causing you to miss your appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to One-Stop's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the start of your pick-up time. SCFHP is contracted with		Resolved in Favor of Membe r

VAM_202 20926_24 994	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Written Materials/ Marketing									You called SCFHP's Customer Service department regarding the same issue you are having regarding the spelling of your complete name on with Valley Health Plan (VHP) -Downtown Clinic. You shared with us that you had an appointment on 9/26/2022 and you were given two (2) pieces of paper and labels and they had your incomplete name of Henley, John B. You mentioned that you expect your name to be listed correctly at all medical entities and locations. You stated that you get a wristband every time you go to the doctor's and it is correct with Henley, John B Jr on it. You said you have already filed a complaint with SCVMC Customer Relations Department about this issue. You said you received a resolution letter dated 9/19/2022, that your name was corrected and that their Panel Management was notified of the issue, but your name is still wrong.	SCFHP's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue for review and response. They forwarded your concern to the appropriate department for response. We have received the following response from Santa Clara Valley Medical Center's Customer Relations Department. They informed us that they have reviewed your medical records and found that their system is showing the correct complete name of John B. Henley Jr. They appreciate that you understand that the issue does take time to resolve and to the best of their knowledge your name is correct in their system. They would like to extend their gratitude for letting them know of your experience. It is their goal at Santa Clara Valley Medical Center to provide the best possible patient care and experience. The feedback received will serve a necessary		Resolved in Favor of Membe r

VAM_20220926_24995	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	MADERA COMMUNITY HOSPITAL	Unknown Physician Specialty	1.67E+09					Your daughter on your behalf called because she said you received a bill from Madera Community Hospital for date of service 7/1/2022 for the billed amount of \$186.68. She said you are requesting assistance with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. MADERA COMMUNITY HOSPITAL participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted MADERA COMMUNITY HOSPITAL Financial Services and asked them to stop billing you. MADERA COMMUNITY HOSPITAL I put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from MADERA COMMUNITY HOSPITAL because you do not have to pay the bill. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_202 20927_24 996	26-Sep-22	September	29-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					You called our Customer Service Department regarding a bill you received from Stanford Medical Center Hospital. This bill is for the services you received on 3/4/2022 for the amount of \$109,804.21. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Stanford Medical Center Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Medical Center Hospital and asked them to stop billing you. Stanford Medical Center Hospital put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Stanford Medical Center Hospital because you do not have to pay the bill. Please note the adjustment can take 45-60 days to process.		Resolved in Favor of Member

VAM_20220927_24997	26-Sep-22	September	24-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	PHILIP PATTARELLI	Unknown Physician Specialty	1.57E+09					You called to get assistance with a bill that you received from O'Connor hospital- Phillip Pattarelli for dates of services 07/25/2022-7/26/2022. Amount of bill \$40.81. You are requesting assistance with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. O'Connor Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted O'Connor Hospital and asked them to stop billing you. O'Connor Hospital they will reprocess your account and make the necessary adjustments. I have also faxed them a copy of the payment made by SCFHP. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_202 20927_24 998	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Poor Provider/ Staff Attitude	STANFOR D HEALTH CARE	Unknown Physician Specialty	1.44E+09					You called our Customer Service Department regarding your issue you had with Dr. Oji and staff. You shared with us that you were denied being seen for your scheduled appointment as they said you were late. You felt you wasted your time speaking to the Medical Coordinator as you felt you were being judged (outcasted and discriminated) for being a minority and a woman. You said you received a letter from Dr. Oji's office regarding the issue of you being late. You said you tried to make another appointment with Dr. Oji but the office said they were unable to schedule any more appointments with Dr. Oji. You find this upsetting since you have been going to Stanford Medical Center for years. Due to this issue and not being able to see Dr. Oji, you have injured your ankle multiple times	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Stanford's Patient Relations Manager. They reviewed your medical records and provided the following response. Please note they corrected the spelling of Dr. Oji as we had it as Dr. Ong. They shared that on 7/23/2021, Dr. Chou's Nurse Practitioner submitted a new referral/request for a second opinion to Dr. Oji. On July 2021, the New Patient Coordinator attempted to contact you but due to being unable to reach you by telephone, the referral was closed. In August 2021, their documents show that you contacted Patient Relations to assist with scheduling an appointment with Dr. Oji. They said that Patient Relations was unable to reach you by phone and forwarded your concerns with Clinic Leadership. On 8/16/2021, you were contacted by the Orthopedic Clinic Manager, Ms. Abigail Agustin. During the call, you expressed and informed the	Resolved in Favor of Membe r

VAM_20220927_24999	26-Sep-22	September	24-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	KYAW MIN	Family Practice	1.94E+09					You received a bill from Dr. Min Kyaw for date of service 11/24/2021 for the amount of \$38.56. You are requesting assistance with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. DR. MIN KYAW participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted DR. MIN KYAW and asked them to stop billing you. DR. MIN KYAW said your account reflects no balance at this time and your account is at zero to date. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.	Resolved in Favor of Member

VAM_202 20927_25 001	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	CHUONG M LE	Neurology	1.57E+09					You are not happy with the quality of care with Dr. Chuong Le. You said you were prescribed Fioricet by your previous neurology specialist. You said this was prescribed for a condition you have of autoimmune disease that causes migraines. You said you saw Dr. Le on 9/22/2022 and he was not familiar with the condition you have. You said that Dr. Le was rude when you mentioned Fioricet. You felt that Dr. Le may have thought of you as a drug addict. You said you would like Dr. Le to listen to you instead of dismissing your concerns. You said you are now looking for a new neurologist who can prescribe Fioricet.	Our Grievance Department reviewed your complaint and contacted Dr. Le for more information. Dr. Le reviewed your complaint along with your medical records and confirmed he explained to you that he does not prescribe the medication Fioricet because he does not prescribe narcotic medications. Dr. Chuong also explained he does not do botox injections. Dr. Chuong Le offered alternative treatment, like prescribing you other types of medication that could help your medical condition. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to receive timely access to get the care you need. Your case was sent to our Quality team for review of possible quality issues. Our medical		Resolved in Favor of Membe r

VAM_202 20927_25 010	26-Sep-22	September	25-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are unhappy with the quality of service you have received from Valley Radiology Imaging. You stated that you waited for three months for your follow-up appointment that then was canceled. You stated that they now do not have any appointments available until December 2022. You would like a sooner appointment for a diagnostic mammogram.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to VALLEY RADIOLOGY IMAGING SAMARITAN BREAST CENTER's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right to received needed and appropriate medical care, including preventative health services and health	Resolved in Favor of Membe r

VAM_202 20927_25 011	26-Sep-22	September	25-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said YC did not pick you up for your radiation appointment on 9/26/22. You mentioned this is the sixth time you have complained about YC not picking you up.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 09/26/2022 and confirmed the ride was scheduled for a 6:45 a.m. pick up with a suggested chair time of 7:45 a.m. YC said on the date of service, the assigned WAV driver cancelled the ride due to an unforeseen conflict. Unfortunately, YC was not able to find an available WAV cab. YC reached out to you at 7:10am to let you know of the situation. YC apologizes for the inconvenience and guarantees to call you as soon as they find an available WAV. At 9:27am, YC called you to let you know they still had not found an available WAV, but you decided to cancel the trip as you had already called other transportation. Yellow Cab's management sincerely apologizes for the long wait time you experienced. YC understands the importance of timely pick-up, especially		Resolved in Favor of Membe r

VAM_202 20927_25 038	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Access	Timely Access to Primary Care Provider	NUTAN H POSERIA	Internal Medicine	1.06E+09					You called SCFHP's Customer Service Department regarding being unable to contact your Primary Care Physician (PCP), Dr. Nutan Poseria. You shared with us that you were in the hospital about four (4) weeks ago and you have been trying to obtain a discharge follow up appointment with your provider, it has been unsuccessful. You requested assistance with this issue. Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from SCVMC's Customer Relations Management. They regret that you were dissatisfied with the service you were provided. Upon medical review of your case, your medical records show that Registered Nurse (RN) called and spoke to you with a Spanish interpreter. During the call, you were informed you did have an appointment for a hospital discharge on 9/18/2022. You said that you did not remember this appointment. You said that you did not have any symptoms as of the call. You were scheduled for an appointment on 10/3/2022 to see your PCP for the follow up hospital discharge. You agreed and the call ended. On	Resolved in Favor of Member

VAM_202 20927_25 039	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Care	Inappropri- ate Provider Care	CANYON SPRINGS POST- ACUTE	Unknown Physician Specialty	1.64E+09					Your son on your behalf called because he said he has some concerns regarding the care that you are receiving at Canyon Springs Post-Acute. He said they are not caring for you properly. He said you were in the hospital over the weekend because you were found on the floor under the bed on 9/24/2022. The fall caused her to have two small bumps on her head. He said he was given no reason on how and why you fell or why your room door was closed during the incident. He said he wants you to go to another nursing home. He said he wants you to go back to Vista Manor Nursing Home.	SCFHP's Grievance Department reviewed your complaint and forwarded your concerns to Canyon Springs. They have received your complaint and will review this internally. They will investigate to see if the proper procedures were followed and enact the appropriate disciplinary actions if necessary. They will also use this as a learning opportunity to improve quality services. We want you to have access to the best care possible. Therefore, you have been referred to our Managed Long Term Care Department for assistance. We apologize that you had this experience. As a member of SCFHP, one of your rights is to be treated with respect and dignity. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand.		Resolved in Favor of Membe r

VAM_202 20928_25 044	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part D Grievance	Compliance	Fraud/Waste/Abuse									You called SCFHP's Customer Service Department regarding your issue with having your medication: Metoprolol Succ ER 100 MG tablets refilled. You shared that the VMC Pharmacy advised you that it was too soon to refill. During the call, the SCFHP Customer Service Representative informed you that there was a claim on file showing a fill for a 90 day supply. You said you were in Reno, NV but did not pick up a 90 day supply. You believe this to be fraud. You would like for SCFHP to investigate this issue.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. According to our records, SCFHP's Customer Service Department heard your request for assistance with the possible fraud claim for your medication: Metoprolol Succ ER 100 MG tablet refill in Reno, Nevada. The Walgreens Pharmacy #05295 was contacted and they informed SCFHP that the refill was processed but was not picked up. SCFHP's Customer Service Department advised them that you were only in Reno, Nevada for a short time and you are now back in California. SCFHP's Customer Service Department requested for the claim to be reversed. The reversal was completed. SCFHP's Customer Service Department called Valley Health Center's Downtown Pharmacy and advised them of the reversal for your medication. They confirmed they received the script for your Metoprolol Succ ER 100 MG tablet back from Walgreen's Reno. They shared they would process the request for your		Resolved in Favor of Member

VAM_202 20928_25 061	26-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Compliance	Discrimination	STANFORD HEALTH CARE	Unknown Physician Specialty	1.44E+09				You called our Customer Service Department regarding your issue you had with Dr. Ong and staff. You shared with us that you were denied being seen for your scheduled appointment as they said you were late. You felt you wasted your time speaking to the Medical Coordinator as you felt you were being judged (outcasted and discriminated) for being a minority and a woman. You said you received a letter from Dr. Ong's office regarding the issue of you being late. You said you tried to make another appointment with Dr. Ong but the office said they were unable to schedule any more appointments with Dr. Ong. You find this upsetting since you have been going to Stanford Medical Center for years. Due to this issue and not being able to see Dr. Ong, you have injured your ankle multiple times.			Resolved in Favor of Member

VAM_20221020_25813	26-Sep-22	September	25-Oct-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Quality of Service	Billing Statement									You are requesting payment for healthcare services you received on August 23, 2022 and August 30, 2022.	SCFHP Grievance Department called you on October 24, 2022, to obtain additional information about a request for payment for healthcare services you received on 08/23/22 and 08/30/2022. The Department of Managed Healthcare Services (DMHC) provided this information to SCFHP. During this call, you informed the Grievance Department that you had not submitted the payment request, and the call was disconnected.	Resolved in Favor of Plan

VAM_202 20926_24 977	26-Sep-22	September	28-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral								You are unhappy because your referral request was redirected from Dr. Mary Hawn to another provider within your network. You would like to continue to see Dr. Hawn with Stanford because she ordered many tests while you were hospitalized for a procedure that is not available within your health plan network, Physicians Medical Group. You have requested for this process to be expedited because you have an appointment in two days to discuss your test results for sepsis and other life threatening conditions.	SCFHP's Grievance and Appeals Department has reviewed your complaint and reached out to Physicians Medical Group (PMG) for review. PMG was able to find a prior authorization for Stanford with a similar diagnosis and were able to approve the consultation with Dr. Mary Hawn. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20927_25 000	26-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	HUI ZHENG	Family Practice	1.91E+09				You are not happy with the quality of service you received from Dr. Zheng Hui back in 2017. You said Dr. Zheng did not want to explain and answer your questions more in depth. You said she said " even if she tried to explain in depth what was going on with you medically, you would still not understand. You also mentioned that Dr. Zheng said SCFHP is considered low income and that she had other patients, making it appear that SCFHP members should not receive quality of care because their health insurance is low income.			Resolved in Favor of Member
VAM_202 20927_25 003	26-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconsideration (Claims)		DESERT VIEW HOSPITAL	Unknown Physician Specialty	1.07E+09		Overturn	Medical Necessity Met	a denied claim 22237E00215. This has a date of service of 08/03/2022 and the request is for medical services provided by Desert View Hospital . This was denied because the current medical visit should not have been billed separately from associated surgical procedure 96372 included on the current claim. You are requesting reconsideration			Resolved in Favor of Member

VAM_202 20929_25 073	26-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		WOODLA NDS HEALTHC ARE CENTER	Unknown Physician Specialty	1.27E+09				your request for additional payment to claim #21306E01254 & 20308S00610 from provider, WOODLANDS HEALTHCARE CENTER. This claim is for services provided on 10/28/2021 to 10/31/2021, which was processed and payment was provided. You are requesting the referenced claim be reprocessed and adjusted as member transitioned from custodial to skilled level of care but submitted the claim incorrectly as a LTC or custodial claim		Open
VAM_202 20929_25 082	26-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		WOODLA NDS HEALTHC ARE CENTER	Unknown Physician Specialty	1.27E+09				your request for additional payment to claim #21267E00805 & 21268S00650 from provider, WOODLANDS HEALTHCARE CENTER. This claim is for services provided on 9/16/2021 to 9/22/2021, which was processed and payment was provided. You are requesting the referenced claim be reprocessed and adjusted as member transitioned from custodial to skilled level of care but submitted the claim incorrectly as a LTC or custodial claim		Open

VAM_202 20929_25 083	26-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		WOODLA NDS HEALTHC ARE CENTER	Unknown Physician Specialty	1.27E+09				your request for additional payment to claim #21274E00270 & 21274S00424 from provider, WOODLANDS HEALTHCARE CENTER. This claim is for services provided on 9/23/2021 to 9/29/2021, which was processed and payment was provided. You are requesting the referenced claim be reprocessed and adjusted as member transitioned from custodial to skilled level of care but submitted the claim incorrectly as a LTC or custodial claim		Open
VAM_202 20929_25 081	26-Sep-22	September		Open	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		WOODLA NDS HEALTHC ARE CENTER	Unknown Physician Specialty	1.27E+09				your request for additional payment to claim #21106E00937 & 21106S01122 from provider, WOODLANDS HEALTHCARE CENTER. This claim is for services provided on 4/08/2021 to 4/14/2021, which was processed and payment was provided. You are requesting the referenced claim be reprocessed and adjusted as member transitioned from custodial to skilled level of care but submitted the claim incorrectly as a LTC or custodial claim		Open

VAM_202 20930_25 134	26-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral								Call# SC0650410 < 9/27/2022 12:13:18 PM YeseniaC> called mom Delia martinez 408-512-7751 informed mom there is auth for Left MRI , please call to make an appt at VMC Radiology dept at 408-885-6350, auth # 97101635240 mom understood and is satisfied with outcome < 9/27/2022 9:15:33 AM EsquivelC> Called VMC Referral dept spoke with Veronica who transfer my call to Sherry at VMC CCS Referral dept ph# 669-299-8240 to follow up on the Auth for Left Knee MRI under Referral# 4181362 Spoke with Sherry she confirmed CCS auth # 97101635240 was updated today at 7am and it shows it does have the MRI listed. Parent can contact VMC Radiology dept at 408-885- 6350 to schedule mbr's MRI Left Knee- Without Contrast. CSR: Pls notify parent. CCS Approved MRI under auth # 97101635240 < 9/26/2022 4:58:43 PM YeseniaC>		Resolve d in Favor of Membe r

VAM_202 20927_25 012	27-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You said you waited for hours for a follow-up with YC. You said that YC told you to give a two-hour window next time. You said your appointment expired today at 9:30 am and this was a very important appointment. You said that this has happened four times already that YC is late.	Our Grievance Department reviewed your complaint and forwarded it to Yellow Cab's Transportation. Yellow Cab's Transportation reviewed your complaint for a transportation trip on 9/27/2022. The driver assigned had to cancel due to an unexpected situation that caused him to cancel. Yellow Cab immediately looked for the next nearest driver. Yellow Cab had limited drivers on that day as they were fully booked. Yellow Cab contacted you at 9:03am to inform you of the current situation and apologized for the delay, informing you they were working on your request. They located a driver who accepted the ride at 9:06am but had to finish prior trips. The Yellow Cab said it was not until 10:02am that the driver arrived to pick you up and complete the trip at 10:24am. Yellow Cab apologizes for arriving late to pick you up, yet delays are really possible due to unfortunate conflicts that arise in between. YC is working on		Resolved in Favor of Membe r

VAM_202 20927_25 013	27-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). On September 15, 2022 and September 22, 2022, you stated that you waited two and a half hours for YC. On September 27, 2022, you stated that you waited 48 minutes for YC. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed your complaint as well as the details of your trip for 09/15/2022, 09/2022, and 09/27/2022. YC Management confirmed that your trip on 9/15/2022 was marked as a no show. You were scheduled to be picked up at 10:00 a.m. On the day of service, YC dispatched your trip and immediately assigned it to a driver. The driver arrived at 10:09 a.m., and upon arrival, you informed the driver that your appointment is for 10/16/2022. You had a pick-up and a return trip on 09/22/2022. Your pick-up time was 9:30 a.m. YC dispatched a driver at 9:17 a.m., and the driver arrived at 9:34 a.m. The trip was completed at 9:53 a.m. Your return trip was activated at 11:44 a.m., and a driver arrived at 12:25 p.m. The driver finished your trip at 12:44 p.m. YC Management confirmed that your pick-up trip on	Resolved in Favor of Membe r

VAM_202 20927_25 014	27-Sep-22	September	27-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)						Uphold	Lack of Medical Necessity	You do not agree with the denial for a Motorized Wheelchair, Authorization Number 20220818T8800785, that you received from Physicians Medical Group. The denial was for lack of medical necessity. You would like to appeal the decision because you have arthritis in your knees causing pain.			Resolve d in Favor of Plan

VAM_202 20927_25 015	27-Sep-22	September	25-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said YC pick you up an hour and a half late on 9/27/22. You said YC should be more responsible as you rely on transportation for your medical appointments.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 09/27/2022 and confirmed the ride was scheduled for an 8:00 a.m. pick up with a suggested chair time of 9:00 a.m. YC said on the date of service, there was a limited number of cabs in the Sunnyvale area. YC said you called at 8:26am and you were informed of the situation. YC apologizes for the inconvenience and guarantees to call you as soon as they find an available cab. You were assigned a cab at 8:59am and the driver arrived at 9:29am, but you decided to cancel the trip as you were already late for your appointment. The trip was marked as a no-show. Yellow Cab's management sincerely apologizes for the long wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts		Resolved in Favor of Membe r

VAM_202 20927_25 016	27-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC) You said for your transportation for 9/27/2022 they sent you small taxi and that it was not van. You said you use a wheelchair do not understand why they did not send you the appropriate vehicle.	Our Grievance Department reviewed your complaint and forwarded it to Yellow Cab's Transportation. Yellow Cab's Transportation reviewed your complaint for a transportation trip on 9/27/2022. YC said that the request for transportation did not have any instructions about your using a wheelchair. This is why a regular cab was scheduled. Yellow Cab also reviewed your complaint regarding the driver and the reason why the wheelchair was put in the back seat with you was because the wheelchair did not fit in the trunk as it was too big. YC said that the driver closed the door with the no intention of hitting you, and since you did not mention anything, he thought everything was okay. Yellow Cab apologizes for any trouble that this may have caused. The driver was coached to be extra careful when closing the doors, especially with members using wheelchairs. YC said		Resolved in Favor of Membe r

VAM_2020927_25017	27-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You called SCFHP's Customer Service Department regarding your dissatisfaction overall with Yellow Cab, transportation vendor. You shared with us that Yellow Cab is completely unreliable and you were treated rudely. Additionally, you said the cab ride never showed up for your pick up. The SCFHP Customer Service Representative asked if it was in regards to a specific trip request, you stated no but in general.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, which included the entire month of September 2022, the ride request was canceled prior to your scheduled ride request. They shared with us the request was cancelled by SCFHP on 10:37am, they are unsure of the reason. They were unable to locate a call in their system on the day of service. Yellow Cab would like to extend their sincerest apology to you for the experience they had but according to their records, the was canceled before the date of service. According to our records, you called SCFHP on 9/22/2022 to requested a ride for 9/28/2022 with the pickup window beginning at 9:30am. On 9/27/2022 at 10:32, you called SCFHP and canceled	Resolved in Favor of Member

VAM_202 20927_25 019	27-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/27/2022. You said your cab did not arrive timely and you were late to your appointment.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. You were scheduled for an 8:45 am pickup which would suggest a 9:45 am appointment chair time. There were limited taxis in the area making it difficult for YC to find a cab right away. They called you at 9:34 am to inform you of the situation. YC was able to assign a cab at 9:36 am and the cab arrived at 10:16 am. Your trip was completed at 10:27 am. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the		Resolved in Favor of Membe r

VAM_202 20927_25 020	27-Sep-22	September	3-Oct-22	Resolved in Favor of Plan	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		XIAOXUE HUANG	Internal Medicine	1.38E+09		Uphold	Lack of Medical Necessity	You, on your mother Zhaoqun Wang's behalf do not agree with a denial she received from Santa Clara Family Health Plan (SCFHP) on Authorization #31009, a request for Lidocaine 5% Patch. This was denied as you did not meet criteria for coverage. You are requesting reconsideration on her behalf.			Resolve d in Favor of Plan

VAM_20220927_25024	27-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with quality of service with Yellow Cab. You said on 9/26/2022 you called YC for your return ride from your Dialysis appointment. You said YC told you there was not available driver and YC will be canceling your ride. You said you are frustrated that this issue keep occurring. SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Transportation Management. YC reviewed your trip details for 9/26/2022 for the return ride and notified you at 9:37pm of the situation that they were working on locating a driver in the area. Yellow Cab continued to work on finding a driver in the area but was unable to and notified you at 9:46pm of the ride being cancelled due to no driver being found. Yellow Cab regrets any inconvenience this may have caused, but unfortunate conflicts arise that are unable to be avoided. YC is working on recruiting more drivers to prevent this from happening. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive	N	Resolved in Favor of Member

VAM_20220927_25027	27-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non-Medical Transportation (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service from Green Cab (GC). You stated that GC did not arrive for pick up on September 26, 2022. The Grievance and Appeals Department discussed your concerns with Green Cab (GC) Management. GC Management reviewed your complaint as well as the details of your trip for 09/26/2022. GC Management confirmed that you were scheduled for a 3:00 p.m. pick up on September 26, 2022. GC assigned your trip, and upon arrival, the driver encountered traffic from San Jose to the Campbell area. GC Management reviewed your trip details for your return trip on 09/26/2022 and confirmed you were scheduled for a "will call" return trip. On the day of service, GC encountered technical difficulties with their phone system, resulting in your return trip not being dispatched. GC sincerely apologizes for any inconvenience this has caused. GC will make every effort to meet the deadline in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make	Resolved in Favor of Member

VAM_202 20927_25 028	27-Sep-22	September	30-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You do not agree with the denial you received from VHP for migraine treatment at Stanford, authorization number 82013876. This request was denied for being out of your network with VMC. You have requested this process be expedited. After review, our Clinical Nurse Specialist has found that your case meets DHCS criteria for expedited review: imminent and serious threat to health including but not limited to severe pain, or potential loss of life, limb, or major body function.		Y	Resolved in Favor of Plan

VAM_202 20927_25 029	27-Sep-22	September	24-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t								You are unhappy because you received a bill from CVS Specialty Pharmacy for date of service 05/27/2022 in the amount of \$455.53, account number 2000199889. You would like help settling this matter.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Coram CVS Specialty Pharmacy participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Department contacted Coram CVS Specialty Pharmacy and has confirmed that your balance is currently \$0. Please disregard the billing statement from Coram CVS Specialty Pharmacy.		Resolv ed in Favor of Membe r
VAM_202 20927_25 030	27-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t	VALLEY RADIOLO GY MEDICAL ASSOC	Unknown Physician Specialty	1.4E+09					You called our Customer Service Department regarding a bill you received from Valley Radiology Medical Association. This bill is for the services you received on 04/28/2022 for the amount of \$193.0. You are asking for our help with this bill.	SCFHP's Grievance Department reviewed the bill you received for the date of service (DOS) 04/28/2022. We have contacted the Valley Radiology Medical Association. They did not have your current primary health plan information on file. They will resubmit the bill for reprocessing. Please note that this can take up to 45-60 days. If you receive this bill again, please call the SCFHP Customer Service Department at 1-800-260-2055.		Resolv ed in Favor of Membe r

VAM_202 20927_25 031	27-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that the driver is extremely rude. You stated that the driver purposely hits you when assisting you with your seatbelt. You stated that YC is always late for pick-up and drop-off. You stated that you wanted to change drivers or vendors.	The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed your complaint as well as the details of your trip for the month of September. The driver assigned to this trip has regularly provided your transportation. YC Management apologized for your experience and spoke with the drivers for your pick-up and return trip. The drivers apologize for any miscommunication during the trip. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As explained in your Medi-Cal Handbook Section 4: Using Non-Medical Transportation When you use non-		Resolved in Favor of Membe r

VAM_202 20927_25 033	27-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received Yellow Cab (YC). You said YC have been arriving late for the past four (4) weeks to pick you up for your appointments. You said you have not been getting your full treatments because of this. You said you want YC to arrive on time because is affecting your health. SCFHP's Grievance Department reviewed your complaint with Yellow Cab's Dispatch Manager. Yellow Cab's Dispatch Manager reviewed your trip history for September and confirmed they were passed the one-hour pick-up window on 9/16, 9/19, 9/21, and 9/26. Unfortunately, upon dispatching these trips, YC ran into unplanned problems that made it hard to get a taxi in the area, which led to the delay. Yellow Cab's management sincerely apologizes for the long wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC said they are currently recruiting more cabs. YC will strive to be better moving forward. Your case was sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive	Resolved in Favor of Membe r

VAM_202 20927_25 035	27-Sep-22	September	29-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	CENTRAL VALLEY IMAGING MEDICAL ASSOCIAT ES INC	Unknown Physician Specialty	1.28E+09					You called our Customer Service Department regarding a bill you received from Central Valley Imaging Association. This bill is for the services you received on 8/4/2022 for the amount of \$60.18. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Central Valley Imaging Associates participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Central Valley Imaging Associates and asked them to stop billing you. Central Valley Imaging Associates put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Central Valley Imaging Associates because you do not have to pay the bill.		Resolved in Favor of Member

VAM_202 20927_25 036	27-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/27/2022. You said you and your wife waited for the cab to arrive from 2:00 pm to 4:00 pm. You said you both are elderly and you were tired. You are angry that you had to cancel your appointment because YC did not show up.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. According to their records your trip was cancelled by default. Looking into what happened, you were scheduled for a 1:45 pm pick up in Campbell. YC had longer wait times for cabs than usual. YC tried to call you to inform you about the current situation but they could not reach you. A driver was assigned at 2:52 pm. The driver tried to call you to check if you were still waiting but you were not answering your phone. YC also tried to call you again several times but you were not answering your phone. Having this said, your trip was cancelled by default. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their	Resolved in Favor of Membe r

VAM_202 20927_25 037	27-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab. You said YC did not show up on 9/26/2022 to pick you up for your ride to your appointment. You also said that when you called YC for a ride home, they went to your house instead of picking you up at the doctor's office. You said you had to take the light rail.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Transportation Management. Yellow Cab's Management reviewed your complaint and trip details for 9/26/2022. They said you were scheduled for a 1:30pm pick-up, but due to the limited availability of drivers in Santa Clara there was a longer wait than usual. Yellow Cab said they contacted you at 1:58pm to inform you of the current situation and you agreed to wait. Yellow Cab said it was not until 2:18pm that the driver accepted and arrived at 2:26pm that the trip was completed by 2:57pm. Yellow Cab also reviewed your return ride. A driver was assigned at 4:39pm and arrived at 4:49pm, but when YC arrived, you had left already. They said they could have been able to complete the trip within the timeframe. Yellow Cab apologizes that you were late to your medical appointment.	Resolved in Favor of Membe r

VAM_202 20927_25 041	27-Sep-22	September	24-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	SHURONG CHANG	Dermatol ogy	1.77E+09					You called because you said you received a bill for services. You said you do not know who the bill is from because it does not state on the form. You said it has billing code 92014 for the amount of \$40.00. You said you are requesting assistance with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. I have contacted you multiple times to get more information regarding the bill. I was requesting a copy of the bill and the contact phone number. I did manage to find a claim for date of service 7/25/2022 and spoke with Joy at DR. SHURONG CHANG's office. She told me that she did not send you a bill for services. Perhaps the bill is from another billing office or provider. Without the proper information I am unable to investigate the issue. However, you can contact SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance. Please provide a copy of the billing statement and also a phone number to contact.		Resolved in Favor of Membe r

VAM_20220928_25042	27-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non-Medical Transportation (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that you did not receive full cooperation from YC and that you received poor service. You stated that YC has been arriving one to two hours late. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed your complaint as well as the details of your September 12, 2022 trip and confirmed that it had been delayed. On the day of service, you called YC at 3:26 p.m. to activate your return trip. YC immediately dispatched your trip; however, due to a high volume of orders and limited availability of cabs in the area, allocating a cab proved difficult. YC continued to look for alternatives, and at 5:42 p.m., YC successfully designated a driver. The driver arrived at the pickup location at 5:49 p.m., but you had already left. YC sincerely apologizes for any inconvenience this has caused. YC has reminded the dispatch team to ensure timely execution in the future. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all	Resolved in Favor of Member

VAM_202 20928_25 043	27-Sep-22	September	29-Sep-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Lack of Medical Necessity	You do not agree with Valley Health Plan (VHP)'s denial of authorization number 82019487, a request for a Botox injection for your migraine with Dr. Albert Kwon at Stanford Health Care. This was denied because services were available within your network. You said the next available appointment with Dr. Peter Lin is a month out. You said it would be agonizing for you to wait a month to see Dr. Lin. You said you are suffering and it is affecting your quality of life. You are requesting this to be urgent. SCFHP Medical Director reviewed your case and agreed on expediting your request in accordance to Department of Health Care Services (DHCS) criteria.		Y	Resolved in Favor of Plan

VAM_20220928_25045	27-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/28/2022. You said you were upset because you waited a long time for your cab. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. On the day of service, your pick up time was scheduled at 8:00 am. Your ride was dispatched and immediately assigned at 7:48 am but sadly, the driver had an emergency making him unable to do the service. YC had limited cabs in the Milpitas area. You were informed of the delay and the present situation. At 9:41 am another cab was assigned and arrived at 10:11 am. YC called you but it went directly to voicemail. Your trip was flagged as a "no show." YC understands how crucial timely execution of every trip however, ETAs are dynamic and unfortunate circumstances are unavoidable. We could've completed the trip timely if only the first driver did not have an emergency. Please extend our genuine apologies to the	Resolved in Favor of Member

VAM_202 20928_25 046	27-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	BAPTIST MEDICAL CENTER	Unknown Physician Specialty	1.6E+09				You called our Customer Service Department regarding a bill Mr. Qunzhao Li received from Baptist Medical Center. This bill is for the services she received on 12/3/2021 to 12/05/2021 in the amount of \$1,484.00. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that Ms. Qunzhao Li does not have to pay for this bill. Baptist Medical Center participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Baptist Medical Center and asked them to stop billing her. Baptist Medical Center put her account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Stanford Medical Center Hospital because she does not have to pay the bill. As a reminder, the adjustment process can take 45-60 days.		Resolved in Favor of Member
VAM_202 20928_25 047	27-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	BAPTIST MEDICAL CENTER	Unknown Physician Specialty	1.6E+09				Your grandson on your behalf is requesting assistance with a bill that you received from BAPTIST MEDICAL CENTER for date of service 06/10/22. The amount of the bill due is \$280.42.			Resolved in Favor of Member

VAM_202 20928_25 051	27-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab's (YC) driver. You said that the driver is very racist. You said that the driver pushed the door while putting you in the car and that wheelchair hit your ribs. You said the driver treated you badly and didn't know how to put you into car. You said were not sure to and felt bad to tell him not to treat patients like this.	Our Grievance Department reviewed your complaint and forwarded it to Yellow Cab's Transportation. Yellow Cab's Transportation reviewed your complaint for a transportation trip on 9/27/2022. YC said that the request for transportation did not have any instructions about your using a wheelchair. This is why a regular cab was scheduled. Yellow Cab also reviewed your complaint regarding the driver and the reason why the wheelchair was put in the back seat with you was because the wheelchair did not fit in the trunk as it was too big. YC said that the driver closed the door with the intention of hitting you, and since you did not mention anything, he thought everything was okay. Yellow Cab apologizes for any trouble that this may have caused. The driver was coached to be extra careful when closing the doors, especially with members using wheelchairs. YC said		Resolved in Favor of Membe r

VAM_202 20930_25 135	27-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access								Call# SC0651073 < 9/27/2022 12:29:06 PM EsquivelC> Change PCP from DR TRAN, TRINH H to DR LIM, DWIGHT D eff 10/1/22 No net change Order ID card < 9/27/2022 12:28:31 PM EsquivelC> Called Valley Connections spoke with Amy Amy checked and the system will not tell her, which provider at VHC Tully is Spanish speaker. She checked schedule with DR KRISHNAMURTHY at VHC Tully Next available appointment is 12/12/22 Conference call with mbr. Per mbr, she doesn't care about changing her provider to VHC tully. She just needs a follow up appointment due to Abnormal Mammogram. Test was done this month and mbr received a letter that she has to follow up with her provider. Per mbr, she was seeing Dr Ranwala at VHC East Valley had a pending appointment 9/21/22 for a follow up on Mammogram abnormal results, but it was cancelled because the		Resolved in Favor of Membe r

VAM_202 20930_25 137	27-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral								Call# SC0651445 < 9/27/2022 2:10:51 PM FelishaF> Referral was approved Added notes: I called Valley referral dept 6692998230 9/27/2022 2:08 PM FelishaF Caller Mbr 4087061422 Confirm: elig/name/dob/demo/pcp Reason for call : Check if referral went through Mbr said that there were issues with them processing a referral and he has not heard back from Valley Medical on his referral to surgery Removed old address and updated physical and mailing address to new address , mbr already update add with MC 195 E SAN FERNANDO ST SJ, CA 95112 Mbr said that he went to Urgent Care Downtown last week and they told him that they were spoke with Maria /general surgery initial consult Valley Medical 4087932545 to make an appointment. referral 4188651 Informed mbr he can call Valley Medical to make his appointment , no			Resolve d in Favor of Membe r

VAM_202 20928_25 048	28-Sep-22	September	28-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)						Uphold	Non Covered Benefit	You do not agree with the denial you received from VHP for Authorization Number 82004484, for Genetic Testing at Lucile Packard Children's Hospital and Clinics, Stanford. This request was denied for medical necessity. You would like to appeal this decision.			Resolved in Favor of Plan
VAM_202 20928_25 050	28-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statement	KAISER HOSPITAL - SAN JOSE	Unknown Physician Specialty	1.06E+09				You called our Customer Service Department regarding a bill your father, Nahddi Zaya received from Kaiser Hospital- San Jose. This bill is for the services he received on 3/25/2022 to 3/26/2022 for the amount of \$194.11. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your father, Nahddi Zaya received. You do not have to pay for this bill. Kaiser Hospital-San Jose participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Kaiser Hospital-San Jose and asked them to stop billing your father. Kaiser Hospital-San Jose put his account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Kaiser Hospital-San Jose because you do not have to pay the bill. Please allow 45-60 days for the review to process and for the adjustment.		Resolved in Favor of Member

VAM_20220928_25052	28-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the services that you have received from Green Cab (GC) on 9/28/2022. You said GC told you they had to look for another driver. You said you feel GC makes up excuses because they don't want to pick up members.	Green Cab's (GC's) Operations Manager for review and more information. The following are the responses from GC based on their investigation. Their records indicate that on 09/28/22 you had two scheduled transportation services; the first had a pick up time of 9:15 am. The second trip was a "will call" for a ride home. Unfortunately, staff did not dispatch a cab. Staff received retraining on 10/14/22. This retraining on dispatch functions will continue each week for an indefinite period of time. GC dispatch is supposed to contact GC management and SCFHP when there's a problem with the transportation. I apologize that this was not done. Green Cab's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and	Resolved in Favor of Member

VAM_20220928_25053	28-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	DJO LLC	Unknown Physician Specialty	1.5E+09					You called our Customer Service Department regarding a bill your mother, Tse Chih Wang received from DJO LLC. This bill is for the services you received on 2/1/2022 for the amount of \$14.19. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that your mother received. She does not have to pay for this bill. DJO, LLC participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted DJO, LLC and asked them to stop billing her. DJO, LLC put her account on hold for future billing while the adjustment is in process. Please disregard the billing statement from DJO, LLC because she does not have to pay the bill.		Resolved in Favor of Member

VAM_202 20928_25 054	28-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You said you are not happy with the quality of service with Yellow Cab (YC). You said that Yellow Cab on 9/21/2022 was over an hour late to pick you up and you were not able to be seen. Our Grievance Department reviewed your complaint and forwarded it to Yellow Cab's Transportation. Yellow Cab's Transportation reviewed your complaint for a transportation trip on 9/21/2022. Yellow said you were scheduled for a pickup at 8:00am, but due to limited drivers in the area of Milpitas, this caused a delay in picking you up. YC said when you called to follow up on the driver's status, you were provided with updates and still agreed to wait for the driver. Yellow continued to work on locating a driver, but it was not until 9:12 a.m. that a driver was available in Milpitas. The driver arrived at 9:32am and the trip was completed by 9:55am. Yellow Cab apologizes for arriving late to pick you up, yet delays are really possible due to unfortunate conflicts that arise in between. YC is working on recruiting more drivers in the Milpitas area to prevent this from happening.	Resolved in Favor of Membe r

VAM_202 20928_25 055	28-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC was 40 minutes late picking you up for your appointment. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed your complaint as well as the details of your August 25, 2022 pickup. You had a scheduled pick-up trip for 9:00 a.m. At 8:46 a.m., YC dispatched your trip and assigned it to a driver. However, due to an unforeseen circumstance, the driver had to cancel the trip. At 10:09 a.m., you called YC for an update and were informed of the situation. YC continued to look for an available cab, and at 10:45 a.m., a driver accepted the ride, but it was queued as a "follow on," which means the driver had to finish a previous trip. The driver arrived at 11:20 a.m. and completed the trip at 11:32 a.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to		Resolved in Favor of Membe r

VAM_20220928_25056	28-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You called because you are not happy with the services that you have received from Yellow Cab (YC) on 9/26/2022. You said you missed your dialysis for the morning because of YC. You said you called YC and they told you that their were no drivers available. You said when you called the dialysis center they told you they already filled your spot and they could accommodate you in the afternoon.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. According to their records on 9/26/2022 you were scheduled for an 8:45 am pick up. Most YC casbs were booked in the San Jose Area. A driver finally accepted the order at 9:28 am. Upon driver's arrival at 9:41 am, you called in and cancelled the ride thus making it a No Show. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change due to unavoidable situations that may	Resolved in Favor of Member

VAM_20220928_25058	28-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	MARIA A MATSUMOTO	Unknown Physician Specialty	1.61E+09					You called to get assistance with a bill that you received from Valley Radiology Imaging for date of service 2/28/2022 for the amount of \$31.71.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. Valley Radiology Imaging participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Valley Radiology Imaging and asked them to stop billing you. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.	Resolved in Favor of Member

VAM_202 20928_25 059	28-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Overtun	Courtesy/ One-time Exception	You are requesting to appeal authorization A0189172 for a second opinion consult with Pediatric Rheumatology at UCSF Medical Center. You requested this appeal to be expedited; unfortunately this request did not meet the criteria for expedited review which involves an imminent and serious threat to the health of our members, including but not limited to: â€¢Severe pain â€¢Potential loss of life, limb or major bodily function This request has been referred to the standard level of review. A resolution will be provided to you regarding your request within thirty (30) calendar days.		N	Resolve d in Favor of Membe r

VAM_20220928_25062	28-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that a driver did not pick you up for your return trip on 9/15/2022. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management reviewed your complaint along with your trip details for 9/15/2022. They found that you were scheduled for a 2:00 PM pick-up. Unfortunately, due to limited cab availability, a cab was not able to be dispatched until 2:56 PM. The driver arrived at 3:04 PM, however, you were not at the pick-up location. They tried to reach you at the number they have on file but were unsuccessful. The trip was marked as a no-show. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when	Resolved in Favor of Member

VAM_202 20928_25 063	28-Sep-22	September	25-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the quality of service you have received from Green Cab (GC). You said you waited for two hours for GC to pick you up on 9/28/2022. Our Grievance Department reviewed your complaint and contacted Green Cab's management for more information. They reviewed your complaint along with the trip details for 09/28/22 and confirmed that you had two services booked on this day. One ride was at 12 p.m. and the other ride was a will-call. Records show you called at 2:39pm for a ride home. Unfortunately, GC is very busy from 2-4 pm, which caused longer wait times. The driver arrived at 3:34 pm. GC attempted to contact you at 408-310-5104. GC was not able to reach you, and after waiting for several minutes, the driver left. We apologize for the inconvenience and stress that this has caused you. We know your time is valuable and we appreciate your patience when instances such as this occur. As a reminder, I have included some information you may find helpful in your Medi-Cal Member Handbook Section 4: Benefits and Services:	Resolved in Favor of Membe r

VAM_20220928_25064	28-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	EL CAMINO HOSPITAL MOUNTAIN VIEW CAMPUS	Unknown Physician Specialty	1.09E+09					You said you have called 3 times regarding the same bill. You said you have received this bill again and it is showing you are in collections. You said your husband is in the military and the collections status will greatly affect his job. You said you received the same bill from El Camino Health for date of service 3/5/202 for the amount of \$19.07.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. El Camino Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted El Camino Health Patient Financial Services and forwarded an explanation of payment to their office. They show your balance as \$19.07 which is patient responsibility. They will re-review your bill however, it will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

VAM_202 20928_25 065	28-Sep-22	September	23-Nov-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		KENNETH R WULFF	Psychiatry	1.12E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You are not happy with the Notice of Denial of Payment letter that you received from Santa Clara Family Health Plan. The claim (22231E05055) was denied for payment because Dr. Kenneth Wulff did not obtain an authorization for the services rendered to you on 7/26/2022. You are asking for reconsideration as you do not know this was denied if provider is part of the Telecare Corporation/ ACT La Claridad.			Resolved in Favor of Member
VAM_202 20928_25 066	28-Sep-22	September		Referred	Cal MediConn ect Pre- Service Part D Appeal	Pre- Service Redeterm ination (Authoriza tion)		PATRICIA M SALMON	Endocrino logy	1.05E+09		Uphold	Adjudicat ed Properly	Dr. Patricia Salmon on your behalf is appealing the denial you received for ROMOSUZUMAB (Evenity) syringe, Authorization 31004. This was denied because per our guideline named ROMOSUZUMAB (Evenity) requires the following rule(s) be met for approval: A. You have a diagnosis of postmenopausal osteoporosis (weak and brittle bones). Your doctor told us you are a male with osteoporosis. We do not have information showing you have postmenopausal osteoporosis. This is why your request is denied.			Referred

VAM_202 20929_25 067	28-Sep-22	September	27-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)		STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09		Uphold	Appropria te Care In Network	You do not agree with a denial you received from Valley Health Plan (VHP), authorization number 82006720 to Stanford Gynecology Oncology. You said you would like to be seen at Stanford as they have all your medical records from the past and would like them to see you for this medical condition. You were denied and redirected to Santa Clara Valley Medical Center Dr Jean Chieng.			Resolve d in Favor of Plan

VAM_20220929_25090	28-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have been receiving from Yellow Cab (YC). You said you have been having a lot of issues with transportation on Tuesdays and Thursdays. You said many times they do not have a driver available. You said at times they do not pick you up. You said you want other options for transportation. SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. YC checked your transportation logs. A review of your September trips some Tuesday rides show no records of untimeliness. There was a "no show" that appeared on 09/06/2022 with scheduled pick up time at 10:00 am, cab driver (CD963) arrived at 10:27 am then it was no showed at 10:31 am because they could not reach you by phone. On your Thursdays trips, there were completed rides on 09/08/2022 with no untimeliness issue. On 09/15/2022, heading to your appointment the trip was completed with no late issue but your follow on trips were cancelled by default because you didn't follow-up to call for your rides. Yellow Cab Management would like to extend their sincerest apology to	Resolved in Favor of Member

VAM_202 20929_25 120	28-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are unhappy with the quality of service you have received from Green Cab. You stated that a driver did not pick you up for your medical appointment trip on 9/22/2022. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Green Cab's Management for review. Green Cab's Management has reviewed your complaint along with your trip details for 9/22/2022. They found that you were scheduled for 2 trips on 9/22/2022. The first trip was scheduled for 8:20 AM. Unfortunately, the trip was not dispatched to a driver. Green Cab works hard to provide the best quality of service each member. Green Cab will be providing additional coaching to their dispatch and drivers to ensure this does not happen in the future. Your second trip on 9/22/2022 was dispatched at 10:21 AM. The driver arrived at 10:35 AM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this	Resolved in Favor of Membe r

VAM_202 20928_25 060	28-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Specialist									You are unhappy with the quality of service you have received from Valley Medical Center. You stated that you need to see a neurologist for possible Parkinson's symptoms and lower leg pain but were told that they do not have any appointments available until December. You stated that you would like this grievance expedited as you are in a lot of pain. This case has been expedited because it meets DHCS criteria for expedited review: imminent and serious threat to health including but not limited to severe pain, or potential loss of life, limb, or major body function.	Our Clinical Review Nurse has recommended you be referred to VHP's Case Management Department. Case management services are available to help you get the right service to meet your needs. Your Case Manager will work with you to help coordinate health care as well as support services. On September 30, 2022, our Grievance Department referred you to VHP's Case Management Department to schedule a sooner appointment for Neurology with an in-network Neurology provider. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the	Y	Resolved in Favor of Member

VAM_202 20930_25 138	28-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients	ROSE D PALMA	Internal Medicine	1.03E+09				Call# SC0652894 < 9/29/2022 1:13:24 PM YeseniaC> called dr palma 408-251-3364 spoke with Vilma, dr palma will see mbr next appt is 10/10, called mbr to schedule appt no answer left vm advised to call dr palma office to confirm or change appt if need at 408-251-3364, appt is 10/10 Vilma's call dropped, called back Vilma said next appt is 10/13 called mbr again, spoke with mbr, informed dr palma will see you, can make an appt I put mbr on the line with Vilma, mbr made appt for 10/13 at 930 am mbr is satisfied with outcome < 9/29/2022 12:07:02 PM YeseniaC> called 408-251-3364 they are on lunch will call back < 9/29/2022 9:46:37 AM YeseniaC> called dr palma 408-251-3364 spoke with Vilma, she will ask if we can take new patients, she is only here 3 days a week, dr palma is with a patient call back at 1130 am informed will call back 9/28/2022 2:46 PM			Resolve d in Favor of Membe r

VAM_202 20929_25 068	29-Sep-22	September	25-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Covered Service)		LUCILE PACKARD CHILDREN S HOSPITAL	Unknown Physician Specialty	1.03E+09		Uphold	Non Covered Benefit	You do not agree with Santa Clara Family Health Plan (SCFHP's) denial of authorization for A0189691,a request for genetic testing. This was denied because it is not a covered benefit through Medi-Cal. Dr. Emily Dunn is appealing on your behalf.			Resolve d in Favor of Plan
VAM_202 20929_25 071	29-Sep-22	September	27-Nov-22	Resolved in Favor of Member	Cal MediConn ect Post Service Part C Appeal	Post- Service Reconside ration (Claims)		KAREN FANN	Otolaryng ology	1.27E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You are not happy with the Notice of Denial of Payment letter you received from Santa Clara Family Health Plan. The claim 22238E03526 for medical services was denied for payment because DR. KAREN FANN did not obtain an authorization for the services rendered to you on 08/24/2022. You are asking for reconsideration.			Resolve d in Favor of Membe r

VAM_20220929_25072	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that YC did not show up for your pick-up. You stated that you had missed two appointments. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed your complaint as well as the details of your September 29, 2022 pickup. You had a scheduled pick-up trip for 8:00 a.m. Due to the low volume of our cabs in the area on the date of service, YC struggled to assign your trip. The YC dispatch team searched outside the perimeter for an available cab but was unsuccessful. With all efforts exhausted, a driver accepted the trip at 9:41 a.m., but the driver had to finish a previous trip first. The driver arrived at the pickup location at 9:19 a.m., but you requested that your trip be canceled because you were already late for your appointment. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive	Resolved in Favor of Member

VAM_202 20929_25 085	29-Sep-22	September	30-Sep-22	Resolved in Favor of Member	Cal MediConn ect Pre- Service Part D Appeal	Expedited		MARC MELCHER	General Surgery	1E+09		Overturn	Medical Necessity Met w/ Additional Informati on	You do not agree with a denial you received from Santa Clara Family Health Plan (SCFHP) on Authorization #31031, a request for Procrit 10,000 UNIT/ ML vial. This was denied as you did not meet criteria for coverage. Marc Melcher, MD is requesting reconsideration on your behalf.			Resolve d in Favor of Membe r

VAM_202 20929_25 086	29-Sep-22	September	20-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Other	Other Medical Grievance								Your daughter called on your behalf because she said Santa Clara Family Health Plan (SCFHP) wastes so much paper. She said SCFHP should not mail out so much paper especially if it does not pertain to the member. SCFHP is licensed and monitored by the state. The state and federal government make rules that we must follow. The state requires us to mail all materials to members that include important information about their plan or health services. Examples include the Evidence of Coverage (Member Handbook), member newsletter, grievance letters, case management letters, and letters that tell a member about the approval or denial of their health services or prescription drugs. Members can opt out of mailings that are not required by law. Examples of optional mailings include marketing and materials to promote health education and preventive care. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the	Resolved in Favor of Member

VAM_20220929_25087	29-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the services that you have received from Green Cab (GC) on 9/29/2022. You said GC was running late. You said they told you they were looking for a cab. You said you were going to be late to your appointment so you rescheduled it to another day. You said you want GC to be on time.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's (GC's) Operations Manager for review and more information. The following are the responses from GC based on their investigation. This was mismanaged by GC dispatch. A cab was not dispatched. The member ended up canceling because of the delay. GC dispatch received retraining on 10/14/2022. They will continue to receive retraining to avoid these kinds of problems. They should notify SCFHP and GC management when there are issues with a service request. Green Cab's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up.		Resolved in Favor of Member

VAM_20220929_25088	29-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/28/2022. You said YC did not pick you up. You said you had to take an Uber. You said when you called YC they told you they had no drivers available. You said this is the third time this happened to you.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. You were scheduled for an 8:00 pm pick up on the day of service. YC had longer wait times than usual. YC called you to inform you of the situation. YC told you they were still looking for a driver. At 8:45 pm you cancelled your trip. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely pick up. Unfortunately, the estimated time of arrivals can change due to unavoidable situations that may arise. Additionally, if you	Resolved in Favor of Member

VAM_20220929_25089	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09					You are not happy with the services that you have received from Green Cab (GC) on 9/29/2022. You said GC has arrived late more than 3 or 4 times. You said you want to make sure this does not continue to happen. You said you had to cancel or you missed your appointments because GC is late.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's (GC's) Operations Manager for review and more information. The following are the responses from GC based on their investigation. According to their records on 09/29/22 you had two scheduled transportation services; the first had a pick up time of 8:45 am. The driver arrived at 10:13 am. This is unacceptable. The second trip was a will call for a ride home. You called at 11:28 am. The driver arrived at 11:43 am. The problem was with the initial trip to the appointment. Unfortunately, from 8:00 am to 9:00 am these are GC's busiest hours, and there is also heavy traffic during these times. However, you did wait for over one hour and you were late to your appointment. Dispatch staff will receive retraining on how to handle these situations. GC management and SCFHP should be informed if there is difficulty with a	Resolved in Favor of Member

VAM_202 20929_25 092	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are unhappy with the bill you received from Palo Alto Medical Foundation (PAMF), account number 11894995, in the amount of \$130.00 for date of service 8/18/2022. You would like assistance with this matter.	SCFHP's Grievance Department has reviewed the bill(s) you received and found that you should not be responsible. Palo Alto Medical Foundation (PAMF) participates with Medi-Cal, which means that they must take the payment they received from SCFHP as payment in full and cannot balance bill you. Our Grievance Manager contacted PAMF and has asked them to remove the billed amounts from your account because you should not be responsible. PAMF has agreed that you are not responsible for this and have removed the amount from your account. Please disregard the billing statement from PAMF because you are not responsible for the balance owed.		Resolve d in Favor of Membe r

VAM_202 20929_25 093	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care									You are unhappy with PAMF's criteria for assignment for Medi-Cal members. You feel like their criteria discriminates against Medi-Cal members. SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Palo Alto Medical Foundation (PAMF) and to our Eligibility Management Department for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to	Resolved in Favor of Member

VAM_20220929_25094	29-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from Yellow Cab (YC). You said YC did not pick you up for your appointment on 9/29/22.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 09/29/2022 and confirmed the ride was scheduled for a 7:15 a.m. pick up with a suggested chair time of 8:15 a.m. YC said they called you multiple times (408) 549-74275) to confirm your trip and check if you were at the pickup location. Unfortunately, YC was not able to reach you and cancelled the trip by default at 8:15am. It looks like YC has the wrong number on file. Please contact our transportation department to provide the correct number. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the		Resolved in Favor of Member

VAM_202 20929_25 095	29-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab Drivers (YC). You said that the drivers at night are not compliant. You said that there was an incident where the driver drove around the building, parked in the back of the building, stepped out of the car, and ran to the bushes. You said that the driver made you feel uncomfortable as you are a woman and he is a man, and that he could have just used the bathroom inside the dialysis center. You also said that on 9/24/2022 YC marked you as no show. You said that you were bleeding from your arm and that you had to go back inside to stop the bleeding. You said you called YC to hold off on sending the driver and to come in 15 minutes, but the driver was already there and marked you as a no show. You said that YC would not send you another driver, so you had to take the bus home.	Our Grievance Department reviewed your complaint and forwarded it to Yellow Cab's Transportation. Yellow Cab's Transportation reviewed your complaint for a transportation trip on 9/24/2022 said you were to call when you were ready to be picked up for return ride. YC said you called at 5:05pm but your assigned driver was finishing a prior trip that needed to be completed. YC said you then called at 5:39 checking on your driver status and you were informed of the situation of the driver finishing a prior trip that driver should arrive in 20 minutes. Then you called back at 6:30pm to inform YC that you would like to cancel your ride as you had to go back inside the clinic to have them check your arm as you were bleeding. YC advise you to call back once you were done, the driver still drove to your pick up location as was willing to wait to finish. YC driver arrived at 6:50pm to pick up location and you refused as you called your family already. Yellow Cab		Resolved in Favor of Member

[illegible]

VAM_202 20929_25 097	29-Sep-22	Septembe r	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri ate Hospital Care								You are not happy with the access to care from Kaiser Urgent Care. You stated that on September 27, 2022, you went to urgent care and had to wait an hour and a half to be seen. You stated that you saw Jennifer Yana NP for a spider bite on September 27, 2022. You stated that the provider performed no evaluations or tests.			Resolve d in Favor of Membe r

VAM_20220929_25098	29-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropriate Provider Care	TERESITA V GUANZON	Internal Medicine	1.31E+09					You are not happy with the quality of care you have received from Dr. Guanzon, Teresita. You said Dr. Guanzon was not available to see you on your scheduled appointments and she transferred you to be seen by a male doctor. You said you do not feel comfortable to being seen by a male provider.	Our Grievance Department reviewed your complaint and contacted Dr. Guanzon, Teresita office, for more information. They reviewed your complaint, along with your medical records and notes. Dr. Guanzon's office said they were not aware of your discomfort as you did not bring it up to management. Dr. Guanzon apologizes for the inconvenience this has caused. Our records show you have changed your Primary Care Physician (PCP) to Dr. Raju Thirumala , which became effective 10/01/22. Please call her at (888)334-1000 to schedule a new patient appointment and establish care. Your case was sent to our quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be		Resolved in Favor of Member

VAM_202 20929_25 099	29-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab(YC). You said that on 9/29/2022 Yellow Cab picked you up at the wrong address.	Our Grievance Department reviewed your complaint and forwarded it to Yellow Cab's Transportation. Yellow Cab's Transportation reviewed your complaint for a transportation trip on 9/29/2022 and said that your transportation was booked for an 8:40am pick up from 2235 California St., Mountain View, CA to go to Lexann Ave, San Jose, CA. However, when you were being dropped off at Lexann Ave at 9:15am, you informed the YC driver that you had to be dropped off at 976 Lenzen Ave, San Jose, CA. YC said that later on at 9:54am there was a new booking from SCFHP to pick you up at 3005 Silver Creek Rd, San Jose, across the street from Lexann Ave. The driver arrived at 10:11am and completed the trip at 10:35am at 976 Lensen Ave. Yellow Cab apologizes for any inconvenience this may have caused. Please remember to double check the address location of any future appointments as those could not be modified by YC only		Resolved in Favor of Membe r

VAM_20220929_25100	29-Sep-22	September	7-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that you have had to take another service to your medical appointment because Yellow Cab does not arrive until an hour after they are scheduled. You stated that you cannot miss your appointment so you have been taking another service, paying \$4 for their transportation.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management has reviewed your complaint along with your trip details for 10/3/2022. They found that you were scheduled for a 5:30 AM pick-up time but you canceled the trip at 5:30 AM stating that you were not going with Yellow Cab. Yellow Cab reviewed your trips for September 2023 and found that several of your trips were canceled days or hours prior to the scheduled time for an unknown reason. They also show that the trips that were completed were done within the allotted 1-hour timeframe. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be	Resolved in Favor of Member

VAM_202 20929_25 101	29-Sep-22	September	28-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)							Uphold	Appropria te Care In Network	You do not agree with the denial you received from Valley Health Plan (VHP), authorization number 82015742 for a Pain Management Consultation to Dr. Morris. You said that you saw Dr. Lo at Santa Clara Valley Medical Center on 9/28/2022 and he does not do pain management and only does steroid injections.			Resolve d in Favor of Plan

VAM_202 20929_25 102	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you received from YC dispatch staff. You said on 9/29/2022 that you called YC to ask if a driver that was available could still take you after cancelling your second trip. You said YC told you the driver had scheduled trips. You asked to speak to a supervisor, but he was out for lunch. You said you then asked to be transferred to his voicemail and you were told he did not have one and they hung up on you.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 09/29/2022 and confirmed that you called to activate your returned ride at 11:09am but the activated trip had a drop off address of 450 Broadway, Redwood City. Since you were not heading to Redwood City, you processed the cancellation. At 11:55am, you activated your return trip with the correct drop-off address. When you activated your return trip, you said that there was already a driver in the area, but the driver in the area was not the one who accepted your trip. YC said it is their protocol, and the drivers that would take the members should have accepted the trip first in their system, and your trip had already been assigned to another driver. YC said they explained this to you and that your driver was still on his way.		Resolved in Favor of Membe r

VAM_202 20929_25 103	29-Sep-22	September	28-Oct-22	Resolved in Favor of Plan	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	LUHUA CHENG	Internal Medicine	1.6E+09					You are not happy with the quality of service from Dr. Luhua Cheng. You stated that you would like to switch primary care physicians (PCP). You stated that you wanted to be referred to a Chiropractor who could perform the x-ray you require, and Dr. Cheng declined your request.	The Grievance and Appeals Department reviewed your concerns and contacted Customer Relations for more information. Customer Relations reviewed your complaint as well as your medical records. Your records show that on August 18, 2022, you had a Telehealth appointment with Dr. Cheng to review x-ray results. Your request for a referral to a chiropractor has been approved. On June 23, 2022, an approval letter was sent to you and Chiropractic Pain Care Center. To schedule an appointment, call Chiropractic Pain Care Center at (408) -615-1193. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Plan

VAM_20220929_25104	29-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Balance Billing Statement	REGIONAL MEDICAL CENTER OF SJ	Unknown Physician Specialty	1.29E+09					You called because you received a bill from Regional Medical Center (RMC) for the amount due of \$1502.00. The date of service is 05/26/2022. You are requesting assistance with this bill.	SCFHP's Grievance Department reviewed the bill you received for date of service 05/26/2022 from Regional Medical Center (RMC). I called the billing department. Your claim will be reprocessed and sent to your insurance company for payment. Please allow 30-45 days for the reprocessing.	Resolved in Favor of Member

VAM_20220929_25105	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab, transportation vendor. You shared with us that you feel that Yellow Cab should be responsible for the trips that are scheduled. You said due these issues, you took a bus to your appointment and you ended up falling. Yellow Cab should show up on time and not cause delay to your appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concerns to Yellow Cab's Management for review and more information. The following are the responses from Yellow Cab based on their investigation. Yellow Cab reviewed their transportation logs and phone call records. According to their records, your previous trips, were completed within the timeframe and only a few were completed a few minutes behind schedule. They shared that there were some trips that were canceled by default since you did not respond to any of their dispatching staff outreaches. In addition, a few of the trips were also tagged as a "no show" for not being at the pickup location and/or canceling the trip upon the driver's arrival. Yellow Cab's Management shared they are currently working on ways to improve their transportation system. They hope this will help guarantee that Yellow Cab will be	Resolved in Favor of Member

VAM_202 20929_25 106	29-Sep-22	September	25-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	STANFOR D MEDICAL CENTER HOSPITAL	Unknown Physician Specialty	1.87E+09					You are requesting assistance with a bill that you received from Stanford Healthcare. For the amount of \$325.12 for date of service 7/1/2022.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Stanford Medical Center Hospital participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Stanford Medical Center Hospital and asked them to stop billing you. Stanford Medical Center Hospital put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Stanford Medical Center Hospital because you do not have to pay the bill. Please note the adjustment can take 30-60 days to process and clear.		Resolve d in Favor of Membe r

VAM_20220929_25109	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	Discrimination	BINDYA S SINGH	Unknown Physician Specialty	1.91E+09					You are unhappy with the quality of service you have received from your primary care provider (PCP), Dr. Bindy Singh. You stated that she has been rude and you felt like she was belittling you. You stated that the you feel discriminated against. You have requested to change primary care providers because of this issue.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Bindya Singh's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_20220929_25110	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	BINDYA S SINGH	Unknown Physician Specialty	1.91E+09					You are unhappy with the quality of service you have received from your primary care provider (PCP), Dr. Bindy Singh. You stated that she has been rude and you felt like she was belittling you. You stated that the you feel discriminated against. You have requested to change primary care providers because of this issue.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Dr. Bindya Singh's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.		Resolved in Favor of Member

VAM_20220929_25111	29-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said YC did not pick you up on time to take you to a very important appointment on 9/29/2022. You said this is not the first time this has happened.	Our Grievance Department reviewed your complaint and contacted Yellow Cab's management for more information. They reviewed your complaint along with the trip details for 09/29/2022 and confirmed the ride was scheduled for a 2:00pm pick-up with a suggested chair time of 3:00pm. YC said there were a limited number of cabs around Los Altos, which caused the delay. A cab was assigned until 2:45pm, but it was queued as a follow-on, which means the driver had to finish a previous ride first. The driver arrived at 3:03pm. YC said that when you called at 2:06 p.m., you were told about the delay and kept up-to-date on your ride. Yellow Cab's management sincerely apologizes for the wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet unfortunate conflicts such as this one are really unavoidable. YC said they are currently recruiting more cabs. YC will strive to be better	Resolved in Favor of Member

VAM_202 20929_25 113	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). On September 29, 2022, you stated that you had to wait two hours for your return ride. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed your complaint as well as the details of your September 29, 2022 return trip at 1:30 p.m. and confirmed that it had been delayed. At the time of dispatch, YC had a limited number of cabs available in the area, resulting in an hour wait time. With all efforts exhausted, YC assigned your trip at 2:56 p.m., and the driver completed the trip at 3:16 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family Health Plan (SCFHP) and YC work hard to provide the best	Resolved in Favor of Member

VAM_20220929_25114	29-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service you have received from Yellow Cab (YC). You said YC arrived late to pick you up on 9/29/2022. You mentioned this is not the first time this has happened.Â	Our Grievance Department reviewed your complaint and contacted Yellow Cabâ€™s management for more information. They reviewed your complaint along with the trip details for 09/29/2022 and confirmed the ride was scheduled for a 2:00pm pick-up with a suggested chair time of 3:00pm. YC said there were a limited number of cabs around Cupertino, which caused the delay. A cab was assigned until 2:45pm, but it was queued as a follow-on, which means the driver had to finish a previous ride first. The driver arrived at 3:03pm and completed the ride at 3:13pm. YC reviewed your trip history for September and August. For September, this was the only ride you had. In the month of August, you had three trips, one of which was delayed. Yellow Cabâ€™s management sincerely apologizes for the wait time you experienced. YC understands the importance of timely pick-up, especially for medical appointments, yet		Resolved in Favor of Member

VAM_20220929_25115	29-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab(YC). You said that you were waiting for Yellow Cab to pick you up and no cab driver arrived. SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Transportation Management. Yellow Cab's Management reviewed your complaint and trip details for 9/29/2022. They said that on 9/29/2022 you were scheduled for 2:00pm however due to limited availability of drivers in the Palo Alto Area that had to search for drivers outside of the area of Palo Alto. It was not until 3:16pm when a driver accepted the ride to pick you up but due to travel time the driver did not arrive until 3:51pm and ride was completed at 4:02pm. Yellow Cab apologizes that you were late to your medical appointment. Estimated arrivals could change depending on the situation, with unavoidable conflicts. Yellow Cab is working on getting more drivers in the Palo Alto area to prevent from this happening again. Your case was also sent to our Quality team for review of possible quality issues. Our medical	Resolved in Favor of Member

VAM_20220929_25116	29-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab (YC). You stated that you had waited 90 minutes for your return ride. The Grievance and Appeals Department discussed your concerns with Yellow Cab (YC) Management. YC Management reviewed your complaint as well as the details of your September 29, 2022 return trip and confirmed that it had been delayed. Your return trip was scheduled as a "will call." At 1:52 p.m., your return ride was activated. However, YC had a limited number of available cabs in the area. YC contacted you to inform you of the situation. YC continued working on your trip and assigned a cab at 3:04 p.m., and the driver completed your trip at 3:24 p.m. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Santa Clara Family		Resolved in Favor of Member

VAM_20220929_25117	29-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that they did not show up to your pick-up location for your trip on 9/29/2022. You stated that you had to take the bus to your medical appointment, but were not able to be seen because you were late.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management reviewed your complaint along with your trip details for 9/29/2022. Your trip was scheduled for 1:30 PM. Due to limited cab availability, a cab was not dispatched until 2:32 PM. The driver arrived at 2:43 PM, however, you were no longer at the pick-up location. Yellow Cab stated that the driver reached out to you using the number on file, 669-305-8541, but they were unsuccessful in reaching you. Dispatch then deviated to their no-show protocol. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolved in Favor of Member

VAM_202 20929_25 119	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	FARDA R QURESHI	Unknown Physician Specialty	1.29E+09					You are not happy with the quality of care you have received from Dr. Qureshi Farda R. You said your son received two COVID-19 vaccines back to back. Our Grievance and Appeals Department reviewed your concerns and sent them to Dr. Qureshi Farda R for more information. Unfortunately, Dr. Qureshi Farda R has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Dr. Qureshi Farda R. You changed your PCP from Dr. Qureshi Farda R to Dr. Catherine S Nelson. As of 10/1/2022, you may see Dr. Nelson for your care. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20929_25 121	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral	FARDA R QURESHI	Unknown Physician Specialty	1.29E+09					You are not happy with the quality of care you have received from Dr. Qureshi Farda R. You said you had asked Dr. Qureshi for a referral to a throat specialist. You said Dr. Qureshi has not submitted the referral on time.	Our Grievance and Appeals Department reviewed your concerns and sent them to Dr. Qureshi Farda R for more information. Unfortunately, Dr. Qureshi Farda R has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Dr. Qureshi Farda R. You changed your PCP from Dr. Qureshi Farda R to Dr. Catherine S Nelson. As of 10/1/2022, you may see Dr. Nelson for your care. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_202 20929_25 122	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Delay in Referral	FARDA R QURESHI	Unknown Physician Specialty	1.29E+09					You are not happy with the quality of care you have received from Dr. Qureshi Farda R. You said you had asked Dr. Qureshi for a referral to a throat specialist. You said Dr. Qureshi has not submitted the referral on time.	Our Grievance and Appeals Department reviewed your concerns and sent them to Dr. Qureshi Farda R for more information. Unfortunately, Dr. Qureshi Farda R has not responded to the complaint as we have contacted them multiple times. We have documented the lack of a response from Dr. Qureshi Farda R. You changed your PCP from Dr. Qureshi Farda R to Dr. Catherine S Nelson. As of 10/1/2022, you may see Dr. Nelson for your care. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.		Resolved in Favor of Member

VAM_20220929_25123	29-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said that on 9/29/2022 you called to check on your transportation request pick up arrival for your appointment today at 4:00pm. You said you would like to schedule next time with Green Cab and arrive on time for your next appointment.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Transportation Management. Yellow Cab's management reviewed your complaint and trip details for September 29, 2022. They said that you were scheduled for pickup at 3:00pm, and the trip was assigned as early as 2:51pm, and the driver arrived at 3:06pm, but you were not at the pickup location. YC said the driver called you at 408-650-6139 but you did not answer. YC said that later on, at 3:35pm, they received a call from SCFHP to check on your ride, and YC informed them that the ride was no show since they attempted to reach you. YC confirmed with SCFHP that they had an incorrect number on file. SCFHP informed YC that you were still waiting to get picked up, so they assigned a driver at 3:51 pm and when the driver was on the way, SCFHP called back to cancel your trip at 4:01 p.m. YC said they could have still completed the trip on time if they had had the correct	Resolved in Favor of Member

VAM_20220929_25124	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab (YC) on 9/29/2022. You said the driver did not stop in front of space#82. You said you called YC to ask the driver to come back. You said no driver showed up. You said you were marked as a "no show." You said you want the YC driver to call you a couple of times before he/she leaves or knock on your door.			Resolved in Favor of Member

VAM_202 20929_25 125	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	YINN M HTWE	Internal Medicine	1.98E+09					You are not happy with the quality of service from Dr. Yinn Htwe primary care physician (PCP). You stated that Dr. Htwe was rude to you and that she ignored your concerns. The Grievance and Appeals Department reviewed your concerns and contacted Customer Relations for more information. Customer Relations reviewed your complaint as well as your medical records. Dr. Htwe apologizes for any misunderstanding. The provider has been educated on policy, procedure, and patient-centered attitudes. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to	Resolved in Favor of Member

VAM_202 20929_25 126	29-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Provider Refusal to Refer	HIEN N TRUONG	General Practice	1.24E+09					You are unhappy with the quality of service that you have received from your Primary Care Provider (PCP), Dr. Hien Truong. You stated that you have requested a referral or a prior authorization for behavioral health services and a referral or prior authorization has not been provided. You would like a referral to behavioral health services for treatment for Autism. SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Dr. Hien Truong's Management for review. Dr. Truong has reviewed your complaint along with your medical records. Dr. Truong shows that your son was referred to Kid Scope and then to Behavior Clinic of Santa Clara, Stanford Children's Hospital Pediatric Development Outpatient Clinic. You can contact Behavior Clinic of Santa Clara, Stanford Children's Hospital Pediatric Development Outpatient Clinic at Phone: (650) 725-8995. Their office is located at 730 Welch Rd. 2nd Floor, Palo Alto, CA 94304. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for		Resolved in Favor of Member

VAM_202 20930_25 127	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	DEEPA SRINIVAS AN	Internal Medicine	1.33E+09					You are not happy with the quality of care from Dr. Deepa Srinivasan primary care physician. You stated that you attempted to seek help for your mental health issues but were unsuccessful. You stated that you are lonely, that you want to hurt yourself, and that you are having difficulty sleeping. SCFHP's Grievance and Appeals Department reviewed your complaint and contacted Dr. Deepa Srinivasan for additional information. Dr. Deepa Srinivasan reviewed your complaint as well as your medical records. According to your medical records, the request for mental health given on August 29, 2022. Dr. Deepa Srinivasan was unable to provide information about mental health due to confidentiality. Our Grievance and Appeals Department referred you to our Case Management Department on October 03, 2022. Case management services are available to assist you in selecting the best service for your needs. Your Case Manager will assist you in communicating with your provider and understanding your plan of care as well as coordinating health care and support services. You can connect with your case manager by calling Customer Service at (800) 260-2055 Weekdays (except holidays) 8:30 a.m. - 5:00 p.m.		Resolved in Favor of Membe r

VAM_202 20930_25 128	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Telephone Access	DEEPA SRINIVAS AN	Internal Medicine	1.33E+09				You are not happy with the quality of care from Dr. Deepa Srinivasan primary care physician. You stated that you attempted to seek help for your mental health issues but were unsuccessful. You stated that you are lonely, that you want to hurt yourself, and that you are having difficulty sleeping.			Resolved in Favor of Member
VAM_202 20930_25 129	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Provider Refusal to Refer	DEEPA SRINIVAS AN	Internal Medicine	1.33E+09				You are not happy with the quality of care from Dr. Deepa Srinivasan primary care physician. You stated that you attempted to seek help for your mental health issues but were unsuccessful. You stated that you are lonely, that you want to hurt yourself, and that you are having difficulty sleeping.			Resolved in Favor of Member

VAM_202 20930_25 130	29-Sep-22	September		Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	QUANTU M BAY AREA HOSPITAL IST MEDICAL GRP INC	Unknown Physician Specialty	1.9E+09					You called our Customer Service Department regarding a bill you received from Quantum Bay Area Hospitalist Medical Group. This bill is for the services you received on 11/14/2021, 11/15/2021, 11/16/2021 in the amount of \$94.14. You are asking our help with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Quantum Bay Area Hospitalist Medical Group participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Quantum Bay Area Hospitalist Medical Group and asked them to stop billing you. Quantum Bay Area Hospitalist Medical Group put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Quantum Bay Area Hospitalist Medical Group because you do not have to pay the bill. Please allow 45-60 days for the review to process and for the adjustment.		Resolved in Favor of Membe r

VAM_202 20930_25 133	29-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NEMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service from Yellow Cab Drivers (YC). You said that the drivers at night are not compliant. You said that there was an incident where the driver drove around the building, parked in the back of the building, stepped out of the car, and ran to the bushes. You said that the driver made you feel uncomfortable as you are a woman and he is a man, and that he could have just used the bathroom inside the dialysis center. You also said that on 9/24/2022 YC marked you as no show. You said that you were bleeding from your arm and that you had to go back inside to stop the bleeding. You said you called YC to hold off on sending the driver and to come in 15 minutes, but the driver was already there and marked you as a no show. You said that YC would not send you another driver, so you had to take the bus home.	Our Grievance Department reviewed your complaint and forwarded it to Yellow Cab's Transportation. Yellow Cab's Transportation reviewed your complaint for a transportation trip on 9/24/2022 said you were to call when you were ready to be picked up for return ride. YC said you called at 5:05pm but your assigned driver was finishing a prior trip that needed to be completed. YC said you then called at 5:39 checking on your driver status and you were informed of the situation of the driver finishing a prior trip that driver should arrive in 20 minutes. Then you called back at 6:30pm to inform YC that you would like to cancel your ride as you had to go back inside the clinic to have them check your arm as you were bleeding. YC advise you to call back once you were done, the driver still drove to your pick up location as was willing to wait to finish. YC driver arrived at 6:50pm to pick up location and you refused as you called your family already. Yellow Cab reviewed about the driver	Resolved in Favor of Membe r

VAM_2020930_25161	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Access	Timely Access to Primary Care Provider	JENNIFER H LEE	Internal Medicine	1.63E+09					You called SCFHP's Customer Service Department regarding the issue with access to your Primary Care Physician (PCP), Dr. Jennifer Lee. You shared with us that it is very difficult for you to reach the provider and make an appointment with her. You mentioned that she is not a nice doctor and you feel she does not want to help you. Due to this issue, you have decided to change your PCP and will call back the Health Plan once you have decided on one. Santa Clara Family Health Plan's Grievance and Appeals Department reviewed your concerns. We contacted Santa Clara Valley Medical Center's Customer Relations Department regarding this issue. They forwarded your concern to the appropriate department for response. We received the following response from SCVMC's Customer Relations Management. They regret that you were dissatisfied with the service you were provided. Upon medical review of your case, your medical records show the following: On 12/30/2021, you called and a message was sent requesting to speak to Dr. Lee. You shared that you were seen in the Emergency Room Department the previous week for an ulcer on the big toe (r) big toe (l) and heel (r). You stated that you were pain. The message stated that you were referred to the Podiatry department but there are no appointments available. You requested a call back as soon as possible. On	Resolved in Favor of Member

VAM_202 20930_25 162	29-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Written Materials/ Marketing									You called SCFHP's Customer Service Department regarding your issue with receiving too much mail. You shared with us that you feel this is wasting paper and wasting money. You do not want to receive any more documents that you do not need.	SCFHP's Grievance & Appeals (G&A) Department reviewed your grievance. We forwarded your concern to SCFHP's Marketing to be documented internally. Please be advised us that Santa Clara Family Health Plan (SCFHP) is licensed and monitored by the state. The state and federal government make rules that we must follow. The state requires us to mail all materials to members that include important information about their plan or health services. Examples include the Evidence of Coverage (Member Handbook), member newsletter, grievance letters, case management letters, and letters that tell a member about the approval or denial of their health services or prescription drugs. Members can opt out of mailings that are not required by law. Examples of optional mailings include marketing and materials to promote health education and preventive care. SCFHP Customer Service representatives can help a member with making this request.		Resolved in Favor of Member

VAM_202 20930_25 140	29-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Provider Not Accepting New Patients	DANIEL J REYES- VILLA	Family Practice	1.01E+09				9/29/2022 5:04 PM MayraR Sabrina Bryant, mom, 408-658-2972 Verified name/dob/address Updated phone adv to update MC too 408-658-2972 Mom shares she wants to make apt w/ pcp . member needs to have his weight and height checked for San Andreas They tried to call REYES- VILLA, DANIEL but were told they are not accepting new patients I called 408) 629-7095 REYES-VILLA, DANIEL, spoke w/ Marissa . Not seeing patients until January she said she sent email to HP saying this *sent to provider relations I called (408) 947-2929 , spoke w/ Rosa. she said soonest apt is w/ Anjum A Mallick MD mom is ok with this apt . pcp change from REYES- VILLA, DANIEL to Anjum A Mallick MD eff 10/1/22 id arrives 7-10 bus days, no net change PMG. she understood and was content with apt			Resolve d in Favor of Membe r

VAM_202 20930_25 141	29-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Customer Service								Call#SC0653722 9/29/2022 10:59 AM FelishaF Caller Mbr-6507704042 Confirm: elig/name/dob/demo Reason for call: transportation Mbr said that YC driver arrived to pick him up, but they had the incorrect address to appointment , they had 976 LEXANNE AVE SUITE 1100 Mbr said that the representative must of made a mistake According to trip 73367 , we also had the incorrect pu address Modify PU/ DO address to 976 LENZEN AVE SUITE 1100 SAN JOSE , CA 95126 Mbr said that driver was not able to take him and that he needed another driver I sent email to TD and Cecelia dispatched driver , however Cecelia told me that YC has already completed the mbr order I called mbr back 6507704042 and he told me that he was on the way to his appointment , YC did dispatch another driver and that he was very thankful for the help and the follow up			Resolved in Favor of Membe r

VAM_202 20930_25 142	29-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)								Call# SC0653722 9/29/2022 10:59 AM FelishaF Caller Mbr-6507704042 Confirm: elig/name/dob/demo Reason for call: transportation Mbr said that YC driver arrived to pick him up, but they had the incorrect address to appointment , they had 976 LEXANNE AVE SUITE 1100 Mbr said that the representative must of made a mistake According to trip 73367 , we also had the incorrect pu address Modify PU/ DO address to 976 LENZEN AVE SUITE 1100 SAN JOSE , CA 95126 Mbr said that driver was not able to take him and that he needed another driver I sent email to TD and Cecelia dispatched driver , however Cecelia told me that YC has already completed the mbr order I called mbr back 6507704042 and he told me that he was on the way to his appointment , YC did dispatch another driver and that he was very thankful for the help and the follow up			Resolve d in Favor of Membe r

VAM_202 20930_25 131	30-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab (YC). You said that you have been waiting a long time and that the driver has not arrived and you are late for your appointment.	SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Transportation Management. Yellow Cab's management reviewed your complaint and trip details for 9/30/2022 as you had three appointments scheduled that same day. They said that at your first appointment you were scheduled to be picked up at 8:00 am, but due to limited drivers in the San Jose area, it was difficult to locate a driver. YC did attempt to reach out to you several times to notify you of the situation, but you did not answer. It was not until 8:50am that a driver was assigned. The driver arrived at 8:59am and completed the trip at 9:30am. On your second ride for the 9/30/2022 trip was activated at 10:27am, the driver was assigned at 11:08am, and the driver arrived at 11:19am and completed the trip at 12:13pm. They did experience the same issue of locating a driver in the area. YC also reviewed		Resolved in Favor of Membe r

VAM_20220930_25132	30-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that you were not picked up on time for your medical appointment on 9/29/2022. You stated that you were picked up after 4 PM. You arrived to the clinic at 4:20 PM, which was too late to see your provider so the appointment was canceled.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management has reviewed your complaint along with your trip detail for 9/29/2022. They found that your trip was scheduled for 2:00 PM. Due to limited cab availability, they were not able to dispatch a cab until 3:16 PM. Due to traffic conditions, the driver arrived at 3:51 PM and the trip was completed at 4:02 PM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-Medical Transportation (NMT), the drivers have a one-hour window from the		Resolved in Favor of Member

VAM_202 20930_25 136	30-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transport ation Services (NMT)	YELLOW CHECKER CAB COMPAN Y INC	Unknown Physician Specialty	1.82E+09					You are not happy with the quality of service with Yellow Cab(YC). You said that on 9/28/2022 you called YC for your return ride and you waited 45 minutes after your appointment. You said you were in pain and should not be waiting that long to get picked up. SCFHP's Grievance Department reviewed your complaint and contacted Yellow Cab's Transportation Management. Yellow Cab's management reviewed your complaint and trip details for September 28, 2022. They said that you called in at 12:52pm and the cab who had accepted the ride at 1:05pm cancelled due to an unexpected conflict. They said they did notify you of the current situation. YC immediately worked on locating a new driver to pick you up, but due to limited drivers in the area, it was not until 1:44pm that a driver was assigned. The driver arrived at 1:55pm and the trip was completed at 2:16pm. Yellow Cab apologizes for the long wait that you experienced. Estimated arrivals could change depending on the situation, with conflicts that are not able to be avoided. Yellow Cab is working on ways to prevent this from happening again. Your case was also sent to our Quality team for review of possible quality		Resolved in Favor of Membe r

VAM_2020930_25139	30-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NEMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that you were not picked up for your return trip after your medical appointment on 9/29/2022. You stated that you called at 9:45 PM to initiate your return trip but were told that Yellow Cab did not have any drivers available. You stated that you had to ask your son for a ride home, which required him to leave work.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's Management has reviewed your complaint along with your trip detail for 9/29/2022. They found that your trip was scheduled for 9:30 PM. Unfortunately, the driver assigned to the trip had an emergency and could not accept the trip. Yellow Cab stated that had very limited driver availability. They also stated that they notified you of their limited availability and the trip was canceled at 10:08 PM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. As a reminder, when scheduling Non-	Resolved in Favor of Member

VAM_202 20930_25 143	30-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Poor Provider/ Staff Attitude	BITA MOSTAG HIMI	Podiatry	1.5E+09					You are not happy with the quality of service you have received from Dr. Bitá Mostaghimi's staff. You said you were charged \$350.0 for a procedure that was already approved. Our Grievance Department reviewed your complaint and contacted Dr. Bitá Mostaghimi's office for more information. They reviewed your complaint and, along with your medical records and notes, confirmed there was no payment made on 9/30/202. Dr. Bitá Mostaghimi said that on the day of service you were asked by the staff about the reason for the visit and insurance information. You refused to answer the staff questions and said it was already taken care of, there was an authorization on file, and demanded to be seen. Dr. Bitá Mostaghimi said you did not provide any information. This is why her staff mentioned the charge, but you did not pay. Dr. Bitá Mostaghimi said you were rude to her staff and used bad language when they were trying to help you and figure out if your son was paying out of pocket or had insurance. Furthermore, we attempted to contact you to see if you had any payment receipts but were unable to		Resolved in Favor of Membe r

VAM_202 20930_25 144	30-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	REGIONAL MEDICAL CENTER OF SJ	Unknown Physician Specialty	1.29E+09					You called to get assistance with a bill that you received from Regional Medical Center (RMC) for date of service 8/27/22. The amount of the bill is \$43.00.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you receive Regional Medical Center (RMC)/Central Valley Imaging participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted them and informed them they need to stop billing you and to resubmit the claim for payment. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723- 4795 to request assistance.		Resolved in Favor of Member

VAM_202 20930_25 145	30-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Systems and Technolog y								You called SCFHP's Customer Service regarding the issue you had with a voicemail from Valley Health Center. You shared with us that the voicemail was for vaccinations. You said that you do not appreciate the pressure VHC keeps giving to receive a vaccination. You mentioned that you are unable to get any type of vaccinations due to the side effects they have on your body. You stated in the past you have received a vaccine and you got very sick with pneumonia. You said your provider are well aware of how sick you get. You feel that VHC should review the medical file more carefully so to avoid sending these automatic message that do not apply to you.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department. Unfortunately, VMC's Customer Relations Department has not responded to the complaint which has been sent multiple times. The non-response of VMC's Customer Service Department has been forwarded to our Provider Network Management for follow up with VMC's Management. We regret that you are experiencing these challenges. Your case was sent to our Quality team for review of possible issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members		Resolve d in Favor of Membe r

VAM_202 20930_25 146	30-Sep-22	September	12-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statemen t									You are not happy with receiving a bill for the date of service (dos) of 5/27/2022 from Radiology Diagnostic Services in the amount of \$161.00. You said that this is the first bill you have received, and if you have received a bill before, you would have called. You said that you do not understand why the health plan did not cover this bill.	SCFHP's Grievance & Appeals Department reviewed the bill you received. You do not have to pay for this bill. Our Grievance Department contacted Radiology Diagnostic Services verified and provide you insurance information has asked them to stop billing you while this reprocessed. Please disregard the billing statement from Radiology Diagnostic Services because you do not have to pay the bill. Radiology Diagnostic Services informed us you can disregard for now as it will to be have reviewed and reprocessed and can take up to 45days.		Resolve d in Favor of Membe r

VAM_20220930_25147	30-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Transportation Services (NMT)	ONE-STOP MEXEX	Unknown Physician Specialty	1.93E+09					You are unhappy with the quality of service you have received from One-Stop. You stated that they did not show up to your pick-up location for your medical appointment on 9/30/2022. You stated that you called to confirm and was informed by One-Stop that they would call you back with an ETA. They did not call you back and you ended up having to cancel your appointment.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to One Stop's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_202 20930_25 150	30-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Inadequat e facilities, non- access related	SCVMC ACUTE CARE HOSPITAL	Unknown Physician Specialty	1.06E+09					You are not happy with the quality of service at Valley Health Center Urgent Care. You said that it is always crowded when you go there.	Our Grievance Department reviewed your complaint and forwarded your complaint to Valley Medical Center's (VMC's) Customer Relations Department for review and tracking. We reached out to VMC's Customer Relations Department multiple times and have not received a response. We have forwarded their lack of response to our Provider Network Department for follow-up. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. It is also your right to receive timely access to get the care you need. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Our medical team looked into		Resolved in Favor of Member

VAM_202 20930_25 151	30-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Care	Inappropri- ate Provider Care	TAWNYA DOZIER	Family Practice	1.63E+09					You are not happy with the quality of service from Primary Care Physician (PCP) Dr. Tawnya Dozier. You said that your PCP does not understand your medical health condition and does not want to refer you to a Dermatology Specialist. You said you are not comfortable with continuing with your PCP.	Our Grievance Department reviewed your complaint and forwarded it to Valley Medical Center's (VMC's) Customer Relations Department for review and tracking. VMC's Customer Relations Department reviewed the complaint along with your medical records and confirmed you were last seen by Dr. Tawnya Dozier on 12/3/2021 to review your medications as well as a blood pressure check and rash. Your medical records show a message on 3/17/2022 was sent to you through My Health Online regarding a referral to a Dermatology Specialist. The notes on this message explain the clinical nurse tried contacting you the same day but was unable to reach you. They had called to follow up on a skin rash, moles and to schedule a follow-up appointment, as well as discuss with you the screening questions. The office was unable to reach you, so a message was left to call back to Valley Connections and to check updates on My Health Online as there was no		Resolved in Favor of Member

VAM_202 20930_25 152	30-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Provider Refusal to Refer	TAWNYA DOZIER	Family Practice	1.63E+09					You are not happy with the quality of service from Primary Care Physician (PCP) Dr. Tawnya Dozier. You said that your PCP does not understand your medical health condition and does not want to refer you to a Dermatology Specialist. You said you are not comfortable with continuing with your PCP.	Our Grievance Department reviewed your complaint and forwarded it to Valley Medical Center's (VMC's) Customer Relations Department for review and tracking. VMC's Customer Relations Department reviewed the complaint along with your medical records and confirmed you were last seen by Dr. Tawnya Dozier on 12/3/2021 to review your medications as well as a blood pressure check and rash. Your medical records show a message on 3/17/2022 was sent to you through My Health Online regarding a referral to a Dermatology Specialist. The notes on this message explain the clinical nurse tried contacting you the same day but was unable to reach you. They had called to follow up on a skin rash, moles and to schedule a follow-up appointment, as well as discuss with you the screening questions. The office was unable to reach you, so a message was left to call back to Valley Connections and to check updates on My Health Online as there was no		Resolved in Favor of Member

VAM_20220930_25153	30-Sep-22	September	25-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are not happy with the services that you have received from Yellow Cab on 9/30/2022. You said you were not picked up for your ride. You said YC is bad. You said YC marked you as a "no show." You said you want to be picked up on time for your appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Yellow Cab's Management for review and more information. The following are the responses from YC based on their investigation. According to their records your trip on 09/30/2022 was flagged as a "no show." Your scheduled trip was set at 12:30 pm, as the cab driver (CD945) accepted the fare at 12:42 pm and arrived at 12:51 pm. A No Show order requires a driver to wait no fewer than 5 minutes into the hour pickup window, which begins at the scheduled pickup time. The cab driver immediately contacted you at 408-500-5624 several times but you did not answer your phone. So, this is why your trip was tagged as a no show ride at 12:57 pm. Yellow Cab Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team	Resolved in Favor of Member

VAM_20220930_25158	30-Sep-22	September	3-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Balance Billing Statement	VALLEY RADIOLOGY MEDICAL ASSOC	Unknown Physician Specialty	1.4E+09					You called our Customer Service Department regarding a bill you received from Valley Radiology Imaging. This bill is for the services you received on 7/23/2022 for the amount of \$82.60. You are asking our help with this bill	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. Valley Radiology Imaging participates with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Valley Radiology Imaging and asked them to stop billing you. Valley Radiology Imaging put your account on hold for future billing while the adjustment is in process. Please disregard the billing statement from Valley Radiology Imaging because you do not have to pay the bill.	Resolved in Favor of Member

VAM_202 20930_25 159	30-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Referral	Prior Auth/App eal Process									You are not happy with the SCFHP Customer Service Department. You have requested an authorization for Adult Behavioral Services but you were redirected to Physicians Medical Group (PMG). You are upset because you were given misinformation as to who the authorization should be submitted to. You are requesting assistance in getting behavioral health services. Our G&A Dept. reviewed your complaint and contacted our BH Management for more information. SCFHP's BH Management confirmed SCFHP is responsible for reviewing and processing adult behavioral health services prior authorizations. Additionally, no prior authorization is needed if you are being referred to an in-network provider therefore SCFHP would only process and review and authorization for an adult BH provider if that doctor is not contracted with SCFHP. It is your right as a SCFHP member to receive the needed and appropriate medical care. It is your right to receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand. Effective 10/1/2022, you are now assigned to the Valley Health Plan Network. Please request your provider submit a prior authorization to VHP for review of medical necessity.	Resolved in Favor of Membe r

VAM_202 20930_25 160	30-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part D Grievance	Plan Benefits	Plan Benefits/B enefit Package- Pharmacy									You called to file a complaint against SCFHP because you said we do not want to pay for your Methadone Injections. You said you are going to a methadone program (BAART program) at 795 Willow road Menlo Park 94035. You said the injections are not being paid. You said you were told that SCFHP paid for another members Methadone Injections at this clinic. For some drugs, an approval from SCFHP is needed. These means for the Cal MediConnect Plan you must get an authorization before you can get a specific service or drug or use an out-of-network provider. SCFHP Cal MediConnect Plan may not cover the service or drug if you don't get approval. The extra rules and restrictions on coverage for certain drugs include: - Being required to use the generic version of a drug instead of the brand name drug. - Getting plan approval before we will agree to cover the drug for you. (This is sometimes called prior authorization.) - Being required to try a different drug first before we will agree to cover the drug you are asking for. (This is sometimes called step therapy.) - Quantity limits. For some drugs, we limit the amount of the drug you can have. Covered drugs that need our plan's prior authorization are marked in the List of Covered Drugs. Please contact your	Resolve d in Favor of Membe r

VAM_20220930_25163	30-Sep-22	September		Resolved in Favor of Member	Cal MediConnect Pre-Service Part D Appeal	Pre-Service Redetermination (Authorization)		JING WANG-CHIANG	Unknown Physician Specialty	1.35E+09		Overturn		Dr. Jing Wang-Chiang is appealing the denial you received from Authorization #30901 MEGESTROL 40 MG TABLET. This was denied because based on the information submitted for review, you did not meet our guideline rules for the requested drug. In order for your request to be approved, your provider would need to show that you have met the guideline rules below named HIGH RISK MEDICATION MEGESTROL (Megace, Megace ES) requires the following rule(s) be met for approval: 1. You are being treated for anorexia (eating disorder with loss of appetite), cachexia (condition with a lot of weight loss and muscle loss) or an unexplained significant weight loss in patients with a diagnosis of acquired immunodeficiency syndrome (AIDS condition that lowers body ability to fight infections). 2. If the request is for Megestrol acetate oral tablets: You are being treated for palliative treatment (treatment for pain			Resolved in Favor of Member

VAM_202 20930_25 164	30-Sep-22	September	25-Oct-22	Resolved in Favor of Member	Cal MediConn ect Part C Grievance	Quality of Service	Balance Billing Statemen t	JOHN MUIR MEDICAL CENTER - HOSPITAL	Unknown Physician Specialty	1.74E+09					You called because you said you have received a collections letter from debt collector Rash Curtis and Associates. For Dates of services 06/29/2020 - 07/07/2020 for the amount of \$282.05. You are requesting assistance with this bill.	SCFHP's Grievance & Appeals (G&A) Department reviewed the bill that you received. You do not have to pay for this bill. John Muir Hospital contracts with Medicare, which means that they must take the payment they received from SCFHP as full payment. We contacted Rash Curtis and Associate and asked them to stop billing you. Rash Curtis and Associates will review your account. It will take approximately 45 days for reprocessing. If you continue to receive a bill after 45 days, please call SCFHP's Cal MediConnect Customer Services at 1-877-723-4795 to request assistance.		Resolved in Favor of Member

[illegible]

[illegible]

VAM_20220930_25169	30-Sep-22	September	27-Oct-22	Resolved in Favor of Member	Cal MediConnect Part C Grievance	Quality of Service	Transportation Services (NMT)	GREEN CAB	Unknown Physician Specialty	1.98E+09				You are not happy with the services that you have received from Green Cab on 9/29/2022. You said GC did not arrive on time to take you to your appointment. You said when you called GC they kept telling you different estimated times of arrivals. You said you do not want to arrive late to your appointments.	SCFHP's Grievance and Appeals Department reviewed your complaint. We forwarded your concern to Green Cab's (GC's) Operations Manager for review and more information. The following are the responses from GC based on their investigation. There records indicate that on 09/29/22 you had two scheduled transportation services; the first had a pick up time of 10:15 am. A driver was not dispatched. The second trip was a "will call" for a ride home, which a driver was also not dispatched. This is not acceptable nor standard. Dispatch staff will receive retraining on how to handle these situations. Green Cab's Management would like to extend their sincerest apology to you for the long wait time and for any inconvenience this may have caused you. Their Dispatching team will also ensure to consistently keep up with the time frame going forward. They are aware and understand the importance of timely		Resolved in Favor of Member
VAM_20221003_25171	30-Sep-22	September	3-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authorization (Medical Necessity)						Uphold	Appropriate Care In Network	You are requesting to appeal authorizations for authorizations 82023864 Plastic Surgery at Stanford, 82024663 Breast Ultrasound at Stanford, and 82024674 for Biopsy at Stanford.		Y	Resolved in Favor of Plan

VAM_202 21003_25 172	30-Sep-22	Septembe r	3-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)						Uphold	Appropria te Care In Network	You are requesting to appeal authorizations for authorizations 82023864 Plastic Surgery at Stanford, 82024663 Breast Ultrasound at Stanford, and 82024674 for Biopsy at Stanford.		Y	Resolve d in Favor of Plan
VAM_202 21003_25 173	30-Sep-22	Septembe r	3-Oct-22	Resolved in Favor of Plan	Medi-Cal Pre Service Medical Appeal	Authoriza tion (Medical Necessity)						Uphold	Appropria te Care In Network	You are requesting to appeal authorizations for authorizations 82023864 Plastic Surgery at Stanford, 82024663 Breast Ultrasound at Stanford, and 82024674 for Biopsy at Stanford.		Y	Resolve d in Favor of Plan

VAM_2021003_25174	30-Sep-22	September	6-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non-Medical Transportation (NMT)	YELLOW CHECKER CAB COMPANY INC	Unknown Physician Specialty	1.82E+09					You are unhappy with the quality of service you have received from Yellow Cab. You stated that the driver was late to pick you up for your dental appointment on 9/30/2022. You stated that the driver did not arrive to your pick-up location until 8:00 AM, making you late to your 8:30 AM appointment. You stated that you arrived at the dental office at 9:15 AM.	SCFHP's Grievance and Appeals Department has reviewed your complaint and contacted Yellow Cab's Management for review. Yellow Cab's management reviewed your complaint along with your trip details for 9/30/2022. They found that a driver was dispatched to your pick-up location at 6:44 AM. Unfortunately, the driver had to cancel the trip due to an unforeseen conflict. At the time, Yellow Cab had a limited amount of cabs in the area. The next driver was queued at 7:14 AM as a follow-on. The driver arrived to your pick-up location at 7:57 AM. The trip was completed at 8:59 AM. Your case was sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns, you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members.	Resolved in Favor of Member

VAM_2021003_25175	30-Sep-22	September	28-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Compliance	PHI/Confidentiality/HIPAA	MAYVIEW/RAVENSWOOD MT VIEW	Unknown Physician Specialty	1.16E+09				You are unhappy with the quality of service that you have received from Mayview-Ravenwood. You stated that you would like a copy of all medical records, including all internal communications, from 5/31/2022-current. You stated that they provided a photo copy of the records but you would like them to be a clear copy. You stated that the office has not responded to your requests.	SCFHP's Grievance and Appeals Department reviewed your complaint and forwarded your complaint to Mayview/Ravenswood Mt. View's Management for more information. Unfortunately, after multiple attempts, we have been unable to get a response. This complaint has been forwarded to SCFHP's Provider Network Management for tracking of complaints that do not have a response. Your case was also sent to our Quality team for review of possible quality issues. Our medical team tries to make sure that all members receive the best health care, and are happy with the services they receive. Due to privacy concerns you will not receive notice of this review. However, the results will be used to improve the care and service for all of our members. Our goal is for our vendors to provide great service to our members. SCFHP sincerely apologizes that this happened and looks forward to serving you in the future.	Resolved in Favor of Member

VAM_2021003_25176	30-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement	SUTTER DELTA MEDICAL CENTER	Unknown Physician Specialty	1.47E+09				You called our Customer Service Department regarding a bill you received from Sutter Health. This bill is for the services you received on 02/17/2021 for the amount of \$ 343.00. You are asking for our help with this bill.	SCFHP's Grievance Department reviewed the bill you received for the date of service (DOS) 02/17/2021 & 02/18/2021. We have contacted Sutter Health. The information they had on file was for Blue Shield and did not have your secondary health plan information on file (SCFHP) for the DOS. They placed your account for review. Please note that this can take up to 45-60 days. Sutter Health said the amount that is in collections is \$306.0 for both DOS. They also said you would need to call them to find out the resolution at (877) 252-1777.		Resolved in Favor of Member
VAM_2021003_25177	30-Sep-22	September	26-Oct-22	Resolved in Favor of Member	Medi-Cal Medical Grievance	Quality of Service	Billing Statement	SUTTER DELTA MEDICAL CENTER	Unknown Physician Specialty	1.47E+09				You called our Customer Service Department regarding a bill you received from Sutter Health. This bill is for the services you received on 02/18/2021 for the amount of \$ 343.00. You are asking for our help with this bill.			Resolved in Favor of Member

VAM_202 21002_25 170	30-Sep-22	September		Resolved in Favor of Member	Medi-Cal Medical Grievance	Access	Timely Access to Non- Medical Transport ation (NMT)								Call# SC0655662 < 9/30/2022 2:22:47 PM FelishaF> While mbr and I were on the phone she received a test message from YC that driver Cab# 1833 is on the way Mbr was happy 9/30/2022 2:13 PM FelishaF Caller Mbr- 6507763376 Confirm: elig/name/dob/demo/pcp Mbr is concerned because she has not received a text notification that a driver is on the way I confirmed with mbr that her order is booked on trip#67800 Offered to call YC 4084444444 spoke with Jay he confirmed PU address/ D/O address and pn# everything is correct He said that they are still looking for a driver			Resolve d in Favor of Membe r



**Santa Clara Family
Health Plan™**

Quality Improvement Committee

Q3 2022 Grievance and Appeals Data



Santa Clara Family Health Plan

Quality Improvement Dashboard

Lucille Baxter, Manager, Quality & Health Education

October & November 2022

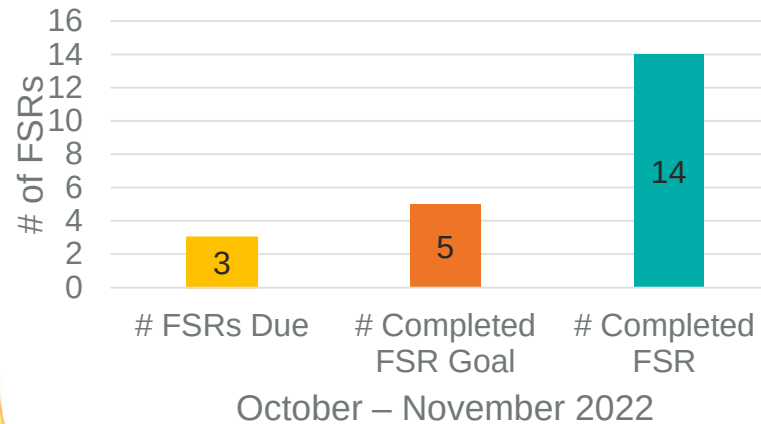
Facility Site Reviews

What is a FSR?
A FSR is a 3 part evaluation of all PCPs to audit provider offices for patient safety



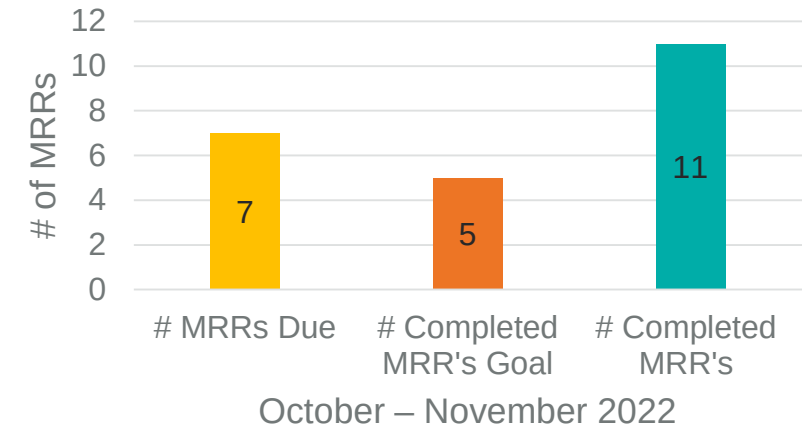
*FSR Certified Master Trainer (CMT) and QI Nurses have continued to conduct the audit to ensure sites operate in compliance with all applicable local, state, and federal laws and regulations.

Number of FSRs Completed
October - November 2022



# Initial FSRs Completed	0
# Periodic FSRs Completed	13
# Focused FSRs Completed	1

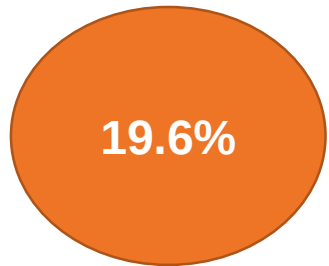
Number of MRRs Completed
October – November 2022



# Initial MRRs Completed	0
# Periodic MRRs Completed	10
# Focused FSRs Completed	1

Potential Quality of Care Issues

Quality helps ensure member safety by investigating all potential quality of care (PQI) issues



Percentage of PQIs due from October – November 2022 closed on time within 90* days



PQI Levels: October – November 2022

Level 0: 0 Cases

Level 1: 24 Cases

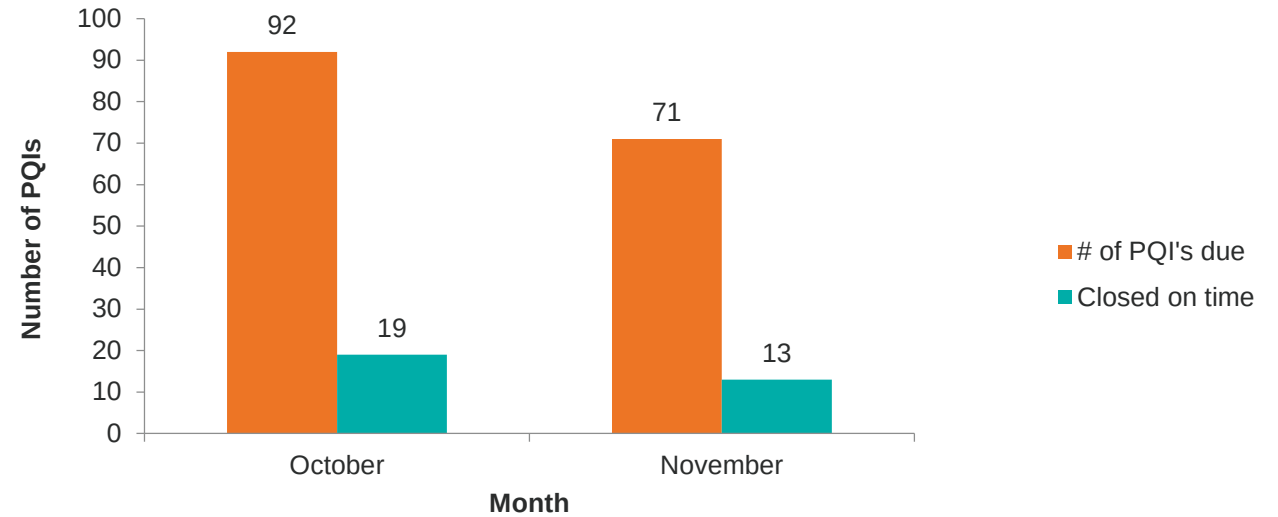
Level 1A: 2 Case

Level 2: 6 Cases

Level 3: 0 Case

Level 4: 0 Case

PQIs October – November 2022



Network	Case Identified Level 0	Case Identified Level 1	Case Identified Level 1A	Case Identified Level 2	Case Identified Level 3	Case Identified Level 4
Admin – Medicare Primary	0	0	0	0	0	0
Direct SCFHP (Net 10)	0	7	0	2	0	0
North East Medical Services/NEMS (Net 15)	0	0	0	0	0	0
VHP Network	0	15	2	3	0	0
PAMF (Net 40)	0	0	0	0	0	0
Physicians Medical Group (Net 50)	0	2	0	1	0	0
Premier Care (Net 60)	0	0	0	0	0	0

Wellness Rewards Program

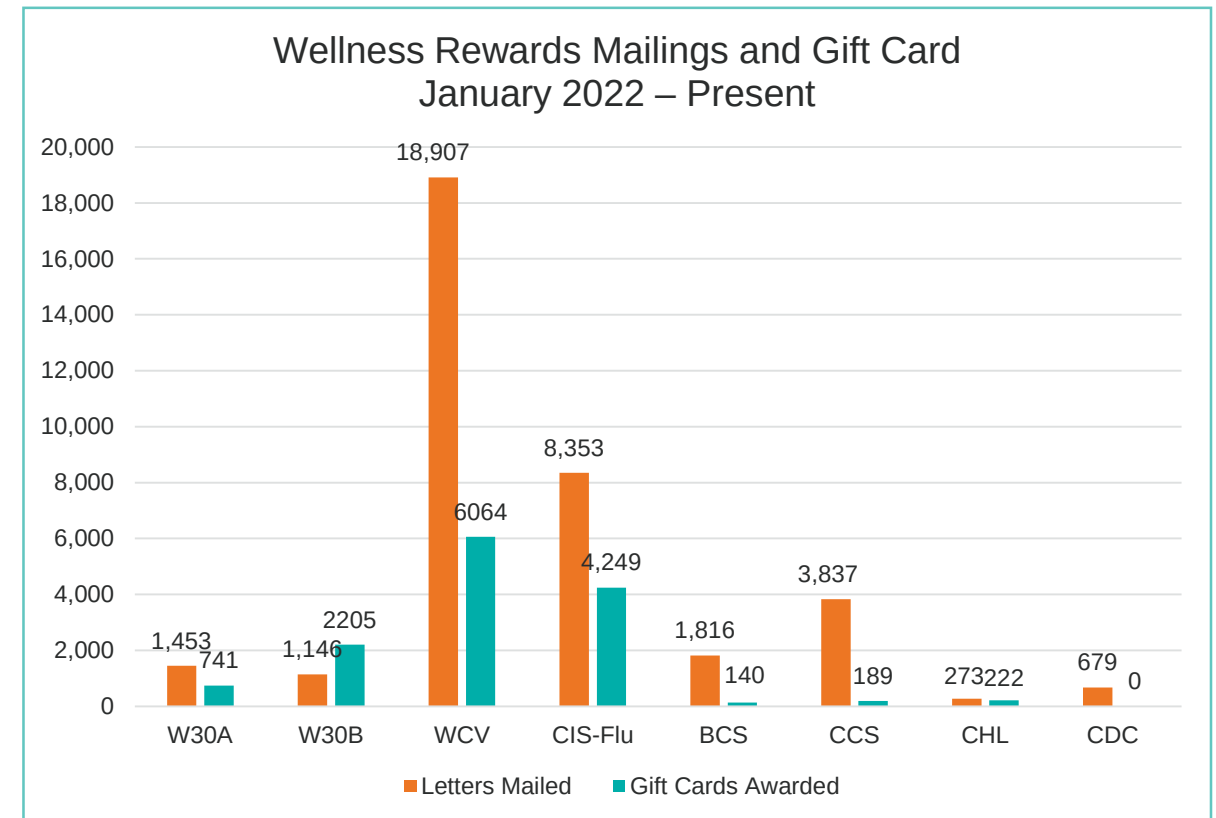
Gift Cards for Medi-Cal members that complete preventative screenings

- Well Child, 0-15 months (W30A)
- Well Child, 15-30 months (W30B)
- Adolescent Well Care, 9-13 years (WCV)
- Childhood Immunization, Flu (CIS-Flu)
- Breast Cancer Screening, *disparity/gap only* (BCS)
- Cervical Cancer Screening, *disparity/gap only* (CCS)
- Chlamydia Screening, *limited network* (CHL)
- Comprehensive Diabetes Care, *gap only* (A1c)*

Total Letters mailed YTD – 36,604

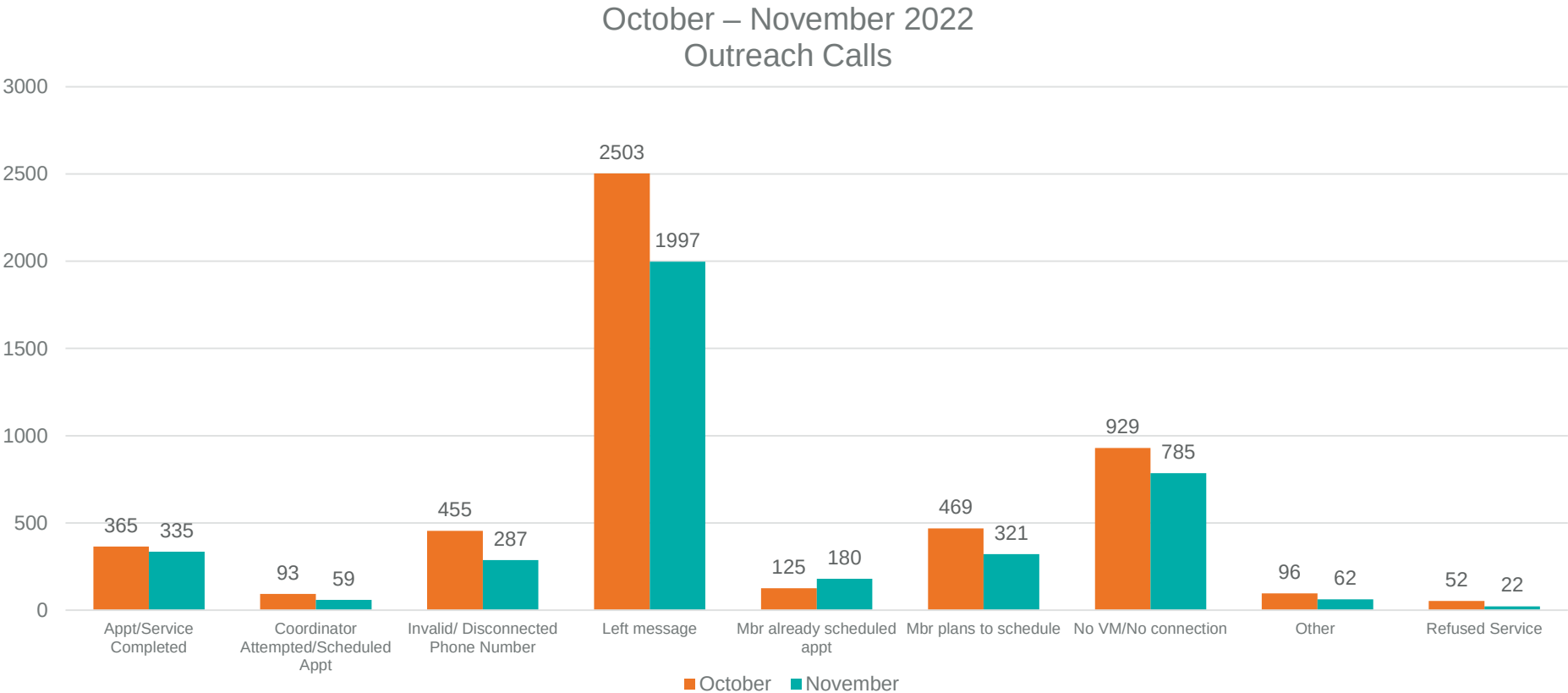
Total Gift Cards Awarded YTD – 13,810

**W30B awarded when completing 2 well visits between 15-30 months old*



Outreach Call Campaign

Dedicated outreach call staff conduct calls to members for health education promotion, to help schedule screenings and visits while offering Wellness Rewards
Campaigns completed (October - November 2022)
MC & CMC: Breast Cancer Screening (BCS)
MC: Initial Health Assessment (IHA)
MC & CMC: Comprehensive Diabetes Care (CDC)
MC: Well Child Visits aged 0 – 15 months (W30A)
MC: Prenatal & Postpartum Visit (PPC)
MC: Cervical Cancer Screening (CCS)
MC: Child and Adolescent Well-Visits (WCV)
MC & CMC: Flu Reminders



*Outreach call - Other include member demographic change requests, dis-enrollment requests, specific questions from members, and other miscellaneous requests



Total number of
attempted outreach in
October – November
2022



QNXT Gaps In Care (GIC) Alerts

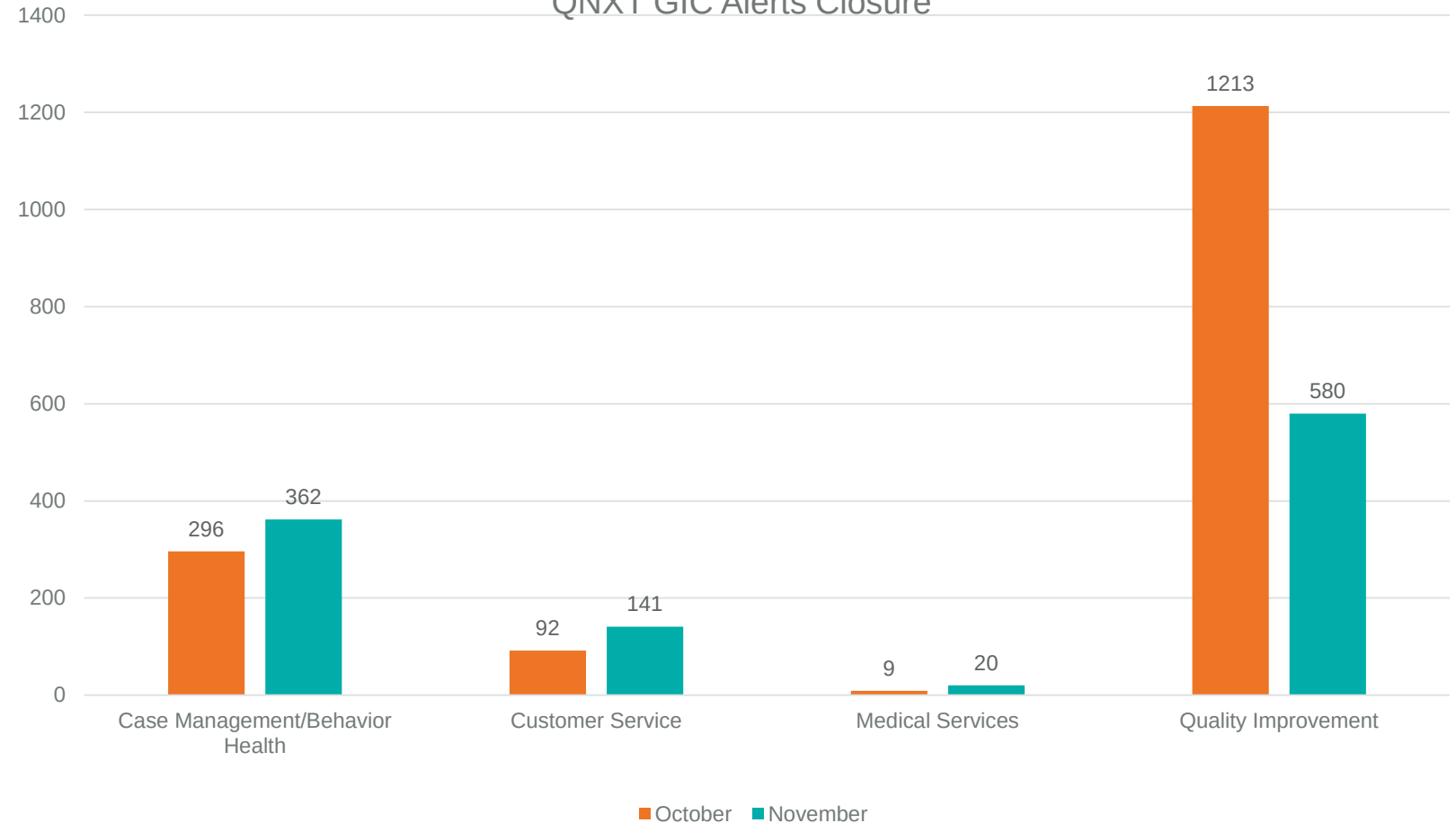
October – November 2022
QNXT GIC Alerts Closure

What are QNXT GIC Alerts?

In an effort to improve our company-wide HEDIS MC and CMC rates, alerts have been loaded into QNXT in order for internal staff to remind members about the screenings and/or visits they are due for.

Total number of QXNT GIC alerts terminated in October – November 2022

2,713





**Santa Clara Family
Health Plan™**

Initial Health Assessment (IHA)

December 13, 2022

Initial Health Assessment

Current Requirements

- Completed within 120 days of continuous enrollment for new member and include:
 - History of member's physical & behavioral health
 - Identification of risks
 - Assessment of need for preventive screens or services
 - Health education
 - Diagnosis & plan for treatment of any disease
 - Individual Health Education Behavioral Assessment (IHEBA) / Staying Healthy Assessment (SHA); or
- Documented two outreach attempts
 - One phone call attempt
 - One written
 - Documented in the member's medical record

Initial Health Assessment

Changes beginning January 2023

- Change from Initial Health Assessment to Initial Health Appointment
- Continue to include a history of member's physical and behavioral health, identification of risks, assessment for need for preventive screens or services and health education, and diagnosis and plan for treatment for any diseases
- Eliminate Individual Health Education Behavior Assessment (IHEBA) / Staying Health Assessment (SHA) Form
 - o Bright Future checklists are required for pediatric patients (same elements as the SHA)

IHA Data Specifications

- Current
 - o 120 days continuous enrollment with no more than 30 day gap
 - o Reporting month equals due month without claims lag assumption

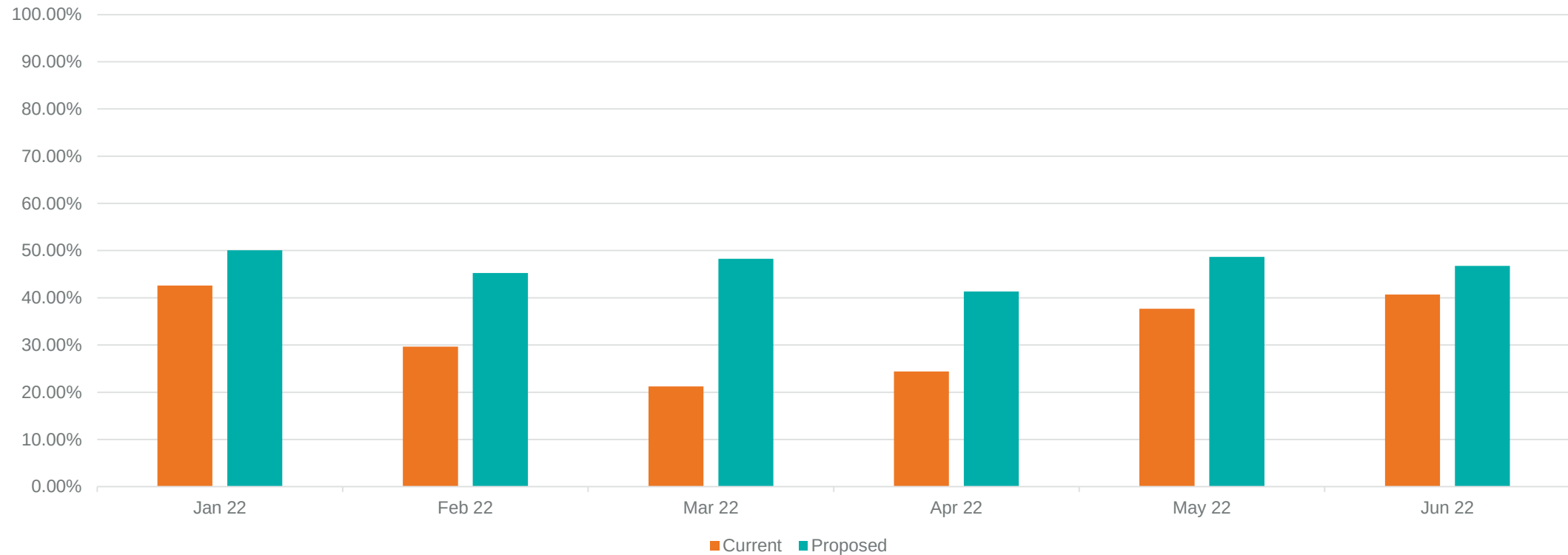
Eligible Month	IHA Due Date	Reporting Month on Compliance Dashboard
July	October	October
August	November	November
September	December	December

- Proposed
 - o Eligible members must have 120 days continuous enrollment
 - o Report IHA compliance rate by due date with 3 months claim lag. See table for reporting timeline

Eligible Month	IHA Due Date	3 months lag for data completeness	Reporting Month for Compliance Dashboard
July	October	November-January	January
August	November	December-February	February
September	December	January-March	March

- Under Review
 - Update the data based on final APL
 - Identify additional data that would meet the IHA requirements of inclusion and/or exclusions

IHA Rates Current v. Proposed



CY21: 68% of new members with 12 months of continuous enrollment had an IHA within 365 days of eligibility.
FY22: 65% of new members with 12 months of continuous enrollment had an IHA within 365 days of eligibility.

Improve IHA Compliance

Current Interventions

- Member Outreach Pilot – Direct Network enrollees
- Provider Performance Program
- Direct Network Education Program

Proposed Interventions

- New member clinic day
- Include IHA as a topic in member/provider newsletters quarterly
- Providers attend and attest to IHA training annually
- Webinar for clinic manager/staff with lunch provided
- Vendor to assist with outreach calls
- Send template letters to members from providers
- Supplemental data to include activities prior to enrollment
- Deliver new member rosters to providers, educate on IHA and how to access rosters on provider portal



**Santa Clara Family
Health Plan™**

Questions?



**Santa Clara Family
Health Plan™**

Utilization Management Committee
Draft Meeting Minutes
October 19, 2022

Regular Meeting of the
Santa Clara County Health Authority
Utilization Management Committee

Wednesday, October 19, 2022, 6:00 – 7:30 PM
Santa Clara Family Health Plan
6201 San Ignacio Ave, San Jose, CA 95119

Minutes - Draft

Members Present

Jimmy Lin, M.D., Internal Medicine, Chair
Ali Alkoraishi, M.D., Psychiatry
Ngon Hoang Dinh, D.O., Head and Neck Surgeon
Laurie Nakahira, D.O., Chief Medical Officer
Habib Tobbagi, MD, PCP, Nephrology
Indira Vemuri, MD, Pediatric Specialist

Staff Present

Lily Boris, MD, Medical Director
Angela Chen, Director, Case Management
and Behavioral Health
Desiree Funches, Manager, Utilization
Management
Luis Perez, Supervisor, Utilization
Management
Robyn Esparza, Administrative Assistant
Amy O'Brien, Administrative Assistant

Note: *Items were discussed in a different order than the agenda.*

1. Roll Call

Jimmy Lin, MD, Chair, called the meeting to order at 6:04 p.m. Roll call was taken and a quorum was established.

2. Public Comment

There were no public comments.

3. Meeting Minutes

The minutes of the July 20, 2022 Utilization Management Committee (UMC) meeting were reviewed.

It was moved, seconded, and the minutes of the July 20, 2022 UMC meeting were unanimously approved.

Motion: Dr. Tobbagi

Second: Dr. Vemuri

Ayes: Dr. Lin, Dr. Nakahira, Dr. Tobbagi, Dr. Vemuri

Absent: Dr. Alkoraishi, Dr. Dinh

4. Chief Executive Officer Update

This item was combined with the Chief Medical Officer update. Please see item 5.

5. Chief Medical Officer Update

Dr. Laurie Nakahira, Chief Medical Officer, gave the Chief Executive Officer and Chief Medical Officer updates. Dr. Nakahira began with a brief discussion of the Department of Managed Health Care (DMHC) and Department of Health Care Services (DHCS) audits. The DMHC auditors will discuss their preliminary findings during their final session. At this time, the Plan is pending the results from the DHCS audit.

6. Old Business/Follow-Up Items

a. Anti-Psychotics Use in Children Utilization Data

Angela Chen, Director, Case Management and Behavioral Health, presented an overview of our provider network's administration of anti-psychotics from January 2022 through August 2022. Ms. Chen will provide the committee with a list of the medications included in this report.

b. Suboxone Utilization Data

Ms. Chen continued with an overview of our provider network's administration of Suboxone from January 2022 through August 2022.

c. Grievances and Appeals (G&A) Discussion – Quarterly Appeals vs. Annual Appeals

Dr. Boris requested the committee's approval for a UM representative to join the G&A committee. Going forward, this representative will bring either quarterly or annual appeals information to the UMC, with details such as the types of appeals, the percentage of overturned appeals, and any other relevant information. Dr. Lin approved, and he believes an annual update will suffice.

7. Review of Reappointments for UMC Members

Dr. Boris discussed the current charter and the 2 year term limit for UMC members. All current members have served on the UMC for at least 8 years. Dr. Boris will share relevant details on the reappointment process at a future UMC meeting.

8. UM Review of Delegation Results and Process

Desiree Funches, Manager, Utilization Management, explained that there is an ongoing monthly review of the delegated entities UM files. This topic will continue to be discussed in future UMC meetings. Each month, the Plan reviews approximately 10 sample files from our delegates. The UM team reviews these sample files to ensure compliance in areas such as timeliness of denial notices and decisions, appropriate application of guidelines, and the quality and accuracy of provider member notices. Delegates must also demonstrate their use of the proper denial verbiage and threshold languages, and the inclusion of the correct attachments with all denial letters.

Ms. Funches presented the results from the July 2022 review. Delegates who did not meet one or more of the regulatory requirements were notified of our findings and may submit their responses. Those responses will be reviewed by the UM team. The results from the August and September 2022 review of delegates' files will be presented at the January 18, 2023 UMC meeting.

9. Inter-Rater Reliability (IRR) Report – 2022

Ms. Funches presented the results of the annual UM IRR testing to the Committee. The testing is designed to evaluate the consistency and accuracy of review criteria applied by all physician and non-physician staff members, and to identify areas for improvement. All Medical Directors, and the majority of staff members, passed, with only a few nurses who did not pass. This was the first time that the UM management team evaluated our inpatient concurrent nurses' abilities to review outpatient authorization requests, and this yielded lower scores. UM management will continue to conduct individual coaching and remediation sessions with these staff members.

10. Update on Medical Covered Services Prior Authorization (PA) Grid

Ms. Funches presented a summary of the changes to the Medical Covered Services PA Grid.

It was moved, seconded, and the Update on Medical Covered Services PA Grid was unanimously approved.

Motion: Dr. Dinh

Second: Dr. Lin

Ayes: Dr. Alkoraishi, Dr. Dinh, Dr. Lin, Dr. Nakahira, Dr. Tobbagi, Dr. Vemuri

11. Review Updated Care Coordinator Guidelines for Behavioral Health (BH)

Dr. Boris gave a summary of the changes made to the UM department's Care Coordinator Guidelines for BH. Dr. Boris explained that these changes were made to achieve better alignment with the APL and MCG guidelines for ABA services.

It was moved, seconded, and the Review of Updated Care Coordinator Guidelines for BH was unanimously approved.

Motion: Dr. Lin

Second: Dr. Nakahira

Ayes: Dr. Alkoraishi, Dr. Dinh, Dr. Lin, Dr. Nakahira, Dr. Tobbagi, Dr. Vemuri

12. Reports

a. Membership Report

Dr. Boris gave a summary of the Membership Report from October 2021 through October 2022. The Plan's current Cal MediConnect (CMC) membership includes 10,469 members. The Plan's total Medi-Cal (MC) membership includes 307,490 members. As of July 2022, our total membership includes 317,959 members. This increase in MC membership continues to be largely attributable to the "pause" on MC redeterminations due to COVID. Once MC redeterminations begin again, the Plan projects a decrease in MC membership over the next year.

b. Over/Under Utilization by Procedure Type/Standard UM Metrics

Dr. Boris presented an overview of the UM goals and objectives. Dr. Boris advised that the metrics discussed cover the period from October 1, 2021 through September 30, 2022. She gave a summary of the inpatient utilization rates for the Plan's MC SPD and non-SPD lines of business. She also discussed the discharges per thousand and average lengths of stay for our MC SPD and non-SPD populations. Next, Dr. Boris gave a summary of the inpatient utilization rates for our CMC population, which comprises the Plan's higher acuity patients. Dr. Boris discussed the discharges per thousand and average lengths of stay for our CMC members. She continued with a summary of the outpatient utilization rates for the Plan's MC-SPD and non-SPD members and for our CMC members.

Dr. Boris concluded this topic with a discussion of the 2021 and 2022 inpatient readmissions rates for the Plan's MC and CMC lines of business. Lower readmissions rates are good indicators of successful discharge planning on the part of our provider networks. These rates are part of the metrics used as guidelines for UM staff improvement.

c. Dashboard Metrics

- Turn-Around Time – Q3 2022

Luis Perez, Supervisor, Utilization Management, summarized the CMC and MC Turn-Around Time metrics for Q3 2022. The CMC turn-around times in almost all categories are compliant at 98.1% or better, with many categories at 100%. In the category of Part B Drugs Standard Prior Authorizations, September fell short at 95.8%; however, Q3 was still compliant with an overall 98.4%. The MC turn-around times in almost all categories are compliant at 98.4% or better, with several categories at 100%.

d. Quarterly Referral Tracking – Q3 2022

Dr. Boris explained that it is a regulatory requirement for the Plan to track the total number of CMC and MC prior authorizations received, with services rendered within 90 days, versus the percentage of authorizations received without services rendered. Dr. Boris summarized the data for Q3 2022, and 62% of prior authorizations had matching claims paid for services rendered. She explained that on an annual basis, the UM team follows-up with members with approved authorizations, but without a paid claim, to ask them why they did not receive services. Otherwise, there are no significant changes in this data since our July 2022 meeting.

e. Quality Monitoring of Plan Authorizations and Denial Letters (HS.04.01) – Q3 2022

Ms. Funches gave a brief explanation of the purpose of Quality Assurance (QA) for the Plan's denial letters. Each quarter, at least 30 denial letters are chosen at random. The QA process includes review of elements such as proper grammar, correct spelling, clear and concise verbiage, the use of members' threshold languages, and compliant turn-around times. Ms. Funches gave a summary of the results for 3rd Quarter 2022. Going forward, UM leadership will continue to conduct quarterly QA and assessment of productivity for the Plan's denial letters.

f. BH UM

Ms. Chen began with an overview of the ADHD MC BH Metrics, which were initially compiled in response to requests from prior years to share Healthcare Effectiveness Data and Information Set (HEDIS) measures. Ms. Chen explained that the comparisons presented are a snapshot of how the BH team is doing as of September 25, 2022.

Ms. Chen continued with an overview of the BHT (Behavioral Health Treatment) program. She highlighted the developmental and trauma screenings that were completed as of October 4, 2022. These numbers are on par with previous quarters. The BH team hopes these numbers will continue to increase and surpass the baseline numbers from prior quarters. Ms. Chen discussed BH utilization for our CMC members, and she highlighted the number of comparative visits per thousand in the mild-to-moderate category for 2020, 2021, and currently for 2022. These include visits with psychologists, psychiatrists, social workers, and group therapy sessions. She highlighted the number of CMC Unique members who received BH services. Ms. Chen also presented the outpatient MC utilization rates per thousand within our delegated Provider networks, and she discussed the number of outpatient visits for our MC Unique Members.

Dr. Lin requests the UM team research the reasons why Kaiser had a much higher number of members who received BH services, versus VHP, which treated significantly more of our members. Dr. Alkoraishi would like to see the impact of COVID-19 on the number of BH visits.

Ms. Chen concluded with a summarization of the utilization data, and the number of Unique Members, who received services under the Plan's MC BHT Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) benefit for members 21 years of age and younger.

13. Adjournment

The meeting adjourned at 7:04 p.m. The next meeting of the Utilization Management Commitment is on January 18, 2023 at 6:00 p.m.

Jimmy Lin, M.D, Chair
Utilization Management Committee



**Santa Clara Family
Health Plan™**

Consumer Advisory Board (CAB)
Draft Meeting Minutes
December 1, 2022

Regular Meeting of the

Santa Clara County Health Authority

Cal MediConnect (CMC) Consumer Advisory Board (CAB)

Thursday, December 1, 2022 11:30 AM – 1:00 PM

Santa Clara Family Health Plan

6201 San Ignacio Ave, San Jose, CA 95119

Minutes - Draft

Members Present

Laurie Nakahira, DO, Chief Medical Officer, Chair
John B. Henley, Jr.
Narendra Pathak

Members Absent

Charles Hanks
Dennis Schneider

Staff Present

Chelsea Byom, Vice President, Marketing,
Communications, and Outreach
Mai Chang, Director, Quality and Process
Improvement
Mike Gonzalez, Director, Community
Engagement
Thien Ly, Director, Medicare Outreach
Carole Ruvalcaba, Director, Marketing and
Communications
Charla Bryant, Manager, Clinical Quality and
Safety
Cristina Hernandez, Manager, Marketing and
Public Relations
Jocelyn Ma, Manager, Community Outreach
Lynette Topacio, Marketing Project Manager
Jeanette Montoya, Health Educator
Ashley Kerner, Administrative Services
Manager
Amy O'Brien, Administrative Assistant

Others Present

Rita Cruz Gallegos, Aurrera Health Group

1. Roll Call

Dr. Laurie Nakahira, DO, Chief Medical Officer, and Chair called the meeting to order at 11:33 a.m., and roll call was taken. There was no quorum.

2. Public Comment

There were no public comments. At this time, Mr. Pathak shared that on Sunday, December 4, 2022, Shiv Durga Temple of Bay Area is hosting an event in celebration of their 10th Grand Anniversary. This is a community event and all are welcome to participate in the celebration.

3. Meeting Minutes

The minutes of the September 1, 2022 CMC CAB Committee meeting were reviewed.

4. Health Plan Update

Dr. Nakahira presented the Health Plan update. She began with an enrollment update. As of November 1, 2022, the Plan's total membership includes 320,686 members, a 10.9% increase since November 2021. The Plan's Medi-Cal (MC) membership includes 310,191 members, an 11.2% increase since November 2021. The Plan's total CMC membership includes 10,495 members, which is a 0.8% increase since November 2021. Mr. Pathak asked how many of these members are part of the senior citizen community. Dr. Nakahira responded that she will research this information and bring it to our March 2, 2023 meeting.

Dr. Nakahira continued with a summary of various Plan updates. The Federal COVID-19 public health emergency will likely be extended until mid-April 2023. Board and committee meetings will remain virtual at this time. The Department of Managed Health Care Services (DMHC) audit was completed in October 2022. The Plan is currently waiting for the results of this audit. Initial audit results from the March 2022 Department of Health Care Services (DHCS) audit were received in November 2022, and the Plan will discuss the results with the DHCS.

5. CMC Program vs. the Dual Eligible Special Needs Plan (D-SNP)

Thien Ly, Director, Medicare Outreach, presented an overview of the D-SNP, also known as the SCFHP DualConnect plan. Mr. Ly discussed the many benefits of this plan, such as the fact that Medicare and MC will be combined under one plan. DualConnect members will receive their MC benefits directly from SCFHP. Mr. Ly discussed the eligibility requirements. Members will be able to enroll in DualConnect 3 months in advance of their 65th birthday. He outlined the benefits and services, including prescription drug coverage. Prescription drugs that are part of the SCFHP formulary will no longer have a copay. There is also an over-the-counter (OTC) allowance of up to \$135.00 every 3 months. Mr. Ly's presentation concluded with an overview of enrollment options and instructions, along with the enrollment periods and deadlines.

6. 2023 Off-Season Simulation Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey – D-SNP

Mai Chang, Director, Quality and Process Improvement, discussed the 2023 Off-Season CAHPS Survey for the D-SNP. The CAHPS survey is an annual Medicare requirement. Ms. Chang explained that the survey will not be required in 2023 due to the D-SNP rollout. Instead, the Plan will conduct an off-season simulation survey. Ms. Chang explained the objectives of the survey, and she outlined the 27 questions and the 3 key focus areas. The survey will include approximately 1,600 members, and will be administered in English, Spanish, Mandarin, and Vietnamese. The questions will be a combination of standard questions and custom questions.

Ms. Chang presented 3 sample questions and requested the committee's feedback. Mr. Pathak would like to see a more user-friendly format. Ms. Chang responded that the Plan can adjust the questions and the format for the off-season simulation survey. For the 2024 and 2025 surveys, however, the Plan cannot arrange the format or choose the survey questions.

Ms. Chang concluded with a summary of how the survey will be administered by SPH Analytics. The survey will be conducted on a normal timeline and members will receive the survey in March 2023.

7. Standing Items

a. CMC Ombudsperson Program Update

Andy Le, Ombudsperson and Supervising Staff Attorney for Bay Area Legal Aid, has transitioned to the DHCS and will no longer serve on the CAB. This item is deferred to the March 2, 2023 meeting when a new Ombudsperson will join the CAB.

b. Community Resource Center

Mike Gonzalez, Director, Community Engagement, presented an overview of the recent activities at the Blanca Alvarado Community Resource Center. Mr. Gonzalez shared the details that made the SCFHP 25TH

Anniversary Event a big success. This event helped to foster the SCFHP principles of trust and health equity for all.

Mr. Gonzalez shared the hours of operation, and the monthly calendar of activities, which can be found on our website at www.crc.scfhp.com and through our social media account @CRC_SCFHP. Mr. Gonzalez highlighted the services, programs, and events available at the Center. He also shared the number of visitors to the Center from July 2022 through October 2022, and a breakdown of the 2,421 core services provided during that timeframe. Approximately 70% of the services offered at the Center are rendered to members. Mr. Gonzalez encouraged committee members to mark their calendars and plan to attend the SCFHP Lunar New Year Celebration on February 4, 2023. He concluded with questions for the committees' consideration.

In response, Mr. Pathak requested a breakdown of CRC visitors per ethnic groups. Mr. Gonzalez agreed this is a good suggestion, and he will compile the numbers and bring the results to the March 2, 2023 meeting.

c. Member Communications

Chelsea Byom, Vice President, Marketing, Communications, and Outreach, highlighted the member communications completed since the September 2022 meeting. Member communications included the fall newsletter, the SCFHP 2023 calendar, and 90 and 45-day DualConnect transition notices. The SCFHP website remains a great resource for information on the DualConnect transition, and materials such as the Formulary, the Provider directory, newsletters, and board and committee meeting agendas, agenda packets, and minutes. In addition, further information on the new DualConnect OTC benefit is now available on the website.

d. Health Education – Review of 2023 DualConnect Wellness Rewards Program

Jeanette Montoya, Health Educator, discussed the 2023 DualConnect Wellness Rewards Program. Ms. Montoya presented an overview of the various screenings and incentives that are available for members in 2023. Ms. Montoya asked if the types of incentives and the dollar amounts are good choices. She asked the committee members for their preferences as to which types of gift cards are offered as incentives. There was neither feedback nor comments from the committee.

8. Community Outreach Overview

Ms. Ma presented an overview of the Plan's community engagement and outreach strategies. Ms. Ma began with a review of the Fiscal Year (FY) 2022 Accomplishments. She presented the outreach and sponsorship events and outreach activities that the Plan participated in for fiscal years 2021, 2022, and 2023. Ms. Ma explained the differences between outreach and engagement. She also discussed the details of the SCFHP Community Engagement and Outreach Plan for FY 23. Ms. Ma shared that through implementation of the plan, SCFHP will prioritize member engagement within the top 10 zip codes where our members live.

At this time, Mr. Gonzalez encouraged the committee members to share their thoughts on the FY 23 Community Engagement Plan, and any additional health or social concerns the Plan should address in the upcoming year, as well as ideas on engagement with friends and neighbors within their communities.

In response, Mr. Pathak and Mr. Henley requested that the topic of SCFHP's plans to streamline the medical transportation benefit be added to the March 2, 2023 agenda.

9. Adjournment

The meeting adjourned at 12:47 p.m. The next Cal MediConnect Consumer Advisory Board meeting is scheduled for Thursday, March 2, 2023 at 11:30 a.m.

Laurie Nakahira, DO, Chairperson
Cal MediConnect Consumer Advisory Board Committee



**Santa Clara Family
Health Plan™**

Credentialing Committee
Draft Open Meeting Minutes
October 5, 2022

For a Regular Meeting of the

Santa Clara County Health Authority Credentialing/Peer Review Committee

Wednesday, October 5, 2022, 12:15-1:30 PM
Santa Clara Family Health Plan - Teleconference
6201 San Ignacio Ave, San Jose, CA 95119

Minutes – Open Session

Members Present:

Mario Cordero-Gamez, MD, Chairperson
Laurie Nakahira, DO, Chief Medical Officer
Clara Adams, LCSW
Jimmy Lin, MD

Staff Present:

Janet Gambatese, Director, Provider Network
Operations
Karen Fadley, Manager, Credentialing, Provider
Data, and Reporting
Catherine Almogela, Credentialing Coordinator

Members Absent:

Peter L. Nguyen, DO

Others Present:

None

1. Roll Call / Establish Quorum

Laurie Nakahira, DO, Chief Medical Officer, convened the meeting at 12:16 pm. Roll call was taken and a quorum was established.

2. Public Comment

There were no public comments.

3. Review Open Session Meeting Minutes of August 3, 2022

The meeting minutes were distributed to the Committee at the meeting. The Committee reviewed the minutes.

It was moved, seconded, and the Open Session Meeting Minutes was unanimously approved.

Motion: Dr. Lin

Second: Dr. Nakahira

Ayes: Dr. Cordero, Dr. Nakahira, Ms. Adams, Dr. Lin

Absent: Dr. Nguyen

4. CMO Update(s)

Laurie Nakahira, DO, Chief Medical Officer shared the following information updates:

- SCFHP still getting ready for Dual Eligible Special Needs Plans (DSNP) implementation. The Cal MediConnect (CMC) product line will be ending December 31, 2022. The DSNP program will be starting on January 1, 2023.
- Department of Managed Health Care (DMHC) audit is coming up on the third week of October 2022.
- Department of Health Care Services (DHCS) audit in March is still pending audit report.
- SCFHP is working on the 2024 Medi-Cal contract with DHCS.

- Dr. Robertson passed away on September 12, 2022 due to a single car accident. He will be truly missed by SCFHP and the community.

5. Delegated Credentialing Quarterly Reports

The following quarterly reports for the delegated network were presented to the Committee for review with no suspensions, or terminations:

- LPCH Q2
- NEMS Q2
- PAMF Q2
- PCNC Q2
- PMG Q2
- Stanford Q2
- VHP Q2
- VSP Q2 – Advantage and Medicaid

Adjourn to Closed Session

The Committee adjourned to closed session at 12:26 pm to discuss agenda items 7-14.

Mario Cordero-Gamez, MD
Committee Chairperson



**Santa Clara Family
Health Plan™**

Credentialing Committee
Draft Open Ad Hoc Meeting Minutes
October 26, 2022

For Ad hoc Meeting of the

**Santa Clara County Health Authority
Credentialing/Peer Review Committee**

Wednesday, October 26, 2022, 12:15-12:45 PM
Santa Clara Family Health Plan - Teleconference
6201 San Ignacio Ave, San Jose, CA 95119

Minutes – Open Session

Members Present:

Mario Cordero-Gamez, MD, Chairperson
Laurie Nakahira, DO, Chief Medical Officer
Clara Adams, LCSW
Jimmy Lin, MD
Peter L. Nguyen, DO

Staff Present:

Catherine Almogela, Credentialing Coordinator

Members Absent:

None

Others Present:

None

1. Roll Call / Establish Quorum

Laurie Nakahira, DO, Chief Medical Officer, convened the meeting at 12:15 pm. Roll call was taken and a quorum was established.

2. Public Comment

There were no public comments.

3. Adjourn to Closed Session

The Committee adjourned to closed session at 12:18 pm to discuss agenda items 4.

Mario Cordero-Gamez, MD
Committee Chairperson



**Santa Clara Family
Health Plan™**

Credentialing Committee Report

October 26, 2022

QUALITY IMPROVEMENT COMMITTEE or ACTIVITY REPORT

Name of Reporting Committee or Activity:

Monitoring or Meeting Period:

Credentialing Committee

10/26/2022

Areas of Review or Committee Activity

Credentialing of new applicants and recredentialing of existing network practitioners

Findings and Analysis

DIRECT NETWORK		
Initial Credentialing		
Number initial practitioners credentialed	12	
Initial practitioners credentialed within 180 days of attestation signature	100%	100%
Recredentialing		
Number practitioners due to be recredentialled	40	
Number practitioners recredentialled within 36-month timeline	40	
% recredentialled timely	100%	100%
Number of Quality of Care issues requiring mid-cycle consideration	0	
Percentage of all practitioners reviewed for ongoing sanctions or licensure limitations or issues	100%	100%
Terminated/Rejected/Suspended/Denied		
Existing practitioners terminated with cause	0	
New practitioners denied for cause	0	
Number of Fair Hearings	0	
Number of B&P Code 805 filings	0	
Total number of practitioners in network (excludes delegated providers) as of 09/30/2022	721	

DELEGATED NETWORKS							
(For Quality of Care ONLY)	Stanford	LPCH	VHP	PAMF	PMG	PCNC	NEMS
Total # of Suspension	0	0	0	0	0	0	0
Total # of Terminations	0	0	0	0	1	0	0
Total # of Resignations	0	0	0	0	0	0	0
Total # of practitioners	1467	845	1241	831	1207	485	1049

Total counts for some Networks have increased due to Provider Adds for Full Delegate Network Reporting.

Note: This is a count of single providers in their credentialed networks. A provider belonging to multiple networks will be counted for each network once.



**Santa Clara Family
Health Plan™**

2023 Board and Committee Meeting Calendar

Mai Chang, Director, Quality and Process Improvement

JANUARY

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

FEBRUARY

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

MARCH

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

APRIL

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

MAY

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	28
29	30	31				

JUNE

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

JULY

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

AUGUST

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

SEPTEMBER

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

OCTOBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

NOVEMBER

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

DECEMBER

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Governing Board 12:00pm – 2:30pm	Quality Improvement Committee 6:00pm – 7:30pm
March 23	January 10
June 22	February 14
September 28	March 14
December 14	April 11
Executive/Finance Committee 10:30am – 12:30pm	May 9
January 26	June 13
February 23	July 11
April 27	August 8
May 25	September 12
July 27	October 10
August 24	November 14
October 26	Utilization Management Committee 6:00pm – 7:30pm
November 16	January 18
Compliance Committee 1:30pm – 2:30pm	April 19
February 23	July 19
May 25	October 18
August 24	Credentialing Committee 12:15pm – 1:30pm
November 16	February 1
Provider Advisory Council 12:15pm – 1:45pm	April 5
February 8	June 7
May 10	August 2
August 9	October 4
November 8	December 6
Consumer Advisory Committee (Medi-Cal) 6:00pm – 7:00pm	Pharmacy & Therapeutics Committee 6:00pm – 8:00pm
March 7	March 16
June 6	June 15
September 5	September 21
December 5	December 14
	Consumer Advisory Board (Medicare) 11:30am – 1:00pm
	March 2
	June 1
	September 7
	December 7



**Santa Clara Family
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Adjournment

The next QIC meeting will be held on January 10, 2023