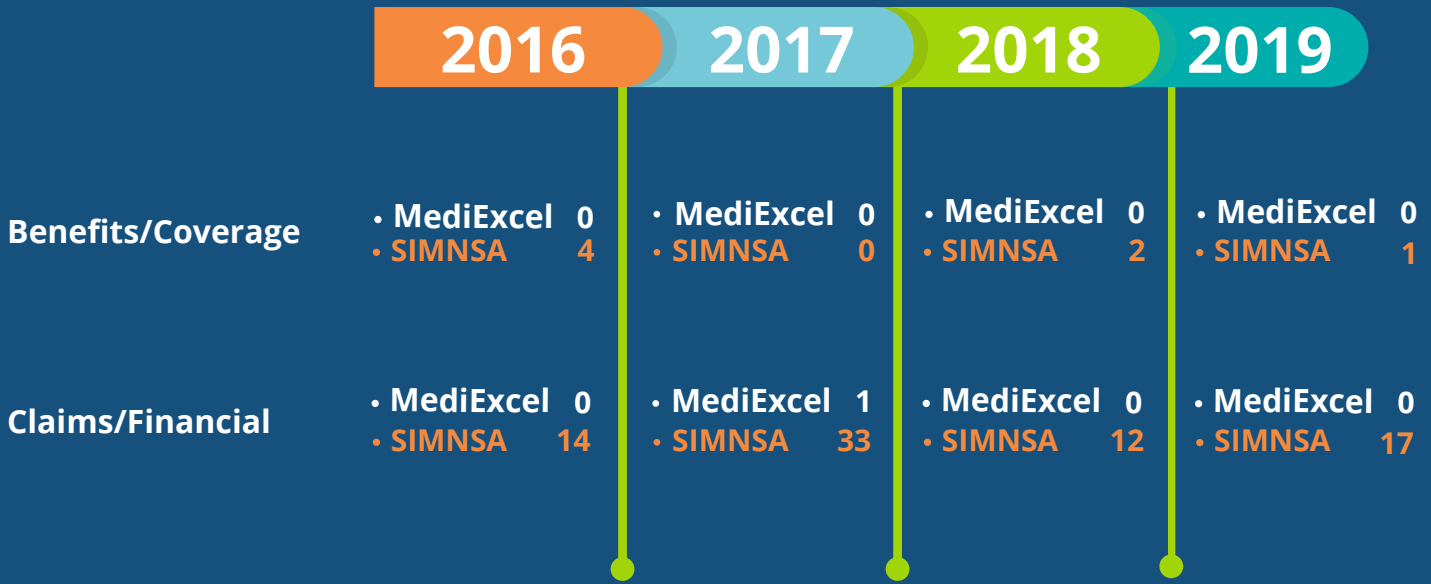
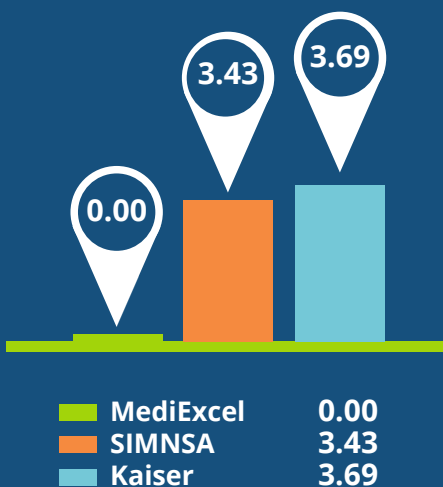


MediExcel continues to lead in member satisfaction with the lowest number of Complaints by Health Plan and Category for four years in a row.



- CA DMHC Reports 2016-2019

Complaints per 10,000 Enrollees for 2019



Types of Deficiencies

According to the DMHC, the competitor's Plan does not consistently include in its written responses for denials, delays or modification of health care requests, a clear and concise explanation of the reasons for the decision, a description of the criteria or guidelines used, or the clinical reasons for the decision.



- CA DMHC Report 2019

Affected Cases



Benefits/Coverage



Claims/Financial