



Report Name: PCMH+ Member Complaints Summary

PCMH+

Description: PCMH+ Member Complaints Broken Out By Reason Code

Date Range: 01/01/2018 - 08/31/2018

Run Date: 09/05/2018

Membership: HUSKY A, C, D. Excludes Dual-Eligible Medicare/Medicaid Members

	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM
<b>Provider Access - No access: location,</b>																								
PCP Sub-total	0	0	0	0	0	0	0	0	0	0	1	0.0057	1	0.0058	0	0	0	0	0	0	0	0	0	0
Adult	0	0	0	0	0	0	0	0	0	0	1	0.0057	1	0.0058	0	0	0	0	0	0	0	0	0	0
Pediatrics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Specialist Sub-total	1	0.011	1	0.0112	0	0	3	0.0203	5	0.0278	10	0.0566	4	0.023	5	0.0293	0	0	0	0	0	0	0	0
Acupuncture	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Allergy	0	0	0	0	0	0	0	0	1	0.0056	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Audiology/Hearing Aids	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cardiology	1	0.011	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chiropractor	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dermatology	0	0	0	0	0	0	0	0	0	0	0	0	2	0.0115	1	0.0059	0	0	0	0	0	0	0	0
DME	0	0	0	0	0	0	2	0.0135	2	0.0111	5	0.0283	1	0.0058	0	0	0	0	0	0	0	0	0	0
Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0058	0	0	0	0	0	0	0	0	0	0
ENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0059	0	0	0	0	0	0	0	0
Gastroenterology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Home Health Care	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MULTIPLE (specify specialist types)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Naturopath	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Neurology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0.0117	0	0	0	0	0	0	0	0
Nutritionist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OB/Gyn	0	0	0	0	0	0	0	0	1	0.0056	1	0.0057	0	0	0	0	0	0	0	0	0	0	0	0
Oral Maxillofacial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Orthopedic	0	0	0	0	0	0	0	0	0	0	2	0.0113	0	0	0	0	0	0	0	0	0	0	0	0
Orthopedic Surgeon	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER (specify type of specialist)	0	0	1	0.0112	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pain Management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Podiatry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0059	0	0	0	0	0	0	0	0
Pulmonology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rehab (PT, OT, ST, AT, Physiatry)	0	0	0	0	0	0	0	0	0	0	1	0.0057	0	0	0	0	0	0	0	0	0	0	0	0
Rheumatology	0	0	0	0	0	0	0	0	1	0.0056	1	0.0057	0	0	0	0	0	0	0	0	0	0	0	0
Sleep Medicine	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SURGEON (specify type of surgeon)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Transgender/Reassignment Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Urology	0	0	0	0	0	0	1	0.0068	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vision (vision exams, glasses or	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hospital	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other provider type	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0.0110</b>	<b>1</b>	<b>0.0112</b>	<b>0</b>	<b>0.0000</b>	<b>3</b>	<b>0.0203</b>	<b>5</b>	<b>0.0278</b>	<b>11</b>	<b>0.0623</b>	<b>5</b>	<b>0.0288</b>	<b>5</b>	<b>0.0293</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>
<b>Delayed access/ wait time to appt.</b>																								
PCP: Delay in obtaining appointment	1	0.011	0	0	0	0	0	0	3	0.0167	1	0.0057	1	0.0058	0	0	0	0	0	0	0	0	0	0
PCP: Wait time while in office	0	0	0	0	0	0	1	0.0068	1	0.0056	0	0	1	0.0058	1	0.0059	0	0	0	0	0	0	0	0
Specialist: Delay in obtaining	0	0	0	0	0	0	0	0	0	0	1	0.0057	0	0	1	0.0059	0	0	0	0	0	0	0	0
Specialist: Wait time while in office	0	0	0	0	0	0	0	0	0	0	0	0	2	0.0115	0	0	0	0	0	0	0	0	0	0
Hospital	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0.0110</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>1</b>	<b>0.0068</b>	<b>4</b>	<b>0.0223</b>	<b>2</b>	<b>0.0113</b>	<b>4</b>	<b>0.0230</b>	<b>2</b>	<b>0.0117</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>
<b>Quality of Provider Services</b>																								
Assistance with specialist referral	0	0	0	0	0	0	0	0	1	0.0056	0	0	1	0.0058	0	0	0	0	0	0	0	0	0	0



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Bias	0	0	2	0.0224	0	0	0	0	1	0.0056	0	0	2	0.0115	2	0.0117	0	0	0	0	0	0	0	0
Condition of office/facility	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0058	0	0	0	0	0	0	0	0	0	0
Cultural	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inappropriate care/disagreement	11	0.1211	6	0.0672	6	0.0684	3	0.0203	8	0.0445	13	0.0736	5	0.0288	9	0.0528	0	0	0	0	0	0	0	0
Language barrier	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Privacy violation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Provider Conduct/professionalism	5	0.055	2	0.0224	2	0.0228	4	0.0271	6	0.0334	9	0.051	12	0.069	14	0.0821	0	0	0	0	0	0	0	0
Refused to see Member due to lack of	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0058	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>16</b>	<b>0.1762</b>	<b>10</b>	<b>0.1119</b>	<b>8</b>	<b>0.0912</b>	<b>7</b>	<b>0.0474</b>	<b>16</b>	<b>0.0891</b>	<b>22</b>	<b>0.1246</b>	<b>22</b>	<b>0.1265</b>	<b>25</b>	<b>0.1467</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>
<b>Quality of ASO Services</b>																								
Automated Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ICM	0	0	1	0.0112	0	0	0	0	1	0.0056	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Interpreter Services (lack of quality)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Member materials	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nurse Advice Line	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Clinical Staff	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Provider search engine information	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Quality of ASO customer service	1	0.011	0	0	1	0.0114	0	0	1	0.0056	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Referral/authorization issue	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0058	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1</b>	<b>0.0110</b>	<b>1</b>	<b>0.0112</b>	<b>1</b>	<b>0.0114</b>	<b>0</b>	<b>0.0000</b>	<b>2</b>	<b>0.0111</b>	<b>0</b>	<b>0.0000</b>	<b>1</b>	<b>0.0058</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>
<b>Financial</b>																								
COB	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cost share	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Member billed	2	0.022	5	0.056	1	0.0114	9	0.0609	14	0.0779	5	0.0283	16	0.092	19	0.1115	0	0	0	0	0	0	0	0
Premium	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>0.0220</b>	<b>5</b>	<b>0.0560</b>	<b>1</b>	<b>0.0114</b>	<b>9</b>	<b>0.0609</b>	<b>14</b>	<b>0.0779</b>	<b>5</b>	<b>0.0283</b>	<b>16</b>	<b>0.0920</b>	<b>19</b>	<b>0.1115</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>
<b>Other</b>																								
Behavioral Health	0	0	0	0	0	0	0	0	0	0	2	0.0113	1	0.0058	1	0.0059	0	0	0	0	0	0	0	0
Dental	3	0.033	0	0	2	0.0228	3	0.0203	6	0.0334	2	0.0113	3	0.0173	2	0.0117	0	0	0	0	0	0	0	0
Fraud - Member	0	0	0	0	1	0.0114	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fraud - Provider	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0059	0	0	0	0	0	0	0	0
Others	0	0	1	0.0112	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	1	0.011	1	0.0112	0	0	0	0	2	0.0111	1	0.0057	0	0	0	0	0	0	0	0	0	0	0	0
Transportation (NEMT)	118	1.2992	9	0.1007	5	0.057	20	0.1354	30	0.167	18	0.1019	20	0.115	19	0.1115	0	0	0	0	0	0	0	0
<b>Total</b>	<b>122</b>	<b>1.3432</b>	<b>11</b>	<b>0.1231</b>	<b>8</b>	<b>0.0912</b>	<b>23</b>	<b>0.1557</b>	<b>38</b>	<b>0.2115</b>	<b>23</b>	<b>0.1303</b>	<b>24</b>	<b>0.1380</b>	<b>23</b>	<b>0.1349</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>
<b>Total</b>	<b>143</b>		<b>28</b>		<b>18</b>		<b>43</b>		<b>79</b>		<b>63</b>		<b>72</b>		<b>74</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>	
<b>Total Member Months</b>	<b>90,828</b>		<b>89,338</b>		<b>87,688</b>		<b>147,691</b>		<b>179,628</b>		<b>176,576</b>		<b>173,898</b>		<b>170,468</b>		<b>0</b>		<b>0</b>		<b>0</b>		<b>0</b>	