



**Report Name:** FQHC PCMH and PCMH+ Member Complaints Summary  
**Description:** FQHC PCMH and PCMH+ Member Complaints Broken Out By Reason Code  
**Date Range:** 01/01/2017 - 07/31/2017  
**Run Date:** 08/07/2017

FQHC PCMH and PCMH+

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	1	0.0031	1	0.0031	1	0.0031	2	0.0061	0	0	1	0.003	2	0.006	0	0	0	0	0	0	0	0	0	0
Adult	1	0.0031	1	0.0031	1	0.0031	1	0.0031	0	0	1	0.003	1	0.003	0	0	0	0	0	0	0	0	0	0
Pediatrics	0	0	0	0	0	0	1	0.0031	0	0	0	0	1	0.003	0	0	0	0	0	0	0	0	0	0
Specialist Sub-total	7	0.0219	4	0.0123	9	0.0279	8	0.0245	9	0.0272	9	0.027	2	0.006	0	0	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	0	0	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	0	0	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	2	0.0063	0	0	4	0.0124	1	0.0031	5	0.0151	2	0.006	1	0.003	0	0	0	0	0	0	0	0	0	0
DME	1	0.0031	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ENT	1	0.0031	1	0.0031	1	0.0031	2	0.0061	0	0	1	0.003	0	0	0	0	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	1	0.0031	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	1	0.0031	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	2	0.0062	0	0	2	0.0061	1	0.003	1	0.003	0	0	0	0	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	0	0	1	0.003	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	1	0.0031	0	0	2	0.006	0	0	0	0	0	0	0	0	0	0	0	0
Orthopedic Surgeon	0	0	0	0	1	0.0031	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	0	0	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	1	0.003	0	0	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	1	0.0031	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rheumatology	0	0	0	0	0	0	1	0.0031	1	0.003	1	0.003	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)	2	0.0063	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vision (vision exams, glasses or contacts)	1	0.0031	1	0.0031	0	0	1	0.0031	2	0.006	1	0.003	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>8</b>	<b>0.0251</b>	<b>5</b>	<b>0.0154</b>	<b>10</b>	<b>0.0310</b>	<b>10</b>	<b>0.0306</b>	<b>9</b>	<b>0.0272</b>	<b>10</b>	<b>0.0300</b>	<b>4</b>	<b>0.0120</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>Delayed access/ wait time to appt.</b>																								



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**FQHC PCMH and PCMH+**

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

PCP: Delay in obtaining appointment	3	0.0094	0	0	1	0.0031	2	0.0061	2	0.006	0	0	1	0.003	0	0	0	0	0	0	0	0	0	0
PCP: Wait time while in office	2	0.0063	1	0.0031	0	0	0	0	0	0	0	0	1	0.003	0	0	0	0	0	0	0	0	0	0
Specialist: Delay in obtaining	1	0.0031	0	0	3	0.0093	0	0	1	0.003	1	0.003	2	0.006	0	0	0	0	0	0	0	0	0	0
Specialist: Wait time while in office	0	0	0	0	0	0	0	0	1	0.003	0	0	2	0.006	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>6</b>	<b>0.0188</b>	<b>1</b>	<b>0.0031</b>	<b>4</b>	<b>0.0124</b>	<b>2</b>	<b>0.0061</b>	<b>4</b>	<b>0.0121</b>	<b>1</b>	<b>0.0030</b>	<b>6</b>	<b>0.0179</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>Quality of Provider Services</b>																								
Assistance with specialist referral	0	0	1	0.0031	0	0	1	0.0031	2	0.006	4	0.012	1	0.003	0	0	0	0	0	0	0	0	0	0
Bias	0	0	3	0.0093	1	0.0031	1	0.0031	0	0	5	0.015	1	0.003	0	0	0	0	0	0	0	0	0	0
Condition of office/facility	0	0	0	0	0	0	0	0	0	0	2	0.006	1	0.003	0	0	0	0	0	0	0	0	0	0
Cultural	0	0	0	0	1	0.0031	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inappropriate care/disagreement	18	0.0564	11	0.0339	21	0.0652	31	0.0948	16	0.0484	13	0.0391	11	0.0329	0	0	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	1	0.0031	0	0	0	0	1	0.003	0	0	0	0	0	0	0	0	0	0
Provider Conduct/professionalism	18	0.0564	11	0.0339	11	0.0341	11	0.0337	14	0.0423	11	0.033	12	0.0359	0	0	0	0	0	0	0	0	0	0
Refused to see Member due to lack of	1	0.0031	1	0.0031	1	0.0031	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>37</b>	<b>0.1160</b>	<b>27</b>	<b>0.0833</b>	<b>35</b>	<b>0.1086</b>	<b>45</b>	<b>0.1377</b>	<b>32</b>	<b>0.0967</b>	<b>35</b>	<b>0.1051</b>	<b>27</b>	<b>0.0807</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>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	0	0	0	0	3	0.0092	0	0	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	1	0.0031	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	0	0	1	0.0031	1	0.0031	0	0	1	0.003	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	1	0.003	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0.0000</b>	<b>2</b>	<b>0.0062</b>	<b>1</b>	<b>0.0031</b>	<b>3</b>	<b>0.0092</b>	<b>2</b>	<b>0.0060</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>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	45	0.141	26	0.0802	20	0.0621	18	0.0551	30	0.0907	23	0.0691	17	0.0508	0	0	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>45</b>	<b>0.1410</b>	<b>26</b>	<b>0.0802</b>	<b>20</b>	<b>0.0621</b>	<b>18</b>	<b>0.0551</b>	<b>30</b>	<b>0.0907</b>	<b>23</b>	<b>0.0691</b>	<b>17</b>	<b>0.0508</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>Other</b>																								
Behavioral Health	2	0.0063	4	0.0123	0	0	6	0.0184	3	0.0091	1	0.003	3	0.009	0	0	0	0	0	0	0	0	0	0
Dental	1	0.0031	7	0.0216	5	0.0155	6	0.0184	3	0.0091	2	0.006	5	0.0149	0	0	0	0	0	0	0	0	0	0
Fraud - Member	0	0	0	0	2	0.0062	0	0	1	0.003	0	0	1	0.003	0	0	0	0	0	0	0	0	0	0
Fraud - Provider	0	0	0	0	0	0	0	0	1	0.003	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Others	0	0	0	0	0	0	0	0	0	0	1	0.003	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	3	0.0094	3	0.0093	3	0.0093	0	0	0	0	1	0.003	3	0.009	0	0	0	0	0	0	0	0	0	0
Transportation (NEMT)	11	0.0345	11	0.0339	4	0.0124	6	0.0184	6	0.0181	9	0.027	10	0.0299	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>17</b>	<b>0.0533</b>	<b>25</b>	<b>0.0772</b>	<b>14</b>	<b>0.0434</b>	<b>18</b>	<b>0.0551</b>	<b>14</b>	<b>0.0423</b>	<b>14</b>	<b>0.0421</b>	<b>22</b>	<b>0.0657</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>Total</b>	<b>113</b>		<b>86</b>		<b>84</b>		<b>96</b>		<b>91</b>		<b>83</b>		<b>76</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Member Months</b>	<b>319,043</b>		<b>324,006</b>		<b>322,260</b>		<b>326,846</b>		<b>330,897</b>		<b>332,878</b>		<b>334,683</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>