



Report Name: PCMH+ Member Complaints Summary

PCMH+

Description: PCMH+ Member Complaints Broken Out By Reason Code

Date Range: 01/01/2019 - 05/31/2019

Run Date: 06/05/2019

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
Provider Access - No access: location,																								
PCP Sub-total	0	0	0	0	0	0	0	0	1	0.0061	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Adult	0	0	0	0	0	0	0	0	1	0.0061	0	0	0	0	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	7	0.0392	1	0.0058	3	0.0175	6	0.0357	6	0.0366	0	0	0	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	
Allergy	1	0.0056	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	
Cardiology	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	
Dermatology	2	0.0112	0	0	2	0.0117	1	0.006	4	0.0244	0	0	0	0	0	0	0	0	0	0	0	0	0	
DME	0	0	0	0	0	0	1	0.006	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Endocrinology	0	0	0	0	0	0	0	0	1	0.0061	0	0	0	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	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	
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	
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	
Naturopath	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	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	
OB/Gyn	1	0.0056	0	0	0	0	0	0	1	0.0061	0	0	0	0	0	0	0	0	0	0	0	0	0	
Oral Maxillofacial	0	0	0	0	1	0.0058	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	0.006	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Orthopedic Surgeon	0	0	0	0	0	0	3	0.0179	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
OTHER (specify type of specialist)	1	0.0056	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Pain Management	1	0.0056	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Podiatry	0	0	1	0.0058	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Pulmonology	1	0.0056	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	
Rehab (PT, OT, ST, AT, Physiatry)	0	0	0	0	0	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	0	0	0	0	0	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	
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	
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	
Urology	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	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	
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	
Total	7	0.0392	1	0.0058	3	0.0175	6	0.0357	7	0.0427	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000



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	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	
Provider Access - No access: location, Delayed access/ wait time to appt.																									
PCP: Delay in obtaining appointment	3	0.0168	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PCP: Wait time while in office	0	0	1	0.0058	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Specialist: Delay in obtaining	1	0.0056	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Specialist: Wait time while in office	0	0	1	0.0058	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	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	0
Total	4	0.0224	2	0.0115	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0
Quality of Provider Services																									
Assistance with specialist referral	0	0	0	0	2	0.0117	2	0.0119	1	0.0061	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bias	2	0.0112	2	0.0115	0	0	1	0.006	2	0.0122	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Condition of office/facility	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0
Inappropriate care/disagreement	6	0.0336	8	0.0461	3	0.0175	2	0.0119	7	0.0427	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Language barrier	0	0	1	0.0058	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	0
Provider Conduct/professionalism	8	0.0447	5	0.0288	7	0.0409	8	0.0476	5	0.0305	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refused to see Member due to lack of	0	0	0	0	0	0	1	0.006	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	16	0.0895	16	0.0921	12	0.0700	14	0.0834	15	0.0915	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0
Quality of ASO Services																									
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	0
ICM	0	0	0	0	1	0.0058	0	0	1	0.0061	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	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	0
Nurse Advice Line	0	0	0	0	1	0.0058	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	1	0.006	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	0
Quality of ASO customer service	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0.0000	0	0.0000	2	0.0117	1	0.0060	1	0.0061	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0
Financial																									
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	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	0
Member billed	14	0.0783	10	0.0576	8	0.0467	11	0.0655	11	0.0671	0	0	0	0	0	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	0
Total	14	0.0783	10	0.0576	8	0.0467	11	0.0655	11	0.0671	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0
Other																									
Behavioral Health	3	0.0168	4	0.023	0	0	1	0.006	1	0.0061	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dental	2	0.0112	2	0.0115	3	0.0175	2	0.0119	1	0.0061	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fraud - Member	0	0	1	0.0058	1	0.0058	0	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	1	0.006	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	2	0.0112	2	0.0115	1	0.0058	0	0	1	0.0061	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Transportation (NEMT)	9	0.0503	7	0.0403	8	0.0467	6	0.0357	5	0.0305	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	16	0.0895	16	0.0921	13	0.0759	10	0.0596	8	0.0488	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0
Total	57		45		38		42		42		0		0		0		0		0		0		0		0
Total Member Months	178,773		173,653		171,358		167,904		163,993		0		0		0		0		0		0		0		0