

Provider Complaint & Appeal Summary Report

BAYOU HEALTH Reporting

Health Plan ID: 2162934
 Health Plan Name: LaCare
 Health Plan Contact: xxx
 Contact Email: xxx
 Report Period Start Date: 20130601
 Report Period End Date: 20130630

Document ID: PI182
 Document Name: **PROVIDER COMPLAINT & APPEAL SUMMARY REPORT**
 Reporting Frequency: Monthly
 Report Due Date: 15th of the month following end of reporting period
 File Type: Excel
 Subject Matter: Informatics (I)

Summary of Appeal Decisions	By Health Plan	By Arbitration
Total # Decisions	0	0
% Upheld	45%	0
% Overturned	55%	0
% Withdrawn	0	0

Reporting Period	COMPLAINT STATUS	Total # of Provider Complaints	# of COMPLAINTS by ISSUE CATEGORY							# Complaints Pending or Closed 31 to 90 Days Post File Date ¹	# Complaints Pending or Closed >90 Days Post File Date ¹	Total Provider Appeals	By Appeal Type		# Appeals Pending or Closed 31 to 90 Days Post File Date ²	# Appeals Pending or Closed >90 Days Post File Date ²
			Claims / Payments	Covered Services	PAs/Referrals	PCP Auto-Assign/Linkages	Provider Registry/Directory	Lack of Information /Response	Other				Pre-Service Denial	Payment Denial		
Jun-2013	Received this Month	1207	1154	1	1	1	1	12	37		10	10				
	Total Closed this Month	1226	1177	1	0	0	1	12	35	0	0	11	11	0	0	0
	Withdrawn by Provider															
	Per Internal Plan Action/Decision	1226	1177	1	0	0	1	12	35	0	0	11	11	0	0	0
	Per Independent Arbitration															
	Per DHH Review															
	Other (Review determined not a complaint)															
	Total Pending (cumulative as of month end)	99	91	1	1	1	0	3	2	0	0	0	0	0	0	0
	Information needed from Provider															
	Internal Plan Review	99	91	1	1	1	0	3	2	0	0	0	0	0	0	0
	Independent Arbitration															
	DHH Review															
Other (Review determined not a complaint)																
2013 Year to Date (YTD)	Total Complaints Received YTD	6184	5885	8	17	1	4	30	239		103	103				
	Total Closed YTD	6167	5872	7	17	0	6	27	238	15	0	103	103	0	0	0
	Withdrawn by Provider															
	Per Internal Plan Decision/Correction	6167	5872	7	17	0	6	27	238	15	0	103	103	0	0	0
	Per Independent Arbitration															
	Per DHH Decision															
Other (Review determined not a complaint)																

¹You must submit Attachment 1 - Complaint Summary Listing detailing all pending or closed (A1) complaints not resolved within 30 to 90 days

²You must submit Attachment 2 - Appeal Summary Listing detailing all pending or closed (A1) appeals not resolved within 30 to 90 days.