

## Provider Complaint Summary Report

Health Plan ID: 2162438  
 Health Plan Name: United Healthcare Community Plan  
 Health Plan Contact: xxx  
 Contact Email: xxx  
 Report Period Start Date: 6/1/2013  
 Report Period End Date: 6/30/2013

## BAYOU HEALTH Reporting

Document ID: SI182  
 Document Name: PROVIDER COMPLAINT SUMMARY REPORT  
 Reporting Frequency: Monthly  
 Report Due Date: 15th of the month following end of reporting period  
 File Type: Excel  
 Subject Matter: Informatics (I)

Reporting Period	COMPLAINT STATUS	Total # of Complaints	# of COMPLAINTS by ISSUE CATEGORY						# Pending or Closed 31 to 90 Days Post File Date <sup>1</sup>	# Pending or Closed >90 Days Post File Date <sup>1</sup>	
			Claims/Payment	Covered Services	PAs/Referrals	PCP Auto-Assign/Linkages	Provider Registry/Directory	Lack of Information/Response			Other
Jun-2013	<b>Complaints Received this Month</b>	88	75		7	1		1	4		
	<b>Total Closed this Month</b>	155	142		7	1		1	4	11	4
	Withdrawn by Provider										
	Per Internal Plan Complaint Process	155	142		7	1		1	4	11	4
	Per DHH Review										
	Other										
	<b>Total Pending (cumulative as of month end)</b>	80	80							256	194
	Information needed from Provider										
	Internal Plan Review	80	80							256	194
	Referred to DHH										
Other											
2013 Year to Date (YTD)	<b>Total Complaints Received YTD</b>	950	882		41	2	1	12	12		
	<b>Total Closed YTD</b>	1220	1153		41	2	1	12	12		
	Withdrawn by Provider										
	Per Internal Plan Complaint Process	1220	1153		41	2	1	12	12		
	Per DHH Review										
	Other										

This purpose of this report is to capture and track the volume, type and status of PROVIDER complaints. A complaint includes any provider dispute of the CCN's policies, procedures, or any aspect of the CCNs administrative functions. **It DOES NOT include any provider appeals for the denial, reduction or suspension of medically necessary services nor any grievances or appeals filed by providers on behalf of members**, those are reported on the State Fair Hearing reports. Complaints should be relevant to Health Plan specific policies and practices and NOT to individual claim items. Please refer to Definitions for status & category details.

<sup>1</sup>You must submit a complaint summary sheet detailing all pending or closed (A1) complaints not resolved within 30 to 90 days a(see format on "SI 182-attachment" TABS)

SI-182 - Attachment 1: Summary listing for Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed

Status Category Codes	
P1-Information needed from Provider P2-Internal Plan Review P3-Referred to DHH P4-Other	C1-Withdrawn by Provider C2-Per Internal Plan Complaint Process C3-Per DHH Review C4-Other

Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
20130204	xxx	Ochsner Medical Center Baton Rouge	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.	20130630	146	C2
20130206	xxx	Teche/Riverland Medical Center	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		144	P2
20130208	xxx	Lady of the Sea General Hospital	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.	20130630	142	C2
20130211	xxx	Keith P. Melancon, MD	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.	20130630	139	C2
20130211	xxx	Lake Charles Memorial Hospital	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		139	P2
20130211	xxx	Willis Knighton South	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		139	P2

Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
20130213	xxx	Lasalle General Hospital	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		137	P2
20130220	xxx	Savoy Medical Center	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		130	P2
20130220	xxx	Terrebone General Hospital	TPL Issue/Adj&Void	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		130	P2
20130221	xxx	Lafayette General Medical Center	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		129	P2
20130221	xxx	Lady of the Sea General Hospital	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.	20130630	129	C2
20130222	xxx	Red Stick Emergency Group	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		128	P2
20130306	xxx	Women's and Children's Hospital	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		116	P2

Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
20130308	xxx	Abrom Kaplan Mem. Hosp.	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		114	P2
20130314	xxx	David W. Snyder, MD	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		108	P2
20130315	xxx	Our Lady of the Lake Reg. Med. Ctr.	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		107	P2
20130319	xxx	Christus Schumpert St. Mary Place Medical Center	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		103	P2
20130322	xxx	Iberia Gen. Hosp.	TPL Issue	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.	20130630	100	C2
20130327	xxx	Floyd Buras, MD	TPL Issue and Others	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		95	P2
20130329	xxx	Brian Patrick Despinasse, MD	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		93	P2
20130401	xxx	Willis Knighton Medical Center	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		90	P2

Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
20130402	xxx	Michael Melancon, MD	TPL	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.	20130630	89	C2
20130402	xxx	Vernon Carreir, MD	TPL	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.	20130630	89	C2
20130404	xxx	Minden Medical Center	TPL	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		87	P2
20130410	xxx	Willis Knighton Bossier	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		51	P2
20130410	xxx	Willis Knighton Perremont	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		51	P2
20130410	xxx	Redstick Emergency Group	TPL	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		81	P2
20130412	xxx	Keitha R. Smith MD	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		79	P2
20130417	xxx	Jefferson Medical Center	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		74	P2
20130417	xxx	Teche Regional	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		74	P2

Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
20130417	xxx	P&S Surgical	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		74	P2
20130417	xxx	Children's Medical Center	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		74	P2
20130423	xxx	Patricia R. Griffin, MD	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		69	P2
20130423	xxx	Wendy A. Waguespack, MD	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		69	P2
20130424	xxx	Lake Charles Memorial	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		68	P2
20130424	xxx	La Salle General Hospital	TPL	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.	20130630	67	C2
20130424	xxx	Iberia General Hospital	TPL	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.	20130630	67	C2
20130425	xxx	Patricia R. Griffin, MD	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		67	P2
20130430	xxx	Ochsner Medical Center	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		61	P2
20130430	xxx	Glenwood Regional Medical Vtr.	Adj./Voids	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		61	P2

Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
20130501	xxx	Teche Regional Medical Center	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		60	P2
20130501	xxx	Thomas Yeh, Jr. MD	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		60	P2
20130503	xxx	St Martinville Maternal Child Care	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		58	P2
20130503	xxx	Pediatric Group of Acadiana	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		58	P2
20130503	xxx	River Parishes Hospital	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		58	P2
20130503	xxx	Lady of the Sea General	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		58	P2
20130503	xxx	Lake Charles Memorial	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		58	P2
20130503	xxx	Medical Center of LA	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		58	P2
20130506	xxx	Jill Bader	TPL	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.	20130630	55	C2
20130506	xxx	Lane OB/GYN	TPL	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		55	P2

Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
20130509	xxx	Cucunotta & Occhipinti	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		52	P2
20130510	xxx	Apex Anesthesia Associates	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		52	P2
20130510	xxx	Baton Rouge Cardiology	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		52	P2
20130510	xxx	Slidell Memorial Hospital	TPL	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		52	P2
20130510	xxx	Ashley County Medical Center	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		52	P2
20130513	xxx	Slidell Memorial Hospital	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		55	P2
20130513	xxx	Hagen Beyer	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		55	P2
20130513	xxx	Dr. Murali Davuluri	TPL	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.	20130630	55	C2
20130513	xxx	HARDTNER MEDICAL CLINIC RHC	TPL - T-Code Issue	We are working with DHH and Molina to resolve the issue with allocation of the Primary Carrier Payment. We are awaiting directive from DHH on how to proceed.		55	P2
20130514	xxx	WEST CALCASIEU CAMERON HOSPITAL	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		54	P2

Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
20130515	xxx	Hood Memorial Hospital	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		53	P2
20130520	xxx	South Louisiana Anesthesiology	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		48	P2
20130520	xxx	Mata, MD John	TPL - T-Code Issue	We are working with DHH and Molina to resolve the issue with allocation of the Primary Carrier Payment. We are awaiting directive from DHH on how to proceed.		48	P2
20130521	xxx	Regional Anesthesia Consultants	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		47	P2
20130522	xxx	WOMEN AND CHILDRENS HOSPITAL LAKE CHARLES	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		46	P2
20130523	xxx	RADIOLOGY ASSOCIATES	TPL	We are confident that we have resolved all TPL issues as of 5/15/2013. We continue to work individually with any provider who is still experiencing denials to assist in their billing issues. We are leaving this provider on the report until we are confident their issue are resolved.		45	P2
20130524	xxx	Bienville Dialysis Center	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		44	P2
20130528	xxx	American Legion Hospital	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		40	P2
20130528	xxx	Our Lady of the Lake Regional Medical Center	Claims not rec'd by Molina	We are working closely with the provider to identify several hundred missing claims that were never received by Molina. We continue to research root cause as we get claims resubmitted.		40	P2
20130528	xxx	Prerana Patel, MD	Adj/Void	We are currently working closely with DHH and Molina in testing for a fix for the Adjustment/Void challenges. We expect testing to be complete and to have these claims issues resolved by next report.		40	P2