

Provider Complaint Summary Report

Health Plan ID: 2162438
 Health Plan Name: United Healthcare Community Plan
 Health Plan Contact: ***
 Contact Email: ***
 Report Period Start Date: 9/1/2013
 Report Period End Date: 9/30/2013

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 ¹	# Pending or Closed >90 Days Post File Date ¹	
			Claims/Payment	Covered Services	PAs/Referrals	PCP Auto-Assign/Linkages	Provider Registry/Directory	Lack of Information/Response	Other			
Sep-2013	Complaints Received this Month	76	58		13	2			2	1		
	Total Closed this Month	122	112		7	2				1	24	65
	Withdrawn by Provider											
	Per Internal Plan Complaint Process	122	112		7	2				1	24	65
	Per DHH Review											
	Other											
	Total Pending (cumulative as of month end)	25	23						2		0	0
	Information needed from Provider											
	Internal Plan Review	25	23						2		0	0
	Referred to DHH											
Other												
2013 Year to Date (YTD)	Total Complaints Received YTD	1147	1016		96	4	1		14	16		
	Total Closed YTD	1466	1343		90	4	1		12	16		
	Withdrawn by Provider											
	Per Internal Plan Complaint Process	1466	1343		90	4	1		12	16		
	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.

¹You 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)