

Provider Complaint & Appeal Summary Report

BAYOU HEALTH Reporting

Health Plan ID: 2162934
 Health Plan Name: AmeriHealth Caritas Louisiana
 Health Plan Contact: ***
 Contact Email: ***
 Report Period Start Date: 20131201
 Report Period End Date: 20131231

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 Document Name: **PROVIDER COMPLAINT & APPEAL SUMMARY REPORT**
 Reporting Frequency: Monthly
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 Subject Matter: Informatics (I)

Summary of Appeal Decisions	By Health Plan	By Arbitration
Total # Decisions	69	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% Withdrawn	0	0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		
Dec-2013	Received this Month	669	639	0	1	0	3	6	20		75	75				
	Total Closed this Month	700	675	0	1	0	2	2	20	2	0	76	76	15	1	
	Withdrawn by Provider															
	Per Internal Plan Action/Decision	700	675	0	1	0	2	2	20	2	0	69	69	15	1	
	Per Independent Arbitration															
	Per DHH Review															
	Other (Review determined not a complaint)											7	7	0	0	
	Total Pending (cumulative as of month end)	38	32	0	0	0	1	4	1	0	0	8	8	0	0	
	Information needed from Provider															
	Internal Plan Review	38	32	0	0	0	1	4	1	0	0	8	8	0	0	
	Independent Arbitration															
DHH Review																
Other (Review determined not a complaint)																
2013 Year to Date (YTD)	Total Complaints Received YTD	12147	11477	12	20	1	28	80	529			485	485			
	Total Closed YTD	12191	11523	12	21	1	29	76	529	25	0	481	481	0	21	
	Withdrawn by Provider											0	0	0	0	
	Per Internal Plan Decision/Correction	12191	11523	12	21	1	29	76	529	25	0	458	458	0	20	
	Per Independent Arbitration											0	0	0	0	
	Per DHH Decision															
Other (Review determined not a complaint)											23	23	0	1		

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.

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

Health Plan Name: AmeriHealth Caritas Louisiana
Reporting Period: December-2013

Status Category Codes	
Pending	Closed
P1-Information needed from Provider	C1-Withdrawn by Provider
P2-Internal Plan Review	C2-Per Internal Plan Action/Decision
P3-Per Independent Arbitration	C3-Per Independent Arbitration
P4-Referred to DHH	C4-Per DHH Review
P5-Other	C5-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
19-Nov-13	***	THOMAS IV, LOVICK P.	Claims / Payments	Claim reprocessed	30-Dec-13	41	C2
22-Nov-13	***	CRITTENDON III, IVORY	Claims / Payments	Provider Education	31-Dec-13	39	C2

PI 182 - Attachment 2: Summary listing of Appeals Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed

Health Plan Name: AmeriHealth Caritas Louisiana
Reporting Period: December-2013

Status Category Codes	
Pending	Closed
P1-Information needed from Provider	C1-Withdrawn by Provider
P2-Internal Plan Review	C2-Per Internal Plan Action/Decision
P3-Per Independent Arbitration	C3-Per Independent Arbitration
P5-Other	C5-Other

Date Filed (YYYYMMDD)	Name of Person Filing Appeal	Organization	Summary of Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
07-Nov-13	***	***	Medical	10-Dec-13	33	C2
15-Nov-13	***	***	Medical	16-Dec-13	31	C2
14-Nov-13	***	***	Imaging	18-Dec-13	34	C2
15-Nov-13	***	***	Medical	16-Dec-13	31	C2
15-Nov-13	***	***	Medical	16-Dec-13	31	C2
23-Aug-13	***	***	Surgical	17-Dec-13	116	C2
15-Nov-13	***	***	OP Surgery	30-Dec-13	45	C2
15-Nov-13	***	***	Imaging	16-Dec-13	31	C2
15-Nov-13	***	***	Medical	16-Dec-13	31	C2
14-Nov-13	***	***	Imaging	18-Dec-13	34	C2
15-Nov-13	***	***	Imaging	30-Dec-13	45	C2
15-Nov-13	***	***	Medical	30-Dec-13	45	C2
20-Nov-13	***	***	Providers Office Visit	02-Jan-14	42	C2
20-Nov-13	***	***	Providers Office Visit	02-Jan-14	42	C2
20-Nov-13	***	***	Providers Office Visit	02-Jan-14	43	C2
22-Nov-13	***	***	DME	03-Jan-14	41	C2