

Provider Complaint Summary Report

Health Plan ID: 2162438
 Health Plan Name: United Healthcare Community Plan
 Health Plan Contact: ***
 Contact Email: ***
 Report Period Start Date: 10/1/2013
 Report Period End Date: 10/31/2013

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		
Oct-2013	Complaints Received this Month	79	60	1	11	2	1	4			
	Total Closed this Month	73	63		6	2	1	1		0	0
	Withdrawn by Provider										
	Per Internal Plan Complaint Process	73	63		6	2	1	1		0	0
	Per DHH Review										
	Other										
	Total Pending (cumulative as of month end)	31	22	1	5			3		0	0
	Information needed from Provider										
	Internal Plan Review	31	22	1	5			3		0	0
	Referred to DHH										
Other											
2013 Year to Date (YTD)	Total Complaints Received YTD	1226	1076	1	107	6	2	18	16		
	Total Closed YTD	1539	1406		96	6	2	13	16		
	Withdrawn by Provider										
	Per Internal Plan Complaint Process	1539	1406		96	6	2	13	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)

