

Community Health Solutions of Louisiana
BAYOU HEALTH Grievances and State Fair Hearings Report

II. Review Activities

	Grievances	State Fair Hearings
Number of grievances reviewed:	58	0
Number of grievances/State Fair Hearings resolved:	58	
Number of grievances considered invalid:	0	
Average length of time to complete each grievances/State Fair Hearing:	0	
Number of overturned decisions at State Fair Hearing Level:	0	
Number of State Fair Hearing cases where plan reversed its decision in the member's favor:	0	
Percentage of overturned decisions at the State Fair Hearing level:	0	
Percentage of State Fair Hearing cases where plan reversed its decision in the member's favor:		

In cases where the health plan decision was overturned in the member's favor at the State Fair Hearing level, what were the most common reasons?

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In State Fair Hearing cases where the health plan reversed its decision in the member's favor, what were the most common reasons?

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List the top 5 reasons that were most commonly the subject of grievances:

1. Quality of Care
2. Attitude/Service of Staff
3. Timliness
4. Other

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Additional Information Required for Annual Report Submission

	Grievances	State Fair Hearings
Number of grievances/ State Fair Hearings still pending at the end of Contract Year 2012:	0	0
Percentage of overturned decisions at State Fair Hearing Level in Contract Year 2012:		0
Percentage of State Fair Hearing cases where plan reversed its decision in the member's favor in Contract Year 2012:		100%

Community Health Solutions of Louisiana Reason Summary Chart

Reason Number Code	Reason	Number of Grievances	Number of State Fair Hearings
1	Quality of Care	19	
2	Accessibility of office	4	
3	Attitude/Service of staff	17	
4	Quality of office, building		
5	Timeliness	13	
6	Billing and Financial issues		
7	Clinical Criteria Not Met - Durable Medical Equipment		
8	Clinical Criteria Not Met - Inpatient Admissions		
9	Clinical Criteria Not Met - Medical Procedure		
10	Prior or Post Authorization		
11	Lack of Information from Provider		
12	Level of Care Dispute		
13	Not a State Plan Services		
14	Other (Must provide description in narrative column of Summary Reports)	5	
TOTALS		58	
DO NOT ADD OR CHANGE REASON CODES			