



Complaints/Grievances Report

CY 2012

Total Complaints/Grievances	926
Total Calls	76,074
Total Client-Months	7,609,929

Items	#	% of Calls	/1000 CM
Access Issues	50	0.07%	0.01
Provider Treatment Issues			
Provider Treatment	196	0.26%	0.03
Provider Treatment Plan	35	0.05%	0.00
Provider Sterilization Issues	3	0.00%	0.00
Subtotal	234	0.31%	0.03
Provider Other Issues			
Provider non-care behavior	203	0.27%	0.03
Provider Office	146	0.19%	0.02
Subtotal	349	0.46%	0.05
Benefit Issues			
Benefit Limitations	39	0.05%	0.01
Fee Schedule	1	0.00%	0.00
HUSKY B Copay Issue	0	0.00%	0.00
Subtotal	40	0.05%	0.01
Process Issues			
Claim Payment Issue	27	0.04%	0.00
Prior Authorization Process	23	0.03%	0.00
Prior Authorization Not in System	10	0.01%	0.00
Prior Authorization Turnaround	6	0.01%	0.00
DSS Lack of Response	3	0.00%	0.00
DSS Appeal/NOA Process	2	0.00%	0.00
CTDHP Communication Issue	2	0.00%	0.00
BeneCare Staff	1	0.00%	0.00
DSS Process Issues	0	0.00%	0.00
HP/EDS Issue	0	0.00%	0.00
CTDHP Staff	8	0.01%	0.00
Program Administration	0	0.00%	0.00
Subtotal	82	0.11%	0.01
Other Issues			
Client Complaint by Provider	116	0.15%	0.02
Provider Application Turnaround	0	0.00%	0.00
Other	55	0.07%	0.01
Subtotal	171	0.22%	0.02
Total	926	1.22%	0.12

Complaints/Grievances Report

CY 2010

Total Complaints/Grievances 848
 Total Calls 73,635
 Total Client-Months 6,985,700

Items	#	/1000 Calls	/1000 MM
Access Issues	156	0.21%	0.02

Provider Treatment Issues			
Provider Treatment	83	0.11%	0.01
Provider Quality of Care	136	0.18%	0.02
Provider	25	0.03%	0.00
Provider Treatment Plan	19	0.03%	0.00
Provider Sterilization Issues	2	0.00%	0.00
Subtotal	265	0.36%	0.04

Provider Other Issues			
Provider non-care behavior	63	0.09%	0.01
Provider Office	113	0.15%	0.02
Subtotal	176	0.24%	0.03

Benefit Issues			
Benefit Limitations	45	0.06%	0.01
Fee Schedule	0	0.00%	0.00
HUSKY B Copay Issue	0	0.00%	0.00
Subtotal	45	0.06%	0.01

Process Issues			
Claim Payment Issue	11	0.01%	0.00
Prior Authorization Process	0	0.00%	0.00
Prior Authorization Not in System	15	0.02%	0.00
Prior Authorization Turnaround	14	0.02%	0.00
DSS Lack of Response	1	0.00%	0.00
DSS Appeal/NOA Process	0	0.00%	0.00
CTDHP Communication Issue	0	0.00%	0.00
BeneCare Staff	8	0.01%	0.00
DSS Process Issues	0	0.00%	0.00
HP/EDS Issue	0	0.00%	0.00
CTDHP Staff	9	0.01%	0.00
Program Administration	0	0.00%	0.00
Subtotal	58	0.08%	0.01

Other Issues			
Client Complaint by Provider	72	0.10%	0.01
Provider Application Turnaround	0	0.00%	0.00
Other	76	0.10%	0.01
Subtotal	148	0.20%	0.02

Total	848	1.15%	0.12
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