

## **Complaints/Grievances Report**

**CY 2012** 

Total Complaints/Grievances
Total Calls

926 76,074

**Total Client-Months** 

7,609,929

ltems	AND	% of Calls	/1000 CM
Access Issues	50	0.07%	0.01
Provider Treatment Issues	A common debelorar, has a promotored part of any one of the second part of the second par		A control of the cont
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		The state of the s	
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	property of a property of the second of the		
Claim Payment Issue	27	0.04%	0.00
Prior Authorization Process		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	SPECIAL CONTROL OF THE	A CONTROL OF THE CONT	A property of the control of the con
Client Complaint by Provider	116	0.15%	0.02
Provider Application Turnaround	0	0.00%	0.00
Other	55	0.07%	0.01
	JJ	0.07	
Subtotal	171	0.22%	0.02

March 27, 2013

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## Complaints/Grievances Report

**CY 2010** 

Total Complaints/Grievances
Total Calls

73,635 5.985.700

848

Total Client-Months

6,985,700
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tems : The second s	#	/1000 Calls	/1000 MM
Access Issues	156	0.21%	0.02
		The second secon	William Committee Committe
Provider Treatment Issues	0.3	0.440/	Λ Ω4
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	A CONTROL OF THE PROPERTY OF T	The second secon	Version of the second s
Benefit Limitations	45	0.06%	
Fee Schedule	0	0.00%	
HUSKY B Copay Issue	0	0.00%	
Subtotal	45	0.06%	0.01
Process Issues	The state of the s		A STATE OF THE STA
Claim Payment Issue	11	0.01%	0.00
Prior Authorization Process	0	·	<del> </del>
Prior Authorization Not in System	15		
Prior Authorization Turnaround	14	ļ	
DSS Lack of Response	1		
DSS Appeal/NOA Process	0		
CTDHP Communication Issue	O	<del>                                     </del>	
BeneCare Staff			
DSS Process Issues			<del>-</del>
HP/EDS Issue			
CTDHP Staff	<u> </u>		
Program Administration			
Subtotal	58		
	FOR White and the second	TO TO THE TOTAL OF	A. Samuel VIII
Other Issues	A A Address of the Control of the Co	A Company of the Comp	A STATE OF THE PROPERTY OF THE
Client Complaint by Provider			
Provider Application Turnaround	<del></del>		
Other			
Subtotal	148	0.20%	6 0.0