

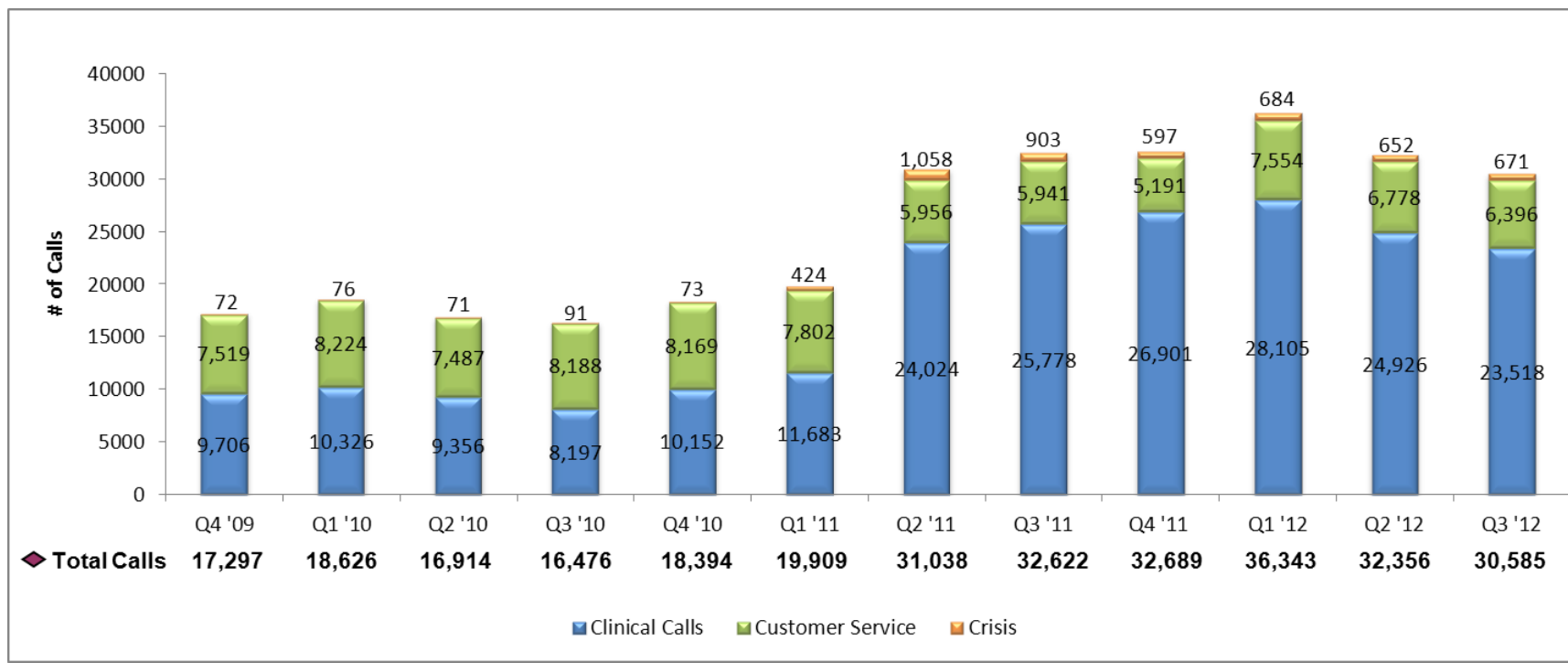


Connecticut BHP
Supporting Health and Recovery

Complaints Q3 2012

03/27/2013

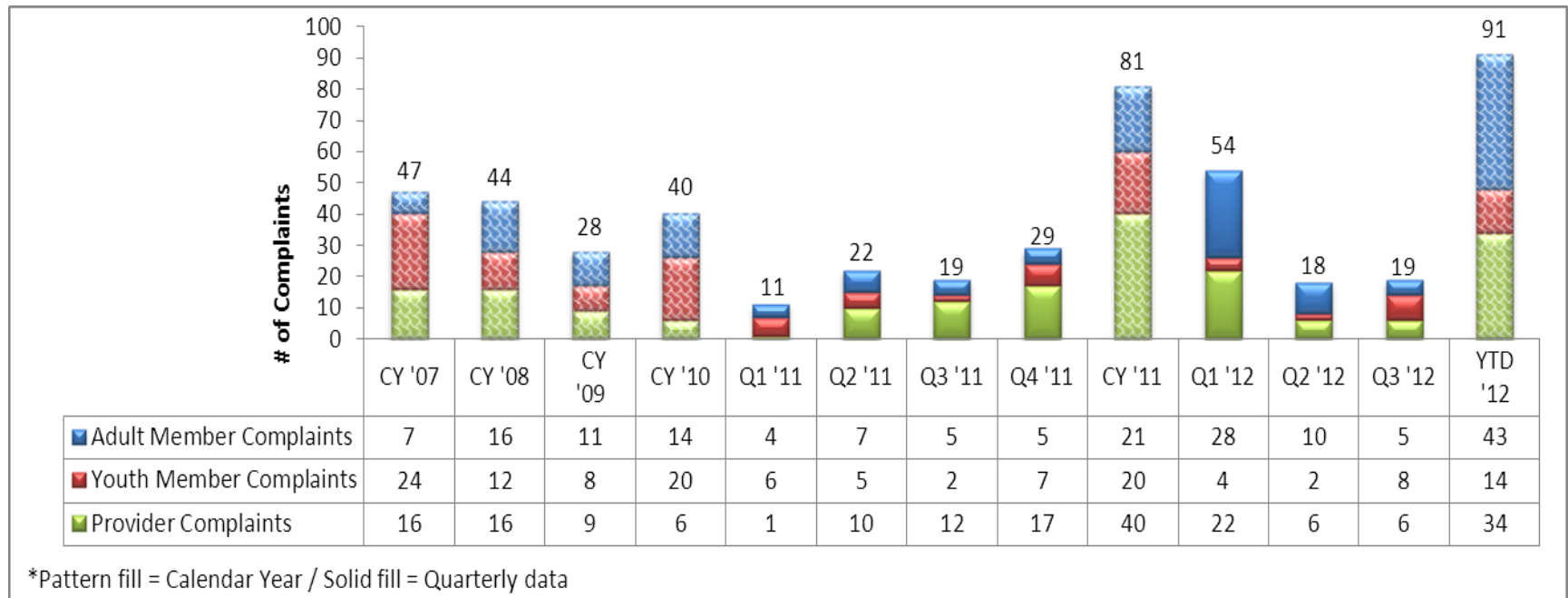
Total Number of Service Center Calls



- There were 6, 396 non-crisis calls from members in Q3 '12.
- There were 23, 518 calls from providers in Q3 '12.

Formal Complaints

Number of Complaints/Grievances Received



- There were 19 complaints received in Q3 '12.
- A total of 15 complaints were resolved in Q3 '12. 100% of complaints resolved during Q3 '12 were within the required 30 day timeframe.

Q3 '12 Member Complaints by Reason

Concerns Regarding:

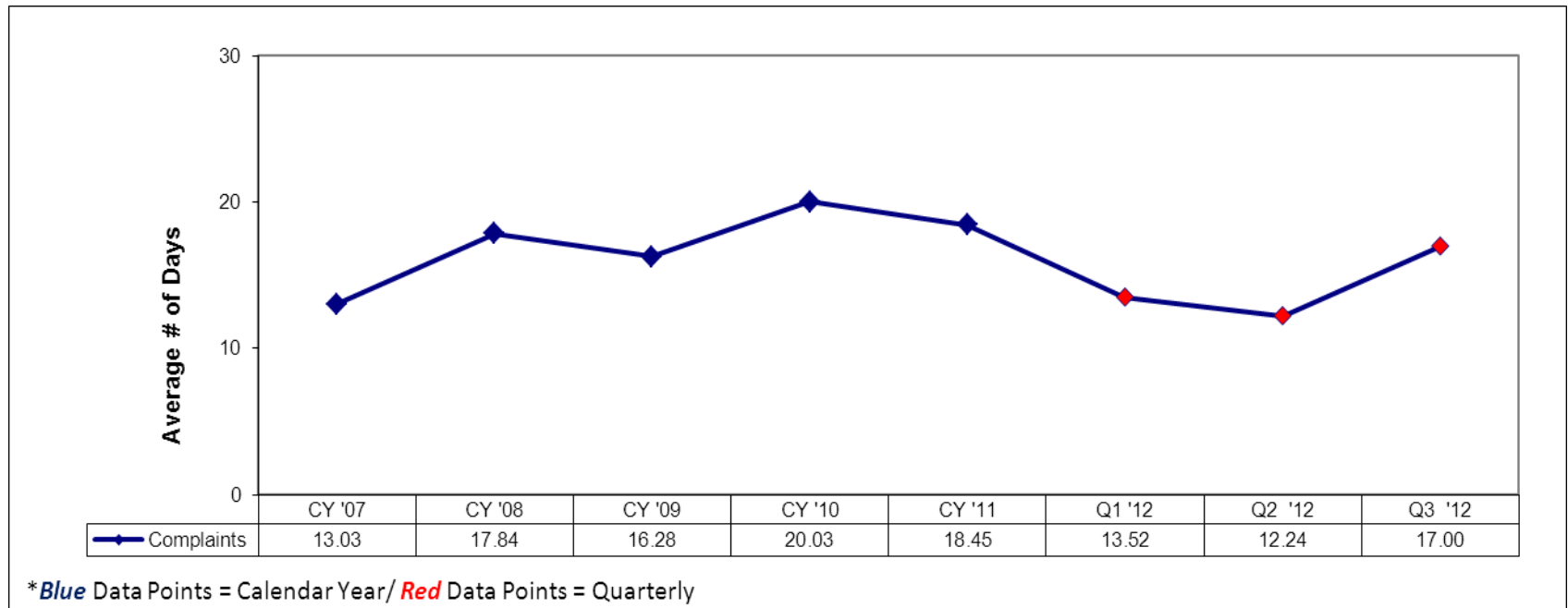
- Provider-Clinical Issues (9)
- Contractor's Performance (3)
- Transportation (1)

Q3 '12 Provider Complaints by Reason

Concerns Regarding:

- Contractor's Performance (4)
- Authorization issues (1)
- Billing and Financial Issues (1)

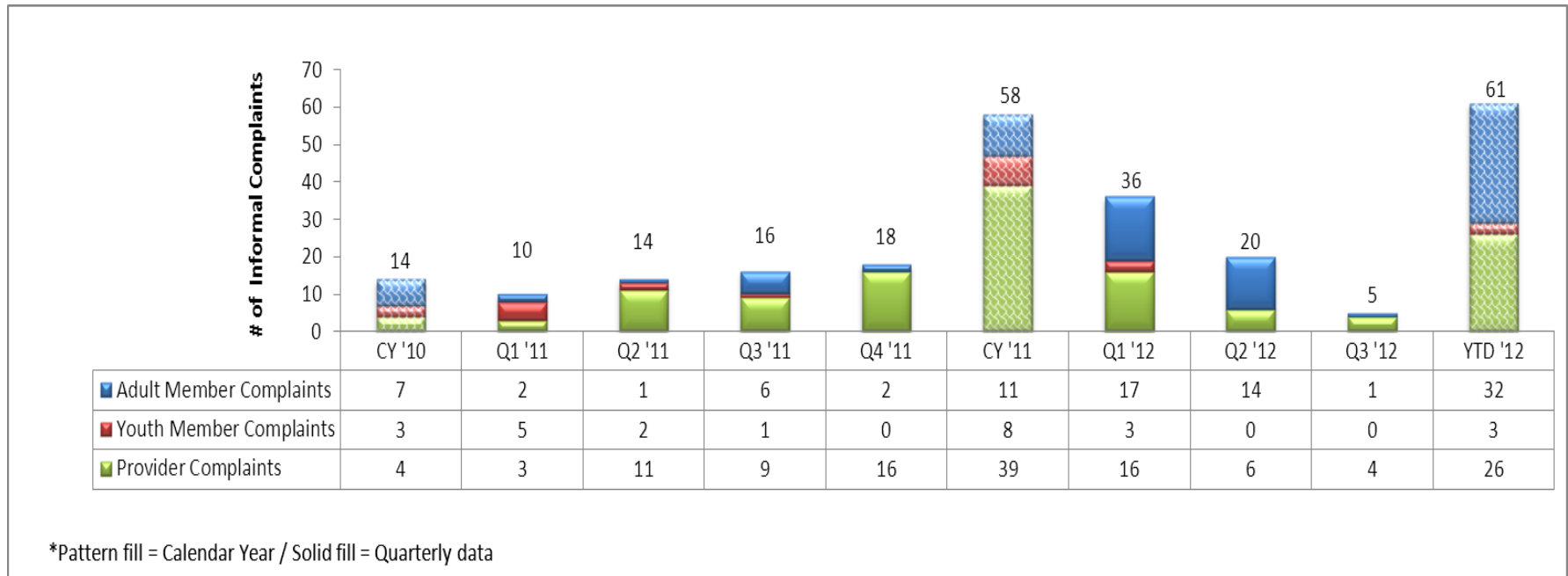
Average Number of Days to Resolve Complaints



- In Q3 '12, the average resolution time of 17.00 days continues to be within the required 30 day timeframe.

Informal Complaints

Number of Informal Complaints Received



- There were 5 informal complaints received in Q3 '12.

Q3 '12 Member Informal Complaints by Reason

Concerns Regarding:

- Provider-Clinical Issues (1)

Q3 '12 Provider Informal Complaints by Reason

Concerns Regarding:

- Contractor's Performance (3)
- Provider-Clinical Issues (1)

Questions/Comments