

## Provider complaints (all programs)

<b>ASO Services</b>	<b>#</b>
Provider rep	
Secure Portal	0
ASO materials (lack of, quality, etc.)	0
Language line/translator	0
Provider call center	1
ICM	1
UM (prior auth)	1
<b>Total</b>	<b>3</b>

Reporting Period Oct-Dec 2012

Total Grievances 2070

<b>Members</b>	
No Show	2056
Non-compliance with treatment plan	2
Innapropriate behavior	6
<b>Total</b>	<b>2064</b>

<b>HP</b>	
Enrollment issues	0
Claims	1
Demographic updates	0
<b>Total</b>	<b>1</b>

<b>Fraud</b>	
Member	0
Other provider	0
<b>Total</b>	<b>0</b>

<b>Other</b>	
Pharmacy	0
CTDHP	0
CTBHP	1
Logisticare	1
<b>Total</b>	<b>2</b>