HUSKY



Provider Access	#	/1000MM
No access: location, closed panel, selection, no prvdr		
in area, etc.		
PCP	0	0
Specialist	0	0
Hospital Other provider type	0	
Total	0	0
10(4)	0	
Delayed access/ wait time to appt.		
PCP	8	0.00396
Specialist	4	0.00198
Hospital	1	0.00049
Other	0	0
Total	13	0.00643
······································		
Quality of Provider Services		0.00007
Assistance with specialist referral	6	0.00297
Bias	4	0.00198
Condition of office/facility	1	0.00049
Handicap	0	0
Inappropriate care/disagreement	71	0.03513
Language barrier	1	0.00049
Privacy Violation	3	0.00148
Provider Conduct/professionalism (including	25	0.01237
staff) Refused to see Member due to lack of photo	20	0.01237
ID/Card	0	0
Total	111	0.05492
Total		10,00102
Quality of ASO Services		
ICM	(2)	0.00099
Interpreter services (lack or quality)	Ŭ,	0
Member materials	0	<u>ੇ</u> 0
Nurse Advice Line	1	0.00049
Provider search engine information	• 0	0
Quality of ASO customer service		0.00099
Referral/authorization issue	2	0.00099
Total	7	0.00346
Total		0.00346
Total Financial	7	
Total Financial COB	7	0.00346
Total Financial COB Cost share	7 0 0	
Total Financial COB Cost share Member billed	7 0 0 18	0 0 0.00891
Total Financial COB Cost share Member billed Přemium	7 0 0 18 0	0 0 0.00891 0
Total Financial COB Cost share Member billed	7 0 0 18	0 0 0.00891
Total Financial COB Cost share Member billed Přemium Total	7 0 0 18 0	0 0 0.00891 0
Total Financial COB Cost share Member billed Přemium Total Other	7 0 18 0 18	0 0.00891 0.00891 0 0.00891
Total Financial COB Cost share Member billed Premium Total Other Behavioral Health	7 0 18 0 18 5	0 0.00891 0 0.00891 0 0.00891 0.00891 0.00247
Total Financial COB Cost share Member billed Pfemium Total Other Behavioral Health Dental	7 0 18 0 18 5 18	0 0.00891 0 0.00891 0.00891 0.00247 0.00247
Total Financial COB Cost share Member billed Přemium Total Other Behavioral Health Dental Fraud - Member	7 0 18 0 18 5 18 5 18 4	0 0.00891 0 0.00891 0.00891 0.00247 0.00891 0.00891 0.00198
Total Financial COB Cost share Member billed Přemium Total Other Behavioral Health Dental Fraud - Member Fraud - Provider	7 0 18 0 18 5 18 5 18 4 3	0 0.00891 0 0.00891 0.00891 0.00247 0.00891 0.00198 0.00148
Total Financial COB Cost share Member billed Premium Total Other Behavioral Health Dental Fraud - Member Fraud - Provider Other Other	7 0 18 0 18 5 18 5 18 4 3 0	0 0.00891 0 0.00891 0.00891 0.00247 0.00891 0.00148 0.00148 0.00148
Total Financial COB Cost share Member billed Přemium Total Other Behavioral Health Dental Fraud - Member Fraud - Provider	7 0 18 0 18 5 18 5 18 4 3 0 3	0 0.00891 0 0.00891 0.00247 0.00247 0.00891 0.00198 0.00148

Reporting PeriodOct - Dec 2013Program:HUSKYTotal MM2,021,418

Total Grievançes 204

Charter Oak

20218

Provider Access No access: location, closed panel, selection, no prvdr	#	/1000MM
n area, etc.		
PCP	0	0
Specialist	0	<u>, 0</u>
Hospital	<u> </u>	0
Other provider type	0	0
Fotal	0	0
Delayed access/ wait time to appt.		
PCP	0	0
Specialist	1	0.00049
Hospital	0	Ó
Other	0	0
Fotal	1	0.00049
Quality of Provider Services		10.000.00
Assistance with specialist referral	1	0.00049
Bias	0	0
Condition of office/facility	0	0
Cultural	0	0
Inappropriate care/disagreement	0	0
Language barrier	0	0
Privacy violation	0	<u>`</u> 0
Provider Conduct/professionalism (including	_	
staff)	<u>∩</u>	1 0
	0	
	1	0.00049
¢.		
Quality of ASO Services	1 1	0.00049
Quality of ASO Services	1 0	0.00049
Quality of ASO Services ICM Interpreter services (lack or quality)	1 0 0	0.00049 0 0
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials	1 0 0 0	0.00049 0 0 0
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information	1 0 0 0 0	0.00049 0 0 0 0 0
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service	1 0 0 0 0 0 1	0.00049 0 0 0 0 0 0.00049
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue	1 0 0 0 0 1 0	0.00049 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue	1 0 0 0 0 0 1	0.00049 0 0 0 0 0 0.00049
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Total	1 0 0 0 0 1 0	0.00049 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Fotal	1 0 0 0 0 1 0	0.00049 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Total Financial COB Cost share	1 0 0 0 0 1 0 1	0.00049 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Total Financial COB Cost share Member billed	1 0 0 0 0 1 0 1 0 0 0 1	0.00049 0 0 0.00049 0 0.00049 0 0.00049 0 0 0 0
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Total Financial COB Cost share	1 0 0 0 0 1 0 1 0 0 0 0	0.00049 0 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Total Financial COB Cost share Member billed Premium	1 0 0 0 0 1 0 1 0 0 0 1	0.00049 0 0 0.00049 0 0.00049 0 0.00049 0 0 0 0
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Total Financial COB Cost share Member billed Premium	1 0 0 0 0 1 0 1 0 0 0 0 1 0 0	0.00049 0 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Total Financial COB Cost share Member billed Premium Total	1 0 0 0 0 1 0 1 0 0 0 0 1 0 0	0.00049 0 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Total Financial COB Cost share Member billed Premium Total	1 0 0 0 0 1 0 1 0 0 0 0 1 0 0	0.00049 0 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Fotal Financial COB Cost share Member billed Premium Fotal Other	1 0 0 0 1 0 1 0 0 1 0 1 0 1 0	0.00049 0 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Total Financial COB Cost share Member billed Premium Total Other Behavioral Health	1 0 0 0 1 0 1 0 0 1 0 1 0 1 0	0.00049 0 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Total Financial COB Cost share Member billed Premium Total Other Behavioral Health Dental Fraud - Member	1 0 0 0 1 0 1 0 0 0 1 0 0 1 0 0 0	0.00049 0 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Total Financial COB Cost share Member billed Premium Total Other Behavioral Health Dental	1 0 0 0 1 0 1 0 0 0 1 0 0 1 0 0 0 0 0 0	0.00049 0 0 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0 0.00049
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Total Financial COB Cost share Member billed Premium Total Other Behavioral Health Dental Fraud - Member Fraud - Provider	1 0 0 0 1 0 1 0 0 0 1 0 0 1 0 0 0 0 0 0	0.00049 0 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049
Quality of ASO Services ICM Interpreter services (lack or quality) Member materials Provider search engine information Quality of ASO customer service Referral/authorization issue Total Financial COB Cost share Member billed Premium Total Other Behavioral Health Dental Fraud - Member Fraud - Provider	1 0 0 0 0 1 0 1 0 0 0 1 0 0 1 0 0 0 0 0	0.00049 0 0 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049 0 0.00049

Reporting Period Oct - Dec 2013 Program:

Charter Oak

Total MM

2,021,418

Total Grievances _____4

Provider complaints (all programs)

ASO Services	
Provider rep	0
Secure Portal	1
ASO materials (lack of, quality, etc.)	, 0
Language line/translator	0
Provider call center	1
ICM	0
UM (prior auth)	0
Total	2

Members	
No Show	0
Non-compliance with treatment plan	1
Innapropriate behavior	6
Total	. 7

HP	
Enrollment issues	0
Claims	0
Demographic updates	0
Total	, 0

Fraud	
Member	2
Other provider	0
Total	2

Other	
Pharmacy	0
CTDHP	0
СТВНР	0
Logisticare	0
Total	0

Reporting Period Oct - Dec 2013

Total Grievances 11