

Provider Access	#	/1000MM
No access: location, closed panel, selection, no prvdr in area, etc.		
PCP	0	0
Specialist	0	0
Hospital	0	0
Other provider type	0	0
Total	0	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		
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 staff)	25	0.01237
Refused to see Member due to lack of photo ID/Card	0	0
Total	111	0.05492
Quality of ASO Services		
ICM	(2)	0.00099
Interpreter services (lack or quality)	0	0
Member materials	0	0
Nurse Advice Line	1	0.00049
Provider search engine information	0	0
Quality of ASO customer service	2	0.00099
Referral/authorization issue	2	0.00099
Total	7	0.00346
Financial		
COB	0	0
Cost share	0	0
Member billed	18	0.00891
Premium	0	0
Total	18	0.00891
Other		
Behavioral Health	5	0.00247
Dental	18	0.00891
Fraud - Member	4	0.00198
Fraud - Provider	3	0.00148
Others	0	0
Pharmacy	3	0.00148
Transportation (NEMT)	22	0.01089
Total	55	0.02721

Reporting Period Oct - Dec 2013Program: HUSKYTotal MM 2,021,418Total Grievances 204

Provider Access

/1000MM

No access: location, closed panel, selection, no prvd in area, etc.		
PCP	0	0
Specialist	0	0
Hospital	0	0
Other provider type	0	0
Total	0	0

Delayed access/ wait time to appt.

PCP	0	0
Specialist	1	0.00049
Hospital	0	0
Other	0	0
Total	1	0.00049

Quality of Provider Services

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	0
Provider Conduct/professionalism (including staff)	0	0
Total	1	0.00049

Quality of ASO Services

ICM	0	0
Interpreter services (lack or quality)	0	0
Member materials	0	0
Provider search engine information	0	0
Quality of ASO customer service	1	0.00049
Referral/authorization issue	0	0
Total	1	0.00049

Financial

COB	0	0
Cost share	0	0
Member billed	1	0.00049
Premium	0	0
Total	1	0.00049

Other

Behavioral Health	0	0
Dental	0	0
Fraud - Member	0	0
Fraud - Provider	0	0
Others	0	0
Pharmacy	0	0
Transportation (NEMT)	0	0
Total	0	0

Reporting Period Oct - Dec 2013Program: Charter OakTotal MM 2,021,418Total 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

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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
CTBHP	0
Logisticare	0
Total	0

