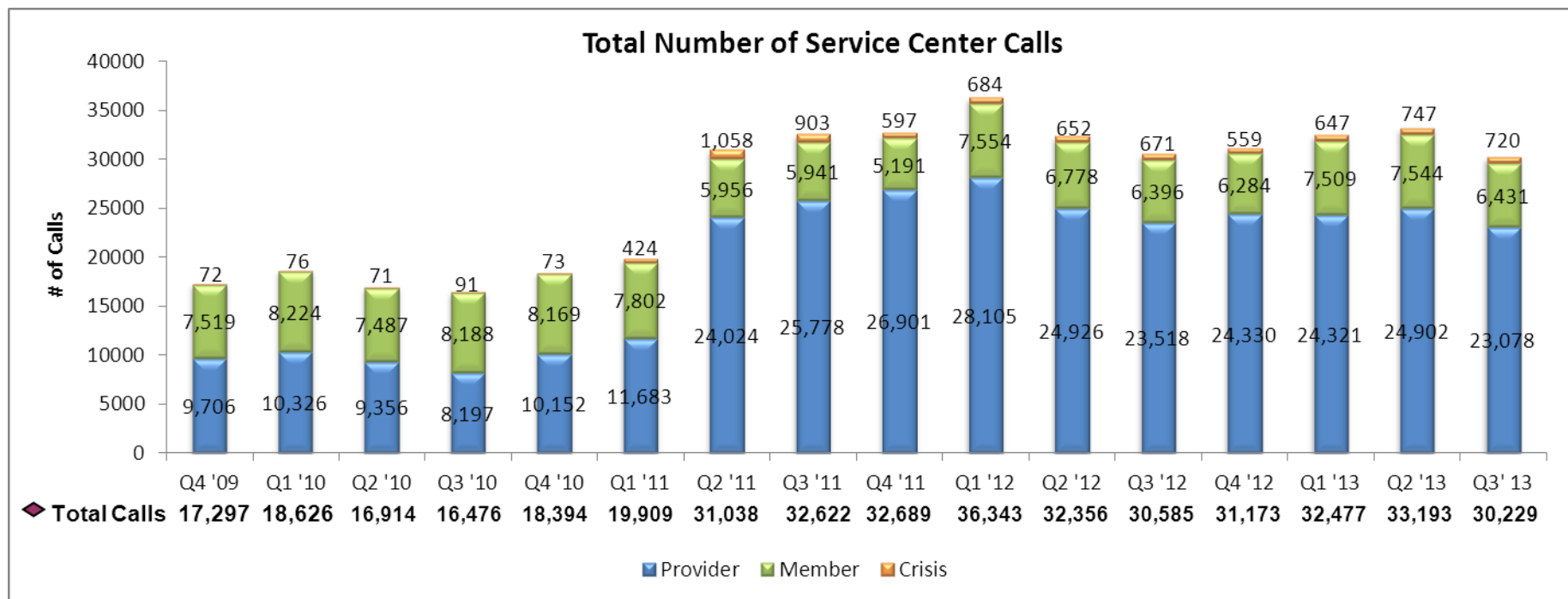


Connecticut BHP
Supporting Health and Recovery

Complaints – Q3 2013

03/26/2014

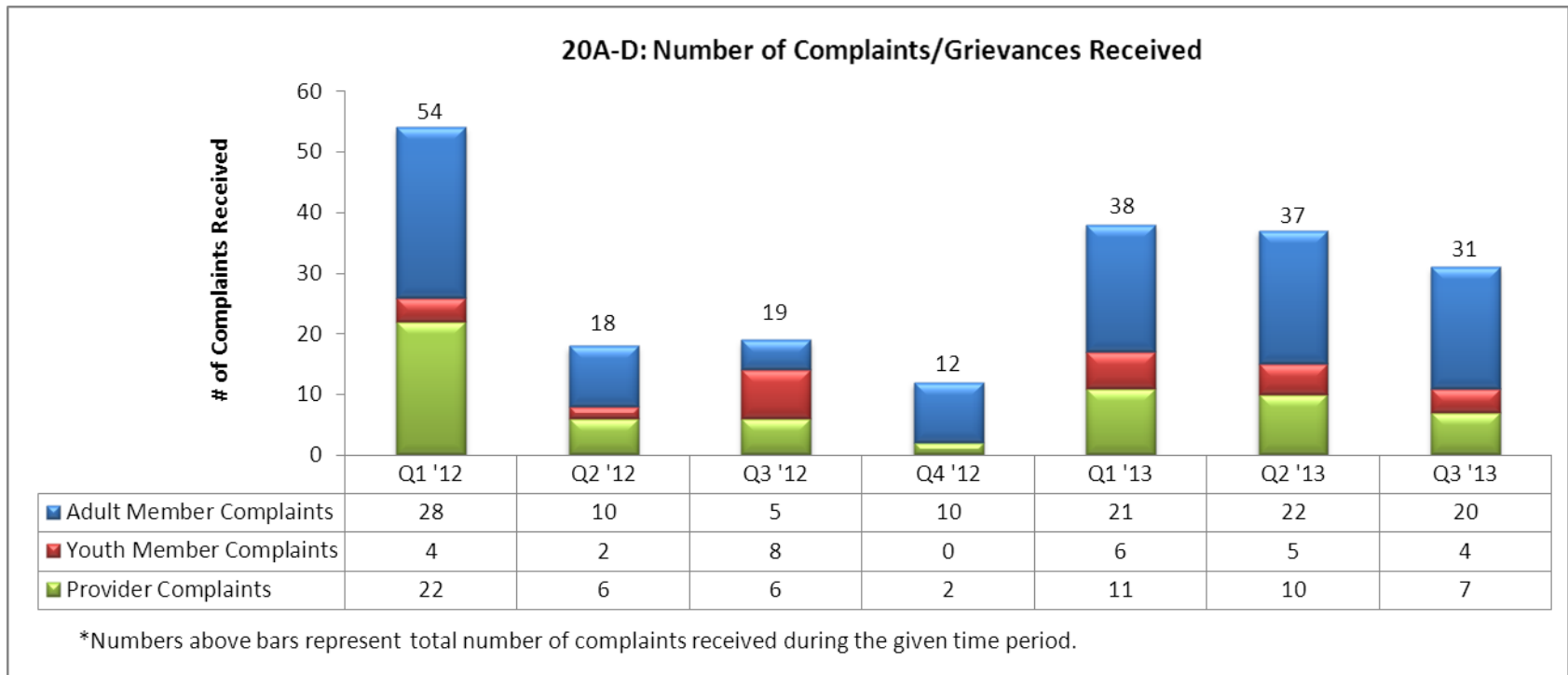
Total Number of Service Center Calls



- A total of 30,229 calls were handled by the Service Center during Q3 '13.
- 6,431 non-crisis calls were received from members.
- 22,078 calls from were received from providers.

Formal Complaints

Number of Complaints/Grievances Received



- There were 31 complaints received in Q3 '13.
- A total of 38 complaints were resolved in Q3 '13.
- 86.8% (33) of these complaints resolved were within the required 30 day timeframe.
- The five (5) remaining complaints were resolved within the extension period between 31 and 45 days.

Q3 '13 Member Complaints by Reason

A total of 24 member complaints were filed during Q3 '13.

Concerns Regarding:

- Provider-Clinical Issues (8)
- Provider-Attitude/Behavior Issues(6)
- Billing/Financial Issues (6)
- Authorization Issues (1)
- Transportation Issues (1)
- Quality of Provider's Office (1)
- Contractor's Performance (1)

Q3 '13 Provider Complaints by Reason

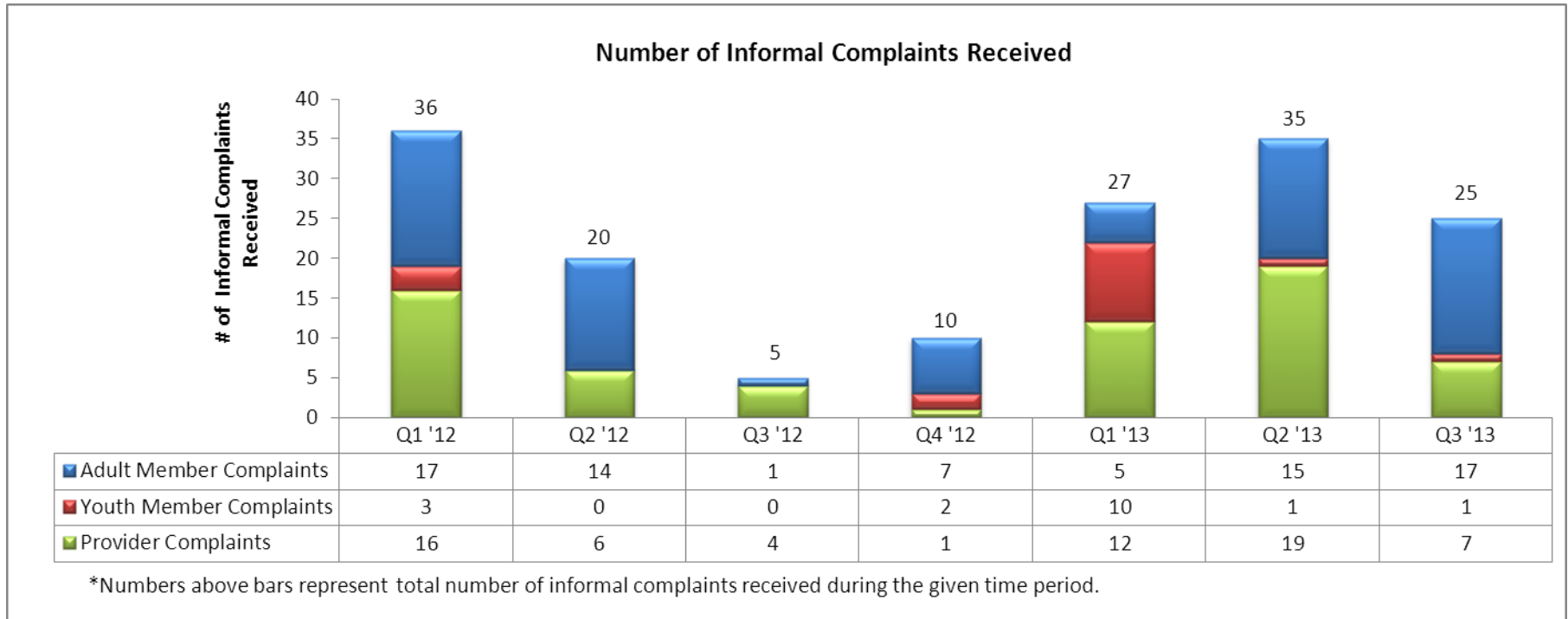
A total of 7 provider complaints were filed during Q3 '13.

Concerns Regarding:

- Contractor's Performance (5)
- Authorization Issues (1)
- Benefit Issues (1)

Informal Complaints

Number of Informal Complaints Received



- There were 25 informal complaints received in Q3 '13.

Q3 '13 Member Informal Complaints by Reason

A total of 18 informal complaints were filed by members during Q3 '13.

Concerns Regarding:

- Provider-Clinical Issues (7)
- Provider Attitude/Behavior issues (4)
- Access to Services (4)
- Contractor's Performance (2)
- Authorization Issues (1)

Q3 '13 Provider Informal Complaints by Reason

A total of 7 informal complaints were filed by providers during Q3 '13.

Concerns Regarding:

- Contractor's Performance (4)
- Authorization Issues (2)
- Billing/Financial Issues (1)

Questions/Comments