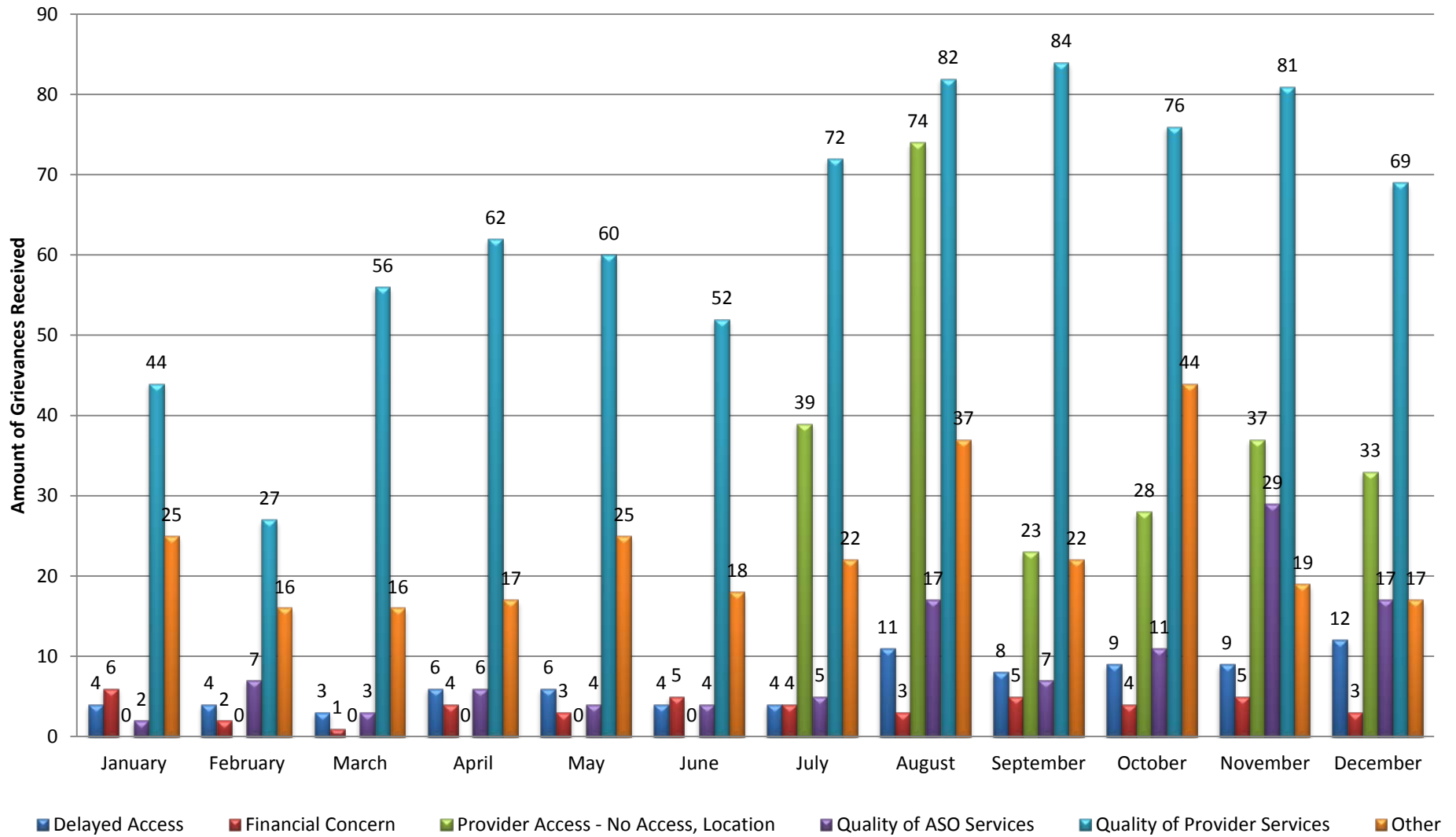
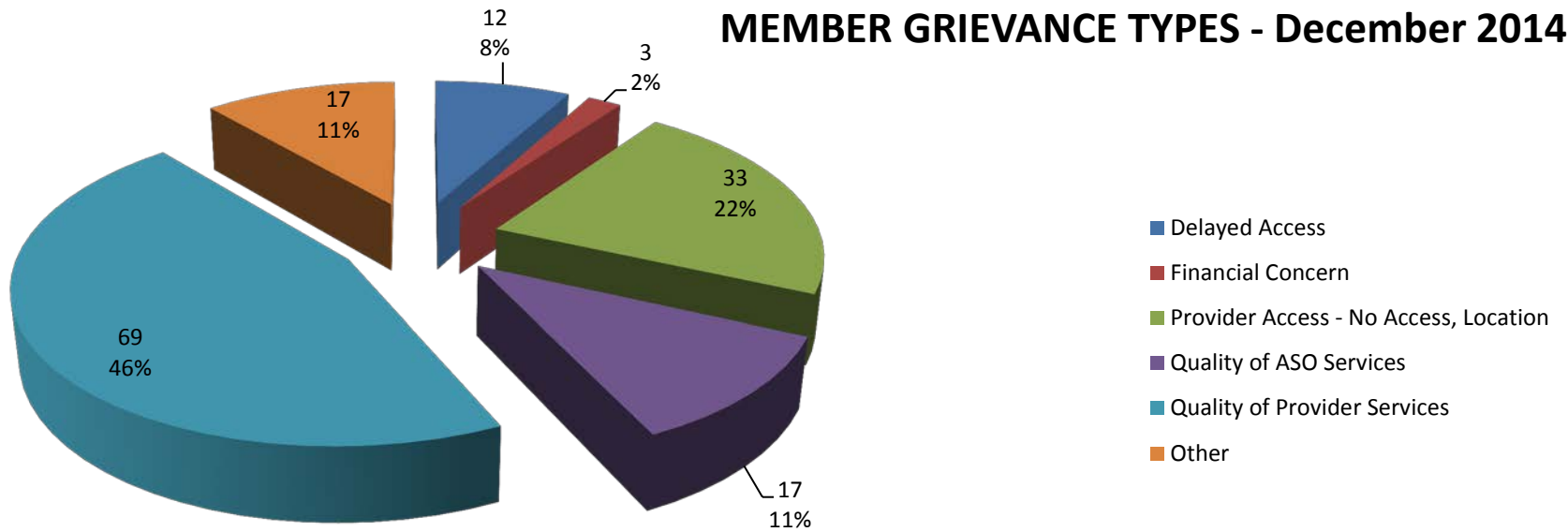


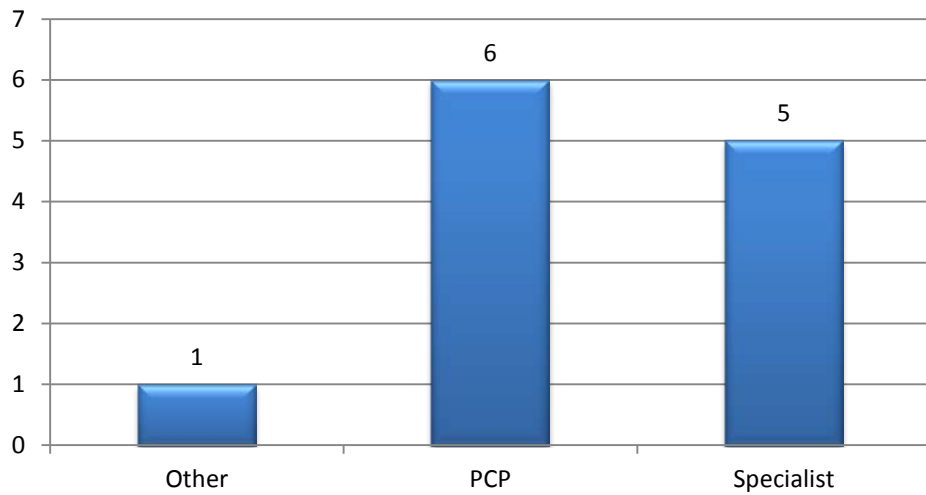
MEMBER GRIEVANCES 2014



MEMBER GRIEVANCE TYPES - December 2014



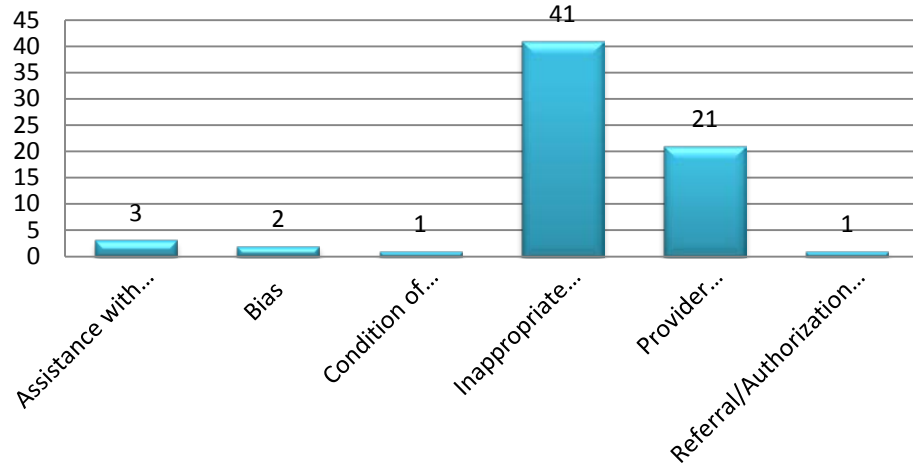
Delayed Access



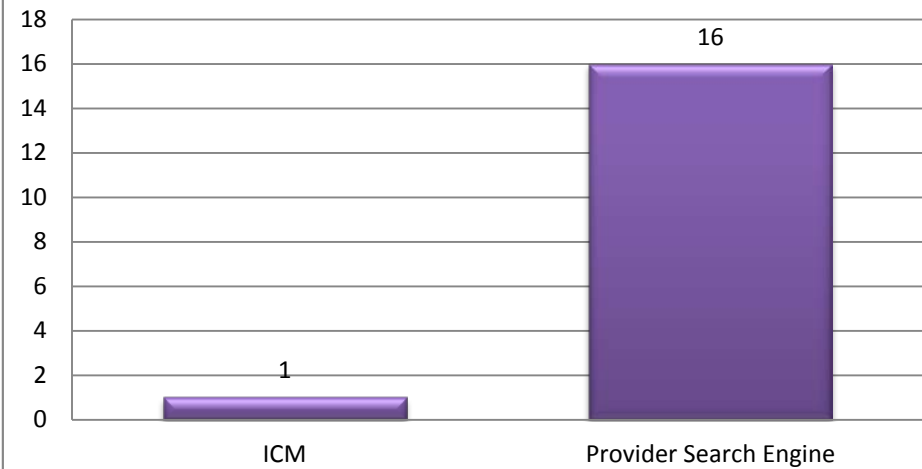
Financial Concern



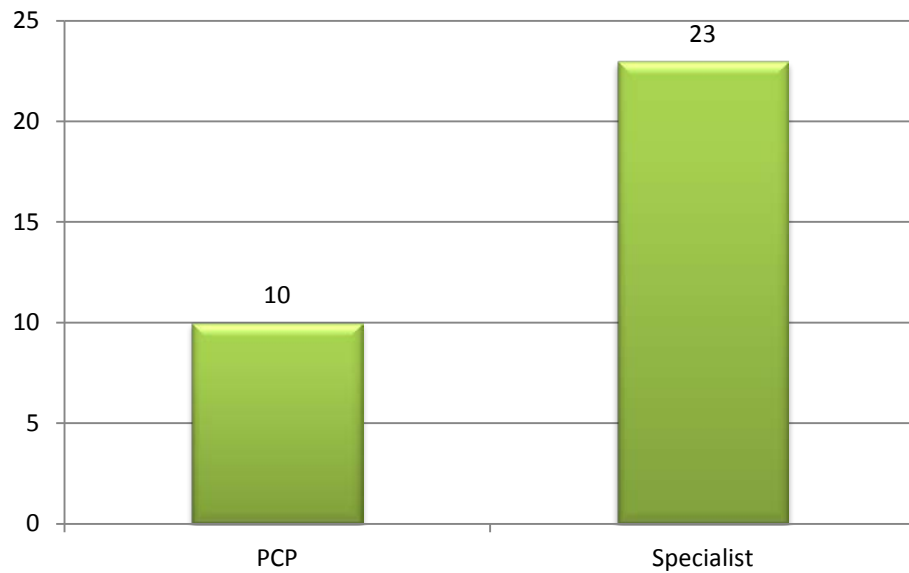
Quality of Provider Services



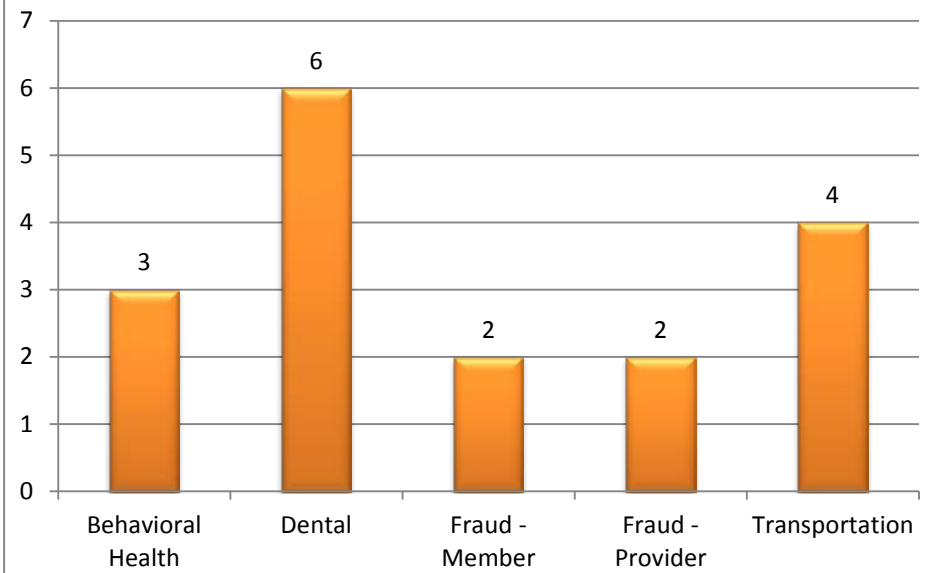
Quality of ASO Services



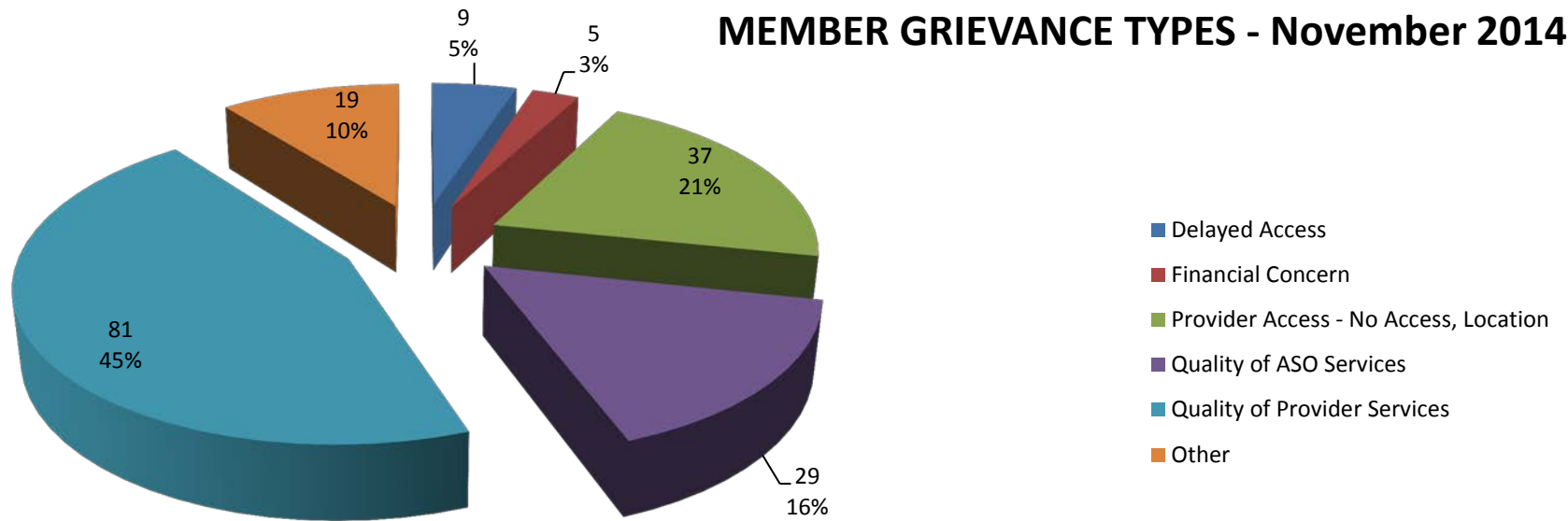
Provider Access - No Access, Location



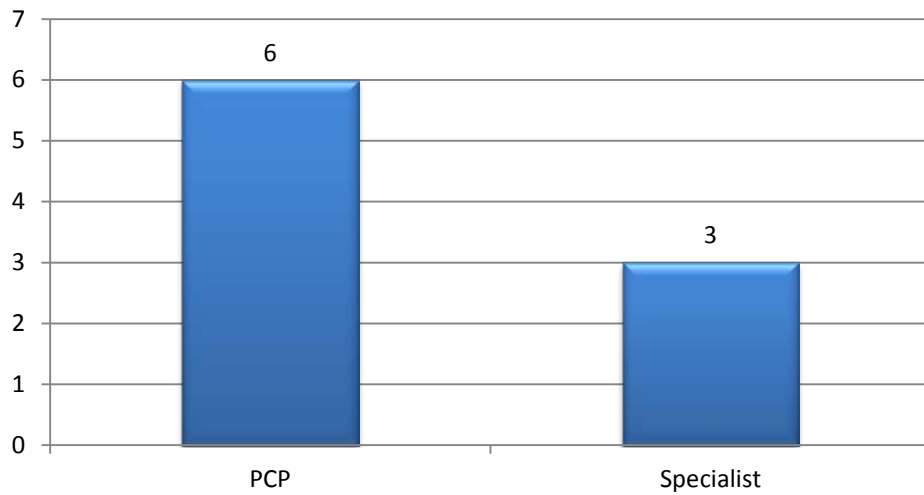
Other



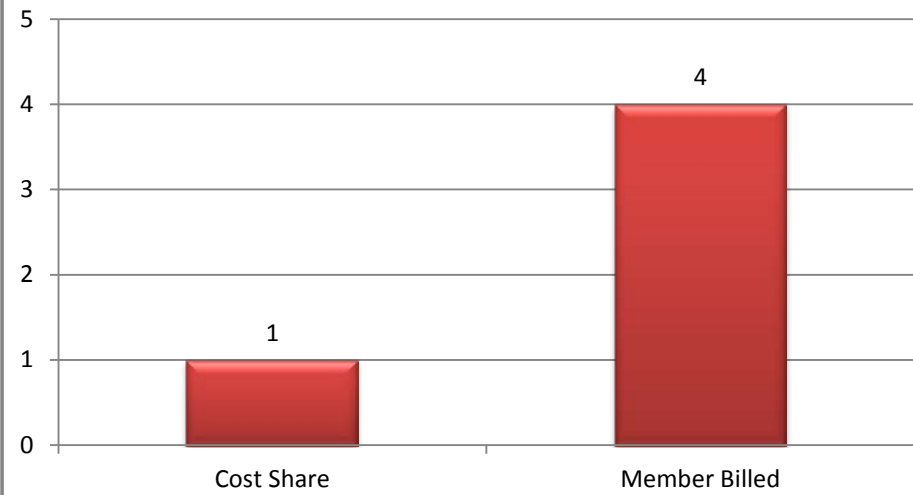
MEMBER GRIEVANCE TYPES - November 2014



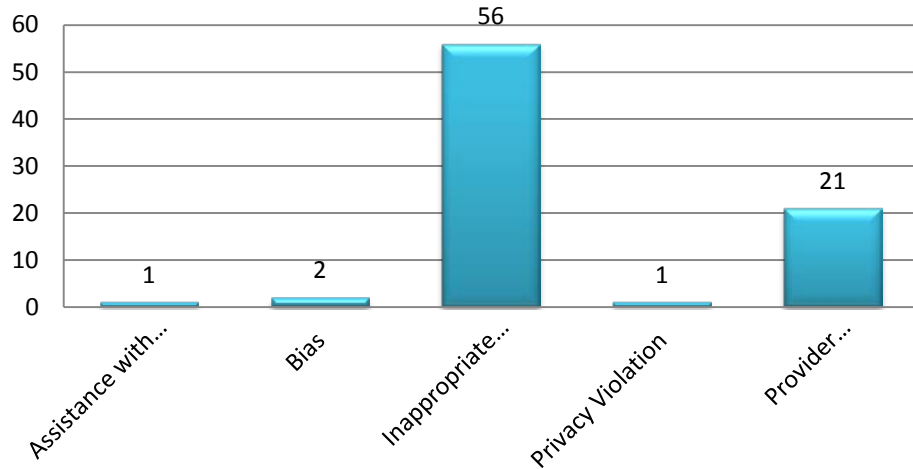
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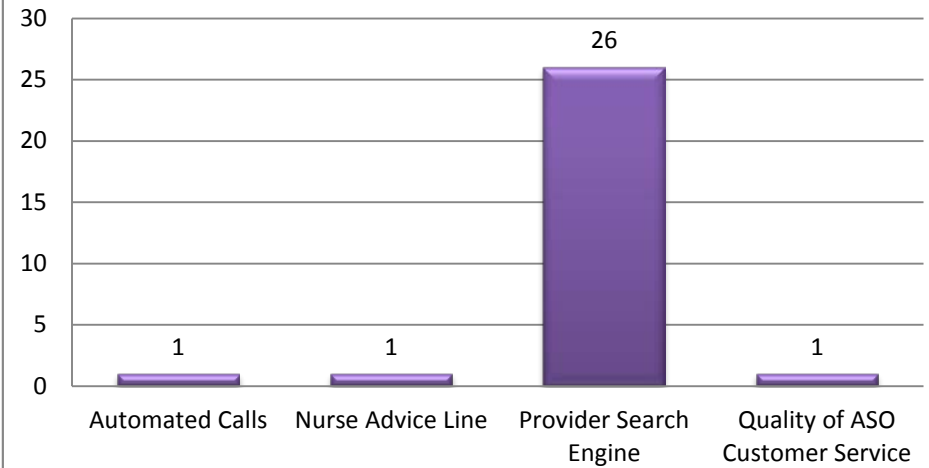
Financial Concern



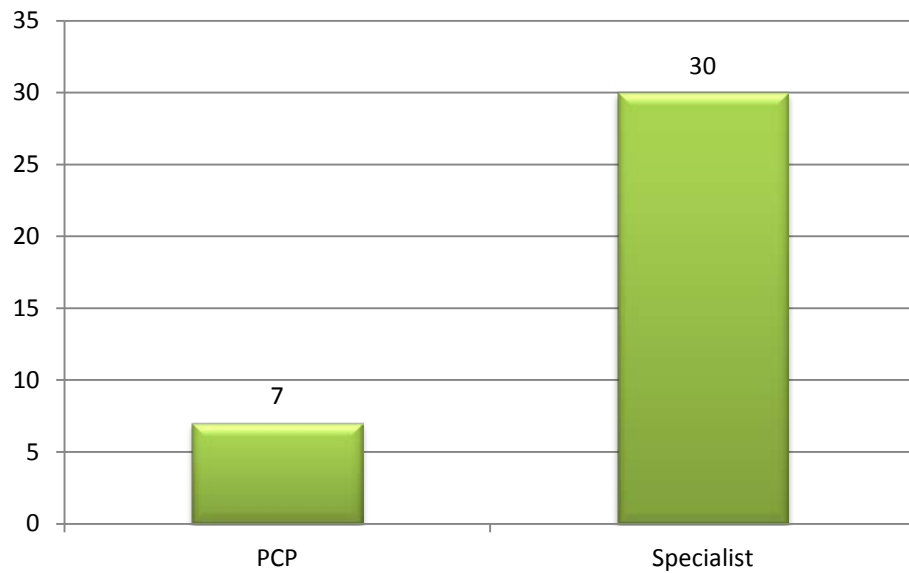
Quality of Provider Services



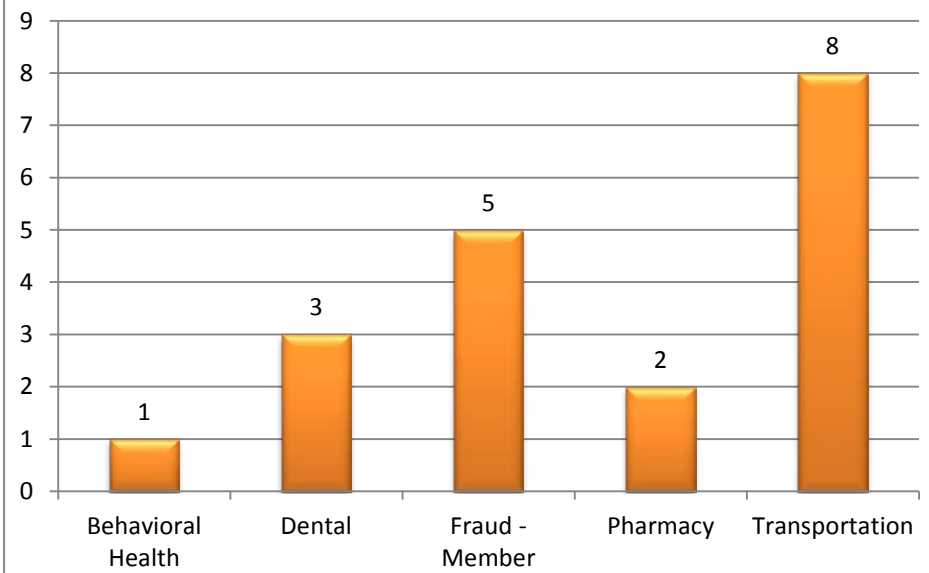
Quality of ASO Services



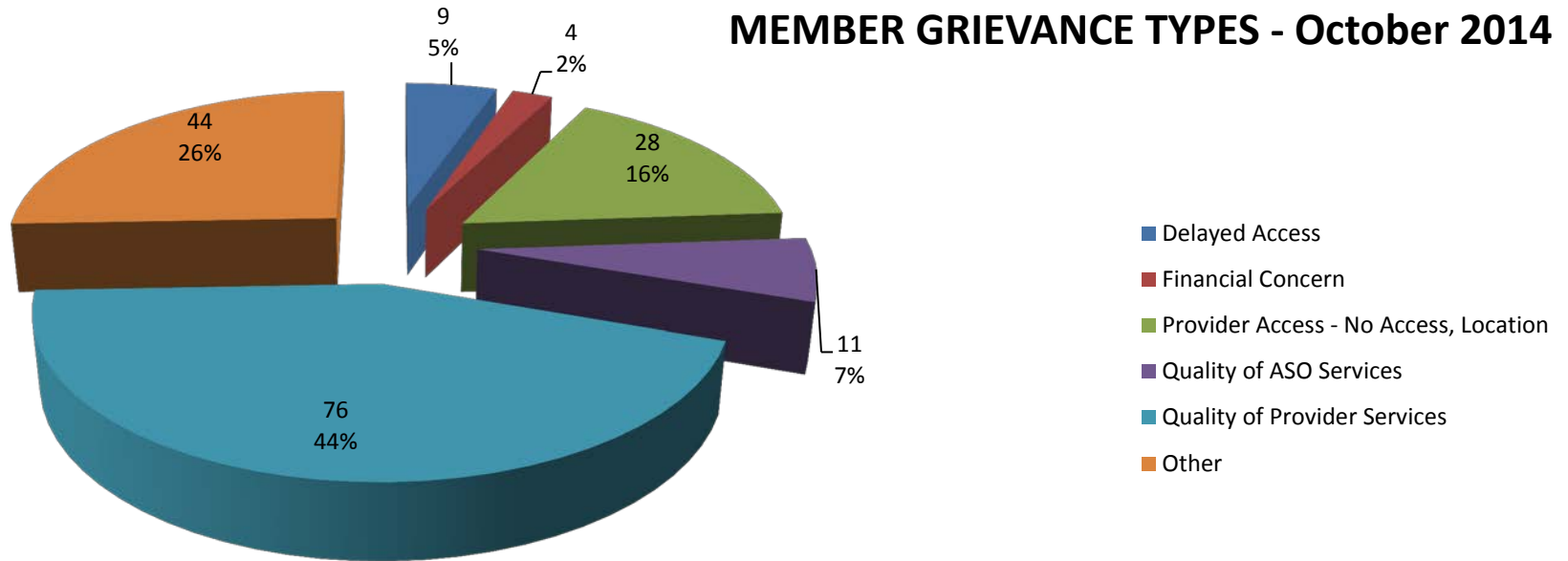
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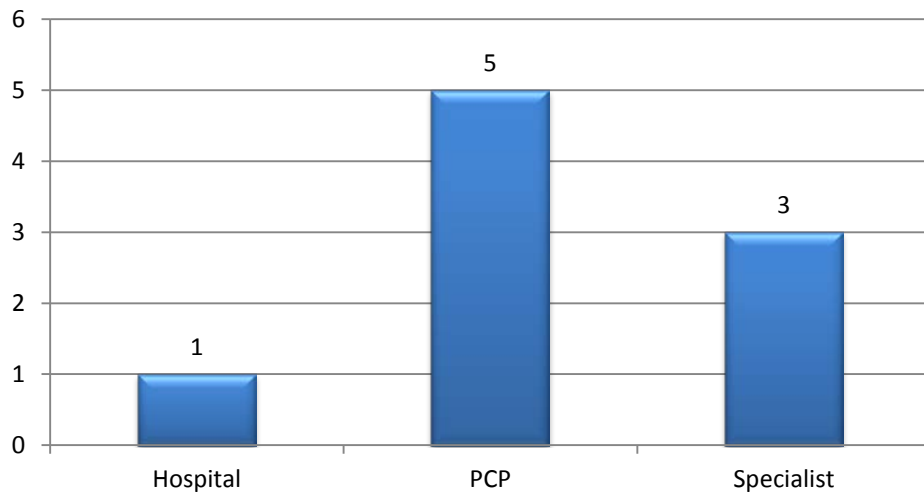
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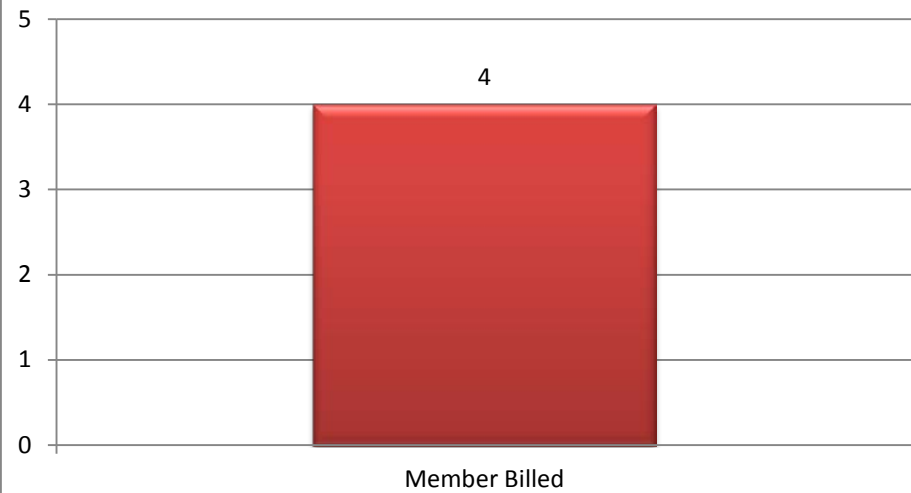
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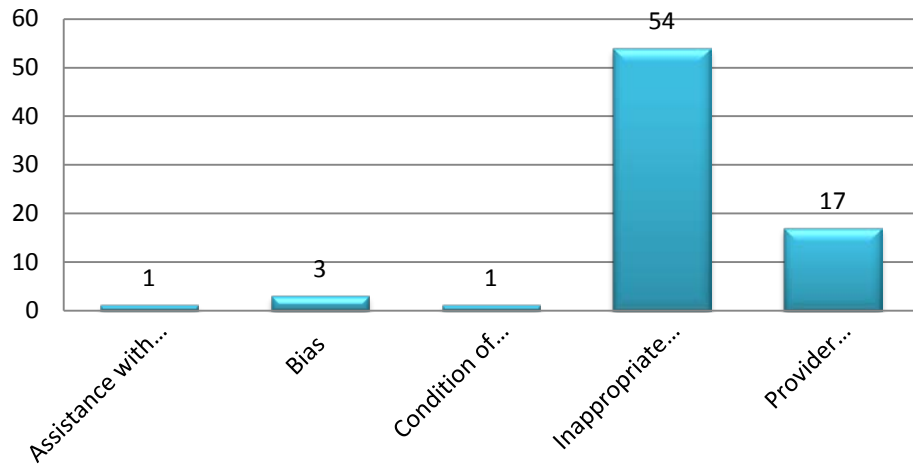
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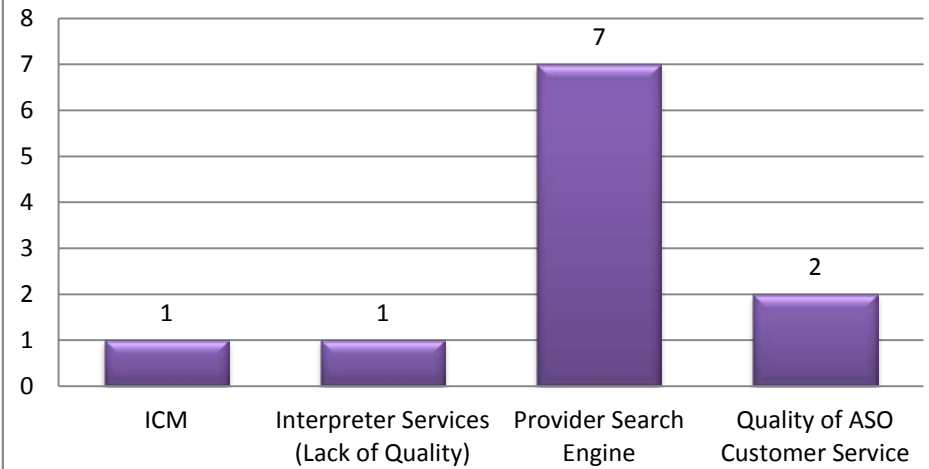
Financial Concern



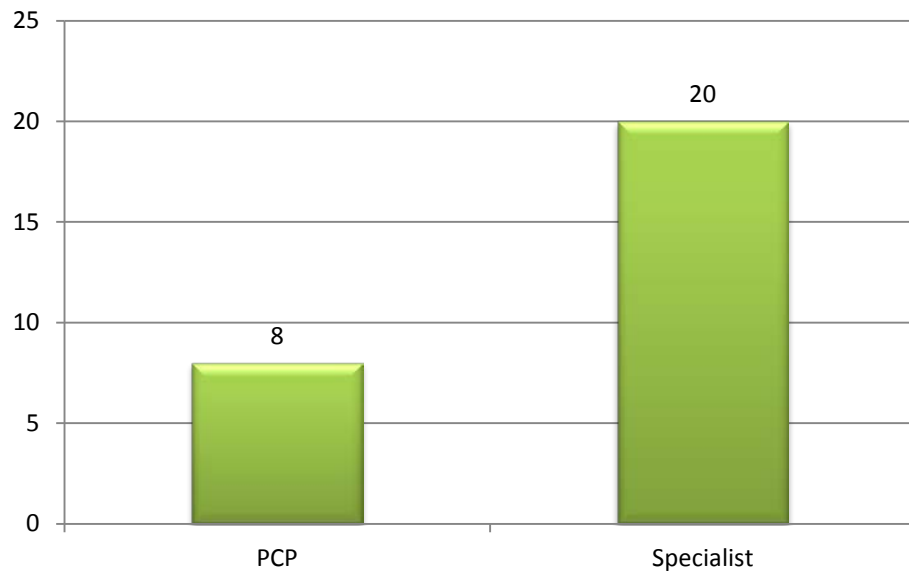
Quality of Provider Services



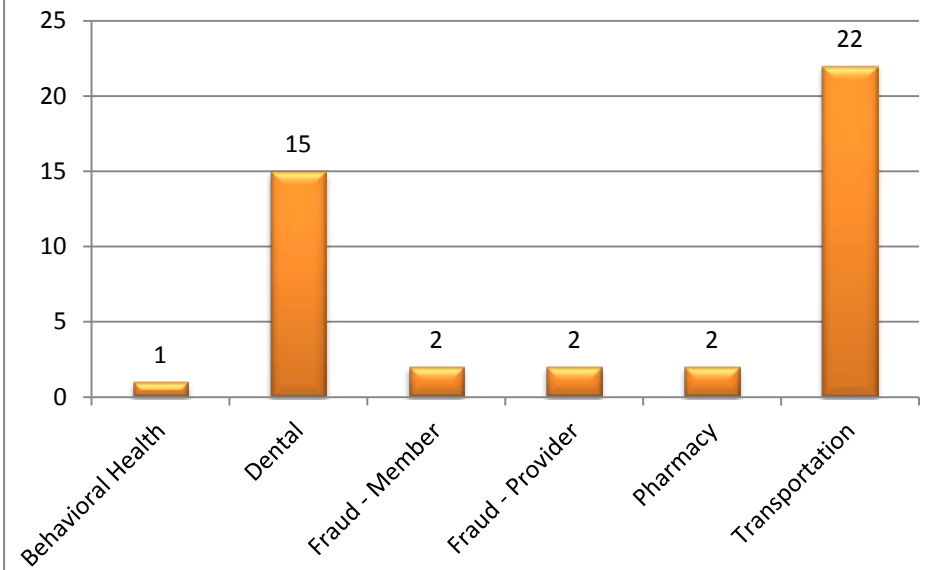
Quality of ASO Services



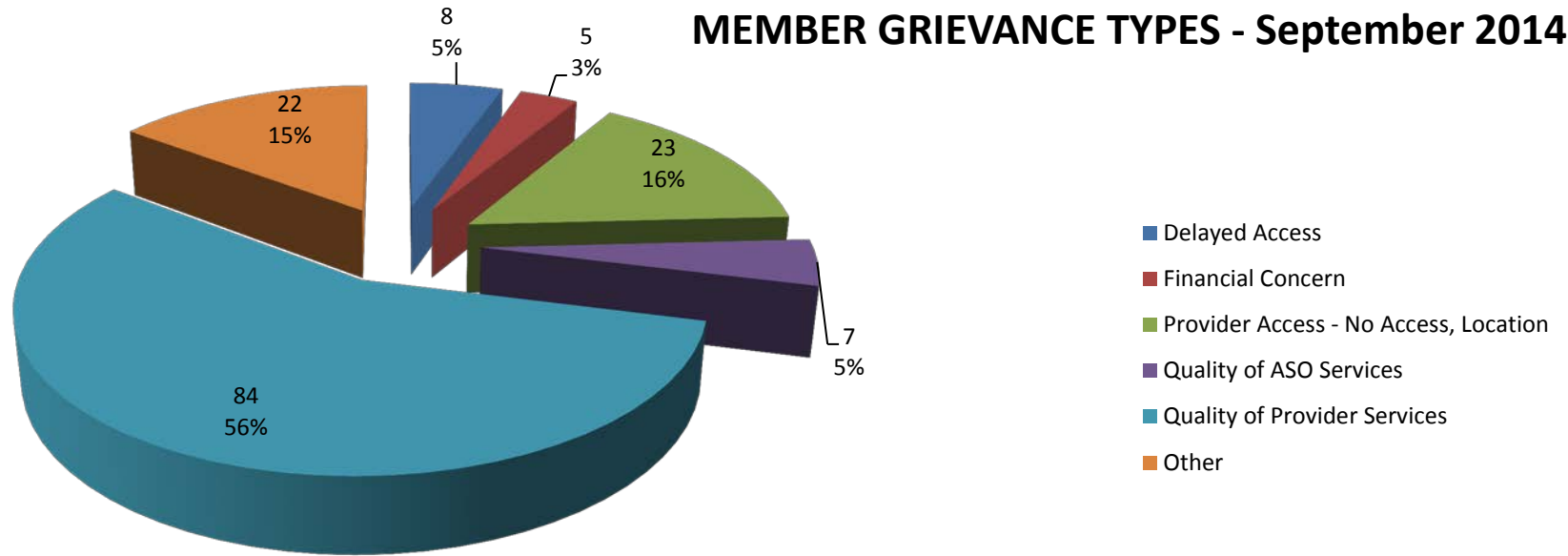
Provider Access - No Access, Location



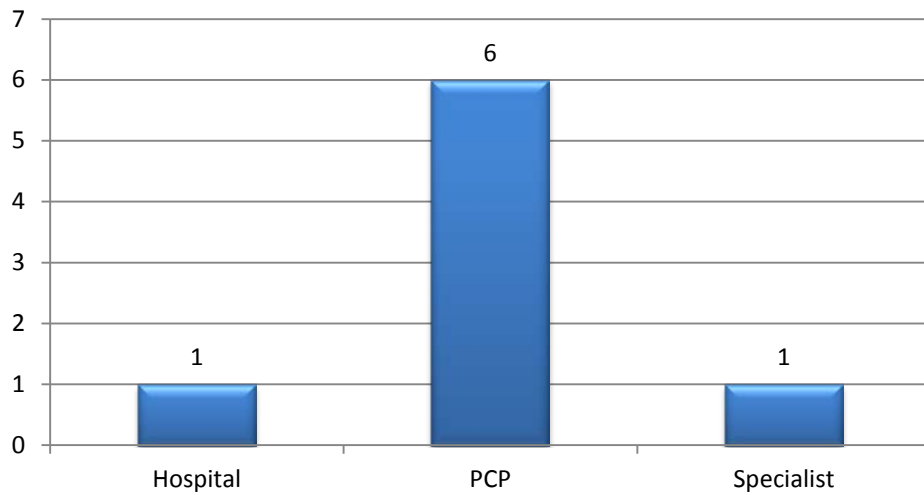
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MEMBER GRIEVANCE TYPES - September 2014



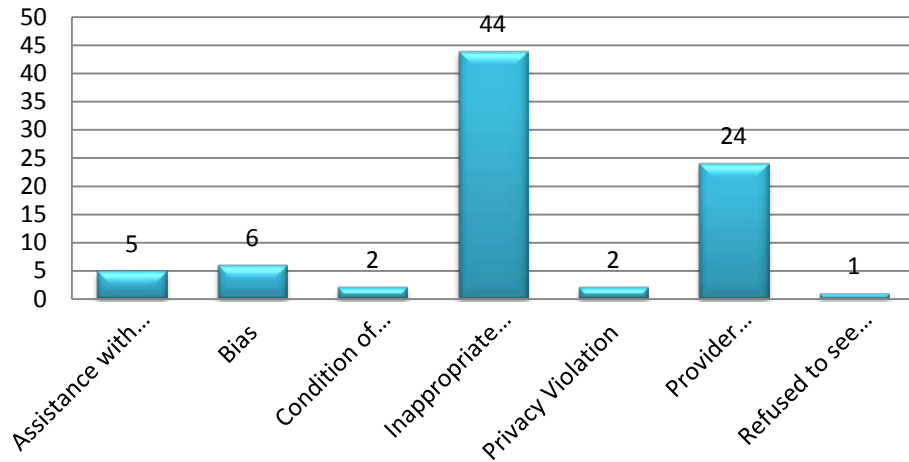
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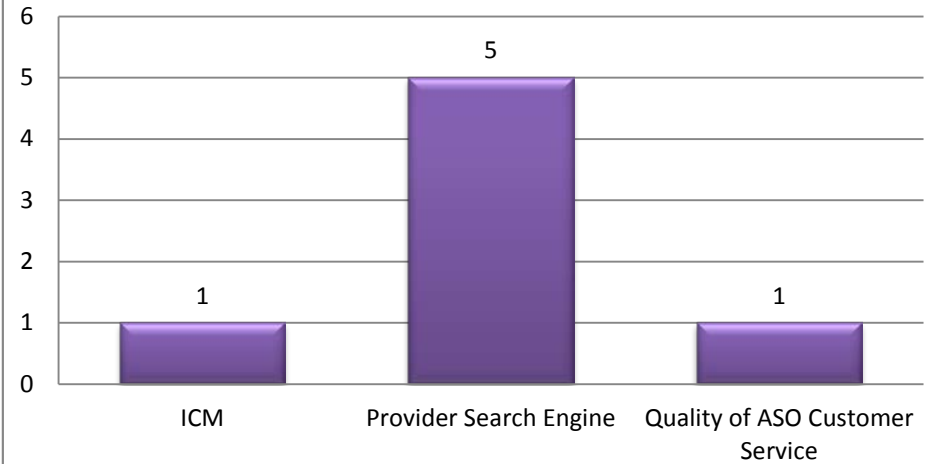
Financial Concern



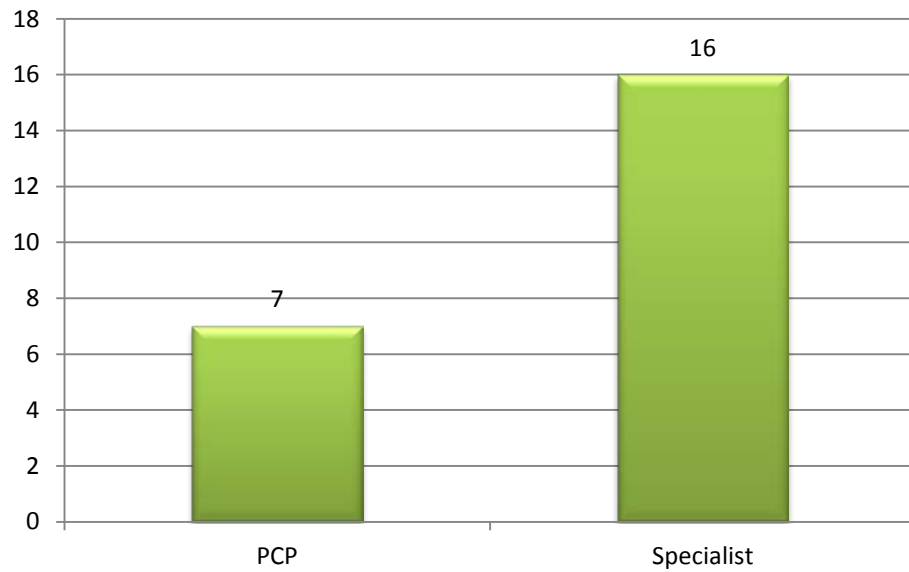
Quality of Provider Services



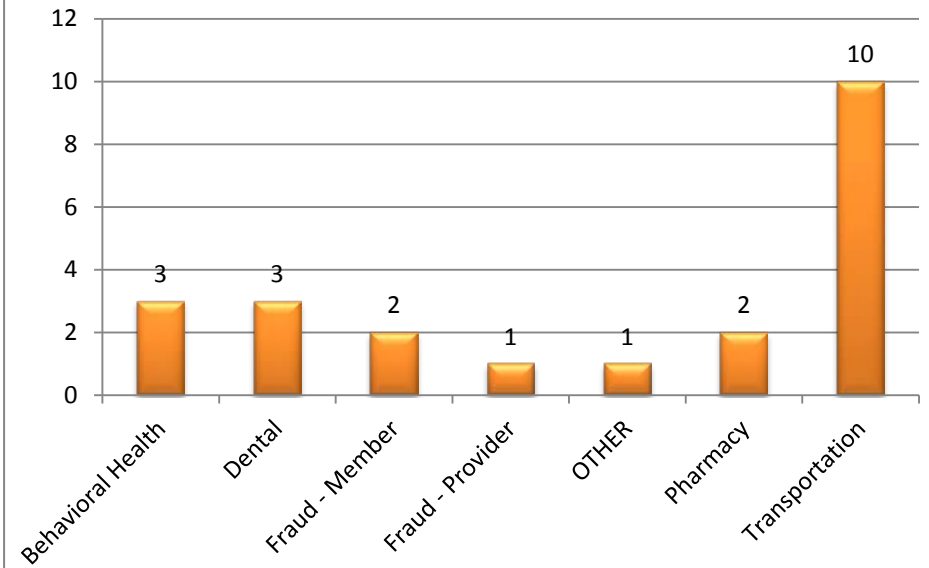
Quality of ASO Services



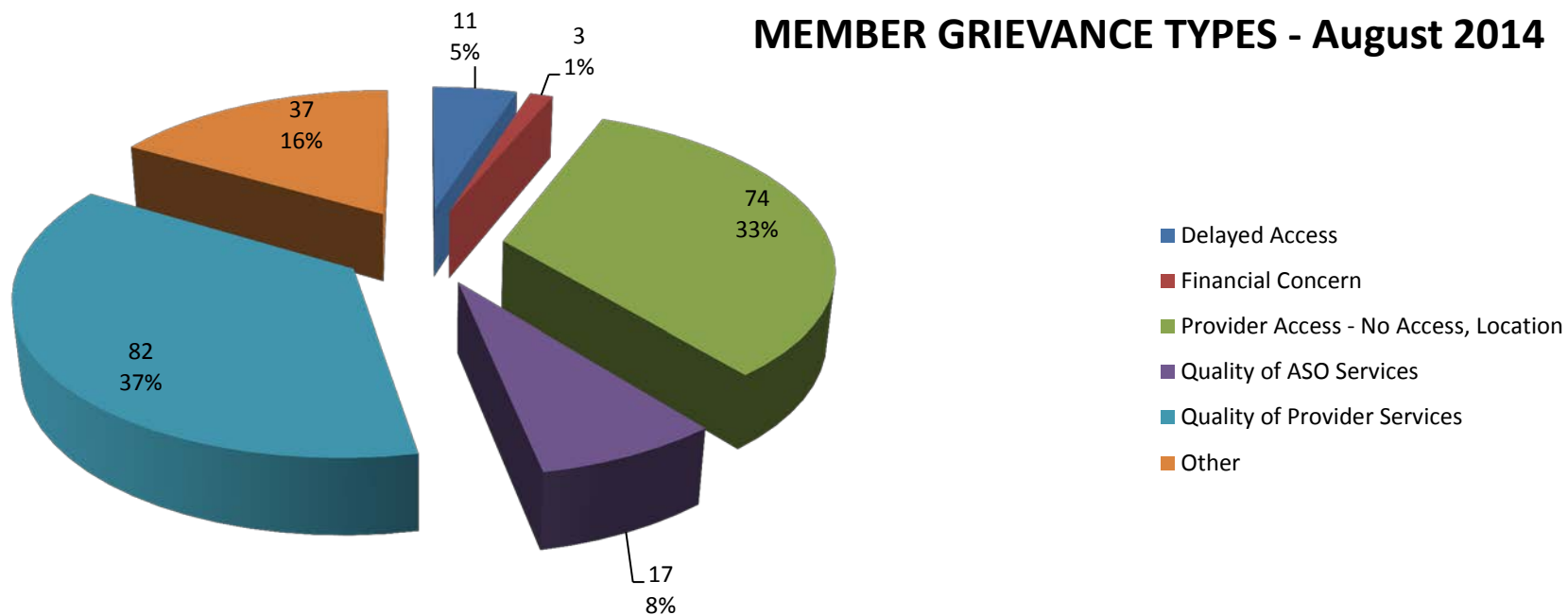
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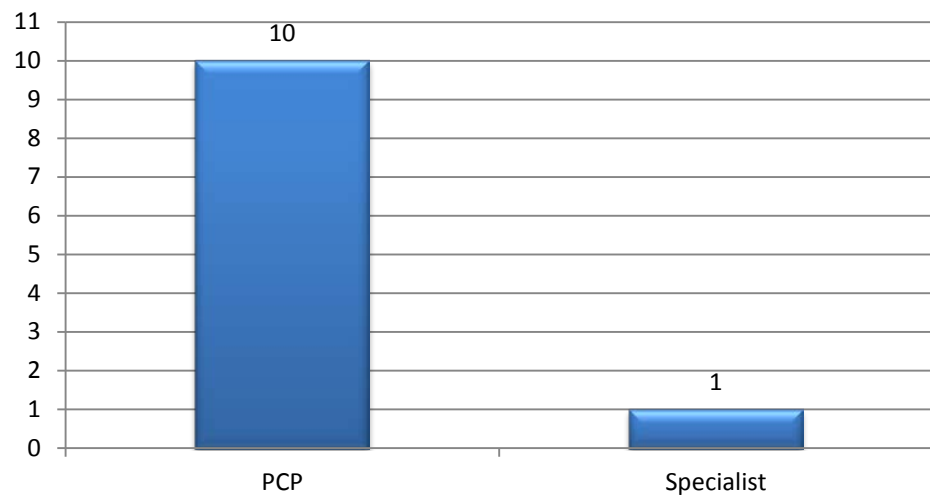
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MEMBER GRIEVANCE TYPES - August 2014



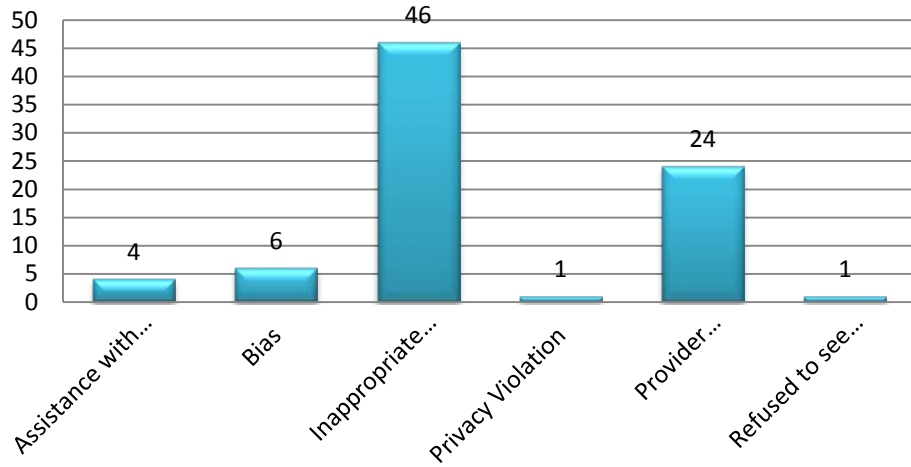
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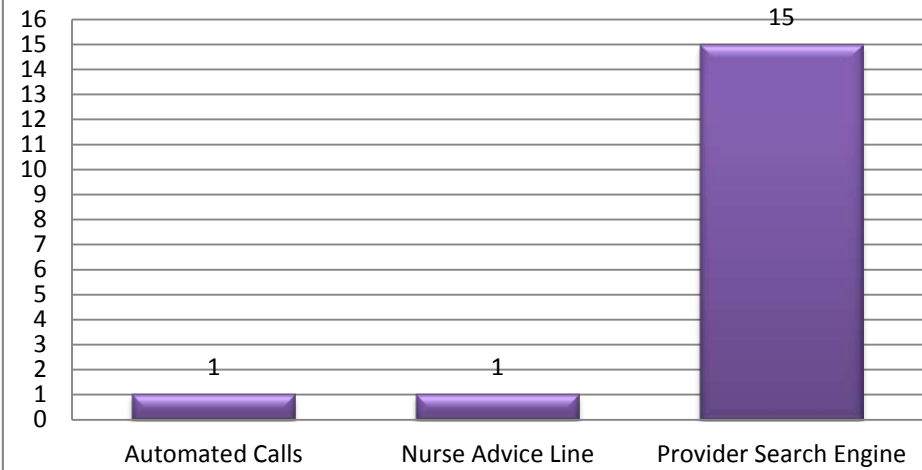
Financial Concern



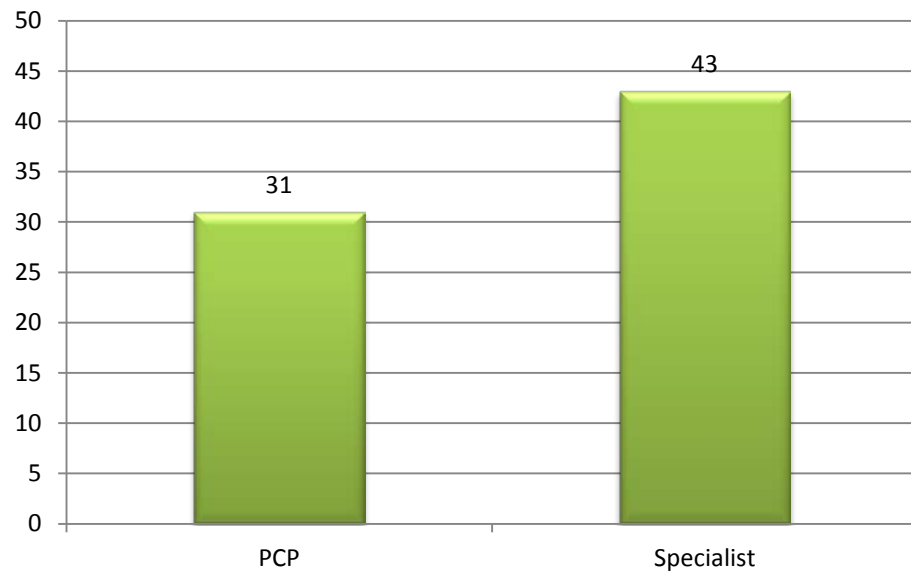
Quality of Provider Services



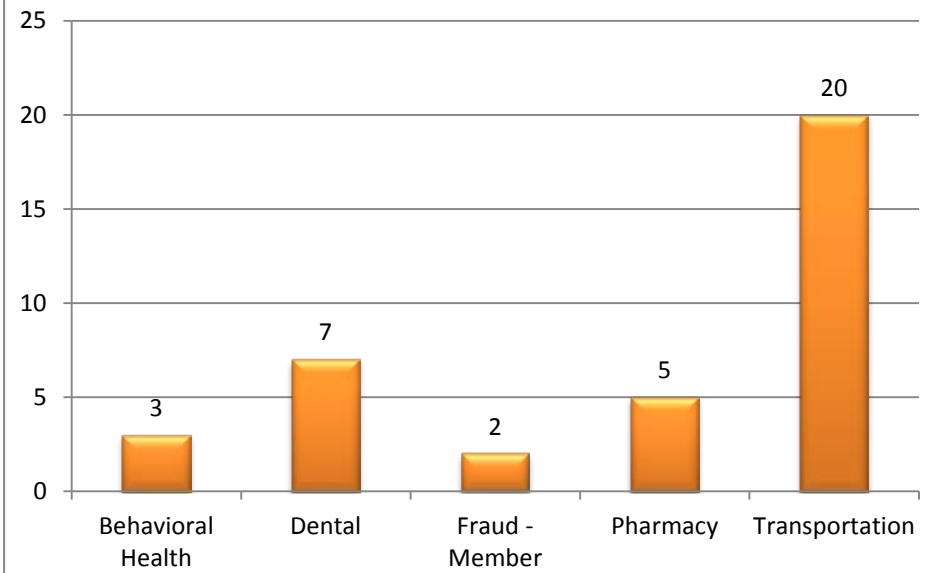
Quality of ASO Services



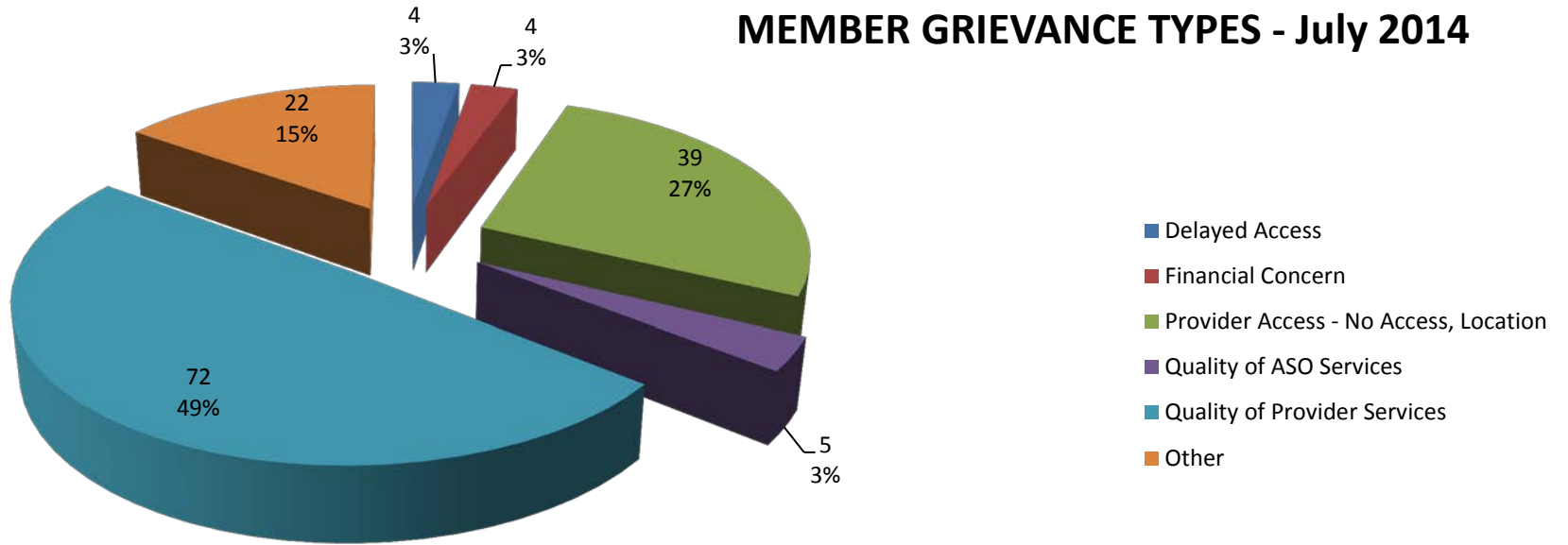
Provider Access - No Access, Location



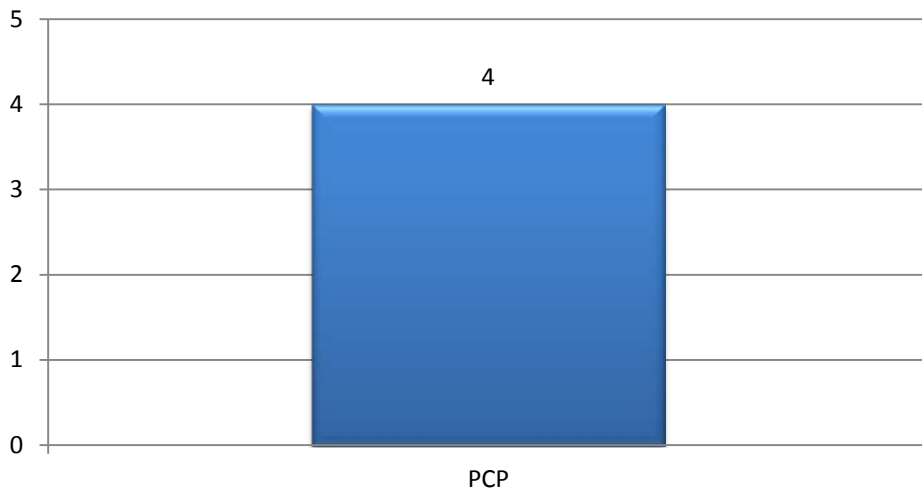
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MEMBER GRIEVANCE TYPES - July 2014



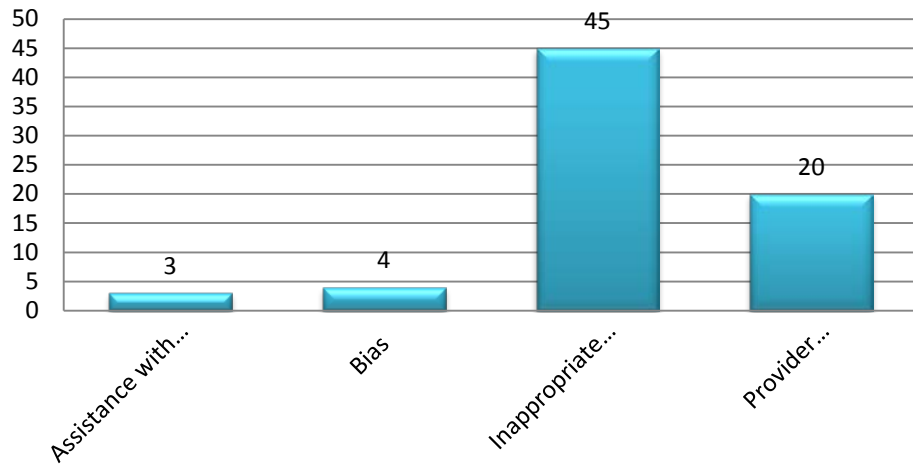
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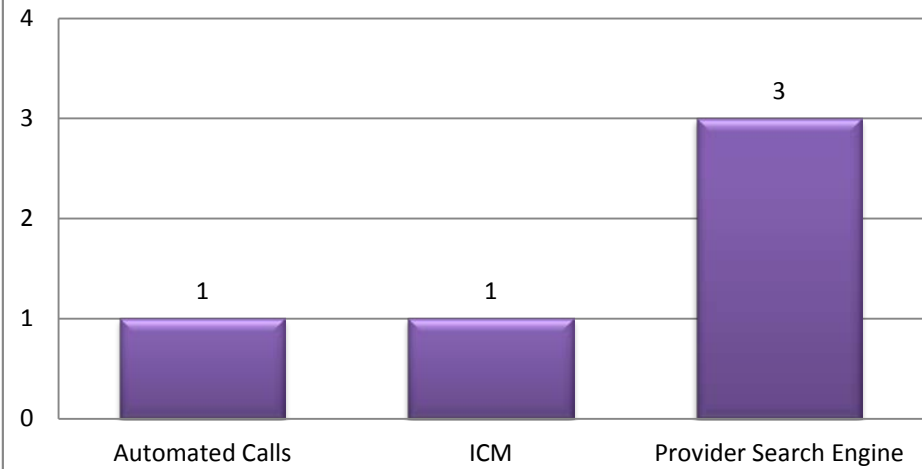
Financial Concern



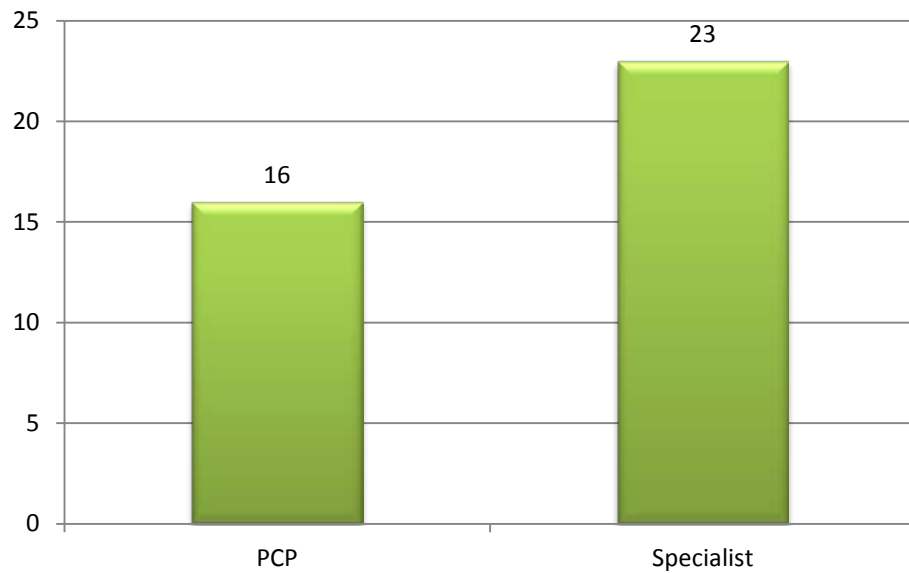
Quality of Provider Services



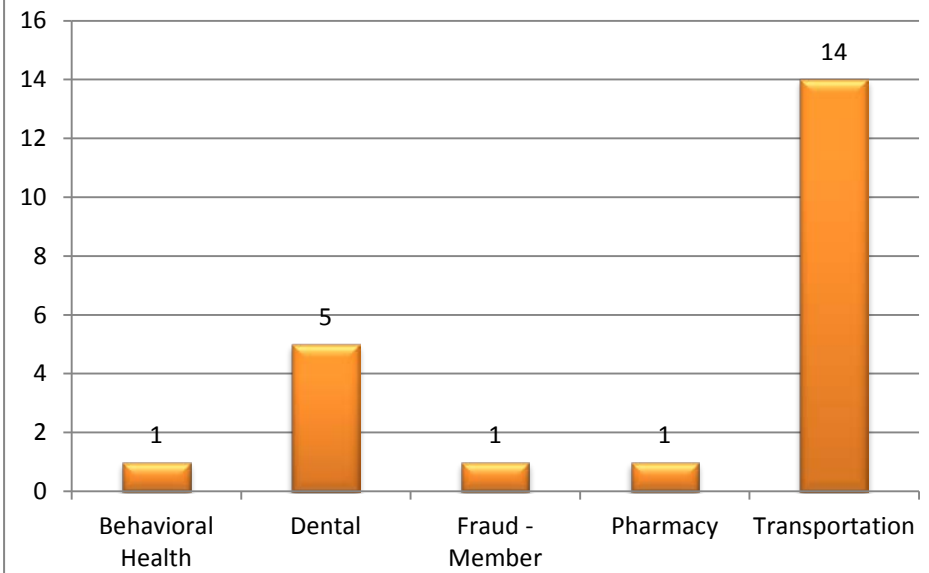
Quality of ASO Services



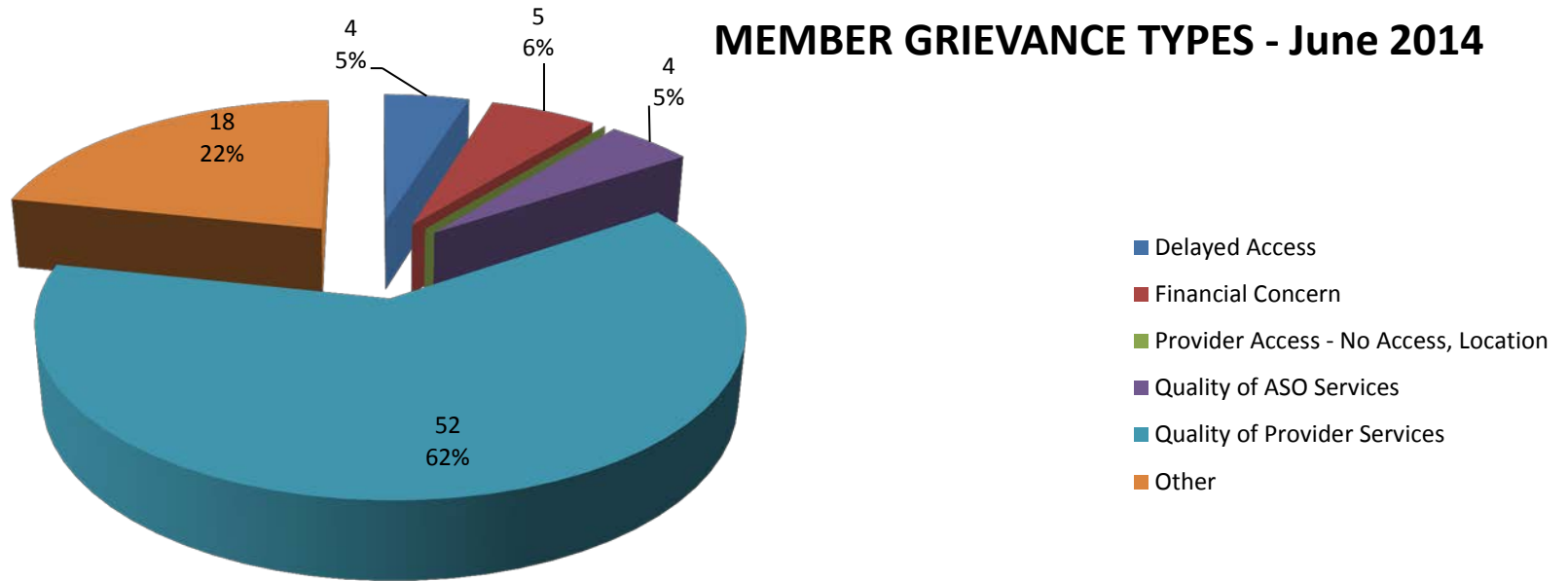
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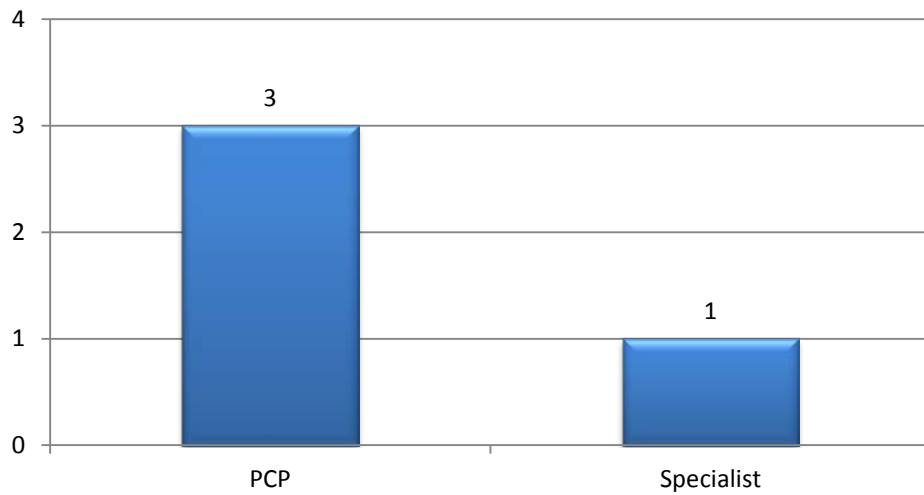
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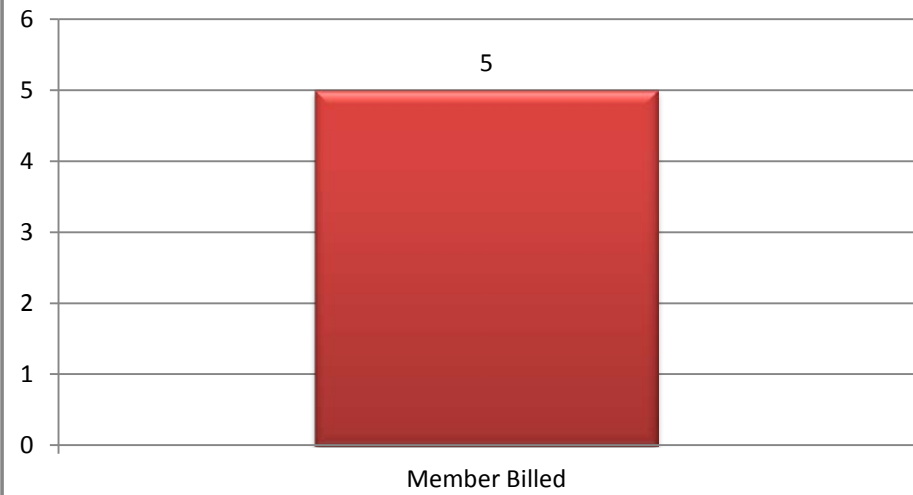
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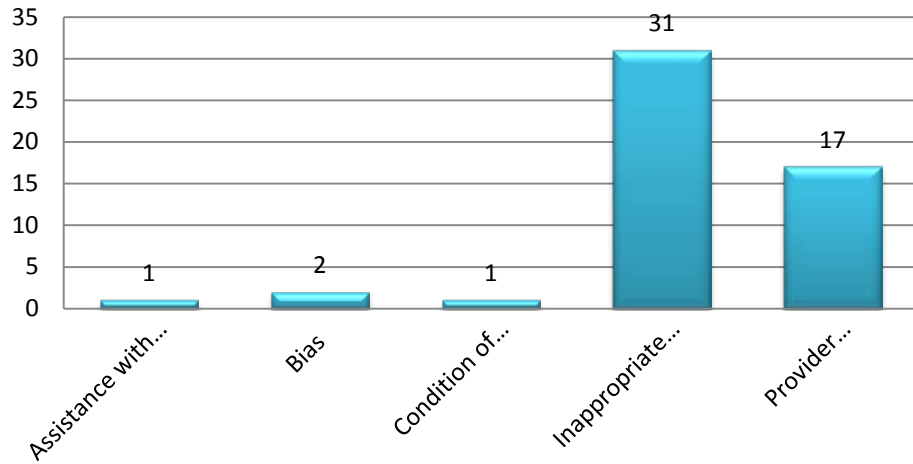
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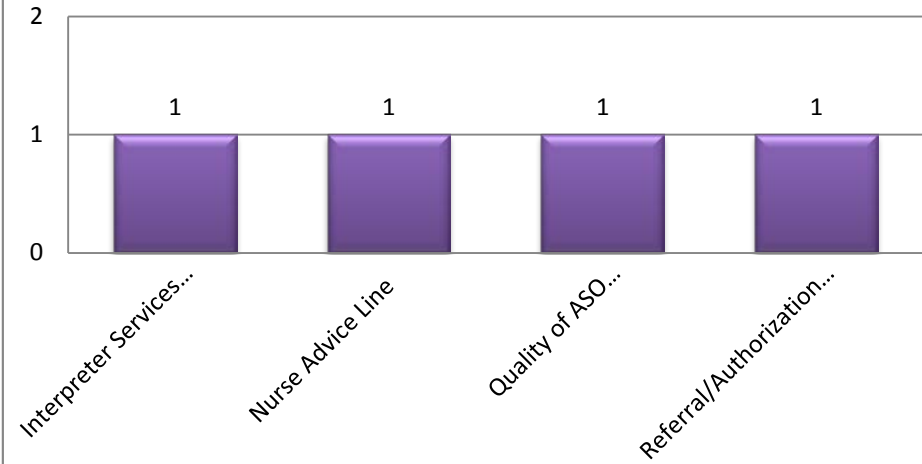
Financial Concern



Quality of Provider Services



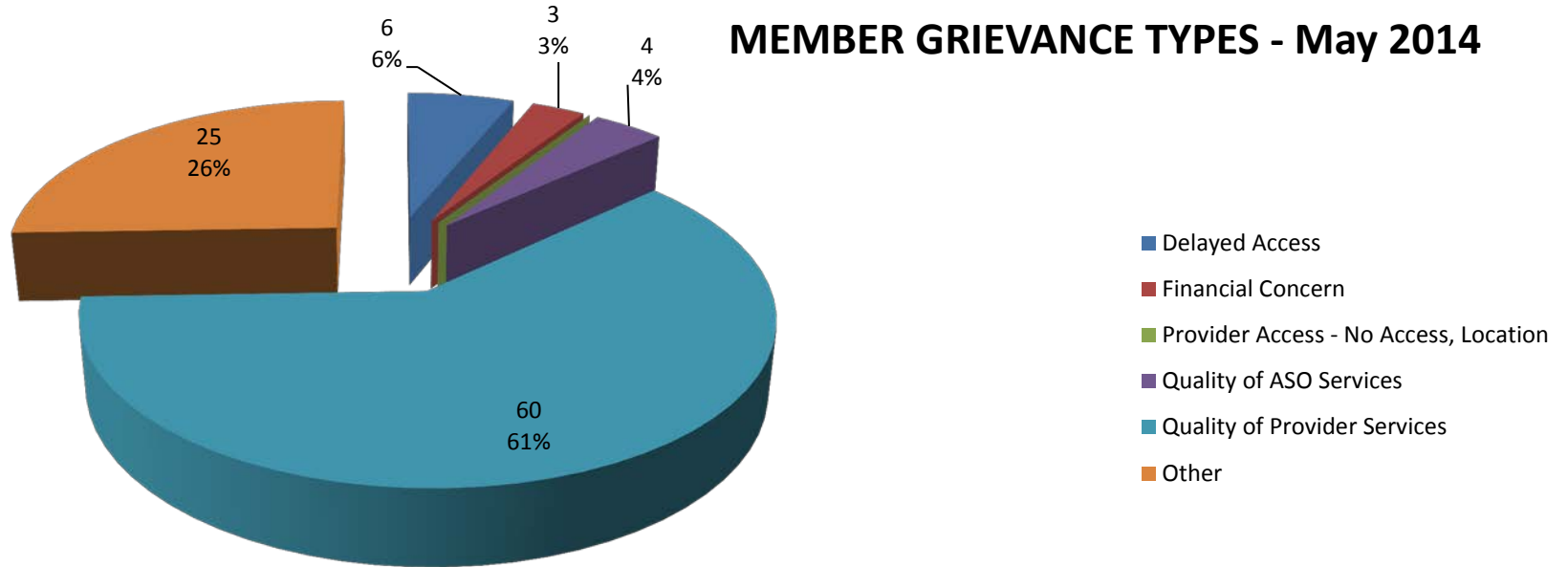
Quality of ASO Services



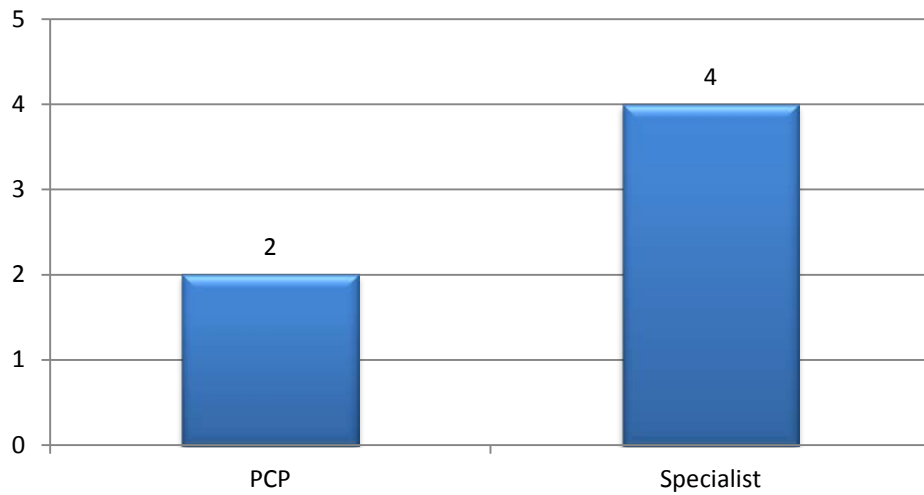
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MEMBER GRIEVANCE TYPES - May 2014



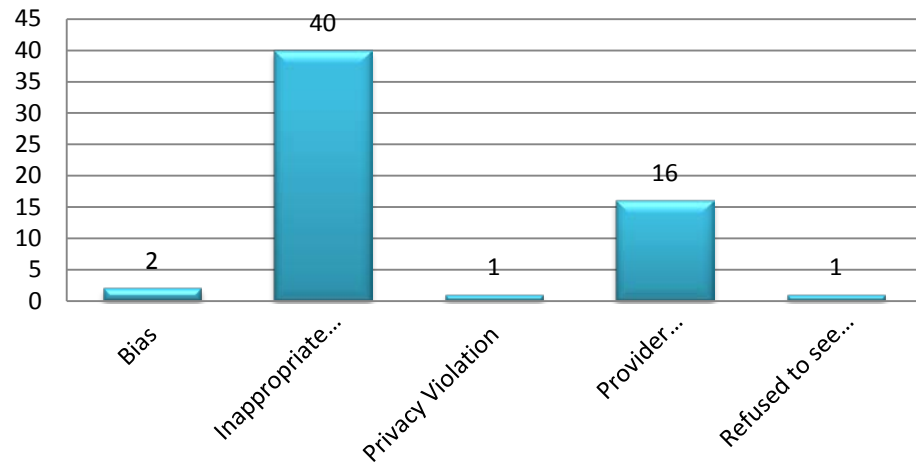
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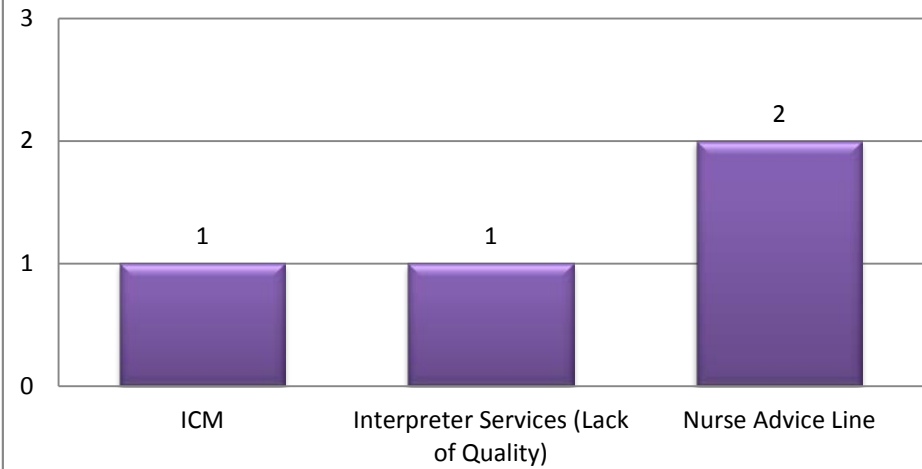
Financial Concern



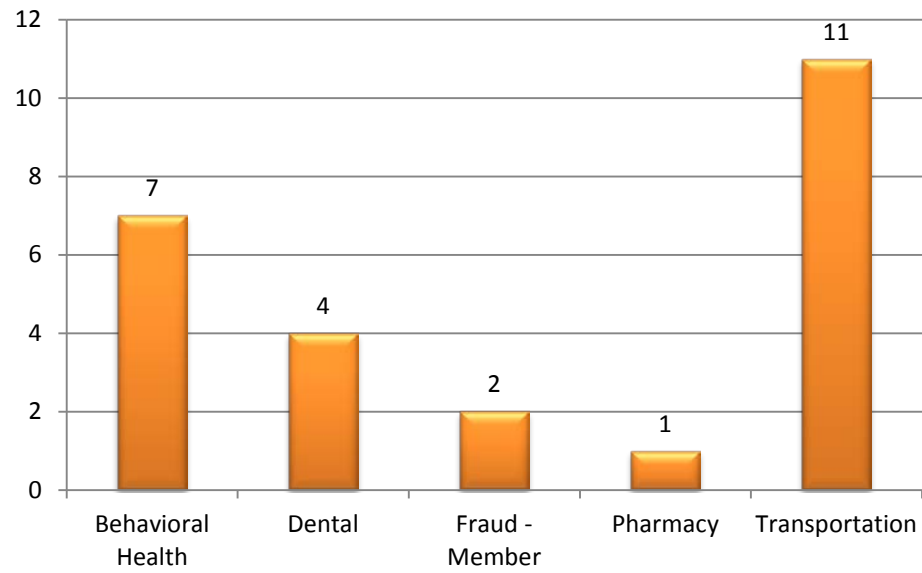
Quality of Provider Services



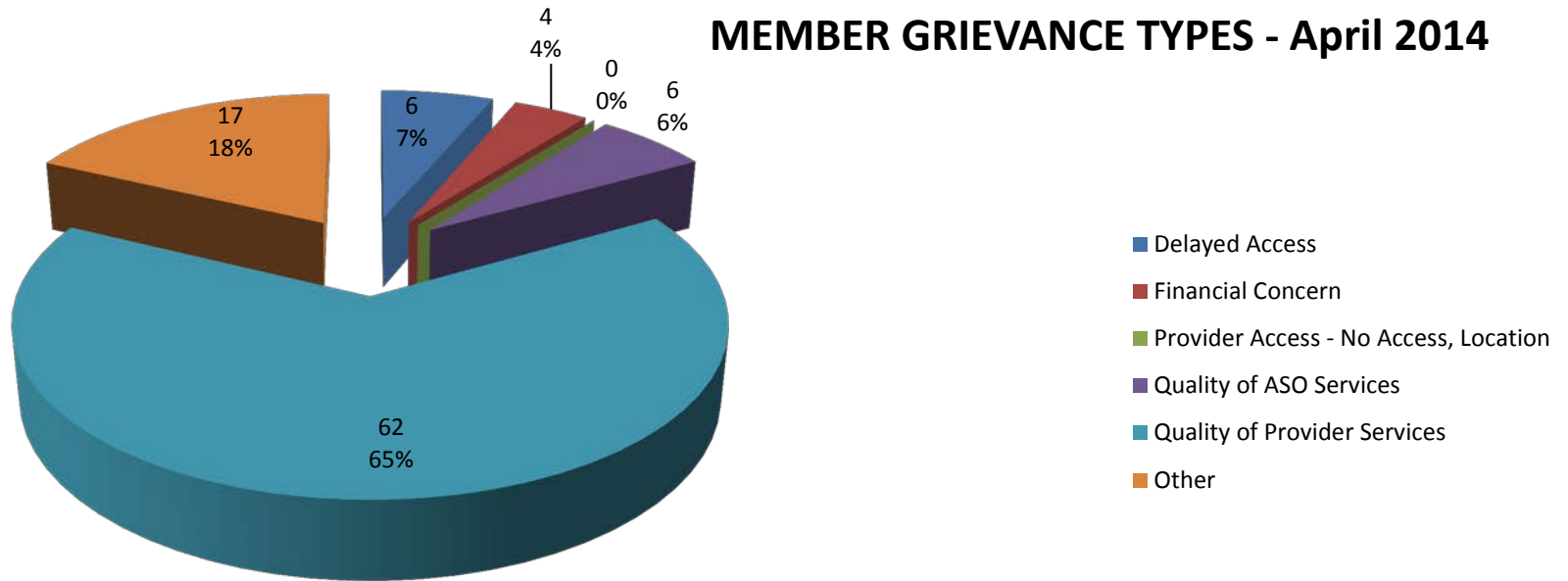
Quality of ASO Services



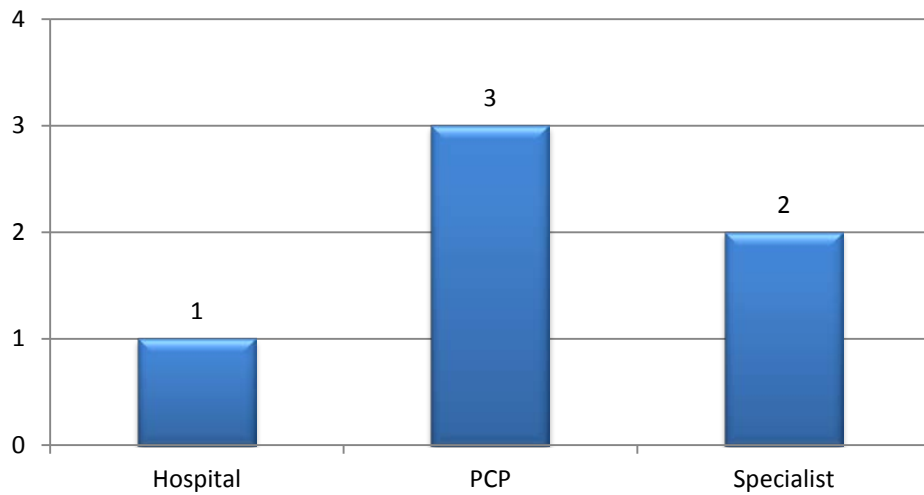
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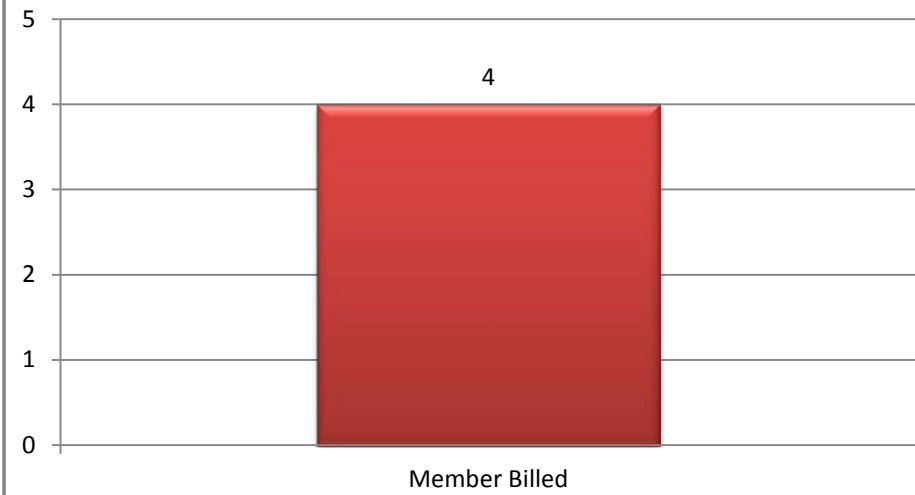
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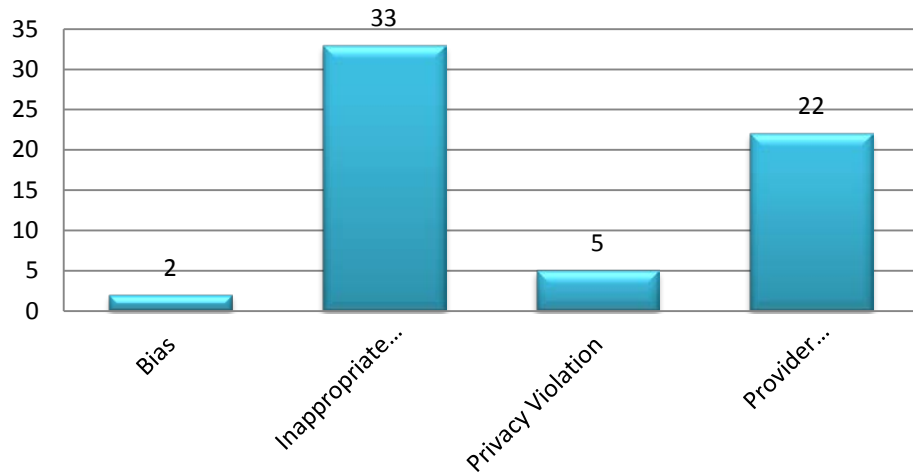
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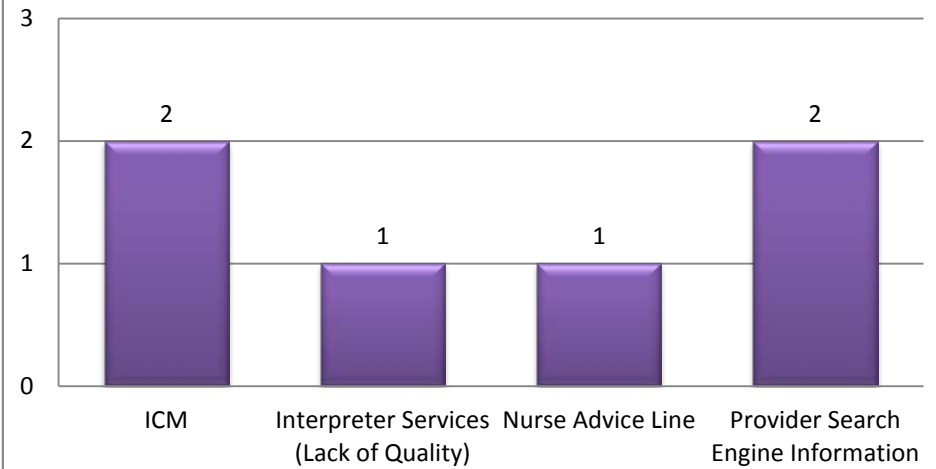
Financial Concern



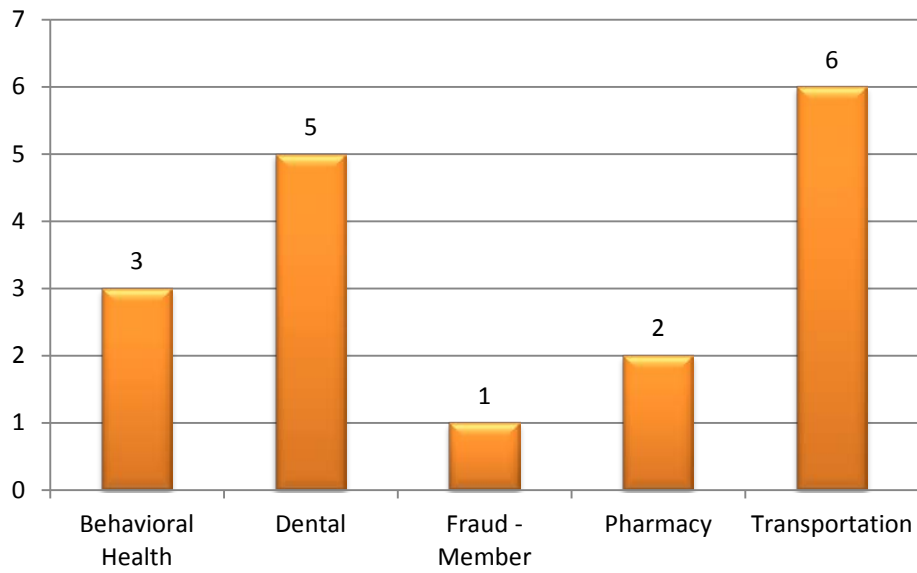
Quality of Provider Services



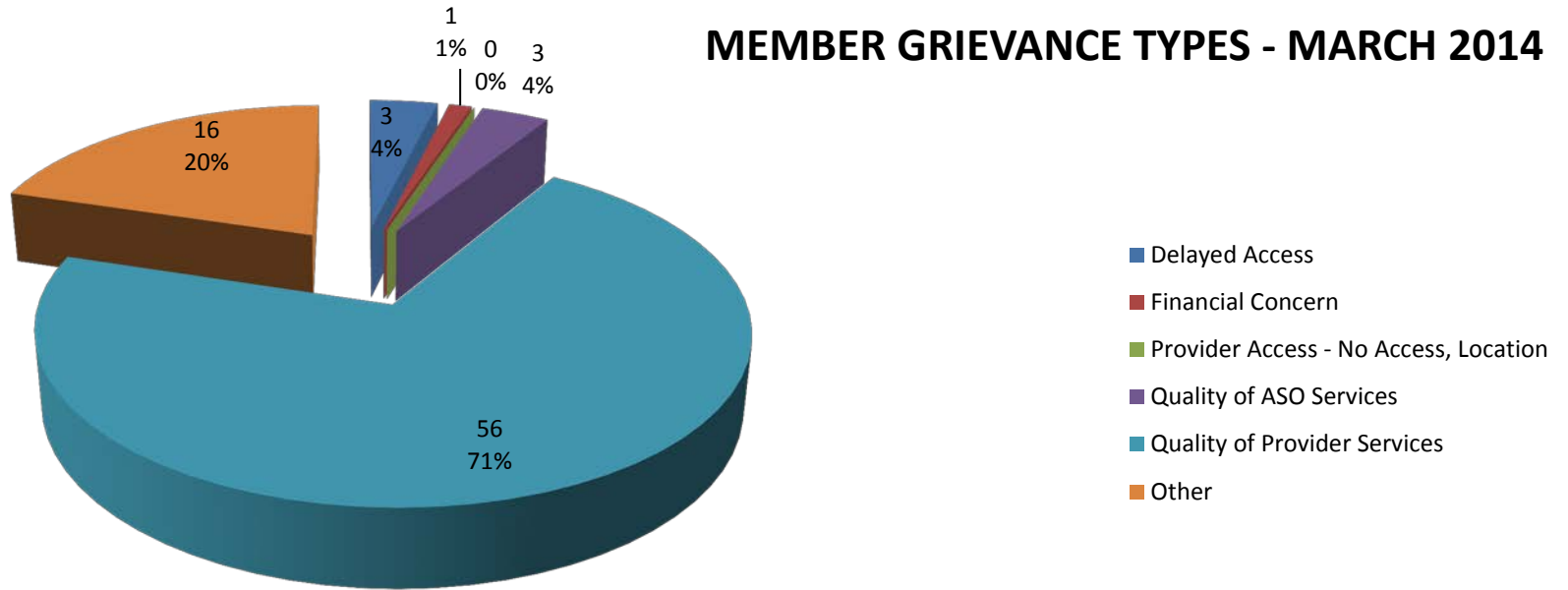
Quality of ASO Services



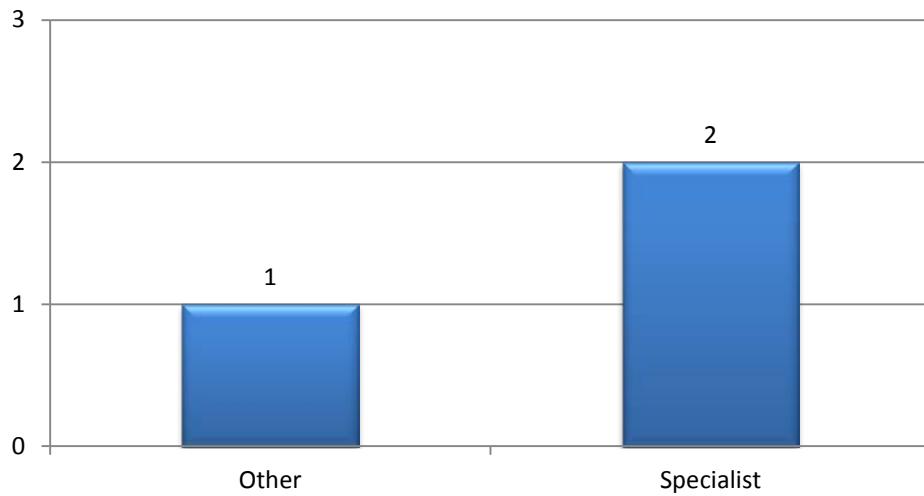
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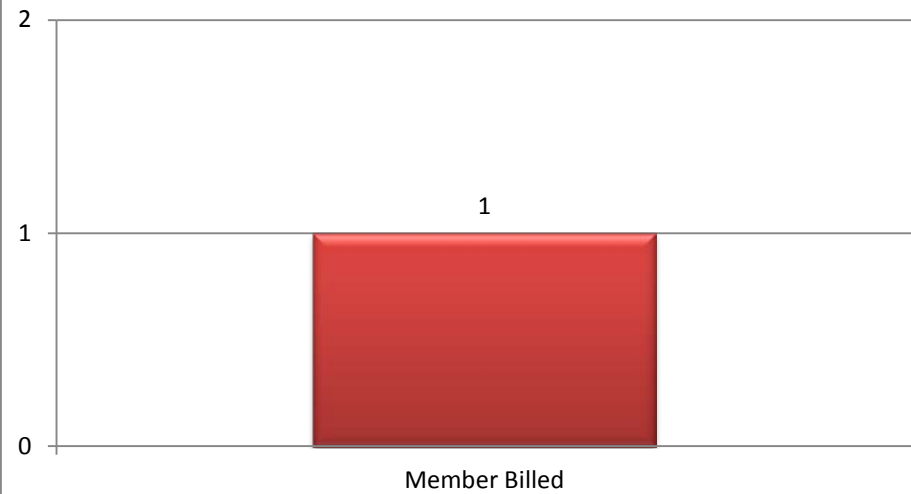
MEMBER GRIEVANCE TYPES - MARCH 2014



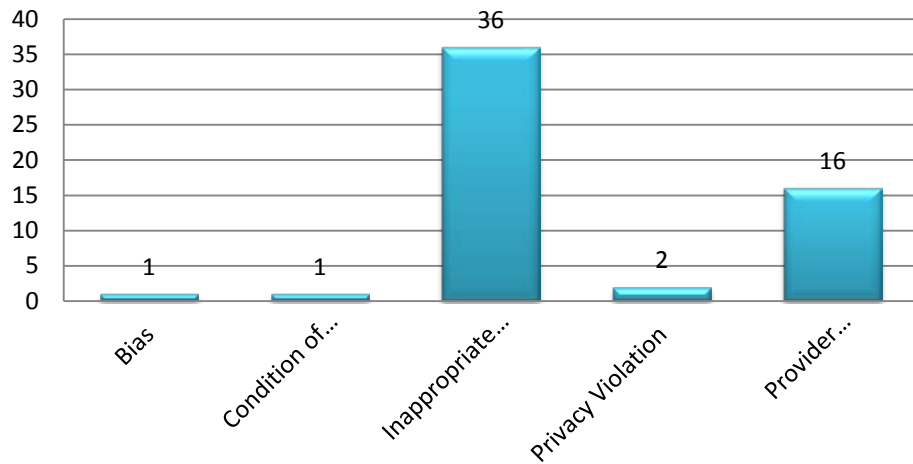
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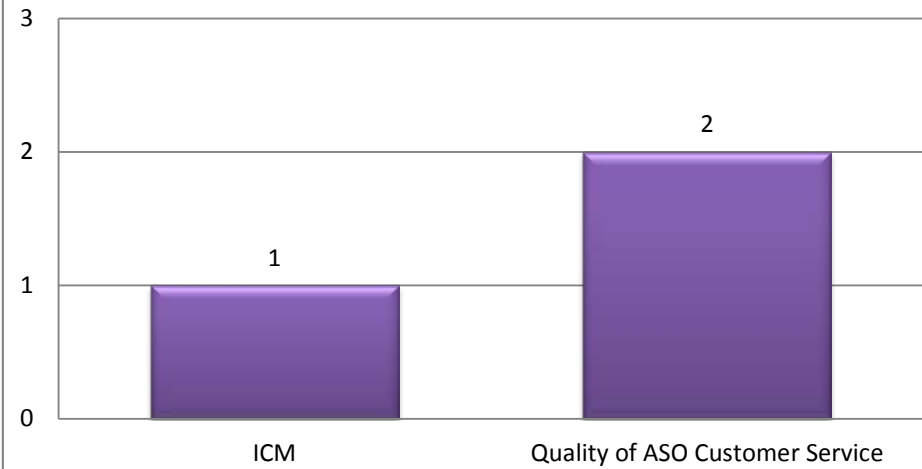
Financial Concern



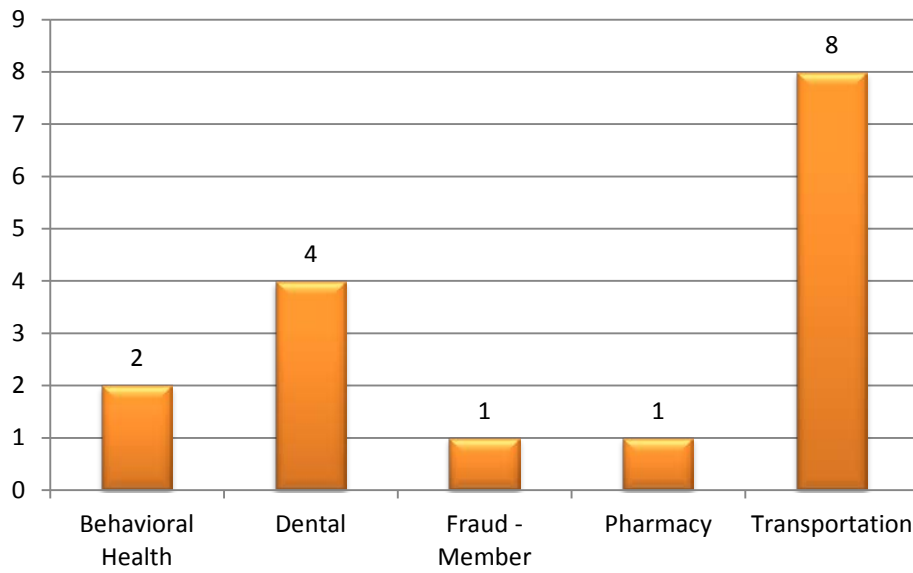
Quality of Provider Services



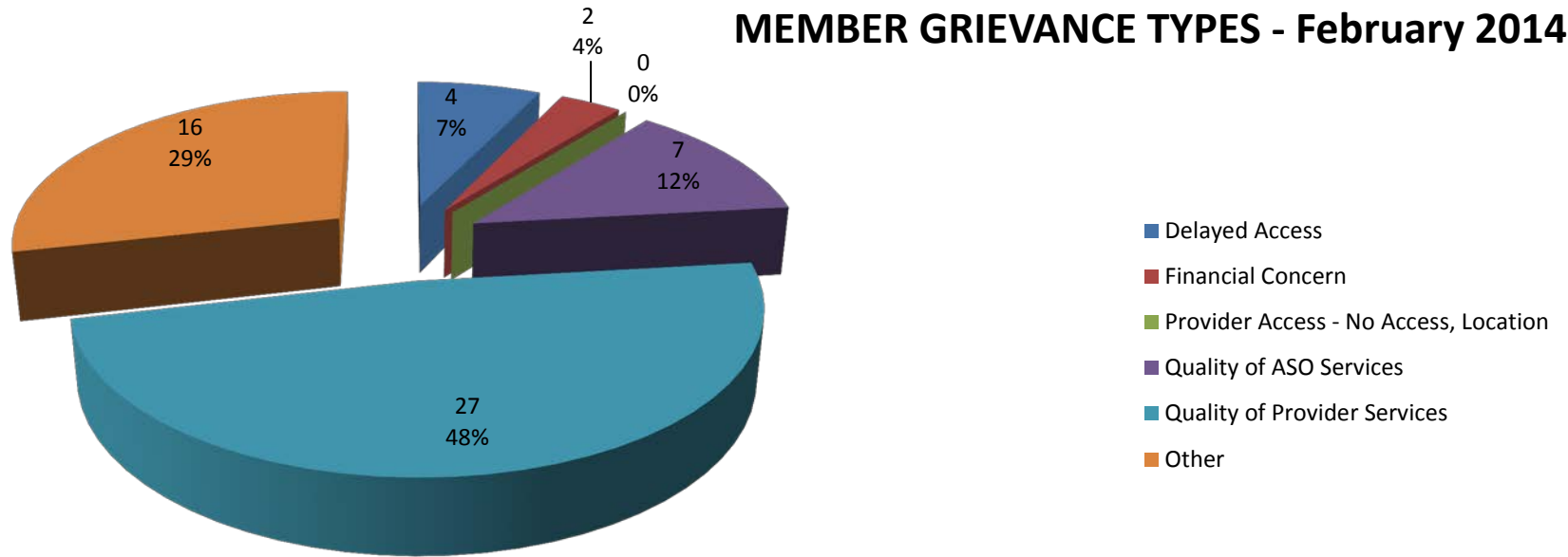
Quality of ASO Services



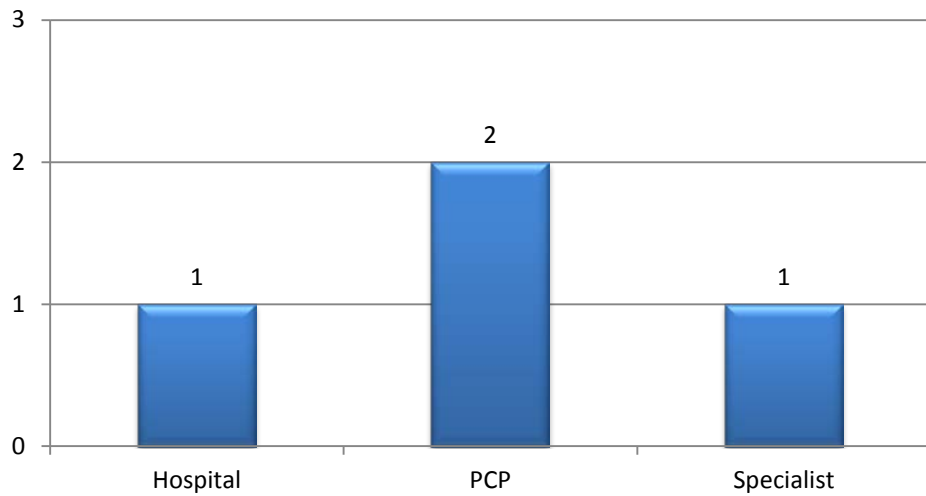
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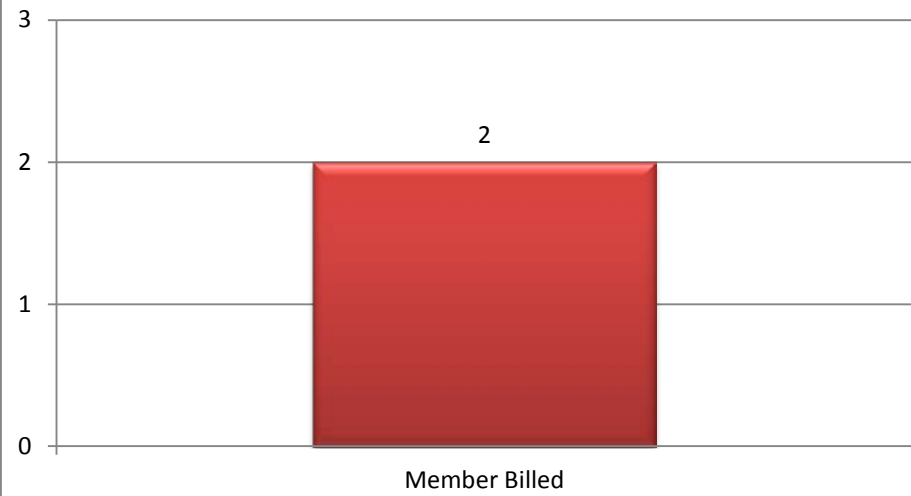
MEMBER GRIEVANCE TYPES - February 2014



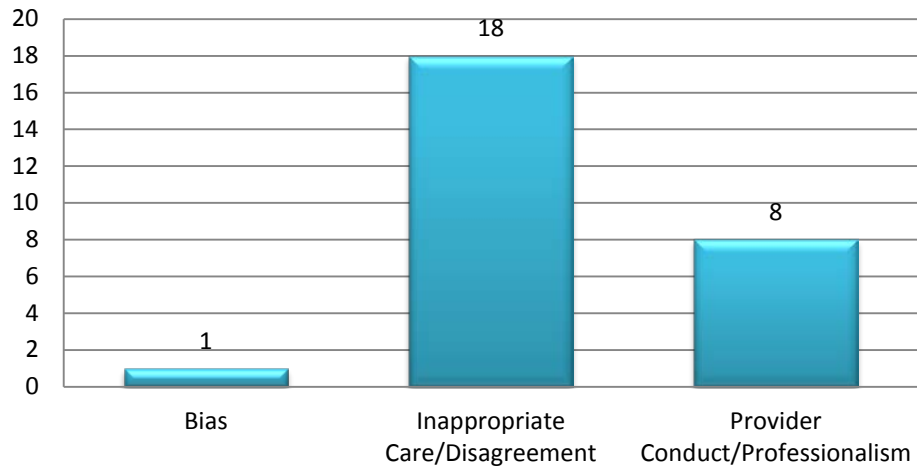
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Financial Concern



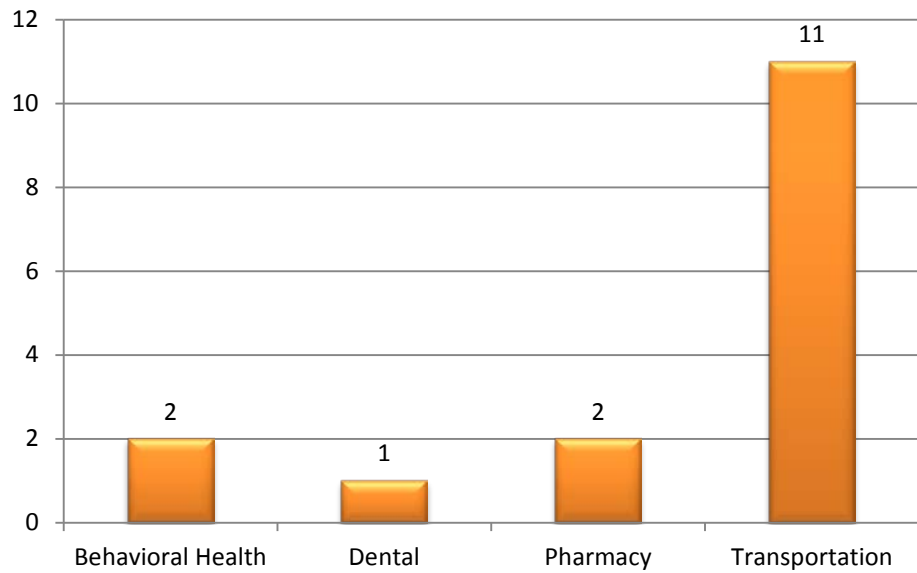
Quality of Provider Services



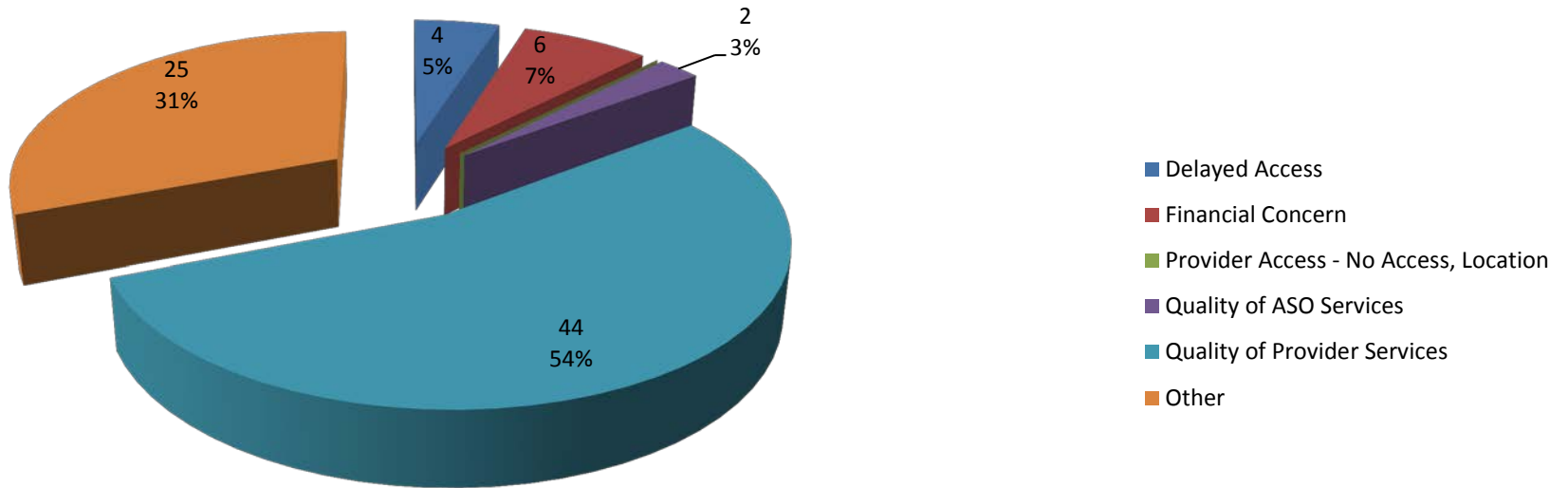
Quality of ASO Services



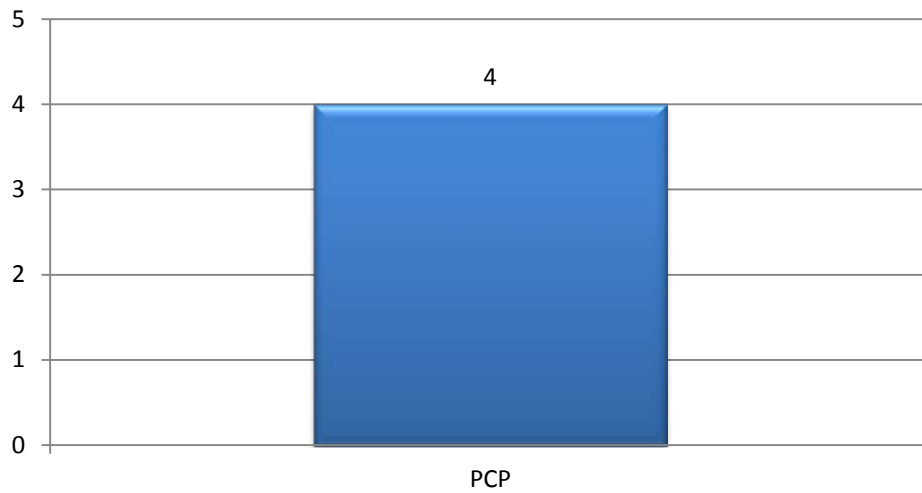
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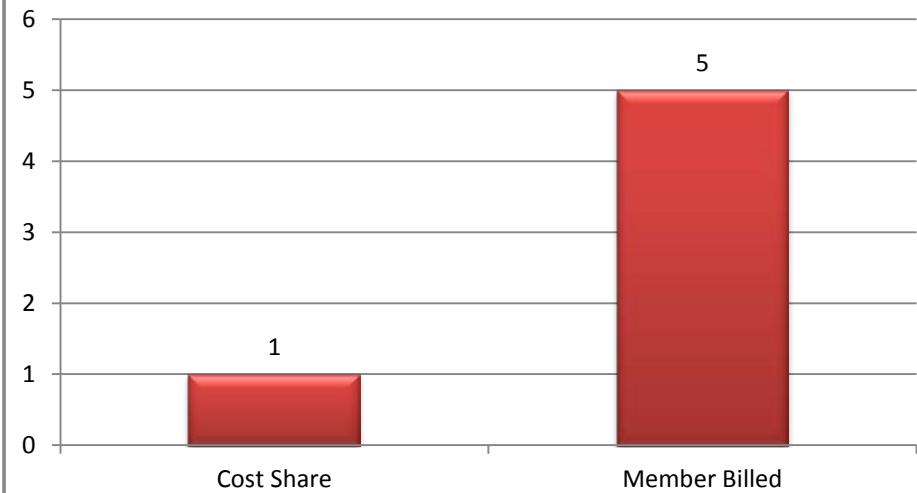
MEMBER GRIEVANCE TYPES - January 2014



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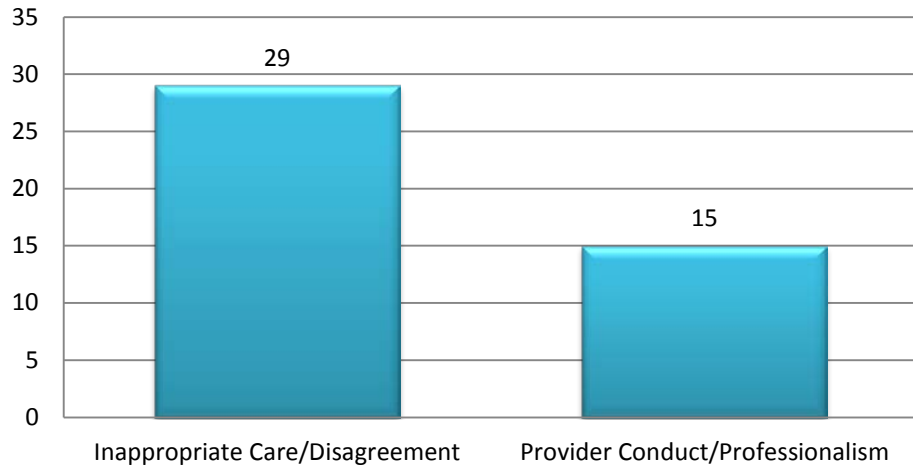


Financial Concern

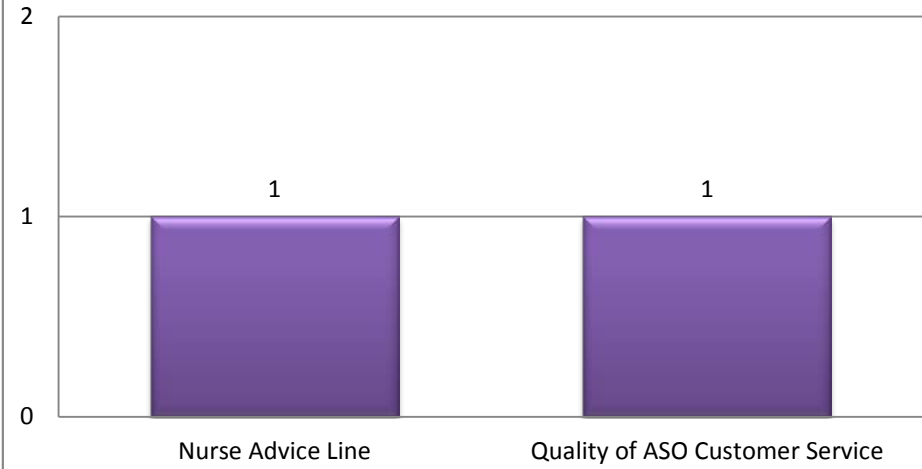


MEMBER GRIEVANCES - JANUARY 2014

Quality of Provider Services



Quality of ASO Service



Other

