

Member Grievances  
October - December 2014

Count of Problem		Program				
Problem	Concern	HUSKY A	HUSKY B	HUSKY C	HUSKY D	Grand Total
MEM - Delayed Access/Wait Time	Hospital				1	1
	OTHER			1		1
	PCP	11		3	2	16
	Specialist	4		4	3	11
MEM - Delayed Access/Wait Time Total		15		8	6	29
MEM - Quality of ASO Services	Automated Calls	1				1
	ICM			1	1	2
	Interpreter Services (Lack of Quality)	1				1
	Nurse Advice Line				1	1
	Provider Search Engine Information	16	1	1	31	49
	Quality of ASO Customer Service			1	2	3
MEM - Quality of ASO Services Total		18	1	3	35	57
MEMBER - Financial	Cost Share	1				1
	Member Billed	6	1	2	2	11
MEMBER - Financial Total		7	1	2	2	12
MEMBER - Other	Behavioral Health	2		1	2	5
	CTDHP	1				1
	Dental	13			10	23
	Fraud-Member	7			1	8
	Fraud-Provider	1		1	2	4
	Pharmacy	2		2		4
	Transportation (NEMT)	12		7	15	34
MEMBER - Other Total		38		11	30	79
MEM-Provider Access-No Access	PCP	9		4	12	25
	Specialist	20	2	4	47	73
MEM-Provider Access-No Access Total		29	2	8	59	98
MEM-Quality of Provider Svcs	Assistance with Specialist Referral	2			3	5
	Bias	4			3	7
	Condition of Office/Facility	1			1	2
	Inappropriate Care/Disagreement	52		34	65	151
	Privacy Violation	1				1
	Provider Conduct/Professionalism (including staff)	25	1	11	22	59
	Referral/Authorization Issue			1		1
MEM-Quality of Provider Svcs Total		85	1	46	94	226
Grand Total		192	5	78	226	501

Provider Grievances  
October - December 2014

Count of Problem		
Problem	Concern	Total
PROVIDER - ASO Services	Secure Portal	1
PROVIDER - ASO Services Total		1
PROVIDER - Members	Inappropriate behavior	4
	No Show	1
	Non-compliance with treatment plan	2
PROVIDER - Members Total		7
Grand Total		8