

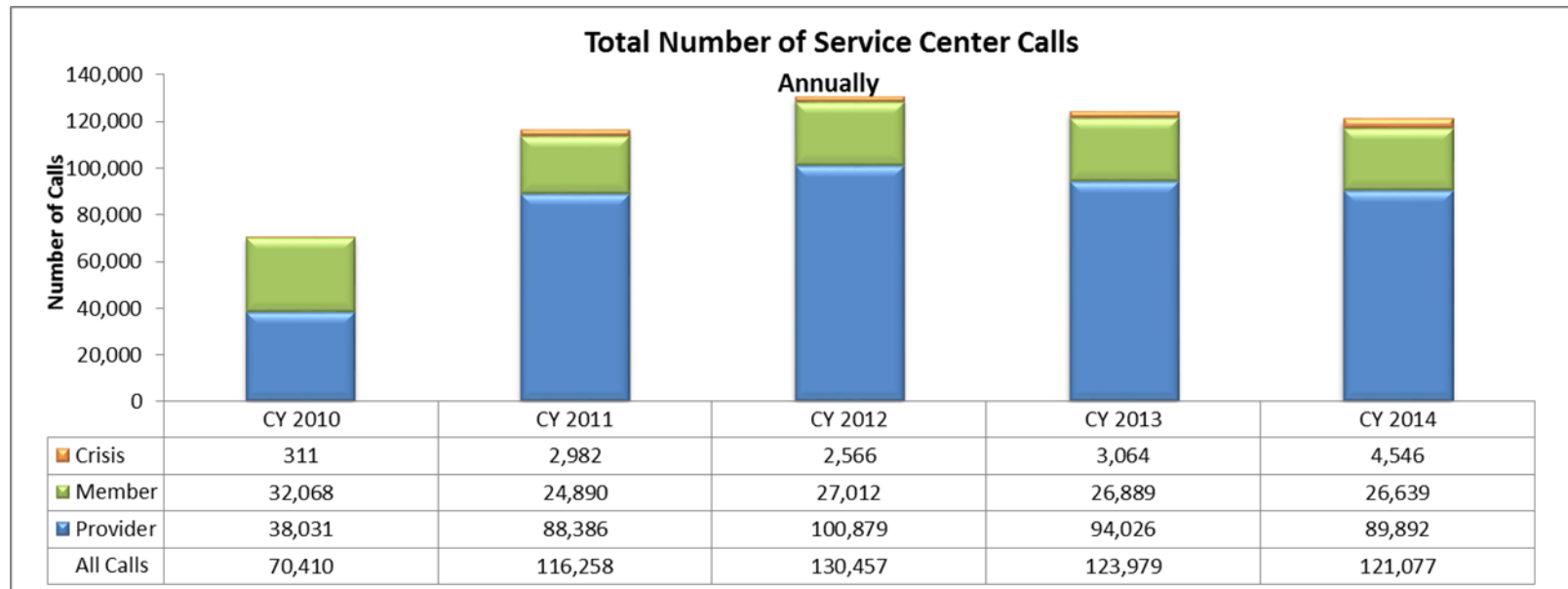


Complaints Annual & Q4 2014

March 25, 2015

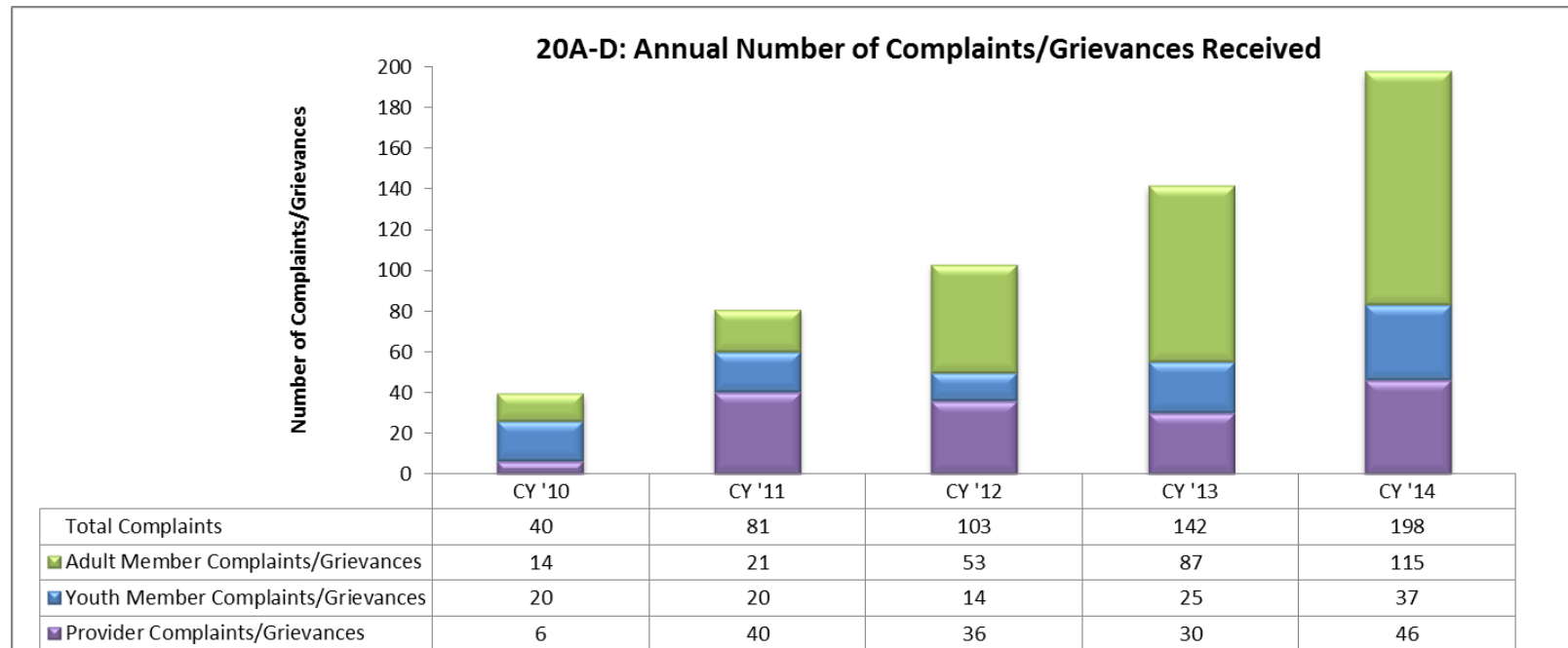


Annual Call Volume



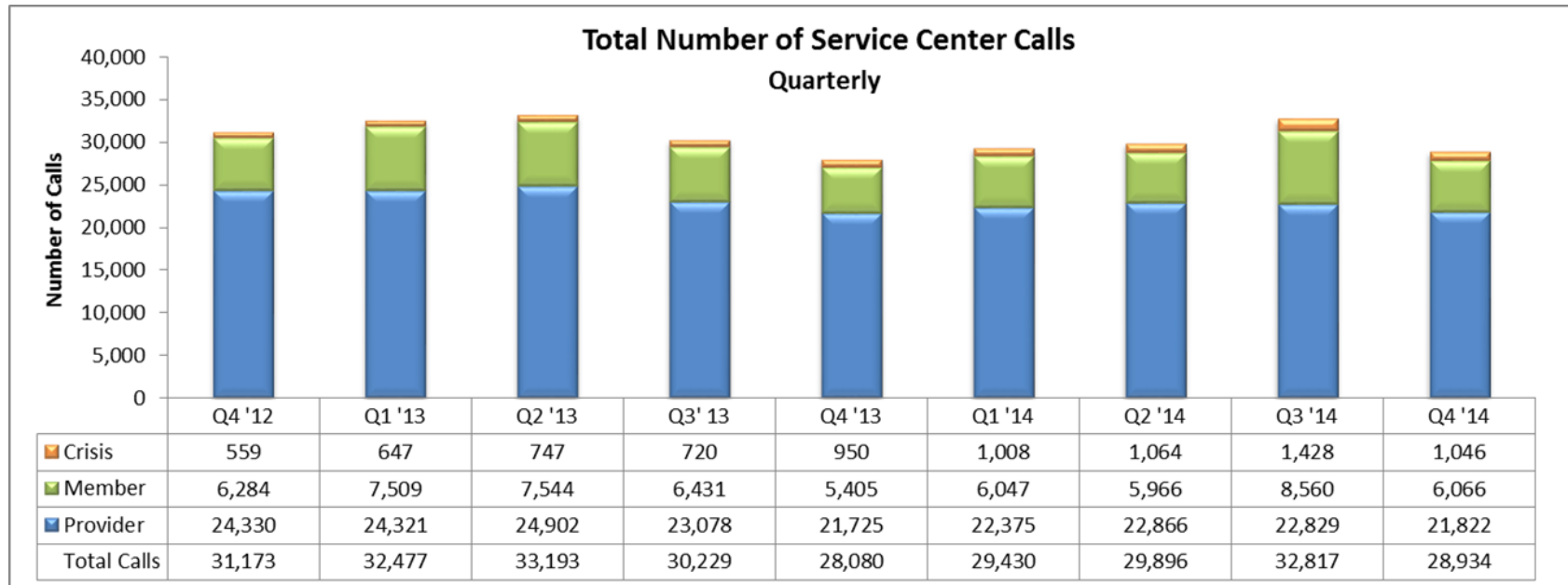
- Annually, call volume has decreased by 7.2% with nearly 3, 000 fewer calls.
- From a high of 130,457 in CY 2012 to our current call volume of 121,077 in CY 2014.

Annual Formal Complaint Volume



- Since 2010, there has been an overall increase in the annual volume of complaints/grievances.
- The increase is primarily driven by an increase in the number of complaints related to access to care and clinical issues.

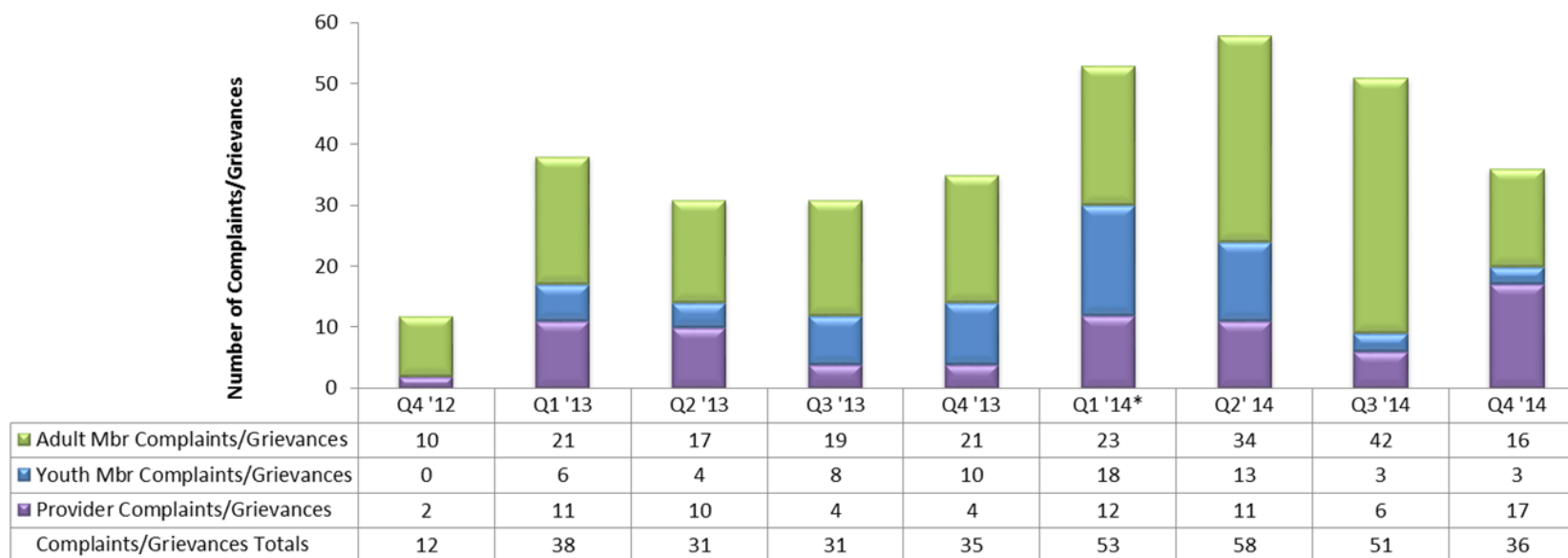
Quarterly Call Volume



- After reaching the highest number of calls for 2014 in Q3 (32,817), there was an 11.83% decrease to the lowest number of calls for the year in Q4 '14 (28,934).
- While member and crisis calls resumed rates consistent with Q1 and Q2, provider calls decreased to the lowest number for the year in Q4 (21,822).

Quarterly Formal Complaint Volume

20A-D: Quarterly Number of Complaints/Grievances Received



*Implementaton of revised tracking and reporting procedures for complaints/grievances.

- In 2014, the quarterly volume reached a high of 58 in Q2 '14 and since then has trended down reaching a low of 36, which is similar to the volume seen in Q4 '13 (35).

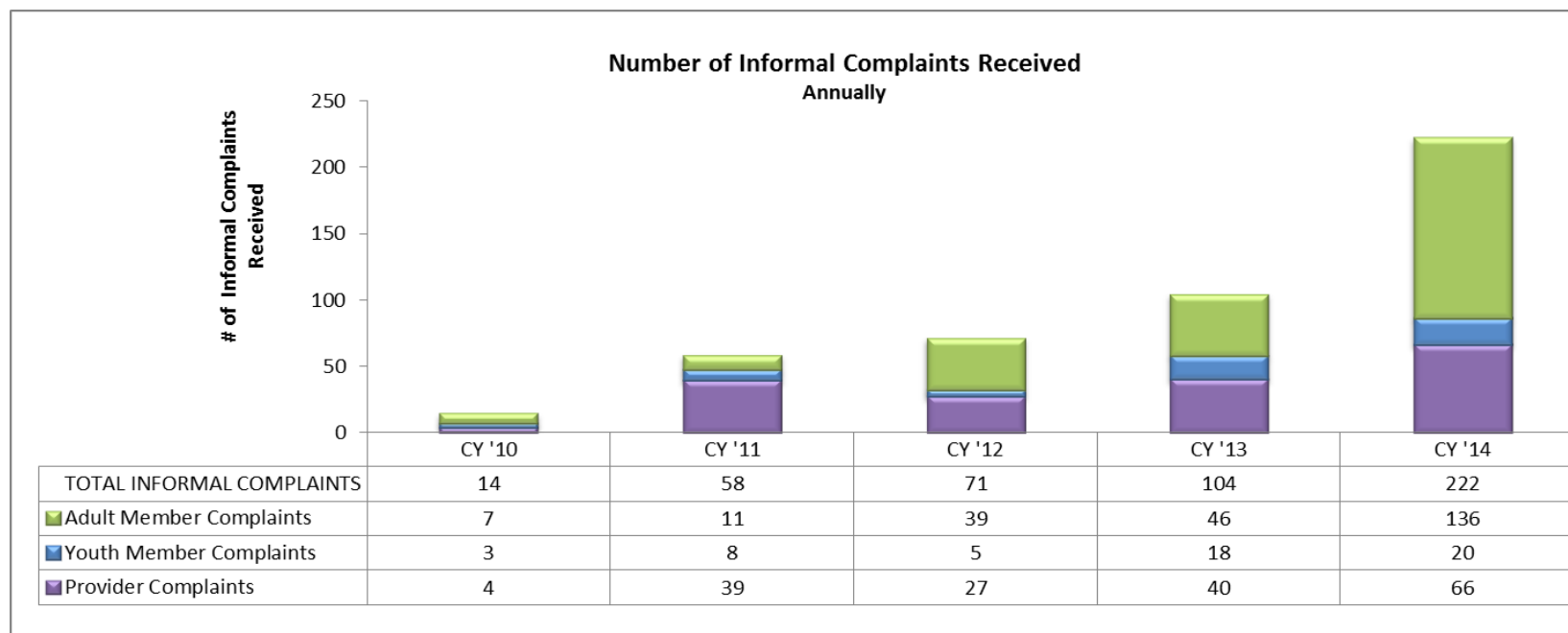
Member/Provider Formal Complaints by Reason

Annual Number of Complaints/Grievances by Reason				
	2011	2012	2013	2014
Complaint with VO staff/process	7	8	27	23
Provider	5	3	21	18
Adult Member	-	2	4	2
Youth Member	2	3	2	3
Clinical Issues	26	41	43	49
Provider	-	-	1	3
Adult Member	14	32	33	36
Youth Member	12	9	9	10
Access Issues	3	11	10	41
Provider	1	1	2	7
Adult Member	-	10	5	29
Youth Member	2	-	3	5
Reimbursement/Billing/Claims Issues	1	13	3	29
Provider	1	9	-	1
Adult Member	-	3	-	23
Youth Member	-	1	3	5
Benefit Issues	8	3	14	7
Provider	3	2	2	2
Adult Member	5	1	12	1
Youth Member	-	-	-	4
Provider Network Accuracy/Incorrect Referrals	1	3	3	0
Provider	-	-	-	-
Adult Member	1	3	3	-
Youth Member	-	-	-	-

Member/Provider Formal Complaints by Reason cont.

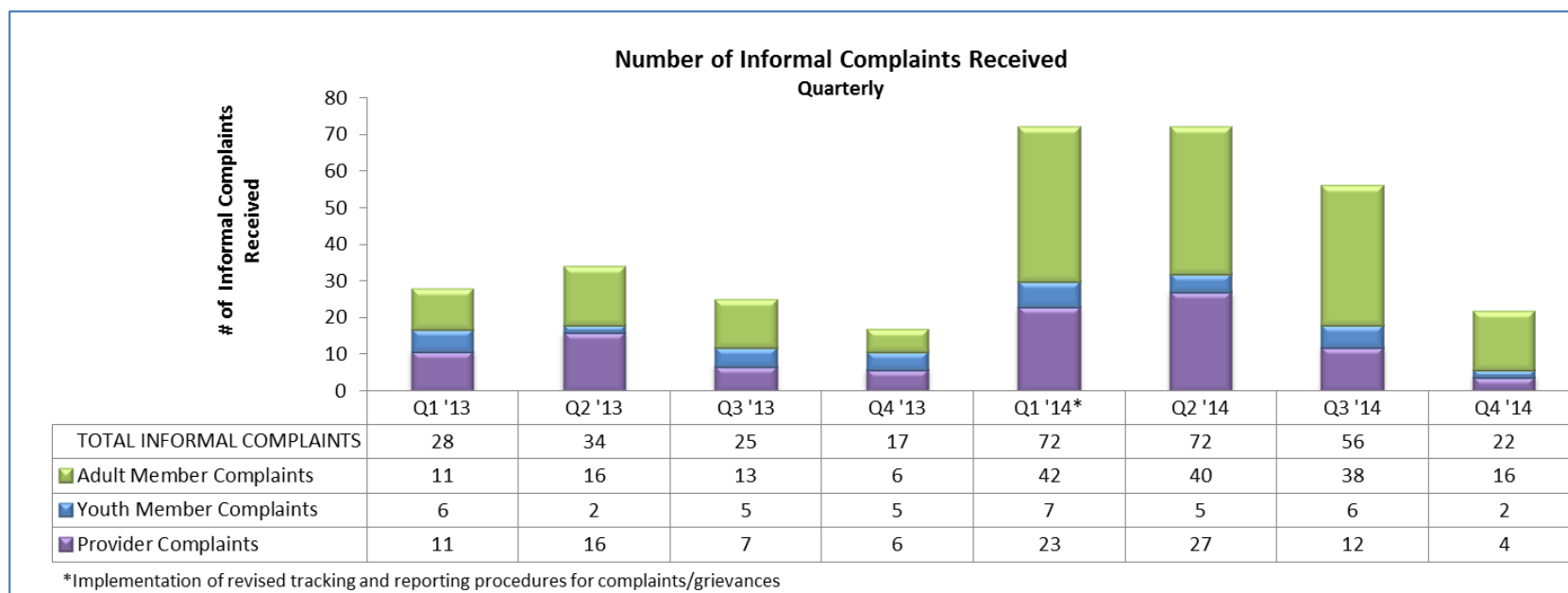
Annual Number of Complaints/Grievances by Reason				
	2011	2012	2013	2014
Transportation Issues	0	4	8	35
Provider	-	1	3	19
Adult Member	-	2	3	8
Youth Member	-	1	2	8
Authorization Issues	31	17	3	1
Provider	31	17	1	1
Adult Member	-	-	1	-
Youth Member	-	-	1	-
Provider Attitude/Behavior	6	0	29	13
Provider	-	-	-	1
Adult Member	2	-	24	10
Youth Member	4	-	5	2
Quality of Practitioner's Office			2	
Provider	-	-	-	-
Adult Member	-	-	2	-
Youth Member	-	-	-	-

Annual Informal Complaint Volume



- Since 2010, there has been an annual increase in the number of informal complaints received.
- The increase seen in 2014 is largely driven by benefit concerns.

Quarterly Informal Complaint Volume



- In 2014, the quarterly volume reached a high in Q1 and Q2 but has since trended down.
- Q4 2014 has similar volume seen in Q4 2013

Member/Provider Informal Complaints by Reason

Annual Number of Informal Complaints/Grievances
by Reason

	2013	2014
Complaint with VO staff/process	20	25
Provider	16	17
Adult Member	3	7
Youth Member	1	1
Clinical Issue	26	27
Provider	5	2
Adult Member	14	23
Youth Member	7	2
Access Issue	16	41
Provider	3	-
Adult Member	8	35
Youth Member	5	6
Reimbursement/Billing/Claims Issue	12	15
Provider	4	-
Adult Member	6	11
Youth Member	2	4
Benefit Issues	1	70
Provider	-	42
Adult Member	1	26
Youth Member	-	2
Provider Network Accuracy/Incorrect Referrals	3	24
Provider	-	-
Adult Member	3	21
Youth Member	-	3

Member/Provider Informal Complaints by Reason cont.

	2013	2014
Transportation Issues	10	6
Provider	6	2
Adult Member	4	4
Youth Member	-	-
Authorization Issues	8	4
Provider	6	3
Adult Member	1	-
Youth Member	1	1
Provider Attitude/Behavior	8	10
Provider	-	-
Adult Member	6	9
Youth Member	2	1
Quality of Practitioner's Office	0	0
Provider	-	-
Adult Member	-	-
Youth Member	-	-

Questions?