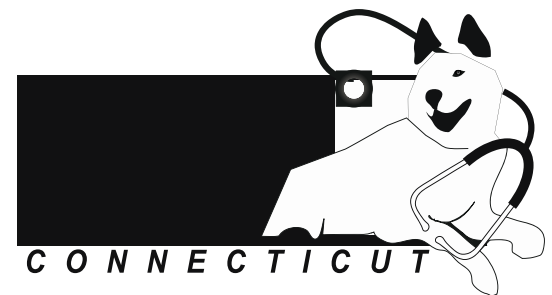


Grievances

October 28, 2015





GRIEVANCES

- A grievance is an expression of dissatisfaction
- A grievance is documented whenever a member or provider contacts us and indicates dissatisfaction with the actions of an enrolled individual (member or provider) or group
- An enrolled member/family member or participating provider can file the grievance with an employee of CHNCT.



WHAT CONSTITUTES A GRIEVANCE?

Some examples of what is considered a grievance:

- **Not being seen by a provider in a timely fashion.**
- **Feeling you were not treated respectfully by a provider or office staff.**
- **Disagreeing with the treatment that is being proposed or you received.**
- **Not being able to locate a provider at all.**



WHAT HAPPENS WHEN YOU FILE A GRIEVANCE?

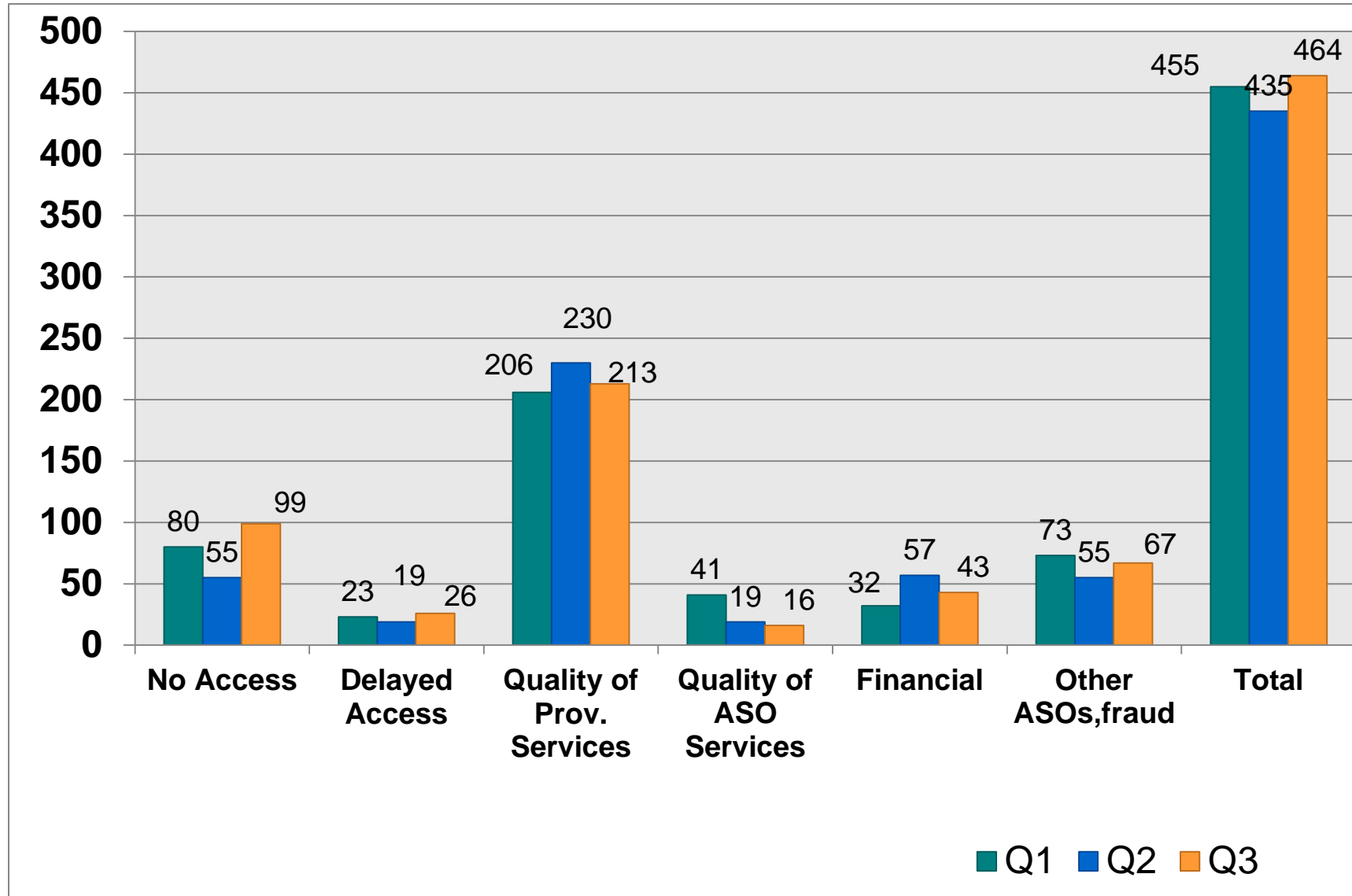
- **Most grievances are taken when a member or provider contacts Member Services**
- **The member or provider can also file a grievance while speaking with a nurse or other staff member.**
- **If a member's grievance results in a need for access to a new provider, Member Services helps the member locate a provider and offers appointment assistance to the member even before grievance is researched.**



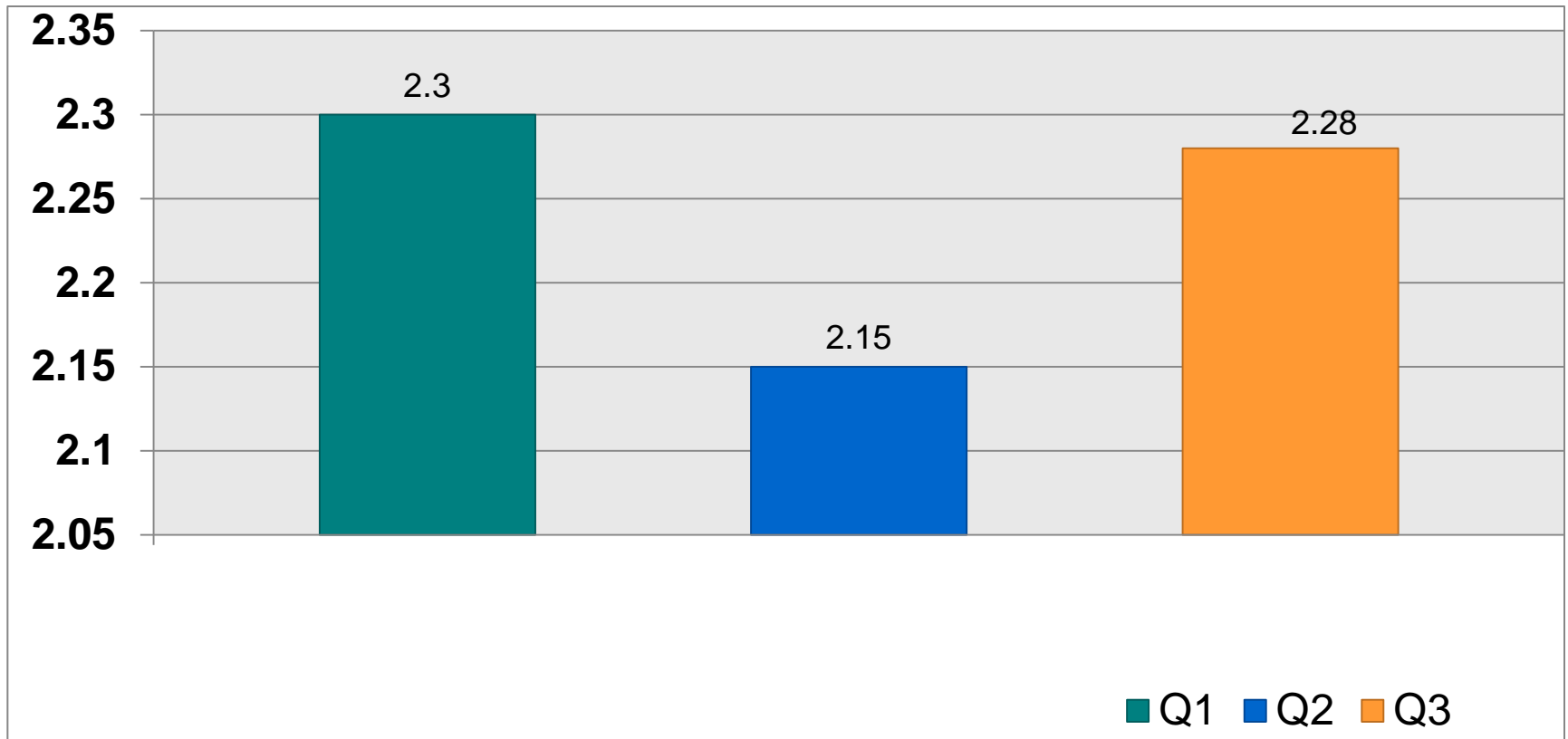
WHAT HAPPENS AFTER THE GRIEVANCE IS FILED?

- **Grievances about another ASO, State Agency or broker are tracked and referred to the appropriate agency.**
- **Grievances related to the functions of the Medical ASO or the provider concerns are researched by the Quality Department**
- **Grievances about financial matters such as a member being billed in error are handled by Member Services or Provider Relations.**
- **Grievances are to be resolved within 45 days. The Quality department can ask for a one time extension of 15 days from DSS if more time is needed for a specific reason such as awaiting receipt of medical records**

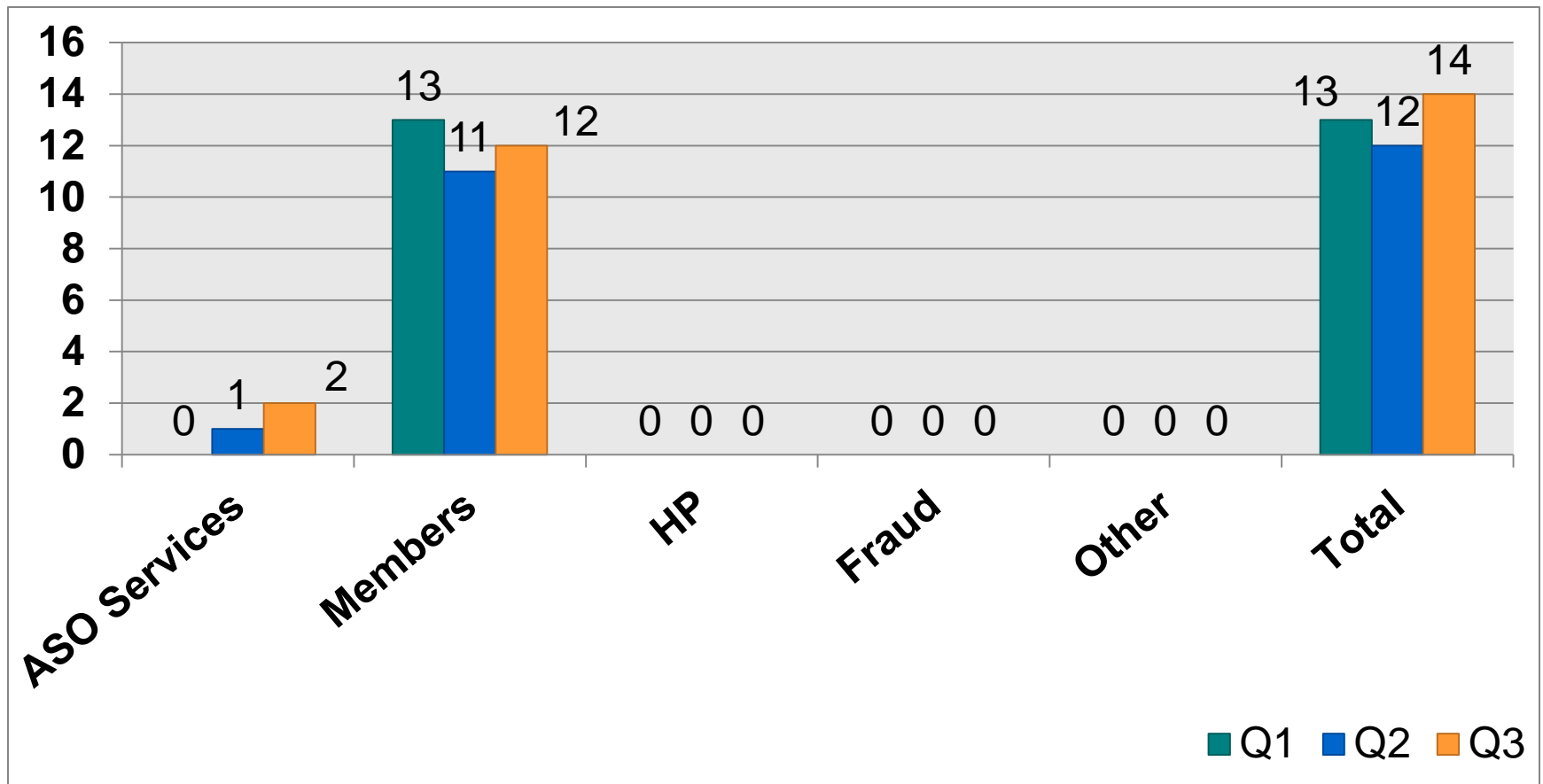
MEMBER GRIEVANCES (*from members*) 2015



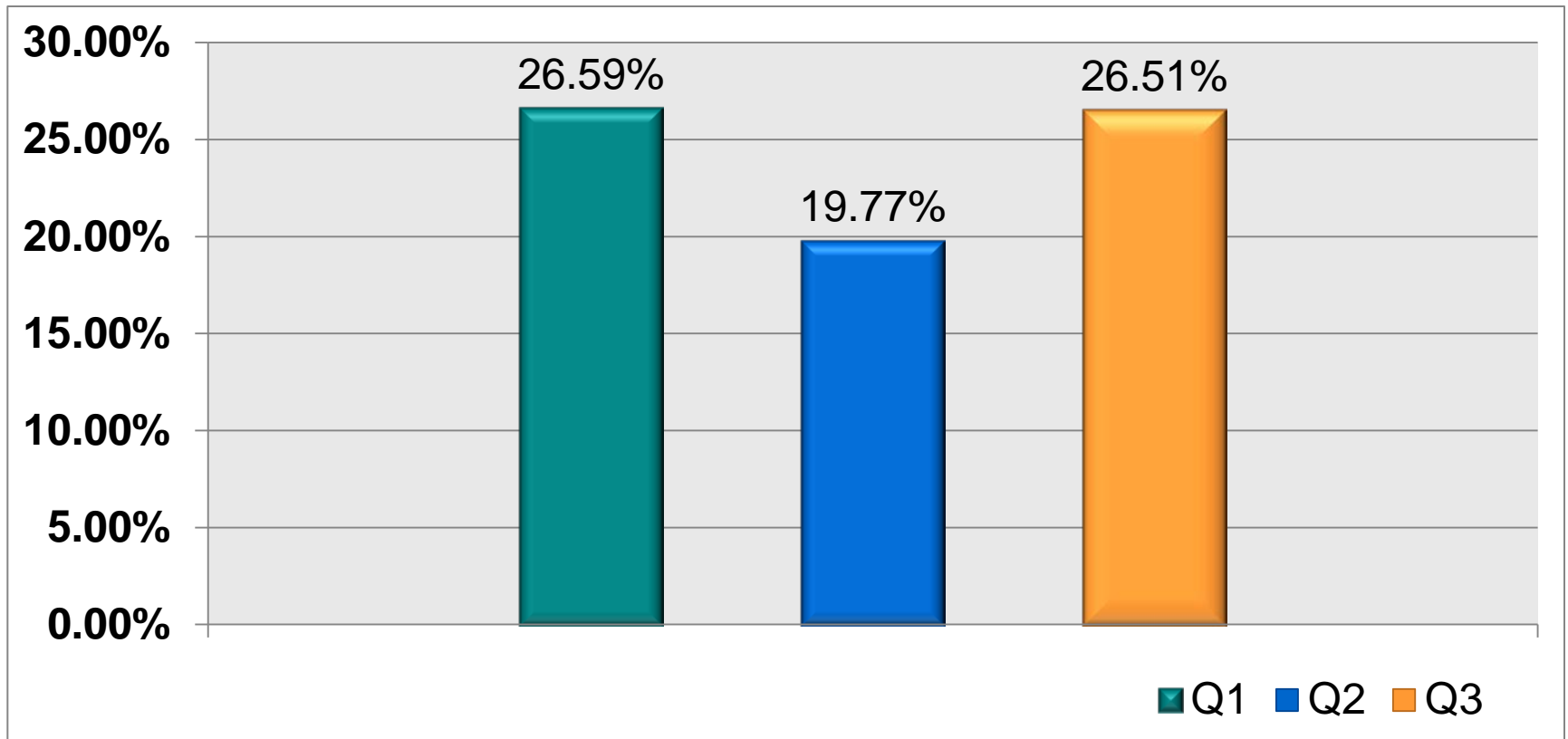
MEMBER GRIEVANCES (*from members*) PER THOUSAND MEMBERS



PROVIDER GRIEVANCES 2015



% OF ALL MEMBER GRIEVANCES *(from members)* CLOSED AS FIRST CALL RESOLUTION



% of NO ACCESS/DELAYED ACCESS GRIEVANCES CLOSED AS FIRST CALL RESOLUTION

