

DESCRIPTION: Quality Management  
Complaints Meeting Turnaround Time  
3rd Quarter 2015



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**EXHIBIT E**

REPORT #136

Provider Grievances

Program: PROVIDER

Complaint Month: July

Approach to Resolve Complaint:	
ASO Clarified Concern	0
ASO Resolved or Took Action	4
Referred to DSS/DSS Contractor	0
Appeal Education	0
<b>TOTAL:</b>	4

Timeframe of Resolution:	
Same Day	0
2nd day to 7th day	2
8th day to 1 month (30 days)	2
31-45 days	0
46-60 days*	0
GT than 60 days	0
<b>TOTAL:</b>	4

*\*CHNCT may request a 15 day extension from DSS to resolve complaints*

Final Resolution:	
Closed - Considered Resolved	2
Closed - Unresolved	2
<b>TOTAL:</b>	4





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Complaint Month: \_\_\_\_\_

Approach to Resolve Complaint:	
ASO Clarified Concern	0
ASO Resolved or Took Action	0
Referred to DSS/DSS Contractor	0
Appeal Education	0
<b>TOTAL:</b>	0

Timeframe of Resolution:	
Same Day	0
2nd day to 7th day	0
8th day to 1 month (30 days)	0
31-45 days	0
46-60 days*	0
GT than 60 days	0
<b>TOTAL:</b>	0

*\*CHNCT may request a 15 day extension from DSS to resolve complaints*

Final Resolution:	
Closed - Considered Resolved	0
Closed - Unresolved	0
<b>TOTAL:</b>	0





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Complaint Month: \_\_\_\_\_

Approach to Resolve Complaint:	
ASO Clarified Concern	0
ASO Resolved or Took Action	0
Referred to DSS/DSS Contractor	0
Appeal Education	0
<b>TOTAL:</b>	0

Timeframe of Resolution:	
Same Day	0
2nd day to 7th day	0
8th day to 1 month (30 days)	0
31-45 days	0
46-60 days*	0
GT than 60 days	0
<b>TOTAL:</b>	0

*\*CHNCT may request a 15 day extension from DSS to resolve complaints*

Final Resolution:	
Closed - Considered Resolved	0
Closed - Unresolved	0
<b>TOTAL:</b>	0