

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

Member Grievances

Program: HUSKY

Complaint Month: July

Received by the ASO From:	
DSS	0
HUSKY Info Line	0
НР	0
Other ASOs	0
Direct	140
TOTAL:	140

Source:	
Member/Family	140
Provider	0
State Agency	0
Advocate	0
Lawyer	0
Elected Official	0
Other	
TOTAL	140

Approach to Resolve Complaint:	
ASO Clarified Concern	0
ASO Resolved or Took Action	140
Referred to DSS/DSS Contractor	0
Appeal Education	0
TOTAL:	140

Timeframe of Resolution:	
Same Day	39
2nd day to 7th day	50
8th day to 1 month (30 days)	41
31-45 days	9
46-60 days*	1
GT than 60 days	0
TOTAL:	140

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

Final Resolution:	
Closed - Considered Resolved	138
Closed - Unresolved	2
TOTAL:	140

If GT 60 days or 45 days without an extension approved, what was the reason for the delay?



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



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
TOTAL:	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
TOTAL:	4

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

Final Resolution:	
Closed - Considered Resolved	2
Closed - Unresolved	2
TOTAL:	4



Member Grievances

Program: HUSKY

Received by the ASO From:	
DSS	0
HUSKY Info Line	0
НР	0
Other ASOs	0
Direct	0
TOTAL:	0

Source:	
Member/Family	0
Provider	0
State Agency	0
Advocate	0
Lawyer	0
Elected Official	0
Other	
TOTAL:	0

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

Complaint Month:

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
TOTAL:	0

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

Final Resolution:	
Closed - Considered Resolved	0
Closed - Unresolved	0
TOTAL:	0

If GT 60 days or 45 days without an extension approved, what was

the reason for the delay?



Provider Grievances

Program: PROVIDER

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
TOTAL:	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
TOTAL:	0

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

Final Resolution:	
Closed - Considered Resolved	0
Closed - Unresolved	0
TOTAL:	0



Member Grievances

Program: HUSKY

Received by the ASO From:	
DSS	0
HUSKY Info Line	0
НР	0
Other ASOs	0
Direct	0
TOTAL:	0

Source:	
Member/Family	0
Provider	0
State Agency	0
Advocate	0
Lawyer	0
Elected Official	0
Other	
TOTAL:	0

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

Complaint Month:

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
TOTAL:	0

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

Final Resolution:	
Closed - Considered Resolved	0
Closed - Unresolved	0
TOTAL:	0

If GT 60 days or 45 days without an extension approved, what was

the reason for the delay?



Provider Grievances

Program: PROVIDER

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
TOTAL:	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
TOTAL:	0

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

Final Resolution:	
Closed - Considered Resolved	0
Closed - Unresolved	0
TOTAL:	0