



DESCRIPTION: Quality Management  
Member Complaints Broken Out By Reason Code  
2015

**EXHIBIT E**  
REPORT #135

HUSKY

	Q1		Q2		Q3		Q4	
Provider Access	#	/1000MM	#	/1000MM	#	/1000MM	#	/1000MM
No access: location, closed panel, selection, no prvdr in area, etc.								
PCP	32	0.01356	17	0.007019	38	0.015593	0	#DIV/0!
Specialist	48	0.02034	38	0.01569	61	0.025031	0	#DIV/0!
Hospital	0	0	0	0	0	0	0	#DIV/0!
Other provider type	0	0	0	0	0	0	0	#DIV/0!
<b>Total</b>	80	0.0339	55	0.022709	99	0.040624	0	#DIV/0!
Delayed access/ wait time to appt.								
PCP	16	0.00678	10	0.004129	10	0.004103	0	#DIV/0!
Specialist	6	0.00254	9	0.003716	14	0.005745	0	#DIV/0!
Hospital	1	0.00042	0	0	2	0.000821	0	#DIV/0!
Other	0	0	0	0	0	0	0	#DIV/0!
<b>Total</b>	23	0.00975	19	0.007845	26	0.010669	0	#DIV/0!
Quality of Provider Services								
Assistance with specialist referral	4	0.00169	8	0.003303	9	0.003693	0	#DIV/0!
Bias	11	0.00424	7	0.00289	20	0.008207	0	#DIV/0!
Condition of office/facility	2	0.00085	1	0.000413	2	0.000821	0	#DIV/0!
Cultural	1	0.00042	1	0.000413	1	0.00041	0	#DIV/0!
Inappropriate care/disagreement	132	0.05593	135	0.055739	111	0.045548	0	#DIV/0!
Language barrier	0	0	0	0	0	0	0	#DIV/0!
Privacy violation	2	0.00085	0	0	2	0.000821	0	#DIV/0!
Provider Conduct/professionalism (including staff)	51	0.02161	77	0.031792	68	0.027903	0	#DIV/0!
Refused to see Member due to lack of photo ID/Card	3	0.00127	1	0.000413	0	0	0	#DIV/0!
<b>Total</b>	206	0.08686	230	0.094963	213	0.087403	0	#DIV/0!
Quality of ASO Services								
Automated Calls	0	0	0	0	0	0	0	#DIV/0!
ICM	1	0.00042	5	0.002064	6	0.002462	0	#DIV/0!
Interpreter services (lack or quality)	3	0.00127	2	0.000826	1	0.00041	0	#DIV/0!
Member materials	0	0	0	0	0	0	0	#DIV/0!
Nurse Advice Line	1	0.00042	2	0.000826	0	0	0	#DIV/0!
Provider search engine information	33	0.01398	5	0.002064	1	0.00041	0	#DIV/0!
Quality of ASO customer service	2	0.00085	5	0.002064	7	0.002872	0	#DIV/0!
Referral/authorization issue	1	0.00042	0	0	1	0.00041	0	#DIV/0!
<b>Total</b>	41	0.01737	19	0.007845	16	0.006565	0	#DIV/0!
Financial								
COB	0	0	0	0	1	0.00041	0	#DIV/0!
Cost share	0	0	0	0	0	0	0	#DIV/0!
Member billed	32	0.01356	57	0.023534	42	0.017234	0	#DIV/0!
Premium	0	0	0	0	0	0	0	#DIV/0!
<b>Total</b>	32	0.01356	57	0.023534	43	0.017645	0	#DIV/0!
Other								
Behavioral Health	9	0.00381	5	0.002064	9	0.003693	0	#DIV/0!
Dental	14	0.00593	10	0.004129	20	0.008207	0	#DIV/0!
Fraud - Member	8	0.00339	5	0.002064	1	0.00041	0	#DIV/0!
Fraud - Provider	1	0.00042	0	0	2	0.000821	0	#DIV/0!
Others	1	0.00042	1	0.000413	0	0	0	#DIV/0!
Pharmacy	4	0.00127	4	0.001652	2	0.000821	0	#DIV/0!
Transportation (NEMT)	36	0.01525	30	0.012386	33	0.013541	0	#DIV/0!
<b>Total</b>	73	0.03051	55	0.022709	67	0.027493	0	#DIV/0!

<b>Total Grievances</b>	455*
<b>Total Member Months</b>	2,360,739

<b>Total Grievances</b>	435*
<b>Total Member Months</b>	2,422,852

<b>Total Grievances</b>	464
<b>Total Member Months</b>	2,437,809

<b>Total Grievances</b>	
<b>Total Member Months</b>	

\*Q1 and Q2 grievances restated due to 11 grievances falling under a "person" label instead of a "member" or "provider" label. This occurs when a person is an eligible member but has not received an ID number yet (just the eligibility letter). These 11 were added to the report.



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**Provider**

	Q1		Q2		Q3		Q4
<b>ASO Services</b>		<b>ASO Services</b>		<b>ASO Services</b>		<b>ASO Services</b>	
Provider rep	0	Provider rep	0	Provider rep	0	Provider rep	0
Secure Portal	0	Secure Portal	0	Secure Portal	0	Secure Portal	0
ASO materials (lack of, quality, etc.)	0	ASO materials (lack of, quality, etc.)	0	ASO materials (lack of, quality, etc.)	0	ASO materials (lack of, quality, etc.)	0
Language line/translator	0	Language line/translator	1	Language line/translator	1	Language line/translator	0
Provider call center	0	Provider call center	0	Provider call center	0	Provider call center	0
ICM	0	ICM	0	ICM	0	ICM	0
UM (prior auth)	0	UM (prior auth)	0	UM (prior auth)	1	UM (prior auth)	0
<b>Total</b>	<b>0</b>	<b>Total</b>	<b>1</b>	<b>Total</b>	<b>2</b>	<b>Total</b>	<b>0</b>
<b>Members</b>		<b>Members</b>		<b>Members</b>		<b>Members</b>	
No Show	3	No Show	9	No Show	5	No Show	0
Non-compliance with treatment plan	3	Non-compliance with treatment plan	2	Non-compliance with treatment plan	2	Non-compliance with treatment plan	0
Innapropriate behavior	7	Innapropriate behavior	0	Innapropriate behavior	5	Innapropriate behavior	0
<b>Total</b>	<b>13</b>	<b>Total</b>	<b>11</b>	<b>Total</b>	<b>12</b>	<b>Total</b>	<b>0</b>
<b>HP</b>		<b>HP</b>		<b>HP</b>		<b>HP</b>	
Enrollment issues	0	Enrollment issues	0	Enrollment issues	0	Enrollment issues	0
Claims	0	Claims	0	Claims	0	Claims	0
Demographic updates	0	Demographic updates	0	Demographic updates	0	Demographic updates	0
<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>
<b>Fraud</b>		<b>Fraud</b>		<b>Fraud</b>		<b>Fraud</b>	
Member	0	Member	0	Member	0	Member	0
Other provider	0	Other provider	0	Other provider	0	Other provider	0
<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>
<b>Other</b>		<b>Other</b>		<b>Other</b>		<b>Other</b>	
Pharmacy	0	Pharmacy	0	Pharmacy	0	Pharmacy	0
CTDHP	0	CTDHP	0	CTDHP	0	CTDHP	0
CTBHP	0	CTBHP	0	CTBHP	0	CTBHP	0
Logisticare	0	Logisticare	0	Logisticare	0	Logisticare	0
<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>
<b>Total Grievances</b>	<b>13</b>	<b>Total Grievances</b>	<b>12</b>	<b>Total Grievances</b>	<b>14</b>	<b>Total Grievances</b>	<b>0</b>