

Source of the complaint	Total Count
Member/family	539
Provider's office	0
Hospital	16
Nursing Home/LTC	16
Dialysis facility	19
Methodone facility	13
Other facility	38
Advocate	23
Attorney	0

Received From:	Total Count
DSS	0
HUSKY Info Line	0
HP	0
Other ASOs	102
Direct	562
TOTAL:	664

Approach to Resolve Complaint:	Total Count
Clarified process/policy	640
Resolved or Took Action w/provider	640
Resolved or Took Action w/LGCT staff	31
Referred to DSS/DSS Contractor	0
TOTAL:	671

Timeframe of Resolution:		
Same Day		
2nd day to 7th day		
8th day to 1 month (30 days)		
31-45 days		
GT 45 days		
TOTAL:		

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