



Report Name: FQHC PCMH and PCMH+ Member Complaints Summary

FQHC PCMH and PCMH+

Description: FQHC PCMH and PCMH+ Member Complaints Broken Out By Reason Code

Date Range: 01/01/2019 - 08/31/2019

Run Date: 09/05/2019

Membership: HUSKY A, C, D. Excludes Dual-Eligible Medicare/Medicaid Members

	Jan		Feb		Mar		Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec	
	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM
Provider Access - No access: location,																								
PCP Sub-total	0	0	0	0	0	0	0	0	1	0.0025	0	0	0	0	2	0.005	0	0	0	0	0	0	0	0
Adult	0	0	0	0	0	0	0	0	1	0.0025	0	0	0	0	2	0.005	0	0	0	0	0	0	0	0
Pediatrics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Specialist Sub-total	16	0.0416	10	0.0256	10	0.0253	12	0.0308	12	0.0299	11	0.0272	10	0.0247	19	0.0471	0	0	0	0	0	0	0	0
Acupuncture	0	0	0	0	0	0	0	0	1	0.0025	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Allergy	1	0.0026	0	0	0	0	1	0.0026	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Audiology/Hearing Aids	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cardiology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Chiropractor	0	0	0	0	2	0.0051	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dermatology	4	0.0104	3	0.0077	5	0.0126	2	0.0051	5	0.0125	3	0.0074	2	0.0049	6	0.0149	0	0	0	0	0	0	0	0
DME	0	0	1	0.0026	0	0	1	0.0026	1	0.0025	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Endocrinology	0	0	0	0	0	0	0	0	2	0.005	0	0	0	0	1	0.0025	0	0	0	0	0	0	0	0
ENT	0	0	0	0	0	0	2	0.0051	0	0	0	0	0	0	1	0.0025	0	0	0	0	0	0	0	0
Gastroenterology	0	0	0	0	0	0	0	0	0	0	1	0.0025	1	0.0025	2	0.005	0	0	0	0	0	0	0	0
Home Health Care	0	0	0	0	0	0	1	0.0026	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MULTIPLE (specify specialist types)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Naturopath	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Neurology	0	0	0	0	0	0	0	0	0	0	0	0	2	0.0049	2	0.005	0	0	0	0	0	0	0	0
Nutritionist	0	0	0	0	1	0.0025	0	0	0	0	1	0.0025	0	0	0	0	0	0	0	0	0	0	0	0
OB/Gyn	2	0.0052	0	0	0	0	0	0	1	0.0025	3	0.0074	0	0	0	0	0	0	0	0	0	0	0	0
Oral Maxillofacial	0	0	0	0	1	0.0025	0	0	1	0.0025	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Orthopedic	1	0.0026	2	0.0051	0	0	2	0.0051	1	0.0025	0	0	2	0.0049	1	0.0025	0	0	0	0	0	0	0	0
Orthopedic Surgeon	1	0.0026	0	0	0	0	3	0.0077	0	0	1	0.0025	0	0	1	0.0025	0	0	0	0	0	0	0	0
OTHER (specify type of specialist)	2	0.0052	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pain Management	1	0.0026	1	0.0026	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Podiatry	0	0	2	0.0051	0	0	0	0	0	0	0	0	2	0.0049	1	0.0025	0	0	0	0	0	0	0	0
Pulmonology	1	0.0026	1	0.0026	0	0	0	0	0	0	1	0.0025	0	0	1	0.0025	0	0	0	0	0	0	0	0
Radiology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rehab (PT, OT, ST, AT, Physiatry)	2	0.0052	0	0	0	0	0	0	0	0	1	0.0025	1	0.0025	1	0.0025	0	0	0	0	0	0	0	0
Rheumatology	1	0.0026	0	0	0	0	0	0	0	0	0	0	0	2	0.005	0	0	0	0	0	0	0	0	0
Sleep Medicine	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SURGEON (specify type of surgeon)	0	0	0	0	1	0.0025	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Transgender/Reassignment Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Urology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vision (vision exams, glasses or contacts)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hospital	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other provider type	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	16	0.0416	10	0.0256	10	0.0253	12	0.0308	13	0.0324	11	0.0272	10	0.0247	21	0.0521	0	0.0000	0	0.0000	0	0.0000	0	0.0000



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Delayed access/ wait time to appt.																								
PCP: Delay in obtaining appointment	3	0.0078	2	0.0051	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
PCP: Wait time while in office	1	0.0026	1	0.0026	0	0	0	0	0	0	0	0	0	0	1	0.0025	0	0	0	0	0	0	0	
Specialist: Delay in obtaining	1	0.0026	0	0	0	0	0	0	0	2	0.005	2	0.005	1	0.0025	2	0.005	0	0	0	0	0	0	
Specialist: Wait time while in office	0	0	1	0.0026	0	0	0	0	0	0	0	0	0	1	0.0025	0	0	0	0	0	0	0	0	
Hospital	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	5	0.0130	4	0.0103	0	0.0000	0	0.0000	2	0.0050	2	0.0050	3	0.0074	3	0.0074	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Quality of Provider Services																								
Assistance with specialist referral	0	0	2	0.0051	5	0.0126	4	0.0103	2	0.005	1	0.0025	0	0	0	0	0	0	0	0	0	0	0	0
Bias	2	0.0052	2	0.0051	0	0	2	0.0051	2	0.005	3	0.0074	0	0	2	0.005	0	0	0	0	0	0	0	0
Condition of office/facility	1	0.0026	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cultural	0	0	0	0	1	0.0025	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inappropriate care/disagreement	16	0.0416	15	0.0384	13	0.0329	16	0.041	13	0.0324	7	0.0173	21	0.0518	19	0.0471	0	0	0	0	0	0	0	0
Language barrier	0	0	1	0.0026	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Privacy violation	0	0	1	0.0026	0	0	1	0.0026	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Provider Conduct/professionalism	20	0.052	10	0.0256	17	0.043	19	0.0487	16	0.0399	19	0.047	21	0.0518	19	0.0471	0	0	0	0	0	0	0	0
Refused to see Member due to lack of	0	0	0	0	0	0	1	0.0026	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	39	0.1014	31	0.0794	36	0.0910	43	0.1102	33	0.0823	30	0.0743	42	0.1037	40	0.0992	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Quality of ASO Services																								
Automated Calls	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0025	0	0	0	0	0	0	0	0	0	0
ICM	2	0.0052	0	0	1	0.0025	1	0.0026	1	0.0025	0	0	0	0	1	0.0025	0	0	0	0	0	0	0	0
Interpreter Services (lack of quality)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Member materials	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nurse Advice Line	2	0.0052	0	0	1	0.0025	0	0	0	0	0	0	0	0	2	0.005	0	0	0	0	0	0	0	0
Other Clinical Staff	0	0	0	0	0	0	1	0.0026	0	0	0	0	1	0.0025	1	0.0025	0	0	0	0	0	0	0	0
Provider search engine information	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Quality of ASO customer service	2	0.0052	0	0	1	0.0025	3	0.0077	0	0	0	0	0	0	2	0.005	0	0	0	0	0	0	0	0
Referral/authorization issue	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	6	0.0156	0	0.0000	3	0.0076	5	0.0128	1	0.0025	0	0.0000	2	0.0049	6	0.0149	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Financial																								
COB	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cost share	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Member billed	32	0.0832	27	0.0692	21	0.0531	31	0.0795	36	0.0898	41	0.1015	25	0.0617	30	0.0744	0	0	0	0	0	0	0	0
Premium	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	32	0.0832	27	0.0692	21	0.0531	31	0.0795	36	0.0898	41	0.1015	25	0.0617	30	0.0744	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Other																								
Behavioral Health	3	0.0078	6	0.0154	3	0.0076	2	0.0051	1	0.0025	0	0	5	0.0123	4	0.0099	0	0	0	0	0	0	0	0
Dental	6	0.0156	4	0.0103	4	0.0101	3	0.0077	2	0.005	2	0.005	5	0.0123	6	0.0149	0	0	0	0	0	0	0	0
Fraud - Member	2	0.0052	1	0.0026	2	0.0051	1	0.0026	2	0.005	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Fraud - Provider	0	0	0	0	0	0	1	0.0026	0	0	0	0	1	0.0025	0	0	0	0	0	0	0	0	0	0
Others	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	3	0.0078	4	0.0103	2	0.0051	2	0.0051	3	0.0075	2	0.005	0	0	2	0.005	0	0	0	0	0	0	0	0
Transportation (NEMT)	25	0.065	17	0.0436	16	0.0405	17	0.0436	19	0.0474	24	0.0594	22	0.0543	21	0.0521	0	0	0	0	0	0	0	0
Total	39	0.1014	32	0.0820	27	0.0683	26	0.0667	27	0.0674	28	0.0693	33	0.0815	33	0.0818	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Total	137		104		97		117		112		112		115		133		0		0		0		0	
Total Member Months	384,447		390,240		395,502		390,039		400,817		403,977		405,107		403,251		0		0		0		0	