



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: 01/01/2018 - 08/31/2018

Run Date: 09/05/2018

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	1	0.0028	1	0.0027	3	0.0082	3	0.0081	2	0.0054	0	0	0	0	0	0	0	0
Adult	0	0	0	0	0	0	1	0.0028	1	0.0027	3	0.0082	3	0.0081	2	0.0054	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	7	0.0188	4	0.0107	6	0.0159	17	0.0479	11	0.0299	26	0.0707	9	0.0243	15	0.0402	0	0	0	0	0	0	0	0
Acupuncture	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Allergy	0	0	0	0	0	0	0	0	1	0.0027	1	0.0027	0	0	0	0	0	0	0	0	0	0	0	0
Audiology/Hearing Aids	0	0	0	0	1	0.0026	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cardiology	1	0.0027	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dermatology	1	0.0027	1	0.0027	1	0.0026	4	0.0113	1	0.0027	3	0.0082	3	0.0081	4	0.0107	0	0	0	0	0	0	0	0
DME	0	0	0	0	0	0	5	0.0141	2	0.0054	11	0.0299	1	0.0027	0	0	0	0	0	0	0	0	0	0
Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	2	0.0054	0	0	0	0	0	0	0	0	0	0
ENT	0	0	0	0	1	0.0026	1	0.0028	0	0	0	0	1	0.0027	1	0.0027	0	0	0	0	0	0	0	0
Gastroenterology	1	0.0027	0	0	0	0	0	0	0	0	1	0.0027	0	0	1	0.0027	0	0	0	0	0	0	0	0
Home Health Care	0	0	0	0	0	0	0	0	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	1	0.0027	0	0	0	0	1	0.0028	1	0.0027	1	0.0027	1	0.0027	3	0.008	0	0	0	0	0	0	0	0
Nutritionist	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OB/Gyn	1	0.0027	0	0	1	0.0026	1	0.0028	1	0.0027	1	0.0027	0	0	2	0.0054	0	0	0	0	0	0	0	0
Oral Maxillofacial	0	0	0	0	0	0	0	0	0	0	1	0.0027	0	0	0	0	0	0	0	0	0	0	0	0
Orthopedic	0	0	0	0	0	0	2	0.0056	0	0	2	0.0054	0	0	0	0	0	0	0	0	0	0	0	0
Orthopedic Surgeon	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 (specify type of specialist)	1	0.0027	1	0.0027	0	0	1	0.0028	0	0	0	0	0	0	1	0.0027	0	0	0	0	0	0	0	0
Pain Management	0	0	0	0	0	0	0	0	0	0	1	0.0027	0	0	2	0.0054	0	0	0	0	0	0	0	0
Podiatry	0	0	0	0	0	0	0	0	1	0.0027	0	0	0	0	1	0.0027	0	0	0	0	0	0	0	0
Pulmonology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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)	0	0	1	0.0027	0	0	0	0	1	0.0027	2	0.0054	1	0.0027	0	0	0	0	0	0	0	0	0	0
Rheumatology	1	0.0027	1	0.0027	0	0	0	0	2	0.0054	1	0.0027	0	0	0	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	0	0	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	1	0.0028	0	0	1	0.0027	0	0	0	0	0	0	0	0	0	0	0	0
Vision (vision exams, glasses or contacts)	0	0	0	0	2	0.0053	1	0.0028	1	0.0027	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	7	0.0188	4	0.0107	6	0.0159	18	0.0508	12	0.0327	29	0.0788	12	0.0323	17	0.0456	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Delayed access/ wait time to appt.																								
PCP: Delay in obtaining appointment	2	0.0054	0	0	2	0.0053	0	0	3	0.0082	1	0.0027	2	0.0054	1	0.0027	0	0	0	0	0	0	0	0



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	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM	#	/1000 MM
PCP: Wait time while in office	0	0	0	0	0	0	2	0.0056	1	0.0027	0	0	1	0.0027	1	0.0027	0	0	0	0	0	0	0	0
Specialist: Delay in obtaining	0	0	0	0	0	0	0	0	1	0.0027	1	0.0027	1	0.0027	1	0.0027	0	0	0	0	0	0	0	0
Specialist: Wait time while in office	0	0	0	0	0	0	0	0	0	0	1	0.0027	2	0.0054	0	0	0	0	0	0	0	0	0	0
Hospital	0	0	0	0	0	0	0	0	1	0.0027	0	0	1	0.0027	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	0
Total	2	0.0054	0	0.0000	2	0.0053	2	0.0056	6	0.0163	3	0.0082	7	0.0189	3	0.0080	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Quality of Provider Services																								
Assistance with specialist referral	1	0.0027	0	0	1	0.0026	1	0.0028	1	0.0027	2	0.0054	2	0.0054	0	0	0	0	0	0	0	0	0	0
Bias	0	0	3	0.008	1	0.0026	1	0.0028	5	0.0136	1	0.0027	3	0.0081	4	0.0107	0	0	0	0	0	0	0	0
Condition of office/facility	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0027	0	0	0	0	0	0	0	0	0	0
Cultural	0	0	0	0	1	0.0026	1	0.0028	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inappropriate care/disagreement	25	0.067	28	0.0747	17	0.0449	14	0.0395	20	0.0544	23	0.0625	19	0.0512	29	0.0778	0	0	0	0	0	0	0	0
Language barrier	1	0.0027	1	0.0027	0	0	0	0	1	0.0027	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Privacy violation	2	0.0054	0	0	0	0	1	0.0028	0	0	1	0.0027	0	0	0	0	0	0	0	0	0	0	0	0
Provider Conduct/professionalism	14	0.0375	13	0.0347	6	0.0159	12	0.0338	12	0.0327	23	0.0625	22	0.0593	26	0.0697	0	0	0	0	0	0	0	0
Refused to see Member due to lack of	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0027	0	0	0	0	0	0	0	0	0	0
Total	43	0.1153	45	0.1200	26	0.0687	30	0.0846	39	0.1061	50	0.1359	48	0.1294	59	0.1583	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	0	0	0	0	0	0	0	0	0	0	0	0
ICM	0	0	1	0.0027	0	0	0	0	3	0.0082	0	0	1	0.0027	1	0.0027	0	0	0	0	0	0	0	0
Interpreter Services (lack of quality)	0	0	0	0	1	0.0026	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	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 Clinical Staff	0	0	0	0	1	0.0026	0	0	0	0	0	0	0	0	0	0	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	0.0054	1	0.0027	1	0.0026	0	0	1	0.0027	1	0.0027	0	0	0	0	0	0	0	0	0	0	0	0
Referral/authorization issue	0	0	0	0	0	0	0	0	1	0.0027	0	0	1	0.0027	0	0	0	0	0	0	0	0	0	0
Total	2	0.0054	2	0.0053	3	0.0079	0	0.0000	5	0.0136	1	0.0027	2	0.0054	1	0.0027	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	21	0.0563	26	0.0693	20	0.0528	29	0.0818	25	0.068	27	0.0734	32	0.0863	48	0.1288	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	21	0.0563	26	0.0693	20	0.0528	29	0.0818	25	0.0680	27	0.0734	32	0.0863	48	0.1288	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Other																								
Behavioral Health	3	0.008	0	0	3	0.0079	1	0.0028	1	0.0027	5	0.0136	3	0.0081	4	0.0107	0	0	0	0	0	0	0	0
Dental	6	0.0161	3	0.008	4	0.0106	6	0.0169	12	0.0327	3	0.0082	4	0.0108	4	0.0107	0	0	0	0	0	0	0	0
Fraud - Member	0	0	0	0	1	0.0026	0	0	0	0	0	0	1	0.0027	0	0	0	0	0	0	0	0	0	0
Fraud - Provider	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0.0054	0	0	0	0	0	0	0	0
Others	0	0	2	0.0053	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	2	0.0054	3	0.008	0	0	0	0	4	0.0109	1	0.0027	0	0	0	0	0	0	0	0	0	0	0	0



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Transportation (NEMT)	234	0.6272	61	0.1627	44	0.1163	54	0.1523	67	0.1823	42	0.1142	47	0.1267	45	0.1207	0	0	0	0	0	0	0	0	0
Total	245	0.6567	69	0.1840	52	0.1374	61	0.1720	84	0.2286	51	0.1386	55	0.1483	55	0.1475	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0
Total	320		146		109		140		171		161		156		183		0		0		0		0		
Total Member Months	373,077		375,019		378,440		354,642		367,521		367,899		370,947		372,781		0		0		0		0		