



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 - 07/31/2018

Run Date: 08/05/2018

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	0.0081	3	0.0081	0	0	0	0	0	0	0	0	0	0
Adult	0	0	0	0	0	0	1	0.0028	1	0.0027	3	0.0081	3	0.0081	0	0	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	0.0187	4	0.0107	6	0.0158	17	0.0479	11	0.0299	26	0.0706	9	0.0243	0	0	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	0.0081	3	0.0081	0	0	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	0	0	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	0	0	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	0	0	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	0	0	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	0	0	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	0	0	0	0	0	0	0	0	0	0
Podiatry	0	0	0	0	0	0	0	0	1	0.0027	0	0	0	0	0	0	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	0.0187	4	0.0107	6	0.0158	18	0.0507	12	0.0326	29	0.0787	12	0.0324	0	0.0000	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	2	0.0054	0	0	2	0.0053	0	0	3	0.0082	1	0.0027	2	0.0054	0	0	0	0	0	0	0	0	0	0
PCP: Wait time while in office	0	0	0	0	0	0	2	0.0056	1	0.0027	0	0	1	0.0027	0	0	0	0	0	0	0	0	0	0
Specialist: Delay in obtaining	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
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	2	0.0054	7	0.0189	0	0.0000	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	0	0	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	0.0669	28	0.0746	17	0.0449	14	0.0394	20	0.0543	23	0.0624	19	0.0513	0	0	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	0.0346	6	0.0158	12	0.0338	12	0.0326	23	0.0624	22	0.0594	0	0	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	0.1152	45	0.1199	26	0.0686	30	0.0845	39	0.1060	50	0.1357	48	0.1295	0	0.0000	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	0	0	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	0	0.0000	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	0.0562	26	0.0693	20	0.0528	30	0.0845	25	0.0679	27	0.0733	33	0.0891	0	0	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	0.0562	26	0.0693	20	0.0528	30	0.0845	25	0.0679	27	0.0733	33	0.0891	0	0.0000	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	0	0	0	0	0	0	0	0	0	0
Dental	6	0.0161	3	0.008	4	0.0106	6	0.0169	12	0.0326	3	0.0081	4	0.0108	0	0	0	0	0	0	0	0	0	0



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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	0	0	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
Transportation (NEMT)	235	0.6293	62	0.1652	44	0.1161	54	0.1521	67	0.1821	43	0.1167	48	0.1295	0	0	0	0	0	0	0	0	0	0
Total	246	0.6588	70	0.1865	52	0.1372	61	0.1718	84	0.2283	52	0.1412	56	0.1511	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Total	321		147		109		141		171		161		158		0		0		0		0		0	
Total Member Months	373,414		375,393		378,873		355,057		367,990		368,331		370,536		0		0		0		0		0	