



Report Name: FQHC PCMH and PCMH+ Member Complaints Summary

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

Date Range: 01/01/2018 - 09/30/2018

Run Date: 10/15/2018

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:																								
PCP Sub-total	0	0	0	0	0	0	1	0.0028	1	0.0027	3	0.0082	3	0.0081	2	0.0054	1	0.0027	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	1	0.0027	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	0.048	11	0.03	26	0.0708	9	0.0243	15	0.0402	14	0.0372	0	0	0	0	0	0
Acupuncture	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0027	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	1	0.0027	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	2	0.0053	0	0	0	0	0	0
DME	0	0	0	0	0	0	5	0.0141	2	0.0055	11	0.03	1	0.0027	0	0	2	0.0053	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	1	0.0027	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	0.0057	0	0	2	0.0054	0	0	0	0	3	0.008	0	0	0	0	0	0
Orthopedic Surgeon	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0027	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	1	0.0027	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	2	0.0053	0	0	0	0	0	0
Rheumatology	1	0.0027	1	0.0027	0	0	0	0	2	0.0055	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 Hospital	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



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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	
Total	7	0.0188	4	0.0107	6	0.0159	18	0.0509	12	0.0327	29	0.0790	12	0.0324	17	0.0456	15	0.0399	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
PCP: Wait time while in office	0	0	0	0	0	0	2	0.0057	1	0.0027	0	0	1	0.0027	0	0	1	0.0027	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	1	0.0027	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	0.0057	6	0.0164	3	0.0082	7	0.0189	2	0.0054	2	0.0053	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	1	0.0027	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	1	0.0027	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	0.0671	28	0.0748	17	0.045	14	0.0396	20	0.0545	23	0.0626	19	0.0513	29	0.0777	20	0.0532	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	2	0.0053	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	0.0376	13	0.0347	6	0.0159	12	0.0339	12	0.0327	23	0.0626	22	0.0594	26	0.0697	12	0.0319	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	0.1155	45	0.1202	26	0.0689	30	0.0848	39	0.1063	50	0.1362	48	0.1296	59	0.1582	36	0.0957	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	1	0.0027	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	1	0.0027	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	2	0.0053	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	0.0564	26	0.0695	20	0.053	29	0.0819	25	0.0682	27	0.0735	32	0.0864	48	0.1287	37	0.0984	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	0.0564	26	0.0695	20	0.0530	29	0.0819	25	0.0682	27	0.0735	32	0.0864	48	0.1287	37	0.0984	0	0.0000	0	0.0000	0	0.0000
Other																								
Behavioral Health	3	0.0081	0	0	3	0.0079	1	0.0028	1	0.0027	5	0.0136	3	0.0081	4	0.0107	3	0.008	0	0	0	0	0	0



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Dental	6	0.0161	3	0.008	4	0.0106	6	0.017	12	0.0327	3	0.0082	4	0.0108	4	0.0107	5	0.0133	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	1	0.0027	0	0	0	0	0	
Fraud - Provider	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0.0054	1	0.0027	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	
Pharmacy	2	0.0054	3	0.008	0	0	0	0	4	0.0109	1	0.0027	0	0	0	0	1	0.0027	0	0	0	0	0	
Transportation (NEMT)	237	0.6365	61	0.163	44	0.1165	54	0.1526	67	0.1827	42	0.1144	47	0.1269	45	0.1206	34	0.0904	0	0	0	0	0	
Total	248	0.6660	69	0.1844	52	0.1377	61	0.1724	84	0.2291	51	0.1389	55	0.1486	55	0.1474	45	0.1197	0	0.0000	0	0.0000	0	0.0000
Total	323		146		109		140		171		161		156		182		137		0	0	0	0	0	
Total Member Months	372,355		374,255		377,616		353,875		366,727		367,133		370,240		373,038		376,018		0	0	0	0	0	