



Report Name: FQHC PCMH and PCMH+ Member Complaints Summary
Description: FQHC PCMH and PCMH+ Member Complaints Broken Out By Reason Code
Date Range: 01/01/2017 - 09/30/2017
Run Date: 10/12/2017

FQHC PCMH and PCMH+

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	1	0.0031	1	0.0031	1	0.0031	2	0.0061	0	0	1	0.003	2	0.006	0	0	2	0.0057	0	0	0	0	0	0
Adult	1	0.0031	1	0.0031	1	0.0031	1	0.0031	0	0	1	0.003	1	0.003	0	0	2	0.0057	0	0	0	0	0	0
Pediatrics	0	0	0	0	0	0	1	0.0031	0	0	0	0	1	0.003	0	0	0	0	0	0	0	0	0	0
Specialist Sub-total	7	0.022	4	0.0124	9	0.028	8	0.0245	9	0.0272	9	0.0271	2	0.006	11	0.0327	11	0.0316	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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dermatology	2	0.0063	0	0	4	0.0124	1	0.0031	5	0.0151	2	0.006	1	0.003	5	0.0149	1	0.0029	0	0	0	0	0	0
DME	1	0.0031	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0029	0	0	0	0	0	0
ENT	1	0.0031	1	0.0031	1	0.0031	2	0.0061	0	0	1	0.003	0	0	0	0	1	0.0029	0	0	0	0	0	0
Gastroenterology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Home Health Care	0	0	0	0	1	0.0031	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	1	0.0031	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	2	0.0062	0	0	2	0.0061	1	0.003	1	0.003	0	0	1	0.003	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	1	0.0029	0	0	0	0	0	0
OB/Gyn	0	0	0	0	0	0	0	0	0	0	1	0.003	0	0	1	0.003	0	0	0	0	0	0	0	0
Oral Maxillofacial	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Orthopedic	0	0	0	0	0	0	1	0.0031	0	0	2	0.006	0	0	2	0.0059	2	0.0057	0	0	0	0	0	0
Orthopedic Surgeon	0	0	0	0	1	0.0031	0	0	0	0	0	0	0	0	0	0	1	0.0029	0	0	0	0	0	0
OTHER (specify type of specialist)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0029	0	0	0	0	0	0
Pain Management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Podiatry	0	0	0	0	0	0	0	0	0	0	0	0	1	0.003	0	0	1	0.0029	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	0	0	1	0.0031	0	0	0	0	0	0	0	0	0	0	1	0.0029	0	0	0	0	0	0
Rheumatology	0	0	0	0	0	0	1	0.0031	1	0.003	1	0.003	0	0	1	0.003	1	0.0029	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)	2	0.0063	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vision (vision exams, glasses or contact lenses)	1	0.0031	1	0.0031	0	0	1	0.0031	2	0.0061	1	0.003	0	0	1	0.003	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



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Total	8	0.0251	5	0.0154	10	0.0311	10	0.0306	9	0.0272	10	0.0301	4	0.0120	11	0.0327	13	0.0373	0	0.0000	0	0.0000	0	0.0000	
Delayed access/ wait time to appt.																									
PCP: Delay in obtaining appointment	3	0.0094	0	0	1	0.0031	2	0.0061	2	0.0061	0	0	1	0.003	4	0.0119	1	0.0029	0	0	0	0	0	0	0
PCP: Wait time while in office	2	0.0063	1	0.0031	0	0	0	0	0	0	0	0	1	0.003	0	0	0	0	0	0	0	0	0	0	0
Specialist: Delay in obtaining	1	0.0031	0	0	3	0.0093	0	0	1	0.003	1	0.003	2	0.006	2	0.0059	0	0	0	0	0	0	0	0	0
Specialist: Wait time while in office	0	0	0	0	0	0	0	0	1	0.003	0	0	2	0.006	0	0	1	0.0029	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	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	0
Total	6	0.0188	1	0.0031	4	0.0124	2	0.0061	4	0.0121	1	0.0030	6	0.0180	6	0.0178	2	0.0057	0	0.0000	0	0.0000	0	0.0000	
Quality of Provider Services																									
Assistance with specialist referral	0	0	1	0.0031	0	0	1	0.0031	2	0.0061	4	0.012	1	0.003	0	0	3	0.0086	0	0	0	0	0	0	0
Bias	0	0	3	0.0093	1	0.0031	1	0.0031	0	0	5	0.0151	1	0.003	0	0	0	0	0	0	0	0	0	0	0
Condition of office/facility	0	0	0	0	0	0	0	0	0	0	2	0.006	1	0.003	0	0	0	0	0	0	0	0	0	0	0
Cultural	0	0	0	0	1	0.0031	0	0	0	0	0	0	0	0	0	0	1	0.0029	0	0	0	0	0	0	0
Inappropriate care/disagreement	17	0.0533	11	0.034	21	0.0652	31	0.095	16	0.0484	13	0.0391	11	0.033	26	0.0773	23	0.066	0	0	0	0	0	0	0
Language barrier	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Privacy violation	0	0	0	0	0	0	1	0.0031	0	0	0	0	1	0.003	0	0	0	0	0	0	0	0	0	0	0
Provider Conduct/professionalism	18	0.0565	11	0.034	11	0.0342	11	0.0337	14	0.0424	11	0.0331	12	0.036	15	0.0446	9	0.0258	0	0	0	0	0	0	0
Refused to see Member due to lack of	1	0.0031	1	0.0031	1	0.0031	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	36	0.1129	27	0.0834	35	0.1087	45	0.1378	32	0.0969	35	0.1054	27	0.0809	41	0.1220	36	0.1033	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	0
ICM	0	0	0	0	0	0	3	0.0092	0	0	0	0	0	0	1	0.003	0	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	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	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	0
Other Clinical Staff	0	0	1	0.0031	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0029	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	1	0.0029	0	0	0	0	0	0	0
Quality of ASO customer service	0	0	1	0.0031	1	0.0031	0	0	1	0.003	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Referral/authorization issue	0	0	0	0	0	0	0	0	1	0.003	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0.0000	2	0.0062	1	0.0031	3	0.0092	2	0.0061	0	0.0000	0	0.0000	1	0.0030	2	0.0057	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	0
Cost share	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.003	0	0	0	0	0	0	0	0	0
Member billed	45	0.1412	26	0.0803	20	0.0621	18	0.0551	30	0.0908	23	0.0692	17	0.051	37	0.1101	21	0.0602	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	0
Total	45	0.1412	26	0.0803	20	0.0621	18	0.0551	30	0.0908	23	0.0692	17	0.0510	38	0.1130	21	0.0602	0	0.0000	0	0.0000	0	0.0000	
Other																									
Behavioral Health	2	0.0063	4	0.0124	0	0	6	0.0184	3	0.0091	1	0.003	3	0.009	3	0.0089	2	0.0057	0	0	0	0	0	0	0
Dental	1	0.0031	7	0.0216	5	0.0155	6	0.0184	3	0.0091	2	0.006	5	0.015	4	0.0119	6	0.0172	0	0	0	0	0	0	0
Fraud - Member	0	0	0	0	2	0.0062	0	0	1	0.003	0	0	1	0.003	1	0.003	0	0	0	0	0	0	0	0	0



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Fraud - Provider	0	0	0	0	0	0	0	0	1	0.003	0	0	0	0	1	0.003	0	0	0	0	0	0	0	0
Others	0	0	0	0	0	0	0	0	0	0	1	0.003	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	3	0.0094	3	0.0093	3	0.0093	0	0	0	0	1	0.003	3	0.009	1	0.003	0	0	0	0	0	0	0	0
Transportation (NEMT)	10	0.0314	11	0.034	4	0.0124	6	0.0184	6	0.0182	9	0.0271	10	0.03	3	0.0089	6	0.0172	0	0	0	0	0	0
Total	16	0.0502	25	0.0772	14	0.0435	18	0.0551	14	0.0424	14	0.0422	22	0.0660	13	0.0387	14	0.0402	0	0.0000	0	0.0000	0	0.0000
Total	111		86		84		96		91		83		76		110		88		0		0		0	
Total Member Months	318,729		323,682		321,914		326,471		330,397		332,135		333,579		336,202		348,558		0		0		0	