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: 01/01/2017 - 04/30/2017

Run Date: 05/09/2017

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	3	0.0069	3	0.0069	4	0.0093	4	0.0093	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Adult	2	0.0046	1	0.0023	4	0.0093	3	0.007	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Pediatrics	1	0.0023	2	0.0046	0	0	1	0.0023	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Specialist Sub-total	10	0.0231	6	0.0139	14	0.0324	11	0.0255	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Acupuncture	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Allergy	0	0	0	0	0	0	0	0	0	0	0	0.0000	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	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Cardiology	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Chiropractor	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Dermatology	3	0.0069	0	0	5	0.0116	2	0.0046	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
DME	1	0.0023	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Endocrinology	1	0.0023	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
ENT	1	0.0023	2	0.0046	1	0.0023	3	0.007	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Gastroenterology	0	0	1	0.0023	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Home Health Care	0	0	0	0	1	0.0023	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
MULTIPLE (specify specialist types)	0	0	0	0	1	0.0023	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Naturopath	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Neurology	0	0	1	0.0023	1	0.0023	3	0.007	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Nutritionist	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
OB/Gyn	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Oral Maxillofacial	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Orthopedic	1	0.0023	0	0	2	0.0046	1	0.0023	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Orthopedic Surgeon	0	0	0	0	1	0.0023	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
OTHER (specify type of specialist)	0	0	0	0	1	0.0023	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Pain Management	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Podiatry	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Pulmonology	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Radiology	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Rehab (PT, OT, ST, AT, Physiatry)	0	0	0	0	1	0.0023	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Rheumatology	0	0	1	0.0023	0	0	1	0.0023	0	0	0	0.0000	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	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
SURGEON (specify type of surgeon)	2	0.0046	0	0	0	0	0	0	0	0	0	0.0000	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	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Urology	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Vision (vision exams, glasses or	1	0.0023	1	0.0023	0	0	1	0.0023	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Hospital	0	0	0	0	0	0	0	0	0	0	0	0.0000	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	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Total	13	0.0300	9	0.0208	18	0.0416	15	0.0348	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Delayed access/ wait time to appt.																								
PCP: Delay in obtaining appointment	4	0.0092	0	0	1	0.0023	2	0.0046	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
PCP: Wait time while in office	2	0.0046	2	0.0046	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Specialist: Delay in obtaining	1	0.0023	0	0	3	0.0069	0	0	0	0	0	0.0000	0	0	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	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Hospital	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Total	7	0.0162	2	0.0046	4	0.0093	2	0.0046	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Quality of Provider Services																								
Assistance with specialist referral	0	0	2	0.0046	0	0	1	0.0023	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Bias	0	0	3	0.0069	2	0.0046	1	0.0023	0	0	0	0.0000	0	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	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Cultural	1	0.0023	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Inappropriate care/disagreement	20	0.0462	13	0.0301	26	0.0602	36	0.0836	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0

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Language barrier	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Privacy violation	0	0	1	0.0023	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Provider Conduct/professionalism	20	0.0462	19	0.044	15	0.0347	14	0.0325	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Refused to see Member due to lack of	1	0.0023	1	0.0023	1	0.0023	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Total	42	0.0970	39	0.0903	44	0.1018	52	0.1208	0	0.0000	0	0.0000	0	0.0000	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	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
ICM	0	0	0	0	0	0	3	0.007	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Interpreter services (lack or quality)	0	0	0	0	0	0	0	0	0	0	0	0.0000	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	0.0000	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	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Other Clinical Staff	0	0	1	0.0023	0	0	0	0	0	0	0	0.0000	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	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Quality of ASO customer service	0	0	1	0.0023	1	0.0023	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Referral/authorization issue	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0.0000	2	0.0046	1	0.0023	3	0.0070	0	0.0000	0	0.0000	0	0.0000	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	0.0000	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	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Member billed	58	0.134	33	0.0764	26	0.0602	28	0.065	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Premium	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Total	58	0.1340	33	0.0764	26	0.0602	28	0.0650	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Other																								
Behavioral Health	4	0.0092	5	0.0116	0	0	6	0.0139	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Dental	4	0.0092	7	0.0162	5	0.0116	6	0.0139	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Fraud - Member	0	0	0	0	2	0.0046	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Fraud - Provider	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Others	0	0	0	0	0	0	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	3	0.0069	5	0.0116	3	0.0069	0	0	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Transportation (NEMT)	14	0.0323	13	0.0301	9	0.0208	7	0.0163	0	0	0	0.0000	0	0	0	0	0	0	0	0	0	0	0	0
Total	25	0.0578	30	0.0695	19	0.0440	19	0.0441	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Total	145		115		112		119		0		0		0		0		0		0		0		0	
Total Member Months	432,891		431,808		432,228		430,619		0		0		0		0		0		0		0		0	