



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 - 06/30/2018

Run Date: 07/05/2018

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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Adult | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0.0028 | 1 | 0.0027 | 3 | 0.0082 | 0 | 0 | 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 | 0.0106 | 6 | 0.0158 | 17 | 0.0478 | 11 | 0.0299 | 26 | 0.0707 | 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 | 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 | 0.0112 | 1 | 0.0027 | 3 | 0.0082 | 0 | 0 | 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 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ENT | 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 |
| 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 | 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 | 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 | 0 | 0 | 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 | 0.0106 | 6 | 0.0158 | 18 | 0.0506 | 12 | 0.0326 | 29 | 0.0788 | 0 | 0.0000 | 0 | 0.0000 | 0 | 0.0000 | 0 | 0.0000 | 0 | 0.0000 | 0 | 0.0000 |



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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 |
| Delayed access/ wait time to appt. | | | | | | | | | | | | | | | | | | | | | | | | |
| PCP: Delay in obtaining appointment | 2 | 0.0053 | 0 | 0 | 2 | 0.0053 | 0 | 0 | 3 | 0.0081 | 1 | 0.0027 | 0 | 0 | 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 | 0 | 0 | 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 | 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 | 1 | 0.0027 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hospital | 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 |
| 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 | 0.0053 | 0 | 0.0000 | 2 | 0.0053 | 2 | 0.0056 | 6 | 0.0163 | 2 | 0.0054 | 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 | 1 | 0.0027 | 0 | 0 | 1 | 0.0026 | 1 | 0.0028 | 1 | 0.0027 | 2 | 0.0054 | 0 | 0 | 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 | 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 | 0 | 0 | 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 | 0.0668 | 28 | 0.0745 | 18 | 0.0474 | 14 | 0.0394 | 20 | 0.0543 | 23 | 0.0625 | 0 | 0 | 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 | 0.0053 | 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 | 0.0374 | 14 | 0.0372 | 6 | 0.0158 | 12 | 0.0337 | 12 | 0.0326 | 23 | 0.0625 | 0 | 0 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 43 | 0.1150 | 46 | 0.1223 | 27 | 0.0711 | 30 | 0.0843 | 39 | 0.1059 | 50 | 0.1359 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ICM | 0 | 0 | 1 | 0.0027 | 0 | 0 | 0 | 0 | 3 | 0.0081 | 0 | 0 | 0 | 0 | 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 | 0.0053 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 2 | 0.0053 | 2 | 0.0053 | 3 | 0.0079 | 0 | 0.0000 | 5 | 0.0136 | 1 | 0.0027 | 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 | 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 | 0.0561 | 26 | 0.0691 | 20 | 0.0527 | 30 | 0.0843 | 25 | 0.0679 | 27 | 0.0734 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 21 | 0.0561 | 26 | 0.0691 | 20 | 0.0527 | 30 | 0.0843 | 25 | 0.0679 | 27 | 0.0734 | 0 | 0.0000 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Dental | 6 | 0.016 | 3 | 0.008 | 4 | 0.0105 | 6 | 0.0169 | 12 | 0.0326 | 3 | 0.0082 | 0 | 0 | 0 | 0 | 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 |
| Fraud - Member | 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 |
| 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 | 0.0053 | 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) | 234 | 0.6257 | 62 | 0.1649 | 45 | 0.1186 | 54 | 0.1518 | 67 | 0.1818 | 43 | 0.1169 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 245 | 0.6551 | 70 | 0.1862 | 53 | 0.1396 | 61 | 0.1715 | 84 | 0.2280 | 52 | 0.1413 | 0 | 0.0000 | 0 | 0.0000 | 0 | 0.0000 | 0 | 0.0000 | 0 | 0.0000 | 0 | 0.0000 |
| Total | 320 | | 148 | | 111 | | 141 | | 171 | | 161 | | 0 | | 0 | | 0 | | 0 | | 0 | | 0 | |
| Total Member Months | 374,000 | | 376,023 | | 379,568 | | 355,672 | | 368,441 | | 367,949 | | 0 | | 0 | | 0 | | 0 | | 0 | | 0 | |