



Report Name: PCMH+ Member Complaints Summary

PCMH+

Description: PCMH+ Member Complaints Broken Out By Reason Code

Date Range: 01/01/2018 - 12/31/2018

Run Date: 01/09/2019

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	0	0	0	0	1	0.0057	1	0.0058	0	0	0	0	0	0	1	0.0061	0	0
Adult	0	0	0	0	0	0	0	0	0	0	1	0.0057	1	0.0058	0	0	0	0	0	0	1	0.0061	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	1	0.011	1	0.0112	0	0	3	0.0203	5	0.0279	10	0.0568	4	0.023	5	0.0292	6	0.0355	4	0.0241	1	0.0061	1	0.0062
Acupuncture	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0059	0	0	0	0	0	0
Allergy	0	0	0	0	0	0	0	0	1	0.0056	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	1	0.011	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	0	0	0	0	0	0	0	0	0	0	0	0	2	0.0115	1	0.0058	0	0	2	0.012	0	0	0	0
DME	0	0	0	0	0	0	2	0.0136	2	0.0112	5	0.0284	1	0.0058	0	0	2	0.0118	1	0.006	0	0	0	0
Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0058	0	0	0	0	0	0	0	0	0	0
ENT	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0058	0	0	0	0	0	0	0	1	0.0062
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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0.0117	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	0	0	0	0	0	0	0	0	1	0.0056	1	0.0057	0	0	0	0	1	0.0059	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	0	0	0	0	2	0.0114	0	0	0	0	1	0.0059	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)	0	0	1	0.0112	0	0	0	0	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	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	0	1	0.0058	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	0	0	0	0	0	0	0	0	1	0.0057	0	0	0	0	1	0.0059	0	0	0	0	0	0
Rheumatology	0	0	0	0	0	0	0	0	1	0.0056	1	0.0057	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	1	0.006	1	0.0061	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	0.0068	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vision (vision exams, glasses or	0	0	0	0	0	0	0	0	0	0	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	1	0.0110	1	0.0112	0	0.0000	3	0.0203	5	0.0279	11	0.0624	5	0.0288	5	0.0292	6	0.0355	4	0.0241	2	0.0122	1	0.0062



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Delayed access/ wait time to appt.																								
PCP: Delay in obtaining appointment	1	0.011	0	0	0	0	0	0	3	0.0167	1	0.0057	1	0.0058	0	0	0	0	0	1	0.0061	0	0	
PCP: Wait time while in office	0	0	0	0	0	0	1	0.0068	1	0.0056	0	0	1	0.0058	0	0	1	0.0059	1	0.006	0	0	0	
Specialist: Delay in obtaining	0	0	0	0	0	0	0	0	0	0	1	0.0057	0	0	1	0.0058	1	0.0059	1	0.006	0	0	0	
Specialist: Wait time while in office	0	0	0	0	0	0	0	0	0	0	0	0	2	0.0115	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	
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	1	0.0110	0	0.0000	0	0.0000	1	0.0068	4	0.0223	2	0.0114	4	0.0230	1	0.0058	2	0.0118	2	0.0120	1	0.0061	0	0.0000
Quality of Provider Services																								
Assistance with specialist referral	0	0	0	0	0	0	0	0	1	0.0056	0	0	1	0.0058	0	0	0	0	1	0.006	0	0	1	0.0062
Bias	0	0	2	0.0224	0	0	0	0	1	0.0056	0	0	2	0.0115	2	0.0117	1	0.0059	0	0	2	0.0122	1	0.0062
Condition of office/facility	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0058	0	0	0	0	0	0	0	0	0	0
Cultural	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inappropriate care/disagreement	11	0.1212	6	0.0672	6	0.0685	3	0.0203	8	0.0446	13	0.0738	5	0.0288	9	0.0525	9	0.0533	8	0.0481	4	0.0244	10	0.0622
Language barrier	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.006	0	0	0	0
Privacy violation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.006	0	0	0	0
Provider Conduct/professionalism	5	0.0551	2	0.0224	2	0.0228	4	0.0271	6	0.0335	9	0.0511	12	0.0691	14	0.0817	8	0.0473	8	0.0481	6	0.0365	2	0.0124
Refused to see Member due to lack of	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0058	0	0	0	0	0	0	0	0	0	0
Total	16	0.1763	10	0.1120	8	0.0913	7	0.0475	16	0.0892	22	0.1249	22	0.1267	25	0.1459	18	0.1065	19	0.1142	12	0.0731	14	0.0871
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	0.0112	0	0	0	0	1	0.0056	0	0	0	0	0	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
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	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0059	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	1	0.011	0	0	1	0.0114	0	0	1	0.0056	0	0	0	0	0	0	1	0.0059	1	0.006	1	0.0061	0	0
Referral/authorization issue	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0058	0	0	0	0	0	0	0	0	0	0
Total	1	0.0110	1	0.0112	1	0.0114	0	0.0000	2	0.0112	0	0.0000	1	0.0058	0	0.0000	2	0.0118	1	0.0060	1	0.0061	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	2	0.022	5	0.056	1	0.0114	9	0.061	14	0.0781	5	0.0284	16	0.0921	19	0.1109	12	0.071	12	0.0722	5	0.0305	8	0.0498
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	2	0.0220	5	0.0560	1	0.0114	9	0.0610	14	0.0781	5	0.0284	16	0.0921	19	0.1109	12	0.0710	12	0.0722	5	0.0305	8	0.0498
Other																								
Behavioral Health	0	0	0	0	0	0	0	0	0	0	2	0.0114	1	0.0058	1	0.0058	2	0.0118	0	0	0	0	3	0.0187
Dental	3	0.033	0	0	2	0.0228	3	0.0203	6	0.0335	2	0.0114	3	0.0173	2	0.0117	4	0.0237	2	0.012	1	0.0061	0	0
Fraud - Member	0	0	0	0	1	0.0114	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	1	0.0058	1	0.0059	0	0	0	0	0	0
Others	0	0	1	0.0112	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	1	0.011	1	0.0112	0	0	0	0	2	0.0112	1	0.0057	0	0	0	0	0	0	1	0.006	0	0	0	0
Transportation (NEMT)	118	1.2999	9	0.1008	5	0.0571	20	0.1356	30	0.1673	18	0.1022	20	0.1152	18	0.105	18	0.1065	25	0.1503	6	0.0365	12	0.0747
Total	122	1.3440	11	0.1232	8	0.0913	23	0.1559	38	0.2119	23	0.1306	24	0.1382	22	0.1284	25	0.1479	28	0.1684	7	0.0426	15	0.0933
Total	143		28		18		43		79		63		72		72		65		66		28		38	
Total Member Months	90,775		89,282		87,621		147,486		179,317		176,157		173,636		171,347		168,996		166,320		164,180		160,703	