



Report Name: PCMH+ Member Complaints Summary

PCMH+

Description: PCMH+ Member Complaints Broken Out By Reason Code

Date Range: 01/01/2018 - 11/30/2018

Run Date: 12/05/2018

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	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	0.0567	4	0.023	5	0.0292	7	0.0414	4	0.0241	1	0.0061	0	0
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	0.0111	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	0	1	0.0058	0	0	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	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	0	2	0.0117	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	0.0113	0	0	0	0	2	0.0118	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	0	1	0.0058	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 contacts)	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	7	0.0414	4	0.0241	2	0.0122	0	0.0000



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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	0.0113	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	0	0
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	0	0
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	0.0532	8	0.0481	4	0.0245	0	0
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	0.0334	9	0.0511	12	0.0691	14	0.0817	8	0.0473	8	0.0481	6	0.0367	0	0
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	0.1762	10	0.1120	8	0.0913	7	0.0474	16	0.0892	22	0.1248	22	0.1266	25	0.1458	18	0.1065	19	0.1143	12	0.0734	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	0.0112	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	0.0111	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	0.078	5	0.0284	16	0.0921	19	0.1108	12	0.071	12	0.0722	5	0.0306	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	2	0.0220	5	0.0560	1	0.0114	9	0.0610	14	0.0780	5	0.0284	16	0.0921	19	0.1108	12	0.0710	12	0.0722	5	0.0306	0	0.0000
Other																								
Behavioral Health	0	0	0	0	0	0	0	0	0	0	2	0.0113	1	0.0058	1	0.0058	2	0.0118	0	0	0	0	0	0
Dental	3	0.033	0	0	2	0.0228	3	0.0203	6	0.0334	2	0.0113	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	0.0111	1	0.0057	0	0	0	0	0	0	1	0.006	0	0	0	0
Transportation (NEMT)	118	1.2998	9	0.1008	5	0.0571	20	0.1356	30	0.1672	18	0.1021	20	0.1151	18	0.105	18	0.1065	25	0.1504	6	0.0367	0	0
Total	122	1.3439	11	0.1232	8	0.0913	23	0.1559	38	0.2118	23	0.1305	24	0.1381	22	0.1283	25	0.1479	28	0.1684	7	0.0428	0	0.0000
Total	143		28		18		43		79		63		72		72		66		66		28		0	
Total Member Months	90,781		89,296		87,640		147,530		179,385		176,236		173,725		171,449		169,027		166,239		163,412		0	