



Report Name: PCMH+ Member Complaints Summary

PCMH+

Description: PCMH+ Member Complaints Broken Out By Reason Code

Date Range: 01/01/2018 - 07/31/2018

Run Date: 08/05/2018

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	2	0.0111	1	0.0057	0	0	0	0	0	0	0	0	0	0
Adult	0	0	0	0	0	0	0	0	0	0	2	0.0111	1	0.0057	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	1	0.011	1	0.0112	0	0	3	0.0204	5	0.0273	10	0.0555	4	0.0226	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	0.0055	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	0.0113	0	0	0	0	0	0	0	0	0	0
DME	0	0	0	0	0	0	2	0.0136	2	0.0109	5	0.0277	1	0.0057	0	0	0	0	0	0	0	0	0	0
Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0057	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	0	0	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	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	0	0	0	0	0	0	0	0	1	0.0055	1	0.0055	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	0	0	0	0	0	0	0	0	0	0	0	0
Orthopedic	0	0	0	0	0	0	0	0	0	0	2	0.0111	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)	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	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	0	0	0	0	0	0	0	0	1	0.0055	0	0	0	0	0	0	0	0	0	0	0	0
Rheumatology	0	0	0	0	0	0	0	0	1	0.0055	1	0.0055	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	0.0068	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	0.0204	5	0.0273	12	0.0666	5	0.0283	0	0.0000	0	0.0000	0	0.0000	0	0.0000	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	0.0164	1	0.0055	1	0.0057	0	0	0	0	0	0	0	0	0	0	0	0
PCP: Wait time while in office	0	0	0	0	0	0	1	0.0068	1	0.0055	0	0	1	0.0057	0	0	0	0	0	0	0	0	0	0	0	0
Specialist: Delay in obtaining	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	0
Specialist: Wait time while in office	0	0	0	0	0	0	0	0	0	0	0	0	2	0.0113	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	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	0
Total	1	0.0110	0	0.0000	0	0.0000	1	0.0068	4	0.0218	1	0.0055	4	0.0226	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	0	0	0	0	0	0	1	0.0055	0	0	1	0.0057	0	0	0	0	0	0	0	0	0	0	0	0
Bias	0	0	2	0.0224	0	0	0	0	1	0.0055	0	0	2	0.0113	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	1	0.0057	0	0	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	0	0
Inappropriate care/disagreement	11	0.1211	6	0.0671	6	0.0684	3	0.0204	8	0.0436	13	0.0721	5	0.0283	0	0	0	0	0	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	0
Privacy violation	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	0
Provider Conduct/professionalism	5	0.055	2	0.0224	2	0.0228	4	0.0272	5	0.0273	9	0.0499	12	0.0679	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	1	0.0057	0	0	0	0	0	0	0	0	0	0	0	0
Total	16	0.1761	10	0.1119	8	0.0912	7	0.0475	15	0.0818	22	0.1220	22	0.1244	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	0	0
ICM	0	0	1	0.0112	0	0	0	0	1	0.0055	0	0	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	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	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	0
Other Clinical Staff	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	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	0	0
Quality of ASO customer service	1	0.011	0	0	1	0.0114	0	0	1	0.0055	0	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	0.0055	0	0	1	0.0057	0	0	0	0	0	0	0	0	0	0	0	0
Total	1	0.0110	1	0.0112	1	0.0114	0	0.0000	3	0.0164	0	0.0000	1	0.0057	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	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	0	0
Member billed	2	0.022	5	0.056	1	0.0114	9	0.0611	15	0.0818	5	0.0277	17	0.0961	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	0	0
Total	2	0.0220	5	0.0560	1	0.0114	9	0.0611	15	0.0818	5	0.0277	17	0.0961	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Other																										
Behavioral Health	0	0	0	0	0	0	0	0	0	0	2	0.0111	1	0.0057	0	0	0	0	0	0	0	0	0	0	0	0
Dental	3	0.033	0	0	2	0.0228	3	0.0204	6	0.0327	2	0.0111	3	0.017	0	0	0	0	0	0	0	0	0	0	0	0



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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	0	0	0	0	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	0.0109	1	0.0055	0	0	0	0	0	0	0	0	0	0	0	0
Transportation (NEMT)	119	1.3098	9	0.1007	5	0.057	20	0.1358	30	0.1635	18	0.0998	20	0.1131	0	0	0	0	0	0	0	0	0	0
Total	123	1.3539	11	0.1231	8	0.0912	23	0.1562	38	0.2071	23	0.1276	24	0.1357	0	0.0000	0	0.0000	0	0.0000	0	0.0000	0	0.0000
Total	144		28		18		43		80		63		73		0		0		0		0		0	
Total Member Months	90,852		89,360		87,712		147,268		183,486		180,309		176,856		0		0		0		0		0	