



Report Name: PCMH+ Member Complaints Summary

PCMH+

Description: PCMH+ Member Complaints Broken Out By Reason Code

Date Range: 01/01/2020 - 12/31/2020

Run Date: 01/05/2021

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
<b>Provider Access - No access: location,</b>																								
PCP Sub-total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0069	0	0
Adult	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0069	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	4	0.0271	4	0.027	6	0.0405	1	0.0067	4	0.0269	3	0.0201	2	0.0134	3	0.0202	0	0	2	0.0138	4	0.0277	4	0.028
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	0	0	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	0	0	0	0	1	0.0067	0	0	0	0	0	0	0	1	0.0067	0	0	0	0	0	0	0	0	0
Chiropractor	0	0	1	0.0068	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.007
Dermatology	1	0.0068	1	0.0068	1	0.0067	1	0.0067	2	0.0134	1	0.0067	0	0	0	0	0	0	1	0.0069	1	0.0069	1	0.007
DME	0	0	0	0	1	0.0067	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0069	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	2	0.0135	0	0	1	0.0067	0	0	1	0.0067	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	1	0.0067	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	1	0.0067	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0069	1	0.0069	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	1	0.0068	0	0	0	0	0	0	0	0	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	1	0.0067	0	0	0	0	0	0	0	0	0	0
Orthopedic	0	0	1	0.0068	0	0	0	0	0	0	1	0.0067	0	0	0	0	0	0	0	0	0	0	1	0.007
Orthopedic Surgeon	0	0	0	0	1	0.0067	0	0	0	0	1	0.0067	0	0	0	0	0	0	0	0	0	0	0	0
OTHER (specify type of specialist)	0	0	0	0	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	0	0	1	0.0067	0	0	0	0	0	0	0	0	1	0.007
Rheumatology	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vision (vision exams, glasses or contacts)	1	0.0068	0	0	0	0	0	0	1	0.0067	0	0	0	0	1	0.0067	0	0	0	0	1	0.0069	0	0



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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 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		
<b>Total</b>	<b>4</b>	<b>0.0271</b>	<b>4</b>	<b>0.0270</b>	<b>6</b>	<b>0.0405</b>	<b>1</b>	<b>0.0067</b>	<b>4</b>	<b>0.0269</b>	<b>3</b>	<b>0.0201</b>	<b>2</b>	<b>0.0134</b>	<b>3</b>	<b>0.0202</b>	<b>0</b>	<b>0.0000</b>	<b>2</b>	<b>0.0138</b>	<b>5</b>	<b>0.0347</b>	<b>4</b>	<b>0.0280</b>	
<b>Delayed access/ wait time to appt.</b>																									
PCP: Delay in obtaining appointment	1	0.0068	0	0	0	0	0	0	0	0	0	0	0	1	0.0067	0	0	0	0	0	0	1	0.0069	0	0
PCP: Wait time while in office	1	0.0068	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Specialist: Delay in obtaining appointment	0	0	0	0	1	0.0067	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.007
Specialist: Wait time while in office	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
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
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
<b>Total</b>	<b>2</b>	<b>0.0135</b>	<b>0</b>	<b>0.0000</b>	<b>1</b>	<b>0.0067</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>1</b>	<b>0.0067</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>1</b>	<b>0.0069</b>	<b>1</b>	<b>0.0070</b>	
<b>Quality of Provider Services</b>																									
Assistance with specialist referral	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0069	0	0
Bias	1	0.0068	0	0	0	0	0	0	1	0.0067	1	0.0067	0	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	0
Cultural	1	0.0068	0	0	0	0	0	0	1	0.0067	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Inappropriate care/disagreement	2	0.0135	5	0.0338	5	0.0337	2	0.0135	2	0.0134	5	0.0335	4	0.0268	6	0.0403	4	0.027	5	0.0345	4	0.0277	5	0.0349	
Language barrier	0	0	1	0.0068	0	0	0	0	0	0	0	0	0	0	1	0.0067	0	0	0	0	0	0	1	0.007	
Privacy violation	1	0.0068	0	0	0	0	0	0	1	0.0067	0	0	0	0	1	0.0067	0	0	1	0.0069	0	0	0	0	0
Provider Conduct/professionalism (including	2	0.0135	2	0.0135	6	0.0405	1	0.0067	2	0.0134	2	0.0134	5	0.0335	3	0.0202	7	0.0473	1	0.0069	6	0.0416	9	0.0629	
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	
<b>Total</b>	<b>7</b>	<b>0.0474</b>	<b>8</b>	<b>0.0540</b>	<b>11</b>	<b>0.0742</b>	<b>3</b>	<b>0.0202</b>	<b>7</b>	<b>0.0470</b>	<b>8</b>	<b>0.0536</b>	<b>9</b>	<b>0.0602</b>	<b>11</b>	<b>0.0739</b>	<b>11</b>	<b>0.0743</b>	<b>7</b>	<b>0.0482</b>	<b>11</b>	<b>0.0763</b>	<b>15</b>	<b>0.1048</b>	
<b>Quality of ASO Services</b>																									
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
ICM	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
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
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
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
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
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
Quality of ASO customer service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0069	0	0
Referral/authorization issue	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
<b>Total</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>0</b>	<b>0.0000</b>	<b>1</b>	<b>0.0069</b>	<b>0</b>	<b>0.0000</b>	
<b>Financial</b>																									
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
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
Member billed	11	0.0744	10	0.0675	9	0.0607	6	0.0404	5	0.0336	10	0.067	12	0.0803	7	0.0471	7	0.0473	8	0.0551	6	0.0416	11	0.0769	
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
<b>Total</b>	<b>11</b>	<b>0.0744</b>	<b>10</b>	<b>0.0675</b>	<b>9</b>	<b>0.0607</b>	<b>6</b>	<b>0.0404</b>	<b>5</b>	<b>0.0336</b>	<b>10</b>	<b>0.0670</b>	<b>12</b>	<b>0.0803</b>	<b>7</b>	<b>0.0471</b>	<b>7</b>	<b>0.0473</b>	<b>8</b>	<b>0.0551</b>	<b>6</b>	<b>0.0416</b>	<b>11</b>	<b>0.0769</b>	



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Other																								
Behavioral Health	2	0.0135	7	0.0473	0	0	0	0	0	0	0	0	0	0	0	0	2	0.0135	0	0	0	0	0	0
Dental	2	0.0135	5	0.0338	1	0.0067	0	0	1	0.0067	1	0.0067	3	0.0201	4	0.0269	2	0.0135	1	0.0069	0	0	1	0.007
Fraud - Member	0	0	0	0	0	0	0	1	0.0067	0	0	0	0	0	0	0	0	0	1	0.0069	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	1	0.0068	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.0068	0	0	0	0	0	0
Transportation (NEMT)	7	0.0474	3	0.0203	1	0.0067	2	0.0135	1	0.0067	0	0	1	0.0067	2	0.0134	2	0.0135	3	0.0207	3	0.0208	1	0.007
<b>Total</b>	12	0.0812	15	0.1013	2	0.0135	3	0.0202	2	0.0134	1	0.0067	4	0.0268	6	0.0403	7	0.0473	5	0.0345	3	0.0208	2	0.0140
<b>Total</b>	36		37		29		13		18		22		28		27		25		22		27		33	
<b>Total Member Months</b>	147,815		148,072		148,220		148,512		148,864		149,281		149,471		148,758		147,959		145,087		144,209		143,070	