

ENROLLEE/PROVIDER COMPLAINT MONTHLY REPORT NARRATIVE APRIL 10 Marta Stephens

	TOTAL	% Against Last Month
OVERALL MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	194	+4%
ENROLLEE COMPLAINTS AND % AGAINST LAST MONTH	43	-8%
PROVIDER COMPLAINTS APEALS AND % AGAINST LAST MONTH	135	+2%
“OTHER” COMPLAINTS APEALS AND % AGAINST LAST MONTH	16	+56%
VALUE OPTIONS MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	164	+8%
ENROLLEE COMPLAINTS	19	+21%
PROVIDER COMPLAINTS	130	+1%
OTHER COMPLAINTS	15	+60%
VALUE OPTIONS RECEIVED 81% OF ALL COMPLAINTS, AND 41% OF ALL ENROLLEE COMPLAINTS, 94% OF PROVIDER COMPLAINTS, 93% OF OTHER COMPLAINTS SINCE JULY 2009		
NTBHA MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	16	-36%
ENROLLEE COMPLAINTS	13	-40%
PROVIDER COMPLAINTS	2	+0%
OTHER COMPLAINTS	1	+0%
NTBHA RECEIVES 10% OF ALL COMPLAINTS, AND 40% OF ENROLLEE COMPLAINTS AND 1% OF ALL PROVIDER COMPLAINTS AND 5% OF OTHER COMPLAINTS SINCE JULY 2009		
STATE MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	14	+21%
ENROLLEE COMPLAINTS	11	+10%
PROVIDER COMPLAINTS	3	+66%
OTHER COMPLAINTS	0	+0%
STATE RECEIVES 7% OF ALL COMPLAINTS, AND 17% OF ENROLLEE COMPLAINTS AND 4% OF ALL PROVIDER COMPLAINTS AND 1% OF OTHER COMPLAINTS SINCE JULY 2009		
ADVERSE DETERMINATIONS SINCE JULY 2009	1066	N/A
ADVERSE DETERMINATIONS IN APRIL 10	64	-17%
56% OF ALL PROVIDER COMPLAINTS INVOLVED 3 PROVIDERS DURING MONTH	N/A	N/A
VALUE OPTIONS CALL VOLUME DURING APRIL 10	10279	-15%
ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH	23	+17%
ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009	229	N/A
PROVIDER COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH	60	+13%
PROVIDER COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009	456	N/A
NOTES		
56 of 120 claims complaints were from three providers.		