

**ENROLLEE/PROVIDER COMPLAINT MONTHLY REPORT NARRATIVE DEC 09 Marta Stephens**

	TOTAL	% Against Last Month
<b>OVERALL MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH</b>	<b>254</b>	<b>+52%</b>
<b>ENROLLEE COMPLAINTS AND % AGAINST LAST MONTH</b>	<b>43</b>	<b>+23%</b>
<b>PROVIDER COMPLAINTS APEALS AND % AGAINST LAST MONTH</b>	<b>189</b>	<b>+57%</b>
<b>“OTHER” COMPLAINTS APEALS AND % AGAINST LAST MONTH</b>	<b>13</b>	<b>+46%</b>
<b>VALUE OPTIONS MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH</b>	<b>240</b>	<b>+65%</b>
<b>ENROLLEE COMPLAINTS</b>	<b>32</b>	<b>+59%</b>
<b>PROVIDER COMPLAINTS</b>	<b>208</b>	<b>+68%</b>
<b>OTHER COMPLAINTS</b>	<b>13</b>	<b>+61%</b>
<b>VALUE OPTIONS RECEIVED 80% OF ALL COMPLAINTS, AND 44% OF ALL ENROLLEE COMPLAINTS, 92% OF PROVIDER COMPLAINTS, 91% OF OTHER COMPLAINTS SINCE JULY 2009</b>		
<b>NTBHA MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH</b>	<b>8</b>	<b>-52%</b>
<b>ENROLLEE COMPLAINTS</b>	<b>7</b>	<b>-56</b>
<b>PROVIDER COMPLAINTS</b>	<b>1</b>	<b>+100%</b>
<b>OTHER COMPLAINTS</b>	<b>0</b>	<b>-100%</b>
<b>NTBHA RECEIVES 11% OF ALL COMPLAINTS, AND 41% OF ENROLLEE COMPLAINTS AND 1.3% OF ALL PROVIDER COMPLAINTS AND 6% OF OTHER COMPLAINTS SINCE JULY 2009</b>		
<b>STATE MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH</b>	<b>6</b>	<b>-68%</b>
<b>ENROLLEE COMPLAINTS</b>	<b>4</b>	<b>+0%</b>
<b>PROVIDER COMPLAINTS</b>	<b>2</b>	<b>-85%</b>
<b>OTHER COMPLAINTS</b>	<b>0</b>	<b>-100%</b>
<b>STATE RECEIVES 8% OF ALL COMPLAINTS, AND 14% OF ENROLLEE COMPLAINTS AND 6% OF ALL PROVIDER COMPLAINTS AND 2% OF OTHER COMPLAINTS SINCE JULY 2009</b>		
<b>ADVERSE DETERMINATIONS SINCE JULY 2009</b>	<b>792</b>	<b>N/A</b>
<b>ADVERSE DETERMINATIONS IN DEC 09</b>	<b>81</b>	<b>+17%</b>
<b>67% OF ALL PROVIDER COMPLAINTS INVOLVED 3 PROVIDERS DURING MONTH</b>	<b>N/A</b>	<b>N/A</b>
<b>VALUE OPTIONS CALL VOLUME DURING DEC 09</b>	<b>10360</b>	<b>-.3%</b>
<b>ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH</b>	<b>15</b>	<b>-11%</b>
<b>ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009</b>	<b>136</b>	<b>N/A</b>
<b>PROVIDER COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH</b>	<b>89</b>	<b>+65%</b>
<b>PROVIDER COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009</b>	<b>237</b>	<b>N/A</b>