

**ENROLLEE/PROVIDER COMPLAINT MONTHLY REPORT NARRATIVE FEB 10 Marta Stephens**

	<b>TOTAL</b>	<b>% Against Last Month</b>
<b>OVERALL MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH</b>	<b>175</b>	<b>-23%</b>
<b>ENROLLEE COMPLAINTS AND % AGAINST LAST MONTH</b>	<b>40</b>	<b>-14%</b>
<b>PROVIDER COMPLAINTS APEALS AND % AGAINST LAST MONTH</b>	<b>126</b>	<b>-25%</b>
<b>“OTHER” COMPLAINTS APEALS AND % AGAINST LAST MONTH</b>	<b>9</b>	<b>-30%</b>
<b>VALUE OPTIONS MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH</b>	<b>145</b>	<b>-26%</b>
<b>ENROLLEE COMPLAINTS</b>	<b>13</b>	<b>-31%</b>
<b>PROVIDER COMPLAINTS</b>	<b>123</b>	<b>-25%</b>
<b>OTHER COMPLAINTS</b>	<b>9</b>	<b>-30%</b>
<b>VALUE OPTIONS RECEIVED 81% OF ALL COMPLAINTS, AND 42% OF ALL ENROLLEE COMPLAINTS, 94% OF PROVIDER COMPLAINTS, 94% OF OTHER COMPLAINTS SINCE JULY 2009</b>		
<b>NTBHA MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH</b>	<b>16</b>	<b>-23%</b>
<b>ENROLLEE COMPLAINTS</b>	<b>15</b>	<b>-28%</b>
<b>PROVIDER COMPLAINTS</b>	<b>1</b>	<b>+100%</b>
<b>OTHER COMPLAINTS</b>	<b>0</b>	<b>+0%</b>
<b>NTBHA RECEIVES 10% OF ALL COMPLAINTS, AND 41% OF ENROLLEE COMPLAINTS AND 1% OF ALL PROVIDER COMPLAINTS AND 4% OF OTHER COMPLAINTS SINCE JULY 2009</b>		
<b>STATE MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH</b>	<b>14</b>	<b>+28%</b>
<b>ENROLLEE COMPLAINTS</b>	<b>12</b>	<b>+41%</b>
<b>PROVIDER COMPLAINTS</b>	<b>2</b>	<b>+33%</b>
<b>OTHER COMPLAINTS</b>	<b>0</b>	<b>+0%</b>
<b>STATE RECEIVES 7% OF ALL COMPLAINTS, AND 16% OF ENROLLEE COMPLAINTS AND 4% OF ALL PROVIDER COMPLAINTS AND 1% OF OTHER COMPLAINTS SINCE JULY 2009</b>		
<b>ADVERSE DETERMINATIONS SINCE JULY 2009</b>	<b>924</b>	<b>N/A</b>
<b>ADVERSE DETERMINATIONS IN FEB 10</b>	<b>74</b>	<b>+21%</b>
<b>51% OF ALL PROVIDER COMPLAINTS INVOLVED 3 PROVIDERS DURING MONTH</b>	<b>N/A</b>	<b>N/A</b>
<b>VALUE OPTIONS CALL VOLUME DURING FEB 10</b>	<b>11173</b>	<b>-3%</b>
<b>ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH</b>	<b>22</b>	<b>-24%</b>
<b>ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009</b>	<b>187</b>	<b>N/A</b>
<b>PROVIDER COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH</b>	<b>31</b>	<b>-59%</b>
<b>PROVIDER COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009</b>	<b>344</b>	<b>N/A</b>
<b>NOTES</b>		
<b>65 of 98 claims complaints were from three providers.</b>		