

ENROLLEE/PROVIDER COMPLAINT MONTHLY REPORT NARRATIVE JAN 10 Marta Stephens

	TOTAL	% Against Last Month
OVERALL MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	229	-9%
ENROLLEE COMPLAINTS AND % AGAINST LAST MONTH	4347	+8%
PROVIDER COMPLAINTS APEALS AND % AGAINST LAST MONTH	169	-19%
“OTHER” COMPLAINTS APEALS AND % AGAINST LAST MONTH	13	+0%
VALUE OPTIONS MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	198	-17%
ENROLLEE COMPLAINTS	19	-40%
PROVIDER COMPLAINTS	166	-20%
OTHER COMPLAINTS	13	+0%
VALUE OPTIONS RECEIVED 81% OF ALL COMPLAINTS, AND 43% OF ALL ENROLLEE COMPLAINTS, 93% OF PROVIDER COMPLAINTS, 93% OF OTHER COMPLAINTS SINCE JULY 2009		
NTBHA MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	21	+61%
ENROLLEE COMPLAINTS	21	+66%
PROVIDER COMPLAINTS	0	-100%
OTHER COMPLAINTS	0	+100%
NTBHA RECEIVES 11% OF ALL COMPLAINTS, AND 41% OF ENROLLEE COMPLAINTS AND 1% OF ALL PROVIDER COMPLAINTS AND 4% OF OTHER COMPLAINTS SINCE JULY 2009		
STATE MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	10	+40%
ENROLLEE COMPLAINTS	7	+42%
PROVIDER COMPLAINTS	3	+33%
OTHER COMPLAINTS	0	+0%
STATE RECEIVES 7% OF ALL COMPLAINTS, AND 14% OF ENROLLEE COMPLAINTS AND 5% OF ALL PROVIDER COMPLAINTS AND 1% OF OTHER COMPLAINTS SINCE JULY 2009		
ADVERSE DETERMINATIONS SINCE JULY 2009	850	N/A
ADVERSE DETERMINATIONS IN JAN 10	58	-28%
48% OF ALL PROVIDER COMPLAINTS INVOLVED 3 PROVIDERS DURING MONTH	N/A	N/A
VALUE OPTIONS CALL VOLUME DURING JAN 10	11542	+10%
ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH	29	+48%
ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009	165	N/A
PROVIDER COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH	76	-14%
PROVIDER COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009	313	N/A
NOTES: 2 provider complaints about ValueOptions Customer service. 82 of 151 claims complaints were from three providers.		