

ENROLLEE/PROVIDER COMPLAINT MONTHLY REPORT NARRATIVE MAR 10 Marta Stephens

	TOTAL	% Against Last Month
OVERALL MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	186	+5%
ENROLLEE COMPLAINTS AND % AGAINST LAST MONTH	47	+14%
PROVIDER COMPLAINTS APEALS AND % AGAINST LAST MONTH	132	+4%
“OTHER” COMPLAINTS APEALS AND % AGAINST LAST MONTH	7	-22%
VALUE OPTIONS MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	150	+3%
ENROLLEE COMPLAINTS	15	+13%
PROVIDER COMPLAINTS	129	+4%
OTHER COMPLAINTS	6	-33%
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	25	+36%
ENROLLEE COMPLAINTS	22	+31%
PROVIDER COMPLAINTS	2	+50%
OTHER COMPLAINTS	1	+100%
NTBHA RECEIVES 11% OF ALL COMPLAINTS, AND 41% 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	11	-21%
ENROLLEE COMPLAINTS	10	-16%
PROVIDER COMPLAINTS	1	-50%
OTHER COMPLAINTS	0	+0%
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		
ADVERSE DETERMINATIONS SINCE JULY 2009	1002	N/A
ADVERSE DETERMINATIONS IN MAR 10	78	+5%
51% OF ALL PROVIDER COMPLAINTS INVOLVED 3 PROVIDERS DURING MONTH	N/A	N/A
VALUE OPTIONS CALL VOLUME DURING MAR 10	12151	+8%
ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH	19	-13%
ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009	206	N/A
PROVIDER COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH	52	+40%
PROVIDER COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009	396	N/A
NOTES		
52 of 97 claims complaints were from three providers.		