

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

	TOTAL	% Against Last Month
<b>OVERALL MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH</b>	<b>121</b>	<b>-37%</b>
<b>ENROLLEE COMPLAINTS AND % AGAINST LAST MONTH</b>	<b>41</b>	<b>-4%</b>
<b>PROVIDER COMPLAINTS APEALS AND % AGAINST LAST MONTH</b>	<b>78</b>	<b>-42%</b>
<b>“OTHER” COMPLAINTS APEALS AND % AGAINST LAST MONTH</b>	<b>2</b>	<b>-87%</b>
<b>VALUE OPTIONS MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH</b>	<b>101</b>	<b>-38%</b>
<b>ENROLLEE COMPLAINTS</b>	<b>23</b>	<b>+17%</b>
<b>PROVIDER COMPLAINTS</b>	<b>76</b>	<b>-41%</b>
<b>OTHER COMPLAINTS</b>	<b>2</b>	<b>-93%</b>
<b>VALUE OPTIONS RECEIVED 82% OF ALL COMPLAINTS, AND 42% OF ALL ENROLLEE COMPLAINTS, 95% OF PROVIDER COMPLAINTS, 93% OF OTHER COMPLAINTS SINCE JULY 2009</b>		
<b>NTBHA MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH</b>	<b>13</b>	<b>-18%</b>
<b>ENROLLEE COMPLAINTS</b>	<b>13</b>	<b>+0%</b>
<b>PROVIDER COMPLAINTS</b>	<b>0</b>	<b>-100%</b>
<b>OTHER COMPLAINTS</b>	<b>0</b>	<b>-100%</b>
<b>NTBHA RECEIVES 10% OF ALL COMPLAINTS, AND 39% OF ENROLLEE COMPLAINTS AND 1% OF ALL PROVIDER COMPLAINTS AND 5% OF OTHER COMPLAINTS SINCE JULY 2009</b>		
<b>STATE MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH</b>	<b>7</b>	<b>-50%</b>
<b>ENROLLEE COMPLAINTS</b>	<b>5</b>	<b>-54%</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 17% 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>1158</b>	<b>N/A</b>
<b>ADVERSE DETERMINATIONS IN MAY 10</b>	<b>92</b>	<b>+30%</b>
<b>56% OF ALL PROVIDER COMPLAINTS INVOLVED 3 PROVIDERS DURING MONTH</b>	<b>N/A</b>	<b>N/A</b>
<b>VALUE OPTIONS CALL VOLUME DURING MAY 10</b>	<b>10598</b>	<b>+3%</b>
<b>ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH</b>	<b>16</b>	<b>-30%</b>
<b>ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009</b>	<b>245</b>	<b>N/A</b>
<b>PROVIDER COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH</b>	<b>18</b>	<b>-70%</b>
<b>PROVIDER COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009</b>	<b>474</b>	<b>N/A</b>
<b>NOTES</b>		
<b>31 of 78 claims complaints were from three providers.</b>		