

ENROLLEE/PROVIDER COMPLAINT MONTHLY REPORT NARRATIVE NOV 2009 Marta Stephens

	TOTAL	% Against Last Month
OVERALL MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	120	-32%
ENROLLEE COMPLAINTS AND % AGAINST LAST MONTH	33	-21%
PROVIDER COMPLAINTS APEALS AND % AGAINST LAST MONTH	80	-35%
“OTHER” COMPLAINTS APEALS AND % AGAINST LAST MONTH	7	-41%
VALUE OPTIONS MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	84	-41%
ENROLLEE COMPLAINTS	13	-13%
PROVIDER COMPLAINTS	66	-44%
OTHER COMPLAINTS	5	-50%
VALUE OPTIONS RECEIVED 75% OF ALL COMPLAINTS, AND 37% OF ALL ENROLLEE COMPLAINTS, 90% OF PROVIDER COMPLAINTS, 88% OF OTHER COMPLAINTS SINCE JULY 2009		
NTBHA MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	17	-34%
ENROLLEE COMPLAINTS	16	-27%
PROVIDER COMPLAINTS	0	-100%
OTHER COMPLAINTS	1	-50%
NTBHA RECEIVES 14% OF ALL COMPLAINTS, AND 46% OF ENROLLEE COMPLAINTS AND 2% OF ALL PROVIDER COMPLAINTS AND 8% OF OTHER COMPLAINTS SINCE JULY 2009		
STATE MONTHLY COMPLAINTS/APEALS VOLUME AND % AGAINST LAST MONTH	19	+52%
ENROLLEE COMPLAINTS	4	-20%
PROVIDER COMPLAINTS	14	+71%
OTHER COMPLAINTS	1	+100%
STATE RECEIVES 10% OF ALL COMPLAINTS, AND 15% OF ENROLLEE COMPLAINTS AND 8% OF ALL PROVIDER COMPLAINTS AND 3% OF OTHER COMPLAINTS SINCE JULY 2009		
ADVERSE DETERMINATIONS SINCE JULY 2009	711	N/A
ADVERSE DETERMINATIONS IN NOV 2009	67	-54%
53% OF ALL PROVIDER COMPLAINTS INVOLVED 3 PROVIDERS DURING MONTH	N/A	N/A
VALUE OPTIONS CALL VOLUME DURING NOV 2009	10397	-12%
ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH	17	-15%
ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009	118	N/A
PROVIDER COMPLAINTS RESOLVED TO SATISFACTION DURING MONTH	31	-3%
PROVIDER COMPLAINTS RESOLVED TO SATISFACTION SINCE JULY 2009	148	N/A