

Provider Complaint & Appeal Summary Report

Health Plan ID: 2162446
 Community Health Solutions of Louisiana
 Health Plan Name: [REDACTED]
 Health Plan Contact: [REDACTED]
 Contact Email: [REDACTED]
 Report Period Start Date: 9/1/2012
 Report Period End Date: 9/30/2012

BAYOU HEALTH Reporting

Document ID: S1182
 Document Name: PROVIDER COMPLAINT & APPEAL SUMMARY REPORT
 Reporting Frequency: Monthly
 Report Due Date: 15th of the month following end of reporting period
 File Type: Excel
 Subject Matter: Informatics (I)

Summary of Appeal Decisions	By Health Plan	By Arbitration
Total # Decisions		
% Upheld		
% Overturned		
% Withdrawn		

Reporting Period	COMPLAINT STATUS	Total # of Provider Complaints	# of COMPLAINTS by ISSUE CATEGORY						Total Provider Appeals	# Complaints		# Appeals Pending or Closed 31 to 90 Days Post File Date ¹	# Appeals Pending or Closed >90 Days Post File Date ²
			Claims / Payments	Covered Services	PAS/Referrals	PCP Auto-Assign/Linkages	Provider Registry/Directory	Lack of Information /Response		Other	Pending or Closed 31 to 90 Days Post File Date ¹		
	Received this Month	45	26	0	7	2	2	0	0	8			
	Total Closed this Month	16	3	0	6	0	2	0	0	5			
	Withdrawn by Provider	0	0	0	0	0	0	0	0	0			
	Per Internal Plan Action/Decision	16	3	0	6	0	2	0	0	5			
	Per Independent Arbitration												
	Per DHH Review	0	0	0	0	0	0	0	0	0			
	Other	0	0	0	0	0	0	0	0	0			
Sep-2012	Total Pending (cumulative as of month end)	29	23	0	1	2	0	0	3				
	Information needed from Provider	5	4	0	0	1	0	0	0	0			
	Internal Plan Review	23	17	0	1	1	0	0	4				
	Independent Arbitration												
	DHH Review	0	0	0	0	0	0	0	0	0			
	Other	4	2	0	0	1	0	0	1	1			
	Total Complaints Received YTD	49	27	0	7	3	2	0	10				
	Total Closed YTD	16	3	0	6	0	2	0	5				
	Withdrawn by Provider	0	0	0	0	0	0	0	0	0			
	Per Internal Plan Decision/Correction	16	3	0	6	0	2	0	5				
	Per Independent Arbitration												
	Per DHH Decision	0	0	0	0	0	0	0	0	0			
	Other	0	0	0	0	0	0	0	0	0			
2012 Year to Date (YTD)													

¹You must submit Attachment 1 - Complaint Summary Listing detailing all pending or closed (A1) complaints not resolved within 30 to 90 days

²You must submit Attachment 2 - Appeal Summary Listing detailing all pending or closed (A1) appeals not resolved within 30 to 90 days.