

# Provider Complaint & Appeal Summary Report

# BAYOU HEALTH Reporting

Health Plan ID: 2162934  
 Health Plan Name: LaCare  
 Health Plan Contact: \*\*\*  
 Contact Email: \*\*\*  
 Report Period Start Date: 20120701  
 Report Period End Date: 20120731

Document ID: PI182  
 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	4	0
% Upheld	75	0
% Overturned	25	0
% Withdrawn	0	0

Reporting Period	COMPLAINT STATUS	Total # of Provider Complaints	# of COMPLAINTS by ISSUE CATEGORY							# Complaints Pending or Closed 31 to 90 Days Post File Date <sup>1</sup>	# Complaints Pending or Closed >90 Days Post File Date <sup>1</sup>	Total Provider Appeals	By Appeal Type		# Appeals Pending or Closed 31 to 90 Days Post File Date <sup>2</sup>	# Appeals Pending or Closed >90 Days Post File Date <sup>2</sup>	
			Claims / Payments	Covered Services	PAs/Referrals	PCP Auto-Assign/ Linkages	Provider Registry/ Directory	Lack of Information /Response	Other				Pre-Service Denial	Payment Denial			
Jul-2012	<b>Received this Month</b>	469	402	3	1		2	3	58		6	6					
	<b>Total Closed this Month</b>	472	409	3	1		1	3	55	20	4	4	0	0			
	Withdrawn by Provider																
	Per Internal Plan Action/Decision	472	409	3	1		1	3	55	20	4	4	0	0			
	Per Independent Arbitration																
	Per DHH Review																
	Other																
	<b>Total Pending (cumulative as of month end)</b>	93	85				1		7	34	9	2	2	0	0		
	Information needed from Provider																
	Internal Plan Review	93	85				1		7	34	9	2	2	0	0		
	Independent Arbitration																
	DHH Review																
Other																	
2012 Year to Date (YTD)	<b>Total Complaints Received YTD</b>	2183	1926	12	9	1	29	18	188		6	6					
	<b>Total Closed YTD</b>	2090	1841	12	9	1	28	18	181	76	4	4	0	0			
	Withdrawn by Provider																
	Per Internal Plan Decision/Correction	2090	1841	12	9	1	28	18	181	76	4	4	0	0			
	Per Independent Arbitration																
	Per DHH Decision																
Other																	

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

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

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed

Health Plan Name: LaCare

Reporting Period: Jul-2012

Status Category Codes	
Pending	Closed
P1-Information needed from Provider	C1-Withdrawn by Provider
P2-Internal Plan Review	C2-Per Internal Plan Action/Decision
P3-Per Independent Arbitration	C3-Per Independent Arbitration
P4-Referred to DHH	C4-Per DHH Review
P5-Other	C5-Other

Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
20120326	marie	CEASER, SHANNON C.	Claims / Payments	Provider agreement update submitted		142	P2
20120326	Megan	COLON, LISA M.	Claims / Payments	Provider agreement update submitted		133	P2
20120405	Tamara	LI, YI Q.	Claims / Payments	Provider agreement update submitted		132	P2
20120409	cynthia	LOUPE, JACK F.	Claims / Payments	Work Request under review		128	P2
20120409	cynthia	LOUPE, JACK F.	Claims / Payments	Work Request under review		128	P2
20120409	Betty	LEWIS, LYDIA D.	Claims / Payments	Provider agreement update submitted		126	P2
20120410	Sheryl	HEDGPETH, GLENN D.	Claims / Payments	Claim reprocessed	20120716	97	C2
20120419	cheryl	TOOMER, ANDREA P.	Claims / Payments	Provider agreement update submitted		118	P2
20120419	Debra	RACHAL, PAUL B.	Claims / Payments	Work Request submitted	20120710	82	C2
20120424	alice	ABRAMS JR, MATHEW	Claims / Payments	Provider agreement update submitted		106	P2
20120424	Phyliss	FERGUSON, THOMAS G.	Provider Registry / Directory	Directory updated but Service Form not closed		113	P2
20120430	Desiree	NEWTON, DEBRA M.	Claims / Payments	Provider agreement updated submitted	20120706	67	C2
20120525	lori	STEIGNER, JOHN	Claims / Payments	Claim reprocessed	20120716	52	C2
20120529	KELLY	MANUEL, POWLIN V.	Claims / Payments			79	P2
20120529	Deborah	RACHAL, PAUL B.	Claims / Payments	Work Request submitted		71	P2
20120529	Deborah	RACHAL, PAUL B.	Claims / Payments	Work Request submitted		71	P2
20120529	Deborah	RACHAL, PAUL B.	Claims / Payments	Work Request submitted		71	P2
20120529	Deborah	RACHAL, PAUL B.	Claims / Payments	Work Request submitted		71	P2
20120529	Deborah	LEBLANC, BRIAN J.	Claims / Payments	Work Request submitted		71	P2
20120529	Deborah	LEBLANC, BRIAN J.	Claims / Payments	Work Request submitted		71	P2
20120529	Nivia	GRAHAM, MICHAEL E.	Claims / Payments	Claim reprocessed	20120730	62	C2
20120529	Deborah	RACHAL, PAUL B.	Claims / Payments	Work Request submitted	20120710	42	C2
20120530	Tara	REGIONAL EYE SURGICAL CENTER	Claims / Payments	Claim reprocessed	20120705	36	C2
20120530	Tara	REGIONAL EYE SURGICAL CENTER	Claims / Payments	Claim reprocessed	20120709	40	C2
20120530	Tara	REGIONAL EYE SURGICAL CENTER	Claims / Payments	Claim reprocessed	20120705	36	C2
20120604	Tracey	GELMAN, VADIM R.	Claims / Payments	Work Request submitted		65	P2

Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
20120604	MARNA	RIGBY, JONI	Claims / Payments	Provider agreement update submitted	20120718	44	C2
20120604	Yolanda	DIABETES MANAGEMENT AND SUPPLIES	Claims / Payments	Provider Educated	20120723	49	C2
20120606	jamie	REDDY, NAGARATNA C.	Claims / Payments	Work Request submitted		63	P2
20120606	matthew	KELLY, STEPHEN M.	Claims / Payments	Provider agreement update submitted	20120717	41	C2
20120608	austin	JACKSON, PAUL A.	Claims / Payments	Work Request submitted		61	P2
20120612	Marchella	BOUDREAU, MANDY L.	Claims / Payments	Provider agreement update submitted	20120724	42	C2
20120612	Marchella	BOUDREAU, MANDY L.	Claims / Payments	Work Request submitted	20120718	36	C2
20120612	Delores	BENSON, MONICA V.	Claims / Payments	Provider Educated	20120724	42	C2
20120613	Julie	PATTON, JOSEPH G.	Claims / Payments			63	P2
20120613	Deborah	LEBLANC, BRIAN J.	Claims / Payments	Work Request submitted		55	P2
20120613	Deborah	LEBLANC, BRIAN J.	Claims / Payments	Work Request submitted		55	P2
20120614	zana	FRANKLIN FOUNDATION HOSPITAL	Claims / Payments	Work Request submitted	20120720	36	C2
20120614	debra	CARMICHAELS CASHWAY PHARMACY INC	Claims / Payments		20120723	39	C2
20120620	Shannon	PEDIATRIC HEALTH CHOICE	Claims / Payments	Provider agreement update submitted		56	P2
20120620	Shannon	PEDIATRIC HEALTH CHOICE	Claims / Payments	Provider agreement update submitted		56	P2
20120620	Shannon	PEDIATRIC HEALTH CHOICE	Claims / Payments	Provider agreement update submitted		56	P2
20120620	Krishna	TULANE UNIVERSITY HOSPITAL AND CLINIC	Claims / Payments	Claim reprocessed		56	P2
20120620	cindy	HASTINGS, DAVID N.	Claims / Payments	Provider agreement update submitted	20120724	34	C2
20120620	amy	HANGER PROSTHETICS AND ORTHOTICS INC	Claims / Payments	Claim reprocessed	20120724	34	C2
20120621	Roxanne	OCHSNER ST ANNE GENERAL HOSPITAL	Claims / Payments	Claim reprocessed	20120724	33	C2
20120621	Darlene	SMITH, DEBORAH L.	Claims / Payments	Claim reprocessed	20120725	34	C2
20120625	Linda	CUMMINGS, RUSSELL O.	Claims / Payments	Work Request submitted		44	P2
20120626	Kathy	HAYNES, JOHN H.	Claims / Payments	Work Request submitted		41	P2
20120627	wayne	MICIOTTO, CHRISTOPHER J.	Claims / Payments	Provider agreement update submitted		49	P2
20120628	Robbie	PEDIATRIA HEALTHCARE LLC	Claims / Payments	Work Request submitted		40	P2
20120628	Robbie	PEDIATRIA HEALTHCARE LLC	Claims / Payments	Work Request submitted		40	P2
20120629	summer	NORTHLAKE MEDICAL SUPPLY INC	Claims / Payments			47	P2
20120702	Alice	HENDERSON, FRANCIS H.	Claims / Payments	Provider agreement update submitted		31	P2
20120702	Amy	PASSOS, MARY Q.	Claims / Payments	Provider agreement update submitted		36	P2
20120702	rubette		Claims / Payments	Claim reprocessed		45	P2

Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
20120702	amanda	MADISON PARISH HOSPITAL	Claims / Payments	Claim reprocessed		36	P2
20120705	Amber	WEIR, ROBIN	Claims / Payments	Provider agreement update submitted		41	P2
20120705	Amber	GRANT, TONI B.	Claims / Payments	Provider agreement update submitted		41	P2
20120705	Pam	HEALTHCARE WAREHOUSE LLC	Claims / Payments			35	P2
20120706	Ethan	VIDRINE, BRANDON W.	Claims / Payments	Request to Finance for verification of check cashing		40	P2
20120713	Pam	HEDGPETH, GLENN D.	Claims / Payments	Claim reprocessed		33	P2
20120713	Sharetta	RAMSEY, KEITH G.	Claims / Payments	Work Request submitted		33	P2
20120713	Shannon	PEDIATRIC HEALTH CHOICE	Claims / Payments	Work Request submitted		33	P2