

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: 20120801
 Report Period End Date: 20120831

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% Withdrawn	0	0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 ¹	# Complaints Pending or Closed >90 Days Post File Date ¹	Total Provider Appeals	By Appeal Type		# Appeals Pending or Closed 31 to 90 Days Post File Date ²	# 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				Pre-Service Denial	Payment Denial		
Aug-2012	Received this Month	506	433	3			2	2	66		2	2				
	Total Closed this Month	535	459	3			2	2	69	48	9	4	4	0	0	
	Withdrawn by Provider															
	Per Internal Plan Action/Decision	535	459	3			2	2	69	48	9	4	4	0	0	
	Per Independent Arbitration															
	Per DHH Review															
	Other															
	Total Pending (cumulative as of month end)	64	59				1		4	3	0					
	Information needed from Provider															
	Internal Plan Review	64	59				1		4	3	0					
	Independent Arbitration															
	DHH Review															
Other																
2012 Year to Date (YTD)	Total Complaints Received YTD	2689	2359	15	9	1	31	20	254			8	8			
	Total Closed YTD	2625	2300	15	9	1	30	20	250	124	10	8	8	0	0	
	Withdrawn by Provider															
	Per Internal Plan Decision/Correction	2625	2300	15	9	1	30	20	250	124	10	8	8	0	0	
	Per Independent Arbitration															
	Per DHH Decision															
Other																

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.

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: AUG-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
20120723	shirl	DUTHU, ANGELA S.	Claims / Payments	Claim processed		40	P2
20120723	chris	DIABETES MANAGEMENT AND SUPPLIES	Other	Claim reprocessed		40	P2
20120725	Provider Correspondence	MORGAN, CARA M.	Claims / Payments	Claim reprocessed		38	P2
20120727	rhonda	SHARMA, RAJESH K.	Other	Claim processed	20120831	35	C2
20120725	Bobbie	TROSCLAIR, REBECCA S.	Claims / Payments	Claim processed	20120831	37	C2
20120718	Denise	NORTH OAKS MEDICAL CENTER	Claims / Payments	Claim reprocessed	20120820	33	C2
20120717	Kimberly	MEDIC PHARMACY OF BASTROP	Claims / Payments	Claim processed	20120822	36	C2
20120716	Liz	LAKE CHARLES MEMORIAL HOSPITAL	Claims / Payments	Claim reprocessed	20120816	31	C2
20120716	Sandra	DENHAM, AMBER A.	Claims / Payments	Claim reprocessed	20120820	35	C2
20120716	Shanna	HARDTNER MEDICAL CLINIC	Claims / Payments	Claim processed	20120816	31	C2
20120716	Birgit		Claims / Payments	Claim processed	20120816	31	C2
20120716	veronica	GOLDEN MEDICAL EQUIPMENT AND SUPPLY INC	Other	Claim processed	20120816	31	C2
20120713	Shannon	PEDIATRIC HEALTH CHOICE	Claims / Payments	Work Request submitted	20120815	33	C2
20120713	Sharetta	RAMSEY, KEITH G.	Claims / Payments	Work Request submitted	20120815	33	C2
20120713	Pam	HEDGPETH, GLENN D.	Claims / Payments	Claim reprocessed	20120815	33	C2
20120706	Ethan	VIDRINE, BRANDON W.	Claims / Payments	Check reissued	20120815	40	C2
20120705	Pam	HEALTHCARE WAREHOUSE LLC	Claims / Payments	Claim processed	20120809	35	C2
20120705	Amber	GRANT, TONI B.	Claims / Payments	Provider agreement update submitted	20120815	41	C2
20120705	Amber	WEIR, ROBIN	Claims / Payments	Provider agreement update submitted	20120815	41	C2
20120702	amanda	MADISON PARISH HOSPITAL	Claims / Payments	Claim reprocessed	20120807	36	C2
20120702	rubette		Claims / Payments	Claim reprocessed	20120816	45	C2
20120702	Amy	ARDOIN, REGINALD	Claims / Payments	Claim processed	20120820	49	C2
20120702	Amy	ARDOIN, MONIQUE T.	Claims / Payments	Claim processed	20120820	49	C2
20120702	Amy	STARKOVICH, KRISTINE	Claims / Payments	Claim processed	20120820	49	C2
20120702	Amy	STARKOVICH, KRISTINE	Claims / Payments	Claim processed	20120820	49	C2
20120702	Amy	DORE, LYNNETTE	Claims / Payments	Claim processed	20120820	49	C2

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	Amy	PASSOS, MARY Q.	Claims / Payments	Provider agreement update submitted	20120807	36	C2
20120702	Alice	HENDERSON, FRANCIS H.	Claims / Payments	Provider agreement update submitted	20120802	31	C2
20120629	summer	NORTHLAKE MEDICAL SUPPLY INC	Claims / Payments	Claim reprocessed	20120815	47	C2
20120628	Robbie	PEDIATRIA HEALTHCARE LLC	Claims / Payments	Work Request submitted	20120807	40	C2
20120628	Robbie	PEDIATRIA HEALTHCARE LLC	Claims / Payments	Work Request submitted	20120807	40	C2
20120627	wayne	MICIOTTO, CHRISTOPHER J.	Claims / Payments	Provider agreement update submitted	20120815	49	C2
20120626	Kathy	HAYNES, JOHN H.	Claims / Payments	Work Request submitted	20120806	41	C2
20120625	Linda	CUMMINGS, RUSSELL O.	Claims / Payments	Work Request submitted	20120808	44	C2
20120620	Krishna	TULANE UNIVERSITY HOSPITAL AND CLINIC	Claims / Payments	Claim reprocessed	20120815	56	C2
20120620	Shannon	PEDIATRIC HEALTH CHOICE	Claims / Payments	Provider agreement update submitted	20120815	56	C2
20120620	Shannon	PEDIATRIC HEALTH CHOICE	Claims / Payments	Provider agreement update submitted	20120815	56	C2
20120620	Shannon	PEDIATRIC HEALTH CHOICE	Claims / Payments	Provider agreement update submitted	20120815	56	C2
20120613	Deborah	LEBLANC, BRIAN J.	Claims / Payments	Work Request submitted	20120807	55	C2
20120613	Deborah	LEBLANC, BRIAN J.	Claims / Payments	Work Request submitted	20120807	55	C2
20120613	Julie	PATTON, JOSEPH G.	Claims / Payments	Claim reprocessed	20120815	63	C2
20120608	austin	JACKSON, PAUL A.	Claims / Payments	Work Request submitted	20120808	61	C2
20120606	jamie	REDDY, NAGARATNA C.	Claims / Payments	Work Request submitted	20120808	63	C2
20120604	Tracey	GELMAN, VADIM R.	Claims / Payments	Work Request submitted	20120808	65	C2
20120529	Deborah	RACHAL, PAUL B.	Claims / Payments	Work Request submitted	20120808	71	C2
20120529	Deborah	LEBLANC, BRIAN J.	Claims / Payments	Work Request submitted	20120808	71	C2
20120529	Deborah	RACHAL, PAUL B.	Claims / Payments	Work Request submitted	20120808	71	C2
20120529	KELLY	MANUEL, POWLIN V.	Other	Claim processed	20120816	79	C2
20120529	Deborah	RACHAL, PAUL B.	Claims / Payments	Work Request submitted	20120808	71	C2
20120529	Deborah	LEBLANC, BRIAN J.	Claims / Payments	Work Request submitted	20120808	71	C2
20120529	Deborah	RACHAL, PAUL B.	Claims / Payments	Work Request submitted	20120808	71	C2
20120424	Phyliss	FERGUSON, THOMAS G.	Other	Claim reprocessed	20120815	113	C2
20120424	alice	ABRAMS JR, MATHEW	Claims / Payments	Provider agreement update submitted	20120808	106	C2
20120419	cheryl	TOOMER, ANDREA P.	Claims / Payments	Provider agreement update submitted	20120815	118	C2
20120409	Betty	LEWIS, LYDIA D.	Claims / Payments	Provider agreement update submitted	20120813	126	C2
20120409	cynthia	LOUPE, JACK F.	Claims / Payments	Work Request under review	20120815	128	C2
20120409	cynthia	LOUPE, JACK F.	Claims / Payments	Work Request under review	20120815	128	C2
20120405	Tamara	LI, YI Q.	Claims / Payments	Provider agreement update submitted	20120815	132	C2
20120326	marie	CEASAR, SHANNON C.	Claims / Payments	Provider agreement update submitted	20120815	142	C2
20120326	Megan	COLON, LISA M.	Claims / Payments	Provider agreement update submitted	20120806	133	C2