

**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: 20130201  
 Report Period End Date: 20130228

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	50%	0
% Overturned	50%	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% Withdrawn	0	0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		
Feb-2013	Received this Month	996	944	3	1	0	1	1	46		4	4				
	<b>Total Closed this Month</b>	1004	948	3	3	0	1	1	48	2	0	4	4			
	Withdrawn by Provider															
	Per Internal Plan Action/Decision	1004	948	3	3	0	1	1	48	2	0	4	4			
	Per Independent Arbitration															
	Per DHH Review															
	Other (Review determined not a complaint)															
	<b>Total Pending (cumulative as of month end)</b>	21	20	0	0	0	0	0	1	0	0	0	0			
	Information needed from Provider															
	Internal Plan Review	21	20	0	0	0	0	0	1	0	0	0	0			
	Independent Arbitration															
	DHH Review															
Other (Review determined not a complaint)																
2013 Year to Date (YTD)	<b>Total Complaints Received YTD</b>	1999	1866	4	13	0	3	2	111		13	13				
	<b>Total Closed YTD</b>	2060	1924	4	14	0	5	2	111	14	0	13	13			
	Withdrawn by Provider															
	Per Internal Plan Decision/Correction	2060	1924	4	14	0	5	2	111	14	0	13	13			
	Per Independent Arbitration															
	Per DHH Decision															
Other (Review determined not a complaint)																

<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: Feb-2013

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
06-Dec-12	Linda	RUSHING, BRANDI N.	Claims / Payments	Provider Agreement updated/under review	04-Feb-13	60	C2
26-Dec-12	ashley	CUCCIA, CHARMAINE	Claims / Payments	Provider Agreement updated/under review	04-Feb-13	40	C2

PI 182 - Attachment 2: Summary listing of Appeals 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: Feb-2013

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
P5-Other	C5-Other

Date Filed (YYYYMMDD)	Name of Person Filing Appeal	Organization	Summary of Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
No data to report						