

Provider Complaint & Appeal Summary Report

BAYOU HEALTH Reporting

Health Plan ID: 2162845
 Health Plan Name: Louisiana Healthcare Connections
 Health Plan Contact: ***
 Contact Email: ***
 Report Period Start Date: 2/1/2013
 Report Period End Date: 2/28/2013

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	21	
% Upheld	29%	
% Overturned	71%	
% Withdrawn		

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		
Feb-2013	Received this Month	5	3	1	1											
	Total Closed this Month															
	Withdrawn by Provider															
	Per Internal Plan Action/Decision	4	2		1			1								
	Per Independent Arbitration															
	Per DHH Review															
	Other															
	Total Pending (cumulative as of month end)															
	Information needed from Provider															
	Internal Plan Review		1													
	Independent Arbitration															
	DHH Review															
Other																
2013 Year to Date (YTD)	Total Complaints Received YTD	10	6	1	1			1	1							
	Total Closed YTD	7	3		1			2	1							
	Withdrawn by Provider															
	Per Internal Plan Decision/Correction															
	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.

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PI 182 - Attachment 1: Summary listing of Complaints <u>Pending or Closed in Current Reporting Month</u> that were closed 30 to 90 or more days after Original Date Filed							
				Status Category Codes			
				Pending	Closed		
Health Plan Name:	Louisiana Healthcare Connections			P1-Information needed from	C1-Withdrawn by Provider		
Reporting Period:	2/1/2013 - 2/28/2013			P2-Internal Plan Review	C2-Per Internal Plan Action/Decision		
				P3-Per Independent Arbitrat	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
1/22/2013	***	Teche Regional Medical Center	Complaint of claim denials for services that she received authorization	working to determine if auth carried over to claims processing		36 days pending	C2
1/17/2013	***	DCI Inc	Complaint of non-payment of Epogen claims	Procedure was not covered when claims originally submitted. This has been corrected in our system and the provider's claims are being reprocessed.		57 days pending	P2
1/14/2013	***	Acadiana Vision Center	Complaint of claims denials due to being out of network	Information sent to vision vendor to address	2/25/2013	Closed after 41 days	C2
1/10/2013	***	Hagen ENT Clinic	Provider needed a check reissued	Reissue occurred and provider received the payment	2/1/2013	Closed after 21 days	C2
1/9/2013	***	Sarah Lee and Donna Barlow	Provider specialist listed incorrectly in directory	Working with PDM to address	2/14/2013	Closed after 34 days	C2
2/14/2013	***	Dr. Jennifer Beil	Denial of claim for member in implemented GSA when the provider was in non-implemented GSA	Requested claims adjustment		14 days pending	C2
2/14/2013	***	Kids First Pirtania	Provider having issues with PA from pharmacies stating procedures require PA and they don't	Meeting scheduled with LHC Pharmacy Director and education is being made to pharmacies		14 days pending	C2
2/15/2013	***	LAHaye Eye Clinic	Facility Charges Denying for services rendered by Ophthalmologist	Internal claims review for claims adjustment submission being conducted		13 days pending	P2
2/21/2013	***	Dr. Perret	Missing Check for Member	Check was reissued and received by provider on 3/7/2013		8 days pending	C2
2/22/2013	***	Broussard Physical Therapy	Received information that he could no longer provide Therapy Services after 2.1.2013	Reached out to the provider and provided clarification and ensured him through claims data they were getting paid for the services	2/22/2012	Closed on same day as complaint	C2
Values for Types of Complaints							

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: Louisiana Healthcare
 Connections
 Reporting Period: 2/1/2013 -2/28/2013

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

1/11/2013	***	Teche Regional Medical Center	Inpatient Stay	2/8/2013	29	C2
1/13/2013	***	Childrens hospital	Level of care dispute	2/11/2013	30	C2
1/14/2013	***	Childrens Hospital	Did not meet medical necessity	2/11/2013	30	C2
1/14/2013	***	Snells Limbs and Braces	Did not meet medical necessity	2/11/2013	30	C2
1/14/2013	***	PSA	Not enough info, missing ht and wt	2/11/2013	30	C2
1/14/2013	***	Promise Hospital	Did not meet medical necessity	2/11/2013	30	C2
1/21/2013	***	Delta Medical Equipment & Supply Co INC	Does not meet interqual	2/18/2013	29	C2
1/22/2013	***	Caldwell memorial hospital	Not meeting interqual	2/18/2013	28	C2
1/23/2013	***	The Regional Medical Center of Acadiana	Did not meet medical necessity	2/22/2013	31	C5
1/23/2013	***	Dr. Southern	Not enough information from provider	2/19/2013	28	C2
1/23/2013	***	Nutritional supplements	Not enough info, missing ht and wt	2/20/2013	29	C2
1/24/2013	***	Specialty Wheelchairs	Did not meet medical necessity	2/25/2013	34	C2
1/24/2013	***	Pediakare De Louisiana	Denied due to mom at home with child	2/21/2013	29	C2
1/24/2013	***	C & C Drugs dba Vital care	Missing info, ht and wt	2/21/2013	29	C2
1/24/2013	***	C & C Drugs dba Vital care	Missing info, ht and wt	2/21/2013	29	C2

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Status Category Codes						
Pending				Closed		
P1-Information needed from Provider P2-Internal Plan Review P3-Per Independent Arbitration P5-Other				C1-Withdrawn by Provider C2-Per Internal Plan Action/Decision C3-Per Independent Arbitration C5-Other		
2/5/2013	***	Bogalusa Medical Center	Level of care dispute	pending	24	P2
2/6/2013	***		Does not meet interqual	pending	23	P2
2/7/2013	***	American Legion Hospital	Does not meet interqual	pending	22	P2
2/7/2013	***	American Legion Hospital	Does not meet interqual	pending	22	P2
2/8/2013	***		Did not meet interqual	pending	21	P2
2/8/2013	***		Not enough information	pending	21	P1
2/13/2013	***	St. Francis Medical Center	Not enough information	pending	16	P1
2/14/2013	***	Glenwood Regional Medical Center	Not enough information	pending	15	P1
2/14/2013	***	Teche Regional	Not enough information	pending	15	P1
2/20/2013	***	Bunkie General Hospital	Does not meet interqual	pending	9	P2
2/20/2013	***	Bunkie General Hospital	Does not meet interqual	pending	9	P2
2/20/2013	***	North Oaks Medical Center	Does not meet interqual	2/25/2013	5	C2
2/20/2013	***	Tulane Institute of Sports	Does not meet interqual	pending	9	P2
2/21/2013	***	LSU Medical Center	Not enough information	pending	8	P1
2/22/2013	***	Bossier Health Center	Does not meet interqual	pending	7	P2
2/25/2013	***	Lake Charles Memorial Hospital	Does not meet interqual	pending	4	P2
2/25/2013	***	Minden Medical Center	Does not meet interqual	pending	4	P2
2/26/2013	***	American Legion Hospital	Not enough information	pending	3	P1
2/27/2013	***	Women and Childrens	Not enough information	pending	2	P1
2/27/2013	***	Cypress Point Surgical	Not enough information	pending	2	P1
2/28/2013	***	St. Martin Hospital	Not enough information	pending	1	P1
2/28/2013	***	LSU Shreveport	Not enough information	pending	1	P1

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