

Provider Complaint Summary Report

Health Plan ID: 2162438
 Health Plan Name: UnitedHealthcare Community Plan
 Health Plan Contact: xxx
 Contact Email: xxx
 Report Period Start Date: 3/1/2013
 Report Period End Date: 3/31/2013

BAYOU HEALTH Reporting

Document ID: SI182
 Document Name: PROVIDER COMPLAINT SUMMARY REPORT
 Reporting Frequency: Monthly
 Report Due Date: 15th of the month following end of reporting period
 File Type: Excel
 Subject Matter: Informatics (I)

Reporting Period	COMPLAINT STATUS	Total # of Complaints	# of COMPLAINTS by ISSUE CATEGORY							# Pending or Closed 31 to 90 Days Post File Date ¹	# Pending or Closed >90 Days Post File Date ¹
			Claims/Payment	Covered Services	PAs/Referrals	PCP Auto-Assign/Linkages	Provider Registry/Directory	Lack of Information/Response	Other		
Mar-2013	Complaints Received this Month	264	255		10		1		5		
	Total Closed this Month	267	251		10		1		5		
	Withdrawn by Provider										
	Per Internal Plan Complaint Process	267	251		10		1		5		
	Per DHH Review										
	Other										
	Total Pending (cumulative as of month end)	357	357								18
	Information needed from Provider										
	Internal Plan Review	357	357								18
	Referred to DHH										
Other											
2013 Year to Date (YTD)	Total Complaints Received YTD	624									
	Total Closed YTD	452	407		30		1		7	7	
	Withdrawn by Provider										
	Per Internal Plan Complaint Process	452	407		30		1		7	7	
	Per DHH Review										
	Other										

This purpose of this report is to capture and track the volume, type and status of PROVIDER complaints. A complaint includes any provider dispute of the CCN's policies, procedures, or any aspect of the CCNs administrative functions. **It DOES NOT include any provider appeals for the denial, reduction or suspension of medically necessary services nor any grievances or appeals filed by providers on behalf of members**, those are reported on the State Fair Hearing reports. Complaints should be relevant to Health Plan specific policies and practices and NOT to individual claim items. Please refer to Definitions for status & category details.

¹You must submit a complaint summary sheet detailing all pending or closed (A1) complaints not resolved within 30 to 90 days a(see format on "SI 182-attachment" TABS)

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

Health Plan Name: UnitedHealthcare Community Plan
Reporting Period: 3/31/2013

		Status Category Codes	
P1-Information needed from Provider		C1-Withdrawn by Provider	
P2-Internal Plan Review		C2-Per Internal Plan Complaint Process	
P3-Referred to DHH		C3-Per DHH Review	
P4-Other		C4-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
7/10/2012	Jolene	Michael Lifsey	Claim denied by Molina for missing TPL. Per claim image, TPL was on hard copy claim. Resubmit.	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		264	P2
7/10/2012	Tamika	St Charles Parish Hospital	Claim denied for third party liability code. Per claim image, code is in box 61 on UB. Prv wants claim resubmitted.	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		264	P2
7/10/2012	Camille	Richard Piccione	Prv claims are denying for third party EOB. Per the claim image 115 1213501270, prv is billing the TPL. Molina is not receiving the TPL.	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		264	P2
9/24/2012		Jon Cheek, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		188	P2
10/1/2012	Debbie	Prather Clinic	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		195	P2
10/3/2012	Lauren	Hood Memorial	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		195	P2
11/19/2012	Jennifer	Slidell Memorial	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		132	P2
2/1/2013	xxx	Fairway Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		58	P2
2/1/2013	xxx	Unknown	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		58	P2
2/1/2013	xxx	Ochsner Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		58	P2
2/1/2013	xxx	Ginger N. Delafosse, OD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		58	P2
2/1/2013	xxx	Clinical Partners PA	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		58	P2
2/4/2013	xxx	Steven T. Atkins, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		55	P2
2/4/2013	xxx	Earl K. Long Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		55	P2
2/4/2013	xxx	Loidai Vo, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		55	P2

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P1-Information needed from Provider	C1-Withdrawn by Provider
P2-Internal Plan Review	C2-Per Internal Plan Complaint Process
P3-Referred to DHH	C3-Per DHH Review
P4-Other	C4-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
2/4/2013 xxx		Bryan Patrick Despinasse, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		55	P2
2/4/2013 xxx		Michelle M. Andre, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		55	P2
2/4/2013 xxx		Charon E. Gentile, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		55	P2
2/4/2013 xxx		Ochsner Medical Center Baton Rouge	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		55	P2
2/4/2013 xxx		Hollie B. Ortis, FNP	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		55	P2
2/5/2013 xxx		Chrissy V. Lalonde, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Opelousas Emergency Group	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Opelousas Emergency Group	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Touro Infirmary	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Powlin Viswas Manuel, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Unknown	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Unknown	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Daryl W. Mitchell MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Robert M. Hogan, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Emergency Group of Rapides, LLC	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2

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P1-Information needed from Provider	C1-Withdrawn by Provider
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P4-Other	C4-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
2/5/2013 xxx		Emergency Group of Rapides, LLC	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Carl G. Goodman, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Ochsner Medical Center Baton Rouge	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Luke Steven Bujenovic, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Daryl S. Marx, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/5/2013 xxx		Homer Memorial Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		54	P2
2/6/2013 xxx		Mohit Srivas Tava, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		53	P2
2/6/2013 xxx		Lawrence D. Breaux, OD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		53	P2
2/6/2013 xxx		Gregory N. Sossaman, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		53	P2
2/6/2013 xxx		James G. Howell, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		53	P2
2/6/2013 xxx		James G. Howell, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		53	P2
2/6/2013 xxx		St. Landry Extended Care Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		53	P2
2/6/2013 xxx		Riverlan Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		53	P2
2/6/2013 xxx		Brass Surgery Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		53	P2
2/7/2013 xxx		Esther B. DeJong, CNM	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		52	P2

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P1-Information needed from Provider	C1-Withdrawn by Provider
P2-Internal Plan Review	C2-Per Internal Plan Complaint Process
P3-Referred to DHH	C3-Per DHH Review
P4-Other	C4-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
2/7/2013 xxx		Esther B. DeJong, CNM	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		52	P2
2/7/2013 xxx		Gabriella C. Pridjian, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		52	P2
2/7/2013 xxx		Harish Anand, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		52	P2
2/7/2013 xxx		St. Helena Parish Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		52	P2
2/7/2013 xxx		St. Helena Parish Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		52	P2
2/7/2013 xxx		St. Helena Parish Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		52	P2
2/7/2013 xxx		Michelle M. Andre, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		52	P2
2/7/2013 xxx		Savoy Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		52	P2
2/7/2013 xxx		Ochsner Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		52	P2
2/7/2013 xxx		William T. Massengals, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		52	P2
2/8/2013 xxx		Ochsner Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		51	P2
2/8/2013 xxx		Ochsner Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		51	P2
2/8/2013 xxx		Lady of the Sea General Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		51	P2
2/8/2013 xxx		Wendy A. Waguespack, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		51	P2
2/8/2013 xxx		Thomas E. Griffin II, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		51	P2

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P1-Information needed from Provider		C1-Withdrawn by Provider	
P2-Internal Plan Review		C2-Per Internal Plan Complaint Process	
P3-Referred to DHH		C3-Per DHH Review	
P4-Other		C4-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
2/8/2013 xxx		Unknown	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		51	P2
2/8/2013 xxx		Sbah Varoqua, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		51	P2
2/11/2013 xxx		J. D. Elfert, Jr., MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		48	P2
2/11/2013 xxx		Paul B. Stringfellow, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		48	P2
2/11/2013 xxx		Pediatric Emergent Critical Care Serv.	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		48	P2
2/11/2013 xxx		Ochsner Medical Center Baton Rouge	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		48	P2
2/11/2013 xxx		Keith P. Melancon, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		48	P2
2/11/2013 xxx		Ambulatory Surgical Center of Opelousas	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		48	P2
2/11/2013 xxx		Robin B. Dale, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		48	P2
2/11/2013 xxx		Lake Charles Memorial Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		48	P2
2/11/2013 xxx		Laura G. Cummings, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		48	P2
02/11/2013 xxx		Willis Knighton South	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		48	P2
02/11/2013 xxx		Reliopath LLC	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		48	P2
02/12/2013 xxx		Darrell S. Barnett, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		47	P2
02/12/2013 xxx		Stephen O Sessums, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		47	P2

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								P1-Information needed from Provider	C1-Withdrawn by Provider
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								P4-Other	C4-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		
02/12/2013	xxx	Darrell S. Barnett, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		47	P2		
02/12/2013	xxx	Scott M. Barron, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		47	P2		
02/12/2013	xxx	Steven P. Unkel, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		47	P2		
02/12/2013	xxx	Daksha B. Turakhia, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		47	P2		
02/12/2013	xxx	Tulane University Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		47	P2		
02/13/2013	xxx	Humberto I. Aguilar, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		46	P2		
02/13/2013	xxx	George R. Williams, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		46	P2		
02/13/2013	xxx	Lasalle General Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		46	P2		
02/13/2013	xxx	Earl K. Long Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		46	P2		
02/13/2013	xxx	Desoto Regional Health System	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		46	P2		
02/13/2013	xxx	Nicole V. Michael, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		46	P2		
02/13/2013	xxx	Cynthia W. Baker, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		46	P2		
02/14/2013	xxx	Avoyelles Hospital, LLC	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		45	P2		
02/14/2013	xxx	Nicole V. Michael, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		45	P2		
02/14/2013	xxx	Ryna J. Matherne, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		45	P2		

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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
02/14/2013 xxx		Susan W. Boyd, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		45	P2
02/14/2013 xxx		Baton Rouge General Med. Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		45	P2
02/14/2013 xxx		WK CRNA Group	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		45	P2
02/14/2013 xxx		Quynh T. Dang, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		45	P2
02/14/2013 xxx		Nona K. Epstein, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		45	P2
02/15/2013 xxx		Kevin Marler MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		44	P2
02/15/2013 xxx		Sunny Z. Hussain, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		44	P2
02/15/2013 xxx		Doctors Imaging Services, LLC	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		44	P2
02/15/2013 xxx		Dwan S. Mabry, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		44	P2
02/15/2013 xxx		Robert M. Hogan, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		44	P2
02/15/2013 xxx		Mark H. Dawson, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		44	P2
02/15/2013 xxx		Manohar R. Manchandia, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		44	P2
02/15/2013 xxx		Manohar R. Manchandia, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		44	P2
02/15/2013 xxx		Brian Patrick Des Pinasse, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		44	P2
02/15/2013 xxx		Manohar R. Manchandia, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		44	P2

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P3-Referred to DHH				C3-Per DHH Review			
P4-Other				C4-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
02/18/2013	xxx	Earl K. Long Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		41	P2
02/18/2013	xxx	Robert M. Hogan, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		41	P2
02/18/2013	xxx	John A. Mata, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		41	P2
02/18/2013	xxx	Daniel P. Monkry, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		41	P2
02/18/2013	xxx	David A. Boudreax, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		41	P2
02/18/2013	xxx	Ambulatory Surgical Center of Opelousas	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		41	P2
02/19/2013	xxx	Carl G. Goodman, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2
02/19/2013	xxx	Sandra A. Franz, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2
02/19/2013	xxx	Bernard C. Fruge, Jr., MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2
02/19/2013	xxx	Jack D. Fair, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2
02/19/2013	xxx	Veronica G. Gillispie, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2
02/19/2013	xxx	Stephen A. Rynick, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2
02/19/2013	xxx	Diagnostic Imaging Assoc.	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2
02/19/2013	xxx	Ochsner Medical Center Baton Rouge	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2
02/19/2013	xxx	William T. Massengals, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2

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

Health Plan Name: UnitedHealthcare Community Plan
Reporting Period: 3/31/2013

								Status Category Codes	
								P1-Information needed from Provider	C1-Withdrawn by Provider
								P2-Internal Plan Review	C2-Per Internal Plan Complaint Process
								P3-Referred to DHH	C3-Per DHH Review
								P4-Other	C4-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		
02/19/2013	xxx	Horace L. Mitchell, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2		
02/19/2013	xxx	Lipu Kng, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2		
02/19/2013	xxx	Diagnostic Imaging Assoc.	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2		
02/19/2013	xxx	Baton Rouge Speech and Hearing	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2		
02/19/2013	xxx	Ochsner Medical Center Baton Rouge	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2		
02/19/2013	xxx	Bernard C. Fruge, Jr., MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2		
02/19/2013	xxx	Mark H. Dawson, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2		
02/19/2013	xxx	Baton Rouge General Med. Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2		
02/19/2013	xxx	D. Thomas Curtis, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2		
02/19/2013	xxx	Baton Rouge General Med. Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2		
02/19/2013	xxx	Baton Rouge General Med. Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		40	P2		
02/20/2013	xxx	Athur J. Delahoussaye, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		39	P2		
02/20/2013	xxx	Nicloe Jones, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		39	P2		
02/20/2013	xxx	Pelican Pediatrics, LLC	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		39	P2		
02/20/2013	xxx	Baton Rouge General Med. Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		39	P2		

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

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Reporting Period: 3/31/2013

								Status Category Codes	
								P1-Information needed from Provider	C1-Withdrawn by Provider
								P2-Internal Plan Review	C2-Per Internal Plan Complaint Process
								P3-Referred to DHH	C3-Per DHH Review
								P4-Other	C4-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		
02/20/2013	xxx	Savoy Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		39	P2		
02/20/2013	xxx	Charles J. Monier, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		39	P2		
02/20/2013	xxx	Sharad Gunda, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		39	P2		
02/20/2013	xxx	Stephen C. Duplechain, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		39	P2		
02/20/2013	xxx	Brass Surgery Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		39	P2		
02/20/2013	xxx	Terrebone General Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		39	P2		
02/20/2013	xxx	J Lindhe Guarisco, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		39	P2		
02/20/2013	xxx	Parish Anesthesia of New Orleans	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		39	P2		
02/21/2013	xxx	Arena Anesthesia	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		38	P2		
02/21/2013	xxx	Lafayette General Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		38	P2		
02/21/2013	xxx	Riverlan Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		38	P2		
02/21/2013	xxx	Heart Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		38	P2		
02/21/2013	xxx	Lady of the Sea General Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		38	P2		
02/21/2013	xxx	Lady of the Sea General Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		38	P2		
02/21/2013	xxx	Louisiana Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		38	P2		

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

Health Plan Name: UnitedHealthcare Community Plan
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		Status Category Codes	
P1-Information needed from Provider		C1-Withdrawn by Provider	
P2-Internal Plan Review		C2-Per Internal Plan Complaint Process	
P3-Referred to DHH		C3-Per DHH Review	
P4-Other		C4-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
02/21/2013 xxx		Ryna J. Matherne, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		38	P2
02/21/2013 xxx		Paula S. Luccia, NP	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		38	P2
02/21/2013 xxx		Thomas E. Griffin II, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		38	P2
02/21/2013 xxx		Kristen S Johnson, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		38	P2
02/21/2013 tt		David S. Kirsch, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		38	P2
02/22/2013 xxx		Washington-St. Tammany Regonal Med. Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		37	P2
02/22/2013 xxx		Earl K. Long Medical Center	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		37	P2
02/22/2013 xxx		Red Stick Emergency Group	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		37	P2
02/22/2013 xxx		Andrew Hoffman III, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		37	P2
02/27/2013 xxx		Eric P. Elias, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		32	P2
02/27/2013 xxx		Pediatric Services of America, Inc.	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		32	P2
02/27/2013 xxx		Lake After Hours LLC	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		32	P2
02/27/2013 xxx		Vithavas Tangpricha, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		32	P2
02/27/2013 xxx		Red Stick Emergency Group	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		32	P2
02/27/2013 xxx		WK Bossier OBGYN	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		32	P2

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		Status Category Codes	
P1-Information needed from Provider		C1-Withdrawn by Provider	
P2-Internal Plan Review		C2-Per Internal Plan Complaint Process	
P3-Referred to DHH		C3-Per DHH Review	
P4-Other		C4-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
02/27/2013 xxx		Touro Infirmary	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		32	P2
02/27/2013 xxx		Heart Hospital	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		32	P2
02/27/2013 xxx		Cupress Point Surgical Hosp.	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		32	P2
02/27/2013 xxx		John Kyle Schab, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		32	P2
02/27/2013 xxx		Stephen O Sessums, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		32	P2
02/28/2013 xxx		Donald W Barnes, MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		31	P2
02/28/2013 xxx		Mead Phelps Boyd MD	TPL Issue	We are still experiencing TPL denials with certain providers and per the Action Plan submitted 4/12, it is being handled as a priority.		31	P2