

Prepaid Health Plans Grievance, Appeal and Fair Hearing Log

Health Plan ID: 2162519
Health Plan Name: Amerigroup Louisiana, Inc.
Health Plan Contact:
Report Period Start Date: 20140101
Report Period End Date: 20140331
Report Due Date: 20140430
Submission Date of Report: 20140430

BAYOU HEALTH Reporting

DocumentID: PS114 Revision Date: 3/18/2014
Document Name: Grievance, Appeal and Fair Hearing Log
Reporting Frequency: Monthly
Report Due Date: 15th of each month
File type: Excel
Subject Matter: Member Services

2014 Amerigroup Louisiana, Inc. BAYOU HEALTH Grievances and Appeals Report	
I. Contact Information	
Date:	4/30/2014
Health Plan Name:	Amerigroup Louisiana, INC
Contact Name:	***
Contact Title:	Director, Quality Management-Rn
Address:	3850 N. Causeway Blvd, Ste. 600 Metairie, LA 70002
Telephone Number:	***
E-mail Address:	***

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Amerigroup Louisiana, Inc. BAYOU HEALTH Grievances and Appeals Report			
II. Review Activities			
	Grievances	Appeals	State Fair Hearings
Number of grievances received and reviewed:	85		
Number of grievances resolved:	80		
Number of grievances in pending status:	5		
Average Length of time to complete each grievance	5.44		
Number of Appeals received and reviewed:		192	
Number of Appeals withdrawn:		12	
Number of Appeals resolved:		180	
Number of appeals considered invalid:		4	
Number of Health Plan appeals reversed in member's favor:		16	
Number of plan appeals in pending status:		12	
Average Length of time to complete each appeal		8.34 days	
Number of State Fair Hearing received :			0
Number of State Fair Hearing level appeals withdrawn:			0
Number of State Fair Hearings considered invalid or dismissed:			0
Number of State Fair Hearings in pending status:			0
Average length of time to complete each State Fair Hearing:			0
Number of overturned decisions at State Fair Hearing Level:			0
Number of upheld decisions at State Fair Hearing Level :			0
Percentage of appeals overturned at the State Fair Hearing level:			0
In health plan level appeals where the decision was reversed in the member's favor, what were the most common reasons?			
Additional information received with appeal			
In State Fair Hearing cases where the decision was overturned in the member's favor, what were the most common reasons?			
NA			
List the top 5 reasons that were most commonly the subject of grievances/appeals:			
1. Grievance- Transportation (25); Appeals - Inpatient criteria not met (68)			
2. Grievance- Level of Care Dispute (14); Appeals - Pharmacy issues (53)Billing and Financial issues (12)			
3. Grievance-Billing and Financial issues (12); Out of Network issues (21)			
4. Grievance- Pharmacy (8); Appeals - Lack of information (14)			
5. Grievance- Attitude/Service of staff (6); Appeals - Medical procedure criteria not met (6)			
Additional Information Required for Annual Report Submission			
	Grievances	Appeals	State Fair Hearings
Number still pending at the end of Contract Year ____:			
Percentage of appeals reversed in Contract Year ____:			

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Amerigroup Louisiana, Inc. Reason Summary Chart

Reason Number Code	Reason	Number of Grievances	Number of Appeals	Number of State Fair Hearings
1	Quality of Care	2	0	
2	Accessibility of office	1	0	
3	Attitude/Service of staff	6	0	
4	Quality of office, building	0	0	
5	Timeliness	1	0	
6	Benefit Limitations/Exclusions	0	3	0
7	Billing and Financial issues	12	2	0
8	Clinical Criteria Not Met - Durable Medical Equipment	1	2	0
9	Clinical Criteria Not Met - Inpatient Admissions	0	68	0
10	Clinical Criteria Not Met - Medical Procedure	0	6	0
11	Prior or Post Authorization	1	11	0
12	Lack of Information from Provider	2	14	0
13	Level of Care Dispute	14	0	0
14	Pharmacy	8	53	0
15	Not a State Plan Services	0	0	0
16	Other (Must provide description in narrative column of Summary Reports)	37	21	0
TOTALS		85	180	0

DO NOT ADD OR CHANGE REASON CODES