

Prepaid Health Plans Grievance, Appeal and Fair Hearing Log | BAYOU HEALTH Reporting

Health Plan ID: 2162845
Health Plan Name: Louisiana Healthcare Connections
Health Plan Contact: ***
Report Period Start Date: 1/1/2014
Report Period End Date: 3/31/2014
Report Due Date: 4/30/2014
Submission Date of Report:

DocumentID: PS113 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

20__ Louisiana Healthcare Connections BAYOU HEALTH Grievances and Appeals Report	
I. Contact Information	
Date:	4/30/2014
Health Plan Name:	Louisiana Healthcare Connections
Contact Name:	***
Contact Title:	Vice President of Compliance
Address:	8585 Archives Avenue Ste. 310 Baton Rouge, LA 70809
Telephone Number:	***
E-mail Address:	***

This report was based on LA Healthcare Connections' understanding of the current report specifications provided by DHH. The report programming is still under review, thus any changes may result in resubmission of the report. This report should not be used for comparative purposes until all reporting format and specifications have been finalized.

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Louisiana Healthcare Connections BAYOU HEALTH Grievances and Appeals Report			
II. Review Activities			
	Grievances	Appeals	State Fair H
Number of grievances received and reviewed:	65		
Number of grievances resolved:	65		
Number of grievances in pending status:	4		
Average Length of time to complete each grievance	12.17 days		
Number of Appeals received and reviewed:		173	
Number of Appeals withdrawn:		16	
Number of Appeals resolved:		166	
Number of appeals considered invalid:		10	
Number of Health Plan appeals reversed in member's favor:		120	
Number of plan appeals in pending status:		29	
Average Length of time to complete each appeal		8.61 days	
Number of State Fair Hearing received :			
Number of State Fair Hearing level appeals withdrawn:			
Number of State Fair Hearings considered invalid or dismissed:			
Number of State Fair Hearings in pending status:			
Average length of time to complete each State Fair Hearing:			
Number of overturned decisions at State Fair Hearing Level:			
Number of upheld decisions at State Fair Hearing Level :			
Percentage of appeals overturned at the State Fair Hearing level:			
In health plan level appeals where the decision was reversed in the member's favor, what were the most common reasons?			
Medical necessity met			
Pharmacy Reconsideration			
In State Fair Hearing cases where the decision was overturned in the member's favor, what were the most common reasons?			
N/A			
N/A			
List the top 5 reasons that were most commonly the subject of grievances/appeals:			
1 - Pharmacy			
2 - Accessibility of office			
3 - Clinical Criteria Not Met - Medical Procedure			
4 - Clinical Criteria Not Met - Durable Medical Equipment			
5 - Billing and Financial issues			
Additional Information Required for Annual Report Submission			
	Grievances	Appeals	State Fair H
Number still pending at the end of Contract Year ___:			
Percentage of appeals reversed in Contract Year ___:			

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Louisiana Healthcare Connections 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	50	0	
3	Attitude/Service of staff	1	0	
4	Quality of office, building	0	0	
5	Timeliness	0	0	
6	Benefit Limitations/Exclusions	0	0	0
7	Billing and Financial issues	6	0	0
8	Clinical Criteria Not Met - Durable Medical Equipment	1	14	0
9	Clinical Criteria Not Met - Inpatient Admissions	0	0	0
10	Clinical Criteria Not Met - Medical Procedure	0	35	0
11	Prior or Post Authorization	0	0	0
12	Lack of Information from Provider	0	6	0
13	Level of Care Dispute	0	0	0
14	Pharmacy	4	118	1
15	Not a State Plan Services	0	0	1
16	Other (Must provide description in narrative column of Summary Reports)	1	0	0
TOTALS		65	173	2
DO NOT ADD OR CHANGE REASON CODES				

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