

Shared Savings Health Plans Grievance, Appeal and Fair Hearing Log (redacted)

BAYOU HEALTH Reporting

Health Plan ID: 2162446
 Health Plan Name: Community Health Solutions
 Health Plan Contact: ***
 Report Period Start Date: 1/1/2014
 Report Period End Date: 3/31/2014
 Report Due Date: 4/30/2014

DocumentID: SS117 Revision Date: 11/01/
 Document Name: Grievance, Appeal and Fair H
 Reporting Frequency: Quarterly
 Report Due Date: April 30, July 30, October 30,
 File type: Excel
 Subject Matter: Member Services

CHS-Louisiana BAYOU HEALTH Grievances and State Fair Hearings Report		
II. Review Activities		
	Grievances	State Fair Hearings
Number of grievances received and reviewed:	217	
Number of grievances resolved:	217	
Average length of time to complete each grievance	1	
Number of State Fair Hearings received:		4
Number of State Fair Hearing request considered invalid:		0
Number of State Fair Hearings withdrawn:		0
Average length of time to complete each State Fair Hearing request:		36.5
Number of overturned decisions at State Fair Hearing Level:		0
Number of upheld decisions at State Fair Hearing Level:		0
Number of State Fair Hearing cases where plan reversed its decision in the member's favor:		0
Percentage of overturned decisions at the State Fair Hearing level:		0
Percentage of State Fair Hearing cases where plan reversed its decision in the member's favor:		0
In cases where the health plan decision was overturned in the member's favor at the State Fair Hearing level, what were the most common reasons?		
In State Fair Hearing cases where the health plan reversed its decision in the member's favor, what were the most common reasons?		
List the top 5 reasons that were most commonly the subject of grievances:		
1 Other		
2 Timeliness		
3 Quality of Care		
4 Attitude/Service of Staff		
5 Lack of Information from Provider		
Additional Information Required for Annual Report Submission		
	Grievances	State Fair Hearings
Number of grievances/ State Fair Hearings still pending at the end of Contract Year ____:		
Percentage of overturned decisions at State Fair Hearing Level in Contract Year ____:		
Percentage of State Fair Hearing cases where plan reversed its decision in the member's favor in Contract Year ____:		

2013
earing Log (Redacted)
and January 30

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CHS-Louisiana Reason Summary Chart			
Reason Number Code	Reason	Number of Grievances	Number of State Fair Hearings
1	Quality of Care	45	
2	Accessibility of office	0	
3	Attitude/Service of staff	25	
4	Quality of office, building	0	
5	Timeliness	63	
6	Benefit Limitations/Exclusions	0	0
7	Billing and Financial issues	0	0
8	Clinical Criteria Not Met - Durable Medical Equipment	0	0
9	Clinical Criteria Not Met - Inpatient Admissions	0	2
10	Clinical Criteria Not Met - Medical Procedure	0	0
11	Prior or Post Authorization	0	0
12	Lack of Information from Provider	1	0
13	Level of Care Dispute	0	2
14	Not a State Plan Services	0	0
15	Other (Must provide description in narrative column of Summary Reports)	83	0
TOTALS		217	4
DO NOT ADD OR CHANGE REASON CODES			