

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

Health Plan ID: 2162438  
 Health Plan Name: UnitedHealthcare Community Plan  
 Health Plan Contact: \*\*\*  
 Report Period Start Date: 1/1/2014  
 Report Period End Date: 3/31/2014  
 Report Due Date: 4/30/2014

**BAYOU HEALTH Report**

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

(Shared Health Plan Name) BAYOU HEALTH Grievances and State Fair Hearings Report		
<b>II. Review Activities</b>		
	Grievances	State Fair Hearings
Number of grievances received and reviewed:	121	
Number of grievances resolved:	120	
Average length of time to complete each grievance	12.05	
Number of State Fair Hearings received:		9
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Number of State Fair Hearings withdrawn:		0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:		5
Number of overturned decisions at State Fair Hearing Level:		0
Number of upheld decisions at State Fair Hearing Level:		3
Number of State Fair Hearing cases where plan reversed its decision in the member's favor:		4
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:		27%
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?		
n/a		
In State Fair Hearing cases where the health plan reversed its decision in the member's favor, what were the most common reasons?		
Additional information received		
List the top 5 reasons that were most commonly the subject of grievances:		
1. Billing		
2. Quality of Care		
3. Attitude/service of provider		
4. Access		
5. Timeliness		
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 ___:		

**ng**

2013

earing Log (Redacted)

and January 30

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

**BAYOU HEALTH Reporting**

Health Plan ID:  
 Health Plan Name:  
 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: 11/01/2013  
 Document Name: Grievance, Appeal and Fair Hearing Log (Redacted)  
 Reporting Frequency: Quarterly  
 Report Due Date: April 30, July 30, October 30, and January 30  
 File type: Excel  
 Subject Matter: Member Services

(Shared Health Plan Name) Reason Summary Chart			
Reason Number Code	Reason	Number of Grievances	Number of State Fair Hearings
1	Quality of Care	5	
2	Accessibility of office	1	
3	Attitude/Service of staff	5	
4	Quality of office, building		
5	Timeliness	1	
6	Benefit Limitations/Exclusions		1
7	Billing and Financial issues	109	
8	Clinical Criteria Not Met - Durable Medical Equipment		
9	Clinical Criteria Not Met - Inpatient Admissions		
10	Clinical Criteria Not Met - Medical Procedure		5
11	Prior or Post Authorization		
12	Lack of Information from Provider		
13	Level of Care Dispute		3
14	Not a State Plan Services		
15	Other (Must provide description in narrative column of Summary Reports)		
<b>TOTALS</b>		121	9
<b>DO NOT ADD OR CHANGE REASON CODES</b>			