

Provider Complaint & Appeal Summary Report

Health Plan ID: **2162845**
 Health Plan Name: Louisiana Healthcare Connections
 Health Plan Contact:
 Contact Email:
 Report Period Start Date: 4/1/2013
 Report Period End Date: 4/30/2013

BAYOU HEALTH Reporting

Document ID: PI182
 Document Name: **PROVIDER COMPLAINT & APPEAL SUMMARY REPORT**
 Reporting Frequency: Monthly
 Report Due Date: 15th of the month following end of reporting period
 File Type: Excel
 Subject Matter: Informatics (I)

Summary of Appeal Decisions	By Health Plan	By Arbitration
Total # Decisions	29	N/A
% Upheld	21.00%	N/A
% Overturned	79.00%	N/A
% Withdrawn	0.00%	N/A

Reporting Period	COMPLAINT STATUS	Total # of Provider Complaints	# of COMPLAINTS by ISSUE CATEGORY							# Complaints Pending or Closed 31 to 90 Days Post File Date ¹	# Complaints Pending or Closed >90 Days Post File Date ¹	Total Provider Appeals	By Appeal Type		# Appeals Pending or Closed 31 to 90 Days Post File Date ²	# Appeals Pending or Closed >90 Days Post File Date ²
			Claims / Payments	Covered Services	PAs/Referrals	PCP Auto-Assign/ Linkages	Provider Registry/ Directory	Lack of Information /Response	Other				Pre-Service Denial	Payment Denial		
Apr-2013	Received this Month	391	271	7	10	1	0	0	102		29					
	Total Closed this Month	30	18	3	2	0	0	0	7						0	0
	Withdrawn by Provider	0	0	0	0	0	0	0	0							
	Per Internal Plan Action/Decision	27	16	3	1	0	0	0	7							
	Per Independent Arbitration															
	Per DHH Review	0	0	0	0	0	0	0	0							
	Other	0	0	0	0	0	0	0	0							
	Total Pending (cumulative as of month end)	380	268	4	8	1	2	0	97		24					
	Information needed from Provider	0	0	0	0	0	0	0	0							
	Internal Plan Review	19	15	0	0	0	2	0	2							
	Independent Arbitration															
	DHH Review															
Other																
2013 Year to Date (YTD)	Total Complaints Received YTD	435	304	7	13	1	4	0	106							
	Total Closed YTD	51	35	5	3	0	1	0	7	8	7	85			6	0
	Withdrawn by Provider	0	0	0	0	0	0	0	0							
	Per Internal Plan Decision/Correction	51	35	5	3	0	1	0	7	8	7					
	Per Independent Arbitration															
	Per DHH Decision	0	0	0	0	0	0	0	0							
Other	0	0	0	0	0	0	0	0								

¹You must submit Attachment 1 - Complaint Summary Listing detailing all pending or closed (A1) complaints not resolved within 30 to 90 days

²You must submit Attachment 2 - Appeal Summary Listing detailing all pending or closed (A1) appeals not resolved within 30 to 90 days.

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.

PI 182 - Attachment 1: Summary listing of Complaints <u>Pending or Closed in Current Reporting Month</u> that were closed 30 to 90 or more days after Original Date Filed							
Health Plan Name:	Louisiana Healthcare Connections			Status Category Codes			
Reporting Period:	4.1.2013-4.30.2013			Pending	Closed		
				P4-Referred to DHH	C4-Per DHH Review		
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
1/9/2013	XXX	Sarah Lee and Donna Barlow	Provider specialist listed incorrectly in directory	claims processing	3/11/2012	61	C2
1/10/2013	XXX	Hagen ENT Clinic	Provider needed a check reissued	information sent to vision vendor to address	2/25/2013	46	C2
2/22/2013	XXX	Slidell Memorial	Denial of claims for no auth and Less than expected payment on NICU	NICU claims are going through claims project and provider was deducated on why claims	3/29/2013	35	C2
3/12/2013	XXX	Minden Physican Practice	Provider Physicans were nonpar and should have been par. Have corrected all in the system as of 3/21/2013.	A Claims project was started to repay claims. C	4/23/2013	42	C2
3/14/2013	XXX	Dynasplints	Provider getting denied PA for services that were approved under their contract	educated prior auth team on the specifics on this providers contract so that they know going forward the services they are	4/17/2013	34	C2
3/5/2013	XXX	Marksville Family RHC	provider recieveing denials for provider not contracted to provider RHC service	addressed provider set with PDM and claim project has been submitted. Se - Claims	4/22/2013	48	C2
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PI 182 - Attachment 2: Summary listing of Appeals Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed

Health Plan Name: Louisiana Healthcare Connections
 Reporting Period: Apr-13

Status Category Codes	
Pending	Closed
P1-Information needed from Provider	C1-Withdrawn by Provider
P2-Internal Plan Review	C2-Per Internal Plan Action/Decision
P3-Per Independent Arbitration	C3-Per Independent Arbitration
P5-Other	C5-Other

Date Filed (YYYYMMDD)	Name of Person Filing Appeal	Organization	Summary of Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
4/4/2013	XXX	St. Francis Medical Center	Inpatient Stay	4/29/2013	24	C2
4/4/2013	XXX	Opelousas General	Inpatient Stay	5/3/2013	28	C2
4/4/2013	XXX	East Jefferson Hospital	Inpatient Stay	4/26/2013	21	C2
4/8/2013	XXX	University of Mississippi Health Care	Inpatient Stay	4/30/2013	21	C2
4/8/2013	XXX	Natchez Regional Medical	Inpatient Stay	5/2/2013	23	C2
4/12/2013	XXX	Our Lady of the Lake	Outpatient Services	5/2/2013	20	C2
4/15/2013	XXX	Northern Louisiana Medical Center	Outpatient Services	5/13/2013	27	C2
4/15/2013	XXX	Capital City Family Center	Outpatient Services	5/13/2013	27	C2
4/15/2013	XXX	Alpha Care Home	Outpatient Services	5/13/2013	27	C2
4/18/2013	XXX	Ochner, New Orleans	Inpatient Stay	5/9/2013	21	C2
4/18/2013	XXX	Ochner, New Orleans	Inpatient Stay	5/13/2013	24	C2
4/19/2013	XXX	Ochner	Inpatient Stay	5/13/2013	24	C2
4/19/2013	XXX	Woman's Hospital Baton Rouge	Inpatient Stay	5/9/2013	20	C2
4/19/2013	XXX	Opelousas General Health Systems	Outpatient Services	5/14/2013	25	C2
4/19/2013	XXX	Ochner	Inpatient Stay	5/9/2013	19	C2
4/22/2013	XXX	LSU Medical Center	Pharmacy	5/14/2013	21	C2
4/24/2013	XXX	Fresenius Medical Care	Pharmacy	Pending		P2
4/24/2013	XXX	Fresenius Medical Care	Pharmacy	Pending		P2
4/25/2013	XXX	St Mary's Mental	Pharmacy	4/26/2013	1	C2
4/26/2013	XXX	LSU Shreveport	Pharmacy	Pending		P2
4/26/2013	XXX	Family Medical Center of Reserve	Pharmacy	Pending		P2
4/26/2013	XXX	Thibodaux Regional Medical Center	Inpatient Stay	Pending		P2
4/26/2013	XXX	Ochsner, New Orleans	Inpatient Stay	Pending		P2
4/26/2013	XXX	Smart Health Care	Outpatient Services	5/13/2013	16	C2
4/29/2013	XXX	St Bernard Community Health	Outpatient Services	Pending		P2
4/29/2013	XXX	Glenwood Regional Medical Center	Inpatient Stay	Pending		P2
4/29/2013	XXX	Glenwood Regional Medical Center	Inpatient Stay	Pending		P2
4/29/2013	XXX	Ken's Thrifty Way Pharmacy Home Med	Outpatient Services	Pending		P2
3/6/2013	XXX	LSU Shreveport	Inpatient Stay	4/1/2013	26	C2
3/6/2013	XXX	Glenwood Regional Medical Center	Inpatient Stay	4/4/2013	28	C2
3/6/2013	XXX	Bayou Orthotic & Prosthetic	Outpatient Services	4/5/2013	29	C2

3/11/2013	XXX	Lake Charles Memorial Hospital	Inpatient Stay	4/9/2013	28	C2
3/13/2013	XXX	Minden Medical Center	Inpatient Stay	4/11/2013	28	C2
3/15/2013	XXX	Touro Infirmary	Inpatient Stay	4/11/2013	27	C2
3/15/2013	XXX	Touro Infirmary	Outpatient Services	4/12/2013	28	C2
3/15/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/11/2013	26	C2
3/15/2013	XXX	Oschner, New Orleans	Inpatient Stay	4/12/2013	27	C2
3/15/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/11/2013	26	C2
3/15/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/12/2013	27	C2
3/15/2013	XXX	Oschner, New Orleans	Inpatient Stay	4/12/2013	27	C2
3/15/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/12/2013	27	C2
3/15/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/12/2013	27	C2
3/15/2013	XXX	St. Francis Medical Center	Inpatient Stay	4/11/2013	26	C2
3/15/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/12/2013	27	C2
3/15/2013	XXX	Our Lady of the Lake	Inpatient Stay	4/12/2013	27	C2
3/18/2013	XXX	St. Francis Medical Center	Inpatient Stay	4/5/2013	17	C2
3/18/2013	XXX	American Legion Hospital	Inpatient Stay	4/4/2013	16	C2
3/25/2013	XXX	East Jefferson Hospital	Inpatient Stay	4/23/2013	29	C2
3/25/2013	XXX	Mercy Regional Medical Ctr	Inpatient Stay	4/22/2013	28	C2
3/25/2013	XXX	North Oaks Medical Center	Inpatient Stay	4/23/2013	28	C2
3/25/2013	XXX	Childrens hospital	Inpatient Stay	4/20/2013	25	C2
3/27/2013	XXX	Ochner, New Orleans	Inpatient Stay	4/25/2013	28	C2
3/28/2013	XXX	Lane Regional Medical Center	Inpatient Stay	4/26/2013	28	C2

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