

Community Health Solutions of Louisiana
BAYOU HEALTH Grievances and State Fair Hearings Report

II. Review Activities

	Grievances	State Fair Hearings
Number of grievances reviewed:	234	
Number of grievances/State Fair Hearings resolved:	230	
Number of grievances considered invalid:	N/A	
Average length of time to complete each grievances/State Fair Hearing:	1 days	
Number of overturned decisions at State Fair Hearing Level:	N/A	
Number of State Fair Hearing cases where plan reversed its decision in the member's favor:	N/A	
Percentage of overturned decisions at the State Fair Hearing level:	N/A	
Percentage of State Fair Hearing cases where plan reversed its decision in the member's favor:	N/A	

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 Quality of Care

2 Timeliness

3 Accessibiliy

4 Other

5 Attitude/Service of staff

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 ___:		

Reason Number Code	Reason	Number of Grievances	Number of State Fair Hearings
1	Quality of Care	78	
2	Accessibility of office	37	
3	Attitude/Service of staff	20	
4	Quality of office, building	7	
5	Timeliness	54	
6	Billing and Financial issues	2	
7	Clinical Criteria Not Met - Durable Medical Equipment	0	
8	Clinical Criteria Not Met - Inpatient Admissions	0	
9	Clinical Criteria Not Met - Medical Procedure	0	
10	Prior or Post Authorization	0	
11	Lack of Information from Provider	0	
12	Level of Care Dispute	0	
13	Not a State Plan Services	0	
14	Other (Must provide description in narrative column of Summary Reports)	36	
TOTALS		234	
DO NOT ADD OR CHANGE REASON CODES			