

\_\_\_\_\_July - September \_\_\_\_\_  
 UnitedHealthcare Community Plan  
 BAYOU HEALTH Grievances and State Fair Hearings Report

**II. Review Activities**

	Grievances	State Fair Hearings
Number of grievances reviewed:	14	10
Number of grievances/State Fair Hearings resolved:	14	7
Number of grievances considered invalid:	n/a	n/a
Average length of time to complete each grievances/State Fair Hearing:	7	14
Number of overturned decisions at State Fair Hearing Level:	n/a	n/a
Number of State Fair Hearing cases where plan reversed its decision in the member's favor:	n/a	3
Percentage of overturned decisions at the State Fair Hearing level:	n/a	0
Percentage of State Fair Hearing cases where plan reversed its decision in the member's favor:	n/a	30%

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?

Missing documentation

List the top 5 reasons that were most commonly the subject of grievances:

???

Percentage of overturned decisions at State Fair Hearing Level in Contract Year 2013:

Percentage of State Fair Hearing cases where plan reversed its decision in the member's favor in Contract Year 2013:

Grievances	State Fair Hearings
NA	0
NA	0

**July - September 2013**  
**UnitedHealthcare Community Plan**  
**Reason Summary Chart**

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