

Provider Complaint & Appeal Summary Report

BAYOU HEALTH Reporting

Health Plan ID: 2162845
 Health Plan Name: Louisiana Healthcare Connections
 Health Plan Contact: XXX
 Contact Email:
 Report Period Start Date: 7/1/2013
 Report Period End Date: 7/31/2013

Document ID: P1182
 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	172	
% Upheld	19%	
% Overturned	65%	
% Withdrawn	3%	

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		
Jun-2013	Received this Month	201	143	0	1	0	3	1	53		24					
	Total Closed this Month	416	279	1	3	0	4	1	128	290	35	23				
	Withdrawn by Provider	0	0	0	0	0	0	0	0							
	Per Internal Plan Action/Decision	416	279	1	3	0	4	1	128	290	35					
	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)	367	202	2	2	0	1	2	158	224	32	17			0	0
	Information needed from Provider	0	0	0	0	0	0	0	0							
	Internal Plan Review	367	202	2	2	0	1	2	158	224	32					
	Independent Arbitration														0	0
	DHH Review	0	0	0	0	0	0	0	0							
Other	0	0	0	0	0	0	0	0								
2013 Year to Date (YTD)	Total Complaints Received YTD	1280	773	8	12	1	7	6	473		180					
	Total Closed YTD	743	453	6	8	1	6	3	266	485	41	172			0	0
	Withdrawn by Provider	0	0	0	0	0	0	0	0							
	Per Internal Plan Decision/Correction	743	453	6	8	1	6	3	266	485	41					
	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.