

Provider Complaint & Appeal Summary Report

BAYOU HEALTH Reporting

Health Plan ID: 2162934
 Health Plan Name: LaCare
 Health Plan Contact: ***
 Contact Email: ***
 Report Period Start Date: 20121101
 Report Period End Date: 20121130

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	2	0
% Upheld	50	0
% Overturned	50	0
% Withdrawn	0	0

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		
Nov-2012	Received this Month	698	621	2	0	0	2	1	72		2	2				
	Total Closed this Month	660	581	1	0	0	3	2	73	13	2	2				
	Withdrawn by Provider															
	Per Internal Plan Action/Decision	660	581	1	0	0	3	2	73	13	2	2				
	Per Independent Arbitration															
	Per DHH Review															
	Other (Review determined not a complaint)															
	Total Pending (cumulative as of month end)	192	184	1	0	0	3	0	4	38						
	Information needed from Provider															
	Internal Plan Review	192	184	1	0	0	3	0	4	38						
	Independent Arbitration															
	DHH Review															
Other (Review determined not a complaint)																
2012 Year to Date (YTD)	Total Complaints Received YTD	4811	4188	17	17	1	49	23	516		13	13				
	Total Closed YTD	4619	4004	16	17	1	46	23	512	166	13	13				
	Withdrawn by Provider															
	Per Internal Plan Decision/Correction	4610	3996	16	17	1	46	23	511	162	13	13				
	Per Independent Arbitration															
	Per DHH Decision															
Other (Review determined not a complaint)	9	8	0	0	0	0	0	1	4							

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.

PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed

Health Plan Name: LaCare
 Reporting Period: Nov-2012

Status Category Codes	
Pending	Closed
P1-Information needed from Provider P2-Internal Plan Review P3-Per Independent Arbitration P4-Referred to DHH P5-Other	C1-Withdrawn by Provider C2-Per Internal Plan Action/Decision C3-Per Independent Arbitration C4-Per DHH Review C5-Other

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
20120911	Mindy	ANGELOPOULOS, PETER	Claims / Payments	Provider Agreement Update under review		81	P2
20120913	Michelle	MORRIS, STEVEN W.	Claims / Payments	Provider Agreement Update under review		79	P2
20120917	Susan	CARELINK HOME CARE SERVICES INC	Claims / Payments	WR needed		75	P2
20120926	Leslie	ROGERS, GLYN D.	Claims / Payments	Provider Agreement Update under review		66	P2
20120926	Shantell	DUPLECHAIN, GREGORY	Claims / Payments	Provider Agreement Update under review		66	P2
20120927	Kim	PSA HEALTHCARE	Claims / Payments	WR needed		65	P2
20120927	Kimberly	BMA FRANKLIN	Claims / Payments	Provider Agreement Update under review		65	P2
20121002	Doretha	GEM DRUGS VITAL CARE	Claims / Payments	WR needed		60	P2
20121003	Mika	CHENIER, LAWRENCE F.	Claims / Payments	WR needed		59	P2
20121003	Wendy	CRAWFORD, AMANDA K.	Claims / Payments	Provider Agreement Update under review		59	P2
20121004	Kathy	LANGHETEE, HENRY P.	Claims / Payments	Provider Agreement Update under review		58	P2
20121004	Shirley	FAUL, TIMOTHY D.	Claims / Payments	Provider Agreement Update under review		58	P2
20121005	Tiffany	CHILDRENS HOSPITAL	Claims / Payments	Provider Agreement Update under review		57	P2
20121010	Krishna	TULANE UNIVERSITY HOSPITAL AND CLINIC	Claims / Payments	Provider Agreement Update under review		52	P2
20121012	Mona	MORAD, AMMAR B.	Claims / Payments	Provider Agreement Update under review		50	P2
20121012	Mona	MORAD, AMMAR B.	Provider Registry/ Directory	Provider Agreement Update under review		50	P2
20121012	ROBIN	PELTIER, HENRY M.	Claims / Payments	Provider Agreement Update under review		50	P2
20121012	ROBIN	CRUISE, KENNETH J.	Claims / Payments	Provider Agreement Update under review		50	P2
20121012	ROBIN	GAUDIN, BERNARD A.	Claims / Payments	Provider Agreement Update under review		50	P2
20121012	Sheila	NGUYEN, NHU-VONG	Claims / Payments	Provider Agreement Update under review		50	P2
20121012	Loretta	CAVALIER JR, DEBORAH S.	Claims / Payments	Provider Agreement Update under review		50	P2
20121015	Caeli	TOURO INFIRMARY	Claims / Payments	Provider Agreement Update under review		47	P2
20121016	Tina	YARBOROUGH, MICHAEL	Claims / Payments	Provider Agreement Update under review		46	P2
20121016	Tina	LAPEYROUSE, MICHELLE A.	Other	Provider Agreement Update under review		46	P2
20121016	Wendy	HART, SHANA M.	Claims / Payments	Provider Agreement Update under review		46	P2
20121016	Carrie	OCHSNER MEDICAL CENTER BATON ROUGE	Claims / Payments	WR needed		46	P2
20121017	Barbara	CYPRESS POINTE SURGICAL HOSPITAL	Claims / Payments	Provider Agreement Update under review		45	P2

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
20121017	TAMEKA	TIMPTON, WANDA G.	Claims / Payments	WR needed		45	P2
20121017	Nikki	ALLEN PARISH HOSPITAL RURAL HEALTH CENTER	Provider Registry/ Directory	Provider Agreement Update under review		45	P2
20121017	Nikki	SCHUMACHER, ROBERT C.	Claims / Payments	Provider Agreement Update under review		45	P2
20121017	David	NIDA, JOSEPH R.	Claims / Payments	Provider Agreement Update under review		45	P2
20121018	Stacey	VICK, STEPHEN R.	Claims / Payments	WR needed		44	P2
20121022	Jewel	CORNERSTONE HOSPITAL OF WEST MONROE	Claims / Payments	Provider Agreement Update under review		40	P2
20121023	Stevie	PATEL, ALPESH D.	Claims / Payments	Provider Agreement Update under review		39	P2
20121023	Ida	UNION GENERAL HOSPITAL	Claims / Payments	Provider Agreement Update under review		39	P2
20121023	Sherlyn	RUFINI, WILLIAM R.	Claims / Payments	Provider Agreement Update under review		39	P2
20121026	Tanya	LIPSTATE, JAMES M.	Claims / Payments	Provider Agreement Update under review		36	P2
20121031	Linda	CUMMINGS, RUSSELL O.	Claims / Payments	Provider Agreement Update under review		31	P2
20120911	Rhonda	CAIRE, ARTHUR A.	Claims / Payments	Provider Agreement Update under review	20121102	52	C2
20120911	Carla	MANSOOR, SHAHID	Claims / Payments	WR Submitted	20121101	51	C2
20120913	Belinda	DUDOUSSAT, BRYAN S.	Claims / Payments	WR Submitted	20121114	62	C2
20121001	Donie	MALIK, SHAHZAD M.	Claims / Payments	Provider Agreement Update under review	20121121	51	C2
20121004	Jennifer	TOOMER, ANDREA P.	Claims / Payments	Rep Education	20121113	40	C2
20121005	Todd	PROFESSIONAL MEDICAL SUPPLIES LLC	Provider Registry/ Directory	Rep Education	20121109	35	C2
20121005	Jean	DELAHOUSSAYE, BENTON C.	Claims / Payments	Provider Agreement Update under review	20121121	47	C2
20121010	Elizabeth	OKUNGBOWA, ROLAND O.	Claims / Payments	Provider Agreement Update under review	20121126	47	C2
20121010	Elizabeth	COLE III, JOSEPH C.	Claims / Payments	Provider Agreement Update under review	20121126	47	C2
20121010	Rebecca	SEHON, CHARLES K.	Claims / Payments	Provider Agreement Update under review	20121112	33	C2
20121011	Saddie	GORE, ANGELA P.	Claims / Payments	Provider Agreement Update under review	20121129	49	C2
20121012	Dannette	COLE III, JOSEPH C.	Claims / Payments	Provider Agreement Update under review	20121126	45	C2
20121016	LaCare Correspondence	CRENSHAW, WILLIAM D.	Claims / Payments	Provider Education	20121121	36	C2