

Connecticut Dental Health Partnership

Provider Access # /1000MM

Reporting Period 2012Q3

No access: location, closed panel, selection, no par prvdr in area, etc.		
PCD	11	0.07228
Specialist	0	0.00000
Clinic	0	0.00000
Other	0	0.00000
Total	11	0.07228
Delayed access/ wait time to appt.		
PCD	0	0.00000
Specialist	0	0.00000
Clinic	0	0.00000
Emergency/Urgent Appointment	0	0.00000
Total	0	0.00000

Program: CTDHP

Total MM 1,826,339

Total Grievances 189

Quality of Provider Services # /1000MM



Provider conduct/professionalism (clinician or staff)		
Complaint regarding the condition of office/facility	41	0.02245
Inappropriate care/disagreement	59	0.03231
Bias	0	0.00000
Cultural	0	0.00000
Assistance with specialist referral	0	0.00000
Privacy violation	0	0.00000
Language barrier	0	0.00000
Handicapped accessibility/ handicap	0	0.00000
Other	55	0.03011
Total	155	0.08487

Quality of ASO Services # /1000MM

Quality of ASO customer Service Representatives	2	0.00110
Member materials	0	0.00000
Interpreter services (lack or quality)	0	0.00000
Referral/Authorization issue	8	0.00438
Care Coordination (ICM)	0	0.00000
Provider search engine information	0	0.00000
Website - Provider Portal	0	0.00000
Website - Customer Portal	0	0.00000
Total	10	0.00548

Financial # /1000MM

Member Billed	0	0.00000
Cost share	0	0.00000
Premium	0	0.00000
Total	0	0.00000

Other # /1000MM

Fraud - member	0	0.00000
Fraud - provider	0	0.00000
Behavioral Health	0	0.00000
Medical	0	0.00000
Pharmacy	0	0.00000
Transportation	0	0.00000
ID Card (lost or misuse)	0	0.00000
Other (Benefit Limitations)	2	0.00110
Other (Claim Payment Issue)	2	0.00110
Other (DSS Appeal/NOA Process)	0	0.00000
Other (DSS Lack of Response)	0	0.00000
Other (CTDHP Communication Issue)	0	0.00000
All Others	9	0.00493
Total	13	0.00712

Connecticut Dental Health Partnership

Provider Access # /1000MM

No access: location, closed panel, selection, no par prvdr in area, etc.		
PCD	28	0.18492
Specialist	0	0.00000
Clinic	0	0.00000
Other	0	0.00000
Total	28	0.18492
Delayed access/ wait time to appt.		
PCD	0	0.00000
Specialist	0	0.00000
Clinic	0	0.00000
Emergency/Urgent Appointment	0	0.00000
Total	0	0.00000

Reporting Period 2012Q2

Program: CTDHP

Total MM 1,817,001

Total Grievances 263

Quality of Provider Services # /1000MM

Provider conduct/professionalism (clinician or staff)		
Complaint regarding the condition of office/facility	31	0.01706
Inappropriate care/disagreement	77	0.04238
Bias	0	0.00000
Cultural	0	0.00000
Assistance with specialist referral	0	0.00000
Privacy violation	0	0.00000
Language barrier	0	0.00000
Handicapped accessibility/ handicap	0	0.00000
Other	54	0.02972
Total	162	0.08916

Quality of ASO Services # /1000MM

Quality of ASO customer Service Representatives	2	0.00110
Member materials	0	0.00000
Interpreter services (lack or quality)	0	0.00000
Referral/Authorization issue	13	0.00715
Care Coordination (ICM)	0	0.00000
Provider search engine information	0	0.00000
Website - Provider Portal	0	0.00000
Website - Customer Portal	0	0.00000
Total	15	0.00826

Financial # /1000MM

Member Billed	0	0.00000
Cost share	0	0.00000
Premium	0	0.00000
Total	0	0.00000

Other # /1000MM

Fraud - member	0	0.00000
Fraud - provider	0	0.00000
Behavioral Health	0	0.00000
Medical	0	0.00000
Pharmacy	0	0.00000
Transportation	0	0.00000
ID Card (lost or misuse)	0	0.00000
Other (Benefit Limitations)	17	0.00936
Other (Claim Payment Issue)	13	0.00715
Other (DSS Appeal/NOA Process)	0	0.00000
Other (DSS Lack of Response)	2	0.00110
Other (CTDHP Communication Issue)	0	0.00000
All Others	26	0.01431
Total	58	0.03192

Connecticut Dental Health Partnership

Provider Access	#	/1000MM
No access: location, closed panel, selection, no par prvdr in area, etc.		
PCD	22	0.01224
Specialist	0	0.00000
Clinic	0	0.00000
Other	0	0.00000
Total	22	0.14687
Delayed access/ wait time to appt.		
PCD	0	0.00000
Specialist	0	0.00000
Clinic	0	0.00000
Emergency/Urgent Appointment	0	0.00000
Total	0	0.00000

Reporting Period	2012Q1
Program:	CTDHP
Total MM	1,797,484
Total Grievances	234

Quality of Provider Services	#	/1000MM
Provider conduct/professionalism (clinician or staff)		
Complaint regarding the condition of office/facility	47	0.02615
Inappropriate care/disagreement	54	0.03004
Bias	0	0.00000
Cultural	0	0.00000
Assistance with specialist referral	0	0.00000
Privacy violation	0	0.00000
Language barrier	0	0.00000
Handicapped accessibilityandicap	0	0.00000
Other	41	0.02281
Total	142	0.07900

Quality of ASO Services	#	/1000MM
Quality of ASO customer Service Representatives	5	0.00278
Member materials	0	0.00000
Interpreter services (lack or quality)	0	0.00000
Referral/Authorization issue	12	0.00668
Care Coordination (ICM)	0	0.00000
Provider search engine information	0	0.00000
Website - Provider Portal	0	0.00000
Website - Customer Portal	0	0.00000
Total	17	0.00946

Financial	#	/1000MM
Member Billed	0	0.00000
Cost share	0	0.00000
Premium	0	0.00000
Total	0	0.00000

Other	#	/1000MM
Fraud - member	0	0.00000
Fraud -provider	0	0.00000
Behavioral Health	0	0.00000
Medical	0	0.00000
Pharmacy	0	0.00000
Transportation	0	0.00000
ID Card (lost or misuse)	0	0.00000
Other (Benefit Limitations)	17	0.00946
Other (Claim Payment Issue)	11	0.00612
Other (DSS Appeal/NOA Process)	1	0.00056
Other (DSS Lack of Response)	1	0.00056
Other (CTDHP Communication Issue)	1	0.00056
All Others	22	0.01224
Total	53	0.02949

Connecticut Dental Health Partnership

Provider Access # /1000MM

No access: location, closed panel, selection, no par prvdr in area, etc.		
PCD	78	0.01110
Specialist	0	0.00000
Clinic	0	0.00000
Other	0	0.00000
Total	78	0.01110
Delayed access/ wait time to appt.		
PCD	0	0.00000
Specialist	0	0.00000
Clinic	0	0.00000
Emergency/Urgent Appointment	0	0.00000
Total	0	0.00000

Reporting Period CY2011

Program: CTDHP

Total MM 7,026,560

Total Grievances 783

Quality of Provider Services # /1000MM

Provider conduct/professionalism (clinician or staff)		
Complaint regarding the condition of office/facility	119	0.01694
Inappropriate care/disagreement	180	0.02562
Bias	0	0.00000
Cultural	0	0.00000
Assistance with specialist referral	0	0.00000
Privacy violation	0	0.00000
Language barrier	0	0.00000
Handicapped accessibility/andicap	0	0.00000
Other	102	0.01452
Total	401	0.05707

Quality of ASO Services # /1000MM

Quality of ASO customer Service Representatives	4	0.00057
Member materials	0	0.00000
Interpreter services (lack or quality)	0	0.00000
Referral/Authorization issue	107	0.01523
Care Coordination (ICM)	0	0.00000
Provider search engine information	0	0.00000
Website - Provider Portal	0	0.00000
Website - Customer Portal	0	0.00000
Total	111	0.01580

Financial # /1000MM

Member Billed	0	0.00000
Cost share	3	0.00043
Premium	0	0.00000
Total	3	0.00043

Other # /1000MM

Fraud - member	0	0.00000
Fraud -provider	0	0.00000
Behavioral Health	0	0.00000
Medical	0	0.00000
Pharmacy	0	0.00000
Transportation	0	0.00000
ID Card (lost or misuse)	0	0.00000
Other (Benefit Limitations)	57	0.00811
Other (Claim Payment Issue)	32	0.00455
Other (DSS Appeal/NOA Process)	3	0.00043
Other (DSS Lack of Response)	9	0.00128
Other (CTDHP Communication Issue)	6	0.00085
All Others	83	0.01181
Total	190	0.02704

Connecticut Dental Health Partnership

Provider Access	#	/1000MM
No access: location, closed panel, selection, no par prvdr in area, etc.		
PCD	156	0.02377
Specialist	0	0.00000
Clinic	0	0.00000
Other	0	0.00000
Total	156	0.02377
Delayed access/ wait time to appt.		
PCD	0	0.00000
Specialist	0	0.00000
Clinic	0	0.00000
Emergency/Urgent Appointment	0	0.00000
Total	0	0.00000

Reporting Period CY2010

Program: CTDHP

Total MM 6,562,638

Total Grievances 781

Quality of Provider Services	#	/1000MM
Provider conduct/professionalism (clinician or staff)		
Complaint regarding the condition of office/facility	138	0.02103
Inappropriate care/disagreement	245	0.03733
Bias	0	0.00000
Cultural	0	0.00000
Assistance with specialist referral	0	0.00000
Privacy violation	0	0.00000
Language barrier	0	0.00000
Handicapped accessibilityandicap	0	0.00000
Other	63	0.00960
Total	446	0.06796

Quality of ASO Services	#	/1000MM
Quality of ASO customer Service Representatives	17	0.00259
Member materials	0	0.00000
Interpreter services (lack or quality)	0	0.00000
Referral/Authorization issue	29	0.00442
Care Coordination (ICM)	0	0.00000
Provider search engine information	0	0.00000
Website - Provider Portal	0	0.00000
Website - Customer Portal	0	0.00000
Total	46	0.00701

Financial	#	/1000MM
Member Billed	0	0.00000
Cost share	0	0.00000
Premium	0	0.00000
Total	0	0.00000

Other	#	/1000MM
Fraud - member	0	0.00000
Fraud -provider	0	0.00000
Behavioral Health	0	0.00000
Medical	0	0.00000
Pharmacy	0	0.00000
Transportation	0	0.00000
ID Card (lost or misuse)	0	0.00000
Other (Benefit Limitations)	45	0.00686
Other (Claim Payment Issue)	11	0.00168
Other (DSS Appeal/NOA Process)	0	0.00000
Other (DSS Lack of Response)	1	0.00015
Other (CTDHP Communication Issue)	0	0.00000
All Others	76	0.01158
Total	133	0.02027