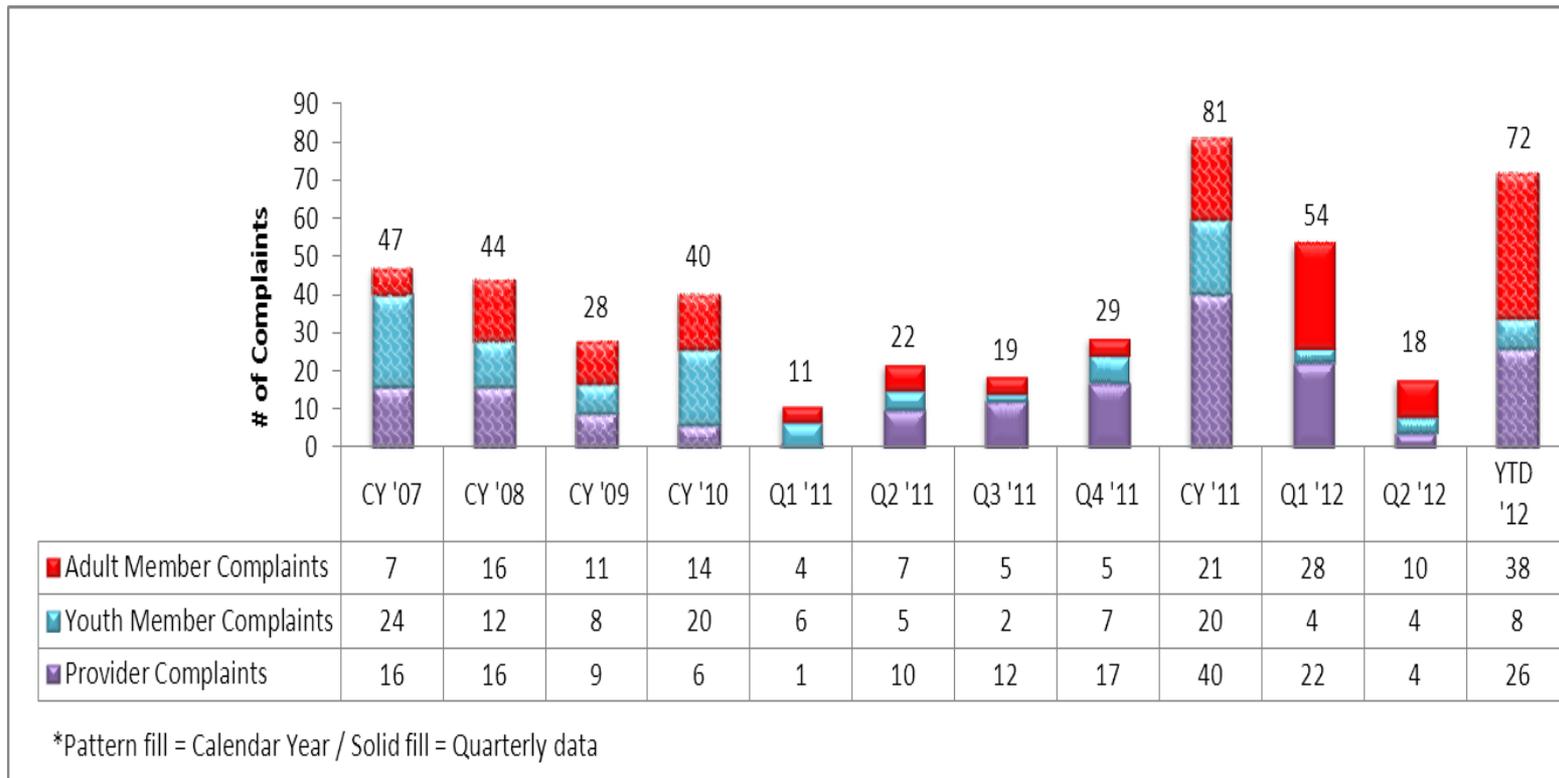


**Connecticut BHP**  
Supporting Health and Recovery

**Complaints Q2 2012**

**10/15/2012**

# Number of Complaints/Grievances Received



- There were 18 complaints received in Q2 '12.
- A total of 27 complaints were resolved in Q2 '12. 100% of complaints resolved during Q2 '12 were within the required 30 day timeframe.

# Q2 '12 Member Complaints by Reason

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- Concerns Regarding:
  - Interactions with providers (4)
  - Provider practice (3)
    - Provider not returning calls
    - Provider missed appointments
  - Billing practice (2)
  - Benefits - Charter Oak (2)
  - Medication evaluation (1)
  - Transportation (1)
  - Incorrect referral-relative to benefit package (1)

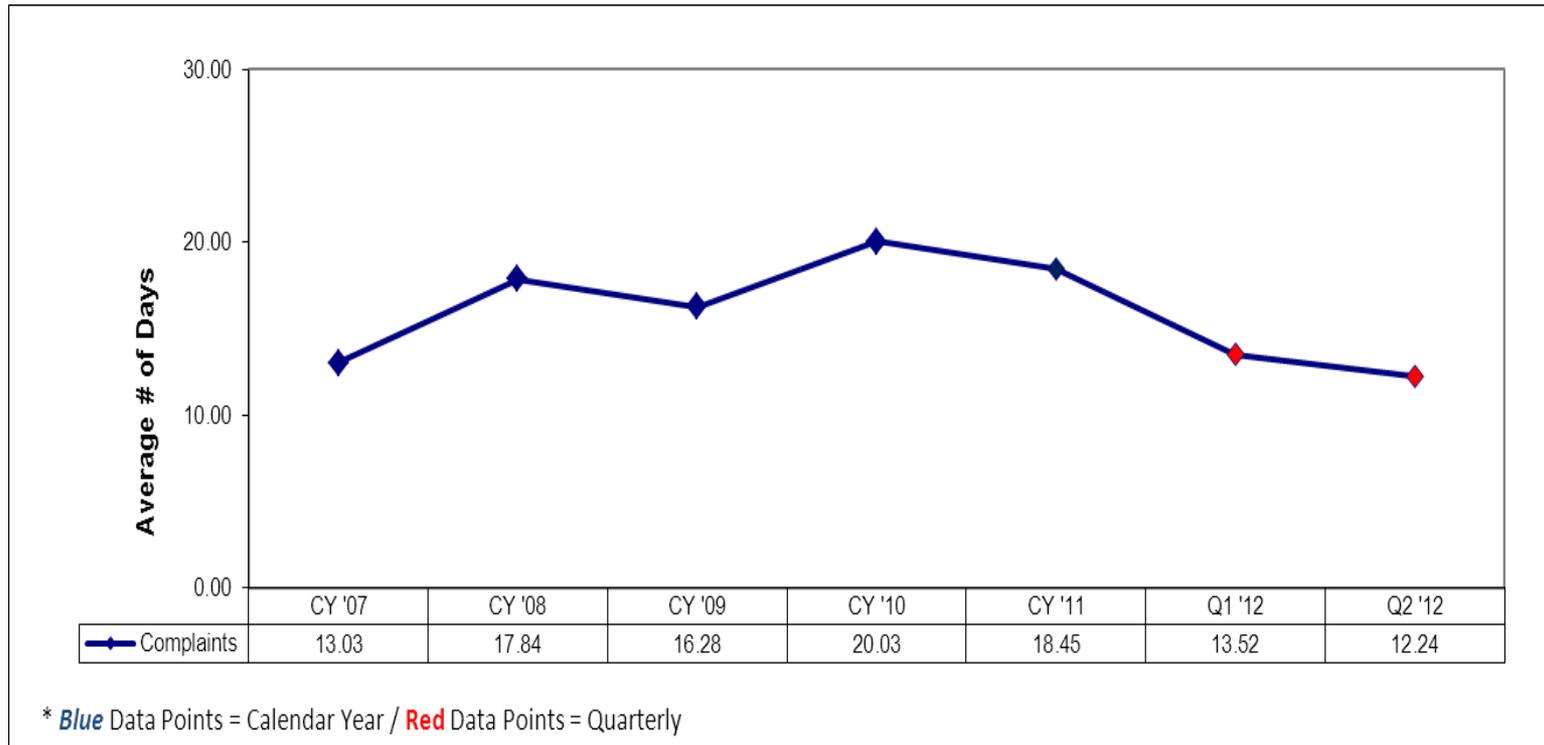
# Q2 '12 Provider Complaints by Reason

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## Concerns Regarding:

- Benefit package (2)
- Web authorization
- Provider network accuracy

# Average Number of Days to Resolve Complaints



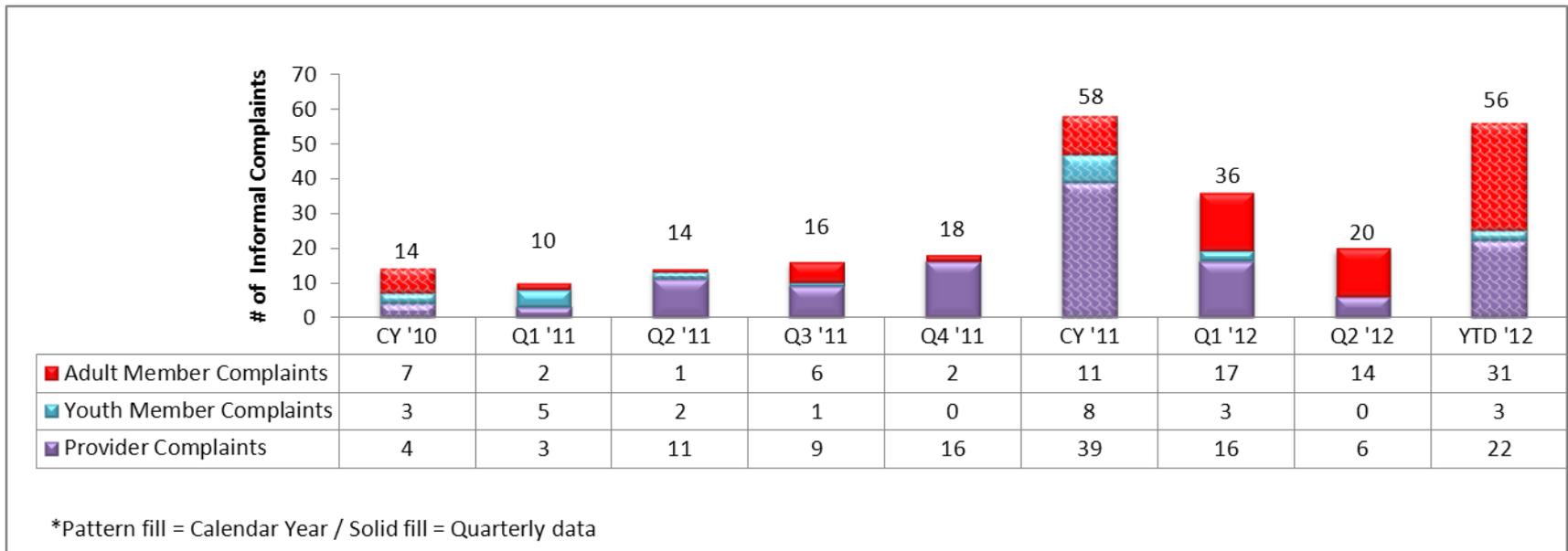
- Since CY '10, there has been a steady decrease in the average number of days to resolve complaints
- In Q2 '12, the average resolution time of 12.24 days continues to be within the required 30 day timeframe

# Implementation of “Informal Complaints” in 2011

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- As a result of relatively low number of complaints in 2009 and 2010:
  - Analyzed reasons members were hesitant to lodge a formal complaint
    - Wanted to continue to work with the provider
    - Worried about repercussions of lodging a complaint
- Implemented “informal complaint” process to address member concerns

# Number of Informal Complaints Received



- There were 20 informal complaints received in Q2 '12.

# Q2 '12 Member Informal Complaints by Reason

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- Concerns Regarding:
  - Provider practice (8)
    - Provider not accepting referral
    - Provider terminating care
    - Provider wait time for appointment
  - Billing practice (3)
  - Benefits (3)

# Q2 '12 Provider Informal Complaints by Reason

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## Concerns Regarding:

- Quality of Care (1)
- Authorization- denial (1)
- Call backs (2)
- Queue wait time (1)
- Web authorization (1)

# Questions/Comments