

Provider Access	#	/1000MM
No access: location, closed panel, selection, no prvdr in area, etc.		
PCP	3	0.00156
Specialist	17	0.00884
Hospital	0	0
Other provider type	1	0.00052
Total	21	0.01093
Delayed access/ wait time to appt.		
PCP	19	0.00989
Specialist	8	0.00416
Hospital	0	0
Other	4	0.00208
Total	31	0.01613

Reporting Period JUL-SEP 2012Program: HUSKYTotal MM 1,922,948Total Grievances 343

Quality of Provider Services	#	/1000MM
Provider conduct/professionalism (clinician or staff)	38	0.01977
condition of office/facility	5	0.0026
inappropriate care/disagreement	103	0.05359
bias	11	0.00572
privacy violation	1	0.00052
language barrier	1	0.00052
cultural	0	0
assistance with specialist referral	4	0.00208
handicap	0	0
hospital	2	0.00104
Total	165	0.08585

Quality of ASO Services	#	/1000MM
Quality of ASO customer svc	12	0.00624
Member materials	1	0.00052
Interpreter services (lack or quality)	0	0
ICM	3	0.00156
Referral/Authorization issue	10	0.0052
Provider search engine information	0	0
Total	26	0.01353

Financial	#	/1000MM
Member Billed	17	0.00884
Cost share	2	0.00104
COB	0	0
Premium	0	0
Total	19	0.00989

Other	#	/1000MM
Fraud - member	8	0.00416
Fraud -provider	3	0.00156
Pharmacy	4	0.00208
Dental	14	0.00728
Behavioral Health	2	0.00104
Transportation (NEMT)	40	0.02081
Other	10	0.0052
Total	81	0.04214