



DESCRIPTION: Quality Management
Complaints Meeting Turnaround Time
3rd Quarter 2015

EXHIBIT E
REPORT #136

Provider Grievances

Program: PROVIDER

Complaint Month: July

Approach to Resolve Complaint:	
ASO Clarified Concern	0
ASO Resolved or Took Action	4
Referred to DSS/DSS Contractor	0
Appeal Education	0
TOTAL:	4

Timeframe of Resolution:	
Same Day	0
2nd day to 7th day	2
8th day to 1 month (30 days)	2
31-45 days	0
46-60 days*	0
GT than 60 days	0
TOTAL:	4

**CHNCT may request a 15 day extension from DSS to resolve complaints*

Final Resolution:	
Closed - Considered Resolved	2
Closed - Unresolved	2
TOTAL:	4