

Lacare
BAYOU HEALTH Grievances and Appeals Report

II. Review Activities

	Grievances	Appeals	State Fair Hearings
Number of grievances/appeals reviewed:	178	10	0
Number of grievances/appeals resolved:	153	5	0
Number of State Fair Hearing level appeals withdrawn:	NA	NA	0
Number of grievances/appeals considered invalid:	0	0	0
Average length of time to complete each grievance/appeal/State Fair Hearing:	16	6	0
Number of overturned decisions at State Fair Hearing Level:	NA	NA	0
Number of health plan appeals reversed in the member's favor:	NA	2	0
Percentage of appeals overturned at the State Fair Hearing level:	NA	NA	0

In health plan level appeals where the decision was reversed in the member's favor, what were the most common reasons?

Another CPT code would suffice for equipment

Lack of Information from Provider

In State Fair Hearing cases where the decision was overturned in the member's favor, what were the most common reasons?

List the top 5 reasons that were most commonly the subject of grievances/appeals:

1. Difficulty Obtaining Appointment

2. Lack of Concern/Uncaring Attitude

3. Office Staff is Rude/Inconsiderate

4. Customer Service Quality

5. Plan Policies/Procedures

Additional Information Required for Annual Report Submission

	Grievances	Appeals	State Fair Hearings
Number still pending at the end of Contract Year ____:			
Percentage of appeals reversed in Contract Year ____:			

LaCare Reason Summary Chart

Reason Number Code	Reason	Number of Grievances	Number of Appeals	Number of State Fair Hearings
1	Quality of Care	31	0	0
2	Accessibility of office	61	0	0
3	Attitude/Service of staff	89	0	0
4	Quality of office, building	0	0	0
5	Timeliness	0	0	0
6	Billing and Financial issues	3	0	0
7	Clinical Criteria Not Met - Durable Medical Equipment	21	2	0
8	Clinical Criteria Not Met - Inpatient Admissions	0	0	0
9	Clinical Criteria Not Met - Medical Procedure	0	1	0
10	Prior or Post Authorization	0	0	0
11	Lack of Information from Provider	0	2	0
12	Level of Care Dispute	0	0	0
13	Not a State Plan Services	0	4	0
14	Other (Must provide description in narrative column of Summary Reports)	0	1	0
TOTALS		205	10	0

DO NOT ADD OR CHANGE REASON CODES