

Provider Complaint & Appeal Summary Report

BAYOU HEALTH Reporting

Health Plan ID: 2162845
 Health Plan Name: Louisiana Healthcare Connections
 Health Plan Contact: ***
 Contact Email: ***
 Report Period Start Date: 3/1/2013
 Report Period End Date: 3/31/2013

Document ID: PI182
 Document Name: **PROVIDER COMPLAINT & APPEAL SUMMARY REPORT**
 Reporting Frequency: Monthly
 Report Due Date: 15th of the month following end of reporting period
 File Type: Excel
 Subject Matter: Informatics (I)

Summary of Appeal Decisions	By Health Plan	By Arbitration
Total # Decisions	26	N/A
% Upheld	11.54%	N/A
% Overturned	80.77%	N/A
% Withdrawn	7.69%	N/A

Reporting Period	COMPLAINT STATUS	Total # of Provider Complaints	# of COMPLAINTS by ISSUE CATEGORY							# Complaints Pending or Closed 31 to 90 Days Post File Date ¹	# Complaints Pending or Closed >90 Days Post File Date ¹	Total Provider Appeals	By Appeal Type		# Appeals Pending or Closed 31 to 90 Days Post File Date ²	# Appeals Pending or Closed >90 Days Post File Date ²
			Claims / Payments	Covered Services	PAs/Referrals	PCP Auto-Assign/Linkages	Provider Registry/Directory	Lack of Information /Response	Other				Pre-Service Denial	Payment Denial		
Mar-2013	Received this Month	33	23		2		4		4			33	33			
	Total Closed this Month	18	13		2		1		2	18						
	Withdrawn by Provider															
	Per Internal Plan Action/Decision		13		2		1		2				26			
	Per Independent Arbitration															
	Per DHH Review															
	Other															
	Total Pending (cumulative as of month end)	23	17		1		3		2	23				26		
	Information needed from Provider													26		
	Internal Plan Review		16		1		3		2	22						
	Independent Arbitration															
	DHH Review		1							1						
Other																
2013 Year to Date (YTD)	Total Complaints Received YTD	44	33		3		4		4							
	Total Closed YTD	21	17		1		1		2	21						
	Withdrawn by Provider															
	Per Internal Plan Decision/Correction															
	Per Independent Arbitration															
	Per DHH Decision															
Other																

¹You must submit Attachment 1 - Complaint Summary Listing detailing all pending or closed (A1) complaints not resolved within 30 to 90 days

²You must submit Attachment 2 - Appeal Summary Listing detailing all pending or closed (A1) appeals not resolved within 30 to 90 days.

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PI 182 - Attachment 1: Summary listing of Complaints Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed							
				Status Category Codes			
				Pending	Closed		
				P1-Information needed from Provider	C1-Withdrawn by Provider		
				P2-Internal Plan Review	C2-Per Internal Plan Action/Decision		
				P3-Per Independent Arbitration	C3-Per Independent Arbitration		
				P4-Referred to DHH	C4-Per DHH Review		
				P5-Other	C5-Other		
Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
1/9/2013	***	Sarah Lee and Donna Barlow	Provider specialist listed incorrectly in directory	working to determine if auth carried over to claims processing	3/11/2012	39	C2
1/17/2013	***	DCI Inc	Complaint of non-payment of Epogen claims	procedure was not covered when claims originally submitted. This has been corrected in our system and the providers claims are being reprocessed. Claims went through adjudication but denied because provider needed ndc number. Requested information from provider and they are resubmitting		70	P2
1/10/2013	***	Hagen ENT Clinic	Provider needed a check reissued	information sent to vision vendor to address	2/25/2013	41	C2
1/14/2013	***	Acadiana Vision Center	Complaint of claims denials due to being out of network	Reissue occurred and provider received the payment	2/1/2013	21	C2
1/22/2013	***	Teche Regional Medical Center	complaint of claim denials for services that she received authorization	working with PDM to address	2/14/2013	34	C2
2/14/2013	***	Dr. Jennifer Beil	denial of claim for member in implemented GSA when the provider was in non-implemented GSA	requested claims adjustment	3/14/2013	30	C2
2/14/2013	***	Kids First Pirtania	having issues with p.a from pharmacies stating procedures require P.A and thy don't	Meeting scheduled with LHC Pharmacy director and education is being made to phamarys	3/14/2013	30	C2
2/15/2013	***	LAHaye Eye Clinic	Facility Charges Denying for services rendered by Opthamologist	internal claims review for claims adjusment submission being conducted		28	P2
2/21/2013	***	Dr. Perret	Missing Check for Member	Check was reissued and received by provider on 3.7.2013	3/7/2013	14	C2
2/22/2013	***	Broussard Physical Therapy	Received information that he could no longer provide Therapy Services after 2.1.2013	Reached out to the provider and provided clarification and ensured him through claims data they were getting paid for the services	2/22/2012	0	C2
2/22/2013	***	Slidell Memorial	Denial of claims for no auth and Less than expected payment on NICU	NICU claims are going through claims project and provider was deducated on why claims denied for no auth	3/29/2013	37	C2
3/7/2013	***	Dynamics Healthcare System	Provider initially billed E1399 for bariatric bed that was denied then submitted a corrected claim and billed a non covered code E0302.	Visited provider regarding claim concern. Emailing and speaking to Mr. Uchey by phone on updates.		33	P4
3/8/2013	***	franklin Foundation	Claim #L175LAE03333. Originally this claim was paid by fee schedule for \$535.50 then it was recouped and paid at CCR for CPT 46947.	Per claims the provider is looking at the Ambulatory Surgery Center fee schedule. The claim should have a 24 location to use that fee schedule. The provider billed a location 22 and should reference the Out-Patient NON-Ambulatory Surgery Schedules.		32	P2
3/1/2013	***	Ben Gaudin	Provider received A1 denials because they were told numerous times they were par but provider was actually par with another group	Sent request to have provider date retro'd to 4/1/12		40	P2
3/1/2013	***	Lady of the Sea	Provider had numerous claims that denied due to Provider were not linked to correct RHCs.	2 claim projects paid and 2 projects in batch eligible.		40	P2
3/28/2013	***	Multiple Providers-Billing Company	Credentialing and Claim issues, outstanding check issues	some claimissues have been resolved and some are requiring further work		48	P2
3/28/2013	***	Louisiana Heart and Medical Center	checks were cashed by another provider	Provider will need to get with bank and send us information on whom cashed the checks so that we can reimburse them additional payment		3	P2
3/1/2013	***	Daniel Trejo, MD	Provider is upset due to many payment issues not resolved in the time provider would like	claim examples provied the claims actually paid	3/28/2013	0	C2
3/4/2013	***	Cardiovascular Institutue of the South	Provider is questioning credentialing dates of practitioners	Educated provider on what the recoument was for	3/27/2013	0	C2
3/27/2013	***	Kofi KUMI	CONTRACTING/CREDENTIALING				P2
3/7/2013	***	Chada RHC	RHC provider is receiving non-payment on encounter codes	Provider was non-par in our system and not configured as a PDHC	3/29/2013	2	C2

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				Status Category Codes			
				Pending	Closed		
Health Plan Name:	Louisiana Healthcare Connections			P1-Information needed from Provider	C1-Withdrawn by Provider		
Reporting Period:	3/1/2013 - 3/31/2013			P2-Internal Plan Review	C2-Per Internal Plan Action/Decision		
				P3-Per Independent Arbitration	C3-Per Independent Arbitration		
				P4-Referred to DHH	C4-Per DHH Review		
				P5-Other	C5-Other		
Date Filed (YYYYMMDD)	Name of Person Filing Complaint	Organization	Summary of Complaint	Summary of Attempts to Resolve Complaint	Date Closed (YYYYMMDD)	# of Days Pending or to Close	Status Category
3/1/2013	***	WK Regional Periantal Group	All ultrasounds are deny do to no auth	Have submitted claims project and provider is waiting on payment of claims		30	P2
3/1/2013	***	St Francis Hospital	Has many claims issues related to NICU/PICU	Working with claim department and billing at St. Franis to correct.		30	P4
3/12/2013	***	Phillip S. Perret	non-payment of claims	Provider has sent term letter and would like out of contract. Working with Credentailing to resolve. Payment for outstanding money was sent on 3.21.2013		20	C2
3/1/2013	***	Northeast Health and Richwood Health	Claims were paid for provider Shelia Pope to Primary Health in Monroe, LA instead of Northeast. Provider has been told to resubmit claims to receive payment. Provider works part time at Primary.	Working with claim department to get check reissued.		30	P1
3/12/2013	***	Minden Physican Practice	Provider Physicans were nonpar and should have been par. Have corrected all in the system as of 3/21/2013.	A Claims project was started to repay claims.		18	P2
3/15/2013	***		complaint of non-payment from first transit	outreach was made to provider to set up a meeting with pharmacy director	3/26/2013	0	C2
3/15/2013	***	Functional Mobility	complaint of LHC payment of manually priced items	claim examples requested	3/28/2013	2	C2
3/25/2013	***	Red River ENT	provider questiioning claim denial from LHC	waiting on claim information from provider		6	P2
3/6/2013	***	PGA	provider not getting reimbursed 102% of Medicaid Fee Schedule	configuration in place to correct provider payroll		25	P2
3/25/2013	***	Salt Lake City Medical Center	Requesting a reissue of check	check can't be reissued until incorrect provider supplies LHC with funds that need to be reissued		6	P2
3/22/2013	***	Acadiana ONT	requesting payment for services provided to members when they were non-par	retro effective date requested and approved, currently in claim project status		9	P2
3/20/2013	***	Iberia Gastrontology Associates	Claim Denial Review	assigned to Internal PR for research		11	P2
3/18/2013	***	Premier Hope Orthotics and Prosthetics	payments of claims that denied authorization required	provider was not contracted with LHC and facility charges denied. LHC is in the process of contracting the provider	3/19/2013	1	C2
3/19/2013	***	Falgoust Eye Center	Non-payment of claims	claims were reprocessed	3/28/2013	10	C2
3/26/2013	***	Dr. Yyonee Kriewlow	provider wanted to term due to pharmacy issues	LHC assigned to vendor and claims were reprocessed	3/22/2013	4	C2
3/26/2013	***	South Shreveport Anestheisa	Provider was questioning LHC overpayment	provider was notified that LHC has the ability to reimburse these procedures according to our own methodology	3/15/2013	0	C2
3/14/2013	***	Dynasplints	Provider getting denied PA for services that were approved under their contract	discussed with prior auth team		15	P2
3/12/2013	***	Quachita Parish School System	Provider needs practitioners credentialed with both SBHC as claims are denying	addressed with credentialing		17	P2
3/5/2013	***	Marksville Family RHC	provider recieveing denials for provider not contracted to provider RHC service	addressed provider set with PDM and claim project has been submitted		26	P2
3/27/2013	***	Primary Health Services	Questioning recoupment	after research it is determined that provider is billing incorectly. Billing two encounter codes on same claim	3/31/2013	24	C2
3/27/2013	***	Helping Hands PDHC	Billing issues as a PDHC	claim was reprocessed and paid to provider	3/19/2013	7	C2
3/1/2013	***	Tim Gallagher	outstanding balance on claims	after research it was determined the claims rejected; working with the billing company for the resubmission of these claims		45	P2
3/28/2013	***	Michael Melanson Slidell Memorial	Questioning the payment denials of CPT 59430	Providers effective dates were approved for retro claims project to ensue	3/8/2013	4	C2
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PI 182 - Attachment 2: Summary listing of Appeals Pending or Closed in Current Reporting Month that were closed 30 to 90 or more days after Original Date Filed

Health Plan Name: Louisiana Healthcare Connections
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Status Category Codes	
Pending	Closed
P1-Information needed from Provider	C1-Withdrawn by Provider
P2-Internal Plan Review	C2-Per Internal Plan Action/Decision
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P5-Other	C5-Other

2/5/2013	***	Dr. Deborah Cowan	not enough information	3/4/2013	28	C2
2/5/2013	***	Bogalusa Medical Center	level of care dispute	3/4/2013	28	C2
2/6/2013	***		does not meet interqual	3/5/2013	28	C2
2/7/2013	***	American Legion Hospital	does not meet interqual	3/7/2013	29	C2
2/7/2013	***	American Legion Hospital	does not meet interqual	3/7/2013	29	C2
2/8/2013	***	East Jefferson Hospital	not enough information	2/28/2013	21	C2
2/13/2013	***	St. Francis Medical Center	not enough information	3/9/2013	25	C2
2/14/2013	***	Glenwood Regional Medical Center	not enough information	3/12/2013	27	C2
2/14/2013	***	Teche Regional	not enough information	3/9/2013	24	C2
2/20/2013	***	Bunkie General Hospital	does not meet interqual	3/19/2013	28	C2
2/20/2013	***	Tulane Institute of Sports	does not meet interqual	3/21/2013	30	C2
2/21/2013	***	LSU Medical Center	not enough information	3/21/2013	29	C2
2/22/2013	***	Bossier Health Center	does not meet interqual	3/22/2013	29	C2
2/25/2013	***	Lake Charles Memorial Hospital	does not meet interqual	3/25/2013	29	C2

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P5-Other	C5-Other

2/25/2013	***	Minden Medical Center	does not meet interqual	3/22/2013	26	C2
2/26/2013	***	American Legion Hospital	not enough information	3/28/2013	31	C2
2/27/2013	***	Women and Childrens	not enough information	3/27/2013	29	C2
2/27/2013	***	Cypress Point Surgical	not enough information	3/26/2013	28	C2
2/28/2013	***	St. Martin Hospital	not enough information	3/29/2013	30	C2
2/28/2013	***	LSU Shreveport	not enough information	3/26/2013	27	C2
3/1/2013	***	West Jefferson Medical Center	Lack of Information from Provider	3/30/2013	30	C2
3/4/2013	***	Lafayette General Medical Center	Lack of Information from Provider	3/27/2013	24	C2
3/5/2013	***	Amedysis DVA Metro	Lack of Information from Provider	3/6/2013	2	C2
3/5/2013	***	Christus St. Patrick	Lack of Information from Provider	3/12/2013	8	C2
3/6/2013	***	Glenwood Regional Medical Center	Lack of Information from Provider	pending	26	P1
3/6/2013	***	Christus St. Patrick	Lack of Information from Provider	3/27/2013	22	C2
3/6/2013	***	LSU Shreveport	Lack of Information from Provider	pending	26	P1
3/6/2013	***	Bayou Orthotic & Prosthetic	Lack of Information from Provider	pending	26	P1
3/11/2013	***	Lake Charles Memorial Hospital	Lack of Information from Provider	pending	21	P1
3/13/2013	***	Minden Medical Center	Lack of Information from Provider	pending	19	P1
3/15/2013	***	Touro Infirmary	Lack of Information from Provider	pending	17	P1
3/15/2013	***	Touro Infirmary	Lack of Information from Provider	pending	17	P1
3/15/2013	***	Ochner, New Orleans	Lack of Information from Provider	pending	17	P1
3/15/2013	***	Ochner, New Orleans	Lack of Information from Provider	pending	17	P1
3/15/2013	***	Ochner, New Orleans	Lack of Information from Provider	pending	17	P1
3/15/2013	***	Ochner, New Orleans	Lack of Information from Provider	pending	17	P1
3/15/2013	***	Ochner, New Orleans	Lack of Information from Provider	pending	17	P1
3/15/2013	***	Ochner, New Orleans	Lack of Information from Provider	pending	17	P1

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3/14/2013	***	Delhi Hospital	Clinical Criteria not met - Inpatient Admissions	3/15/2013	2	C2
3/15/2013	***	St. Francis Medical Center	Lack of Information from Provider	pending	17	P1
3/15/2013	***	Ochner, New Orleans	Lack of Information from Provider	pending	17	P1
3/15/2013	***	Ochner, New Orleans	Lack of Information from Provider	pending	17	P1
3/15/2013	***	Our Lady of the Lake	Lack of Information from Provider	pending	17	P1
3/15/2013	***	Oschner, New Orleans	Lack of Information from Provider	pending	17	P1
3/18/2013	***	St. Francis Medical Center	Lack of Information from Provider	pending	14	P1
3/18/2013	***	American Legion Hospital	Lack of Information from Provider	pending	14	P1
3/22/2013	***	Willis-Knighton Rehab	Appealing admin denial for no prior auth	3/28/2013	7	C2
3/25/2013	***	Mercy Regional Medical Ctr	Lack of Information from Provider	pending	7	P1
3/25/2013	***	North Oaks Medical Center	Lack of Information from Provider	pending	7	P1
3/25/2013	***	Childrens hospital	Lack of Information from Provider	pending	7	P1
3/25/2013	***	East Jefferson Hospital	Lack of Information from Provider	pending	7	P1
3/27/2013	***	Ochner, New Orleans	Lack of Information from Provider	pending	5	P1
3/28/2013	***	Lane Regional Medical Center	Lack of Information from Provider	pending	4	P1

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