

Provider Complaint & Appeal Summary Report

BAYOU HEALTH Reporting

Health Plan ID: 2162934
 Health Plan Name: LaCare
 Health Plan Contact: xxx
 Contact Email: xxx
 Report Period Start Date: 20130401
 Report Period End Date: 20130430

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	17	0
% Upheld	41%	0
% Overturned	59%	0
% Withdrawn	0	0

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			
Apr-2013	Received this Month	957	927	0	1	0	0	3	26			16	16				
	Total Closed this Month	972	940	0	1	0	0	3	28	0	0	17	17	0	0		
	Withdrawn by Provider																
	Per Internal Plan Action/Decision	972	940	0	1	0	0	3	28	0	0	17	17	0	0		
	Per Independent Arbitration																
	Per DHH Review																
	Other (Review determined not a complaint)																
	Total Pending (cumulative as of month end)	13	13	0	0	0	0	0	0	0	0	3	3	0	0		
	Information needed from Provider																
	Internal Plan Review	13	13	0	0	0	0	0	0	0	0	3	3	0	0		
	Independent Arbitration																
DHH Review																	
Other (Review determined not a complaint)																	
2013 Year to Date (YTD)	Total Complaints Received YTD	3713	3512	5	15	0	3	6	172			66	66				
	Total Closed YTD	3782	3577	5	16	0	5	6	173	14	0	63	63	0	0		
	Withdrawn by Provider																
	Per Internal Plan Decision/Correction	3782	3577	5	16	0	5	6	173	14	0	63	63	0	0		
	Per Independent Arbitration																
	Per DHH Decision																
Other (Review determined not a complaint)																	

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.