

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: 8/1/2013
 Report Period End Date: 8/31/2013

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	192	
% Upheld	17%	
% Overturned	58%	
% Withdrawn	3%	

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		
Aug-2013	Received this Month	289	262	0	0	0	1	0	26		30					
	Total Closed this Month	540	404	1	2	0	2	3	128	204	104	30				
	Withdrawn by Provider	0	0	0	0	0	0	0	0							
	Per Internal Plan Action/Decision	540	404	1	2	0	2	3	128	204	104					
	Per Independent Arbitration															
	Per DHH Review	0	0	0	0	0	0	0	0							
	Other	0	0	0	0	0	0	0	0							
	Total Pending (cumulative as of month end)	263	181	1	2	0	0	0	79	87	54	18			0	0
	Information needed from Provider	0	0	0	0	0	0	0	0							
	Internal Plan Review	263	181	1	2	0	0	0	79	87	54					
	Independent Arbitration														0	0
	DHH Review	0	0	0	0	0	0	0	0							
Other	0	0	0	0	0	0	0	0								
2013 Year to Date (YTD)	Total Complaints Received YTD	1549	1038	8	12	1	8	6	476		210					
	Total Closed YTD	1282	854	7	10	1	8	6	396	686	145	192			0	0
	Withdrawn by Provider	0	0	0	0	0	0	0	0							
	Per Internal Plan Decision/Correction	1282	854	7	10	1	8	6	396	686	145					
	Per Independent Arbitration															
	Per DHH Decision	0	0	0	0	0	0	0	0							
Other	0	0	0	0	0	0	0	0								

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.

This report was based on LA Healthcare Connections' understanding of the current report specifications provided by DHH. The report programming is still under review, thus any changes may result in resubmission of the report. This report should not be used for comparative purposes until all reporting format and specifications have been finalized.