

Act 212 - Item #18 - Grievances, Appeals and State Fair Hearings<sup>1</sup>

Prepaid Health Plans<sup>2</sup>

Quarter	AHC				AMG				LHC			
	Internal Grievances	Internal Appeals	State Fair Hearings	Overtured at State Fair Hearing	Internal Grievances	Internal Appeals	State Fair Hearings	Overtured at State Fair Hearing	Internal Grievances	Internal Appeals	State Fair Hearings	Overtured at State Fair Hearing
Q3 2012	178	10	0	0	127	176	0	0	36	23	0	0
Q4 2012	134	40	10	0	108	293	1	0	16	41	0	0
Q1 2013	135	53	6	0	146	374	1	0	33	41	1	0
Q2 2013	104	38	3	0	163	425	3	0	44	189	3	0
<b>TOTALS</b>	<b>551</b>	<b>141</b>	<b>19</b>	<b>0</b>	<b>544</b>	<b>1,268</b>	<b>5</b>	<b>0</b>	<b>129</b>	<b>294</b>	<b>4</b>	<b>0</b>

Shared Savings Health Plans<sup>3</sup>

Quarter	CHS				UHC			
	Internal Grievances	Internal Appeals *	State Fair Hearings	Overtured at State Fair Hearing	Internal Grievances	Internal Appeals *	State Fair Hearings	Overtured at State Fair Hearing
Q3 2012	75	n/a	1	0	26	n/a	11	0
Q4 2012	58	n/a	1	0	0	n/a	7	0
Q1 2013	46	n/a	0	0	14	n/a	8	0
Q2 2013	115	n/a	0	0	13	n/a	6	0
<b>TOTALS</b>	<b>294</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>53</b>	<b>0</b>	<b>32</b>	<b>0</b>

<sup>1</sup>Criteria for the grievance and appeals process may differ from plan to plan.

<sup>2</sup>Bayou Health's pharmacy implementation resulted in increased appeals.

<sup>3</sup>Shared Savings Plans do not handle internal appeals. Any appeal to a Shared Savings Plan decision must be made through the State Fair Hearing process.