CCO Member
Complaints and Grievances

2nd Quarter 2016 Review
CCO Complaints Reporting Process Discussion

Oregon Health Authority

Complaints and Grievances Trends Analysis

Background

- Updated complaint submission template utilized as early as October 2015; as a result of a year long workgroup.
- Quarterly summary report is generated from individual submissions from each CCO.
- Quarterly summary report is submitted to CMS.

Updated C&G Reports Comprised of:

- Quarterly C&G Summary Report
- New: Trending graphs
  - Total Complaints received from CCOs from1Q2016 and 2Q2016.

Oregon Health Authority

Quarterly C&G Summary

- Report available on the OHA website
  - OHA OHP Data and Reports: https://www.oregon.gov/oha/healthplan/Pages/reports.aspx
  - Select Report Type | Select Report Date | Select Category :

Report Type	Report Date	Category	Name

  - Select “Quarterly Report”
  - Click on “Complaints and Grievances Summary”
- Example of report

CCO Complaints and Grievances Summary, April-June 2016

	AllCare	Cascade Health	Columbia Pacific	Eastern Oregon	Family Care	Health Share	IHN	Jackson Care	PSCS CO	PSCS CG	Primary Health	Trillium	Umpqua	Western Oregon	Willamette Valley	Yamhill County	Total
ACCESS - "A"																	
TOTAL:	14	9	25	4	158	694	7	67	29	0	32	88	13	232	479	21	1872
PENDING:	0	0	0	1	0	4	0	1	0	0	0	2	0	0	0	0	8
RESOLVED:	14	9	25	3	158	690	7	66	29	0	32	86	13	232	479	21	1864
RANGE:	0-7	0-7	0-11	0-2	0-136	0-580	0-2	0-53	0-11	0-0	0-28	0-46	0-4	0-81	0-338	0-9	
INTERACTION WITH PROVIDER OR PLAN - "IP"																	
TOTAL:	27	5	22	13	45	282	15	38	51	3	4	193	22	95	111	25	951
PENDING:	0	0	0	0	5	21	0	1	0	0	0	2	0	0	0	0	29
RESOLVED:	27	5	22	13	40	261	15	37	51	3	4	191	22	95	111	25	922
RANGE:	0-12	0-1	0-9	0-4	0-18	0-118	0-5	0-11	0-14	0-1	0-1	0-43	0-11	0-50	0-26	0-11	
CONSUMER RIGHTS - "CR"																	
TOTAL:	7	2	4	4	8	64	4	8	13	2	1	40	4	17	18	16	212
PENDING:	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0	5
RESOLVED:	7	2	4	4	8	59	4	8	13	2	1	40	4	17	18	16	207
RANGE:	0-4	0-2	0-2	0-4	0-5	0-37	0-4	0-3	0-4	0-1	0-1	0-11	0-2	0-14	0-9	0-10	
QUALITY OF CARE - "QC"																	
TOTAL:	8	1	8	8	23	202	5	13	37	0	4	60	4	7	20	6	406
PENDING:	0	0	1	0	1	21	0	0	0	0	0	2	0	0	0	0	25
RESOLVED:	8	1	7	8	22	181	5	13	37	0	4	58	4	7	20	6	381
RANGE:	0-3	0-1	0-5	0-3	0-11	5-79	0-4	0-7	0-23	0-0	0-2	0-24	0-2	0-3	0-12	0-4	
QUALITY OF SERVICE - "QS"																	
TOTAL:	2	1	5	0	1	52	16	12	17	0	0	37	2	1	18	1	165
PENDING:	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	2
RESOLVED:	2	1	5	0	1	51	16	12	17	0	0	36	2	1	18	1	163
RANGE:	0-2	0-1	0-5	0-0	0-1	2-26	0-13	1-6	0-17	0-0	0-0	4-28	0-1	0-1	1-12	0-1	
CLIENT BILLING ISSUES - "CB"																	
TOTAL:	0	0	14	2	1	91	1	17	0	0	0	8	0	1	114	23	272
PENDING:	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	1	3
RESOLVED:	0	0	14	2	1	89	1	17	0	0	0	8	0	1	114	22	269
RANGE:	0-0	0-0	0-13	0-2	0-1	0-85	0-1	0-17	0-0	0-0	0-0	2-3	0-0	0-1	0-113	0-22	
OTHER	0	0	0	0	0	0	0	0	1	0	0	8	0	0	6	0	15
GRAND TOTAL	**58**	**18**	**78**	**31**	**236**	**1385**	**48**	**155**	**148**	**5**	**41**	**434**	**45**	**353**	**766**	**92**	**3893**
Enrollment Numbers: as of 6/2016	**50,234**	**17,806**	**26,447**	**47,627**	**127,535**	**230,158**	**57,117**	**30,998**	**51,328**	**12,638**	**11,462**	**95,632**	**26,338**	**20,639**	**100,573**	**25,054**	**931,586**
Per 1000 members:	**1.15**	**1.01**	**2.95**	**0.65**	**1.85**	**6.02**	**0.84**	**5.00**	**2.88**	**0.40**	**3.58**	**4.54**	**1.71**	**17.10**	**7.62**	**3.67**	**3.91**

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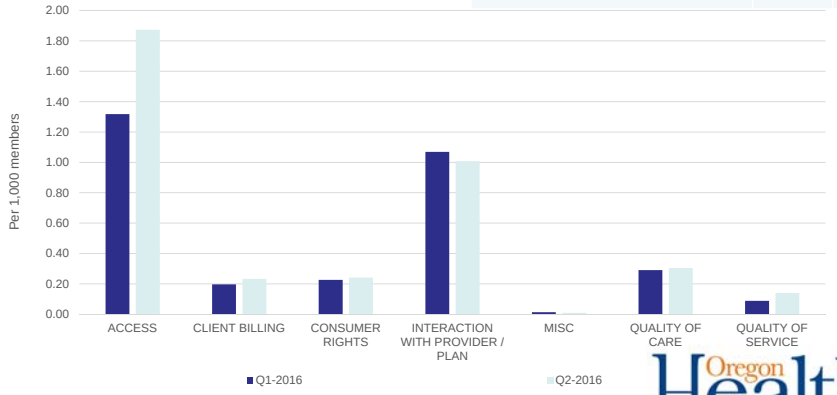
C&G by Category

average per 1,000 members

Complaints average per 1,000 members	Q1-2016	Q2-2016
ACCESS	1.32	1.87
CLIENT BILLING	0.20	0.23
CONSUMER RIGHTS	0.23	0.24
INTERACTION WITH PROVIDER / PLAN	1.07	1.01
MISC	0.01	0.01
QUALITY OF CARE	0.29	0.30
QUALITY OF SERVICE	0.09	0.14



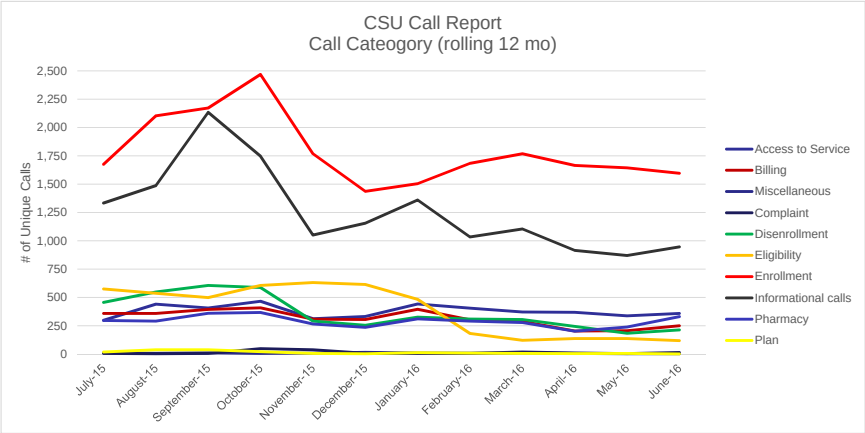
Provider Interaction and Access Complaints by CCO

INTERACTION	Average Per 1000 members	Total Complaints
AllCare	0.39	40
Cascade Health	0.51	19
Columbia Pacific	1.06	58
Eastern Oregon	0.38	37
Family Care	0.63	166
Health Share	1.56	745
IHN	0.26	30
Jackson Care	1.11	70
Primary Health	0.67	16
PSCS CG	0.27	7
PSCS CO	0.89	94
Trillium	1.75	341
Umpqua	0.62	33
Western Oregon	4.75	201
Willamette Valley	0.81	165
Yamhill County	0.96	49

ACCESS COMPLAINTS	Average per 1000 members	Total Complaints
AllCare	0.23	24
Cascade Health	0.62	23
Columbia Pacific	0.81	44
Eastern Oregon	0.20	20
Family Care	1.22	317
Health Share	2.85	1350
IHN	0.13	15
Jackson Care	2.15	136
Primary Health	2.30	54
PSCS CG	0.22	6
PSCS CO	0.57	60
Trillium	0.86	168
Umpqua	0.48	26
Western Oregon	8.14	341
Willamette Valley	3.95	812
Yamhill County	0.79	40

Data from CCO submitted C&G reports1Q2016 & 2Q2016

Client Services Unit Report Example



What's Next: Complaints and Grievances Review

Why
- Understanding the consumer voice
- Maintaining compliance with CFRs / OARs

What
- Environmental scan of what CCOs currently collect (Who - delegates, What – phone calls, complaints)

Gap
- Determine list of gap between what is collected and what is needed

Future
- Review collection meets impending Medicaid rules