

CCO Complaints and Grievance Summary

	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	Totals
ACCESS - "A"																	
TOTAL:	21	8	21	19	180	582	24	54	55	1	19	364	20	70	251	30	1719
PENDING:	2	0	2	2	19	3	1	3	8	0	0	149	0	0	0	2	191
RESOLVED:	19	8	19	17	161	579	23	51	47	1	19	215	20	70	251	28	1528
RANGE:	0-14	0-8	0-11	0-5	0-90	0-262	0-13	0-43	0-43	0-1	0-16	0-262	0-5	0-30	0-184	0-17	
INTERACTION WITH PROVIDER OR PLAN - "IP"																	
TOTAL:	25	6	40	27	111	520	35	62	54	4	15	181	36	67	66	44	1293
PENDING:	0	0	11	6	13	33	1	11	8	1	0	57	0	0	0	4	145
RESOLVED:	25	6	29	21	98	487	34	51	46	3	15	124	36	67	66	40	1148
RANGE:	0-20	0-3	0-13	0-12	0-77	0-293	0-10	0-24	0-17	0-2	0-8	0-86	0-9	0-27	0-23	0-14	
CONSUMER RIGHTS - "CR"																	
TOTAL:	4	0	4	10	10	82	13	6	16	1	0	18	12	24	11	4	215
PENDING:	0	0	0	0	2	8	0	2	3	0	0	4	0	0	0	1	20
RESOLVED:	4	0	4	10	8	74	13	4	13	1	0	14	12	24	11	3	195
RANGE:	0-4	0-0	0-2	0-4	0-4	0-34	0-8	0-4	0-4	0-1	0-0	0-4	0-6	0-16	0-4	0-2	
Quality-of-Care - (QC)																	
TOTAL:	10	0	10	13	19	168	25	15	24	1	1	85	13	12	11	15	422
PENDING:	0	0	6	2	1	14	3	3	3	0	0	21	0	0	0	2	55
RESOLVED:	10	0	4	11	18	154	22	12	21	1	1	64	13	12	11	13	367
RANGE:	0-6	0-0	0-4	0-4	0-11	1-60	0-20	0-6	0-9	0-1	0-1	7-30	0-4	0-7	0-5	0-9	
QUALITY OF SERVICE - "QS"																	
TOTAL:	1	0	4	7	3	40	6	5	9	2	0	17	0	0	37	0	131
PENDING:	0	0	1	1	0	6	0	1	3	0	0	0	0	0	0	0	12
RESOLVED:	1	0	3	6	3	34	6	4	6	2	0	17	0	0	37	0	119
RANGE:	0-1	0-0	0-3	0-4	0-2	0-20	0-4	0-4	0-7	0-2	0-0	2-9	0-0	0-0	0-21	0-0	
CLIENT BILLING ISSUES - "CB"																	
TOTAL:	0	0	27	7	1	83	2	15	3	0	0	8	23	7	148	10	334
PENDING:	0	0	4	1	0	5	0	0	1	0	0	3	3	0	0	0	17
RESOLVED:	0	0	23	6	1	78	2	15	2	0	0	5	20	7	148	10	317
RANGE:	0-0	0-0	0-26	0-7	0-1	1-81	0-2	0-15	0-2	0-0	0-0	0-6	0-22	0-7	0-148	0-10	
OTHER	1	0	0	1	0	7	11	0	0	0	0	9	2	2	10	0	43
PENDING:	0	0	0	0	0	0	1	0	0	0	0	7	0	0	0	0	8
GRAND TOTAL	61	14	106	83	324	1482	116	157	161	9	35	673	104	180	534	103	4157
Enrollment Numbers: as of 06/2017	49621	17391	23628	47238	116542	214351	55883	28278	49001	12361	9632	91,761	26120	20610	94047	26039	882503
Per 1000 members:	1.23	0.81	4.49	1.76	2.78	6.91	2.08	5.55	3.29	0.73	3.63	7.33	3.98	8.73	5.68	3.96	4.71