

	AllCare	Cascade Health	Columbia Pacific	Eastern Oregon	Health Share	IHN	Jackson Care	PSCS CO	PSCS CG	Primary Health	Trillium	Umpqua	Western Oregon	Willamette Valley	Yamhill County	FFS	Totals	
ACCESS - "A"																		
TOTAL:	21	2	108	76	1879	32	40	106	8	2	238	27	32	716	31	173	3491	
PENDING:	0	0	1	8	11	0	0	1	1	0	1	1	0	0	3	0	27	
RESOLVED:	21	2	107	68	1868	32	40	105	7	2	237	26	32	716	28	173	3464	
RANGE:																		
INTERACTION WITH PROVIDER OR PLAN - "IP"																		
TOTAL:	40	9	82	56	342	61	41	94	16	3	169	44	28	91	25	2	1103	
PENDING:	0	0	7	3	28	0	8	0	1	0	1	9	0	0	5	0	62	
RESOLVED:	40	9	75	53	314	61	33	94	15	3	168	35	28	91	20	2	1041	
RANGE:																		
CONSUMER RIGHTS - "CR"																		
TOTAL:	6	1	10	21	64	12	2	20	4	0	14	14	16	8	3	0	195	
PENDING:	0	0	3	3	7	0	1	0	0	0	0	2	0	0	1	0	17	
RESOLVED:	6	1	7	18	57	12	1	20	4	0	14	12	16	8	2	0	178	
RANGE:																		
Quality-of-Care - "QC"																		
TOTAL:	16	4	18	8	188	36	16	35	7	1	88	9	13	13	7	17	476	
PENDING:	0	0	3	1	29	0	6	0	0	0	1	3	0	0	2	0	45	
RESOLVED:	16	4	15	7	159	36	10	35	7	1	87	6	13	13	5	17	431	
RANGE:																		
QUALITY OF SERVICE - "QS"																		
TOTAL:	2	0	3	5	31	22	2	16	3	0	12	0	1	10	1	197	305	
PENDING:	0	0	0	1	5	0	0	0	0	0	0	0	0	0	0	0	6	
RESOLVED:	2	0	3	4	26	22	2	16	3	0	12	0	1	10	1	197	299	
RANGE:																		
CLIENT BILLING ISSUES - "CB"																		
TOTAL:	1	0	17	7	86	4	11	4	1	0	13	0	1	91	8	55	299	
PENDING:	0	0	0	0	7	0	3	0	0	0	0	0	0	0	0	0	10	
RESOLVED:	1	0	17	7	79	4	8	4	1	0	13	0	1	91	8	55	289	
RANGE:																		
OTHER	0	0	0	0	21	2	0	9	0	0	0	0	0	16	0	0	48	
PENDING:	0	0	14	16	87	0	18	1	2	0	3	15	0	0	11	0	167	
GRAND TOTAL	86	16	238	173	2611	169	112	284	39	6	534	94	91	945	75	444	5,917	
Enrollment Numbers: as of 09/2018	48,656	18,151	23,419	46,261	318,411	54,072	29,337	48,683	12,051	10,453	89,791	26,808	20,173	102,986	24,911	311,231	1,185,394	
Per 1000 members:	1.77	0.88	10.16	3.74	8.20	3.13	3.82	5.83	3.24	0.57	5.95	3.51	4.51	9.18	3.01	1.43	4.99	