

	AiCare	Cascade Health	Columbia Pacific	Eastern Oregon	Health Share	IHN	Jackson Care	PCSC CO	PCSC CG	Primary Health	Trillium	Umpqua	Advanced Health	Willamette Valley	Yamhill County	FFS	Totals
ACCESS - "A"																	
TOTAL:	18	6	98	47	2082	65	35	63	9	9	252	8	18	553	11	148	3422
PENDING:	0	0	1	3	12	0	0	0	0	0	0	0	0	0	0	0	16
RESOLVED:	18	6	97	44	2070	65	35	63	9	9	252	8	18	553	11	148	3406
RANGE:																	
INTERACTION WITH PROVIDER OR PLAN - "IP"																	
TOTAL:	18	8	20	36	433	42	38	78	19	12	204	44	31	60	32	7	1082
PENDING:	0	0	0	8	15	0	4	0	0	0	2	0	1	0	0	0	30
RESOLVED:	18	8	20	28	418	42	34	78	19	12	202	44	30	60	32	7	1052
RANGE:																	
CONSUMER RIGHTS - "CR"																	
TOTAL:	3	4	3	12	82	11	2	26	2	1	28	4	20	7	0	2	207
PENDING:	0	0	0	2	5	0	0	0	0	0	0	0	0	0	0	0	7
RESOLVED:	3	4	3	10	77	11	2	26	2	1	28	4	20	7	0	2	200
RANGE:																	
Quality-of-Care - "QC"																	
TOTAL:	11	3	8	7	182	24	15	31	2	5	75	7	14	15	2	16	417
PENDING:	0	0	1	3	15	0	6	0	0	0	4	0	0	0	0	0	29
RESOLVED:	11	3	7	4	167	24	9	31	2	5	71	7	14	15	2	16	388
RANGE:																	
QUALITY OF SERVICE - "QS"																	
TOTAL:	2	0	1	10	48	24	4	13	3	0	22	2	1	21	1	186	338
PENDING:	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	3
RESOLVED:	2	0	1	9	46	24	4	13	3	0	22	2	1	21	1	186	335
RANGE:																	
CLIENT BILLING ISSUES - "CB"																	
TOTAL:	2	0	4	12	55	23	14	1	0	0	116	1	2	90	8	45	373
PENDING:	0	0	0	1	2	0	0	0	0	0	0	0	0	0	1	0	4
RESOLVED:	2	0	4	11	53	23	14	1	0	0	116	1	2	90	7	45	369
RANGE:																	
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PENDING:	0	0	2	18	51	0	10	0	0	0	6	0	1	0	1	0	89
GRAND TOTAL	54	21	134	124	2882	189	108	212	35	27	697	66	86	746	54	404	5839
Enrollment Numbers: as of 12/2018	49,778	18,736	23,562	46,942	318,370	54,292	29,577	48,506	11,810	10,453	85,460	26,482	20,313	104,606	25,689	306,001	1,180,577
Per 1000 members:	1.08	1.12	5.69	2.64	9.05	3.48	3.65	4.37	2.96	2.58	8.16	2.49	4.23	7.13	2.10	1.32	4.95