

	AllCare	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
<b>ACCESS - "A"</b>																	
TOTAL:	19	95	16	57	1219	46	24	114	7	9	349	15	29	475	94	119	2687
PENDING:	0	0	2	16	28	0	0	0	0	1	4	0	0	0	5	0	56
RESOLVED:	19	95	14	41	1191	46	24	114	7	8	345	15	29	475	89	119	2631
RANGE:																	
<b>INTERACTION WITH PROVIDER OR PLAN - "IP"</b>																	
TOTAL:	26	108	37	68	1238	76	26	89	13	7	154	22	33	158	101	5	2161
PENDING:	0	0	1	8	32	0	0	0	0	0	4	0	0	0	9	0	54
RESOLVED:	26	108	36	60	1206	76	26	89	13	7	150	22	33	158	92	5	2107
RANGE:																	
<b>CONSUMER RIGHTS - "CR"</b>																	
TOTAL:	6	12	3	34	65	12	4	35	8	1	16	7	15	18	10	2	248
PENDING:	0	0	0	4	7	0	0	0	1	0	0	0	0	0	0	0	12
RESOLVED:	6	12	3	30	58	12	4	35	7	1	16	7	15	18	10	2	236
RANGE:																	
<b>Quality-of-Care - "QC"</b>																	
TOTAL:	18	8	11	20	201	49	5	54	1	1	120	13	15	10	10	124	660
PENDING:	0	0	0	5	21	0	0	0	0	0	1	0	0	0	1	0	28
RESOLVED:	18	8	11	15	180	49	5	54	1	1	119	13	15	10	9	124	632
RANGE:																	
<b>QUALITY OF SERVICE - "QS"</b>																	
TOTAL:	10	1	2	28	40	22	4	16	2	1	13	0	0	23	25	247	434
PENDING:	0	0	0	1	3	0	0	0	0	0	0	0	0	0	0	0	4
RESOLVED:	10	1	2	27	37	22	4	16	2	1	13	0	0	23	25	247	430
RANGE:																	
<b>CLIENT BILLING ISSUES - "CB"</b>																	
TOTAL:	0	1	4	22	60	38	6	6	0	0	65	0	0	183	53	148	586
PENDING:	0	0	0	7	2	0	0	0	0	0	1	0	0	0	7	0	17
RESOLVED:	0	1	4	15	58	38	6	6	0	0	64	0	0	183	46	148	569
RANGE:																	
OTHER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PENDING:	0	0	3	41	93	0	0	0	1	1	10	0	0	0	22	0	171
GRAND TOTAL	79	225	73	229	2823	243	69	314	31	19	717	57	92	867	293	645	6776
Enrollment Numbers: as of 6/30/2019	49,477	18,413	24,012	52,617	323,628	57,241	29,848	49,700	12,365	10,820	90,511	27,996	20,429	103,801	25,907	306,766	1,203,531
Per 1000 members:	1.60	12.22	3.04	4.35	8.72	4.25	2.31	6.32	2.51	1.76	7.92	2.04	4.50	8.35	11.31	2.10	5.63