

	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	FFS	Totals
ACCESS - "A"																		
TOTAL:	12	0	18	24	285	920	23	42	71	4	8	547	13	66	176	26	108	2343
PENDING:	0	0	2	0	5	2	2	3	7	0	0	24	0	3	2	3	0	53
RESOLVED:	12	0	16	24	280	918	21	39	64	4	8	523	13	63	174	23	108	2290
RANGE:	0-7	0-0	0-10	0-7	0-200	0-594	0-8	0-33	0-53	0-1	0-6	0-289	0-5	0-28	0-131	0-15	0	
INTERACTION WITH PROVIDER OR PLAN - "IP"																		
TOTAL:	15	2	19	15	166	620	41	44	61	6	9	216	23	32	70	31	4	1374
PENDING:	0	0	4	1	3	25	4	5	7	1	1	14	1	0	13	1	0	80
RESOLVED:	15	2	15	14	163	595	37	39	54	5	8	202	22	32	57	30	4	1294
RANGE:	0-7	0-1	0-5	0-6	0-112	1-394	0-11	0-22	0-18	0-2	0-4	0-57	0-6	0-14	0-22	0-12	0	
CONSUMER RIGHTS - "CR"																		
TOTAL:	5	0	6	18	10	69	16	0	14	3	0	15	6	28	9	2	4	205
PENDING:	0	0	2	0	1	2	2	0	4	0	0	0	1	1	1	1	0	15
RESOLVED:	5	0	4	18	9	67	14	0	10	3	0	15	5	27	8	1	4	190
RANGE:	0-2	0-0	0-2	0-7	0-5	0-24	0-8	0-0	0-7	0-1	0-0	0-3	0-4	0-23	0-8	0-1	0	
Quality-of-Care - (QC)																		
TOTAL:	10	5	6	11	42	38	27	9	3	2	3	84	12	17	15	4	25	313
PENDING:	0	0	0	0	3	19	7	3	1	0	0	10	1	1	3	1	0	49
RESOLVED:	10	5	6	11	39	19	20	6	2	2	3	74	11	16	12	3	25	264
RANGE:	0-8	0-2	0-2	0-6	0-20	0-21	0-17	0-4	0-3	0-1	0-2	5-20	0-5	0-7	0-7	0-2	0	
QUALITY OF SERVICE - "QS"																		
TOTAL:	6	1	1	8	4	18	17	4	11	2	0	15	2	0	11	2	191	293
PENDING:	0	0	0	0	0	5	1	0	2	0	0	7	0	0	1	0	0	16
RESOLVED:	6	1	1	8	4	13	16	4	9	2	0	8	2	0	10	2	191	277
RANGE:	0-6	0-1	0-1	0-8	0-3	0-14	0-10	0-2	0-11	0-1	0-0	0-10	0-2	0-0	1-8	0-1	0	
CLIENT BILLING ISSUES - "CB"																		
TOTAL:	0	0	12	3	1	75	2	17	4	1	4	5	10	1	91	23	144	393
PENDING:	0	0	0	0	0	5	1	1	2	1	0	0	4	0	14	2	0	30
RESOLVED:	0	0	12	3	1	70	1	16	2	0	4	5	6	1	77	21	144	363
RANGE:	0-0	0-0	0-12	0-3	0-1	0-73	0-2	0-17	0-4	0-1	0-4	0-5	0-9	0-1	0-91	0-23	0	
OTHER	0	0	0	0	1	2	8	0	27	3	0	23	3	3	4	0	0	74
PENDING:	0	0	0	0	0	0	0	0	4	0	0	2	0	0	0	0	0	6
GRAND TOTAL	48	8	62	79	509	1,742	134	116	191	21	24	905	69	147	376	88	476	4,995
Enrollment Numbers: as of 12/2017	48,548	16,799	23,576	47,430	115,986	203,737	52,573	29,194	48,501	12,125	9,803	86,580	26,317	19,208	95,152	23,421	247,926	1,106,876
Per 1000 members:	0.99	0.48	2.63	1.67	4.39	8.55	2.55	3.97	3.94	1.73	2.45	10.45	2.62	7.65	3.95	3.76	1.92	4.51