

	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:	17	10	25	35	49	902	40	25	30	5	19	206	14	49	629	27	131	2213
PENDING*:	1	0	1	1	0	46	3	1	7	0	0	21	1	1	105	1	0	189
RESOLVED:	16	10	24	34	49	856	37	24	23	5	19	185	13	48	524	26	131	2024
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:	46	10	23	15	59	964	53	49	72	10	11	157	22	69	79	40	3	1682
PENDING*:	0	0	5	4	0	73	5	9	11	4	0	20	6	0	3	5	0	145
RESOLVED:	46	10	18	11	59	891	48	40	61	6	11	137	16	69	76	35	3	1537
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:	9	0	12	11	4	75	12	9	23	2	2	8	5	31	15	6	6	230
PENDING*:	0	0	2	5	0	7	1	2	6	0	1	0	0	0	3	2	0	29
RESOLVED:	9	0	10	6	4	68	11	7	17	2	1	8	5	31	12	4	6	201
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:	19	1	8	11	11	178	34	9	30	7	3	80	5	11	17	5	37	466
PENDING*:	0	0	4	4	0	34	3	3	5	3	0	8	0	2	4	1	0	71
RESOLVED:	19	1	4	7	11	144	31	6	25	4	3	72	5	9	13	4	37	395
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:	9	0	2	2	2	51	27	7	21	3	1	12	6	0	14	1	281	439
PENDING*:	0	0	1	0	0	6	5	2	5	2	0	2	1	0	2	1	0	27
RESOLVED:	9	0	1	2	2	45	22	5	16	1	1	10	5	0	12	0	281	412
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:	1	0	12	4	0	63	2	16	4	0	0	5	27	1	111	26	185	457
PENDING*:	0	0	0	1	0	1	0	1	3	0	0	0	16	0	9	3	0	34
RESOLVED:	1	0	12	3	0	62	2	15	1	0	0	5	11	1	102	23	185	423
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	0	14	4	0	5	1	0	7	4	0	15	0	0	50
PENDING*:	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	6
GRAND TOTAL	101	21	82	78	125	2,247	172	115	185	28	36	475	83	161	880	105	643	5,537
Enrollment Numbers: as of 12/2017	48,458	16,981	23,506	47,819	106,677	279,419	52,858	29,512	48,383	12,104	9,681	86,579	26,400	19,190	98,742	23,622	249,245	1,179,176
Per 1000 members:	2.08	1.24	3.49	1.63	1.17	8.04	3.25	3.90	3.82	2.31	3.72	5.49	3.14	8.39	8.91	4.45	2.58	4.70

*Pending does not necessarily indicate resolution is "out of compliance" and usually means there was not enough time to resolve the grievance by the end of the quarter.