

ENROLLEE/PROVIDER COMPLAINTS DEC 2011 REPORT NARRATIVE			
		TOTAL	% Against Nov 2011
<b>TOTAL</b>	TOTAL MONTHLY COMPLAINTS / APPEALS VOLUME AND % CHANGE FROM LAST MONTH	107	-12.3
	ENROLLEE COMPLAINTS AND % CHANGE FROM LAST MONTH	18	-21.7
	PROVIDER COMPLAINTS AND % CHANGE FROM LAST MONTH	78	-16.1
	OTHER COMPLAINTS AND % CHANGE FROM LAST MONTH	11	83.3
<b>VALUE OPTIONS</b>	MONTHLY COMPLAINTS / APPEALS AND % CHANGE FROM LAST MONTH	94	-16.1
	ENROLLEE COMPLAINTS AND % CHANGE FROM LAST MONTH	11	-31.3
	PROVIDER COMPLAINTS AND % CHANGE FROM LAST MONTH	73	-18.9
	OTHER COMPLAINTS AND % CHANGE FROM LAST MONTH	10	66.7
	% OF TOTAL COMPLAINTS FOR LAST SIX MONTHS	89.1%	
	% OF TOTAL ENROLLEE COMPLAINTS FOR LAST SIX MONTHS	62.4%	
	% OF TOTAL PROVIDER COMPLAINTS FOR LAST SIX MONTHS	97.1%	
	% OF TOTAL OTHER COMPLAINTS FOR LAST SIX MONTHS	84.8%	
<b>NTBHA</b>	MONTHLY COMPLAINTS / APPEALS AND % CHANGE FROM LAST MONTH	9	50.0
	ENROLLEE COMPLAINTS AND % CHANGE FROM LAST MONTH	5	-16.7
	PROVIDER COMPLAINTS AND % CHANGE FROM LAST MONTH	3	300.0
	OTHER COMPLAINTS AND % CHANGE FROM LAST MONTH	1	100.0
	% OF TOTAL COMPLAINTS FOR LAST SIX MONTHS	8.5%	
	% OF TOTAL ENROLLEE COMPLAINTS FOR LAST SIX MONTHS	31.5%	
	% OF TOTAL PROVIDER COMPLAINTS FOR LAST SIX MONTHS	1.3%	
	% OF TOTAL OTHER COMPLAINTS FOR LAST SIX MONTHS	15.2%	
<b>DSHS</b>	MONTHLY COMPLAINTS / APPEALS AND % CHANGE FROM LAST MONTH	4	0.0
	ENROLLEE COMPLAINTS AND % CHANGE FROM LAST MONTH	2	100.0
	PROVIDER COMPLAINTS AND % CHANGE FROM LAST MONTH	2	-33.3
	OTHER COMPLAINTS AND % CHANGE FROM LAST MONTH	0	0.0
	% OF TOTAL COMPLAINTS FOR LAST SIX MONTHS	2.4%	
	% OF TOTAL ENROLLEE COMPLAINTS FOR LAST SIX MONTHS	6.0%	
	% OF TOTAL PROVIDER COMPLAINTS FOR LAST SIX MONTHS	1.5%	
	% OF TOTAL OTHER COMPLAINTS FOR LAST SIX MONTHS	0.0%	
<b>ADVERSE DETERM</b>	ADVERSE DETERMINATIONS FOR LAST SIX MONTHS	557	N/A
	ADVERSE DETERMINATIONS THIS MONTH AND % CHANGE FROM LAST MONTH	62	-39.2
	% OF ALL PROVIDER COMPLAINTS THIS MONTH INVOLVING 3 PROVIDERS	N/A	71%
	VALUE OPTIONS CALL VOLUME THIS MONTH AND % CHANGE FROM LAST MONTH	9,885	-10.8
	ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION THIS MONTH AND % CHANGE FROM LAST MO	8	0.0
	ENROLLEE COMPLAINTS RESOLVED TO SATISFACTION DURING THE LAST SIX MONTHS	44	N/A
	PROVIDER COMPLAINTS RESOLVED TO SATISFACTION THIS MONTH AND % CHANGE FROM LAST MO	11	-21.4
	PROVIDER COMPLAINTS RESOLVED TO SATISFACTION DURING THE LAST SIX MONTHS	93	N/A