

**Addiction and Prevention Services
State Quality Committee**

Grievance: A verbal or written communication from a member, member-designated representative, client, or provider of dissatisfaction with some aspect of ValueOptions' processes or services *other than* a denial of services based on medical necessity or denial of claims/invoice payments related to services. This report shows the number of grievances from each geographic area and funder and the percent resolved within required timeframes

AGGREGATE ANALYSIS REPORT

Final

Reporting Period

FROM: July 1, 2009 **TO:** September 30, 2009

Unit/Team/Department:

PIHP Quality Improvement

Topic/Project:

Grievance and Appeals

Grievance Summary (VO #17, Grid Row #12)

Monitoring Standard:

42 CFR 438.240 Quality Assessment and Performance Improvement Program

42 CFR 438.228 Grievance systems

42 CFR 438.404 Notice of Action

42 CFR 438.408 Resolution and notification: Grievances and Appeals

42 CFR 438.414 Information about the grievance system to providers and subcontractors

Goal:

The PIHP will track and report quarterly to SRS/AAPS all grievances that have occurred in a given quarter including timeline compliance.

The standards are:

- 95% resolved within 14 days receipt of all required documentation
- 100% resolved within 90 calendar days.

Objectives:

To assure the documentation is capturing grievances

To evaluate for trends that may require system intervention, education or PIHP corrective action

To allow data to be presented consistently for Committee evaluation and response

Data Collection Activities:

Data was collected from the ValueOptions ServiceConnect System. Grievance reporting will be provided by region, funding, client detail, and provider detail. Reporting will also include State Fair Hearing data. Please note that if an issue or complaint is resolved during that phone call, it is not counted as a grievance.

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Results:

Definition of Grievances: There is no distinction between a "complaint" and a "grievance". For consistency, all will be referred to as "grievances".

A **provider grievance** is any oral or written statement about the service center and/or to the service center regarding utilization management decisions, and /or provider payment issues, or other provider related issues.

A **member grievance** is any oral or written statement expressing dissatisfaction with any aspect of the service center or its operation.

*Region: Member grievances are based on member's geographic locations, for all member grievances or provider grievances on behalf of members. Provider Regions are based on provider's geographic locations, if a provider grieves about issues not member-specific, such as claims.

Grievance Categories:

- 1 = Access to Services
- 2 = Care Disruptions
- 3 = Clinical Issues/Quality of Care
- 4 = Claims/Invoice Issues
- 5 = Service Issues
- 6 = Other

Grievances by Funding:



Grievances by Funding

Reporting Period: July 1, 2009 - September 30, 2009

Funding Source	Member Grievances (M)		Provider Grievances (P)		Total of M and P		Member Grievances; Please list how many in each category	Provider Grievances; Please list how many in each category
	Number	%	Number	%	Number	%		
Medicaid	1	50.0%	2	100.0%	3	75.0%	1 = Quality of Care	2 - Claims/Invoice Issue
AAPS	1	50.0%	0	0.0%	1	25.0%	1 = Access to Services	
Not Linked to Funding	0	0.0%	0	0.0%	0	0.0%		

Total Number of Grievances Received in this Reporting Period: 4
 Percentage Resolved within 14 Days or Less: 100.0% 1 grievance is still pending. But the 3 that were resolved
 Percentage of Grievances resolved in 90 days or less: 100.0% where done within timeframe.

Grievances by Region:

Medicaid:

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Medicaid Grievances by Region

Reporting Period: July 1, 2009 - September 30, 2009

Region*	Member Grievances (M)		Provider Grievances (P)		Total of M and P		Member Grievances; Please list how many in each category	Provider Grievances; Please list how many in each category
	Number	%	Number	%	Number	%		
Kansas City	0	0.0%	0	0.0%	0	0.0%		
Wichita	1	100.0%	0	0.0%	1	33.3%	1 = Quality of Care	
West	0	0.0%	2	100.0%	2	66.7%		2 - Claims/Invoice Issue
Northeast	0	0.0%	0	0.0%	0	0.0%		
South Central	0	0.0%	0	0.0%	0	0.0%		
Southeast	0	0.0%	0	0.0%	0	0.0%		
Other/Unknown	0	0.0%	0	0.0%	0	0.0%		

Total Number of Grievances Received in this Reporting Period: 3
 Percentage Resolved within 14 Days or Less: 100.0% 1 grievance is still pending. But the 2 that were resolved
 Percentage of Grievances resolved in 90 days or less: 100.0% where done within timeframe.

AAPS:

AAPS Grievances by Region



Reporting Period: July 1, 2009 - September 30, 2009

Region*	Member Grievances (M)		Provider Grievances (P)		Total of M and P		Member Grievances; Please list how many in each category	Provider Grievances; Please list how many in each category
	Number	%	Number	%	Number	%		
Kansas City	0	0.0%	0	N/A	0	0.0%		
Wichita	0	0.0%	0	N/A	0	0.0%		
West	0	0.0%	0	N/A	0	0.0%		
Northeast	1	100.0%	0	N/A	1	100.0%	1 = Access to Services	
South Central	0	0.0%	0	N/A	0	0.0%		
Southeast	0	0.0%	0	N/A	0	0.0%		
Other/Unknown	0	0.0%	0	N/A	0	0.0%		

Total Number of Grievances Received in this Reporting Period: 1
 Percentage Resolved within 14 Days or Less: 100.0%
 Percentage of Grievances resolved in 90 days or less: 100.0%

State Fair Hearing:

As of 9/30/09, no State Fair Hearings were requested.

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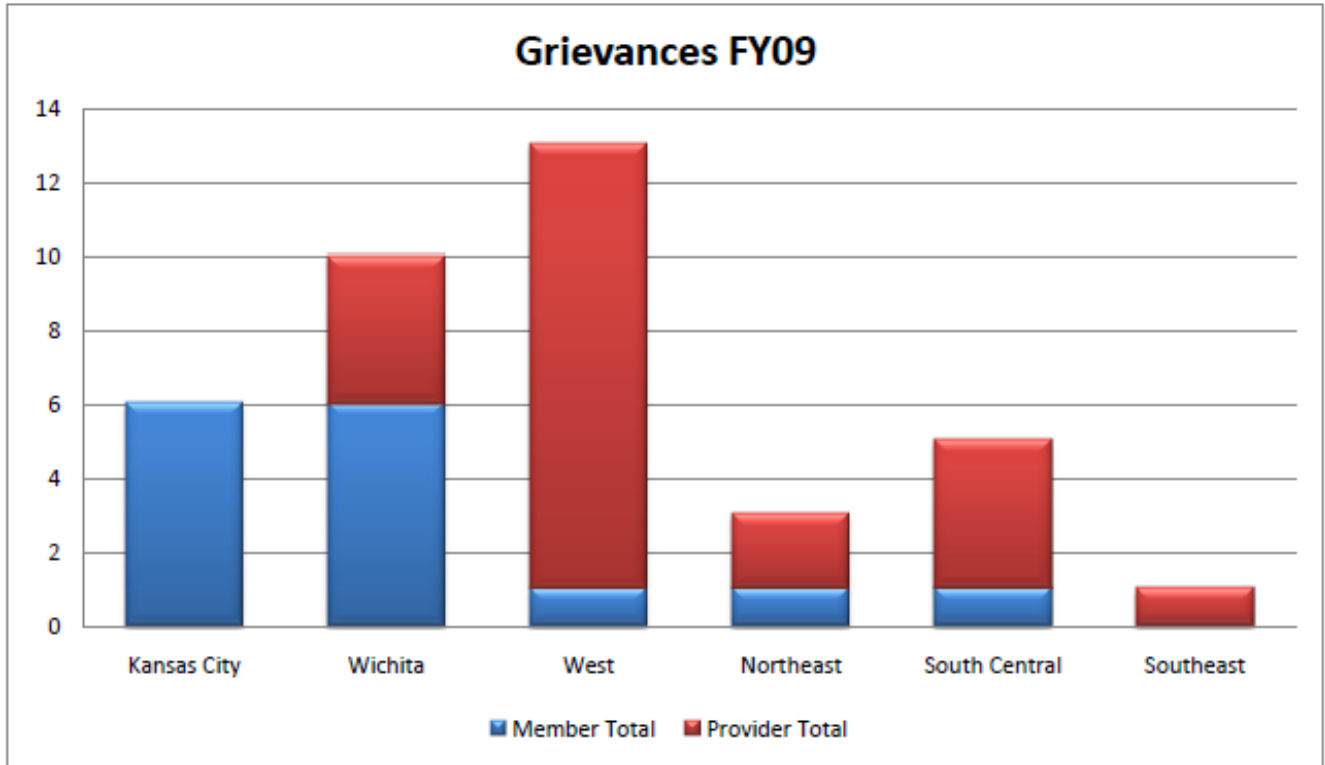
Grievances by Regions (FY08):

Region	Consumer					Providers					GrandTotals
	1st	2nd	3rd	4th	Total (consumers)	1st	2nd	3rd	4th	Total(Providers)	
Kansas City	1	5	0	2	8	0	1	0	0	1	9
Wichita	0	0	0	0	0	1	1	1	1	4	4
West	0	0	0	0	0	1	2	4	2	9	9
Northeast	0	1	0	0	1	0	4	1	4	9	10
South Central	0	0	0	0	0	0	0	0	3	3	3
South East	0	0	0	0	0	0	4	2	0	6	6
Total ALL	1	6	0	2	9	2	12	8	10	32	41

Grievances by Regions (FY09):

Region	Member					Providers					Grand Totals
	1st	2nd	3rd	4th	Total (members)	1st	2nd	3rd	4th	Total (Providers)	
Kansas City	2	2	0	2	6	0	0	0	0	0	6
Wichita	2	1	1	2	6	1	2	1	0	4	10
West	0	1	0	0	1	3	3	3	3	12	13
Northeast	0	0	1	0	1	0	1	1	0	2	3
South Central	0	1	0	0	1	2	2	0	0	4	5
South East	0	0	0	0	0	1	0	0	0	1	1
Total ALL	4	5	2	4	15	7	8	5	3	23	38

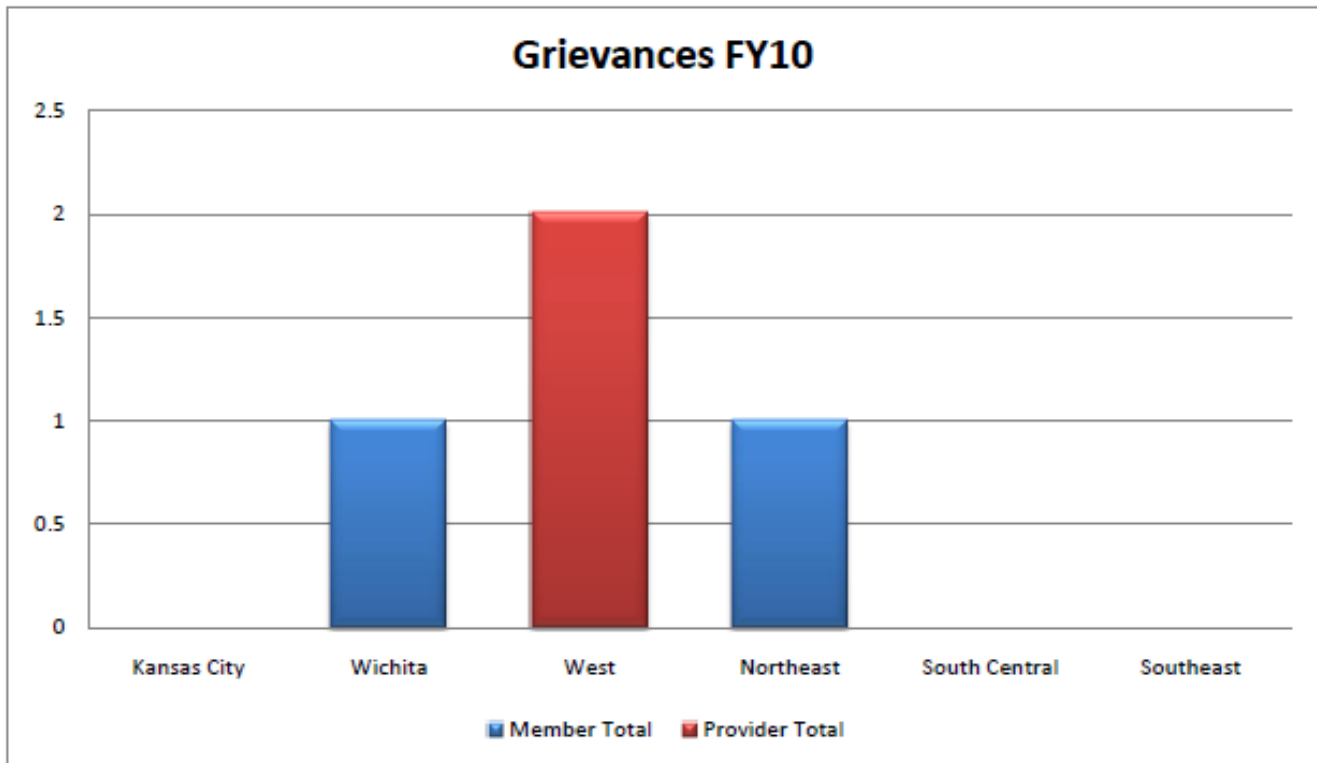
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Grievances by Regions (FY10):

Region	Member					Total (members)	Providers				Total (Providers)	Grand Totals
	1st	2nd	3rd	4th	1st		2nd	3rd	4th			
Kansas City	0				0	0				0	0	
Wichita	1				1	0				0	1	
West	0				0	2				2	2	
Northeast	1				1	0				0	1	
South Central	0				0	0				0	0	
South East	0				0	0				0	0	
Total ALL	2				2	2				2	4	

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Conclusions:

First Quarter FY10:

- For the First quarter FY10, there were two (2) member grievances reported and two (2) provider grievances reported for a total of four (4).
- For the First quarter FY10, of the four (4) grievances reported:
 - Claims/Invoice Issue = 2
 - Quality of Care = 1
 - Access to Services = 1
- For the First quarter FY10, of the four (4) grievances reported:
 - AAPS funded = 1
 - Medicaid = 3
 - Not Linked to Funding = 0
- The majority of the grievances reported this quarter were Medicaid funded for funding source (75%) and Claims/Invoice Issues (50%).
- When comparing First quarter FY10 and Fourth quarter FY09, there is a decrease in the total number of grievances reported (Fourth quarter FY09 = 7 total, First quarter FY10 = 4).
- When comparing First quarters of FY09 and FY10:
 - There is a decrease in grievances reported (First quarter FY09 = 11, First quarter FY10 = 4).

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- There is a decrease in provider grievances reported (First quarter FY09 = 7, First quarter FY10 = 2).
- There is a decrease in member grievances reported (First quarter FY09 = 4, First quarter FY10 = 2).
- There were no State Fair Hearings requested.
- **The standard of 95% resolved within 14 days receipt of all required documentation was met. The total percentage resolved within 14 days or less was 100.0%.** To note, one grievance is still pending, therefore, this is **not complete** (see last bullet).
- **The standard of 100% resolved within 90 calendar days was met.** Again, please note that one grievance is still pending, therefore, this is **not complete** (see last bullet).
- The highest number of grievances reported are in the West with a total of two (2) for First quarter FY10. The Wichita and Northeast regions each reported one (1) grievance total. The Kansas City, South Central, and Southeast regions all reported zero (0) grievances for First quarter FY10.
- Although the total number of grievances still appears low, it is noted that the highest number of provider grievances appear to be in the West for all three Fiscal years thus far. It might be interesting to note the concentration of providers in the West compared to the rest of the state. **ValueOptions reported out that the higher number of grievances in the West results from outreach by ValueOptions.**
- It is noted that one (1) grievance was still pending at the time the quarterly report was due, therefore, the data is incomplete. However, the pending grievance is on track to meet the deadline and expected to be on time. The three (3) that were resolved were done within timeframes.

Preliminary Recommendations to Committee:

- It is recommended that the data trending continue.
- Approval by the Committee is also requested to share this aggregate analysis at the Regional QI meetings and to be posted on the ValueOptions website for public access.

Date Presented to SQC: 11/5/2009

BY: Kim Brown

Recommendations from the Committee for action: Recommendation and changes made by the SQC to the Preliminary Recommendations are noted above in **bold**.

Person Responsible to follow-up and date due: Kim Brown Due: 2/4/2010