



## **Addiction and Prevention Services State Quality Committee**

**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              | 5 = Service Issues |
| 2 = Care Disruptions                | 6 = Other          |
| 3 = Clinical Issues/Quality of Care |                    |
| 4 = Claims/Invoice Issues           |                    |

**Addiction and Prevention Services  
State Quality Committee**

**Grievances by Funding:**

**Reporting Period: July 1, 2010 - December 31, 2010**

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		1		2		1 = Care Disruption	1 = Quality of Care
AAPS	5		0		5		1 = Access to Services 1 = Care Disruption 3 = Clinical Issues	0
Not Linked to Funding	0		0		0		0	0

**Total Number of Grievances Received in this Reporting Period:** 7  
**Percentage Resolved within 14 Days or Less** 100.0%  
**Percentage of Grievances resolved in 90 days or less** 100.0%

**Reporting Period: January 1, 2011 through June 30, 2011**

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	3	60.0%	0	0.0%	3	60.0%	2 = Quality of Care 1 = Other	0
AAPS	0	0.0%	0	0.0%	0	0.0%	0	0
Not Linked to Funding	0	0.0%	2	40.0%	2	40.0%	0	1 = Service Issue 1 = Quality of Care

**Total Number of Grievances Received in this Reporting Period:** 5  
**Percentage Resolved within 14 Days or Less** 100.0%  
**Percentage of Grievances resolved in 90 days or less** 100.0%

**Addiction and Prevention Services  
State Quality Committee**

**Grievances by Region:  
Medicaid:**

**Reporting Period: July 1, 2010 - December 31, 2010**

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%	0	0
Wichita	1	50.0%	1	50.0%	2	100.0%	1 = Care Disruption	1 = Quality of Care
West	0	0.0%	0	0.0%	0	0.0%	0	0
Northeast	0	0.0%	0	0.0%	0	0.0%	0	0
South Central	0	0.0%	0	0.0%	0	0.0%	0	0
Southeast	0	0.0%	0	0.0%	0	0.0%	0	0
Other/Unknown	0	0.0%	0	0.0%	0	0.0%	0	0

**Total Number of Grievances Received in this Reporting Period: 2**  
**Percentage Resolved within 14 Days or Less 100.0%**  
**Percentage of Grievances resolved in 90 days or less 100.0%**

**Reporting  
Period: January 1, 2011 through June 30, 2011**

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%	0	0
Wichita	1	33.3%	0	0.0%	1	33.3%	1 = Quality of Care	0
West	0	0.0%	0	0.0%	0	0.0%	0	0
Northeast	1	33.3%	0	0.0%	1	33.3%	1= Other	0
South Central	1	33.3%	0	0.0%	1	33.3%	1= Quality of Care	0
Southeast	0	0.0%	0	0.0%	0	0.0%	0	0
Other/Unknown	0	0.0%	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%**  
**Percentage of Grievances resolved in 90 days or less 100.0%**

**Addiction and Prevention Services  
State Quality Committee**

**AAPS:**

**Reporting Period: July 1, 2010 - December 31, 2010**

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	1	100.0%	0	0.0%	1	20.0%	1 = Access to Services	0
Wichita	3	100.0%	0	0.0%	3	60.0%	2 = Clinical Issues 1 = Care Disruption	0
West	1	100.0%	0	0.0%	1	20.0%	1 = Clinical Issue	0
Northeast	0	0.0%	0	0.0%	0	0.0%	0	0
South Central	0	0.0%	0	0.0%	0	0.0%	0	0
Southeast	0	0.0%	0	0.0%	0	0.0%	0	0
Other/Unknown	0	0.0%	0	0.0%	0	0.0%	0	0

**Total Number of Grievances Received in this Reporting Period: 5**  
**Percentage Resolved within 14 Days or Less 100%**  
**Percentage of Grievances resolved in 90 days or less 100%**

**Reporting Period: January 1, 2011 through June 30, 2011**

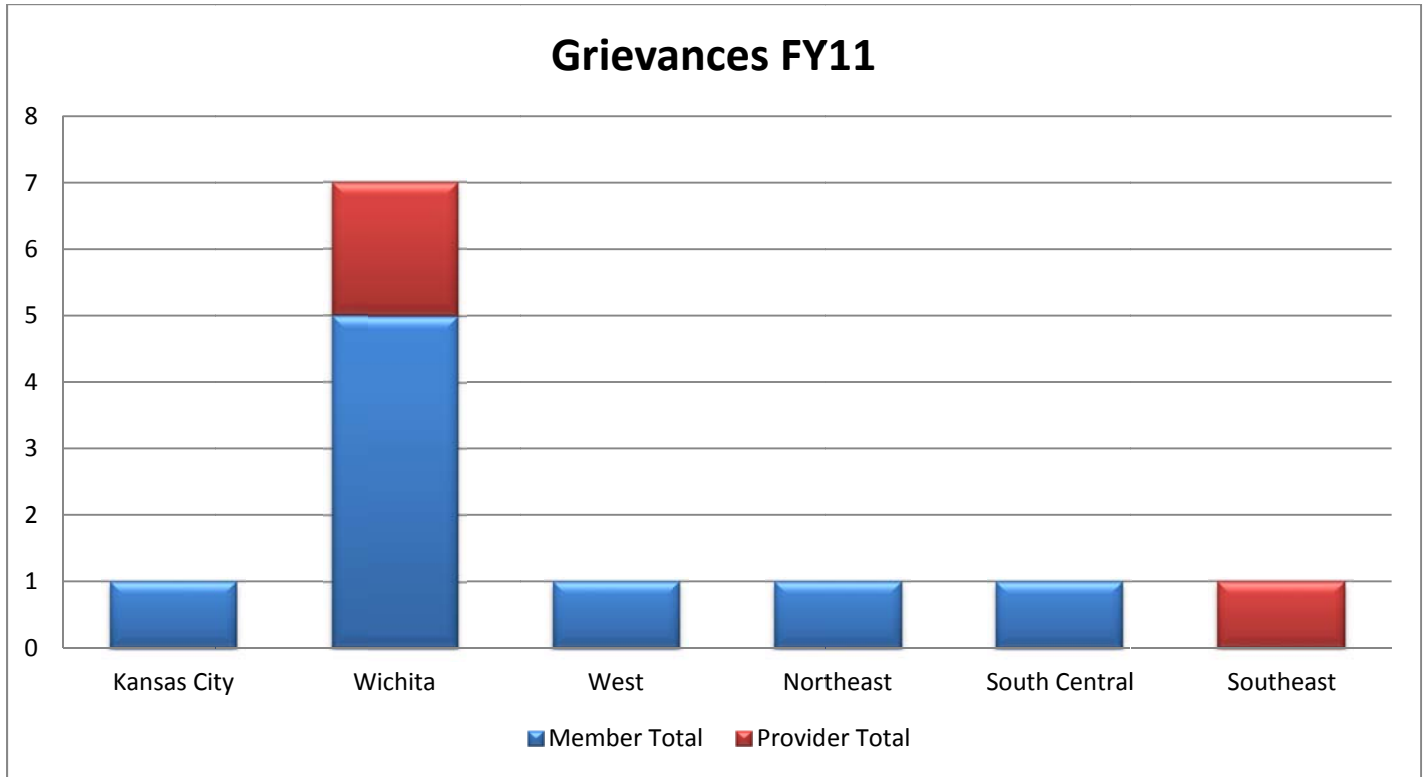
Region*	Member Grievances (M)		Provider Grievances (P)		Total of M and P		Member Grievances; Please list how many in each category	Provider Grievances; Please list how many in each category
	Number	%	Number	%	Number	%		
Kansas City	0	0.0%	0	0.0%	0	0.0%	0	0
Wichita	0	0.0%	0	0.0%	0	0.0%	0	0
West	0	0.0%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

**Total Number of Grievances Received in this Reporting Period: 0**  
**Percentage Resolved within 14 Days or Less 100%**  
**Percentage of Grievances resolved in 90 days or less 100%**

\*Note: 12 grievances total for FY2011 – 2 provider grievances (1 in Q3 and 1 in Q4 not linked to funding source)

**Addiction and Prevention Services  
State Quality Committee**

**Grievances by Regions (FY11):**



**Conclusions:**

**Annual Summary FY11 (July 1, 2010 – June 30, 2011):**

- As recommended by the Committee in the November 2010 SQC, the frequency of the Aggregate Analysis is now annual covering a full fiscal year of data. The Grievance Summary report submission by VO will also be annual for the next submission.
- For FY11, there were twelve (12) total grievances:
  - Nine (9) were member grievances and three (3) were provider grievances.
  - Five (5) were Medicaid, five (5) AAPS funded, and two (2) Not Linked to Funding
  - The Wichita region reported seven (7) total grievances. All other regions reported one grievance each.
  - Total grievances decreased each Fiscal Year (FY08 = 41, FY09 = 38, FY10 = 16, FY11 = 12).
- There were two recommendations from the 2011 Independent Assessment regarding the importance of grievance data and the low number of grievances reported. In response to these recommendations, VO is using the October Regional Provider meetings as a means to keep this a topic of focus. VO is also investigating adding a grievance question to the member satisfaction survey for FY2012.
- Wichita reported the most grievances (both member and provider) for FY2011 with seven (7) grievances reported (5 member, 2 provider).

**Addiction and Prevention Services  
State Quality Committee**

- In FY2011 and FY2010, the standard of 95% resolved within 14 days receipt of all required documentation was met in each reporting period. In FY09, this standard was only met Third quarter (100.0%).
- In FY2011 and FY2010, the standard of 100% resolved within 90 calendar days was met in each reporting period. In FY09, the standard of 100% resolved within 90 calendar days was reported second, third, and fourth quarters of FY09. This standard was not reported first quarter.

**Preliminary Recommendations to Committee:**

- It is recommended that the data trending continue.
- Approval by the Committee is also requested to post on the ValueOptions website for public access.

**Date Presented to SQC:** 11/17/2011

**BY:** Cissy McKinzie

**Recommendations from the Committee for action:** Committee approves of the Preliminary Recommendations as shown above.

**Person Responsible to follow-up and date due:** Kim Brown Due: 2/10/12

**Addiction and Prevention Services  
State Quality Committee**

**ATTACHMENT A: DATA**

**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
<b>Total ALL</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>9</b>	<b>2</b>	<b>12</b>	<b>8</b>	<b>10</b>	<b>32</b>	<b>41</b>

**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
<b>Total ALL</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>15</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>23</b>	<b>38</b>

**Grievances by Regions (FY10):**

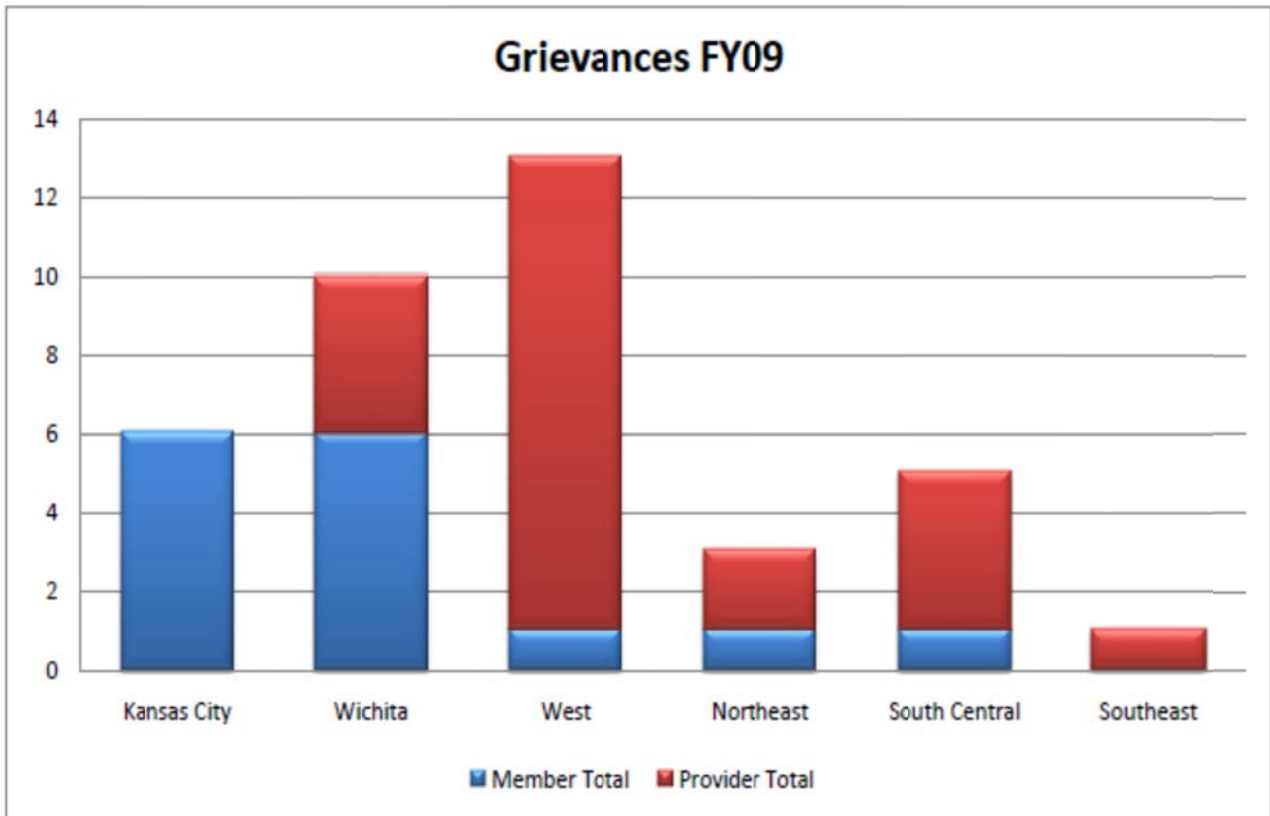
Region	Member				Providers				Grand Totals
	1st	2nd	3 <sup>rd</sup> & 4th	Total (members)	1st	2nd	3 <sup>rd</sup> & 4th	Total (Providers)	
Kansas City	0	2	0	2	0	0	1	1	3
Wichita	1	0	0	1	0	0	1	1	2
West	0	0	0	0	2	0	1	3	3
Northeast	1	0	0	1	0	1	3	4	5
South Central	0	2	0	2	0	0	0	0	2
South East	0	0	0	0	0	1	0	1	1
<b>Total ALL</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>10</b>	<b>16</b>

**Addiction and Prevention Services  
State Quality Committee**

**Grievances by Regions (FY11):**

Region	Member			Providers			Grand Totals
	Q1 & Q2	Q3 & Q4	Total (members)	Q1 & Q2	Q3 & Q4	Total (Providers)	
Kansas City	1	0	1	0	0	0	1
Wichita	4	1	5	1	1	2	7
West	1	0	1	0	0	0	1
Northeast	0	1	1	0	0	0	1
South Central	0	1	1	0	0	0	1
South East	0	0	0	0	1	1	1
<b>Total ALL</b>	<b>6</b>	<b>3</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>12</b>

**Grievances by Regions (FY09):**



**Addiction and Prevention Services  
State Quality Committee**

**Grievances by Regions (FY10):**

