

**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:** October 1, 2008                      **TO:** December 31, 2008

**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.

**Results:**

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

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

A **consumer grievance** is any oral or written statement expressing dissatisfaction with any aspect of the SE or its operation.

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

### Grievance Categories:

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

## Grievances by Funding:

### Grievances by Funding



Reporting Period: **October 1, 2008 - December 31, 2008** (Quarter 2, FY09)

Funding Source	Consumer Grievances (C)		Provider Grievances (P)		Total of C and P		Consumer Grievances; Please list how many in each category	Provider Grievances; Please list how many in each category
	Number	%	Number	%	Number	%		
Medicaid	2	40.0%	4	50.0%	6	46.2%	2= Access to Services	1 = Service Issues 3 =Claims/Invoice Issues
AAPS	3	60.0%	2	25.0%	5	38.5%	1= Claims/Invoice Issues 1= Access to Services 1= Clinical Issues/Quality of Care	2= Claims/Invoice Issues
Not Linked to Funding	0	0.0%	2	25.0%	2	15.4%	0	1 = Clinical Issues/Quality of Care 1 = Service Issues

<b>Total Number of Grievances Received in this Reporting Period:</b>	13
<b>Percentage of Grievances resolved in 14 days or less</b>	92.3%
<b>Percentage of Grievances resolved in 90 days or less</b>	100.0%

## Grievances by Region:

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### Grievances by Region

Reporting Period: October 1, 2008 - December 31, 2008 (2rd Quarter FY09)

Region*	Consumer Grievances (C)		Provider Grievances (P)		Total of C and P		Consumer Grievances; Please list how many in each category	Provider Grievances; Please list how many in each category
	Number	%	Number	%	Number	%		
Kansas City	2	40.0%	0	0.0%	2	15.4%	1= Access to Services 1=Care Disruption	0
Wichita	1	20.0%	2	25.0%	3	23.1%	1=Clinical Issues/Quality of Care	1= Clinical Issues/Quality of Care 1= Claims/Invoice Issues
West	1	20.0%	3	37.5%	4	30.8%	1= Claims/Invoice Issues	2= Claims/Invoice Issues 1= Service Issue
Northeast	0	0.0%	1	12.5%	1	7.7%	0	1= Claims/Invoice Issues
South Central	1	20.0%	2	25.0%	3	23.1%	1= Access to Services	1= Claims/Invoice Issues 1= Service Issue
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: **13**  
 Percentage of Grievances resolved in 14 days or less: **92.3%**  
 Percentage of Grievances resolved in 90 days or less: **100.0%**

### State Fair Hearing:

As of 12/31/08, no State Fair Hearings were requested.

### Grievances by Regions (FY08):

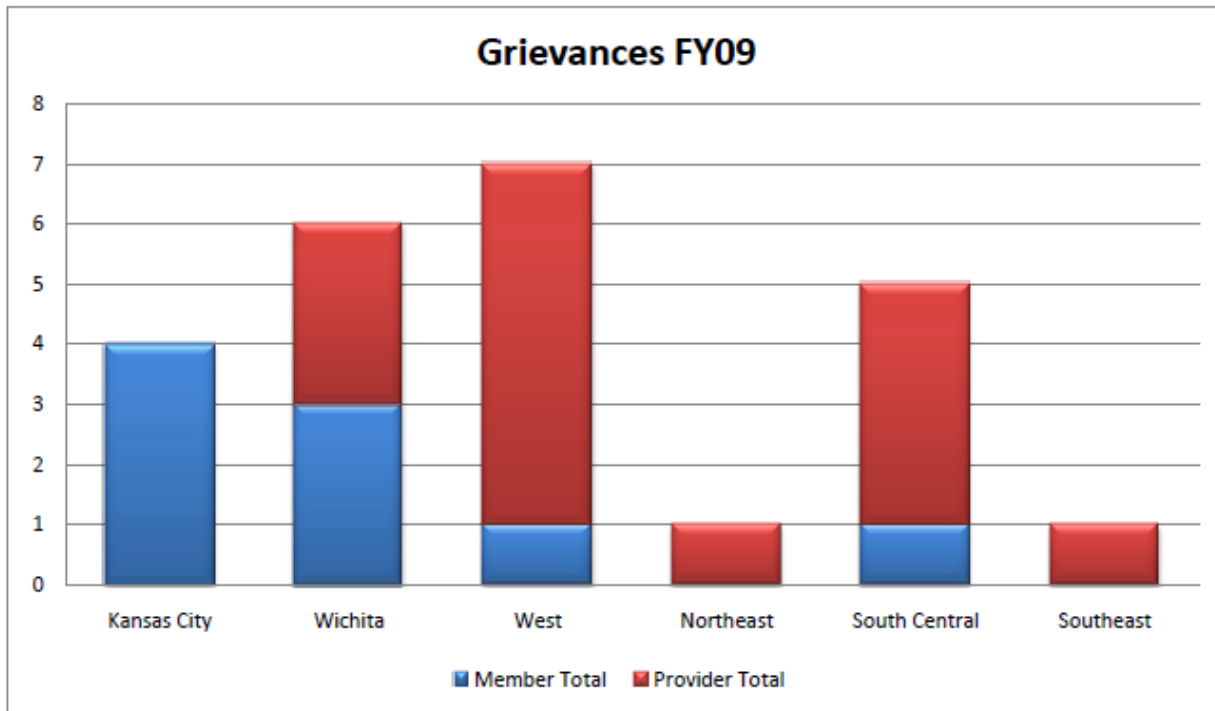
Region	Consumer					Total (consumers)	Providers				Total(Providers)	GrandTotals
	1st	2nd	3rd	4th	1st		2nd	3rd	4th			
Kansas City	1	5	0	2	8	0	1	0	0	1	9	
Wichita	0	0	0	0	0	1	1	1	1	4	4	
West	0	0	0	0	0	1	2	4	2	9	9	
Northeast	0	1	0	0	1	0	4	1	4	9	10	
South Central	0	0	0	0	0	0	0	0	3	3	3	
South East	0	0	0	0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

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**Grievances by Regions (FY09):**

<b>Region</b>	<b>Member</b>				<b>Total (consumers)</b>	<b>Providers</b>				<b>Total(Providers)</b>	<b>GrandTotals</b>
	<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>		<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>		
<b>Kansas City</b>	<b>2</b>	<b>2</b>			<b>4</b>	<b>0</b>	<b>0</b>			<b>0</b>	<b>4</b>
<b>Wichita</b>	<b>2</b>	<b>1</b>			<b>3</b>	<b>1</b>	<b>2</b>			<b>3</b>	<b>6</b>
<b>West</b>	<b>0</b>	<b>1</b>			<b>1</b>	<b>3</b>	<b>3</b>			<b>6</b>	<b>7</b>
<b>Northeast</b>	<b>0</b>	<b>0</b>			<b>0</b>	<b>0</b>	<b>1</b>			<b>1</b>	<b>1</b>
<b>South Central</b>	<b>0</b>	<b>1</b>			<b>1</b>	<b>2</b>	<b>2</b>			<b>4</b>	<b>5</b>
<b>South East</b>	<b>0</b>	<b>0</b>			<b>0</b>	<b>1</b>	<b>0</b>			<b>1</b>	<b>1</b>
<b>Total ALL</b>	<b>4</b>	<b>5</b>			<b>9</b>	<b>7</b>	<b>8</b>			<b>15</b>	<b>24</b>

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**Conclusions:**

- For the second quarter FY09, there were five (5) member grievances reported and eight (8) provider grievances reported for a total of thirteen (13).
- When comparing first and second quarters of FY09, there is a slight increase in grievances reported from first quarter. (First quarter FY09 = 11 total, Second quarter FY09 = 13).
- When comparing second quarters of FY08 and FY09, there is a slight decrease in grievances reported (Second quarter FY08 = 18, Second quarter FY09 = 13).
- The majority of the grievances reported this quarter were Medicaid (46.2%).
- Seven (7) of the thirteen (13) grievances were claims/invoice issues.
- There were no State Fair Hearings requested.
- **The standard of 95% resolved within 14 days receipt of all required documentation was not met. The total percentage resolved within 14 days or less was 92.3%.**
- **The standard of 100% resolved within 90 calendar days was reported and met (100.0%).**
- The highest number of grievances reported are in the West with a total of seven (7) for the first half of FY09. The lowest number of grievances reported occurred in the Northeast and Southeast, each with one (1) grievance reported for the first half of FY09.

**Preliminary Recommendations to Committee:**

- It is recommended that the data trending continue.
- Grievance reporting numbers still appear low. It is recommended that education continue regarding the grievance process with members and providers, especially in the Northeast and Southeast regions.

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- 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:** 2/5/2009

**BY:** Kim Brown

**Recommendations from the Committee for action:** Committee concurs with QI recommendations made.

**Person Responsible to follow-up and date due:** Kim Brown Due: 5/7/2009