

**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:** April 1, 2008 **TO:** June 30, 2008

**Conclusion includes annual summary for FY2008**

**Unit/Team/Department:**

PIHP Quality Improvement

**Topic/Project:**

Grievance and Appeals

**Grievance Summary (VO #17, Grid Row #13)**

**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.

**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 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

**Reporting Period:** April 1, 2008 - June 30, 2008 (Quarter 4, FY08)

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	100.0%	4	40.0%	6	50.0%	2 = Access to Services	4 = Claims/Invoice Issues
Block Grant	0	0.0%	4	40.0%	4	33.3%	0	1 = Access to Services 3 = Claims/Invoice Issues
Not Linked to Funding	0	0.0%	2	20.0%	2	16.7%	0	1 = Service Issues 1 = Other

**Total Number of Grievances Received in this Reporting Period:** 12  
**Total Number Resolved within 14 Days or Less** 91.6%

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**Grievances by Region**

**Reporting Period:** April 1, 2008 - June 30, 2008 (Quarter 4, FY08)

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	100.0%	0	0.0%	2	16.7%	0	0
Wichita	0	0.0%	1	10.0%	1	8.3%	0	1 = Claims/Invoice
West	0	0.0%	2	20.0%	2	16.7%	0	1 = Access to Service 1 = Claims/Invoice
Northeast	0	0.0%	4	40.0%	4	33.3%	0	4 = Claims/Invoice Issues
South Central	0	0.0%	3	30.0%	3	25.0%	0	0
South East	0	0.0%	0	0.0%	0	0.0%	0	1 = Service Issues 1 = Other 1 = Claims/Invoice
Other/Unknown	0	0.0%	0	0.0%	0	0.0%	0	0

**Total Number of Grievances Received in this Reporting Period:** 12  
**All Grievances were resolved in 14 days or less** 91.6%

**Annual Summary Grievances by Regions**

Region	Consumer					Providers					GrandTotals
	1st	2nd	3rd	4th	Total (consumers)	1st	2nd	3rd	4th	Total(Providers)	
<b>Kansas City</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>9</b>
<b>Wichita</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>
<b>West</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>9</b>	<b>9</b>
<b>Northeast</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>9</b>	<b>10</b>
<b>South Central</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>3</b>
<b>South East</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>6</b>
<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>

**Conclusions:**

**For the fourth quarter** there were ten (10) provider grievances and two (2) consumer grievances. Last quarter there were a total of eight (8) provider grievances and no consumer grievances. This is also the first quarter in which the South Central region had grievances. The majority of all provider grievances were claims/billing issues. This trend has been evident for each quarter. These grievances came from a variety of providers. This is the first quarter in which all grievances were *not* resolved in 14 days. There was only one (1) grievance that went beyond fourteen (14) days and it was resolved in fifteen (15) days.

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**Annual Summary** (7/1/07 – 6/30/08) data demonstrates the regional differences, with the Northeast having the most provider grievances and the Kansas City area with the most consumer grievances. Most grievances were from the providers. 97.6 % of all grievances for this first contract year were resolved in 14 days or less.

**Preliminary Recommendations to Committee:**

- It is recommended that the data trending continue.
- It is recommended that education continue regarding the grievance process with members and providers.
- Have ValueOptions correct the wording in the labeling “Total Number Resolved” and “All Grievances” lines.
- **It is also recommended by the Committee that this aggregate analysis be shared at the SRS Regional QI meeting and posted on the ValueOptions website for public access.**

**Date Presented to SQC:** 8/26/2008

**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: 11/6/08