

**Addiction and Prevention Services
State Quality Committee**

AGGREGATE ANALYSIS REPORT

Final

Reporting Period **FROM:** July 1, 2010 **TO:** June 30, 2011
FY2011 Annual Summary

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.

*This report and aggregate was changed from quarterly to semi-annual at the Feb. 2010 SQC.

*This report and aggregate was changed from semi-annual to annual at the Nov. 2010 SQC.

*More data available in Attachment A at the end of this report.

Results:

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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 | |

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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%

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**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%

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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

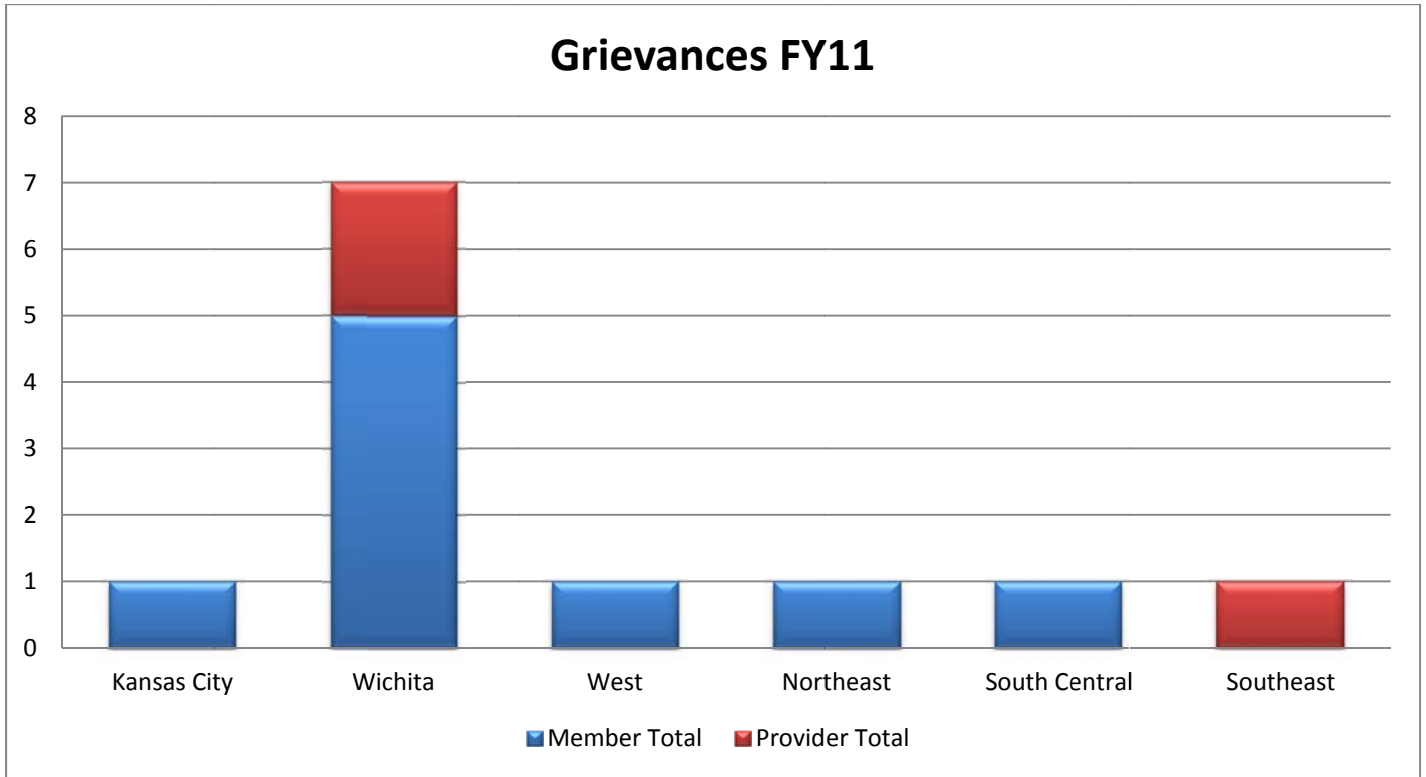
Region*	Member Grievances (M)		Provider Grievances (P)		Total of M and P		Member Grievances; Please list how many in each category	Provider Grievances; Please list how many in each category
	Number	%	Number	%	Number	%		
Kansas City	0	0.0%	0	0.0%	0	0.0%	0	0
Wichita	0	0.0%	0	0.0%	0	0.0%	0	0
West	0	0.0%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

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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).

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- 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

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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
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

Grievances by Regions (FY10):

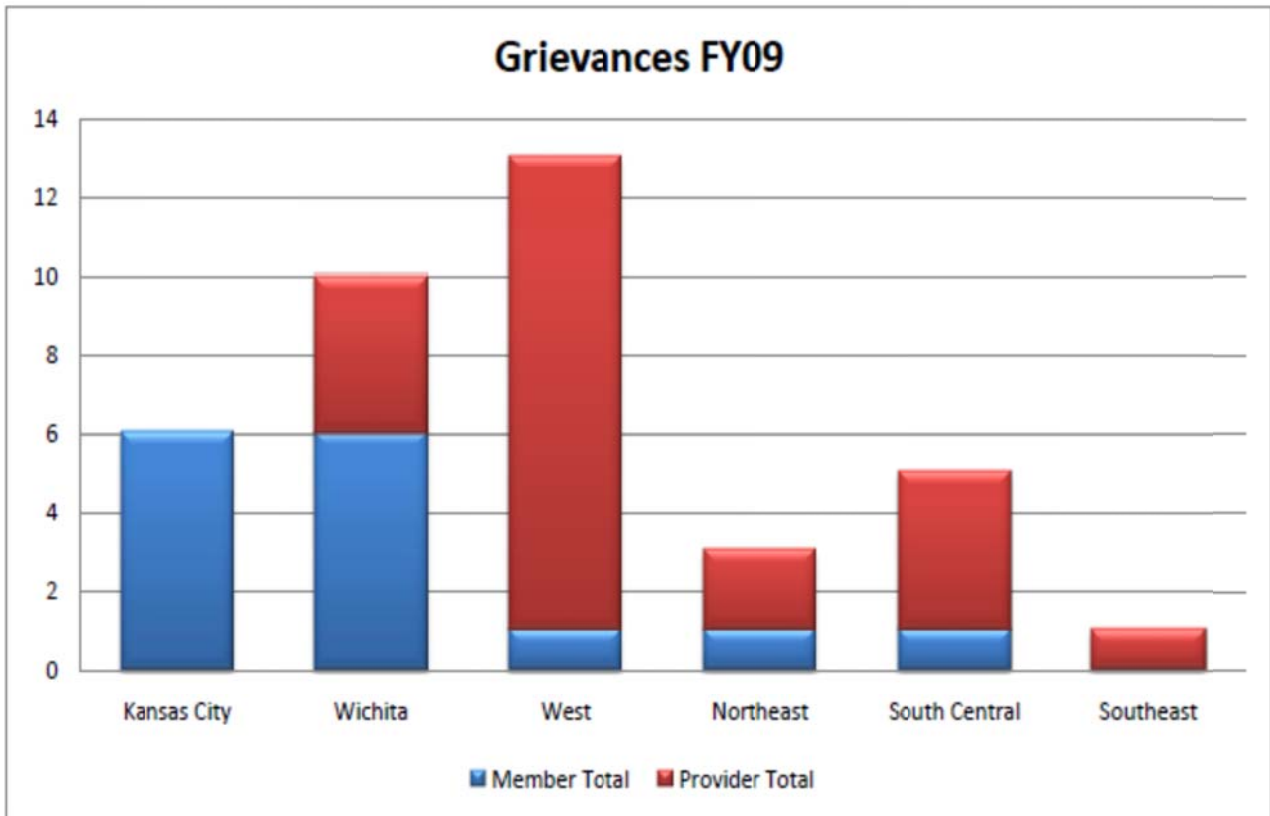
Region	Member				Providers				Grand Totals
	1st	2nd	3 rd & 4th	Total (members)	1st	2nd	3 rd & 4th	Total (Providers)	
Kansas City	0	2	0	2	0	0	1	1	3
Wichita	1	0	0	1	0	0	1	1	2
West	0	0	0	0	2	0	1	3	3
Northeast	1	0	0	1	0	1	3	4	5
South Central	0	2	0	2	0	0	0	0	2
South East	0	0	0	0	0	1	0	1	1
Total ALL	2	4	0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

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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
Total ALL	6	3	9	1	2	3	12

Grievances by Regions (FY09):



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Grievances by Regions (FY10):

