

Community HealthChoices

Participant Grievances Fair Hearings & External Medical Reviews

Q4 2022/Q1 2023

2022/2023 Analysis data sources:
OPS-004 Complaints and Grievances Detail Reports

Community HealthChoices Participant Grievances

Grievance: A request to have a CHC-MCO or utilization review entity reconsider a decision concerning the Medical Necessity and appropriateness of a Covered Service

Examples: Denial of Dental Services, Personal Assistance Services, Benefits Related to Pharmacy, Durable Medical Equipment

For reporting and data analysis, there are 24 Grievance Types

Overview of 2022/2023 Grievances Data Sources

- Data source for 2022/2023 Grievances, Fair Hearings and External Medical Reviews Activity and Analysis
 - OPS-004 Complaints and Grievances Detail Reports
 - CHC-MCO's report Grievances activity by region/zone and by Grievance type on a quarterly basis.
 - OPS-004 was revised for 2022 to incorporate the data and reporting elements required by the Managed Care Program Annual Report (MCPAR). Other revisions were made to incorporate the data from the OPS-003 DOH (Department of Health) Complaints and Grievances report which was discontinued effective 1/1/2022.
 - For 2023, the OPS-004 Complaints and Grievances Detail report template was revised to include Grievance Decisions/Outcomes at the type level (PAS, Dental, DME, etc.). Decisions/Outcomes are: In Favor of the Participant, Partially in Favor of the Participant, and In Favor of the CHC-MCO.

CHC-MCO Participant Grievances

Q4 2022/Q1 2023 Grievances and Rate Per Ten Thousand (RPTT)

2022 Grievances Received					2023 Grievances Received		
CHC-MCO	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q1 2023 Var to Q4 2022	
AHC/KF	1,039	838	1,142	2,230	3,467	1,237	55.5%
PHW	513	618	348	402	371	-31	-7.7%
UPMC	332	338	355	352	410	58	16.5%
STATEWIDE	1,884	1,794	1,845	2,984	4,248	1,264	42.4%

Summary data based on the date the Participant Grievance was Received

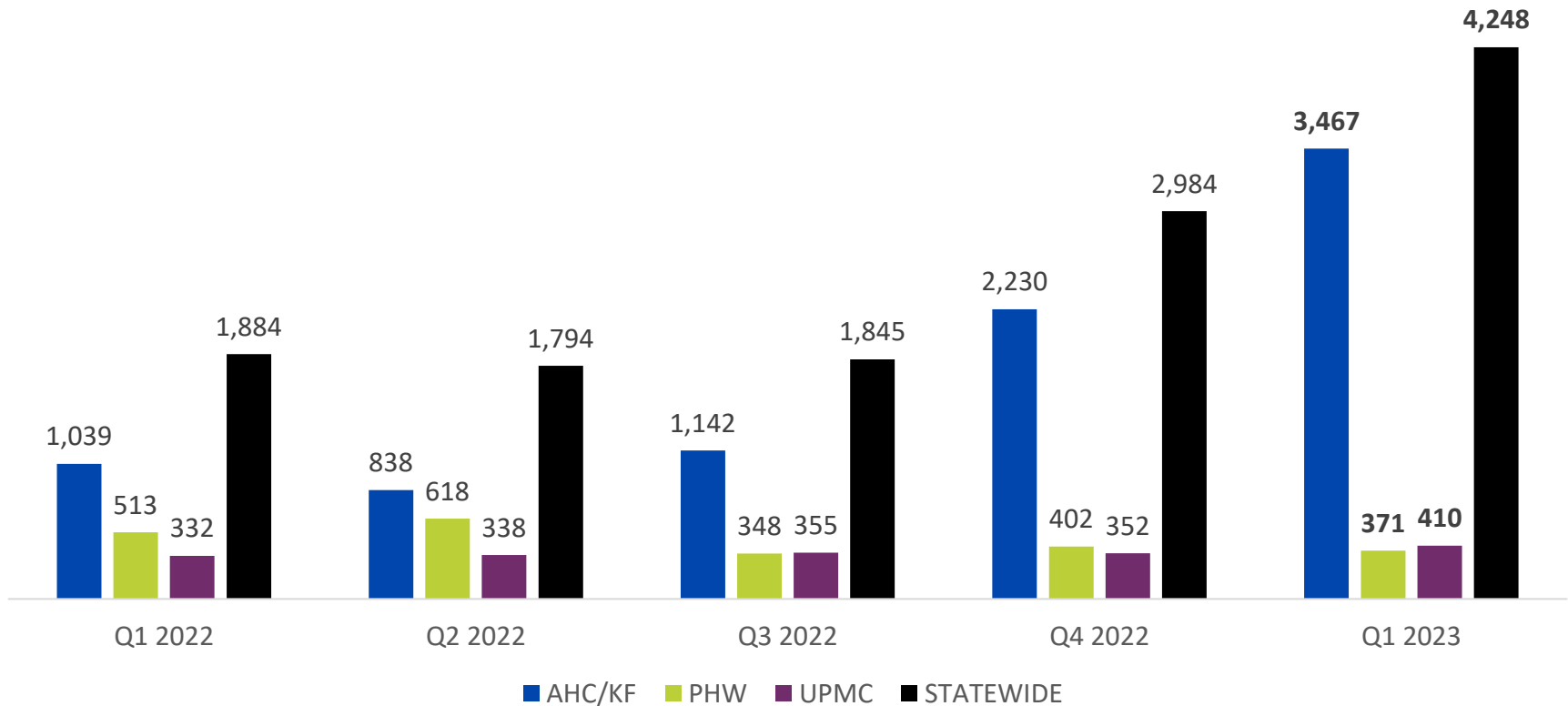
2022 Grievances Received RPTT					2023 Grievances Received RPTT		
CHC-MCO	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q1 2023 Var to Q4 2022	
AHC/KF	58.7	46.7	62.0	119.5	183.1	63.6	53.2%
PHW	56.1	67.8	38.0	43.9	40.5	-3.4	-7.7%
UPMC	24.0	24.2	25.0	24.5	28.2	3.7	15.0%
STATEWIDE	46.3	43.7	44.2	70.7	99.6	28.9	40.8%

Rate Per Ten Thousand (RPTT) = # of Grievances divided by # of Participants multiplied by ten thousand

RPTT is a “weighted” calculation which allows for analysis and comparisons of activity by CHC-MCO, by Grievance type, etc.

CHC-MCO Participant Grievances

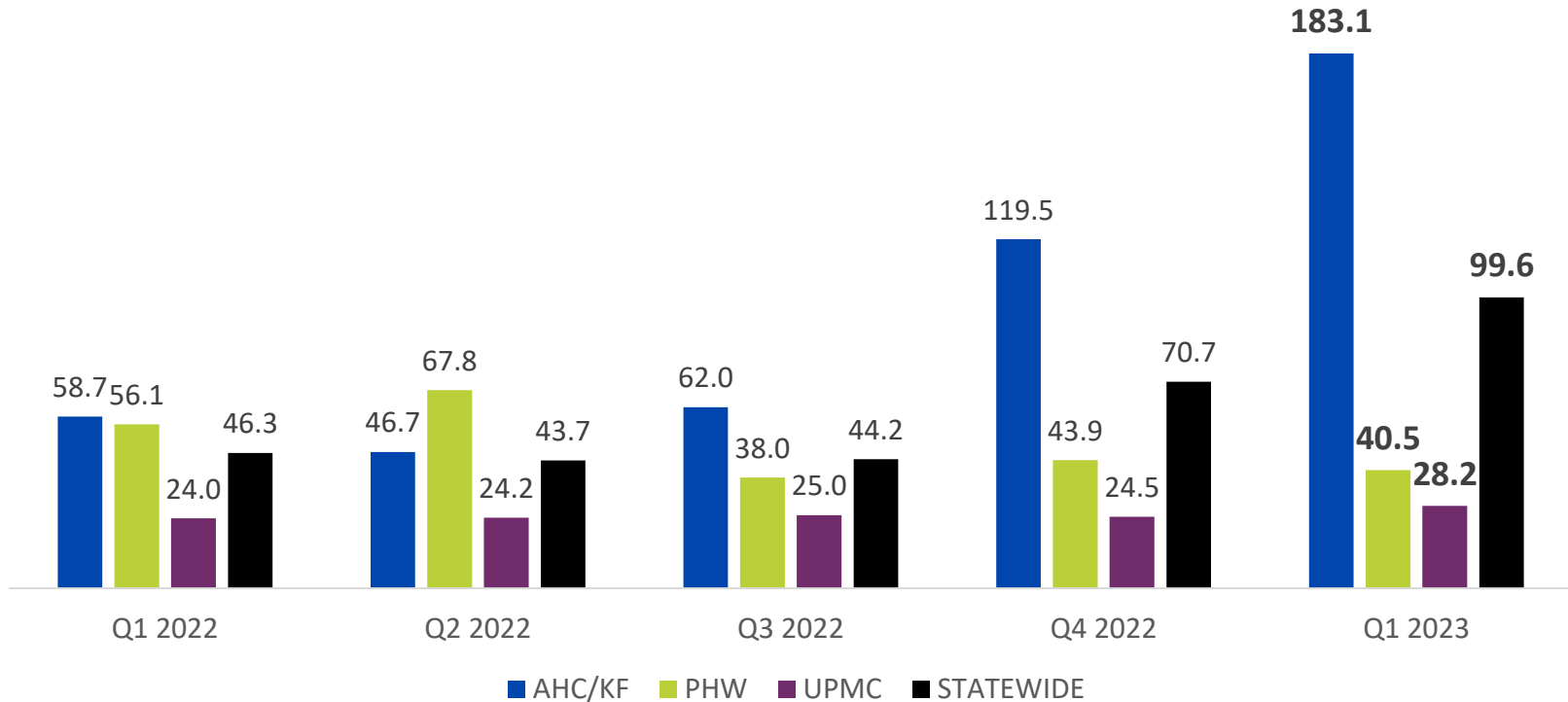
2022/2023 Grievances Received



Based on the date the Participant Grievance was Received

CHC-MCO Participant Grievances

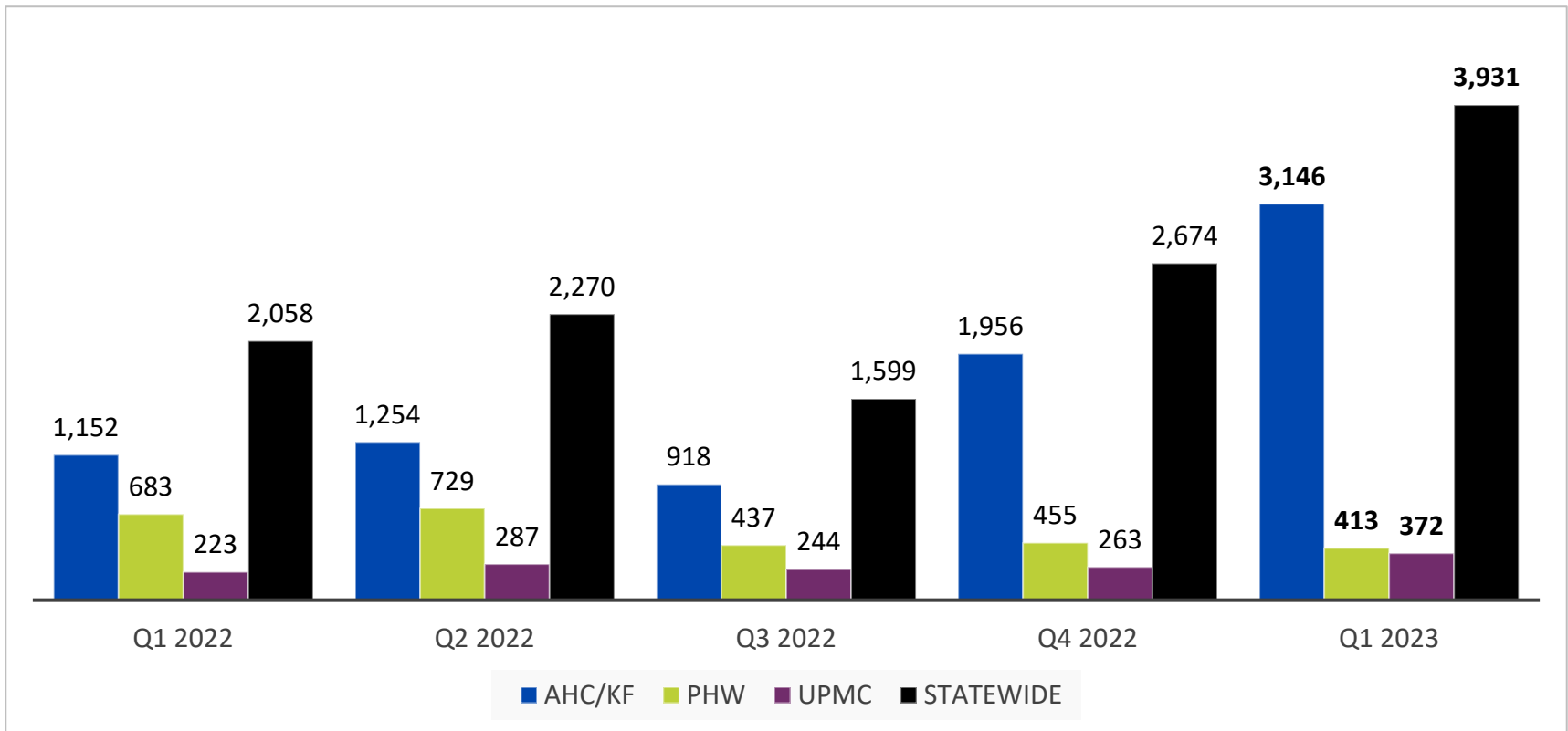
2022/2023 Grievances Received Rate Per Ten Thousand (RPTT)



Rate Per Ten Thousand (RPTT) = # of Grievances divided by # of Participants multiplied by ten thousand

CHC-MCO Participant Grievances

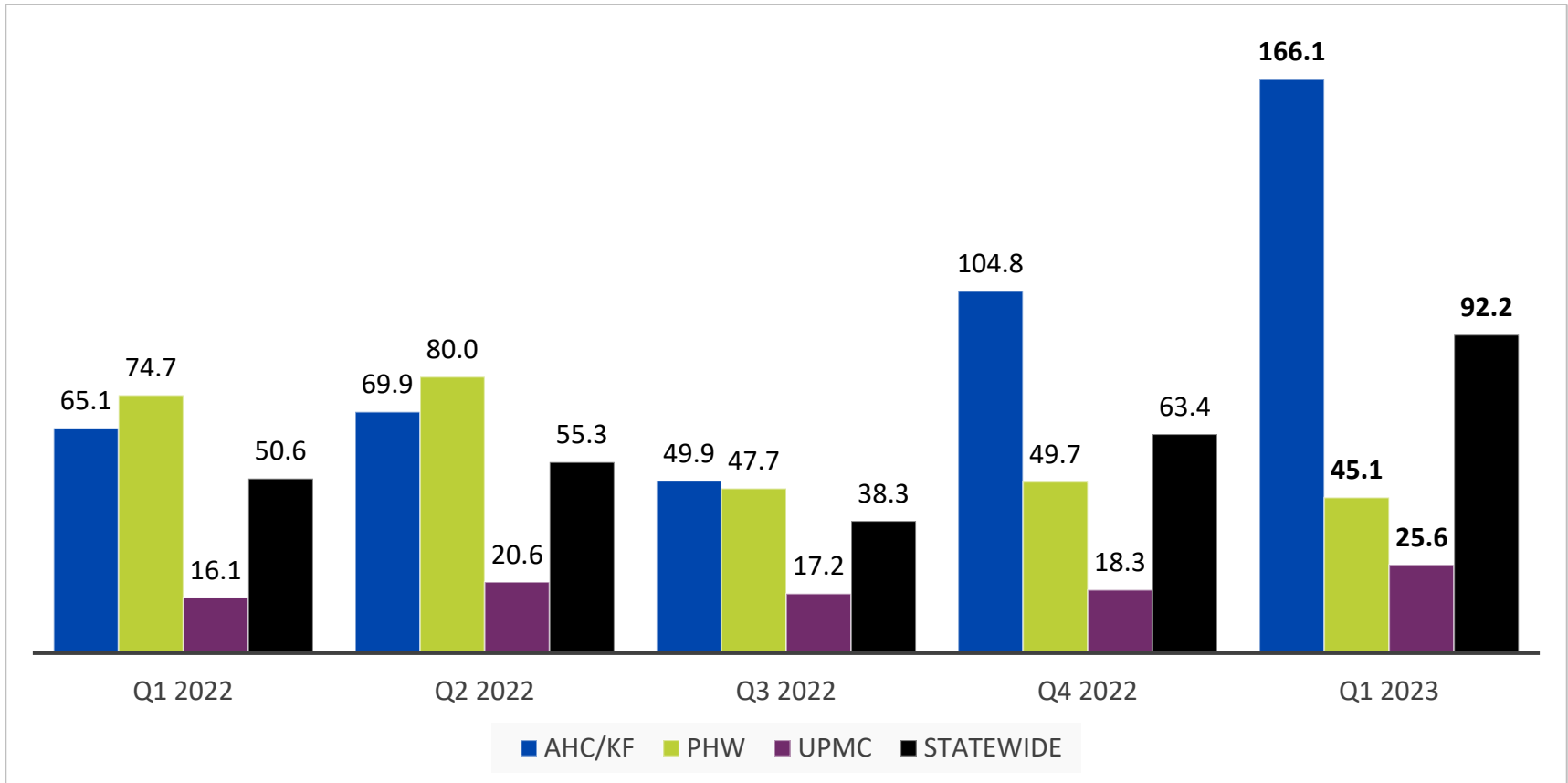
2022/2023 PAS Grievances Decided



Based on the date the PAS Grievance was Decided

CHC-MCO Participant Grievances

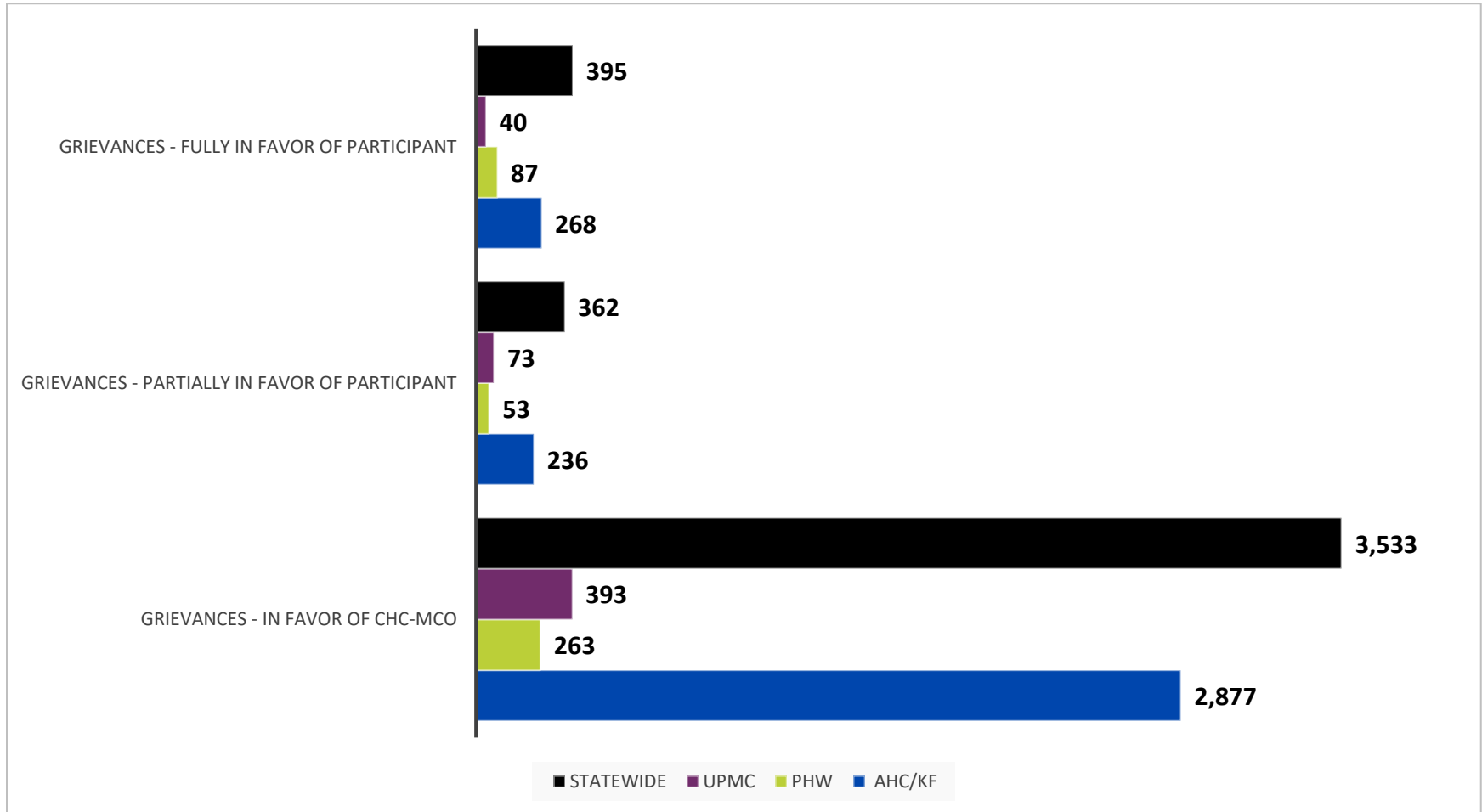
2022/2023 PAS Grievances Decided Rate Per Ten Thousand (RPTT)



Rate Per Ten Thousand (RPTT) = # of Grievances divided by # of Participants multiplied by ten thousand

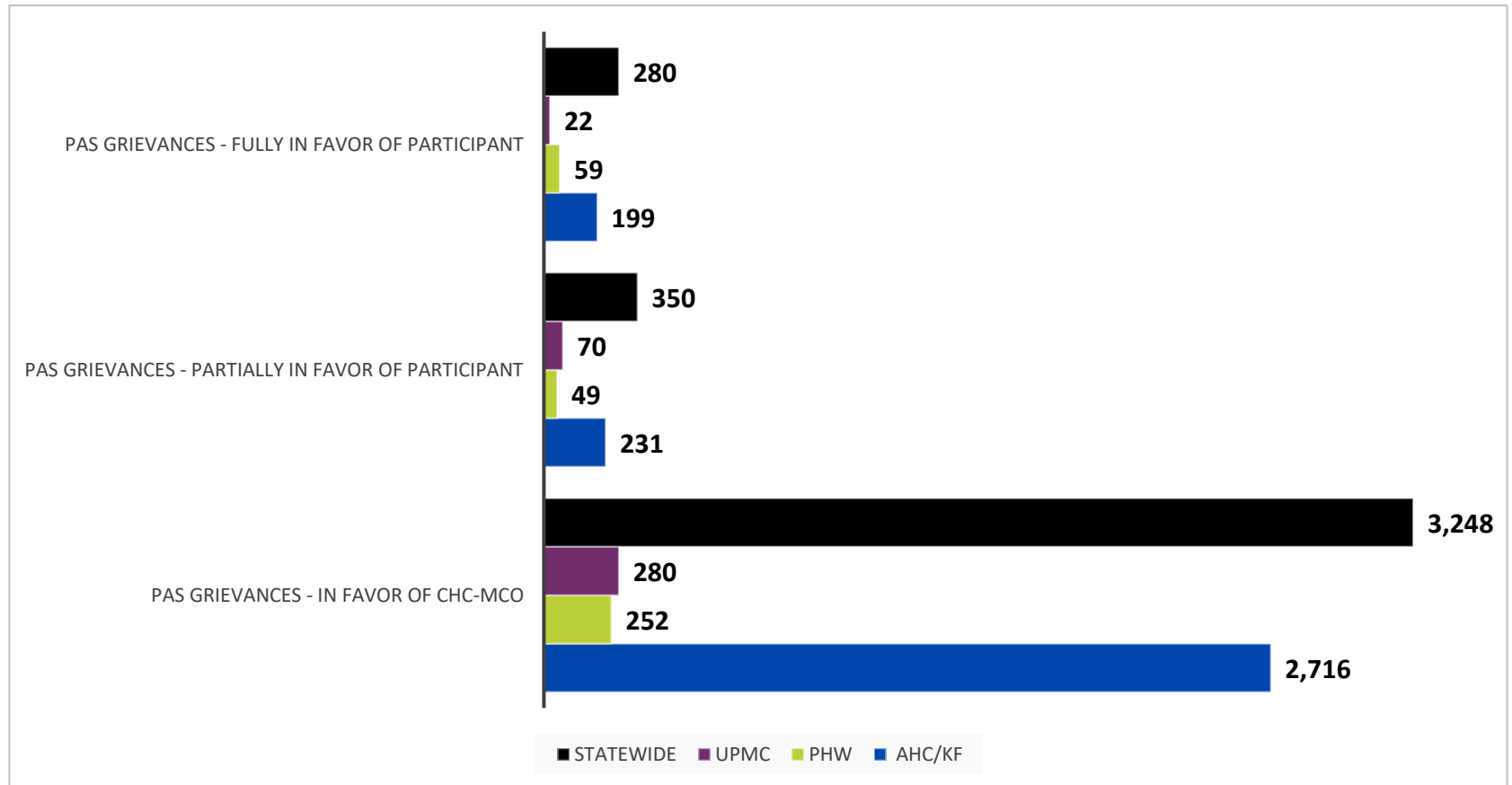
CHC-MCO Participant Grievances

Q1 2023 Grievances Decisions/Outcomes



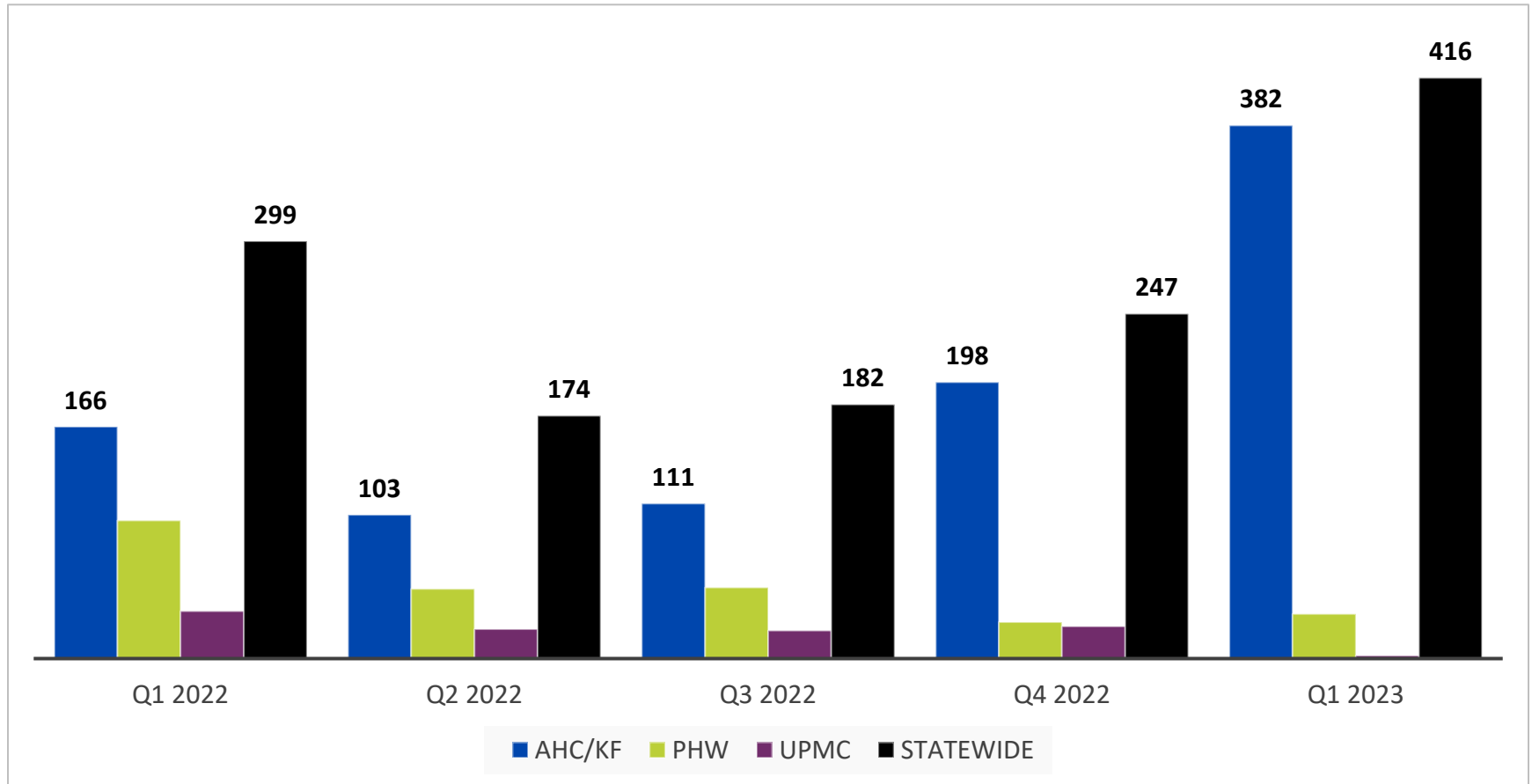
CHC-MCO Participant Grievances

Q1 2023 PAS Grievances Decisions/Outcomes



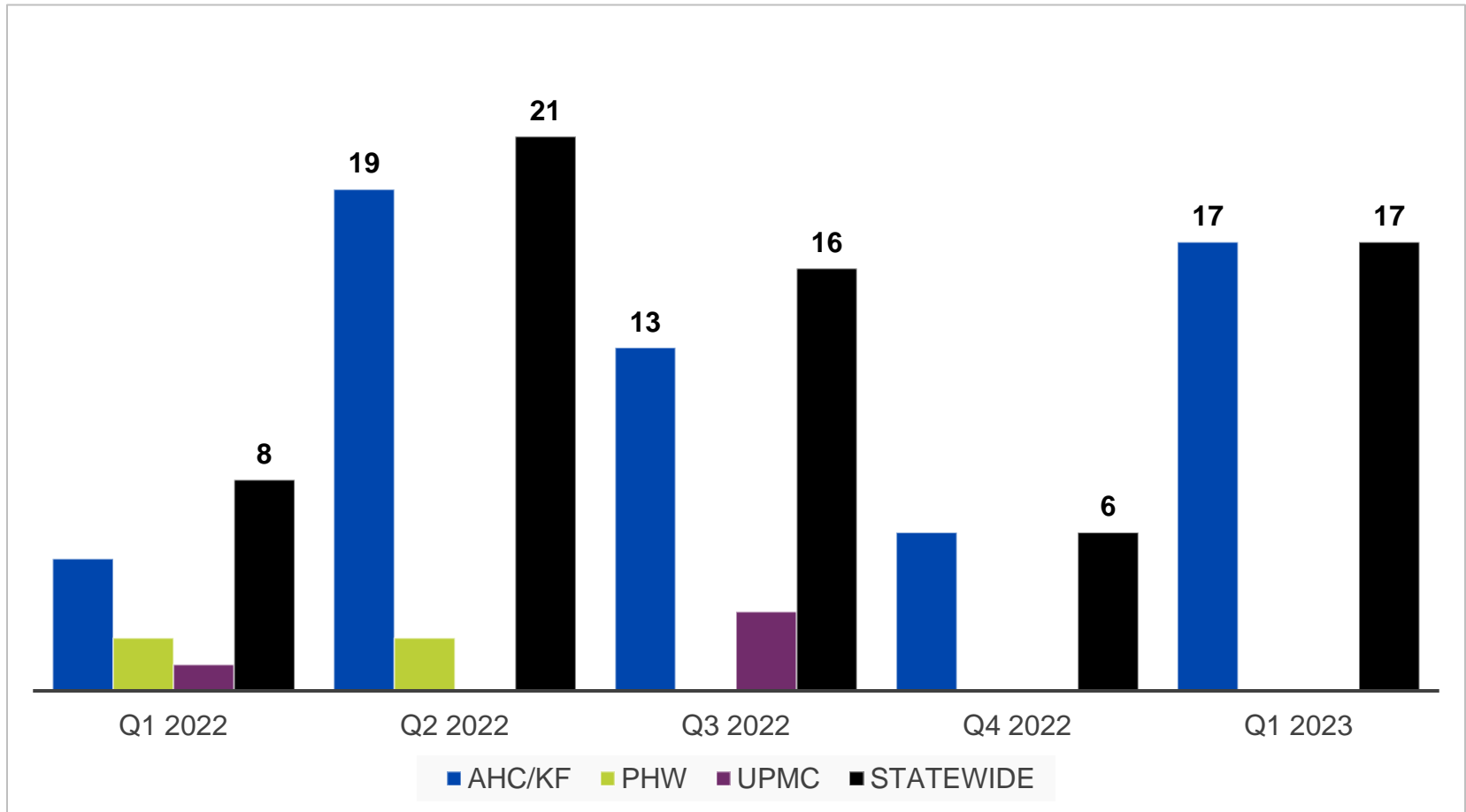
CHC-MCO Fair Hearings

2022/2023 Fair Hearings Requests Received



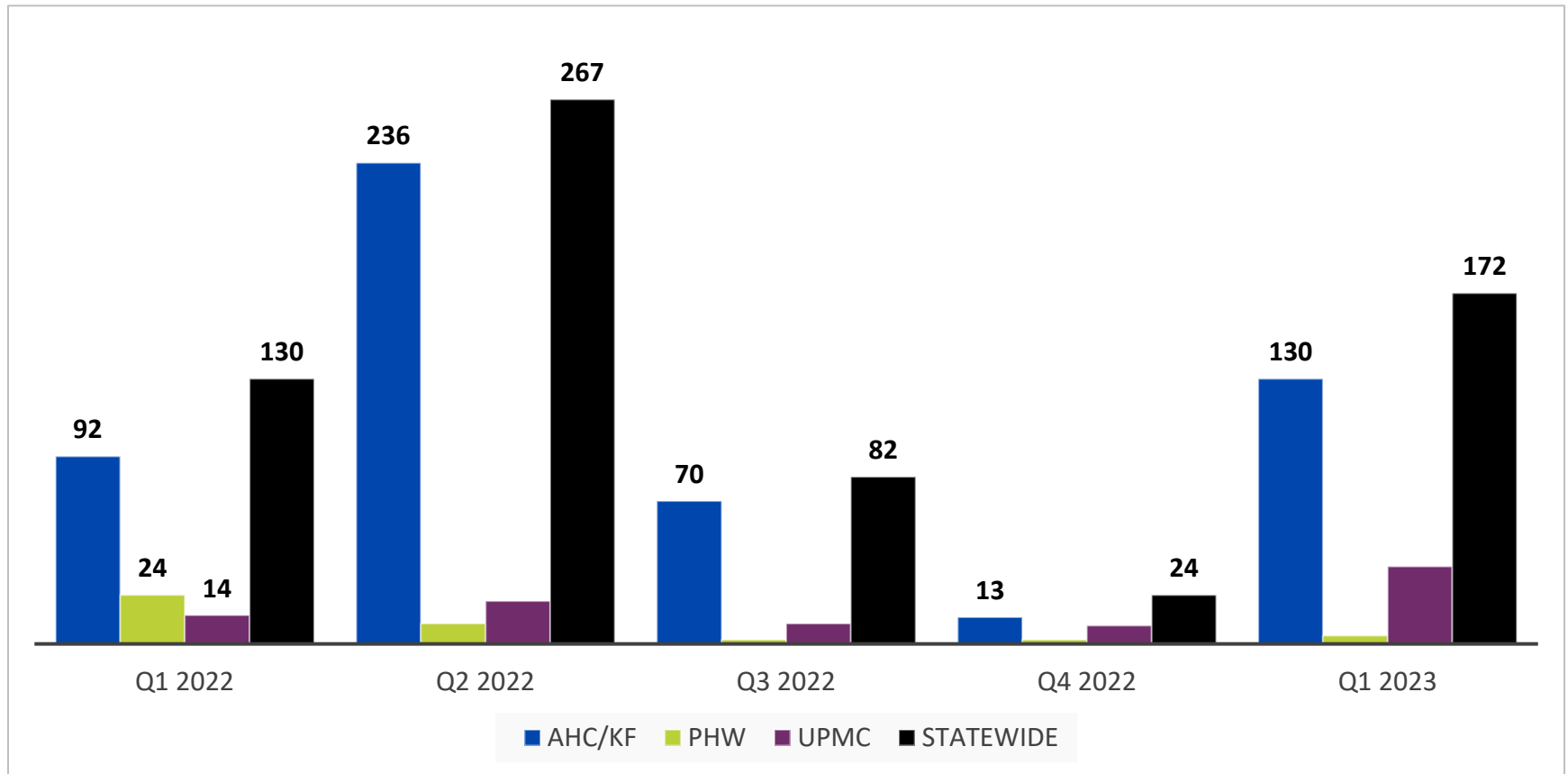
CHC-MCO Fair Hearings

2022/2023 Fair Hearings Decided In Favor of Participant



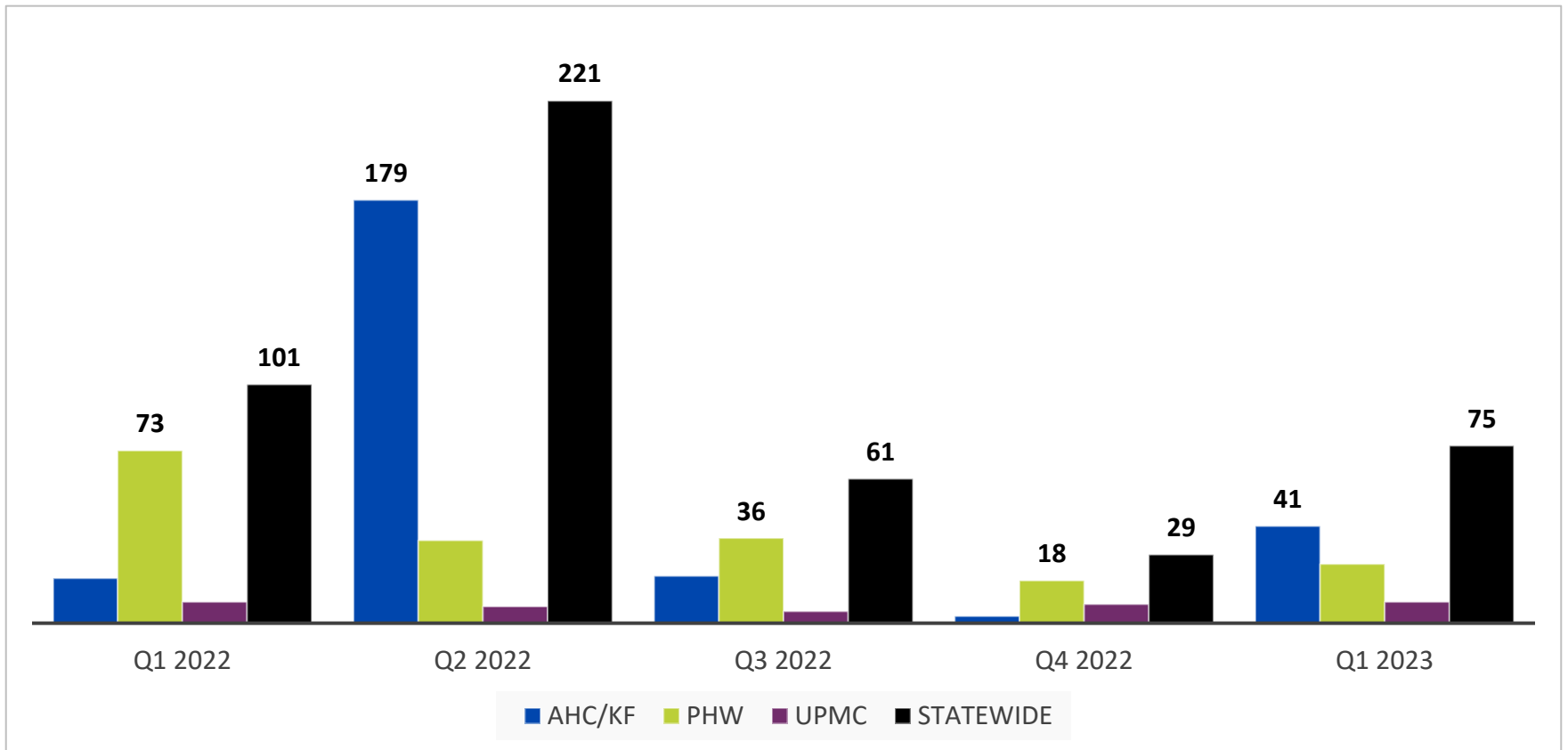
CHC-MCO Fair Hearings

2022/2023 Fair Hearings Decided In Favor of the CHC-MCO



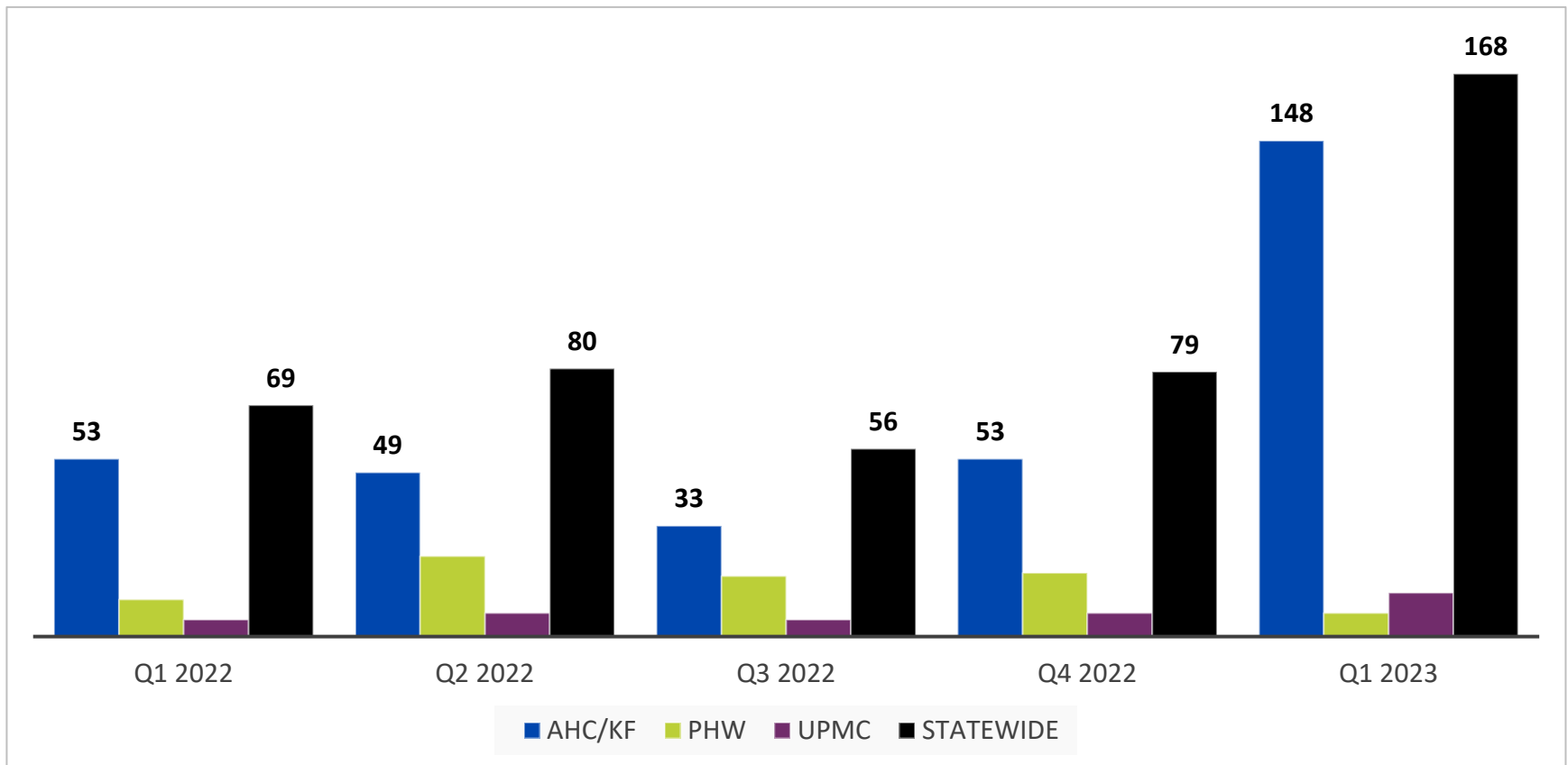
CHC-MCO Fair Hearings

2022/2023 Fair Hearings Requests Withdrawn Prior to Fair Hearing



CHC-MCO External Medical Reviews

2022/2023 External Medical Reviews In Favor of Participant



CHC-MCO External Medical Reviews

2022/2023 External Medical Reviews In Favor of CHC-MCO

