

Report on
MEMBER GRIEVANCES AND APPEALS
Family Care, Family Care Partnership and PACE
Calendar Year 2013



Wisconsin Department of Health Services
Division of Long Term Care
Bureau of Managed Care

P-00911 (12/2014)

PURPOSE OF THIS REPORT

This report aggregates and summarizes data related to the number and types of member grievances and appeals reported to the Department of Health Services (DHS) by Managed Care Organizations (MCOs) during calendar year (CY) 2013. The data includes grievances and appeals filed by, or on behalf of, members enrolled in Family Care (FC), Family Care Partnership (FCP) and the Program of All-Inclusive Care for the Elderly (PACE). The requirement for the quarterly submission of grievance and appeals data by MCOs is found in the DHS contract with each MCO.

Although, MCOs received some guidance on categories to use when reporting appeals and grievances to DHS, the format and content of the data varies between MCOs. Department staff made some interpretations of data in order to provide this aggregate information. This report does not include data on the outcome of grievances and appeals. The information that MCOs provided did not use a consistent set of defined outcomes, and the logs frequently provided a narrative description of the outcome that is not be categorized in this aggregated data.

SUMMARY OF GRIEVANCES

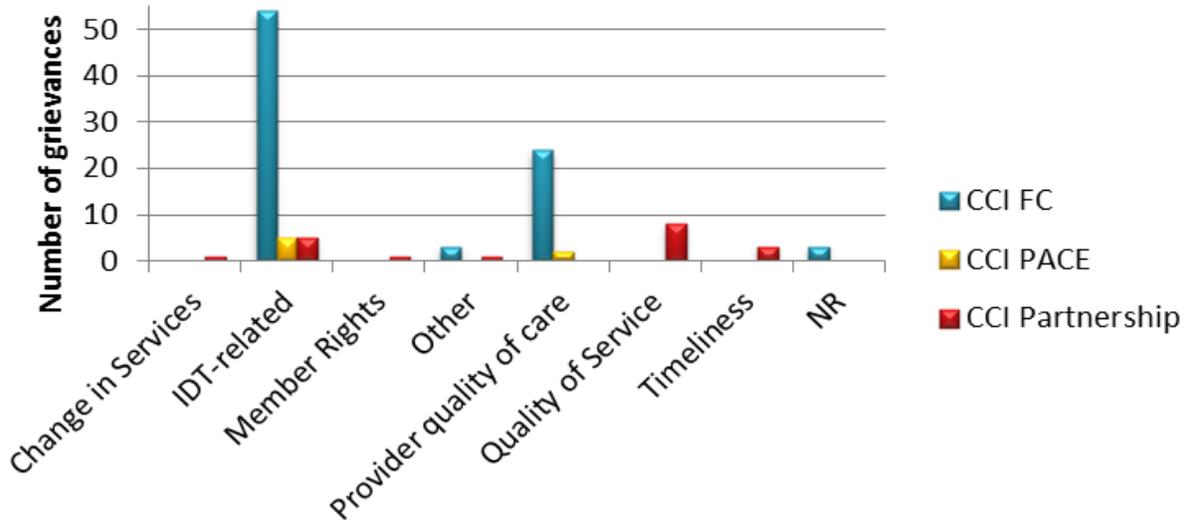
A grievance is defined as the expression of a member's dissatisfaction about any matter other than an "action." An action is the denial, limited authorization, reduction, suspension or termination of a requested service, or previously authorized service or level of service.

In CY 2013 MCOs reported a total of 171 grievances. Community Care of Central Wisconsin and Western Wisconsin Cares did not report grievances to DHS in CY 2013.

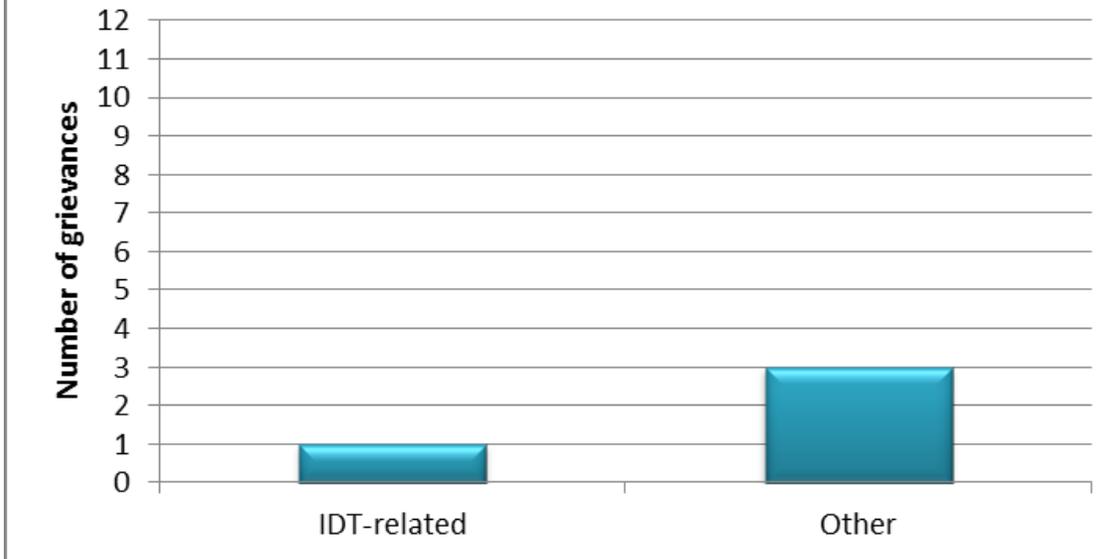
TABLE 1: GRIEVANCES BY ISSUE - CY 2013
All MCOs and Programs

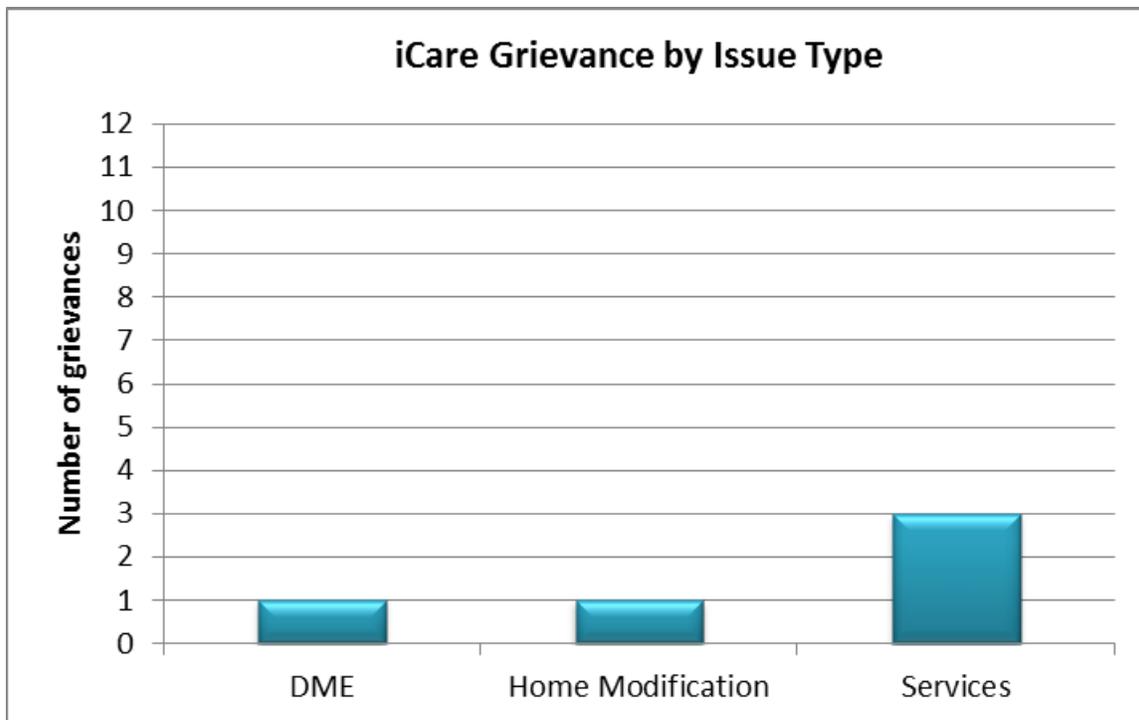
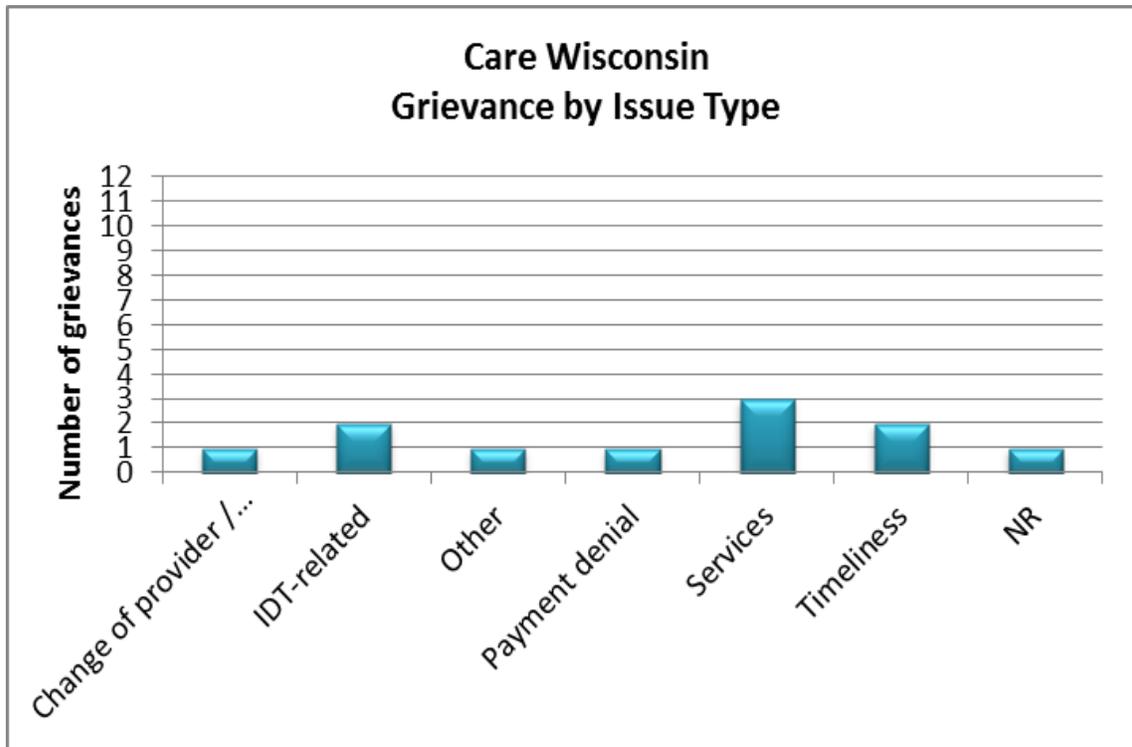
Issue Type	Total
Change in Services	1
Change of provider / provider rate	1
Durable Medical Equipment (DME)	1
Home Modification	1
Interdisciplinary Team (IDT)-related	87
Member Rights	1
Not reported (NR)	4
Other	28
Payment denial	1
Provider quality of care	27
Quality of service	8
Services	6
Timeliness	5
Grand Total	171

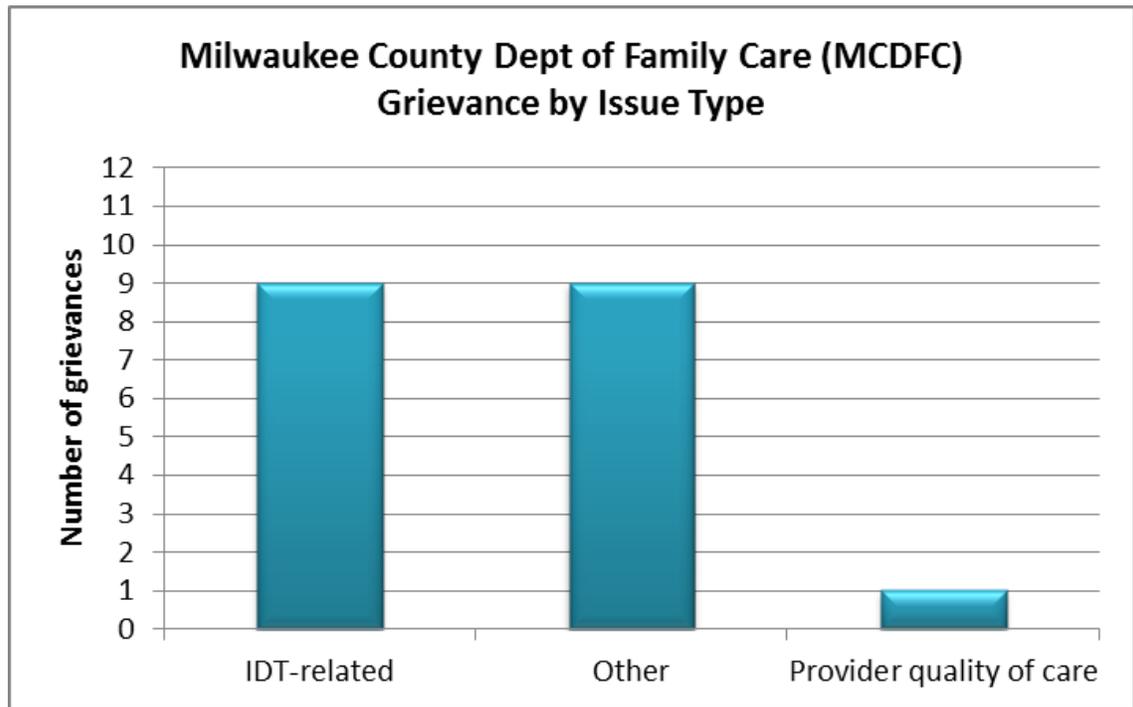
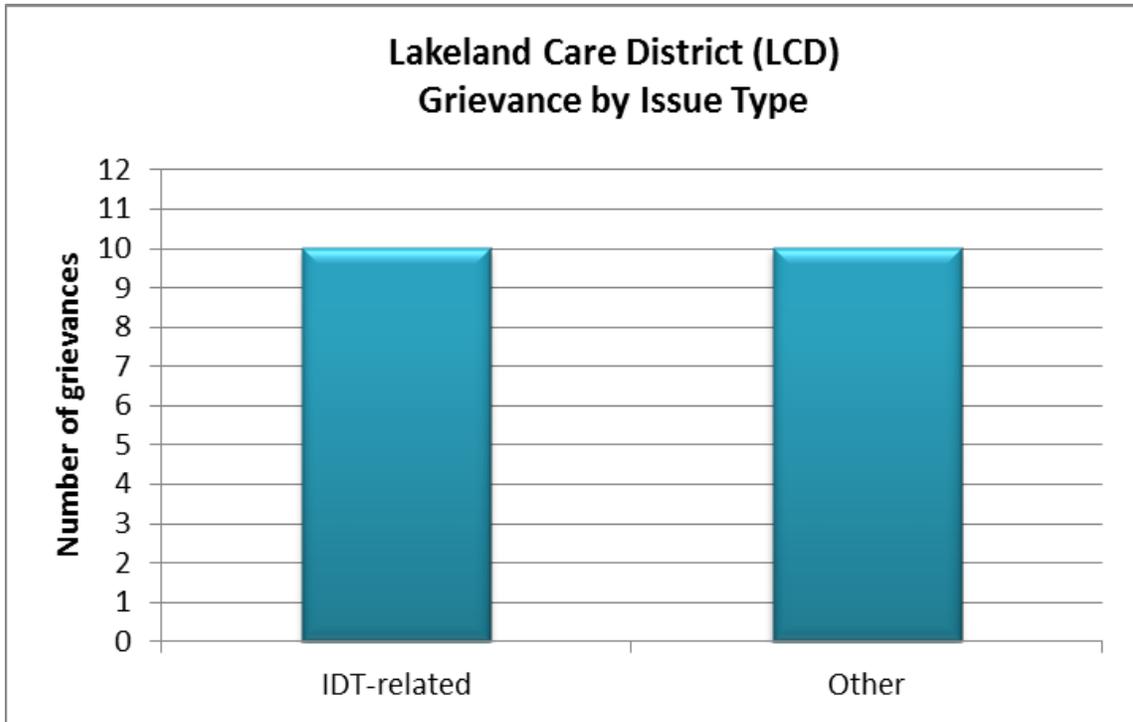
Community Care, Inc. (CCI) FC, PACE and Partnership Grievance by Issue Type



ContinuUs Grievance by Issue Type







SUMMARY OF APPEALS

An appeal is a request for review of an action by a Managed Care Organization. An action is defined as a denial, limited authorization, reduction, suspension or termination of a requested service, or a previously authorized service or level of service.

Appeals by Appeal Type

In CY 2013, 1,329 appeals were reported under the following appeal types:

Appeal Type	Number Reported
Division of Hearings and Appeals (DHA)	454
Department of Health Services (DHS)	343
Managed Care Organizations (MCOs)	532

Members are able to concurrently file an appeal under more than one type. Typically, an appeal filed with the Division of Hearings and Appeals has the effect of delaying the implementation of the action while the appeal is in process.

APPEALS BY TYPE, BY MCO - CY 2013

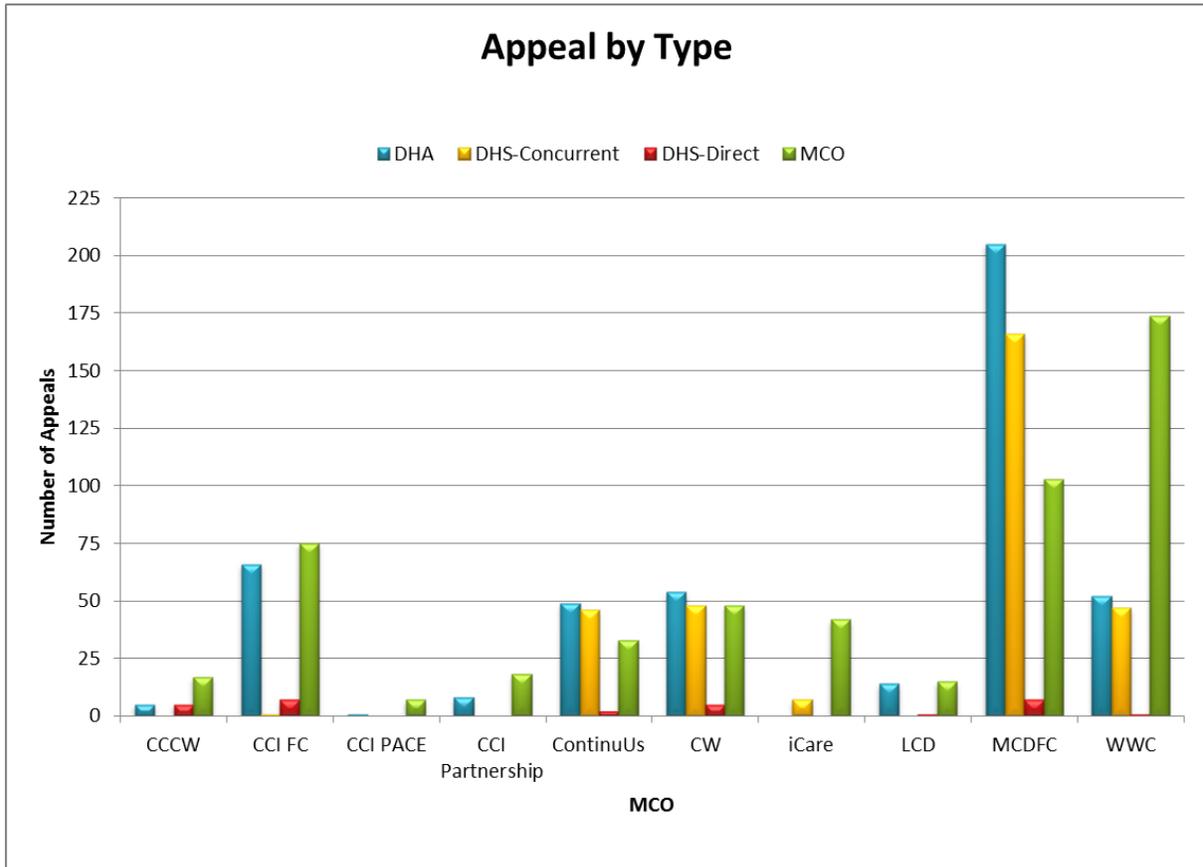


TABLE 2: APPEALS BY TYPE, BY MCO - CY 2013

MCO	DHA	DHS- Concurrent	DHS- Direct	MCO	Grand Total	MCO Enrollment*	Percent
Community Care of Central Wisconsin (CCCW)	5		5	17	27	3,412	<1%
Community Care, Inc. (CCI) FC	66	1	7	75	149	8,416	1.8%
Community Care Inc. (CCI) PACE	1			7	8	743	1.0%
Community Care Inc. (CCI) Partnership	8			18	26	650	4.0%
ContinuUs	49	46	2	33	130	4,762	2.7%
Care Wisconsin (CW)**	54	48	5	48	155	5,133	3.0%
iCare		7		42	49	747	6.5%
Lakeland Care District (LCD)	14		1	15	30	2,717	1.1%
Milwaukee County Dept. of Family Care (MCDFC)	205	166	7	103	481	8,149	5.9%
Western Wisconsin Cares (WWC)	52	47	1	174	274	3,984	6.9%
Grand Total	454	315	28	532	1,329	40,800	3.3%

* Enrollment as of 10/1/2013

** Combined reporting for Family Care and Partnership

Appeals by Issue Type

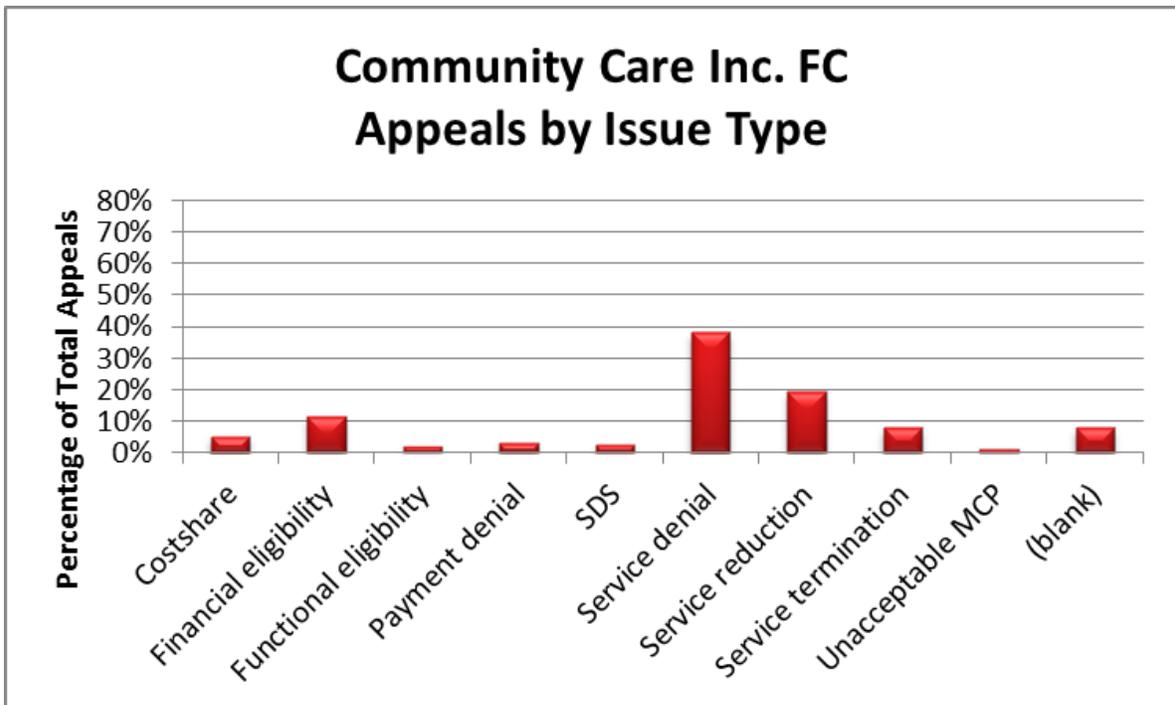
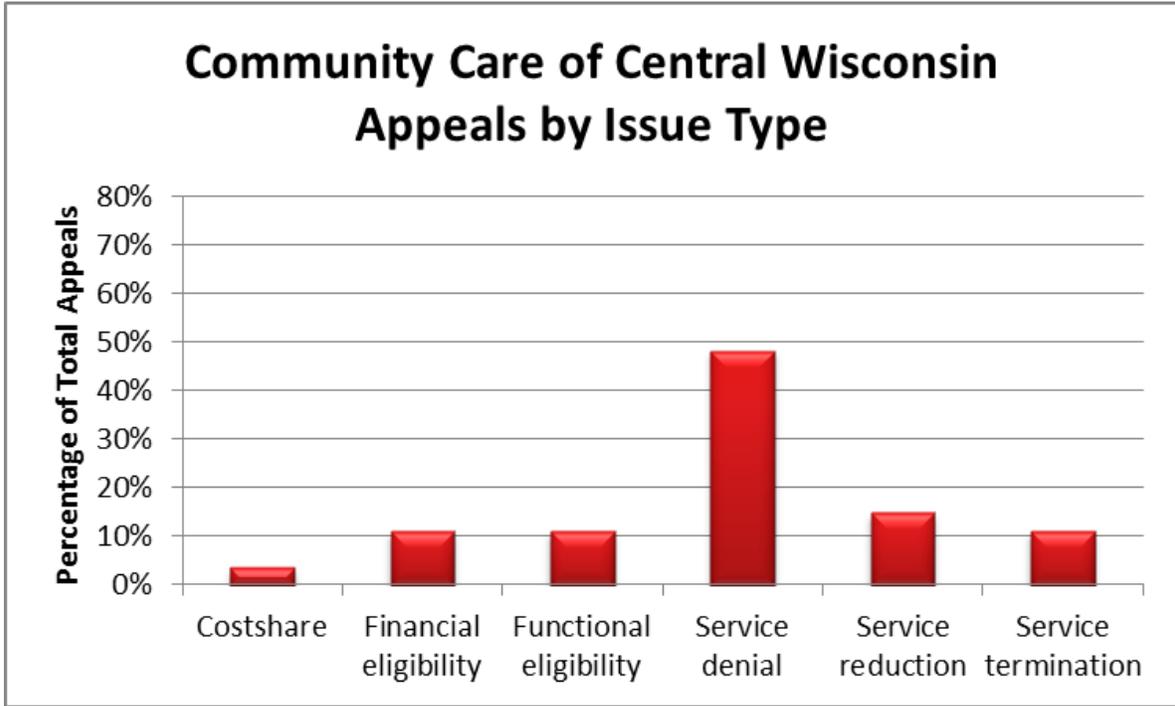
MCOs report appeals using issue type categories provided by DHS. The tables and charts below provide the details of this reporting for all appeals reported, as well as by MCO and by program where available.

**TABLE 3: APPEALS BY ISSUE TYPE - CY 2013
All MCOs and Programs**

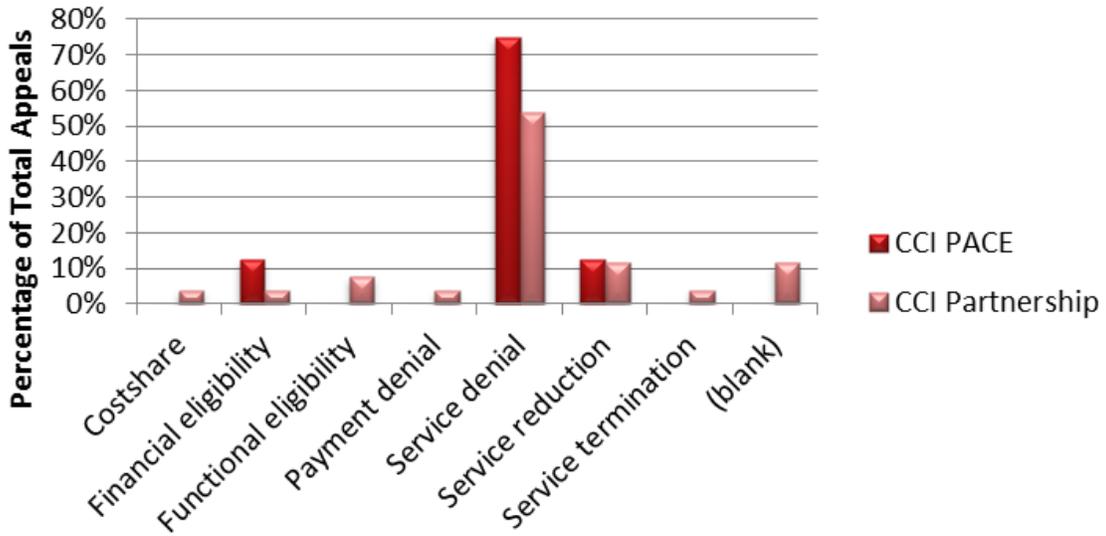
Issue Type	Total
Costshare	212
Failure to timely provide Member Centered Plan (MCP) service	1
Financial eligibility	129
Functional eligibility	53
Payment denial	25
Self-Directed Services (SDS)	4
Service denial	314
Service reduction	266
Service termination	171
Unacceptable MCP	7
No information submitted (blank)	156
Grand Total	1,338*

*A single appeal may involve more than one issue type.

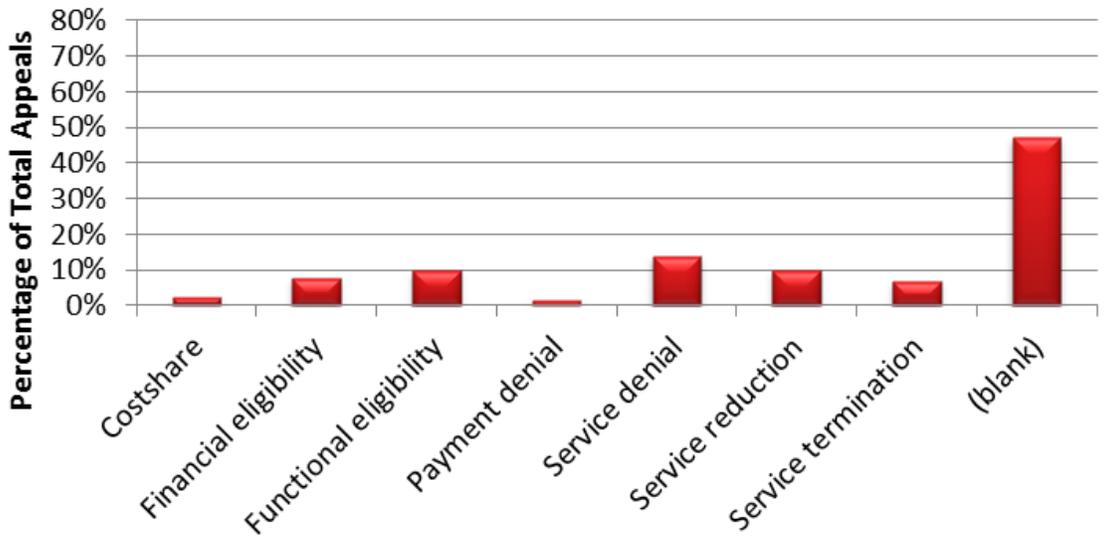
PERCENTAGE OF APPEALS BY ISSUE TYPE, BY MCO - CY 2013

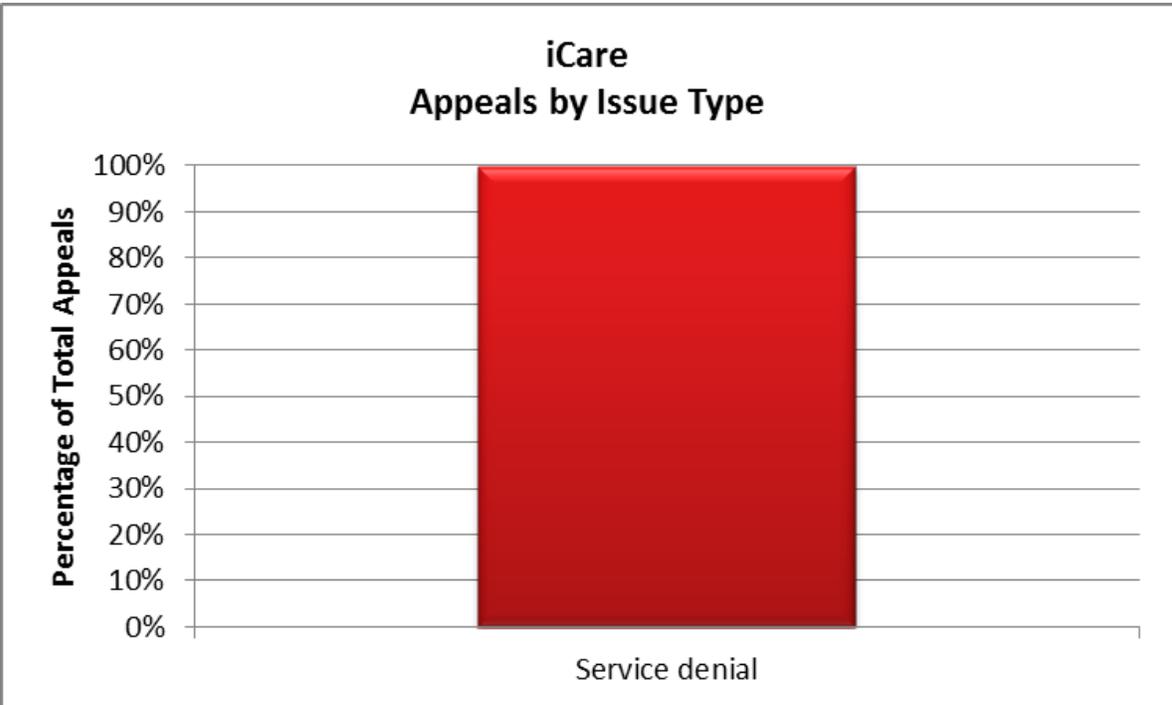
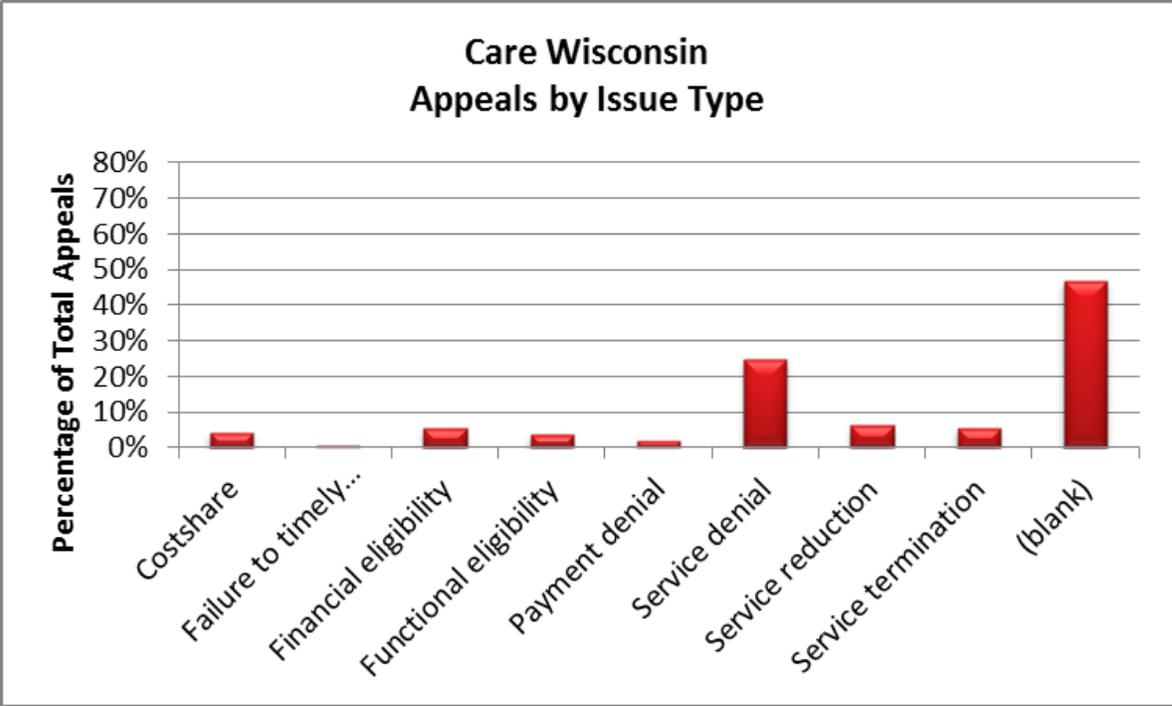


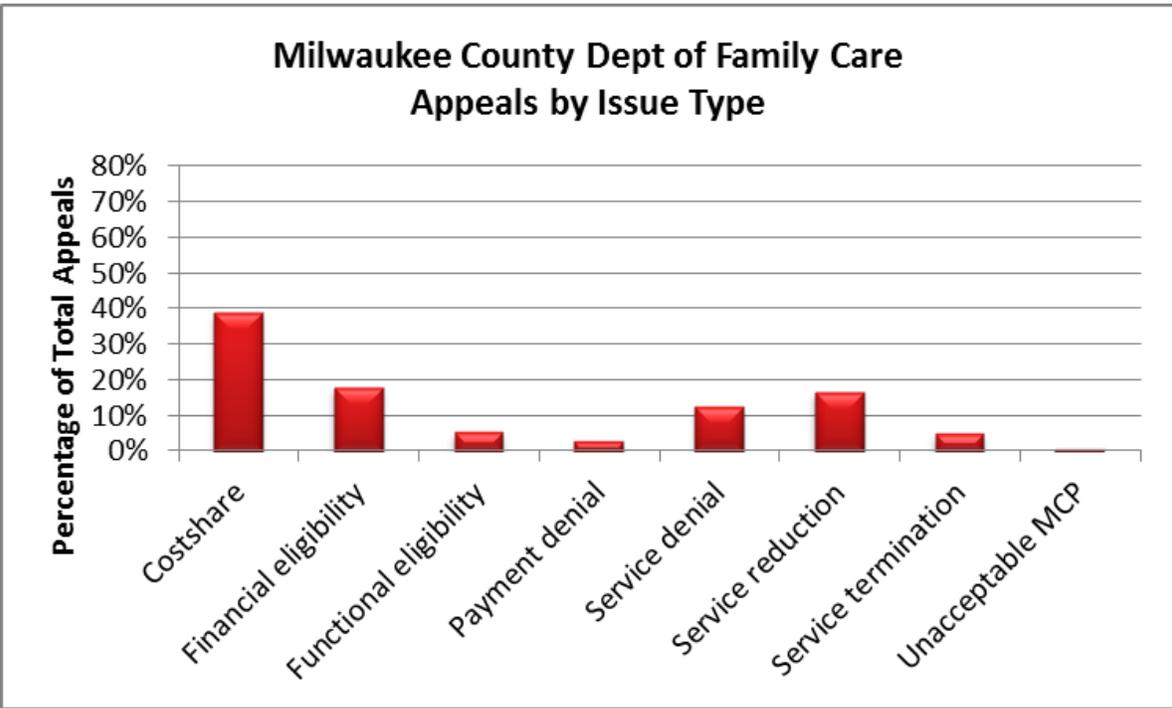
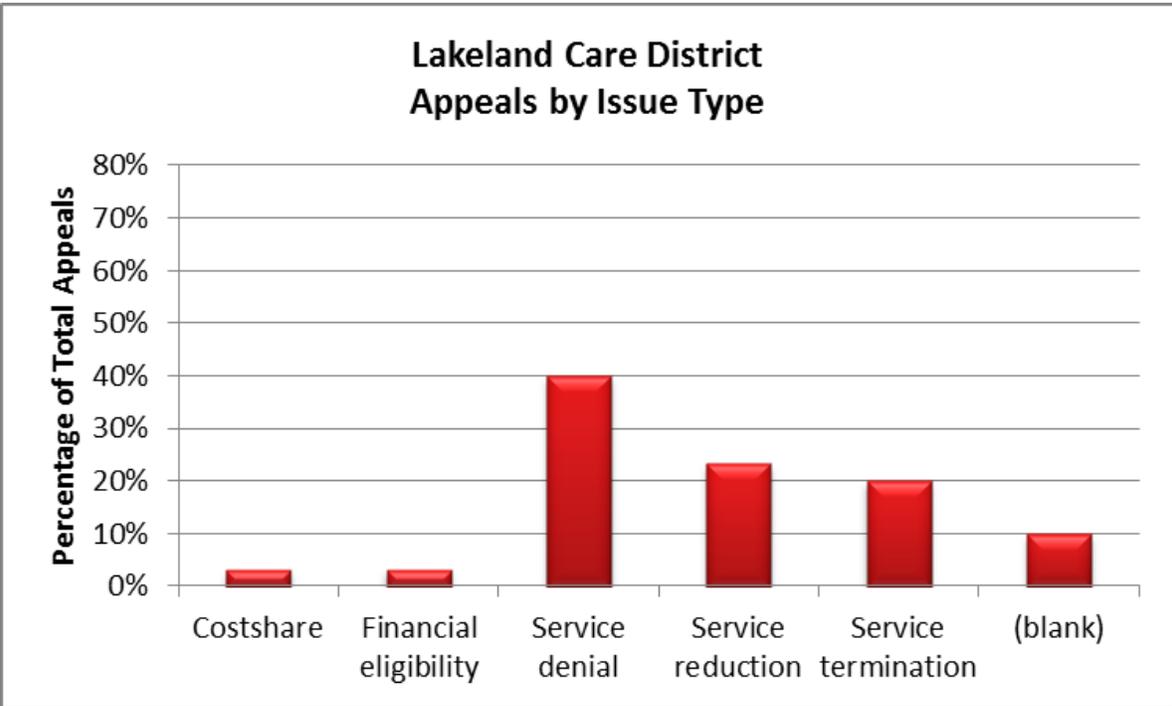
Community Care Inc. PACE and Partnership Appeals by Issue Type



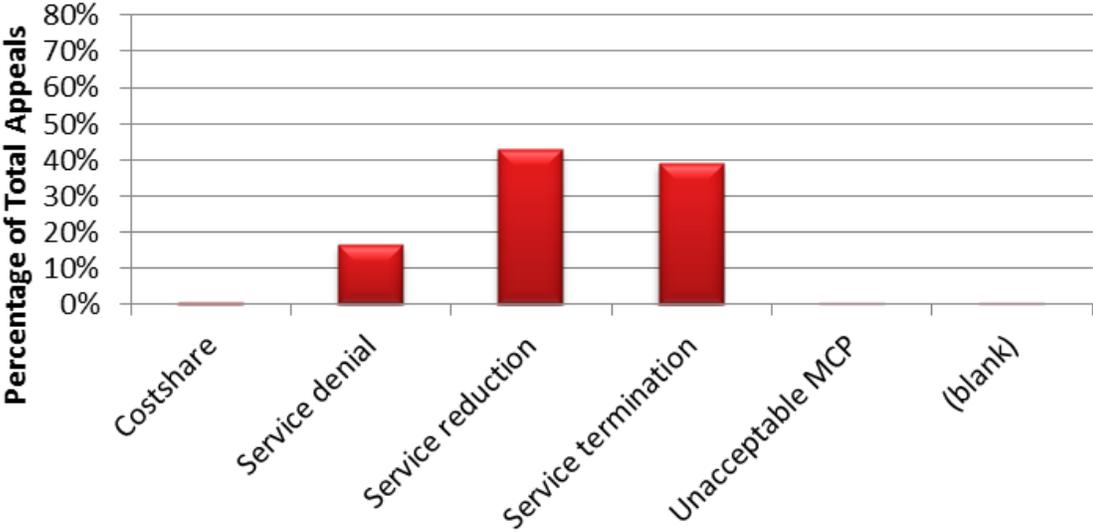
ContinuUs Appeals by Issue Type







Western Wisconsin Cares Appeals by Issue Type



Appeals by Service Type

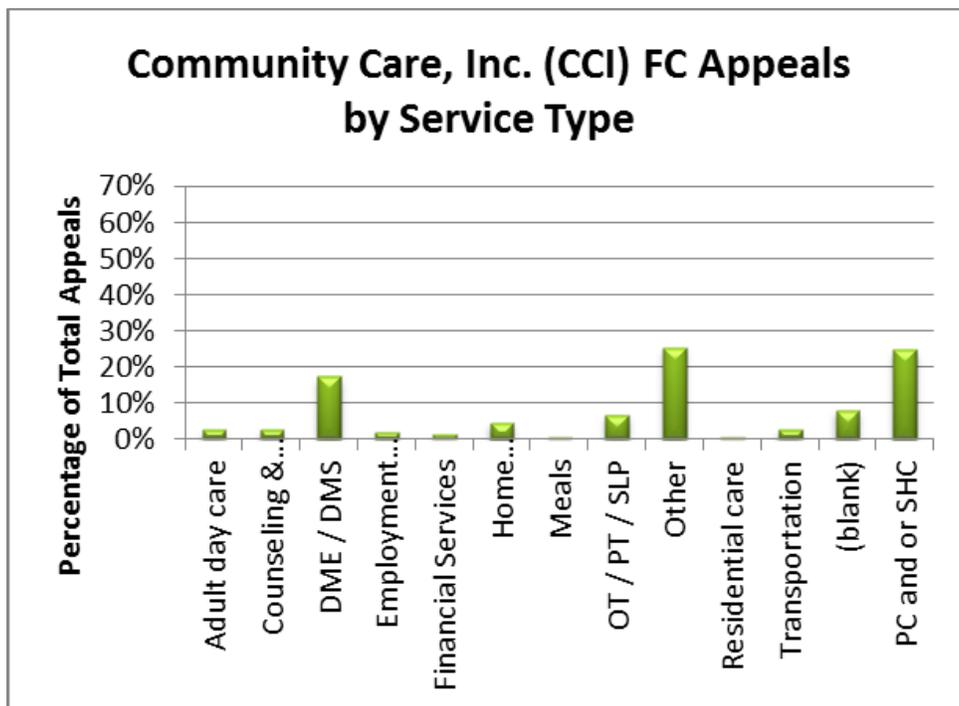
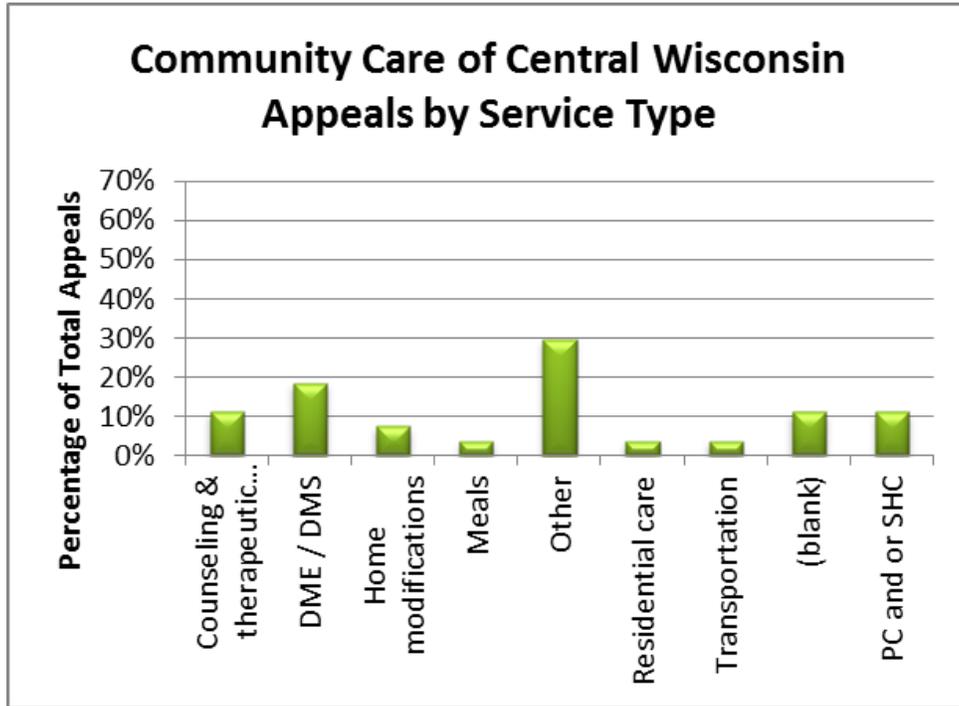
MCOs are asked to report the type of service that is the subject of the appeal; although not all appeals are associated with a service. For example, an appeal of a cost share requirement is not related to a particular service.

TABLE 4: APPEALS BY SERVICE TYPE - CY 2013
All MCOs and Programs

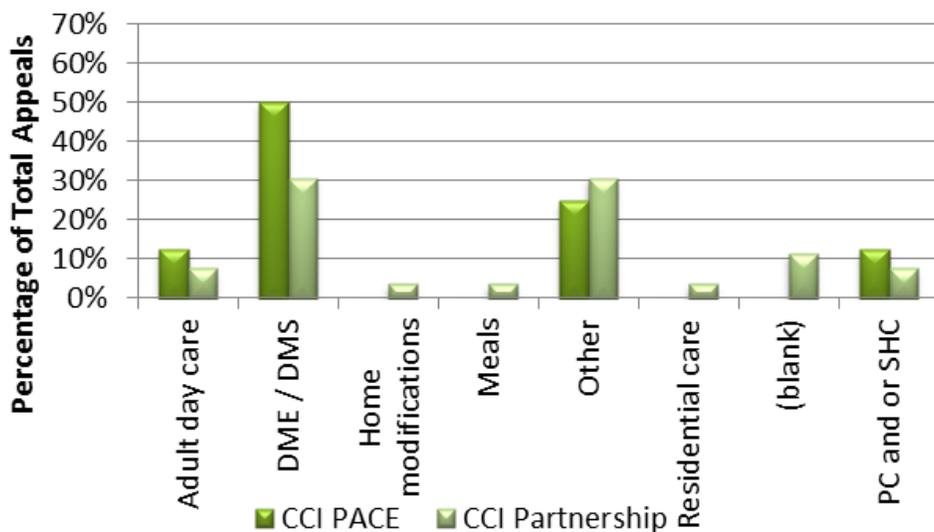
Service Type, if applicable*	Total
Adult day care	24
Counseling & therapeutic services	29
Durable Medical Equipment (DME) / Durable Medical Service (DMS)	96
Employment services	9
Financial Services	4
Home modifications	21
Meals	19
Medication	13
Not reported (NR)	49
Occupation therapy, Physical therapy and Speech/language pathology (OT, PT, SLP)	17
Other	144
Relocation services	3
Residential care	18
Transportation	79
No information submitted (blank)	508
Personal Care (PC) and/or Supported Home Care (SHC)	305
Total	1,338*

*A single appeal may involve more than one service type.

PERCENTAGE OF APPEALS BY SERVICE TYPE, BY MCO - CY 2013



Community Care, Inc. (CCI) PACE and Partnership Appeals by Service Type



ContinuUs Appeals by Service Type

