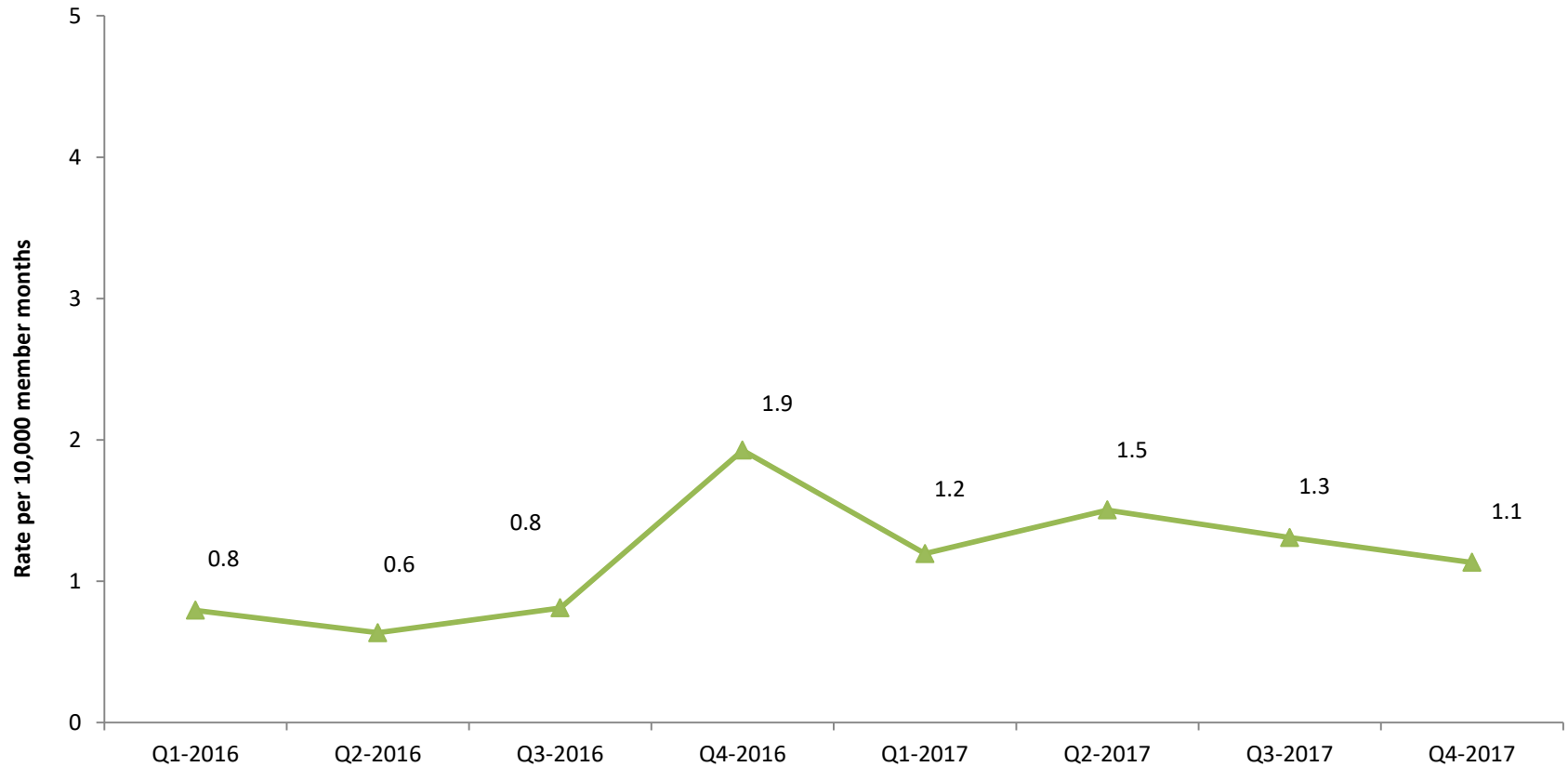


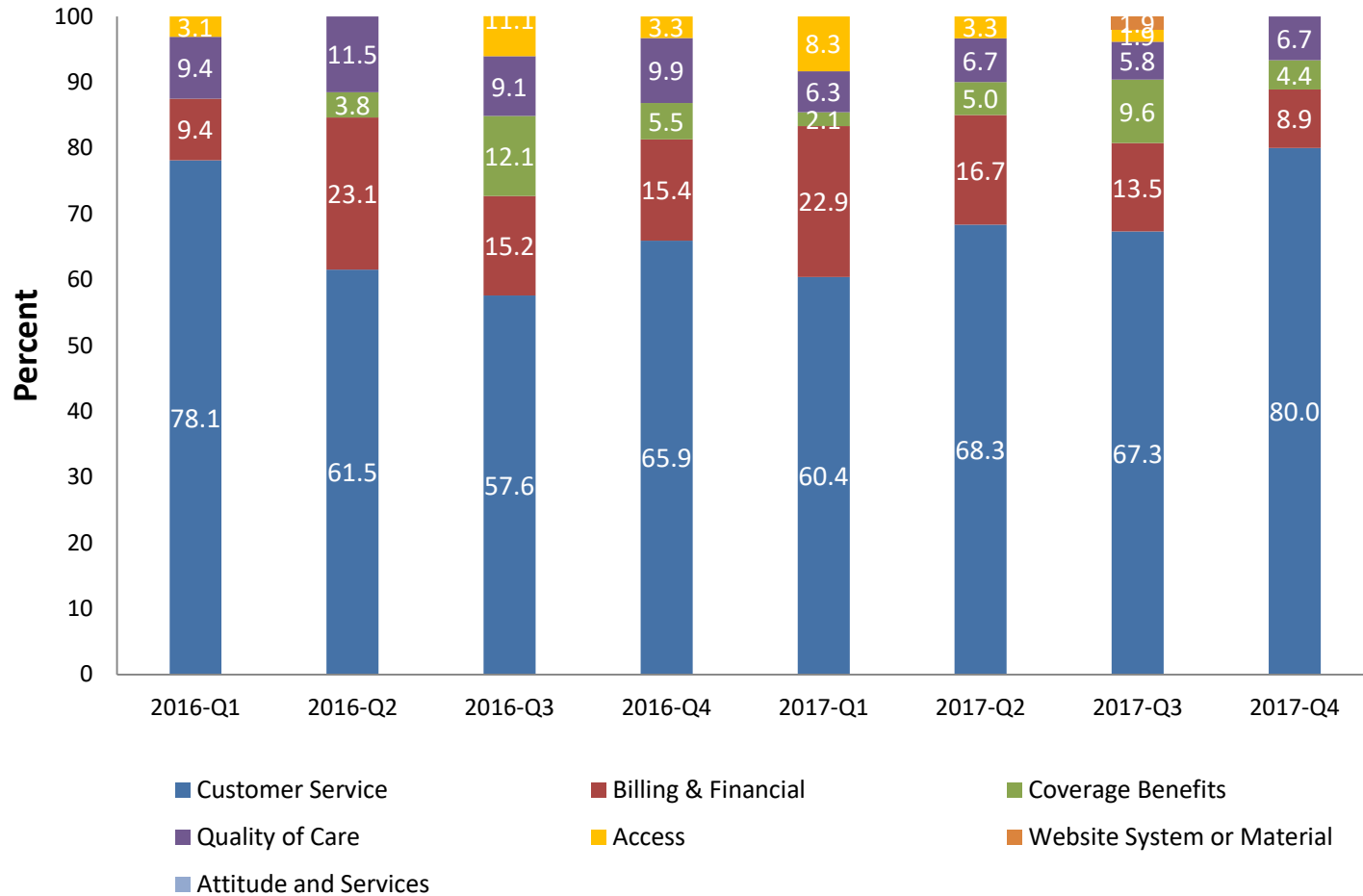


Medicaid Care Management Grievance and Appeals

Member Grievances per 10,000 Member Months



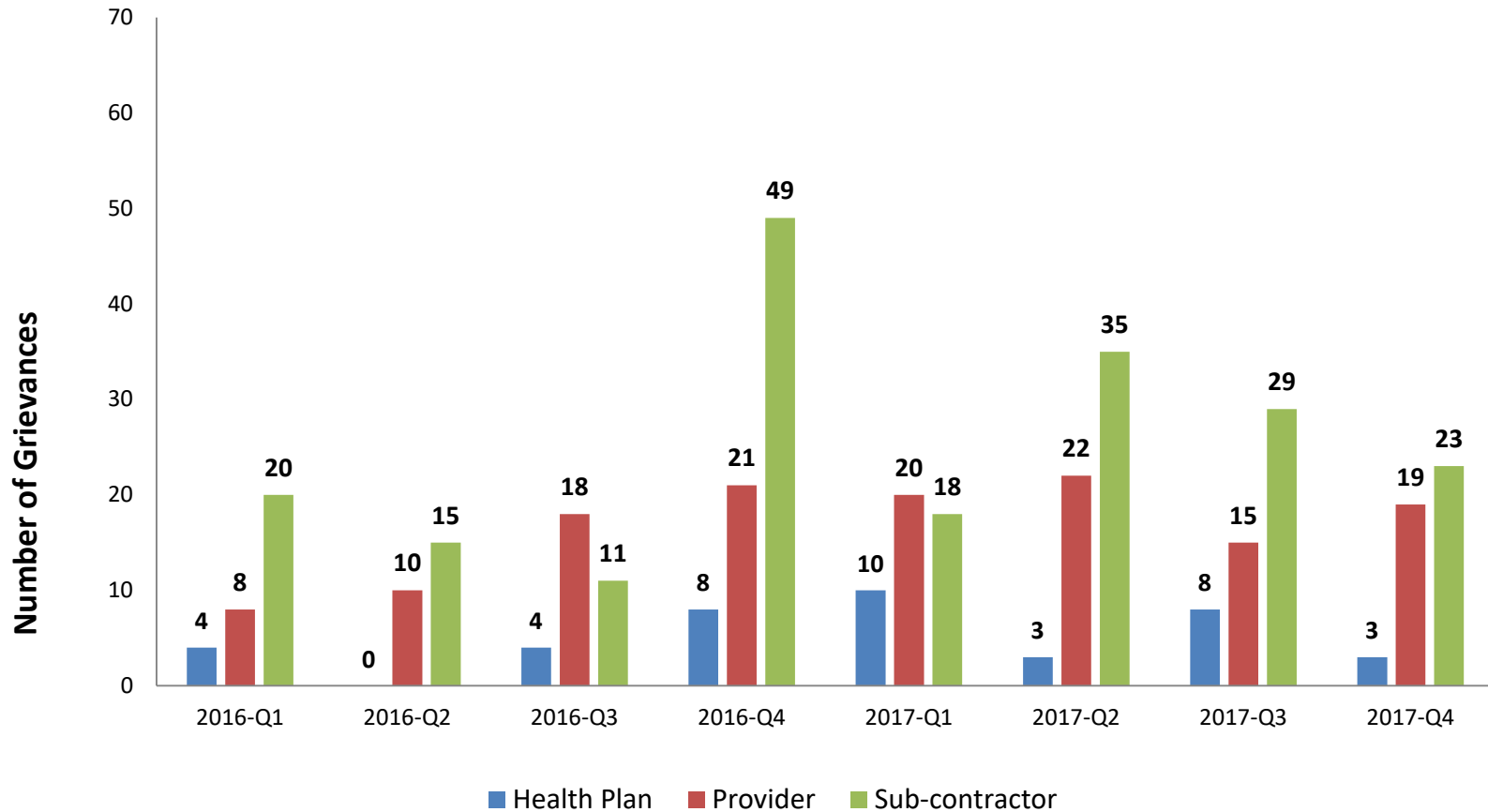
Grievances by Grievance Category*



* Categories are determined by the National Committee for Quality Assurance of Health Plans

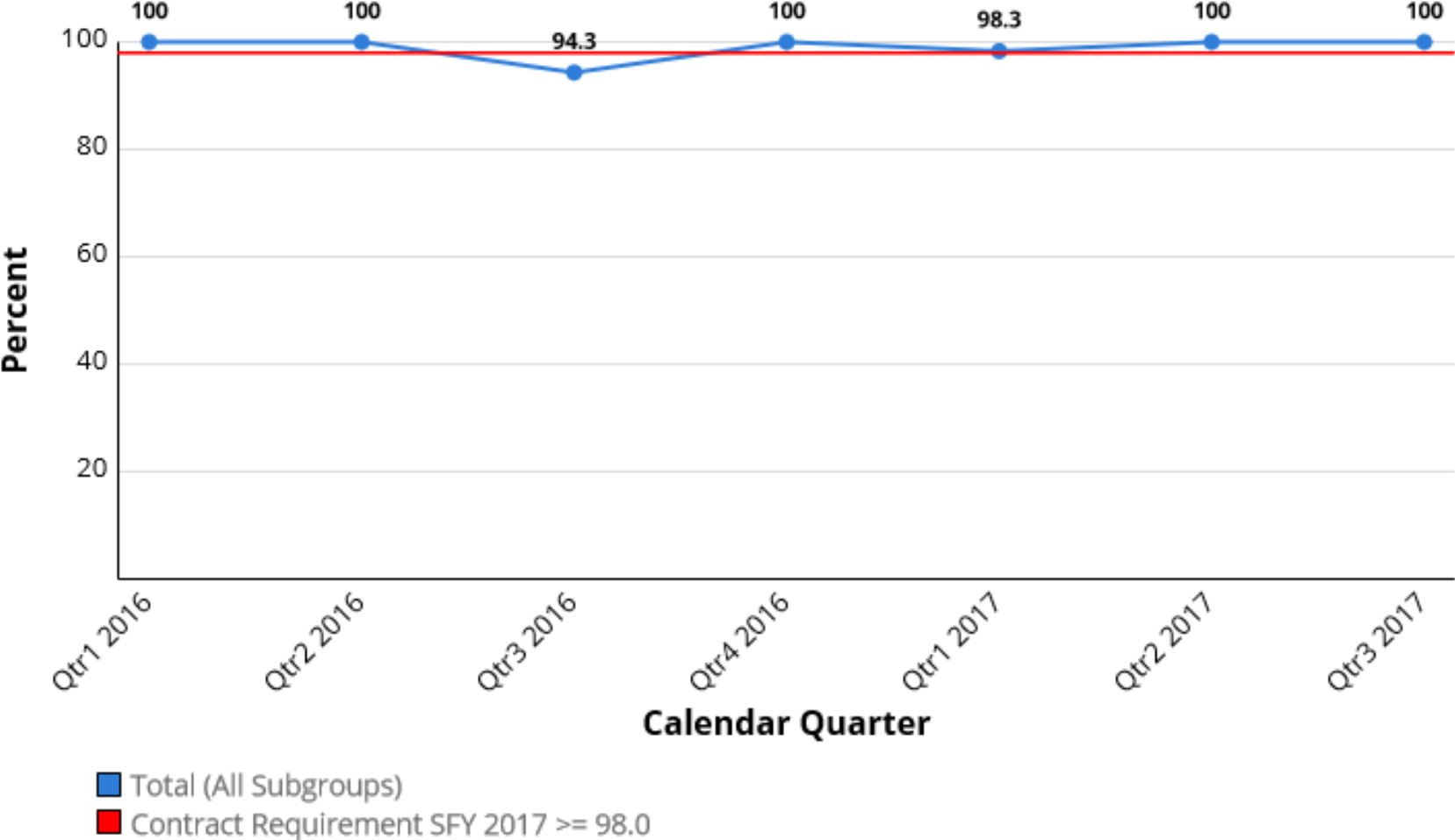
Source Data: Medicaid Quality Information System Retrieved on 3/26/2018

Grievance Count by Provider Type*



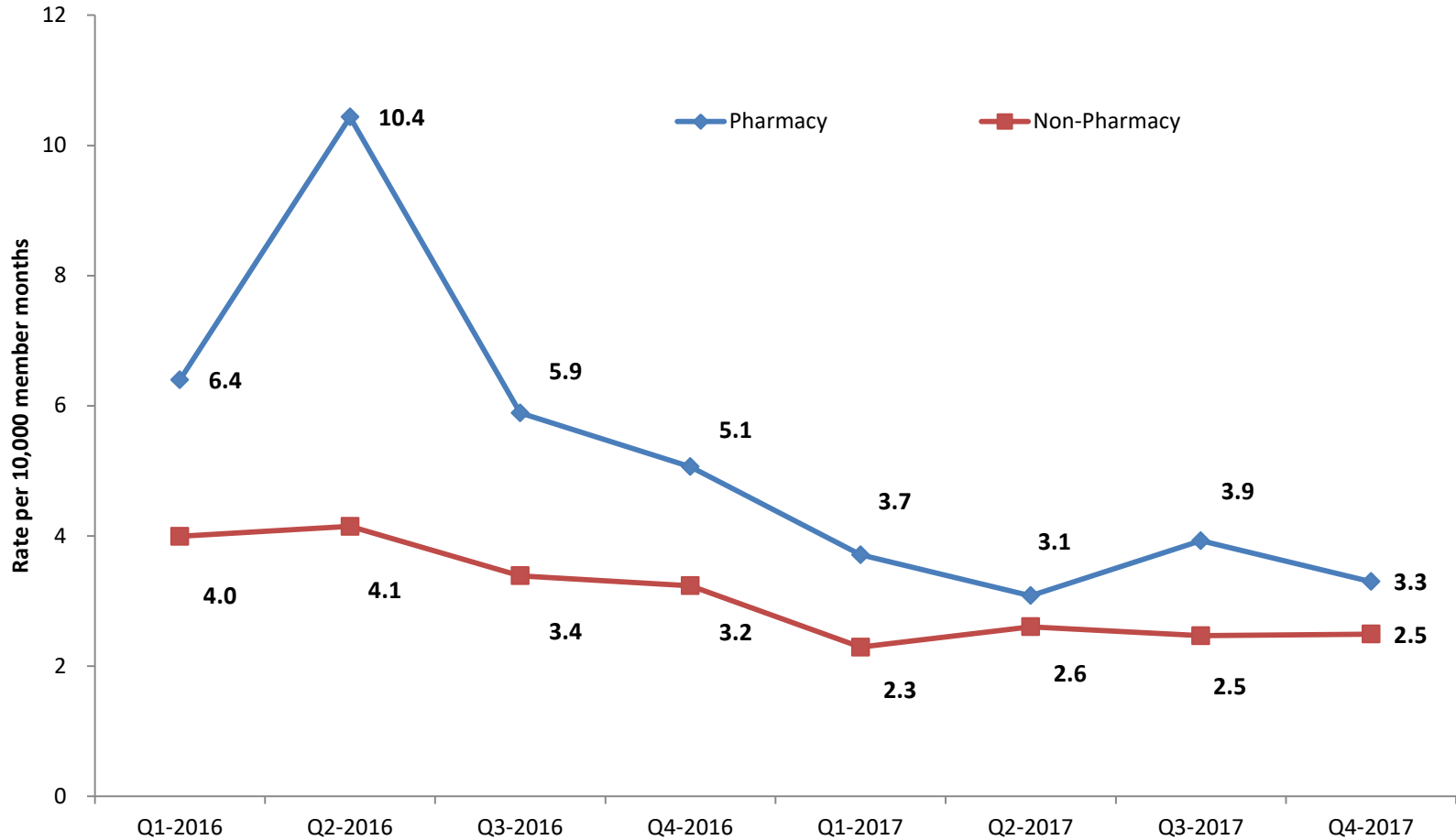
*Provider type indicates who the grievance is filed against.

Grievance Dispositions Made Within 45 Calendar Days

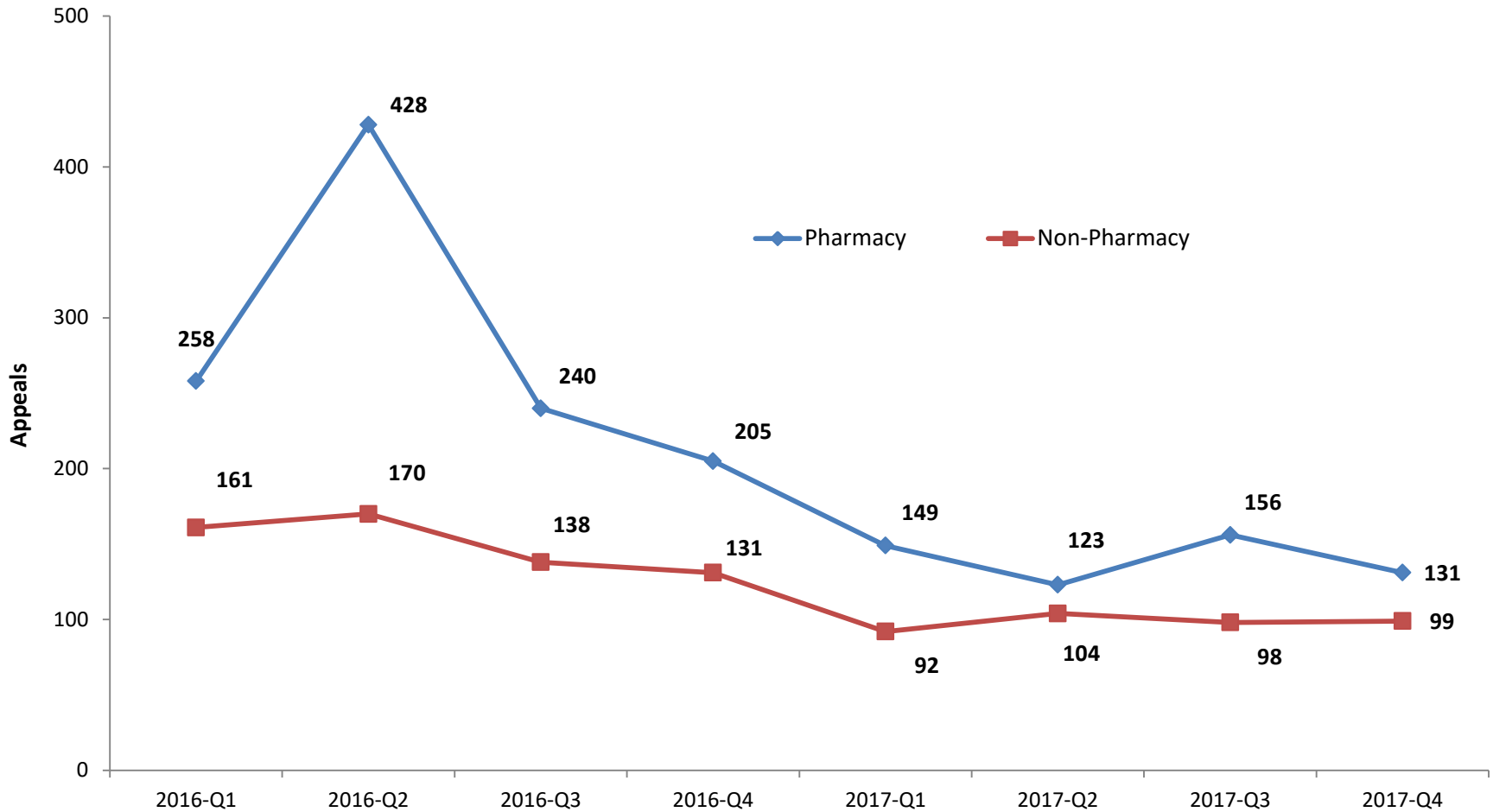


Source Data: Medicaid Quality Information System Retrieved on 3/26/2018

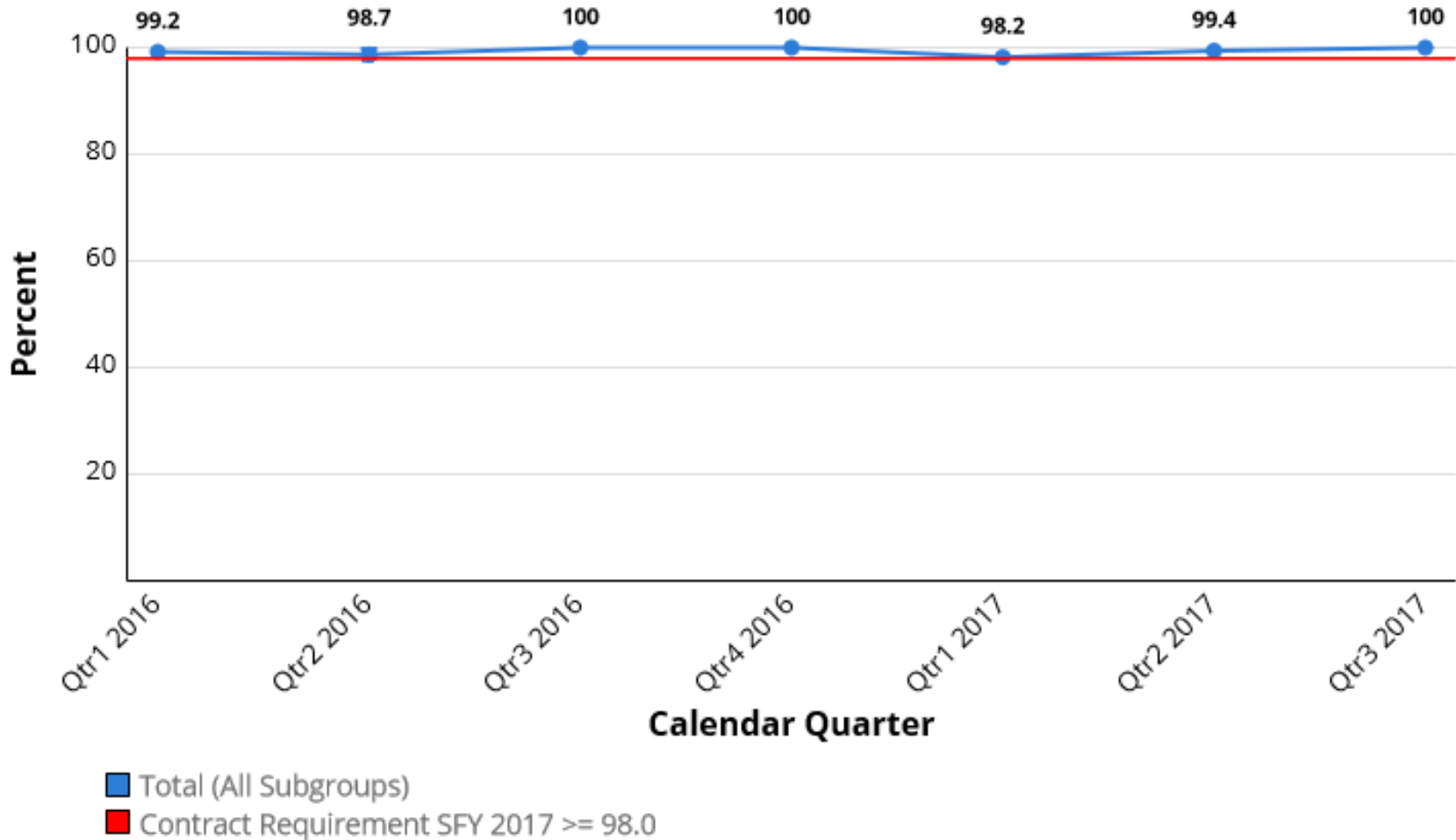
Member Appeals Filed per 10,000 Member Months



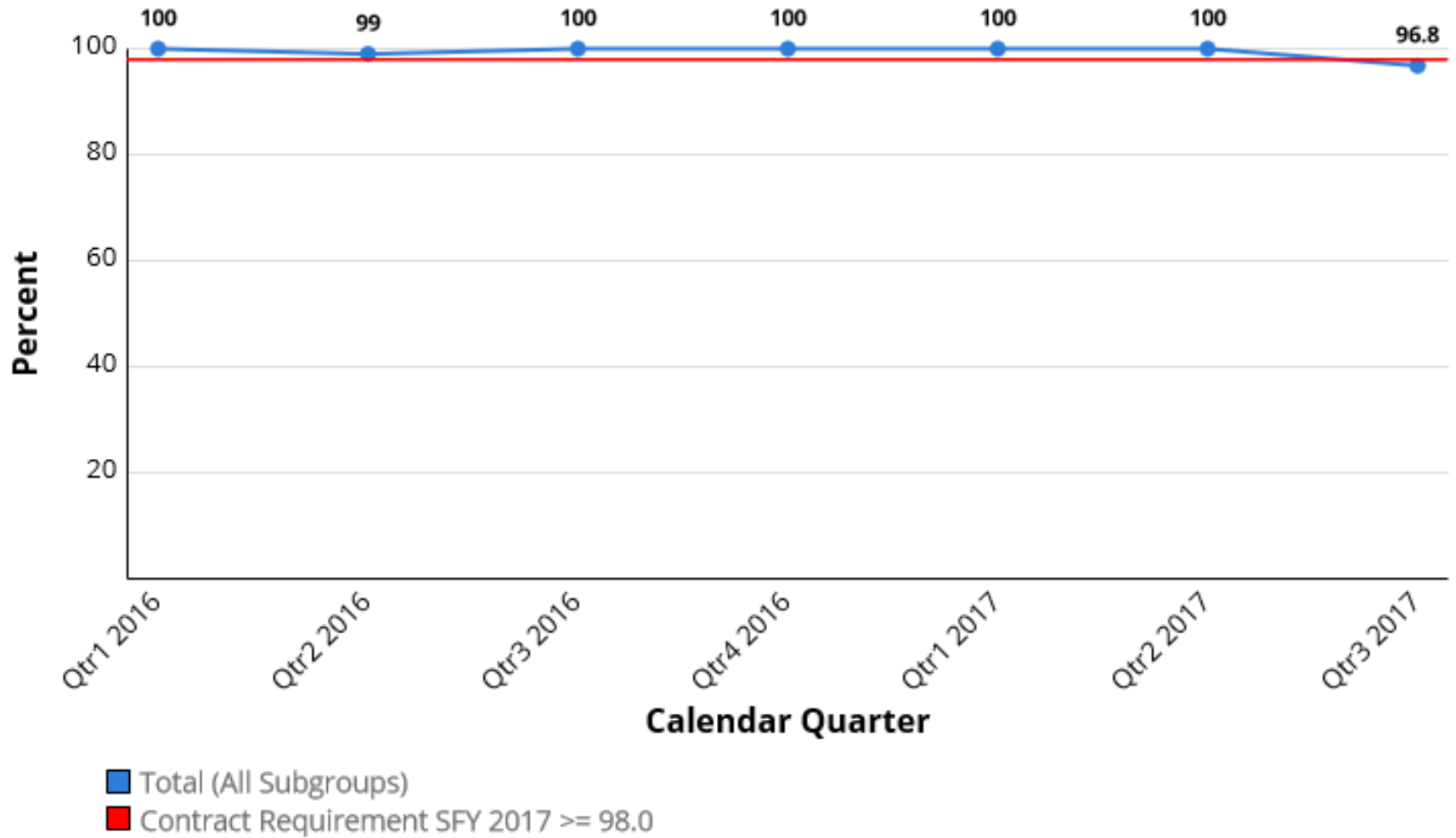
Count of Appeals Filed: Pharmacy and Non-Pharmacy



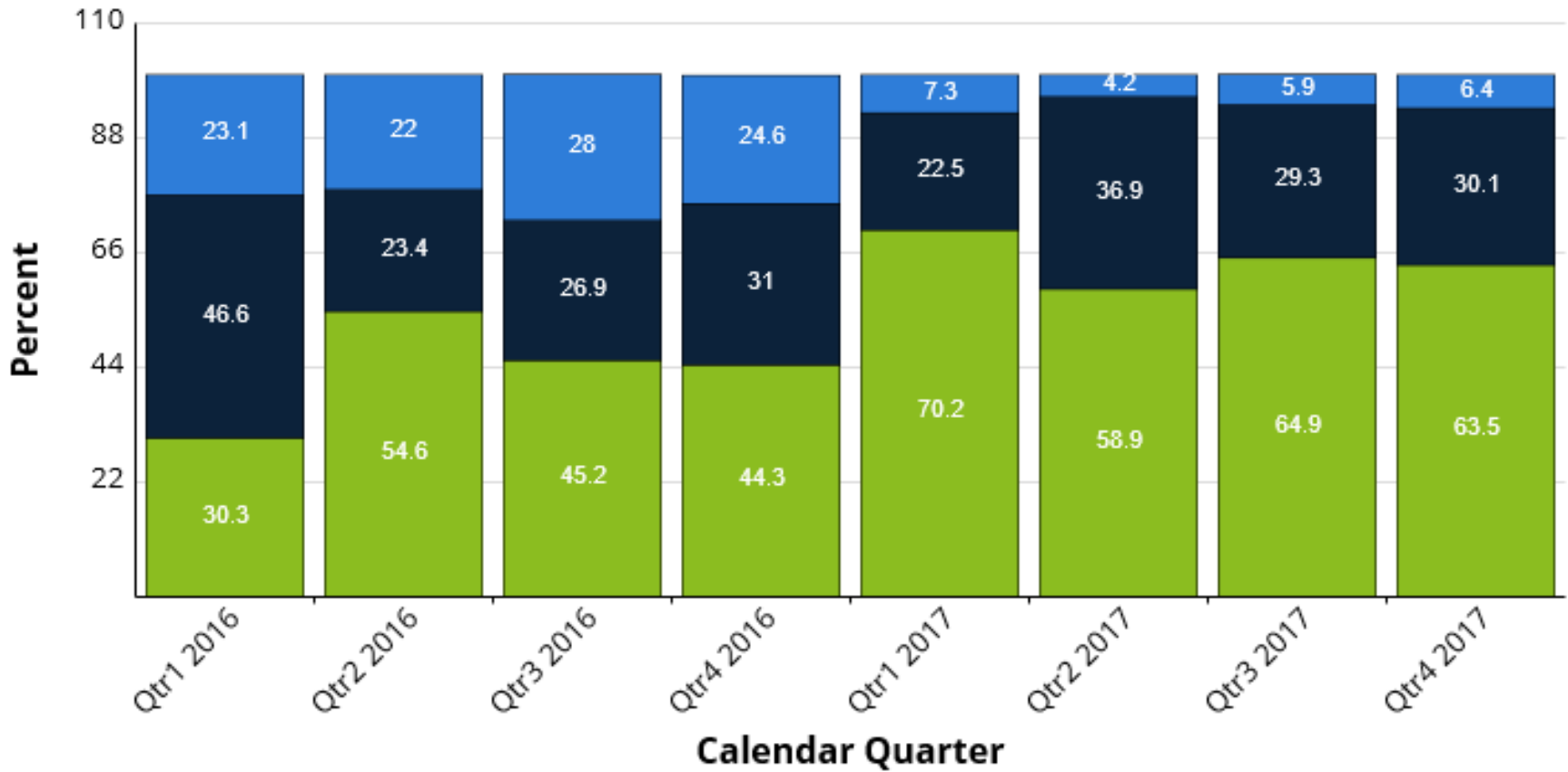
Appeal Processing Time: Resolution of Standard Appeals Within 30 Calendar Days



Appeals Processing Time: Resolution of Expedited Appeals Within 72 Hours



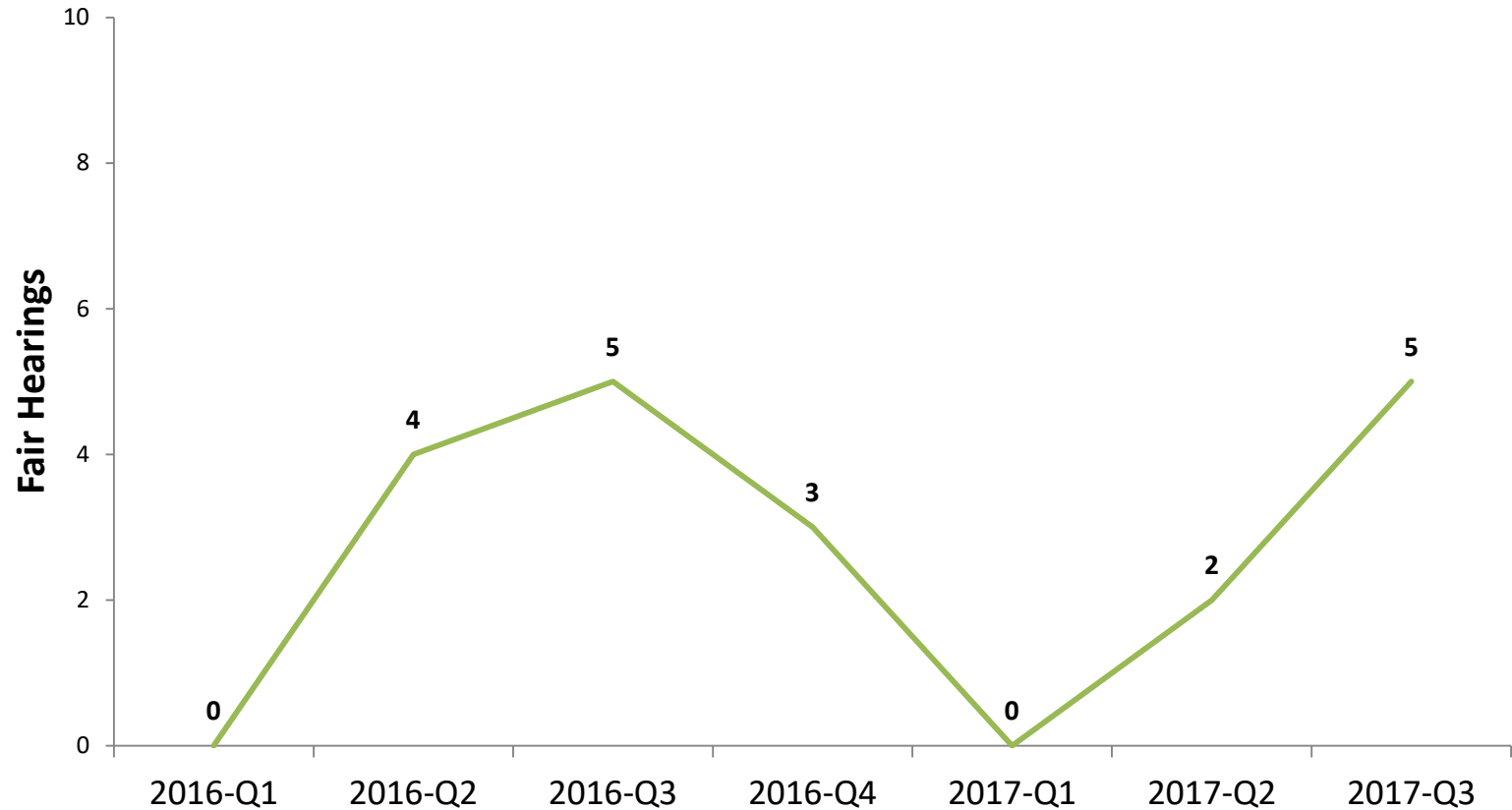
Resolution of Appeals by Disposition Type



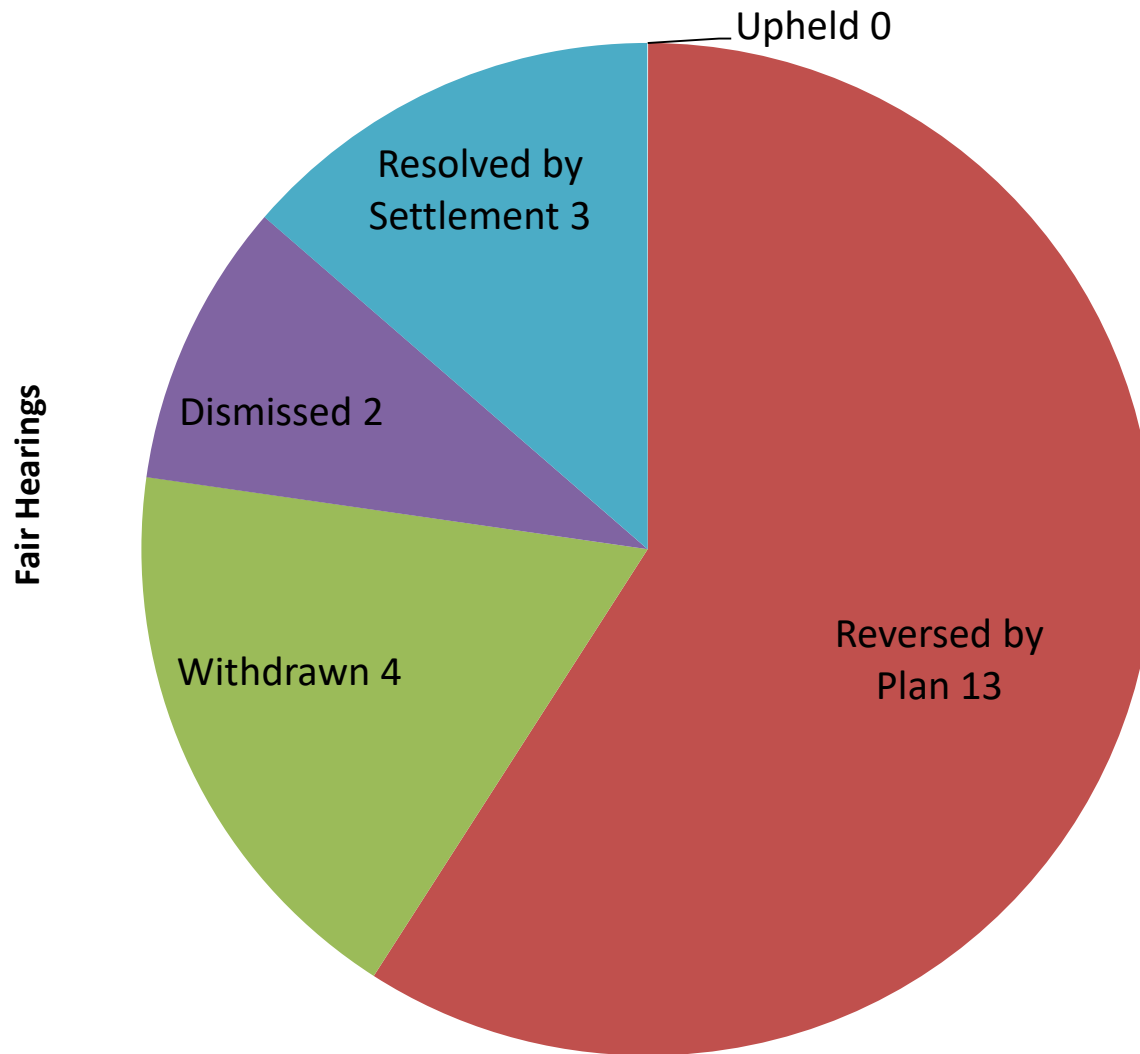
- A. Member Abandoned Appeal
- B. Appeal Upheld
- C. Appeal Reversed

Note: 2016 data may include over reporting for member abandoned appeals

Count of Appeals Elevated to State Fair Hearings



Count of Fair Hearing Requests by Disposition Type (1/1/2016 – 12/31/2017)



MCM Grievance and Appeals Data

Measure ID	Measure Name
GRIEVANCE.01	Grievance Dispositions Made Within 45 Calendar Days
GRIEVANCE.02	Grievance Log Including State Plan / 1915B Waiver Flag
GRIEVANCE.03	Member Grievances Received
APPEALS.01	Resolution of Standard Appeals Within 30 Calendar Days
APPEALS.02	Resolution of Extended Standard Appeals Within 44 Calendar Days
APPEALS.03	Resolution of Expedited Appeals Within 72 Hours
APPEALS.04	Resolution of All Appeals Within 45 Calendar Days
APPEALS.05	Resolution of Appeals by Disposition Type
APPEALS.09	Appeals by Reason Type
APPEALS.10	Fair Hearings by Disposition Type
APPEALS.16	Appeals by Type of Resolution and Category of Service by State Plan, 1915B Waiver, and Total Population
APPEALS.17	Pharmacy Appeals by Type of Resolution and Therapeutic Drug Class by State Plan, 1915B Waiver, and Total Population
APPEALS.18	Services Authorized within 72 Hours Following A Reversed Appeal
APPEALS.19	Member Appeals Received



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