| **Attachment A: Claim Dispute Report** |
| --- |
| **Claim Disputes Summary –** **Data Reported for A1-A4** | **Summary** *(Summarize claims dispute data that depicts significant changes, including an explanation of claim disputes that have not been resolved within 30 days)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |
| **Claim Dispute Decisions Summary –** **Data Reported for B1-B6** | **Summary** *(Summarize any dispute decisions that depicts significant changes, including root cause analysis for disputes fully or partially overturned as the result of incorrect handling)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues** |
|  |
| **Request for Hearing Summary –** **Data Reported for C1-C6** | **Summary** *(Summarize any provider hearing data that depicts significant changes, including an explanation identifying reasons for Contractor initiated settlements)*  |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |
| **Top 5 Dispute Categories –** **Data Reported for D1-D5** | **Summary** *(Summarize categorical trending data that depicts significant changes, including definition of new categories identified)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |
| **Top 5 Disputing Providers –****Data Reported for E1-E5** | **Summary** *(Summarize claims disputes filed by top providers and largest dispute category received from the provider that depicts significant changes in claims disputes)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|   |

| **Attachment B1: Prior Authorization Request Report** |
| --- |
| **Summary of Authorization Requests Excluding Behavioral Health and Medication Authorization Requests –** **Data Reported for A1-A3** | **SUMMARY** *(Summarize any authorization request data that depicts significant changes)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |
| **Types of Requests Excluding Requests for Behavioral Health and Medication Authorization Requests –****Data Reported for B1-B5** | **Summary** *(Summarize the types of authorization requests that depicts significant changes)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues** |
|  |
| **Summary of Authorization Requests Behavioral Health Authorization Requests –** **Data Reported for C1-C3** | **Summary** *(Summarize any behavioral health authorization request data that depicts significant changes)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |
| **Types of Behavioral Health Requests – Data Reported for D1-D5** | **Summary** *(Summarize the types of behavioral health authorization request data that depicts significant changes)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |
| **Summary of Medication Authorization Requests –** **Data Reported for E1-E3** | **Summary** *(Summarize any medication authorization request data that depicts significant changes)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |
| **Types of Requests for Medication Authorization Requests –** **Data Reported for F1-F2** | **Summary** *(Summarize the types of medication authorization request data that depicts significant changes)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |

| **Attachment B2: Appeal and Hearing Request Report** |
| --- |
| **Standard Appeals –** **Data Reported for A1-A5 and B1-B5** | **Summary** *(Summarize Standard member appeal data that depicts significant changes, including an explanation of appeals that were overturned due to a secondary review, as reported in E3I, and an explanation of member appeals not resolved within 30 days)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |
| **Requests for Hearing –****Data Reported for C1-C6** | **Summary** *(Summarize Member Requested State Fair Hearing data that depict significant changes)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues** |
|  |
| **Expedited Appeals –** **Data Reported for D1-D5 and E1-E6** | **Summary** *(Summarize Expedited member appeal data that depicts significant changes, including an explanation of appeals that were overturned due to a secondary review, as reported in H3I, and an explanation of member appeals not resolved within 3 days)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |
| **Requests for Hearing (Expedited) –** **Data Reported for F1-F6** | **Summary** *(Summarize Member Requested Expedited State Fair Hearing data that depict significant changes)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |
| **Reason for Appeal – Data Reported for G1-G7** | **Summary** *(Summarize categorical trending data that depicts significant changes)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|   |
| **Service Type Related to Appeal –** **Data Reported for H1-H10** | **Summary** *(Summarize categorical trending data that depicts significant changes)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|   |

| **Attachments C, D, E, and F: Member Grievance Reports** |
| --- |
| **Attachment C.** **–****Transportation** | **Summary** *(Summarize member transportation grievance data that depicts significant changes, including an explanation of any delayed resolutions for grievances open longer than 90 days)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |
| **Attachment D.** **–****Medical Service Provision** | **Summary** *(Summarize member medical service provision grievance data that depicts significant changes, including an explanation of any delayed resolutions for grievances open longer than 90 days)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues** |
|  |
| **Attachment E.** **–****Contractor Service** | **Summary** *(Summarize member contractor service grievance data that depicts significant changes, including an explanation of any delayed resolutions for grievances open longer than 90 days)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |
| **Attachment F.** **– Access to Care** | **Summary** *(Summarize member access to care grievance data that depicts significant changes, including an explanation of any delayed resolutions for grievances open longer than 90 days)* |
|  |
| **Trend Analysis** *(Summarize significant trending, either positive or negative)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |

| **Attachment H: Monthly Member Grievance Tracking** |
| --- |
| **Rolling 12 months** | **Summary and Trend Analysis** *(Summarize significant trending, either positive or negative, from month-to-month)* |
|  |
| **Interventions Implemented resulting from identified issues**  |
|  |