

LEGISLATIVE REPORT: FY 04 COMPLAINTS AND INQUIRIES
PA 159 (House Bill 4392 of 2003), Section 1656
Report Prepared By: Medical Services Administration
Michigan Department of Community Health
November 2004

Enrolled House Bill 4392, Section 1656(3): Annual reports summarizing the problems and complaints reported (by Medicaid recipients) and their resolution shall be provided to the house of representatives and senate appropriations subcommittees on community health, the house and senate fiscal agencies, the state budget office, and the department's health plans advisory council.

An INQUIRY is a request for information, assistance, referral, to check eligibility status, or to report in change in status or residence. In general, inquiries are resolved at the time the call is received, or the beneficiary is referred to the appropriate agency for resolution. Referrals would include FIA caseworkers, Medicaid Health Maintenance Organizations (HMOs), local public health department, or providers.

A COMPLAINT is an expression of dissatisfaction and generally requires further review investigation to achieve resolution. Reviews include contacting providers, Medicaid HMO's, and other health care entities to examine the nature of the complaint, and determine appropriate action to resolve the complaint.

All complaints and inquiries are tracked via the Beneficiary/Provider Contact Tracking system (BPCT). Each contact is documented, and remains active until designated "resolved". This report includes all contacts created during Fiscal Year (FY) 2004. For the period FY 04:

- Complaint rates have declined:
 - FY 04 – .28 complaints/per1000 beneficiaries/per year (4,222 complaints)
 - FY 03 – .34 complaints/ per 1000 beneficiaries/per year (4,993 complaints)

- Inquiries continue to increase, indicating greater utilization of the Beneficiary Helpline as a point of contact regarding Medicaid information and referral:
 - FY 04 – 33.867 inquiries/ per1000 beneficiaries/per year (524,593 inquiries)
 - FY 03 – 28.232 inquiries/per 1000 beneficiaries/per year (412,263 inquiries)

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TYPE OF INQUIRY	TOTAL NUMBER	TYPE AS % OF TOTAL INQUIRY	NUMBER OF INQUIRIES PER 1,000 MEDICAID BENEFICIARIES PER YEAR	MO AVG	NUMBER OF INQUIRIES PER 1,000 MEDICAID BENEFICIARIES PER MONTH
Billing question/problem	21489	4%	1.387	1791	0.116
Calls related to requesting an exception to managed care	6236	1%	0.403	520	0.034
Coverage	79191	15%	5.112	6599	0.426
Dental	17278	3%	1.115	1440	0.093
Durable medical equipment, medical supplies, other inquiries	34357	7%	2.218	2863	0.185
Enrollments	6699	1%	0.432	558	0.036
General Complaints	4514	1%	0.291	376	0.024
Informational calls related to Medicaid eligibility	67009	13%	4.326	5584	0.360
Medicaid Card Questions (lost cards, address changes, etc.)	220897	42%	14.261	18408	1.188
Medicare Buy-In	5604	1%	0.362	467	0.030
Pharmacy	16375	3%	1.057	1365	0.088
Third Party Liability (other insurances)	27062	5%	1.747	2255	0.146
TMA Plus	364	0%	0.023	30	0.002
Vision	7797	1%	0.503	650	0.042
Informational calls related to the CSHCS Program	4063	1%	0.262	339	0.022
Provider Calls	5658	1%	0.365	472	0.030
Total	524,593	100%	33.867	43,716	2.822

TYPE OF COMPLAINT	TOTAL NUMBER	% OF TOTAL COMPLAINTS	NUMBER OF COMPLAINTS PER 1,000 MEDICAID BENEFICIARIES PER YEAR	MO AVG	NUMBER OF COMPLAINTS PER 1,000 MEDICAID BENEFICIARIES PER MONTH
Qualified Health Plans:					
Mental Health Services	7	0%	0.000	1	0.000
PCP Availability/Selection	52	1%	0.003	4	0.000
Pregnancy Issues	444	10%	0.029	37	0.002
Problem obtaining covered services	168	4%	0.011	14	0.001
Problem obtaining durable medical equipment and medical supplies	16	0%	0.001	1	0.000
Problem obtaining prescriptions	136	3%	0.009	11	0.001
Problem obtaining referrals for specialty care	112	3%	0.007	9	0.001
Quality of Care	14	0%	0.001	1	0.000
Transportation	12	0%	0.001	1	0.000
Vision	6	0%	0.000	1	0.000
Fee For Service:					
Mental Health Services	8	0%	0.001	1	0.000
PCP Availability/Selection	2	0%	0.000	0	0.000
Pregnancy Issues	318	7%	0.021	27	0.002
Problem obtaining covered services	66	2%	0.004	6	0.000
Problem obtaining durable medical equipment and medical supplies	30	1%	0.002	3	0.000
Problem obtaining prescriptions	152	4%	0.010	13	0.001
Problem obtaining referrals for specialty care	7	0%	0.000	1	0.000
Quality of Care	12	0%	0.001	1	0.000
Transportation	7	0%	0.000	1	0.000
Vision	8	0%	0.001	1	0.000
Administrative Error	268	6%	0.017	22	0.001
Billing Problem	1919	44%	0.124	160	0.010
Dental	79	2%	0.005	7	0.000
Enrollment Problems	60	1%	0.004	5	0.000
Medicare/Buy-In	15	0%	0.001	1	0.000
Possible Fraud	47	1%	0.003	4	0.000
Third Party Liability (other insurances)	3	0%	0.000	0	0.000
Eligibility	365	8%	0.024	30	0.002
Total	4,333	100%	0.280	361	0.023

ANNUAL INQUIRIES AND COMPLAINTS: 528,926