MICHIGAN DEPARTMENT OF COMMUNITY HEALTH
Medical Services Administration
Customer Services Divsion
Enrollment Services Section
INQUIRIES AND COMPLAINTS RECEIVED 10/01/00 TO 03/31/01

TYPE OF INQUIRY	TOTAL NUMBER	TYPE AS % OF TOTAL INQUIRY	NUMBER OF INQUIRIES PER 1,000 MEDICAID BENEFICIARIES
Billing question/problem	3676	16%	3.376
Calls related to requesting an exception to managed care	441	2%	0.405
Coverage	3764	16%	3.456
Dental	3027	13%	2.780
Dual Eligibility	607	3%	0.557
Durable medical equipment, medical supplies, other inquires	3011	13%	2.765
Enrollments	931	4%	0.855
General Complaints	724	3%	0.665
Informational calls related to Medicaid eligibility	1609	7%	1.478
Medicaid Card Questions (lost cards, address changes, etc.)	1054	5%	0.968
Medicare Buy-In	937	4%	0.860
Provider Calls	1031	4%	0.947
Third Party Liability (other insurances)	1678	7%	1.541
TMA Plus	351	2%	0.322
Vision	527	2%	0.484
Total	**23368**	**100%**	**21.458**

TYPE OF COMPLAINT	TOTAL NUMBER	% OF TOTAL COMPLAINTS	NUMBER OF COMPLAINTS PER 1,000 MEDICAID BENEFICIARIES
Qualified Health Plans:			
Mental Health Services	10	1%	0.009
PCP Availability/Selection	95	8%	0.087
Pregnancy Issues	134	11%	0.123
Problem obtaining covered services	88	7%	0.081
Problem obtaining durable medical equipment and medical supplies	18	1%	0.017
Problem obtaining prescriptions	79	6%	0.073
Problem obtaining referrals for specialty care	83	7%	0.076
Quality of Care	11	1%	0.010
Transportation	14	1%	0.013
Vision	4	0%	0.004
Fee For Service:			
Mental Health Services	2	0%	0.002
PCP Availability/Selection	4	0%	0.004
Pregnancy Issues	75	6%	0.069
Prior Authorization	2	0%	0.002
Problem obtaining covered services	9	1%	0.008
Problem obtaining durable medical equipment and medical supplies	17	1%	0.016
Problem obtaining prescriptions	25	2%	0.023
Problem obtaining referrals for specialty care	7	1%	0.006
Quality of Care	3	0%	0.003
Transportation	5	0%	0.005
Vision	15	1%	0.014
Administrative Error	11	1%	0.010
Billing Problem	104	8%	0.096
Dental	88	7%	0.081
Enrollment Problems	215	17%	0.197
Medicare/Buy-In	52	4%	0.048
Third Party Liability (other insurances)	27	2%	0.025
Eligibility	37	3%	0.034
Total	**1234**	**100%**	**1.133**

SEMI ANNUAL INQUIRIES AND COMPLAINTS: 24,602