

MICHIGAN DEPARTMENT OF COMMUNITY HEALTH
Medical Services Administration
Customer Services Division
Enrollment Services Section
INQUIRIES AND COMPLAINTS RECEIVED 04/01/01 TO 09/30/01

TYPE OF INQUIRY	TOTAL NUMBER	TYPE AS % OF TOTAL INQUIRY	NUMBER OF INQUIRIES PER 1,000 MEDICAID BENEFICIARIES
Billing question/problem	5884	11%	5.393
Calls related to requesting an exception to managed care	2585	5%	2.369
Coverage	9527	18%	8.732
Dental	5080	10%	4.656
Dual Eligibility	348	1%	0.319
Durable medical equipment, medical supplies, other inquires	5052	10%	4.631
Enrollments	2108	4%	1.932
General Complaints	4710	9%	4.317
Informational calls related to Medicaid eligibility	6006	11%	5.505
Medicaid Card Questions (lost cards, address changes, etc.)	2301	4%	2.109
Medicare Buy-In	1696	3%	1.555
Provider Calls	238	0%	0.218
Third Party Liability (other insurances)	5722	11%	5.245
TMA Plus	305	1%	0.280
Vision	926	2%	0.849
Total	52488	100%	48.110

TYPE OF COMPLAINT	TOTAL NUMBER	% OF TOTAL COMPLAINTS	NUMBER OF COMPLAINTS PER 1,000 MEDICAID BENEFICIARIES
Qualified Health Plans:			
Mental Health Services	3	0%	0.003
PCP Availability/Selection	82	6%	0.075
Pregnancy Issues	217	16%	0.199
Problem obtaining covered services	89	7%	0.082
Problem obtaining durable medical equipment and medical supplies	11	1%	0.010
Problem obtaining prescriptions	47	3%	0.043
Problem obtaining referrals for specialty care	39	3%	0.036
Quality of Care	9	1%	0.008
Transportation	20	1%	0.018
Vision	1	0%	0.001
Fee For Service:			
Mental Health Services	3	0%	0.003
PCP Availability/Selection	3	0%	0.003
Pregnancy Issues	77	6%	0.071
Problem obtaining covered services	65	5%	0.060
Problem obtaining durable medical equipment and medical supplies	12	1%	0.011
Problem obtaining prescriptions	24	2%	0.022
Problem obtaining referrals for specialty care	5	0%	0.005
Quality of Care	5	0%	0.005
Transportation	0	0%	0.000
Vision	11	1%	0.010
Administrative Error	19	1%	0.017
Billing Problem	199	15%	0.182
Dental	82	6%	0.075
Enrollment Problems	236	17%	0.216
Medicare/Buy-In	30	2%	0.027
Possible Fraud	5	0%	0.005
Third Party Liability (other insurances)	22	2%	0.020
Eligibility	45	3%	0.041
Total	1361	100%	1.279

SEMI ANNUAL INQUIRIES AND COMPLAINTS: 53,849