

**MICHIGAN DEPARTMENT OF COMMUNITY HEALTH**  
**Customer Services Division**  
**Enrollment Services Section**  
**INQUIRIES AND COMPLAINTS RECEIVED**  
**10/01/01 through 09/30/02**

TYPE OF INQUIRY	TOTAL NUMBER	TYPE AS % OF TOTAL INQUIRY	NUMBER OF INQUIRIES PER 1,000 MEDICAID BENEFICIARIES
Billing question/problem	15431	8%	13.120
Calls related to requesting an exception to managed care	10370	5%	8.817
Coverage	27634	14%	23.495
Dental	15518	8%	13.194
Durable medical equipment, medical supplies, other inquiries	17769	9%	15.107
Enrollments	7334	4%	6.235
General Complaints	8368	4%	7.115
Informational calls related to Medicaid eligibility	18650	10%	15.856
Medicaid Card Questions (lost cards, address changes, etc.)	9484	5%	8.063
Medicare Buy-In	17928	9%	15.243
Pharmacy	14206	7%	12.078
Third Party Liability (other insurances)	19602	10%	16.666
TMA Plus	490	0%	0.417
Vision	2454	1%	2.086
Informational calls related to the CSHCS Program	3034	2%	2.580
Provider Calls	2341	1%	1.990
<b>Total</b>	<b>190,613</b>	<b>100%</b>	<b>162.060</b>

TYPE OF COMPLAINT	TOTAL NUMBER	% OF TOTAL COMPLAINTS	NUMBER OF COMPLAINTS PER 1,000 MEDICAID BENEFICIARIES
Qualified Health Plans:			
Mental Health Services	9	0%	0.008
PCP Availability/Selection	157	3%	0.133
Pregnancy Issues	798	17%	0.678
Problem obtaining covered services	225	5%	0.191
Problem obtaining durable medical equipment and medical supplies	27	1%	0.023
Problem obtaining prescriptions	145	3%	0.123
Problem obtaining referrals for specialty care	157	3%	0.133
Quality of Care	22	0%	0.019
Transportation	18	0%	0.015
Vision	7	0%	0.006
Fee For Service:			0.000
Mental Health Services	4	0%	0.003
PCP Availability/Selection	3	0%	0.003
Pregnancy Issues	342	7%	0.291
Problem obtaining covered services	76	2%	0.065
Problem obtaining durable medical equipment and medical supplies	21	0%	0.018
Problem obtaining prescriptions	105	2%	0.089
Problem obtaining referrals for specialty care	23	0%	0.020
Quality of Care	9	0%	0.008
Transportation	5	0%	0.004
Vision	25	1%	0.021
Administrative Error	21	0%	0.018
Billing Problem	1729	37%	1.470
Dental	135	3%	0.115
Enrollment Problems	397	9%	0.338
Medicare/Buy-In	66	1%	0.056
Possible Fraud	45	1%	0.038
Third Party Liability (other insurances)	56	1%	0.048
Eligibility	2	0%	0.002
<b>Total</b>	<b>4,629</b>	<b>100%</b>	<b>3.936</b>

**YEARLY INQUIRIES AND COMPLAINTS: 195,242**