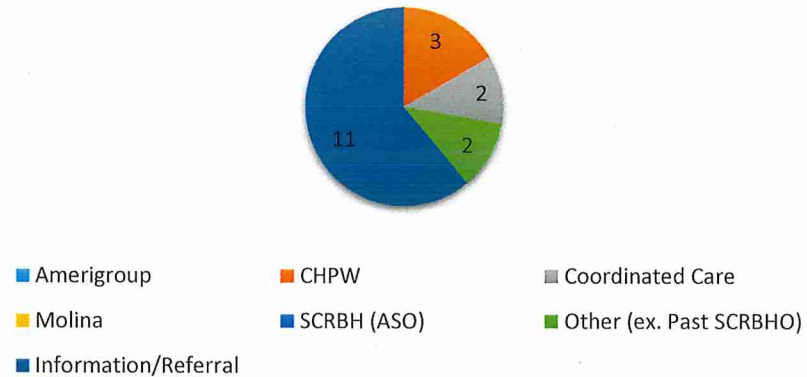


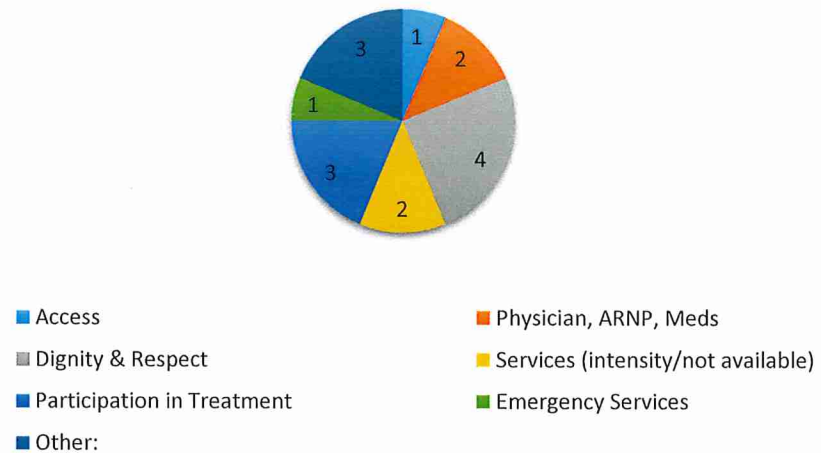
Summary of Activities	
Amerigroup	
CHPW	3
Coordinated Care	2
Molina	
SCRBH (ASO)	
Other (ex. Past SCRBO)	2
Information/Referral	11
Number of face to face contacts	3
Number of meetings with providers	7
<b>Total Number of Calls</b>	<b>18</b>

### Febraury 2019 Ombuds Calls



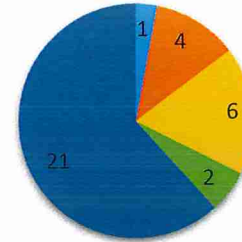
Types of Grievances	
Access	1
Phone calls not returned	
Physician, ARNP, Meds	2
Housing	
Confidentiality Violation	
Dignity & Respect	4
Services (intensity/not available)	2
Residential	
Transportation	
Other rights violation	
Quality/Appropriateness	
Participation in Treatment	3
Finanacial & Admin Services	
Emergency Services	1
Other:	3
<b>Total</b>	<b>16</b>

### Types of Grievances



Overall Summary of Activities	
Amerigroup	1
CHPW	4
Coordinated Care	
Molina	6
SCRBH (ASO)	
Other (ex. Past SCRBH)	2
Information/Referral	21
<b>Total Number of Calls</b>	<b>34</b>
Meetings with providers/stakeholders	9
Meetings with individuals	6

### Overall Summary of Activities



- Amerigroup
- CHPW
- Coordinated Care
- Molina
- SCRBH (ASO)
- Other (ex. Past SCRBH)
- Information/Referral