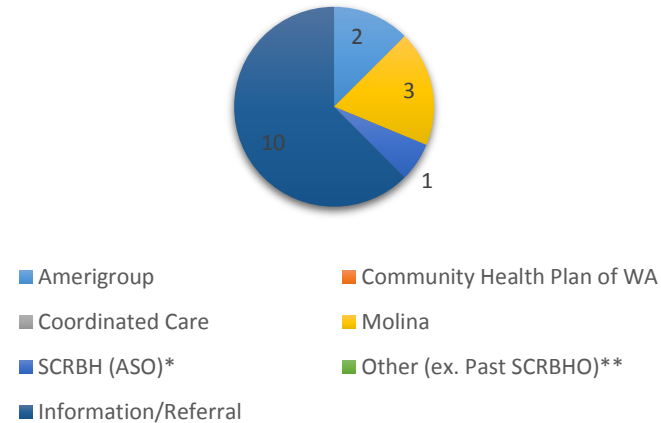


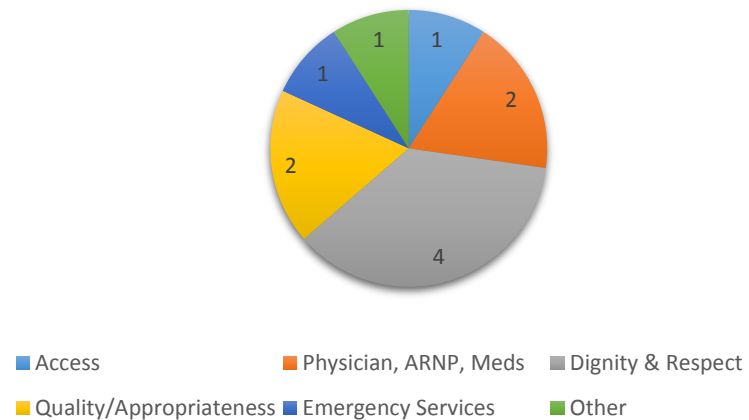
Summary of Activities	
Amerigroup	2
Community Health Plan of WA	
Coordinated Care	
Molina	3
SCRBH (ASO)*	1
Other (ex. Past SCRBH)**	
Information/Referral	10
Number of face to face contacts	2
Number of meetings with providers	2
Total Number of Calls	16

Types of Grievances	
Access	1
Phone calls not returned	
Physician, ARNP, Meds	2
Housing	
Confidentiality Violation	
Dignity & Respect	4
Services (intensity/not available)	
Residential	
Transportation	
Other rights violation	
Quality/Appropriateness	2
Participation in Treatment	
Finanacial & Admin Services	
Emergency Services	1
Other	1
Total	11

March 2019 Ombuds Calls

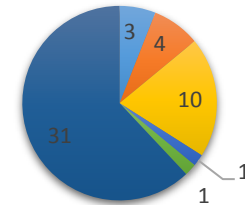


March 2019 Types of Grievances



Overall Summary of Activities	
Amerigroup	3
Community Health Plan of WA	4
Coordinated Care	
Molina	10
SCRBH (ASO)*	1
Other (ex. Past SCRBH O)**	1
Information/Referral	31
Total Number of Calls	50
Meetings with providers/stakeholders	11
Meetings with individuals	8

Overall Summary of Activities



- Amerigroup
- Community Health Plan of WA
- Coordinated Care
- Molina
- SCRBH (ASO)*
- Other (ex. Past SCRBH O)**
- Information/Referral

***SCRBH (ASO)- Spokane County Regional Behavioral Health (Administrative Services Organization)**

****SCRBH O-Spokane County Regional Behavioral Health Organization**

