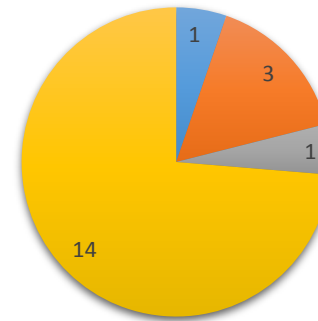


Summary of Activities	
Amerigroup	1
Community Health Plan of WA	
Coordinated Care	
Molina	3
SCRBH (ASO)*	
Other (ex. Past SCRBO)**	1
Information/Referral	14
Number of face to face contacts	4
Number of meetings with providers	15
Total Number of Calls	19

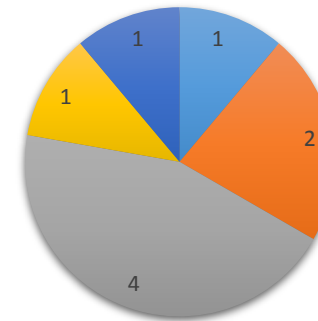
Types of Grievances	
Access	1
Phone calls not returned	
Physician, ARNP, Meds	2
Housing	
Confidentiality Violation	
Dignity & Respect	4
Services (intensity/not available)	
Residential	
Transportation	
Other rights violation	
Quality/Appropriateness	
Participation in Treatment	
Finanacial & Admin Services	
Emergency Services	1
Other	1
Total	9

April 2019 Summary of Activities



■ Amerigroup ■ Molina ■ Other (ex. Past SCRBO)** ■ Information/Referral

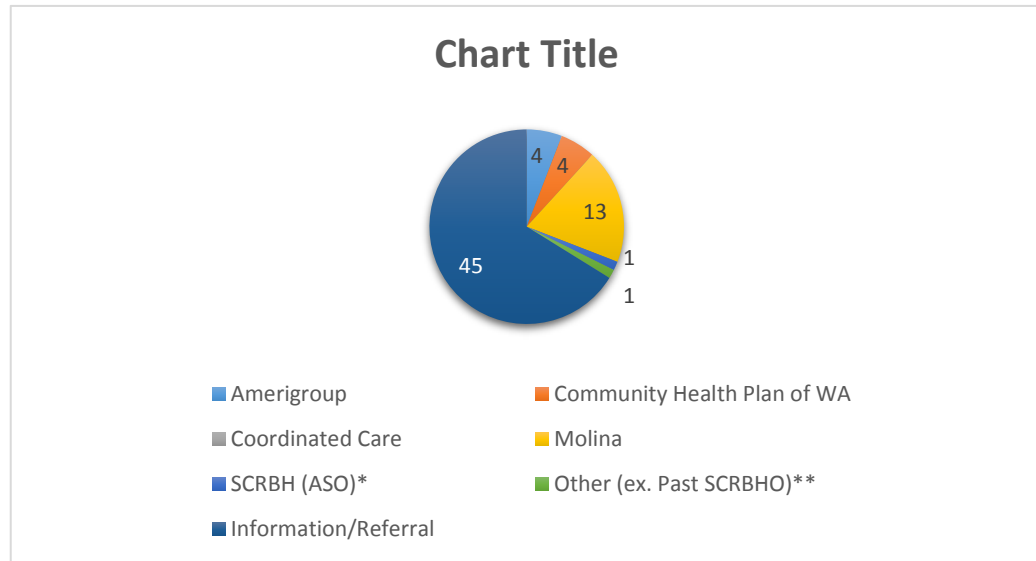
April 2019 Types of Greivances



■ Access ■ Physician, ARNP, Meds ■ Dignity & Respect ■ Emergency Services ■ Other

Definitions of Grievance Types	
<i>Grievance Type</i>	<i>Definition</i>
Access	Concerns about ability to receive intake appointments, access to outpatient and inpatient services, including timeliness of referrals and appointments.
Dignity & Respect	Issues regarding courtesy, tone of voice, language or other treatment seen as disrespect.
Quality/Appropriateness	Issues regarding poor quality treatment or treatment errors.
Phone calls not returned	Calls not being returned in a timely manner.
Services (intensity/not available)	Generally, issues in this category are actions.
Participation in Treatment	An issue regarding the individual feeling as though their voice/viewpoint are not being included in treatment planning or when a parent is dissatisfied with their level of participation in their child's treatment.
Physicians, ARNP's & Medications	Issues with communication, scheduling or disagreement with specific medications between the individual and physician or ARNP.
Financial/Administrative Services	Generally, has to do with incorrect paperwork or billing issues.
Residential	Issues regarding services while in a residential treatment facility.
Housing	Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing.
Transportation	Issues related to transportation.
Emergency Services	Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis Stabilization, hospital alternative programs and/or detainments.
Violation of Confidentiality	Any issues regarding a time when information was inappropriately disclosed; including; name, diagnosis, treatment and/or providers.
Other Rights Violation	A violation of rights not covered in the other categories listed. This may include issues regarding interpreters, cultural differences and Advanced Directives.
Other	This category is used for other hard to categorize issues.

Overall Summary of Activities	
Amerigroup	4
Community Health Plan of WA	4
Coordinated Care	
Molina	13
SCRBH (ASO)*	1
Other (ex. Past SCRBO)**	1
Information/Referral	45
Total Number of Calls	68
Meetings with providers/stakeholders	26
Meetings with individuals	12



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

**SCRBO-Spokane County Regional Behavioral Health Organization