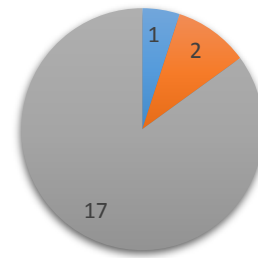


September 2019 Summary of Activities	
Amerigroup	0
Community Health Plan of WA	1
Coordinated Care	0
Molina	2
SCRBH (ASO)*	0
Other (ex. Past SCRBH)**	0
Information/Referral	17
Total Number of Calls	20
Number of meetings with providers	2
Meetings with Individuals	4

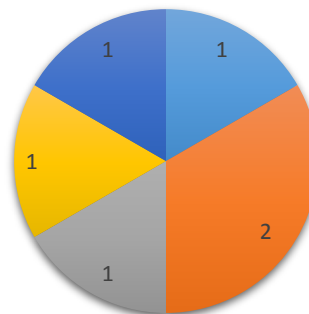
September 2019 Summary of Activities



■ Community Health Plan of WA ■ Molina ■ Information/Referral

September 2019 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ARNP, Meds	1
Housing	0
Confidentiality Violation	0
Dignity & Respect	2
Services (intensity/not available)	0
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	1
Participation in Treatment	1
Financial & Admin Services	0
Emergency Services	1
Other	0
Total	6

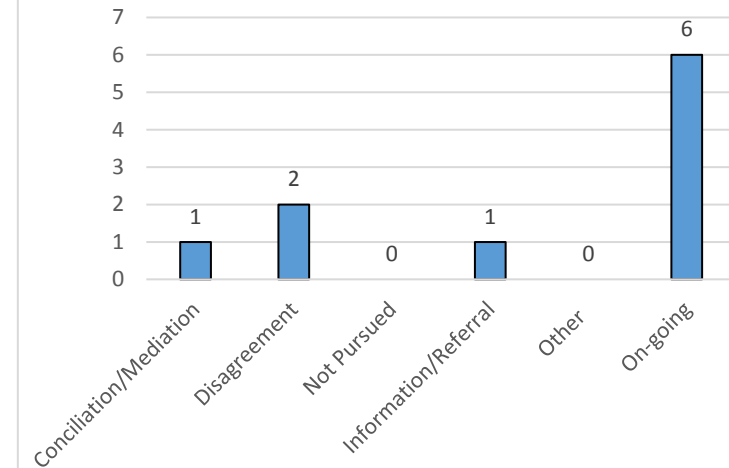
September 2019 Grievance Types



■ Physician, ARNP, Meds ■ Dignity & Respect
 ■ Quality/Appropriateness ■ Participation in Treatment
 ■ Emergency Services

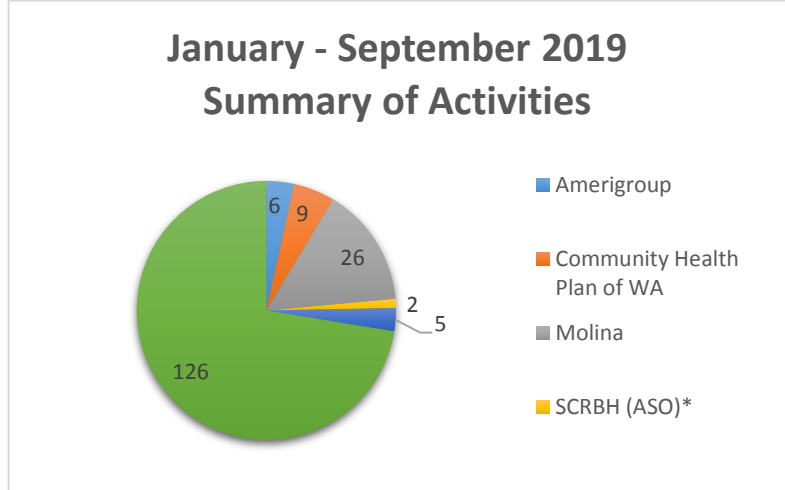
August 2019 Resolution Types	
Conciliation/Mediation	1
Disagreement	2
Not Pursued	0
Information/Referral	1
Other	0
On-going	6
Total	10

September 2019 Resolution Types



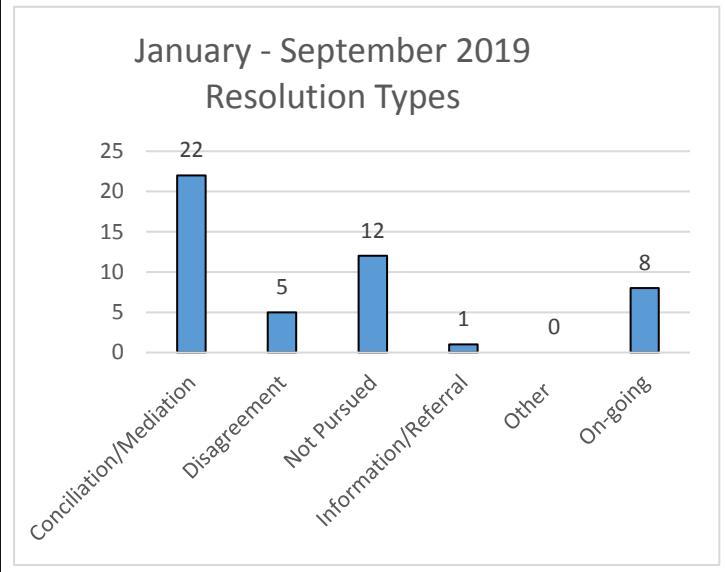
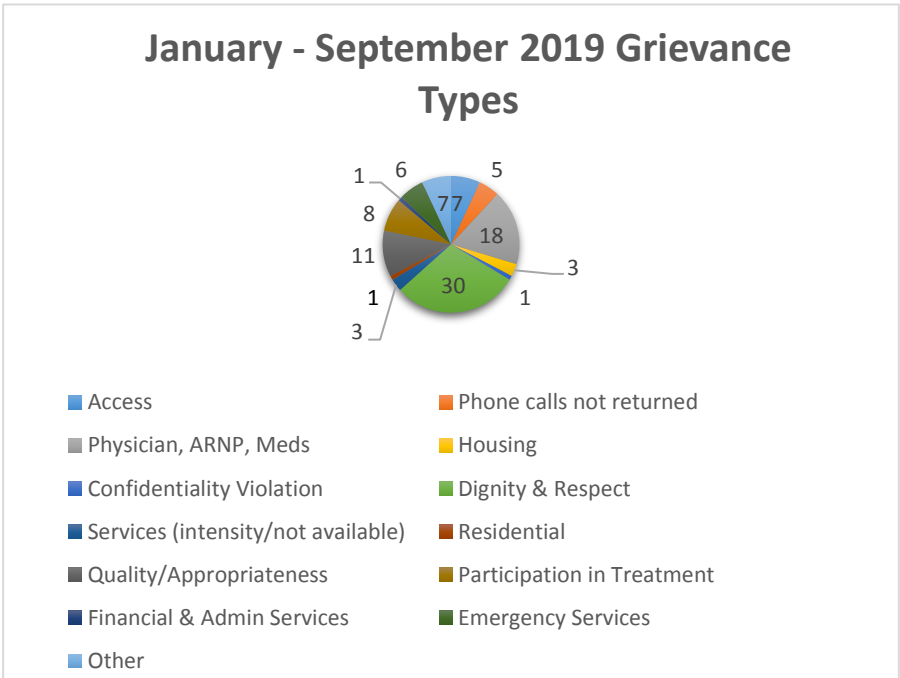
Definitions of Grievance Types	
<i>Grievance Type</i>	<i>Definition</i>
Access	Concerns about ability to receive intake appointments, access to outpatient and inpatient services, including timeliness of referrals and appointments.
Dignity & Respect	Issues regarding courtesy, tone of voice, language or 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	Issue regarding the individual feeling their voice is not being included in treatment planning or when a parent is dissatisfied with 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 information being 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.

January - September 2019 Summary of Activities	
Amerigroup	6
Community Health Plan of WA	9
Coordinated Care	0
Molina	26
SCRBH (ASO)*	2
Other (ex. Past SCRBH O)**	5
Information/Referral	126
Total Number of Calls	174
Meetings with providers/stakeholders	55
Meetings with individuals	38



January -September Resolution Types	
Conciliation/Mediation	22
Disagreement	5
Not Pursued	12
Information/Referral	1
Other	0
On-going	8
Total	48

January - September 2019 Grievance Types	
Access	7
Phone calls not returned	5
Physician, ARNP, Meds	18
Housing	3
Confidentiality Violation	1
Dignity & Respect	30
Services (intensity/not available)	3
Residential	1
Transportation	0
Other rights violation	0
Quality/Appropriateness	11
Participation in Treatment	8
Financial & Admin Services	1
Emergency Services	6
Other	7
Total	101



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

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