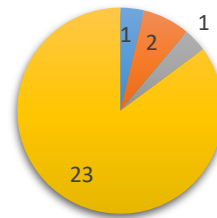


October 2019 Summary of Activities	
Amerigroup	1
Community Health Plan of WA	2
Coordinated Care	0
Molina	1
SCRBH (ASO)*	0
Other (ex. Past SCRBH)**	0
Information/Referral	23
Total Number of Calls	27
Number of meetings with providers	5
Meetings with Individuals	3

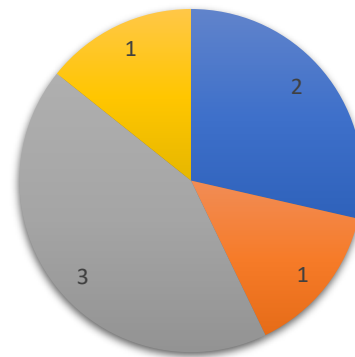
October 2019 Summary of Activities



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

October 2019 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ARNP, Meds	0
Housing	0
Confidentiality Violation	2
Dignity & Respect	1
Services (intensity/not available)	0
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	3
Participation in Treatment	0
Financial & Admin Services	0
Emergency Services	0
Other	1
Total	7

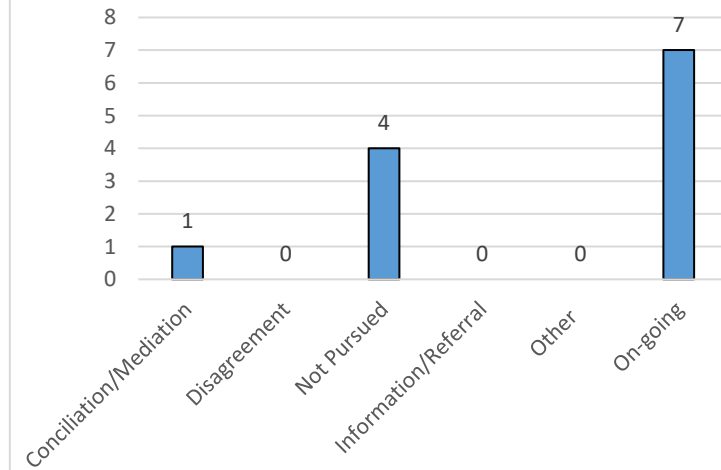
October 2019 Grievance Types



■ Confidentiality Violation ■ Dignity & Respect
■ Quality/Appropriateness ■ Other

October 2019 Resolution Types	
Conciliation/Mediation	1
Disagreement	0
Not Pursued	4
Information/Referral	0
Other	0
On-going	7
Total	12

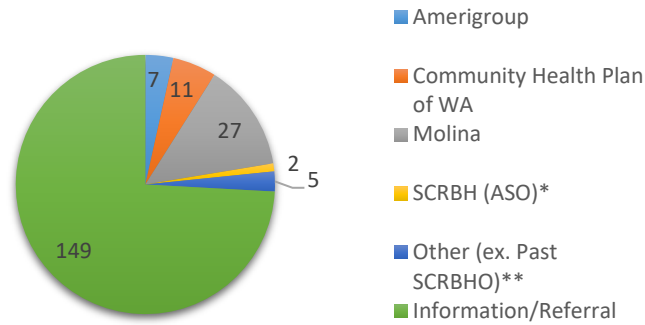
October 2019 Resolution Types



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.

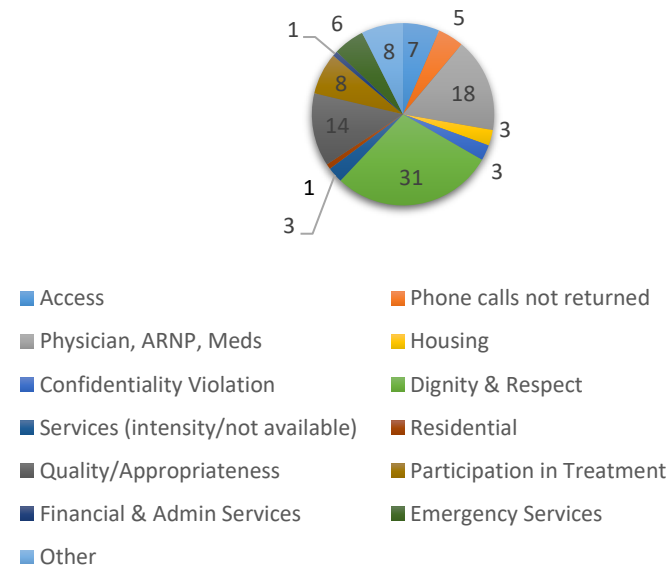
January - October 2019 Summary of Activities	
Amerigroup	7
Community Health Plan of WA	11
Coordinated Care	0
Molina	27
SCRBH (ASO)*	2
Other (ex. Past SCRBH O)**	5
Information/Referral	149
Total Number of Calls	201
Meetings with providers/stakeholders	60
Meetings with individuals	41

January - October 2019 Summary of Activities



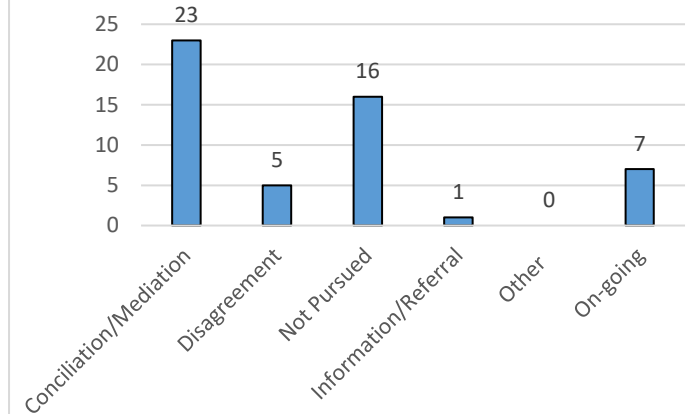
January - October 2019 Grievance Types	
Access	7
Phone calls not returned	5
Physician, ARNP, Meds	18
Housing	3
Confidentiality Violation	3
Dignity & Respect	31
Services (intensity/not available)	3
Residential	1
Transportation	0
Other rights violation	0
Quality/Appropriateness	14
Participation in Treatment	8
Financial & Admin Services	1
Emergency Services	6
Other	8
Total	108

January - October 2019 Grievance Types



January -October Resolution Types	
Conciliation/Mediation	23
Disagreement	5
Not Pursued	16
Information/Referral	1
Other	0
On-going	7
Total	52

January - October 2019 Resolution Types



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

**SCRBHO - Spokane County Regional Behavioral Health Organization

