

Annual Report 2017-2018	AllCare	Cascade Health	Columbia Pacific	Eastern Oregon	Family Care	Health Share	IHN	Jackson Care	PSCS CO	PSCS CG	Primary Health	Trillium	Umpqua	Western Oregon	Willamette Valley	Yamhill County	FFS	Totals
<b>ACCESS - "A"</b>																		
TOTAL:	76	24	76	138	514	3614	118	144	239	18	59	1469	52	243	2054	106	407	9351
PENDING*:	5	0	5	6	24	244	9	7	33	1	0	212	2	4	155	7	0	714
RESOLVED:	71	24	71	132	490	3370	109	137	206	17	59	1257	50	239	1899	99	407	8637
RANGE:					0													0
<b>INTERACTION WITH PROVIDER OR PLAN - "IP"</b>																		
TOTAL:	103	25	98	82	336	2766	167	188	274	29	52	725	112	208	307	145	15	5632
PENDING*:	2	2	23	14	16	172	12	26	40	8	1	112	16	1	29	15	0	489
RESOLVED:	101	23	75	68	320	2594	155	162	234	21	51	613	96	207	278	130	15	5143
RANGE:					0													0
<b>CONSUMER RIGHTS - "CR"</b>																		
TOTAL:	22	0	26	56	24	304	52	18	72	9	4	52	31	109	59	15	17	870
PENDING*:	0	0	4	8	3	24	3	4	17	0	1	5	2	2	5	4	0	82
RESOLVED:	22	0	22	48	21	280	49	14	55	9	3	47	29	107	54	11	17	788
RANGE:					0													0
<b>Quality-of-Care - (QC)</b>																		
TOTAL:	49	6	32	44	72	620	119	42	94	15	12	322	40	66	61	34	99	1727
PENDING*:	1	0	11	8	4	110	15	10	22	3	0	53	1	5	7	7	0	257
RESOLVED:	48	6	21	36	68	510	104	32	72	12	12	269	39	61	54	27	99	1470
RANGE:					0													0
<b>QUALITY OF SERVICE - "QS"</b>																		
TOTAL:	20	1	13	18	9	143	64	21	58	12	4	53	9	1	71	6	705	1208
PENDING*:	0	0	2	1	0	18	7	3	12	3	0	10	1	0	3	1	0	61
RESOLVED:	20	1	11	17	9	125	57	18	46	9	4	43	8	1	68	5	705	1147
RANGE:					0													0
<b>CLIENT BILLING ISSUES - "CB"</b>																		
TOTAL:	1	0	60	37	2	293	7	61	17	1	4	26	61	11	480	73	444	1578
PENDING*:	0	0	6	2	0	20	1	5	7	1	0	5	23	0	30	5	0	105
RESOLVED:	1	0	54	35	2	273	6	56	10	0	4	21	38	11	450	68	444	1473
RANGE:					0													0
OTHER	2	0	0	1	1	37	26	0	34	4	0	47	9	5	39	0	0	205
PENDING*:	0	0	0	0	0	1	1	0	6	0	0	10	0	0	0	0	0	18
GRAND TOTAL	273	56	305	376	958	7777	553	474	788	88	135	2694	314	643	3071	379	1,687	20,571
Average Enrollment over past four quarters	49,663	17,392	24,058	48,538	84,801	257,243	54,499	29,794	49,466	12,374	9,916	89,309	26,781	19,882	98,589	24,645	199,464	
Per 1000 members:	5.50	3.22	12.68	7.75	11.30	30.23	10.15	15.91	15.93	7.11	13.62	30.16	11.72	32.34	31.15	15.38	8.46	

\*Pending does not necessarily indicate resolution is "out of compliance" and usually means there was not enough time to resolve the grievance by the end of the quarter.