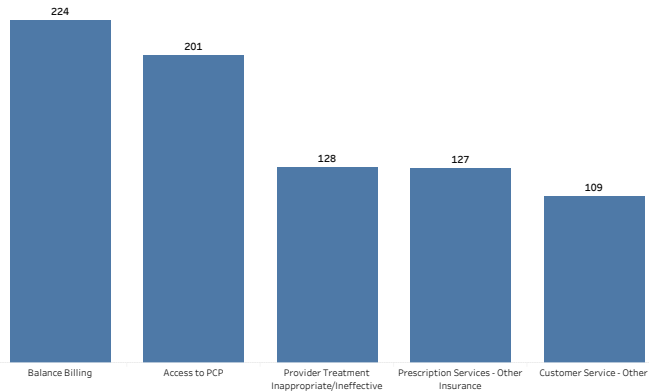


HHSC Initial Contact Complaints - SFY 2023 Q3

Total Resolved Initial Contact Complaints in SFY 2023 Q3: 1,673

Top 5 Initial Contact Complaints



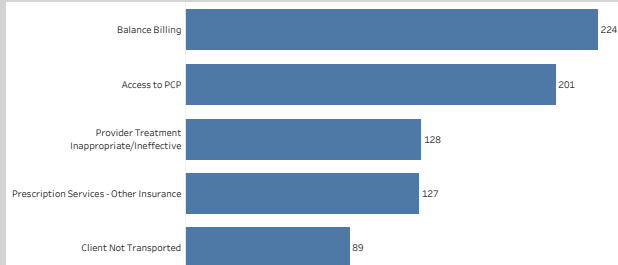
Initial Contact Complaint is defined as any complaint resolved by the business day following the day it was received.

Withdrawn and pending complaints, CHIP complaints, and complaints from inactive health plans are excluded from this report.

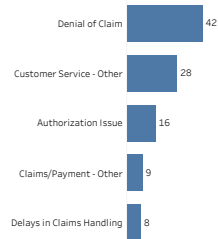
Ninety-three (93) % of total initial contact complaints reported were member complaints.

Data Sources: MCO Self-Reported Complaints extracted from TexConnect. Medicaid Enrollment information is from TMHP's Point in Time enrollment file and HHSC's Dental file.

Top 5 Initial Contact Complaints for Members



Top 5 Initial Contact Complaints for Providers



HHSC Initial Contact Complaints - SFY 2023 Q3

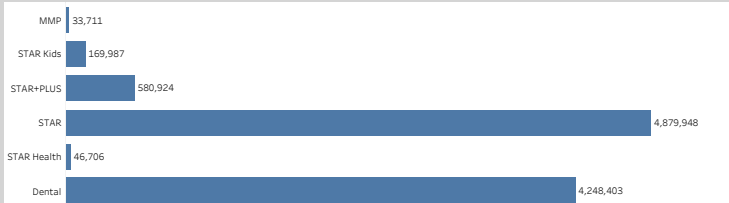
Top 5 Initial Contact Complaints by Program per 10,000 Members

Category	Issue	Value	Weighted Value	Weighted Value	Weighted Value
MMP	Customer Service - Other				8.01
	MCO Staff Not Responding - Staff Not Returning Telephone Call	2.67			
	Access to Care - Other	1.48			
	MCO Customer Service/Staff Behavior	1.19			
	Correspondence - Related to Written Information	1.19			
STAR Kids	Access to PCP	1.35			
	Balance Billing	1.06			
	Access to Care - Other	.88			
	Prescription Services - Other Insurance	.76			
	Customer Service - Other	.47			
STAR+PLUS	Client Not Transported	1.07			
	Access to DME	.46			
	Driver Issues	.41			
	Authorization Issue	.40			
	Complaint Reasons - Other	.36			
STAR	Balance Billing	.40			
	Access to PCP	.33			
	Prescription Services - Other Insurance	.23			
	Provider Treatment Inappropriate/Ineffective	.22			
	Customer Service - Other	.12			
STAR Health	Service Coordination/Service Management	.21			
	Client Not Transported	.21			
	Access to PCP	.21			

Programs are sorted in descending order from highest rate of complaints to lowest. Ties are sorted in descending order alphabetically.

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 23 Q3) * 10,000 = Complaints per 10,000.

Average Monthly Medicaid Members by Program for SFY 2023 Q3



Total Average Monthly Medicaid Members for 2023 Q3 (excluding Dental): 5,711,276

Enrollment numbers do not equal a distinct count of members enrolled as members in Dental can also be enrolled in other programs.

Percentage of Initial Contact Complaints Confirmed - MCO Self-Reported Data

Resolution	MMP	STAR Kids	STAR+PLUS	STAR	STAR Health	Medicaid Dental
Confirmed	93%	85%	53%	83%	67%	47%
Not Confirmed	5%	8%	16%	10%	0%	13%
Unable to Determine	1%	7%	30%	7%	33%	40%

Confirmed – resolved or partially resolved in Complainant's favor.

Not Confirmed – resolved or partially resolved in MCO's favor.

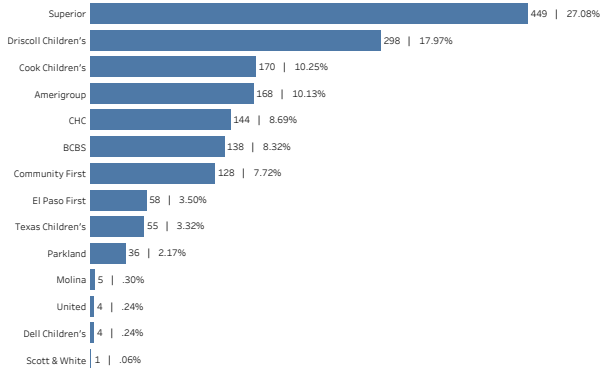
Unable to Determine – not able to confirm if a complaint is confirmed or not confirmed and complaints not related to MCO actions.

Percentages may not add up to 100% due to rounding. Complaint outcomes are discrete and do not overlap.

HHSC Initial Contact Complaints - SFY 2023 Q3

Initial Contact Complaint Volume by MCO

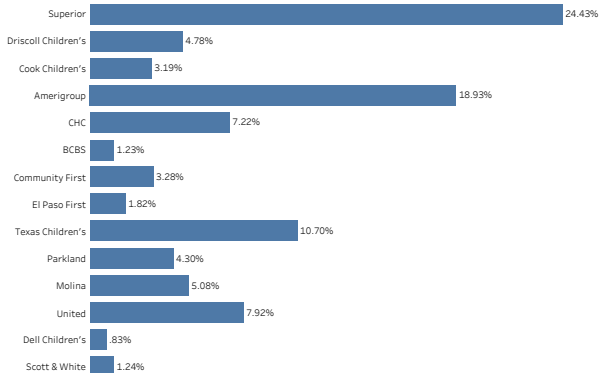
Percentages may not add up to 100% due to rounding.



Total Complaints / Percent of Total Complaints

Total Enrollment by MCO

MCOs/DMOs without initial contact complaints are omitted from this table so percentage may not add up to 100%.



% of Total Enrollment

Initial Contact Complaint Volume by DMO



Total Enrollment by DMO



HHSC Initial Contact Complaints - SFY 2023 Q3

Top 5 Initial Contact Complaints by MCO/DMO per 10,000 Members

Amerigroup	Access to In-Network Provider (non-PCP)	.38							
	Customer Service - Other	.25							
	Access to Care - Other	.17							
	Quality of Care - Other	.11							
	Prescription Services - Other	.08							
BCBS	Balance Billing	13.10							
	Access to PCP	2.42							
	Prescription Services - Clinical Prior Authorization	.57							
	Value-added Services Issues	.43							
	Access to In-Network Provider (non-PCP)	.43							
CHC	Customer Service - Other	.68							
	Denial of Claim	.39							
	Provider Treatment Inappropriate/Ineffective	.36							
	Value-added Services Issues	.34							
	Authorization Issue	.27							
Community First	Prescription Services - Other Insurance	5.33							
	Prescription Services - Other	.43							
	Prescription Services - Refill Too Soon	.37							
	Prescription Services - Clinical Prior Authorization	.21							
	Prescription Services - PDL Prior Authorization	.11							
Cook Children's	Access to PCP	3.84							
	Provider Treatment Inappropriate/Ineffective	1.32							
	Customer Service - Other	.71							
	Prescription Services - Other Insurance	.55							
	Value-added Services Issues	.38							
Dell Children's	Denial of Claim	.42							
	MCO Customer Service/Staff Behavior	.21							
	Customer Service - Other	.21							
DentaQuest	Quality of Care - Other	.01							
	Customer Service - Other	.01							
	Claims/Payment - Other	.01							
	Access to Dental Services (adult)	.00							

Driscoll Children's	Provider Treatment Inappropriate/Ineffective	2.57							
	Access to PCP	2.42							
	Appointment Availability	.81							
	Quality of Care - Other	.77							
	Access to Care - Other	.77							
El Paso First	Balance Billing	5.57							
MCNA	Provider Treatment Inappropriate/Ineffective	.02							
	Customer Service - Other	.01							
	Access to Care - Other	.01							
Molina	Access to In-Network Provider (non-PCP)	.07							
	Prescription Services - Other Insurance	.03							
	Prescription Services - Other	.03							
	Balance Billing	.03							
Parkland	Balance Billing	.57							
	Denial of Claim	.37							
	Prescription Services - Clinical Prior Authorization	.12							
	Customer Service - Other	.12							
	Value-added Services Issues	.08							
Scott & White	Denial of Claim	.14							
Superior	Client Not Transported	.57							
	Access to PCP	.22							
	Driver Issues	.20							
	Complaint Reasons - Other	.20							
	Access to DME	.20							
Texas Children's	Balance Billing	.36							
	Correspondence - Related to Written Information	.08							
	Denial of Claim	.07							
	Client Not Transported	.07							
	Access to Dental Services (adult)	.05							
United	Access to PCP	.04							
	MCO Customer Service/Staff Behavior	.02							
	Correspondence - Related to Written Information	.02							
United Dental	MCO Staff Not Responding - Staff Not Returning02							
	Correspondence - Related to Written Information	.02							

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 23 Q3) * 10,000 = Complaints per 10,000.
MCOs/DMOs are sorted in alphabetical order. Ties are sorted in descending order alphabetically.

HHSC Initial Contact Complaints - SFY 2023 Q3

Percentage of Initial Contact Complaints Confirmed - MCO Self-Reported Data

Resolution	Amerigroup	BCBS	CHC	Community First	Cook Children's	Dell Children's	DentaQuest	Driscoll Children's	El Paso First	MCNA	Molina	Parkland	Scott & White	Superior	Texas Children's	United	United Dental
Confirmed	96%	100%	82%	99%	91%	100%	75%	83%	98%	0%	40%	8%	0%	56%	20%	0%	50%
Not Confirmed	2%	0%	12%	0%	5%	0%	25%	15%	2%	0%	60%	56%	0%	16%	35%	0%	0%
Unable to Determine	2%	0%	6%	1%	4%	0%	0%	3%	0%	100%	0%	36%	100%	28%	45%	100%	50%

Confirmed – resolved or partially resolved in Complainant's favor.
Not Confirmed – resolved or partially resolved in MCO's favor.
Unable to Determine – not able to confirm if a complaint is confirmed or not confirmed and complaints not related to MCO actions.
Percentages may not add up to 100% due to rounding. Complaint outcomes are discrete and do not overlap.

HHSC Initial Contact Complaints - SFY 2023 Q3

Overall Rate of Initial Contact Complaints per 10,000 Members by MCO and Quarter

2023 Q3				2023 Q2				2023 Q1				2022 Q4				2022 Q3				2022 Q2			
BCBS	19.65			BCBS	19.98			Driscoll Children's	21.76			BCBS	17.27			Driscoll Children's	18.78			Driscoll Children's	22.58		
Driscoll Children's	10.92			Driscoll Children's	19.34			BCBS	21.74			Driscoll Children's	13.16			BCBS	14.23			Cook Children's	19.59		
Cook Children's	9.32			Cook Children's	8.10			CHC	6.96			CHC	7.30			Cook Children's	12.22			BCBS	15.02		
Community First	6.83			Superior	5.60			Superior	6.71			Cook Children's	5.01			Community First	10.18			Superior	6.33		
El Paso First	5.57			El Paso First	4.61			Cook Children's	5.59			Community First	4.57			CHC	6.51			Community First	6.22		
CHC	3.49			Community First	4.46			Community First	3.51			Superior	3.99			Superior	5.95			Dell Children's	5.56		
Superior	3.22			CHC	3.74			El Paso First	2.91			Dell Children's	3.52			El Paso First	4.01			El Paso First	4.68		
Amerigroup	1.55			Dell Children's	3.71			Dell Children's	1.86			El Paso First	2.73			Dell Children's	3.40			CHC	3.80		
Parkland	1.47			Amerigroup	1.44			Amerigroup	1.73			Texas Children's	1.68			Texas Children's	1.53			Cigna-HealthSpring	1.85		
Texas Children's	.90			Texas Children's	1.23			Parkland	1.27			Amerigroup	1.36			Amerigroup	1.40			Parkland	1.68		
Dell Children's	.85			Parkland	.75			Texas Children's	1.02			Parkland	1.31			Parkland	.99			Texas Children's	1.31		
Molina	.17			United	.09			United	.07			Molina	.36			United	.37			Amerigroup	1.11		
Scott & White	.14											United	.34			Molina	.22			United	.38		
United	.09															Scott & White	.17			Molina	.32		
Overall Rate	2.90			Overall Rate	3.77			Overall Rate	4.30			Overall Rate	3.27			Overall Rate	4.33			Overall Rate	4.52		
No initial contact complaints reported for Aetna and FirstCare in SFY 23 Q3.				No initial contact complaints reported for Aetna, FirstCare, Molina, or Scott & White in SFY 23 Q2.				No initial contact complaints reported for Aetna, FirstCare, Molina, or Scott & White in SFY 23 Q1.				No initial contact complaints reported for Aetna, FirstCare, Scott & White in SFY 22 Q4.				No initial contact complaints reported for Aetna, FirstCare, Scott & White in SFY 22 Q3.				No initial contact complaints reported for Aetna or FirstCare in SFY 22 Q2.			

Overall Rate of Initial Contact Complaints per 10,000 Members by DMO and Quarter

United Dental	.04			United Dental	.10			United Dental	.14			United Dental	.22			United Dental	.22			United Dental	.54		
DentaQuest	.04			DentaQuest	.07			DentaQuest	.10			DentaQuest	.12			DentaQuest	.13			DentaQuest	.09		
MCNA	.03			MCNA	.02			MCNA	.01			MCNA	.06			MCNA	.08			MCNA	.05		
Overall Rate	.04			Overall Rate	.05			Overall Rate	.07			Overall Rate	.10			Overall Rate	.12			Overall Rate	.11		

Rate of complaints for every 10,000 enrolled members. (Complaint Volume / Total Medicaid Enrollment for SFY 23 Q3) * 10,000 = Complaints per 10,000.
*MCO/DMOs with no initial contact complaints for the quarter are not shown but are included in the overall denominator. ...