

MICHIGAN DEPARTMENT OF COMMUNITY HEALTH
Customer Services Division
Enrollment Services Section
INQUIRIES AND COMPLAINTS RECEIVED
10/01/02 through 09/30/03

TYPE OF INQUIRY	TOTAL NUMBER	TYPE AS % OF TOTAL INQUIRY	NUMBER OF INQUIRIES PER 1,000 MEDICAID BENEFICIARIES
Billing question/problem	21812	5%	17.276
Calls related to requesting an exception to managed care	7841	2%	6.211
Coverage	71849	17%	56.909
Dental	20472	5%	16.215
Durable medical equipment, medical supplies, other inquiries	21123	5%	16.731
Enrollments	9409	2%	7.452
General Complaints	3729	1%	2.954
Informational calls related to Medicaid eligibility	28750	7%	22.772
Medicaid Card Questions (lost cards, address changes, etc.)	158036	38%	125.174
Medicare Buy-In	13728	3%	10.873
Pharmacy	17545	4%	13.897
Third Party Liability (other insurances)	19213	5%	15.218
TMA Plus	760	0%	0.602
Vision	6925	2%	5.485
Informational calls related to the CSHCS Program	5281	1%	4.183
Provider Calls	5790	1%	4.586
Total	412,263	100%	326.536

TYPE OF COMPLAINT	TOTAL NUMBER	% OF TOTAL COMPLAINTS	NUMBER OF COMPLAINTS PER 1,000 MEDICAID BENEFICIARIES
Qualified Health Plans:			
Mental Health Services	5	0%	0.004
PCP Availability/Selection	108	2%	0.086
Pregnancy Issues	594	12%	0.470
Problem obtaining covered services	165	3%	0.131
Problem obtaining durable medical equipment and medical supplies	25	1%	0.020
Problem obtaining prescriptions	136	3%	0.108
Problem obtaining referrals for specialty care	144	3%	0.114
Quality of Care	5	0%	0.004
Transportation	22	0%	0.017
Vision	3	0%	0.002
Fee For Service:			0.000
Mental Health Services	3	0%	0.002
PCP Availability/Selection	7	0%	0.006
Pregnancy Issues	435	9%	0.345
Problem obtaining covered services	91	2%	0.072
Problem obtaining durable medical equipment and medical supplies	13	0%	0.010
Problem obtaining prescriptions	134	3%	0.106
Problem obtaining referrals for specialty care	6	0%	0.005
Quality of Care	7	0%	0.006
Transportation	7	0%	0.006
Vision	21	0%	0.017
Administrative Error	24	0%	0.019
Billing Problem	2153	43%	1.705
Dental	161	3%	0.128
Enrollment Problems	167	3%	0.132
Medicare/Buy-In	92	2%	0.073
Possible Fraud	65	1%	0.051
Third Party Liability (other insurances)	20	0%	0.016
Eligibility	380	8%	0.301
Total	4,993	100%	3.955

ANNUAL INQUIRIES AND COMPLAINTS: 417,256