



Complaint & Grievance Report January to June 2020

July 31, 2020



OneCare Vermont

onecarevt.org

OneCare Customer Service Definitions

Inquiry:

- A routine communication requesting information that is within the general scope requesting a routine action

Complaint:

- A communication that requires the ACO to take an action to resolve concerns. Examples of ACO complaints include data sharing, an ACO Policy, etc.

Grievance:

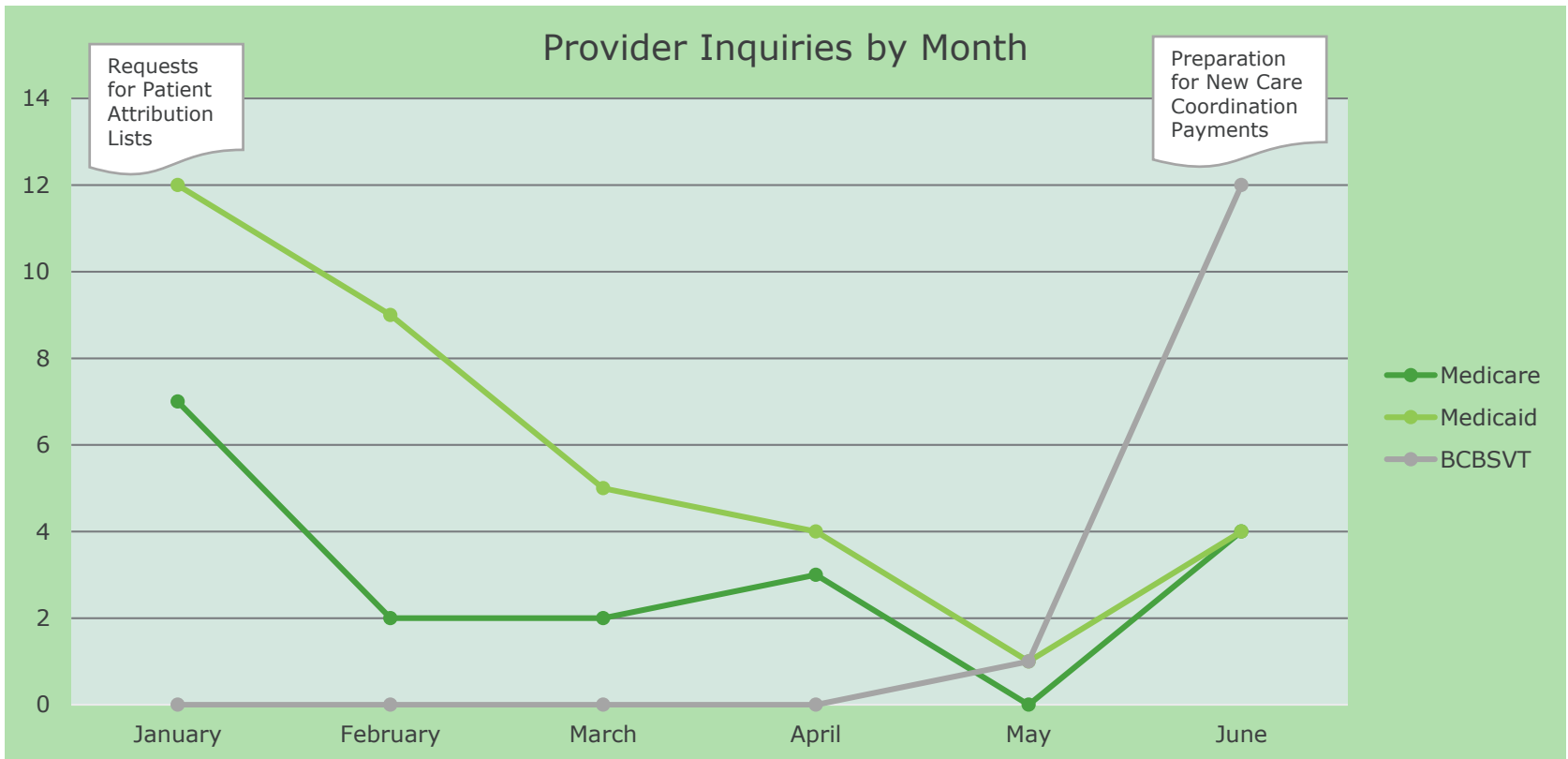
- A complaint that is not resolved through discussion with the ACO when first presented, and is elevated to senior leadership of the ACO, the payer, and/or the Health Care Advocate

Appeal:

- Since OneCare is not an insurance company, there is no Appeals process for patients at the ACO when overturning decisions such as benefits or coverage. Patients would work with payers and/or HCA to appeal
- For providers, there is an appeals policy and process should they be dissatisfied with ACO-related resolutions



2020 OneCare Provider Inquiries

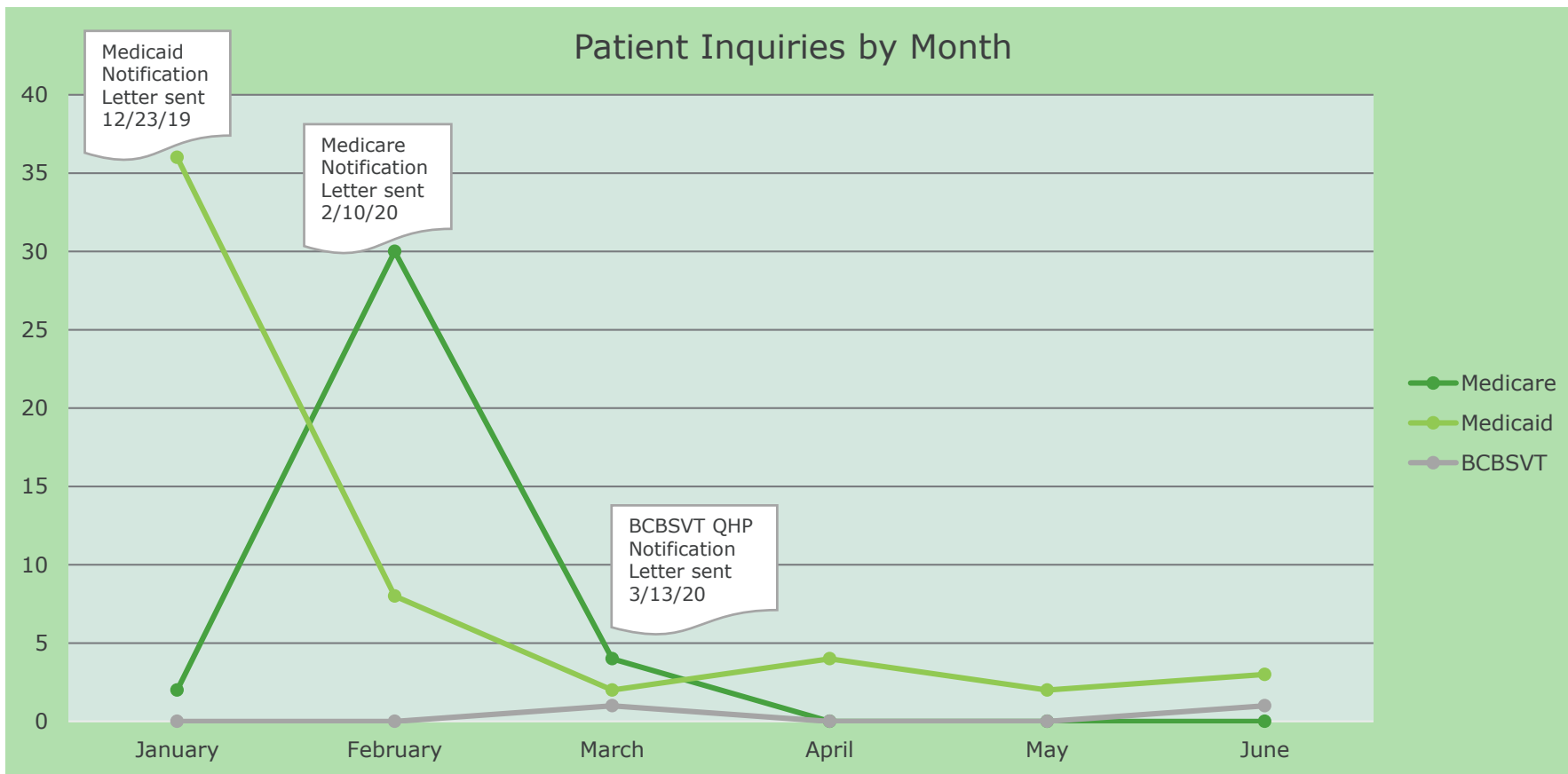


2020 Primary Drivers for Inquiries:

- Provider inquiries continue to be driven by attribution lists and financial statement questions
- Medicaid inquiries continue to be higher due to prior authorization waiver questions specific to that program
- January increase due to questions about patient attribution lists at the start of the performance year
- June increase due to care coordination payment model changes scheduled for July 1



2020 OneCare Patient Inquiries



Primary Drivers for Patient Inquiries:

- Education to support the notification letters continues to be a primary driver
- BCBSVT patient inquiries are significantly lower due to implementation of an online form for opt-out



Patient Complaints & Grievances

January to June 2020

Payer Program	#	General Themes
Medicaid	1	Complaint: Patient access to an earlier appointment with provider
Medicare	0	No complaints or grievances for this period
BCBSVT QHP	0	No complaints or grievances for this period

Improved Communication

Improved Beneficiary Notifications



Collaboration with payers further improved language in beneficiary notifications



BCBSVT process improvement allowed patients the option to opt-out of data sharing online

Enhanced Network Support Model



Provider network now has direct access to ACO subject matter experts



VT Health Learn platform delivers network training and education

Timely Provider Updates



Monthly newsletters provide key information to the ACO provider network



COVID-19 special editions provide timely updates and resources

