

CCE SCORING PAST PERFORMANCE - YH20-0002  
MEMBER GRIEVANCES SCORING TOOL

ACC		# OF GRIEVANCES	MEMBERSHIP AS OF JULY 2021	PER 1000 MEMBERS	RANKING
AUDITING TIMEFRAME	October 1, 2020 through June 30, 2021 - Reported August 1				
DOCUMENT(S) UTILIZED	Grievance and Appeal System Report from Health Plans				
MOLINA COMPLETE CARE		107	44,455	2.41	2
MERCY CARE (MC)		1,835	383,123	4.79	7
UNITEDHEALTH CARE COMMUNITY PLAN (UHCCP)		921	431,614	2.13	1
BANNER UNIVERSITY FAMILY CARE (BUFC)		1,079	272,069	3.97	5
HEALTH CHOICE (HC)		763	222,575	3.43	4
ARIZONA COMPLETE HEALTH (AZCH)		665	252,120	2.64	3
CAREIST (CI)		826	190,577	4.33	6

RBHA		# OF GRIEVANCES	MEMBERSHIP AS OF JULY 2021	PER 1000 MEMBERS	RANKING
AUDITING TIMEFRAME	October 1, 2020 through June 30, 2021 - Reported August 1				
DOCUMENT(S) UTILIZED	Grievance and Appeal System Report from Health Plans				
ARIZONA COMPLETE HEALTH (AZCH)		625	14,277	43.78	2
HEALTH CHOICE (HC)		253	6,247	40.50	1
MERCY CARE (MC)		1,853	26,354	69.78	3

**Footnotes**

Not counting SMI Grievances (through the A.A.C. R9-21 process)

Member Grievances Counted:  
Transportation, Access to Services, Complaints against plan, Complaints against provider

EVALUATOR FULL NAME (FIRST AND LAST):	Christina Quast
EVALUATOR TITLE:	Deputy Assistant Director of Managed Care Operations
DATE:	Sep 16, 2021
SIGNATURE:	<u>Christina Quast</u> Christina Quast (Sep 16, 2021 10:25 PDT)
EVALUATOR FULL NAME (FIRST AND LAST):	Michelle Holmes
EVALUATOR TITLE:	Operations Manager
DATE:	Sep 16, 2021
SIGNATURE:	<u>Michelle Holmes</u> Michelle Holmes (Sep 16, 2021 17:41 PDT)