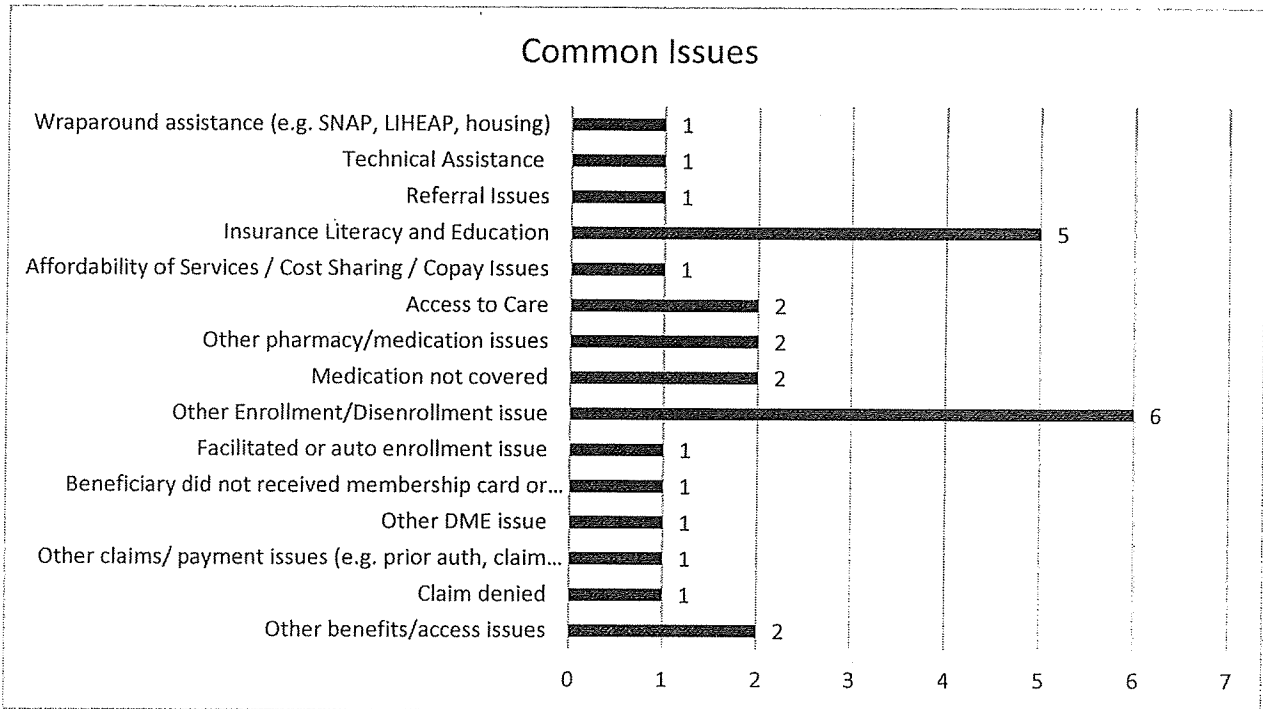


RIPIN Healthcare Advocate
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Casework Data

Total Cases Closed During Reporting Period	19
<i>of which: complaints</i>	17
<i>inquiries</i>	2

Note - Data on still-open cases is not reliable. Cases are coded for data analysis when closed.



Comprehensive data on all CMS-required categories provided in attached Excel spreadsheet. Some cases present multiple issues, so the issue counts will not match the number of cases.

NOTE – For May 2017, a small amount of data may be missing. For less than 10% of cases closed during the month, our database system failed to save coding needed to report on whether the client was a dual, and what issues they may have had.

Phone System Data

Note: Phone data is for full call center, including all health and education calls.

CALL VOLUME				
2017	Total Incoming Calls Handled	Total Outgoing Calls	Total Calls	Total Talk Time
May	1,253	1,966	3,219	206:48:41
April	924	1,650	2,574	175:44:46
March	1,129	2,154	3,283	239:51:13

HOLD TIMES / ABANDONMENT / LIVE ANSWER RATES							
2017	Answered ACD Calls	Abandoned Calls	Sent to Voicemails	Live Answer Rate	AVG Time-to-Abandon	AVG Hold Time	Calls Thurs 5-7 pm (ACD)
May	450	53	70	79%	3 min 10 sec	41 sec	1
April	339	71 *	83	69%	1 min 24 sec	53 sec	0
March	332	69	136	**	1 min 42 sec	1 min	0

Note 1: Limited to business-hours calls.

Note 2: Hold times and time-to-abandon include all time spent navigating the phone menus (e.g. press 1 for English, etc.). On average, that process takes about 30-40 seconds to navigate.

* - We initiated new phone prompts in April. This process included testing, generating some “fake” abandoned calls.

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Date	Type of Outreach	Event Name	Event Location	City	Target Audience	Total Materials Distributed	People Reached
5/1/2017	Presentation	Smith Hill Library	Smith Hill Library	Providence	-	4	4
5/1/2017	Presentation	Donovan Manor	Donovan Manor	Newport	Dual eligible Population	28	25
5/8/2017	Presentation	RIPIN Overview	Cranston Public Schools	Cranston	Teachers	47	47
5/9/2017	Presentation	RIPIN Overview	State Rehabilitation Council	Warwick	Professionals working with individuals with SHCN/disabilities	54	25
5/9/2017	Outreach Event	Community Baby Shower	Thundermist Health Center	West Warwick	Pregnant Mothers	19	45
5/11/2017	Mailing		RIHCA	Providence	Rhode Islanders	100	25
5/15/2017	Events	Community Baby Shower	Thundermist Health Center	Woonsocket	Pregnant Mothers	19	37
						271	208

Narrative Report

We have also recently worked with clients who experienced the following issues with NHP INTEGRITY specifically:

- We continue to see clients having negative experiences enrolling, particularly delays of various kinds.
- We continue to work with one Integrity enrollee (and prior Unity enrollee) with a dispute about the patient shared owed for home care received many months ago. It is exceedingly difficult to get the provider or NHP (or DHS) to provide any justification for the amount billed.
- One group home disenrolled 13 of their residents from INTEGRITY and called us to voice their concerns with the product. We are still working to gather more information from them.