**Casework Data**

|  |  |
| --- | --- |
| Total Cases Closed During Reporting Period | 19 |
| *of which: complaints* | 17 |
| *inquiries* | 2 |

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

Common Issues

|  |  |
| --- | --- |
| Wraparound assistance (e.g. SNAP, LIHEAP, housing) | 1 |
| Technical Assistance | 1 |
| Referral Issues | 1 |
| Insurance Literacy and Education | 5 |
| Affordability of Services *I* Cost Sharing *I* Copay Issues | 1 |
| Access to Care | 2 |
| Other pharmacy/medication issues | 2 |
| Medication not covered | 2 |
| Other Enrollment/Disenrollment issue | 6 |
| Facilitated or auto enrollment issue | 1 |
| Beneficiary did not received membership card or | 1 |
| Other DME issue | 1 |
| Other claims/ payment issues (e.g. prior auth, claim | 1 |
| Claim denied | 1 |
| Other benefits/access issues | 2 |

*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% | 1min 24 sec | 53 sec | 0 |
| March | 332 | 69 | 136 | \*\* | 1min 42 sec | 1min | 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 1for 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.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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 | Professional 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 |

RIPIN Healthcare Advocate Dual-Eligible Ombudsman Monthly Report - May 2017

**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.