CICP COMPLAINT DATABASE SUMMARY
April 26, 2008- Feb. 12, 2010

CICP Provider Meeting
March 19, 2010

Handout 7

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Application Process				
Denver Health Hospital	Phone - HCPF	2	0	0
Denver Health Hospital	Mail - HCPF	1	0	0
Denver Health Hospital	Email- HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Total Application Process Complaints for Denver Hospital		**3**	**0**	**0**
University of Colorado Hospital	Phone - HCPF	1	0	1
University of Colorado Hospital	Mail - HCPF	1	1	1
University of Colorado Hospital	Email- HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
Total Application Process Complaints for University Hospital		**2**	**1**	**2**
Colorado Springs Hospital	Phone - HCPF	1	1	1
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email- HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
Total Application Process Complaints for Colorado Springs Hospital		**1**	**1**	**1**
Other Urban Hospitals	Phone - HCPF	3	1	1
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email- HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email - Governor	1	1	1
Total Application Process Complaints for Other Urban Hospitals		**4**	**2**	**2**
Rural Hospitals	Phone - HCPF	1	1	1
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email- HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	1	0	0
Total Application Process Complaints for Rural Hospitals		**2**	**1**	**1**
CICP Clinics	Phone - HCPF	4	3	3
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	2	2	2
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Application Process Complaints for FQHC's		**6**	**5**	**5**
Total Application Process Complaints		**18**	**10**	**11**

CICP COMPLAINT DATABASE SUMMARY
April 26, 2008- Feb. 12, 2010

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Patient Billing Complaints				
Denver Health Hospital	Phone - HCPF	5	0	0
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Total Patient Billing Complaints for Denver Health Hospital		**5**	**0**	**0**
University of Colorado Hospital	Phone - HCPF	7	2	2
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email - HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
Total Patient Billing Complaints for University of Colorado Hospital		**7**	**2**	**2**
Colorado Springs Hospital	Phone - HCPF	4	2	2
Colorado Springs Hospital	Mail - HCPF	1	0	0
Colorado Springs Hospital	Email - HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
Total Patient Billing Complaints for Colorado Springs Hospital		**5**	**2**	**2**
Other Urban Hospitals	Phone - HCPF	38	13	14
Other Urban Hospitals	Mail - HCPF	4	1	2
Other Urban Hospitals	Email - HCPF	1	0	1
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	4	3	3
Other Urban Hospitals	Email - Governor	1	1	1
Total Patient Billing Complaints for Other Urban Hospitals		**48**	**18**	**21**
Rural Hospitals	Phone - HCPF	1	0	0
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email - HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	0	0	0
Total Patient Billing Complaints for Rural Hospitals		**1**	**0**	**0**
CICP Clinics	Phone - HCPF	11	8	9
CICP Clinics	Mail - HCPF	1	0	1
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Patient Billing Complaints for FQHC's		**12**	**8**	**10**
Total Patient Billing Complaints		**78**	**30**	**35**

CICP COMPLAINT DATABASE SUMMARY
April 26, 2008- Feb. 12, 2010

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Registration/Front Desk Complaints				
Denver Health Hospital	Phone - HCPF	0	0	0
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Total Registration/Front Desk Complaints for Denver Health Hospital		**0**	**0**	**0**
University of Colorado Hospital	Phone - HCPF	0	0	0
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email - HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
Total Registration/Front Desk Complaints for University of Colorado Hospital		**0**	**0**	**0**
Colorado Springs Hospital	Phone - HCPF	0	0	0
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email - HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
Total Registration/Front Desk Complaints for Colorado Springs Hospital		**0**	**0**	**0**
Other Urban Hospitals	Phone - HCPF	3	0	0
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email - HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email - Governor	0	0	0
Total Registration/Front Desk Complaints for Other Urban Hospitals		**3**	**0**	**0**
Rural Hospitals	Phone - HCPF	0	0	0
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email - HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	0	0	0
Total Registration/Front Desk Complaints for Rural Hospitals		**0**	**0**	**0**
CICP Clinics	Phone - HCPF	2	2	2
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Registration/Front Desk Complaints for FQHC's		**2**	**2**	**2**
Total Registration/Front Desk Complaints		**5**	**2**	**2**

CICP COMPLAINT DATABASE SUMMARY
April 26, 2008- Feb. 12, 2010

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Physician Complaints				
Denver Health Hospital	Phone - HCPF	0	0	0
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Total Physician Complaints for Denver Health Hospital		**0**	**0**	**0**
University of Colorado Hospital	Phone - HCPF	0	0	0
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email - HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
Total Physician Complaints for University of Colorado Hospital		**0**	**0**	**0**
Colorado Springs Hospital	Phone - HCPF	0	0	0
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email - HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	1	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
Total Physician Complaints for Colorado Springs Hospital		**1**	**0**	**0**
Other Urban Hospitals	Phone - HCPF	0	0	0
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email - HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email - Governor	0	0	0
Total Physician Complaints for Other Urban Hospitals		**0**	**0**	**0**
Rural Hospitals	Phone - HCPF	0	0	0
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email - HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	0	0	0
Total Physician Complaints for Rural		**0**	**0**	**0**
CICP Clinics	Phone - HCPF	1	0	0
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	1	1	1
Total Physician Complaints for FQHC's		**2**	**1**	**1**
Total Physician Complaints		**3**	**1**	**1**

CICP COMPLAINT DATABASE SUMMARY
April 26, 2008- Feb. 12, 2010

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Access to Services Complaints				
Denver Health Hospital	Phone - HCPF	0	0	0
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Access to Services Complaints for Denver Health Hospital		**0**	**0**	**0**
University of Colorado Hospital	Phone - HCPF	1	0	0
University of Colorado Hospital	Mail - HCPF	4	1	1
University of Colorado Hospital	Email - HCPF	1	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	3	0	0
Total Access to Services Complaints for University of Colorado Hospital		**9**	**1**	**1**
Colorado Springs Hospital	Phone - HCPF	0	0	0
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email - HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
Total Access to Services Complaints for Colorado Springs Hospital		**0**	**0**	**0**
Other Urban Hospitals	Phone - HCPF	1	1	1
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email - HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email - Governor	1	1	1
Total Access Services Complaints for Other Urban Hospitals		**2**	**2**	**2**
Rural Hospitals	Phone - HCPF	0	0	0
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email - HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	0	0	0
Total Access to Services Complaints for Rural Hospitals		**0**	**0**	**0**
CICP Clinics	Phone - HCPF	1	0	1
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Access to Services Complaints for FQHC's		**1**	**0**	**1**
Total Access to Services Complaints		**12**	**3**	**4**

CICP COMPLAINT DATABASE SUMMARY
April 26, 2008- Feb. 12, 2010

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Provider Retrun Call Complaints				
Denver Health Hospital	Phone - HCPF	2	1	2
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Total Provider Return Call Complaints for Denver Health Hospital		**2**	**1**	**2**
University of Colorado Hospital	Phone - HCPF	0	0	0
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email - HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
Total Provider Return Call Complaints for University of Colorado Hospital		**0**	**0**	**0**
Colorado Springs Hospital	Phone - HCPF	0	0	0
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email - HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
Total Provider Return Call Complaints for Colorado Springs Hospital		**0**	**0**	**0**
Other Urban Hospitals	Phone - HCPF	3	1	1
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email - HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email - Governor	0	0	0
Total Return Call Complaints for Other Urban Hospitals		**3**	**1**	**1**
Rural Hospitals	Phone - HCPF	0	0	0
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email - HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	0	0	0
Total Return Call Complaints for Rural Hospitals		**0**	**0**	**0**
CICP Clinics	Phone - HCPF	0	0	0
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	1	1	1
CICP Clinics	Email - Governor	0	0	0
Total Return Call Complaints for FQHC's		1	1	1
Total Return Call Complaints		**6**	**3**	**4**

CICP COMPLAINT DATABASE SUMMARY
April 26, 2008- Feb. 12, 2010

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Discounted Service Availability Complaints				
Denver Health Hospital	Phone - HCPF	2	0	0
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	2	0	1
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Total Discounted Service Availability Complaints for Denver Hospital		**4**	**0**	**1**
University of Colorado Hospital	Phone - HCPF	14	0	0
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email - HCPF	3	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	4	0	1
University of Colorado Hospital	Email - Governor	6	2	3
Total Discounted Service Availability Complaints for University of Colorado Hospital		**27**	**2**	**4**
Colorado Springs Hospital	Phone - HCPF	0	0	0
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email - HCPF	1	0	1
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
Total Discounted Service Availability Complaints for Colorado Springs Hospital		**1**	**0**	**1**
Other Urban Hospitals	Phone - HCPF	14	1	1
Other Urban Hospitals	Mail - HCPF	0	0	0
Other Urban Hospitals	Email - HCPF	1	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	2	0	0
Other Urban Hospitals	Email -Governor	0	0	0
Total Discounted Service Availability Complaints for Other Urban Hospitals		**17**	**1**	**1**
Rural Hospitals	Phone - HCPF	2	0	0
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email - HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	1	0	0
Total Discounted Service Availability Complaints for Rural Hospitals		**3**	**0**	**0**
CICP Clinics	Phone - HCPF	7	0	0
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Discounted Service Availability Complaints for FQHC's		**7**	**0**	**0**
Total Discounted Service Availability Complaints		**59**	**3**	**7**

CICP COMPLAINT DATABASE SUMMARY
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Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Specialty Service Complaints				
Denver Health Hospital	Phone - HCPF	1	0	0
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email - HCPF	0	0	0
Denver Health Hospital	Phone - Governor	0	0	0
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Total Specialty Service Complaints for Denver Health Hospital		**1**	**0**	**0**
University of Colorado Hospital	Phone - HCPF	0	0	0
University of Colorado Hospital	Mail - HCPF	0	0	0
University of Colorado Hospital	Email - HCPF	0	0	0
University of Colorado Hospital	Phone - Governor	0	0	0
University of Colorado Hospital	Mail - Governor	0	0	0
University of Colorado Hospital	Email - Governor	0	0	0
Total Specialty Service Complaints for University of Colorado Hospital		**0**	**0**	**0**
Colorado Springs Hospital	Phone - HCPF	0	0	0
Colorado Springs Hospital	Mail - HCPF	0	0	0
Colorado Springs Hospital	Email - HCPF	0	0	0
Colorado Springs Hospital	Phone - Governor	0	0	0
Colorado Springs Hospital	Mail - Governor	0	0	0
Colorado Springs Hospital	Email - Governor	0	0	0
Total Specialty Service Complaints for Colorado Springs Hospital		**0**	**0**	**0**
Other Urban Hospitals	Phone - HCPF	2	0	0
Other Urban Hospitals	Mail - HCPF	1	0	0
Other Urban Hospitals	Email - HCPF	0	0	0
Other Urban Hospitals	Phone - Governor	0	0	0
Other Urban Hospitals	Mail - Governor	0	0	0
Other Urban Hospitals	Email - Governor	0	0	0
Total Speciality Service Complaints for Other Urban Hospitals		**3**	**0**	**0**
Rural Hospitals	Phone - HCPF	0	0	0
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email - HCPF	0	0	0
Rural Hospitals	Phone - Governor	0	0	0
Rural Hospitals	Mail - Governor	0	0	0
Rural Hospitals	Email - Governor	0	0	0
Total Specialty Service Complaints for Rural Hospitals		**0**	**0**	**0**
CICP Clinics	Phone - HCPF	1	0	1
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	0	0	0
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	1	0	0
CICP Clinics	Email - Governor	0	0	0
Total Specialty Service Complaints for FQHC's		**2**	**0**	**1**
Total Specialty Service Complaints		**6**	**0**	**1**

CICP COMPLAINT DATABASE SUMMARY
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Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Total Summary by Providers				
Denver Health Hospital		15	1	3
University of Colorado Hospital		45	6	9
Colorado Springs Hospital		8	3	4
Other Urban Hospitals		80	24	27
Rural Hospitals		6	1	1
CICP Clinics		33	17	21
	Grand Total of all Complaints	**187**	**52**	**65**

Total calls to Customer Service - December 2009	134
Total calls to Customer Service - January 2010	130
Total calls to Customer Service	**264**