CICP Grievance Database Results

April 26, 2008 - February 12, 2010

Application Process Complaints

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

Billing Complaints

Denver Hospital	Phone - HCPF	5	0	0
Total Billing Complaints for Denver Hospital		**5**	**0**	**0**
University Hospital	Phone - HCPF	7	2	2
Total Billing Complaints for University Hospital		**7**	**2**	**2**
Colorado Springs	Phone - HCPF	4	2	2
Colorado Springs	Mail - HCPF	1	0	0
Total Billing Complaints for Colorado Springs		**5**	**2**	**2**
Other Urban	Phone - HCPF	38	13	14
Other Urban	Email - Governor	1	1	1
Other Urban	Email - HCPF	1	0	1
Other Urban	Mail - Governor	4	3	3
Other Urban	Mail - HCPF	4	1	2
Total Billing Complaints for Other Urban		**48**	**18**	**21**
Rural	Phone - HCPF	1	0	0
Total Billing Complaints for Rural		**1**	**0**	**0**
CICP Clinics	Phone - HCPF	11	8	9
CICP Clinics	Mail - HCPF	1	0	1
Total Billing Complaints for CICP Clinics		**12**	**8**	**10**
Total Billing Complaints		**78**	**30**	**35**

Provider Group	Source of Complaint	Number of Complaints	Clients Satisfied	Number Resolved

Front Desk Service Complaints

Denver Hospital		0	0	0
Total Front Desk Service Complaints for Denver Hospital		**0**	**0**	**0**
University Hospital		0	0	0
Total Front Desk Service Complaints for University Hospital		**0**	**0**	**0**
Colorado Springs		0	0	0
Total Front Desk Service Complaints for Colorado Springs		**0**	**0**	**0**
Other Urban	Phone - HCPF	3	0	0
Total Front Desk Service Complaints for Other Urban		**3**	**0**	**0**
Rural		0	0	0
Total Front Desk Service Complaints for Rural		**0**	**0**	**0**
CICP Clinics	Phone - HCPF	2	2	2
Total Front Desk Service Complaints for CICP Clinics		**2**	**2**	**2**
Total Front Desk Service Complaints		**5**	**2**	**2**

Physician Service Complaints

Denver Hospital		0	0	0
Total Physician Service Complaints for Denver Hospital		**0**	**0**	**0**
University Hospital		0	0	0
Total Physician Service Complaints for University Hospital		**0**	**0**	**0**
Colorado Springs	Mail - Governor	1	0	0
Total Physician Service Complaints for Colorado Springs		**1**	**0**	**0**
Other Urban		0	0	0
Total Physician Service Complaints for Other Urban		**0**	**0**	**0**
Rural		0	0	0
Total Physician Service Complaints for Rural		**0**	**0**	**0**
CICP Clinics	Email - Governor	1	1	1
CICP Clinics	Phone - HCPF	1	0	0
Total Physician Service Complaints for CICP Clinics		**2**	**1**	**1**
Total Physician Service Complaints		**3**	**1**	**1**

Referral Complaints

Provider Group	Source of Complaint	Number of Complaints	Clients Satisfied	Number Resolved
Denver Hospital		0	0	0
Total Referral Complaints for Denver Hospital		**0**	**0**	**0**
University Hospital		1	0	0
Total Referral Complaints for University Hospital		**1**	**0**	**0**
Colorado Springs		0	0	0
Total Referral Complaints for Colorado Springs		**0**	**0**	**0**
Other Urban	Phone - HCPF	1	1	1
Other Urban	Email - Governor	1	1	1
Total Referral Complaints for Other Urban		**2**	**2**	**2**
Rural		0	0	0
Total Referral Complaints for Rural		**0**	**0**	**0**
CICP Clinics	Phone - HCPF	1	0	1
Total Referral Complaints for CICP Clinics		**1**	**0**	**1**
Total Referral Complaints		**4**	**2**	**3**

Response Time Complaints

Denver Hospital	Phone - HCPF	2	1	2
Total Response Time Complaints for Denver Hospital		**2**	**1**	**2**
University Hospital		0	0	0
Total Response Time Complaints for University Hospital		**0**	**0**	**0**
Colorado Springs		0	0	0
Total Response Time Complaints for Colorado Springs		**0**	**0**	**0**
Other Urban	Phone - HCPF	3	1	1
Total Response Time Complaints for Other Urban		**3**	**1**	**1**
Rural		0	0	0
Total Response Time Complaints for Rural		**0**	**0**	**0**
CICP Clinics	Mail - Governor	1	1	1
Total Response Time Complaints for CICP Clinics		**1**	**1**	**1**
Total Response Time Complaints		**6**	**3**	**4**

Service Availability Complaints

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

Type of Service Complaints

Denver Hospital	Phone - HCPF	1	0	0
Total Type of Service Complaints for Denver Hospital		**1**	**0**	**0**
University Hospital		0	0	0
Total Type of Service Complaints for University Hospital		**0**	**0**	**0**
Colorado Springs		0	0	0
Total Type of Service Complaints for Colorado Springs		**0**	**0**	**0**
Other Urban	Phone - HCPF	2	0	0
Other Urban	Mail - HCPF	1	0	0
Total Type of Service Complaints for Other Urban		**3**	**0**	**0**
Rural		0	0	0
Total Type of Service Complaints for Rural		**0**	**0**	**0**
CICP Clinics	Mail - Governor	1	0	1
CICP Clinics	Phone - HCPF	1	0	0
Total Type of Service Complaints for CICP Clinics		**2**	**0**	**1**
Total Type of Service Complaints		**6**	**0**	**1**

Total Complaints

Denver Hospital		15	1	3
University Hospital		37	5	8
Colorado Springs		8	3	4
Other Urban		80	24	27
Rural		6	1	1
CICP Clinics		33	17	21
	Grand Total of all Complaints	**179**	**51**	**64**

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