CICP GRIEVANCE DATABASE SUMMARY
Febuary 13, 2010 - May 10, 2010

| Provider Group | Source of Complaint | Number of Complaints Received | Satisfied Clients | Resolved Complaints |
|---|---|---|---|---|
| **Application Process** | | | | |
| 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 Application Process Complaints for Denver 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 Application Process Complaints for University 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 Application Process Complaints for Colorado Springs Hospital** | | **0** | **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 Application Process 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 Application Process Complaints for Rural Hospitals** | | **0** | **0** | **0** |
| | | | | |
| FQHC's | Phone - HCPF | 2 | 1 | 2 |
| FQHC's | Mail - HCPF | 0 | 0 | 0 |
| FQHC's | Email - HCPF | 0 | 0 | 0 |
| FQHC's | Phone - Governor | 0 | 0 | 0 |
| FQHC's | Mail - Governor | 0 | 0 | 0 |
| FQHC's | Email - Governor | 0 | 0 | 0 |
| **Total Application Process Complaints for FQHC's** | | **2** | **1** | **2** |
| **Total Application Process Complaints** | | **2** | **1** | **2** |

CICP GRIEVANCE DATABASE SUMMARY
Febuary 13, 2010 - May 10, 2010

| Provider Group | Source of Complaint | Number of Complaints Received | Satisfied Clients | Resolved Complaints |
|---|---|---|---|---|
| **Patient Billing 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 Patient Billing 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 Patient Billing Complaints for University of Colorado Hospital** | | **0** | **0** | **0** |
| | | | | |
| Colorado Springs Hospital | Phone - HCPF | 3 | 1 | 3 |
| 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 | 1 | 0 | 1 |
| **Total Patient Billing Complaints for Colorado Springs Hospital** | | **4** | **1** | **4** |
| | | | | |
| Other Urban Hospitals | Phone - HCPF | 6 | 4 | 6 |
| 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 Patient Billing Complaints for Other Urban Hospitals** | | **6** | **4** | **6** |
| | | | | |
| 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 Patient Billing Complaints for Rural Hospitals** | | **0** | **0** | **0** |
| | | | | |
| FQHC's | Phone - HCPF | 1 | 1 | 1 |
| FQHC's | Mail - HCPF | 0 | 0 | 0 |
| FQHC's | Email - HCPF | 0 | 0 | 0 |
| FQHC's | Phone - Governor | 0 | 0 | 0 |
| FQHC's | Mail - Governor | 0 | 0 | 0 |
| FQHC's | Email - Governor | 0 | 0 | 0 |
| **Total Patient Billing Complaints for FQHC's** | | **1** | **1** | **1** |
| **Total Patient Billing Complaints** | | **11** | **6** | **11** |

CICP GRIEVANCE DATABASE SUMMARY
Febuary 13, 2010 - May 10, 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 | 1 | 1 | 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 Registration/Front Desk Complaints for Denver Health Hospital** | | **1** | **1** | **1** |
| | | | | |
| 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 | 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 Registration/Front Desk 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 Registration/Front Desk Complaints for Rural Hospitals** | | **0** | **0** | **0** |
| | | | | |
| FQHC's | Phone - HCPF | 0 | 0 | 0 |
| FQHC's | Mail - HCPF | 0 | 0 | 0 |
| FQHC's | Email - HCPF | 0 | 0 | 0 |
| FQHC's | Phone - Governor | 0 | 0 | 0 |
| FQHC's | Mail - Governor | 0 | 0 | 0 |
| FQHC's | Email - Governor | 0 | 0 | 0 |
| **Total Registration/Front Desk Complaints for FQHC's** | | **0** | **0** | **0** |
| **Total Registration/Front Desk Complaints** | | **1** | **1** | **1** |

CICP GRIEVANCE DATABASE SUMMARY
Febuary 13, 2010 - May 10, 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 | 0 | 0 | 0 |
| Colorado Springs Hospital | Email - Governor | 0 | 0 | 0 |
| **Total Physician Complaints for Colorado Springs Hospital** | | **0** | **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** |
| | | | | |
| FQHC's | Phone - HCPF | 0 | 0 | 0 |
| FQHC's | Mail - HCPF | 0 | 0 | 0 |
| FQHC's | Email - HCPF | 0 | 0 | 0 |
| FQHC's | Phone - Governor | 0 | 0 | 0 |
| FQHC's | Mail - Governor | 0 | 0 | 0 |
| FQHC's | Email - Governor | 0 | 0 | 0 |
| **Total Physician Complaints for FQHC's** | | **0** | **0** | **0** |
| **Total Physician Complaints** | | **0** | **0** | **0** |

CICP GRIEVANCE DATABASE SUMMARY
Febuary 13, 2010 - May 10, 2010

| Provider Group | Source of Complaint | Number of Complaints Received | Satisfied Clients | Resolved Complaints |
|---|---|---|---|---|
| **Access to Services(Referrals) 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 (Referrals) 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 Access to Services (Referrals) 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 Access to Services (Referrals) Complaints for Colorado Springs Hospital** | | **0** | **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 Access Services (Referrals) 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 Access to Services (Referrals) Complaints for Rural Hospitals** | | **0** | **0** | **0** |
| | | | | |
| FQHC's | Phone - HCPF | 0 | 0 | 0 |
| FQHC's | Mail - HCPF | 0 | 0 | 0 |
| FQHC's | Email - HCPF | 0 | 0 | 0 |
| FQHC's | Phone - Governor | 0 | 0 | 0 |
| FQHC's | Mail - Governor | 0 | 0 | 0 |
| FQHC's | Email - Governor | 0 | 0 | 0 |
| **Total Access to Services (Referrals) Complaints for FQHC's** | | **0** | **0** | **0** |
| **Total Access to Services (Referrals) Complaints** | | **0** | **0** | **0** |

CICP GRIEVANCE DATABASE SUMMARY
Febuary 13, 2010 - May 10, 2010

| Provider Group | Source of Complaint | Number of Complaints Received | Satisfied Clients | Resolved Complaints |
|---|---|---|---|---|
| **Provider Retrun Call 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 Provider Return Call 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 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 | 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 Return Call 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 Return Call Complaints for Rural Hospitals** | | **0** | **0** | **0** |
| | | | | |
| FQHC's | Phone - HCPF | 0 | 0 | 0 |
| FQHC's | Mail - HCPF | 0 | 0 | 0 |
| FQHC's | Email - HCPF | 0 | 0 | 0 |
| FQHC's | Phone - Governor | 0 | 0 | 0 |
| FQHC's | Mail - Governor | 0 | 0 | 0 |
| FQHC's | Email - Governor | 0 | 0 | 0 |
| **Total Return Call Complaints for FQHC's** | | 0 | 0 | 0 |
| **Total Return Call Complaints** | | **0** | **0** | **0** |

CICP GRIEVANCE DATABASE SUMMARY
Febuary 13, 2010 - May 10, 2010

| Provider Group | Source of Complaint | Number of Complaints Received | Satisfied Clients | Resolved Complaints |
|---|---|---|---|---|
| **Service Availability 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 Service Availability Complaints for Denver Hospital** | | **2** | **1** | **2** |
| | | | | |
| University of Colorado Hospital | Phone - HCPF | 4 | 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 | 2 | 0 | 0 |
| University of Colorado Hospital | Email - Governor | 0 | 0 | 0 |
| **Total Service Availability Complaints for University of Colorado Hospital** | | **7** | **1** | **2** |
| | | | | |
| Colorado Springs Hospital | Phone - HCPF | 1 | 1 | 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 Service Availability Complaints for Colorado Springs Hospital** | | **1** | **1** | **0** |
| | | | | |
| Other Urban Hospitals | Phone - HCPF | 1 | 0 | 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 Service Availability Complaints for Other Urban Hospitals** | | **1** | **0** | **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 Service Availability Complaints for Rural Hospitals** | | **0** | **0** | **0** |
| | | | | |
| FQHC's | Phone - HCPF | 7 | 7 | 6 |
| FQHC's | Mail - HCPF | 0 | 0 | 0 |
| FQHC's | Email - HCPF | 0 | 0 | 0 |
| FQHC's | Phone - Governor | 0 | 0 | 0 |
| FQHC's | Mail - Governor | 0 | 0 | 0 |
| FQHC's | Email - Governor | 0 | 0 | 0 |
| **Total Service Availability Complaints for FQHC's** | | **7** | **7** | **6** |
| **Total Service Availability Complaints** | | **18** | **10** | **11** |

CICP GRIEVANCE DATABASE SUMMARY
Febuary 13, 2010 - May 10, 2010

| Provider Group | Source of Complaint | Number of Complaints Received | Satisfied Clients | Resolved Complaints |
|---|---|---|---|---|
| | | | | |
| **Total Summary by Providers** | | | | |
| Denver Health Hospital | | 3 | 2 | 3 |
| University of Colorado Hospital | | 7 | 1 | 2 |
| Colorado Springs Hospital | | 5 | 2 | 4 |
| Other Urban Hospitals | | 7 | 4 | 7 |
| Rural Hospitals | | 0 | 0 | 0 |
| FQHC's | | 10 | 9 | 9 |
| | **Grand Total of all Complaints** | **32** | **18** | **25** |

| | |
|---|---|
| Total CICP calls answered by Customer Service - February 2010 | 140 |
| Total CICP calls answered by Customer Service - March 2010 | 156 |
| Total CICP calls answered by Customer Service - April 2010 | 103 |
| **Total calls to Customer Service** | **399** |