CICP GRIEVANCE DATABASE SUMMARY
May 11, 2010 - October 19, 2010

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Application Process				
Denver Health Hospital	Phone - HCPF	1	1	1
Denver Health Hospital	Mail - HCPF	0	0	0
Denver Health Hospital	Email- HCPF	1	1	1
Denver Health Hospital	Phone - Governor	1	1	1
Denver Health Hospital	Mail - Governor	0	0	0
Denver Health Hospital	Email - Governor	0	0	0
Total Application Process Complaints for Denver Hospital		**3**	**3**	**3**
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		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	1	1	1
Rural Hospitals	Mail - HCPF	1	1	1
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		**2**	**2**	**2**
CICP Clinics	Phone - HCPF	0	0	0
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	2	0	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 CICP Clinics		**2**	**0**	**2**
Total Application Process Complaints		**7**	**5**	**7**

CICP GRIEVANCE DATABASE SUMMARY
May 11, 2010 - October 19, 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	7	5	7
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 Patient Billing Complaints for Colorado Springs Hospital		**7**	**5**	**7**
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 Patient Billing Complaints for Other Urban Hospitals		**1**	**0**	**1**
Rural Hospitals	Phone - HCPF	1	0	1
Rural Hospitals	Mail - HCPF	0	0	0
Rural Hospitals	Email - HCPF	1	1	1
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		**2**	**1**	**2**
CICP Clinics	Phone - HCPF	1	1	1
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	1	1	1
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 CICP Clinics		**2**	**2**	**2**
Total Patient Billing Complaints		**12**	**8**	**12**

CICP GRIEVANCE DATABASE SUMMARY
May 11, 2010 - October 19, 2010

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Registration/Customer Service 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/Customer Service 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/Customer 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 Registration/Customer Service 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	0	0	0
Total Registration/Customer Service Complaints for Other Urban Hospitals		**1**	**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 Registration/Customer Service 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	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Registration/Customer Service Complaints for CICP Clinics		**0**	**0**	**0**
Total Registration/Customer Service Complaints		**1**	**1**	**1**

CICP GRIEVANCE DATABASE SUMMARY
May 11, 2010 - October 19, 2010

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Physician/Quality of Care 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/Quality of Care 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/Quality of Care 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/Quality of Care Complaints for Colorado Springs Hospital		**0**	**0**	**0**
Other Urban Hospitals	Phone - HCPF	3	0	3
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/Quality of Care Complaints for Other Urban Hospitals		**3**	**0**	**3**
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/Quality of Care Complaints for Rural		**0**	**0**	**0**
CICP Clinics	Phone - HCPF	2	0	2
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	1	1	1
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	1	1	0
Total Physician/Quality of Care Complaints for CICP Clinics		**4**	**2**	**4**
Total Physician/Quality of Care Complaints		**7**	**2**	**7**

CICP GRIEVANCE DATABASE SUMMARY
May 11, 2010 - October 19, 2010

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Access to Referral Services 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	1	1	1
Denver Health Hospital	Email - Governor	0	0	0
Access to Referral Services Complaints for Denver Health Hospital		**2**	**2**	**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 Access to Referral Services 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 Referral Services 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 to Referral Services Complaints for Other Urban Hospitals		**0**	**0**	**0**
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	0	0	0
Total Access to Referral Services Complaints for Rural Hospitals		**1**	**1**	**1**
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	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Access to Referral Services Complaints for CICP Clinics		**0**	**0**	**0**
Total Access to Referral Services Complaints		**3**	**3**	**3**

CICP GRIEVANCE DATABASE SUMMARY
May 11, 2010 - October 19, 2010

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Provider Return 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**
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	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Return Call Complaints for CICP Clinics		0	0	0
Total Return Call Complaints		**0**	**0**	**0**

CICP GRIEVANCE DATABASE SUMMARY
May 11, 2010 - October 19, 2010

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
CICP Discounted Service Availability 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 CICP Discounted Service Availability Complaints for Denver Hospital		**0**	**0**	**0**
University of Colorado Hospital	Phone - HCPF	4	0	4
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	2	2	2
Total CICP Discounted Service Availability Complaints for University of Colorado Hospital		**6**	**2**	**6**
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 CICP Discounted Service Availability Complaints for Colorado Springs Hospital		**0**	**0**	**0**
Other Urban Hospitals	Phone - HCPF	1	1	1
Other Urban Hospitals	Mail - HCPF	1	0	1
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 CICP Discounted Service Availability Complaints for Other Urban Hospitals		**2**	**1**	**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 CICP Discounted Service Availability Complaints for Rural Hospitals		**0**	**0**	**0**
CICP Clinics	Phone - HCPF	6	3	6
CICP Clinics	Mail - HCPF	0	0	0
CICP Clinics	Email - HCPF	1	0	1
CICP Clinics	Phone - Governor	0	0	0
CICP Clinics	Mail - Governor	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total CICP Discounted Service Availability Complaints for CICP Clinics		**7**	**3**	**7**
Total Discounted Service Availability Complaints		**15**	**6**	**15**

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Other 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 Other 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 Other 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 Other 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 Other 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 Other 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	0	0	0
CICP Clinics	Email - Governor	0	0	0
Total Other Complaints for CICP Clinics		**0**	**0**	**0**
Total Other Complaints		**0**	**0**	**0**

CICP GRIEVANCE DATABASE SUMMARY
May 11, 2010 - October 19, 2010

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Total Summary by Providers				
Denver Health Hospital		5	5	5
University of Colorado Hospital		6	2	6
Colorado Springs Hospital		7	5	7
Other Urban Hospitals		7	2	7
Rural Hospitals		5	4	5
CICP Clinics		15	7	15
	Grand Total of all Complaints	**45**	**25**	**45**
Total calls to Customer Service - May 2010		139		
Total calls to Customer Service - June 2010		182		
Total calls to Customer Service - July 2010		309		
Total calls to Customer Service - August 2010		308		
Total calls to Customer Service - September 2010		264		
Total calls to Customer Service		**1202**		

Description of Headers	
Application Process	Rating, documents requested, availability of screening appointments
Billing	Overall issues regarding bills and/or billing process for CICP clients
Registration/Customer Service	Miscommuication, preceived rudeness
Physician/Quality of Care	Disputed diagnosis, preceived lack of empathy, long waiting lists
Access to Referral Service	Lack of Specialists accepting CICP
Provider Return Call	Failure of CICP Provider personnel to return calls from clients
CICP Discounted Service Availability	Locating providers discounting other non emergent services
Other	Complaints about CICP Program