

CICP GRIEVANCE DATABASE SUMMARY

April 30, 2015 - July 29, 2015

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
<b>Application Process</b>				
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
<b>Total Application Process Complaints for Denver Hospital</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Application Process Complaints for University Hospital</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Application Process Complaints for Colorado Springs Hospital</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Application Process Complaints for Other Urban Hospitals</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Application Process Complaints for Rural Hospitals</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Application Process Complaints for CICP Clinics</b>		<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Application Process Complaints</b>		<b>0</b>	<b>0</b>	<b>0</b>

CICP GRIEVANCE DATABASE SUMMARY  
April 30, 2015 - July 29, 2015

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
<b>Patient Billing Complaints</b>				
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
<b>Total Patient Billing Complaints for Denver Health Hospital</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Patient Billing Complaints for University of Colorado Hospital</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Patient Billing Complaints for Colorado Springs Hospital</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Patient Billing Complaints for Other Urban Hospitals</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Patient Billing Complaints for Rural Hospitals</b>		<b>1</b>	<b>1</b>	<b>1</b>
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
<b>Total Patient Billing Complaints for CICP Clinics</b>		<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Patient Billing Complaints</b>		<b>1</b>	<b>1</b>	<b>1</b>

CICP GRIEVANCE DATABASE SUMMARY  
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Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
<b>Registration/Customer Service Complaints</b>				
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
<b>Total Registration/Customer Service Complaints for Denver Health Hospital</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Registration/Customer Service Complaints for University of Colorado Hospital</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Registration/Customer Service Complaints for Colorado Springs Hospital</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Registration/Customer Service Complaints for Other Urban Hospitals</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Registration/Customer Service Complaints for Rural Hospitals</b>		<b>0</b>	<b>0</b>	<b>0</b>
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
<b>Total Registration/Customer Service Complaints for CICP Clinics</b>		<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Registration/Customer Service Complaints</b>		<b>0</b>	<b>0</b>	<b>0</b>

CICP GRIEVANCE DATABASE SUMMARY  
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Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
<b>Physician/Quality of Care Complaints</b>				
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
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
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
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
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
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

CICP GRIEVANCE DATABASE SUMMARY  
April 30, 2015 - July 29, 2015

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
<b>Access to Referral Services Complaints</b>				
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
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
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
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
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
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

CICP GRIEVANCE DATABASE SUMMARY

April 30, 2015 - July 29, 2015

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
<b>Provider Return Call Complaints</b>				
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
<b>University of Colorado Hospital</b>				
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
<b>Colorado Springs Hospital</b>				
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
<b>Other Urban Hospitals</b>				
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
<b>Rural Hospitals</b>				
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
<b>CICP Clinics</b>				
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

CICP GRIEVANCE DATABASE SUMMARY  
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Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
<b>CICP Discounted Service Availability Complaints</b>				
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
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
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
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
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
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

CICP GRIEVANCE DATABASE SUMMARY  
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Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
<b>Other Complaints</b>				
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
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
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
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
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
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

CICP GRIEVANCE DATABASE SUMMARY  
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Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
Denver Health Hospital		0	0	0
University of Colorado Hospital		0	0	0
Colorado Springs Hospital		0	0	0
Other Urban Hospitals		0	0	0
Rural Hospitals		1	1	1
CICP Clinics		0	0	0
Total calls to Customer Service - April 2015		19		
Total calls to Customer Service - May 2015		16		
Total calls to Customer Service - June 2015		24		

<u>Description of Headers</u>	
<b>Application Process</b>	Rating, documents requested, availability of screening appointments
<b>Billing</b>	Bills from Non-CICP Provider, Surgeon/Physician, non inpatient costs
<b>Registration/Customer Service</b>	Miscommunication, perceived rudeness
<b>Physician/Quality of Care</b>	Disputed diagnosis, perceived lack of empathy, long waiting lists
<b>Access to Referral Service</b>	Lack of Specialists accepting CICP
<b>Provider Return Call</b>	Supervisor or manager returning client's call
<b>CICP Discounted Service Availability</b>	Locating provider in certain counties to fill prescriptions, outpatient
<b>Other</b>	Complaints about CICP Program

