

## CICP GRIEVANCE DATABASE SUMMARY

July 30, 2015 - April 28, 2016

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	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	0	0	0
<b>Total Application Process Complaints for University Hospital</b>		<b>1</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	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
<b>Total Application Process Complaints for Other Urban Hospitals</b>		<b>1</b>	<b>1</b>	<b>1</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>2</b>	<b>1</b>	<b>1</b>

CICP GRIEVANCE DATABASE SUMMARY  
July 30, 2015 - April 28, 2016

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	1	1	1
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>1</b>	<b>1</b>	<b>1</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 Patient Billing Complaints for Rural Hospitals</b>		<b>0</b>	<b>0</b>	<b>0</b>
CICP Clinics	Phone - HCPF	2	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
<b>Total Patient Billing Complaints for CICP Clinics</b>		<b>2</b>	<b>0</b>	<b>1</b>
<b>Total Patient Billing Complaints</b>		<b>3</b>	<b>1</b>	<b>2</b>

CICP GRIEVANCE DATABASE SUMMARY  
July 30, 2015 - April 28, 2016

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

July 30, 2015 - April 28, 2016

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
<b>Total Physician/Quality of Care 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 Physician Complaints/Quality of Care 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 Physician/Quality of Care 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 Physician/Quality of Care 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 Physician/Quality of Care Complaints for Rural</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 Physician/Quality of Care Complaints for CICP Clinics</b>		<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Physician/Quality of Care Complaints</b>		<b>0</b>	<b>0</b>	<b>0</b>

## CICP GRIEVANCE DATABASE SUMMARY

July 30, 2015 - April 28, 2016

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
<b>Access to Referral Services 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 Access to Referral Services 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 Access to Referral Services 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 Access to Referral Services 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 Access to Referral Services 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 Access to Referral Services Complaints for CICP Clinics</b>		<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Access to Referral Services Complaints</b>		<b>0</b>	<b>0</b>	<b>0</b>

CICP GRIEVANCE DATABASE SUMMARY  
July 30, 2015 - April 28, 2016

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>Total Provider Return Call 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 Provider Return Call 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 Provider Return Call 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 Return Call 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 Return Call 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 Return Call Complaints for CICP Clinics</b>		<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Return Call Complaints</b>		<b>0</b>	<b>0</b>	<b>0</b>

## CICP GRIEVANCE DATABASE SUMMARY

July 30, 2015 - April 28, 2016

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
<b>Total CICP Discounted Service Availability 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 CICP Discounted Service Availability 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 CICP Discounted Service Availability 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 CICP Discounted Service Availability 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 CICP Discounted Service Availability 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 CICP Discounted Service Availability Complaints for CICP Clinics</b>		<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Discounted Service Availability Complaints</b>		<b>0</b>	<b>0</b>	<b>0</b>

CICP GRIEVANCE DATABASE SUMMARY  
July 30, 2015 - April 28, 2016

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
<b>Total Other Complaints for Denver Health Hospital</b>		<b>0</b>	<b>0</b>	<b>0</b>
University of Colorado Hospital	Phone - HCPF	1	1	1
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 Other Complaints for University of Colorado Hospital</b>		<b>1</b>	<b>1</b>	<b>1</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 Other 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 Other 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 Other Complaints for Rural Hospitals</b>		<b>0</b>	<b>0</b>	<b>0</b>
CICP Clinics	Phone - HCPF	1	1	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
<b>Total Other Complaints for CICP Clinics</b>		<b>1</b>	<b>1</b>	<b>1</b>
<b>Total Other Complaints</b>		<b>2</b>	<b>2</b>	<b>2</b>

CICP GRIEVANCE DATABASE SUMMARY  
July 30, 2015 - April 28, 2016

Provider Group	Source of Complaint	Number of Complaints Received	Satisfied Clients	Resolved Complaints
<b>Total Summary by Providers</b>				
Denver Health Hospital		0	0	0
University of Colorado Hospital		2	1	1
Colorado Springs Hospital		0	0	0
Other Urban Hospitals		2	2	2
Rural Hospitals		0	0	0
CICP Clinics		3	1	2
<b>Grand Total of all Complaints</b>		<b>7</b>	<b>4</b>	<b>5</b>
Total calls to Customer Service - July 2015		12		
Total calls to Customer Service - August 2015		13		
Total calls to Customer Service - September 2015		14		
Total calls to Customer Service - October 2015		12		
Total calls to Customer Service - November 2015		13		
Total calls to Customer Service - December 2015		18		
Total calls to Customer Service - January 2016		15		
Total calls to Customer Service - February 2016		12		
Total calls to Customer Service - March 2016		16		
<b>Total calls to Customer Service</b>		<b>125</b>		

<b>Description of Headers</b>	
<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