



## **Report to the Legislature**

# **PEBB Annual Report of Customer Service Complaints and Appeals**

Substitute Senate Bill 6584 Chapter 293, Laws of 2010  
RCW 41.05.630

September 27, 2013

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Public Employees Benefits Division  
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## **Executive Summary**

The Washington Legislature passed legislation (SSB 6584) in 2010, which requires the Health Care Authority to capture customer service complaints and requires each health plan that provides Public Employees Benefits Board (PEBB) Program medical coverage to submit a summary of customer service complaints and appeals to the agency.

This bill was codified as RCW 41.05.630. It directs the Health Care Authority to report to the legislature annually, beginning in September 2011, summarizing the complaints and appeals made by PEBB Program members related to the Health Care Authority PEBB Program health plans. The report is to contain a summary count of complaints and appeals for the previous twelve months and annual trends that are related to the following categories:

1. Customer service, or
2. Quality of a health care service, or
3. Availability of a health care service

## **Scope of the 2013 Report**

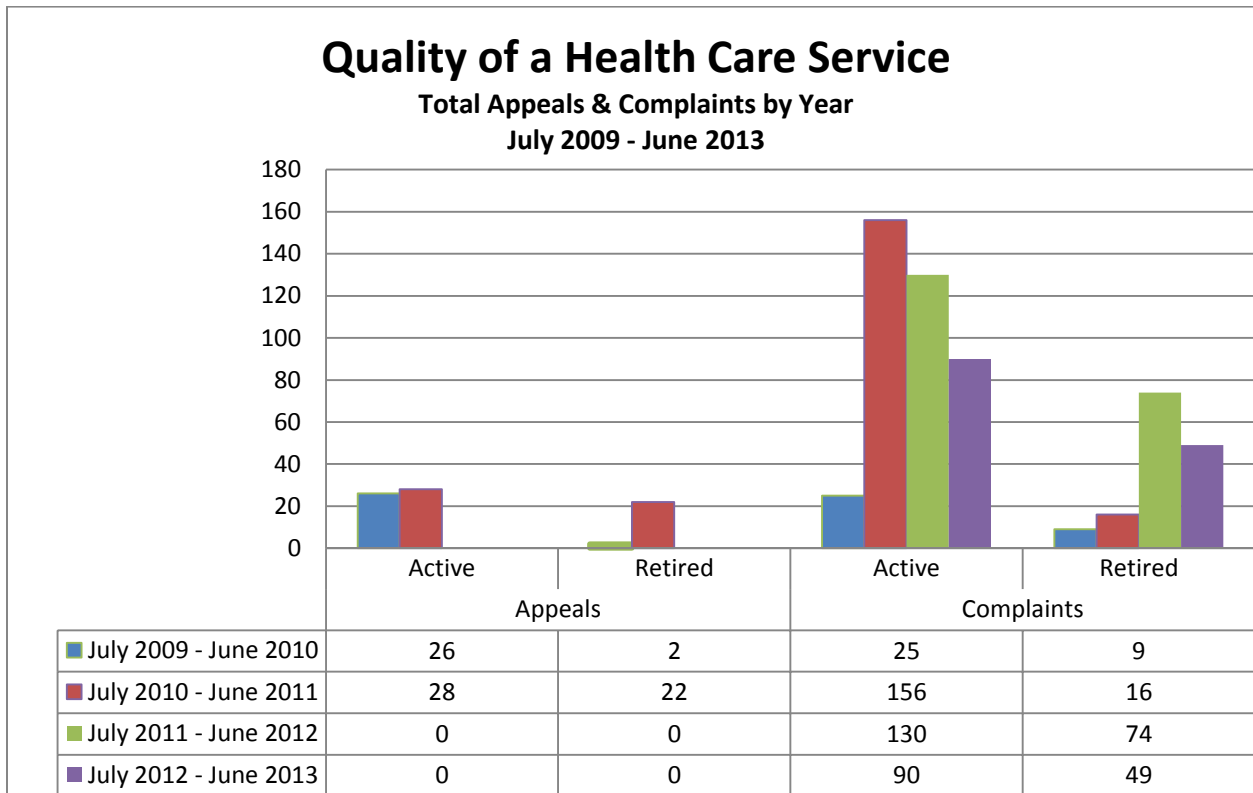
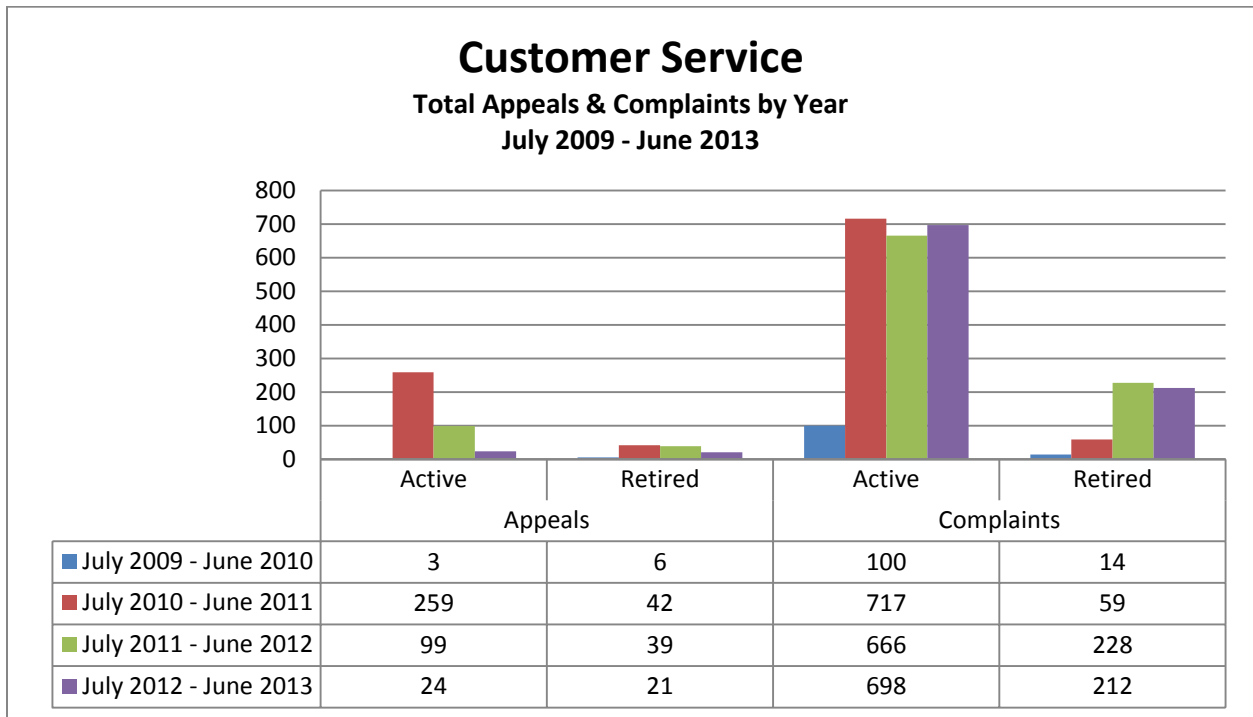
Each health plan provided the number of complaints and appeals related to the three categories described above. However, there are two limitations to keep in mind when interpreting this report.

1. The plans do not use these three specific categories to track complaints internally or in other reports to the Health Care Authority. Each plan individually determined the placement of complaints and appeals into these three categories. This may result in some inconsistencies in how the plans sorted complaints into these categories.
2. This report includes only those complaints and appeals that fit into one of the three named categories. Complaints and appeals that do not fit into one of the three named categories are not included in this report.

## PEBB Health Plan Complaints and Appeals Data

<b>Total Complaints and Appeals</b>				
<b>July 2012 - June 2013</b>	<b>Appeals</b>		<b>Complaints</b>	
	Active	Retired	Active	Retired
Customer Service	24	21	698	212
Quality of a Health Care Service	0	0	90	49
Availability of a Health Care Service	477	176	364	100
Total	501	197	1152	361
<b>Complaints and Appeals per 1000 Members</b>				
<b>July 2012 - June 2013</b>	<b>Appeals</b>		<b>Complaints</b>	
	Active	Retired	Active	Retired
Customer Service	0.1	0.3	2.7	0.3
Quality of a Health Care Service	0.0	0.0	0.4	0.1
Availability of a Health Care Service	1.9	2.2	1.4	0.1
Total	2.0	2.5	4.5	0.5

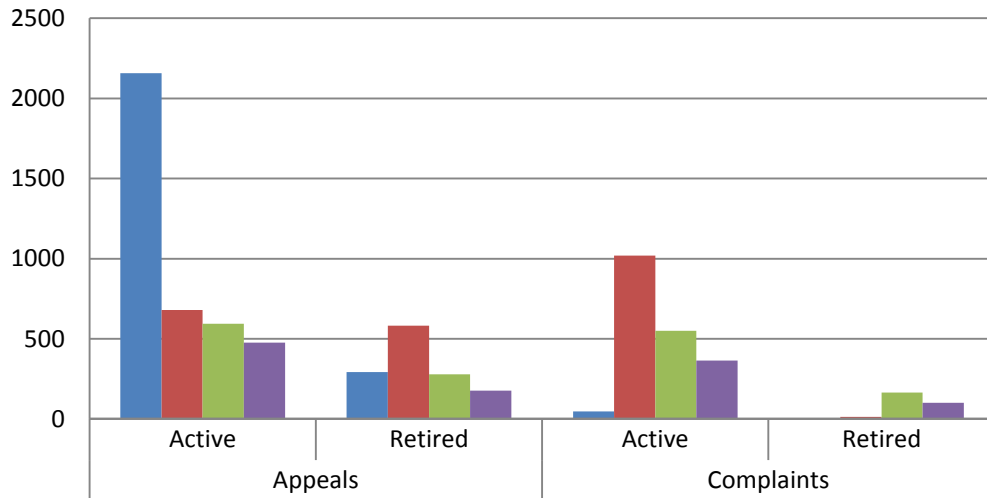
# Complaints and Appeals Data Trends - 2009-2013



## Complaints and Appeals Data Trends - 2009-2013

### Availability of a Health Care Service

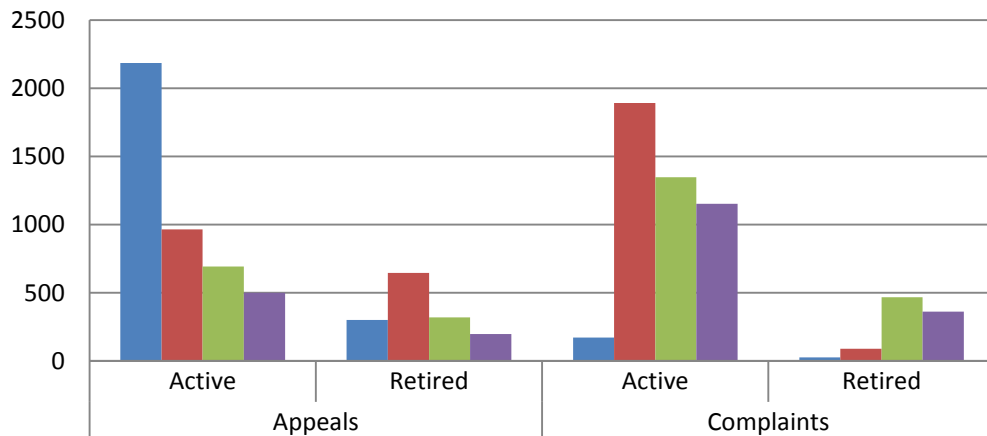
Total Appeals & Complaints by Year  
July 2009 - June 2013



Year	Appeals		Complaints	
	Active	Retired	Active	Retired
July 2009 - June 2010	2157	292	47	2
July 2010 - June 2011	679	581	1020	13
July 2011 - June 2012	593	279	551	165
July 2012 - June 2013	477	176	364	100

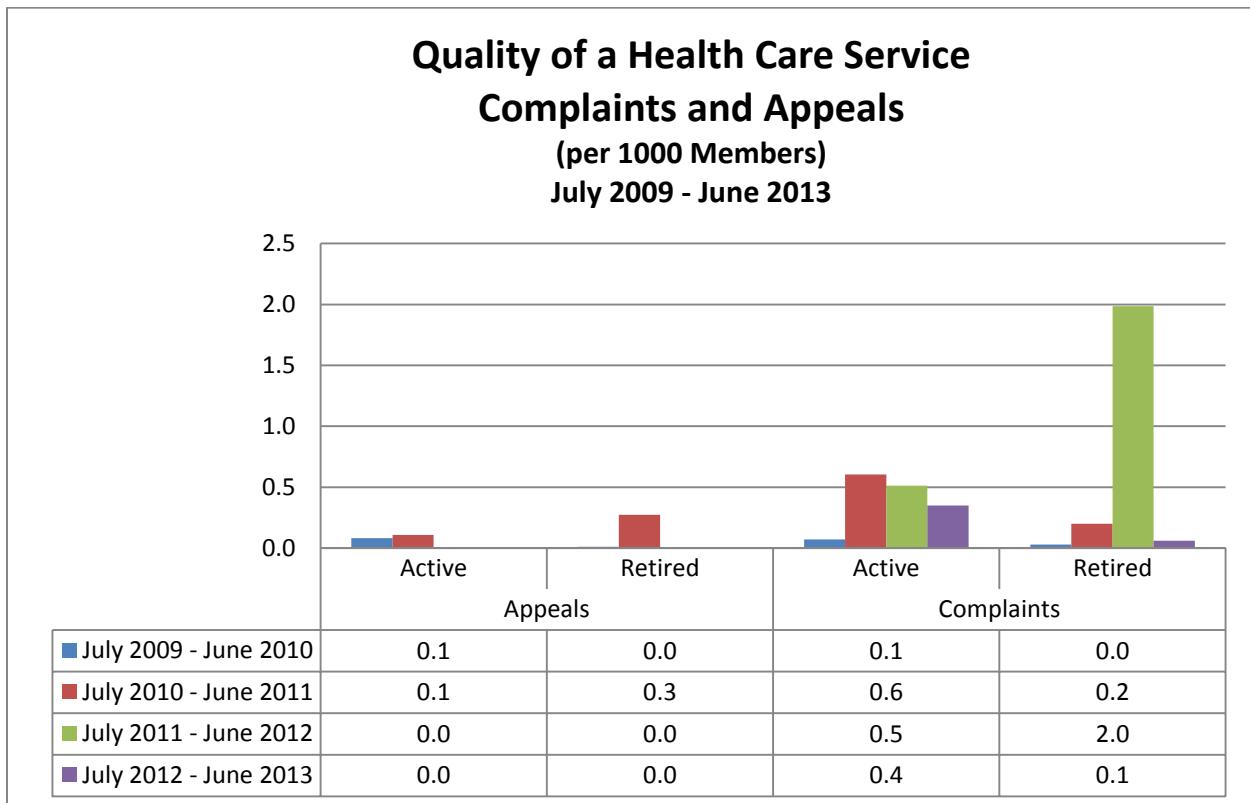
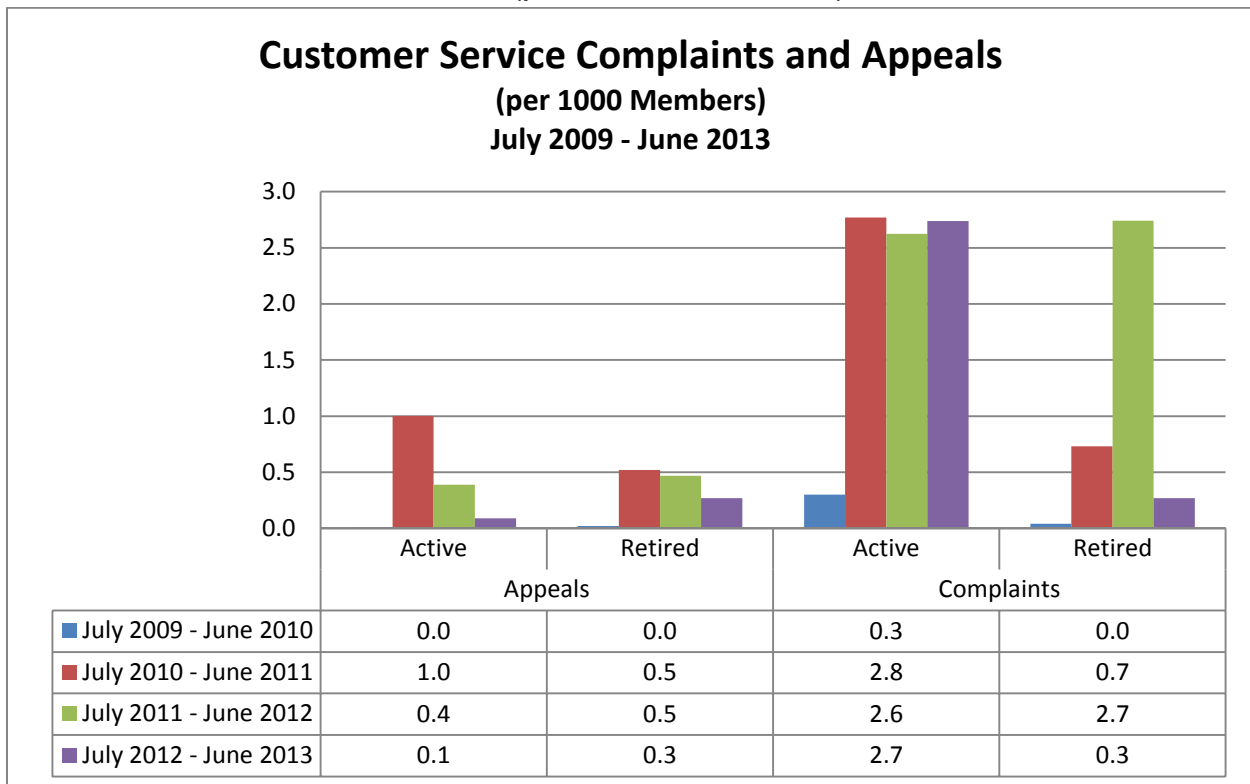
### Total Number of Complaints and Appeals by Year

July 2009 - June 2013

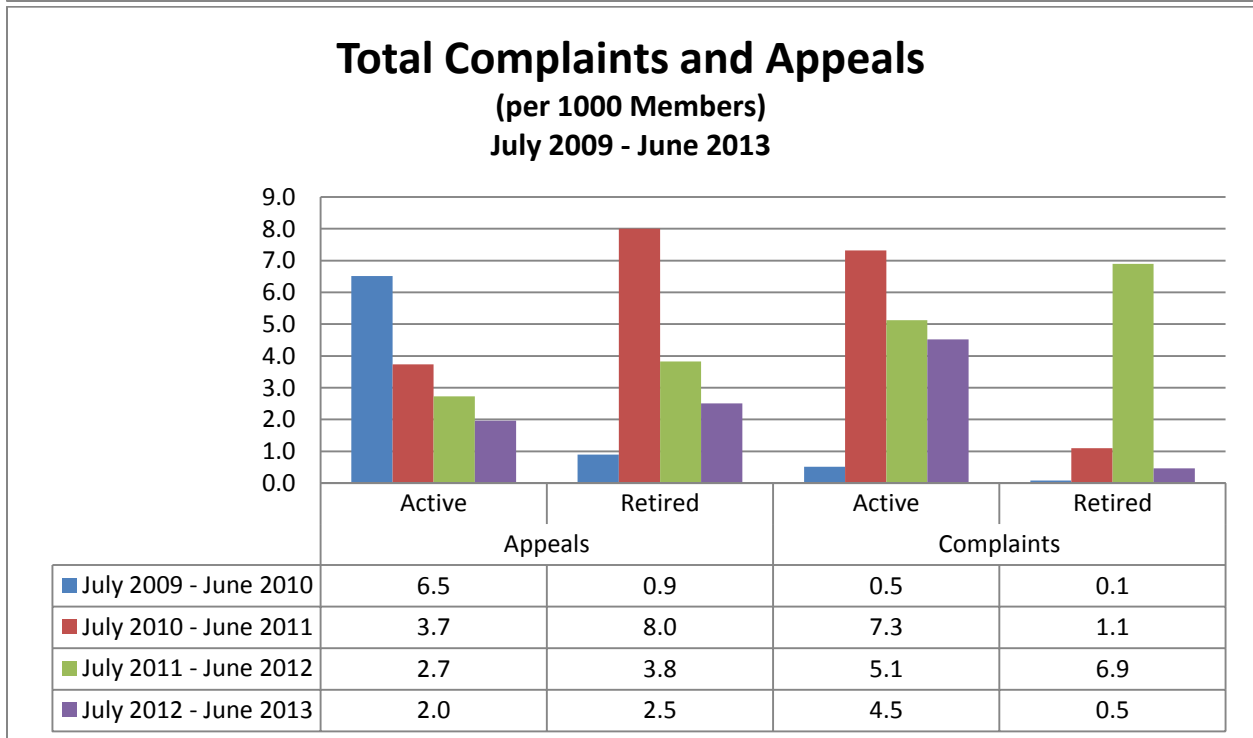
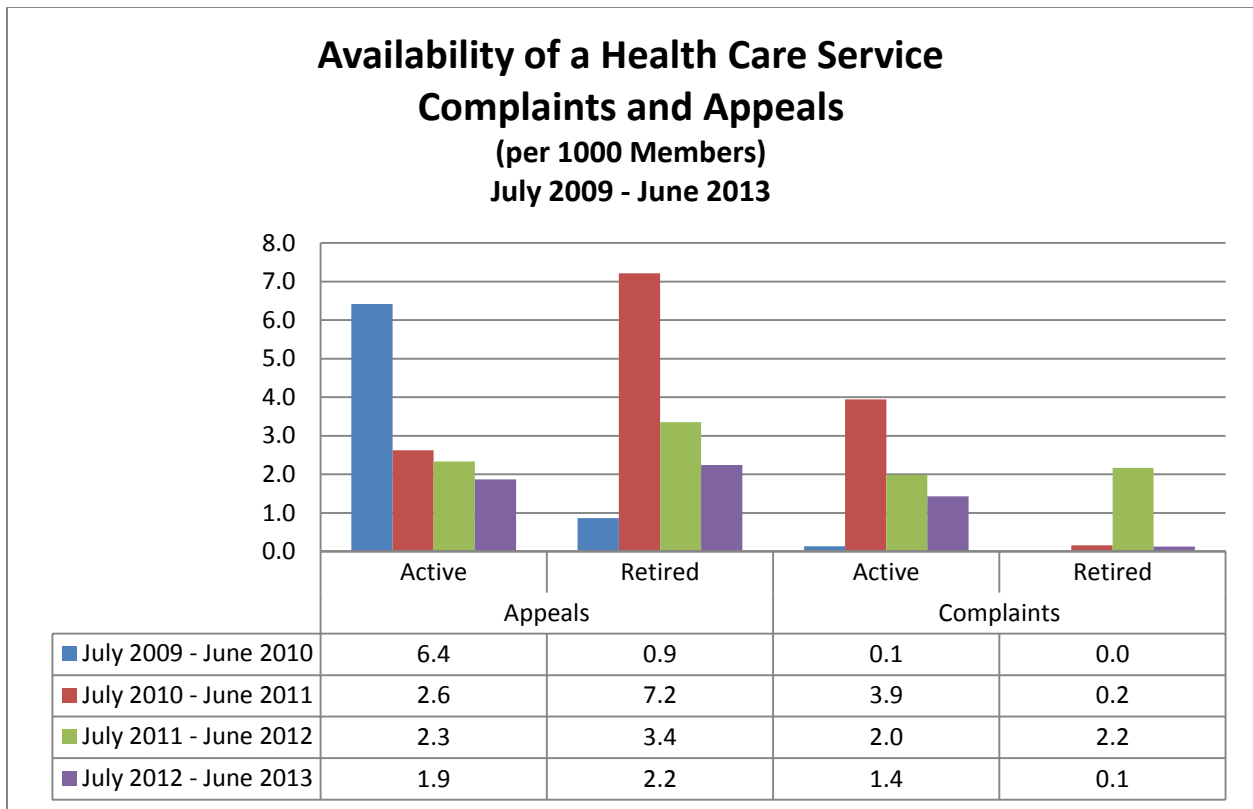


Year	Appeals		Complaints	
	Active	Retired	Active	Retired
July 2009 - June 2010	2186	300	172	25
July 2010 - June 2011	966	645	1893	88
July 2011 - June 2012	692	318	1347	467
July 2012 - June 2013	501	197	1152	361

## Complaints and Appeals Data Trends - 2009-2013 (per 1000 Members)



## Complaints and Appeals Data Trends - 2009-2013 (per 1000 Members)



## **Analysis**

The small number of complaints and appeals per 1000 members that were reported for these topics does not indicate any significant complaint or appeal trends.

While there was a downward trend in complaints and appeals in all but one of the 12 per 1000 measures, there are too few complaints and appeals overall to provide for any credible analysis of data based on the three topics measured for this report.

The Public Employees Benefits (PEB) Division regularly monitors PEBB Program health plan complaints and appeals statistics. PEB Division contract management staff work with the plans to address benefit administration and plan design issues that generate any significant complaints and appeals.