



## **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

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## **Executive Summary**

The Washington Legislature passed SSB 6584 in 2010 and it was codified as RCW 41.05.630. This statute requires the Health Care Authority (HCA) to capture customer service complaints for each health plan that provides medical coverage to the Public Employees Benefits Board (PEBB) Program and to summarize the complaints and appeals made by PEBB Program members related to these health plans.

The resulting report, delivered to the Legislature annually, contains a summary count of complaints and appeals for the previous twelve months and records annual trends that are related to the following categories:

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

## **Scope of the 2015 Report**

Each health plan provided the number of complaints and appeals related to the three categories described above. However, the data is limited by two factors.

1. The plans do not use these three specific categories to track complaints internally or in other reports to the HCA. Each plan individually determines the placement of complaints and appeals into these three categories. This may result in some inconsistencies in how the plans sort complaints.
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.

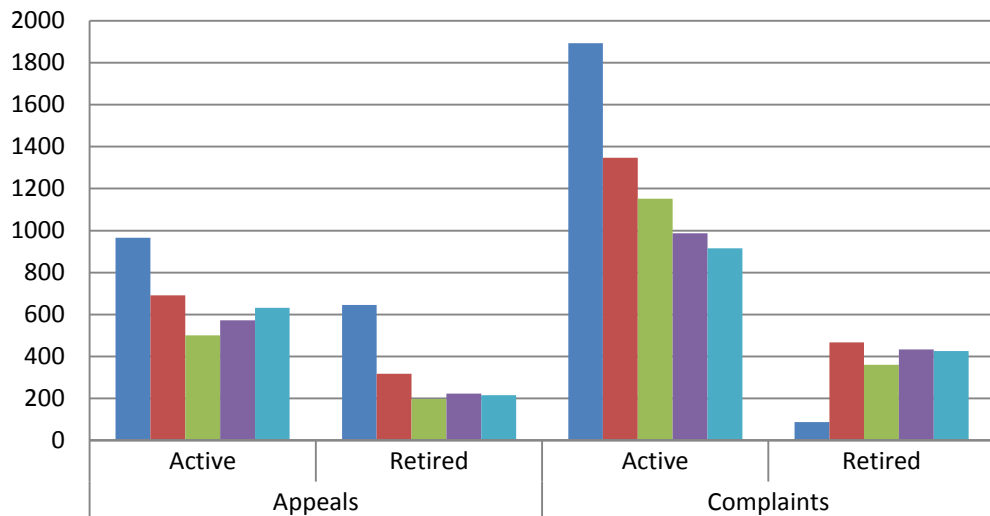
## PEBB Health Plan Complaints and Appeals Data

Total Number of Appeals and Complaints				
July 2014 - June 2015	Appeals		Complaints	
	Active	Retired	Active	Retired
Availability of a Health Care Service	622	208	306	137
Customer Service	8	8	519	229
Quality of a Health Care Service	2	0	90	60
<b>Total</b>	632	216	915	426

Appeals and Complaints per 1,000 Members				
July 2014 - June 2015	Appeals		Complaints	
	Active	Retired	Active	Retired
Availability of a Health Care Service	2.4	2.2	1.2	1.5
Customer Service	< 1	< 1	2.0	2.5
Quality of a Health Care Service	< 1	< 1	< 1	< 1
<b>Total</b>	2.4	2.3	3.5	4.6

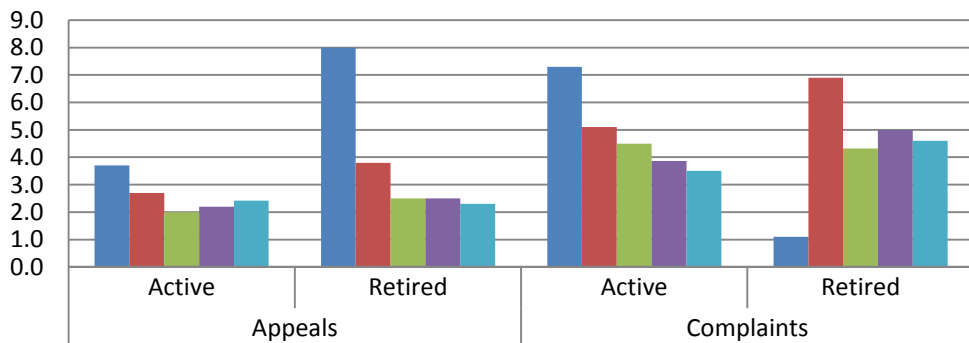
## Complaints and Appeals Data 2010-2015

### Total Complaints and Appeals 2010 - 2015



Year	Appeals		Complaints	
	Active	Retired	Active	Retired
July 2010 - June 2011	966	645	1893	88
July 2011 - June 2012	692	318	1347	467
July 2012 - June 2013	501	197	1152	361
July 2013 - June 2014	572	223	987	433
July 2014 - June 2015	632	216	915	426

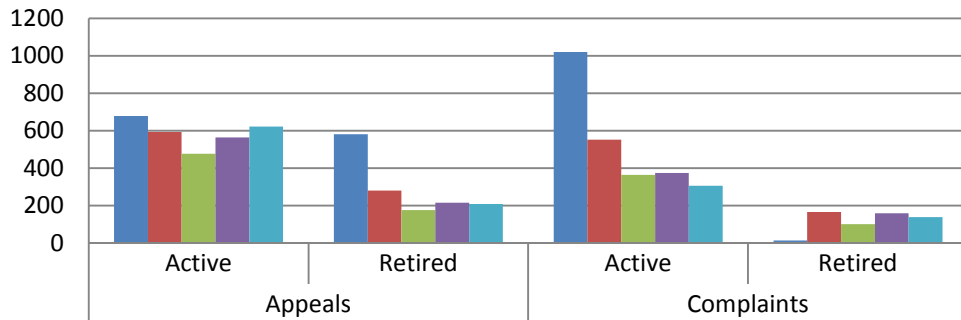
### Total Number of Complaints and Appeals (per 1000 Members)



Year	Appeals		Complaints	
	Active	Retired	Active	Retired
July 2010 - June 2011	3.7	8.0	7.3	1.1
July 2011 - June 2012	2.7	3.8	5.1	6.9
July 2012 - June 2013	2.0	2.5	4.5	4.3
July 2013 - June 2014	2.2	2.5	3.9	5.0
July 2014 - June 2015	2.4	2.3	3.5	4.6

## Availability of a Health Care Service

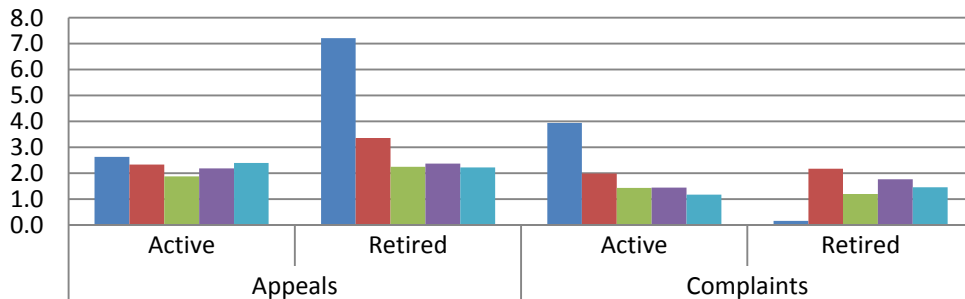
### Total Appeals & Complaints by Year July 2010 - June 2015



■ July 2010 - June 2011	679	581	1020	13
■ July 2011 - June 2012	593	279	551	165
■ July 2012 - June 2013	477	176	364	100
■ July 2013 - June 2014	564	214	373	159
■ July 2014 - June 2015	622	208	306	137

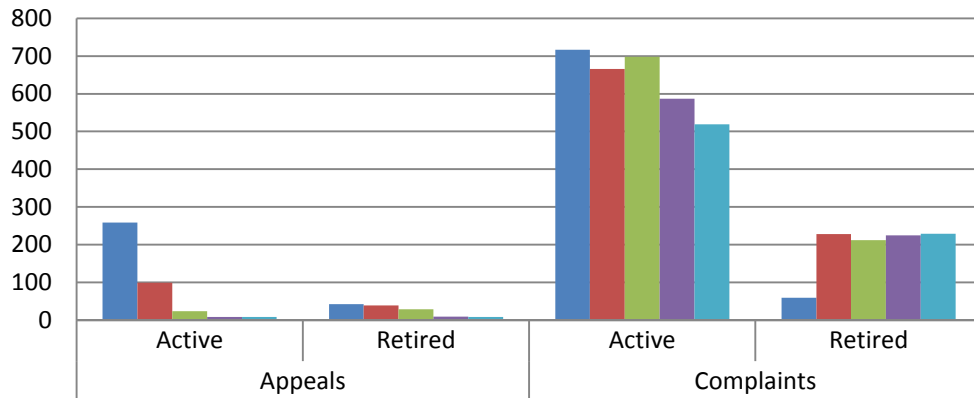
## Availability of a Health Care Service

### Total Appeals & Complaints by Year (per 1,000 Members) July 2010 - June 2015



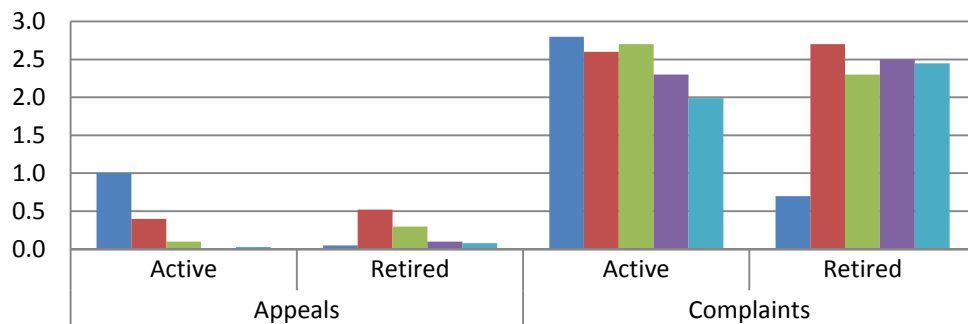
■ July 2010 - June 2011	2.6	7.2	3.9	0.2
■ July 2011 - June 2012	2.3	3.4	2.0	2.2
■ July 2012 - June 2013	1.9	2.2	1.4	1.2
■ July 2013 - June 2014	2.2	2.4	1.4	1.8
■ July 2014 - June 2015	2.4	2.2	1.2	1.5

## Customer Service Total Appeals & Complaints by Year July 2010 - June 2015



	Appeals		Complaints	
Year	Active	Retired	Active	Retired
July 2010 - June 2011	259	42	717	59
July 2011 - June 2012	99	39	666	228
July 2012 - June 2013	24	29	698	212
July 2013 - June 2014	8	9	587	225
July 2014 - June 2015	8	8	519	229

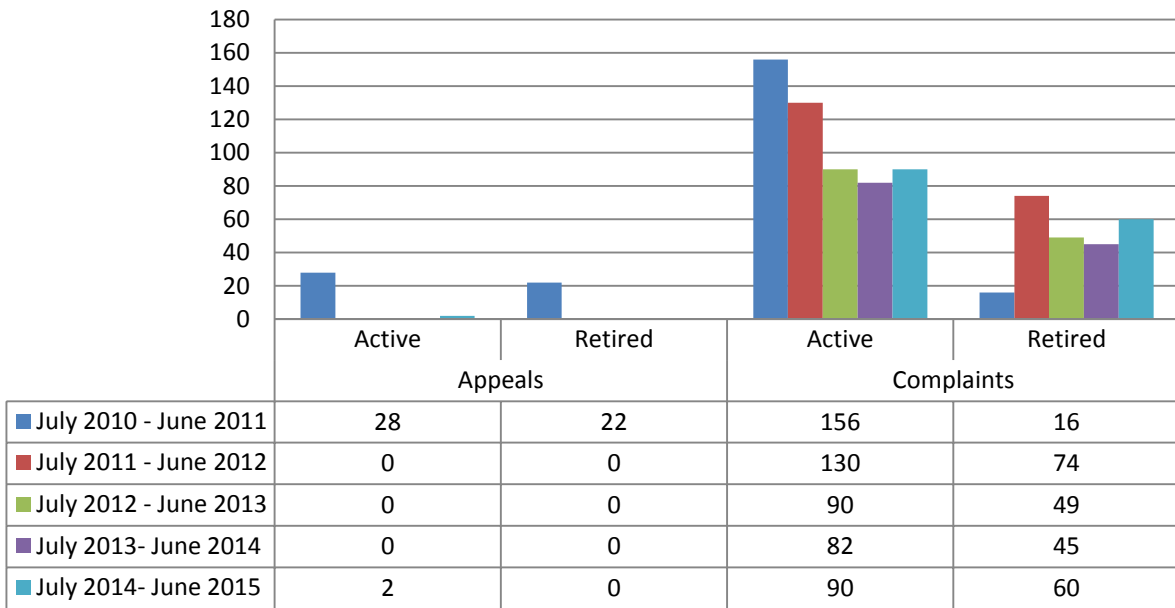
## Customer Service Total Appeals & Complaints by Year (per 1,000 Members) July 2010 - June 2015



	Appeals		Complaints	
Year	Active	Retired	Active	Retired
July 2010 - June 2011	1.0	0.1	2.8	0.7
July 2011 - June 2012	0.4	0.5	2.6	2.7
July 2012 - June 2013	0.1	0.3	2.7	2.3
July 2013 - June 2014	0.0	0.1	2.3	2.5
July 2014 - June 2015	0.0	0.1	2.0	2.5

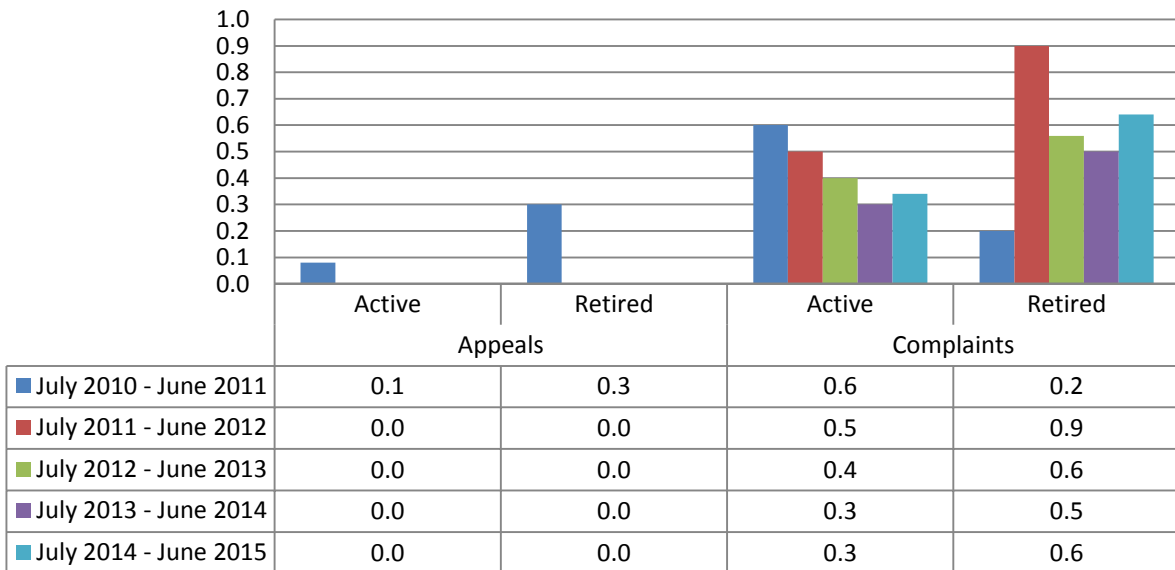
## Quality of a Health Care Service

Total Appeals & Complaints by Year  
July 2010 - June 2015



## Quality of a Health Care Service

Total Appeals & Complaints by Year  
(per 1,000 Members)  
July 2010 - June 2015



## Analysis

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.

During fiscal year 2015, complaints have increased slightly around *Quality of a Health Care Service*. However, when viewed as appeals per 1,000 members, the increase remains less than one per 1,000 members. *Complaints* have fallen over nearly every other category, and *Customer Service* complaints have remained steady for Retirees, while falling for Active Employees.

The total number of *Appeals* has declined over the five years tracked. From the high totals in 2010, the 2015 totals have dropped roughly 30 percent. Given that we have a July 2015 enrollment of 260,034 *Active Employees* and 93,370 *Retirees*, the number of *Appeals* is a mere 2.4 per 1,000 members for both groups.

Overall, the small number of *Complaints and Appeals* per 1,000 members does not indicate any significant complaint or appeal trend. In fact, over the last four years, it seems to show that the initial spike may have been an anomaly, due to the transition to a new Third Party Administrator for the Uniform Medical Plan.