

**MVP Health Plan  
NYSHIP Complaint Report - 2019 Annual Summary**

<b>Medical Issues Complaints Report - 2019 Annual Summary</b>						
	<b>Provider Availability during Regular Business Hours</b>	<b>Provider Availability After Hours</b>	<b>Provider Visit Waiting Time</b>	<b>Dissatisfaction with Quality of Care</b>	<b>Dissatisfaction with treatment plan</b>	<b>Total All Complaints Across Row</b>
Primary Care Physicians:						
Family Practice						0
General Practice						0
Internal Medicine				1		1
OB/GYN						0
Pediatrics						0
Provider Specialties:						
Allergy						0
Chiropractic						0
Cardiology						0
Dermatology						0
Endocrinology						0
ENT						0
Gastroenterology	1					1
General Surgery						0
Nephrology						0
Neurology						0
Oncology						0
Ophthalmology						0
Optometry						0
Oral Surgery						0
Orthopedics						0
Pathology						0
Podiatry						0
Psychiatry						0
Psychology						0
Radiology						0
Rheumatology						0
Social Work						0
Urology				1		1
Hospitals				5		5
Clinical Laboratory						0
Radiology Facility						0
Participating Pharmacies						0
Other						0
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>8</b>

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<b>Complaint Process Outcome Review Report - 2019 Annual Summary</b>		
<b>Complaint Status</b>	<b>Number of Complaints/Appeals Resolved</b>	<b>Number of Complaints/Appeals Resolved in the Members Favor</b>
Initial Complaint	12	1
First Level Appeal	39	13
Second Level appeal	3	1

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<b>Administrative Issues Complaint Report 2019 Annual Summary</b>	
<b><u>Pharmacy or Formulary Issues</u></b>	<u>1</u>
<b><u>Dissatisfaction with Member Education</u></b>	<u></u>
<b><u>Dissatisfaction with Member Services</u></b>	<u>1</u>
<b><u>Dissatisfaction with Provider Services</u></b>	<u></u>
<b><u>Reimbursement or Billing Disputes</u></b>	<u>1</u>
<b><u>Other</u></b>	<u>1</u>
<b>TOTAL ADMINISTRATIVE COMPLAINTS</b>	<b>4</b>

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<b>Complaint Resolution Status Report</b>				
		<b>Urgent/Emergency (Standard: resolution within 48 hours)</b>	<b>Referral Requests and Contract Benefit Disputes (Standard: resolution within 30 days)</b>	<b>All Other Complaints (Standard: resolution within 45 days)</b>
A	<b>Number of Unresolved Complaints from previous period</b>	0	0	0
B	<b>Number of New Complaints</b>	0	4	8
C	<b>Subtotal Unresolved Complaints (Beginning Balance)</b>	<b>0</b>	<b>4</b>	<b>8</b>
D	<b>Number of Complaints Resolved within the Standard</b>	0	4	8
E	<b>Number of Complaints Resolved Outside the Standard</b>	0	0	0
F	<b>Subtotal Resolved Complaints</b>	<b>0</b>	<b>4</b>	<b>8</b>
G	<b>Number of Complaints Remaining Unresolved (Ending balance)</b>	0	0	0