

# YES Rights and Resolutions

COMPLAINTS AND APPEALS  
APRIL 1, 2024 – JUNE 30, 2024  
SFY 2024, Q4

QUALITY  
MANAGEMENT  
IMPROVEMENT AND  
ACCOUNTABILITY  
SEPTEMBER 23, 2024

# Table of Contents

<b>Overview of Report</b>	Page2
<b>YES Complaints</b>	
Table 1- All YES Complaints SFY2024, Q4	Page 3
Table 2: Timeliness of Resolution for Yes Complaints Q4	Page 3
Table 3: Detailed breakout	Pages 4-5
Table 4: DBH	Page 5
Table 5: Medicaid	Page 5
Table 6: Optum	Page 6
Table 7: Liberty	Page 6
Table 8: MTM	Pages 6-13
Table 9: Telligen	Page 13
<b>IDJC</b>	
Table 10: Family	Page 13
Table 11: Youth	Page 14
<b>YES Appeals</b>	
Table 12: YES	Pages 15
Table 13; Timeliness	Page 16
Table 14: EPSDT	Page 16
Table 15: Optum Members	Page 17
Table 16: Optum Providers	Page 17

# YES Rights and Resolutions

APRIL 1, 2024 – JUNE 30, 2024 (SFY 2024, Q4)

The Youth Empowerment Services (YES) Quality Management Improvement and Accountability (QMIA) Council believes that complaints are a valuable source of information about the YES system of care and that each complaint received offers an opportunity to monitor and improve Idaho's behavioral health system for youth and families.

The YES system of care is complex. It is comprised of multiple partners including the Idaho Department of Health and Welfare divisions of Behavioral Health (DBH), Medicaid, and Family and Community Services (FACS), the State Department of Education (SDE), and the Idaho Department of Juvenile Corrections (IDJC). The YES complaint system has been designed to facilitate youth and families being at the center of their own care. However, the overall complexity of the YES system of care is reflected in the current need for each YES system partners to follow their respective state and/or Federal reporting obligations. Therefore, each partner has their own complaint tracking method and contributes information individually to this report. The QMIA Council continues to work with YES partners to improve complaint reporting and thoroughly understand the complaints themselves with the goal of developing of targeted quality improvement projects to address common issues within the overall YES system.

Youth and families may find there are times when they are not satisfied with the services they receive, do not agree with their provider, or disagree with a decision from the state. When this happens, they may choose to file a complaint or appeal. Youth and families **cannot** be penalized or retaliated against for filing a complaint or appeal. Youth and families should file a complaint when they think something was not handled correctly. Asking if something can be handled differently or better help to improve the system. Providers can encourage youth and families to file complaints and can help them with their appeals.

The complaints and appeals processes are important tools to help monitor and potentially change how the YES system of care is working. The goal of this report is to look at system and/or policy changes and to demonstrate that IDHW is listening to families and that we care about receiving this information as it helps improve the overall delivery of behavioral health services to Idahoans. The difference between complaints and appeals is outlined below.

A **complaint** is a claim that a situation is unsatisfactory and may be about anything. When a youth or family member is not satisfied with any part of their care within the YES system of care, they may file a complaint. Complaints may be about the quality of care received, services, a provider, an employee of a provider or state agency, the benefit plan through the Department of Health and Welfare. An **appeal** is a request to change a decision. Individuals who disagree or are not satisfied with a mental health decision may want to file an appeal. Decisions are based on the information that has been received. Some types of decisions that are eligible for an appeal include: termination or denial of Medicaid eligibility, termination or denial of Medicaid funded services or supports, denial of payment for Medicaid services or supports, a determination made by the Department of Health and Welfare or its contractor that a youth does not meet criteria for Serious Emotional Disturbance (SED), when requests for eligibility or services are not acted upon within reasonable promptness, or failure of the State to provide a CANS assessment or YES services or supports a youth is entitled to.

## YES Complaints

A total of 60 complaints were received in SFY 2024 during Q4. Again as in Q3, there are an increased number of complaints involving non-emergency medical transportation complaints from MTM being reported.

Table 1: YES Complaints Q1, Q2, Q3, and Q4

	YES	DBH	Optum	EPSDT	MTM	Liberty	Telligen	IDJC	FACS	Total
Q1	9	0	9	0	4	0	0	3	0	25
Q2	2	0	3	0	1	0	0	4	0	10
Q3	8	0	3	1	32	0	0	1	0	45
Q4	6	0	2	0	44	0	0	8	0	60
SFY to date	25	0	17	1	81	0	0	16	0	140

Table 2: Timeliness of Resolution for Yes Complaints Q4

\*\*There were 5 YES complaints received in Q4 that were complex and needed additional time to resolve. This average response rate indicates these 5 complaints were not resolved within the 30-day time frame from date of receipt to closure. Only 1 complaint was closed within the 30 day turn around time frame and 1 is still open as of the end of the quarter. IDJC also reported 1 complaint resolved outside of the 30-day time frame.

	Average Days to Complaint Resolution					Range of Days to Complaint Resolution			
	Q1	Q2	Q3	Q4	SFY	Q1	Q2	Q3	Q4
YES	29	22	24	41	29	1-112	3-41	10-52	6-75
DBH	-	-	-	-	0	-	-	-	0
OPTUM	13	17	9	5	10	1-88	14-22	2-13	2-8
EPSDT	-	-	1	-	1	-	-	0-1	1
MTM	8	6	13	14	10	1-17	0-6	1-18	0-20
LIBERTY	-	-	-	-	-	-	-	-	-
TELLIGEN	-	-	-	-	-	-	-	-	-
IDJC	4	7	3	10	6	1-4	5-11	3	1-37

## Detailed Breakout of Complaint Reporting for Q4 (April 1, 2024 – June 30, 2024)

**YES Centralized Complaints:** The category includes all complaints filed via the YES Website, YES 1-855#, and the YES inquiry email. Complaints captured in this category may be about any YES service provided by any partner in the YES system of care and may be duplicated by the partner in their own report section.

Table 3- YES Centralized Complaints

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of June 30	Resolution	Timeliness to Resolution (days)
3	4/2/2024	Email	Rights	Allegations received of civil rights violations, right to privacy, and trespassing. Law enforcement was called to the residence. 5 individual emails were received and were saved for additional documentation of the complaint	Closed	Forwarded the complaint the appropriate DBH region staff. The complaint is related to a client welfare check. The individual was in crisis but receptive to the welfare visit and issues were resolved during the visit.	6
2	4/18/2024	Email	Quality of Care	COMPLEX case involving a member with lengthy history of behavioral/mental health issues.	Closed	Youth was placed in RTC facility. They were court ordered to receive a competency evaluation.	75
UKN	4/24/2024	Email	Quality Of Care	COMPLEX case with the family sharing their recent experience with an acute care hospital. Family feels they were not heard, and their child was released before it was safe to do so.	Open	The Department's QIO did a quality of care review. This complaint is still being investigated.	154
UKN	5/7/2024	Email	Clinical Care	COMPLEX case with a family advocate reporting the issue. There were concerns with the QRT process and the availability of the appropriate level of care for the youth	Closed	Youth was placed in a community home that is meeting their needs. Cross divisional teams came together to work through the system barriers to placement, explored alternative options to meet LOC needs and provided family support.	57
4	5/14/2024	Phone	Billing Dispute	Director of a respite facility reporting concerns with a family who is accessing care from 3 different agencies. They are being denied claims for exceeding the 300 hours per year threshold. Provider indicates mother reports that there is a billing error with one of the other agencies that is not resolved.	Closed	After review, the family has reached the allowed number of hours per year. Notified providers to work with Optum to work through any inaccuracies. Provided contact information for provider claim disputes.	38

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of June 30	Resolution	Timeliness to Resolution (days)
UKN	6/4/2024	Email	Quality of Care	COMPLEX concerns with a youth in a hospital setting needing PRTF LOC	Closed	System changes and communication as DD spoke with father about options for SWITC and SHW. CSB supported family by educating them that SHW has independent decision making on admissions. DBH working on training providers. QRT note template to help support/outline clear agreements, tasks, and goals for future crisis CFTs.	29

**Division of Behavioral Health (DBH)**

*Table 4: This category includes complaints about DBH Regional Clinics, or any services reimbursed by DBH. This will eventually include the Youth Behavioral Health Crisis Centers, Youth Assessment Centers, and Psychiatric Residential Treatment Facilities as well as Treatment Foster Care.*

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of June 30	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

**Division of Medicaid (Medicaid)**

*Table 5: Includes complaints filed with the Children’s Medicaid/Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Team*

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of June 30	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

Table 6: Optum complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of June 30	Resolution	Timeliness to Resolution (days)
4	4/23/2024	Written	Access	Dissatisfaction with appointment availability	Closed	Unsubstantiated	8
7	4/3/2024	Verbal	Billing dispute	Provider balance billing a member	Closed	Substantiated	2

Table 7: Liberty Healthcare Idaho Independent Assessment Services complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of June 30	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

Table 8: Medical Transportation Management (MTM) complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of June 30	Resolution	Timeliness to Resolution (days)
7	4/1/2024	Phone	Access	Provider arrived late for the pick up request	Closed	Unsubstantiated. Logs show an alternate provider was scheduled and provided services timely.	14
7	4/25/2024	Phone	Access	Driver picked up member too early	Closed	Upon review provider trip logs show ride was accommodated within the allowed timeframe.	14
7	4/2/2024	Phone	Access	Driver picked up member too early	Closed	Upon review provider trip logs show ride was accommodated within the allowed timeframe.	9
4	4/11/2024	Phone	Access	Driver picked up member too early	Closed	Driver educated on protocol and time frames for picking up members	15

4	4/16/2024	Email	Access	Driver picked up member too early	Closed	Education was provided to the transportation provider that members are not to be picked up more than one hour early unless travel time requires.	9
6	4/5/2024	Phone	Access	Provider did not arrive for the scheduled return pick up.	Closed	Unsubstantiated. Logs show member was picked up and taken home.	17
5	4/5/2024	Phone	Access	Member did not receive return ride	Closed	Upon review, it was found MTM did not follow the transportation program protocols correctly. Education was provided.	17
3	4/12/2024	Phone	Access	Member was dropped off too early	Closed	Upon review provider trip logs show ride was accommodated within the allowed timeframe.	14
3	4/22/2024	Phone	Access	Member was not picked up	Closed	Upon review, provider logs show timely arrival but the member was reported as a no show after waiting 15 minutes.	14
5	4/19/2024	Phone	Access	MTM did not enter correct appointment date	Closed	Call reviewed, MTM staff educated on call protocol to mitigate this type of issue.	15
1	4/24/2024	Phone	Access	Driver made rider uncomfortable	Closed	Provider did not transport the member on scheduled date because it was cancelled through MTM system for reason member cancelled.	13
3	4/22/2024	Email	Access	Member missed appointment	Closed	Forwarded the trip information to the logistics department for a review of their procedures as well as the member's service area to ensure all trips are able to be set with a provider. The member must be made aware of any transportation issues prior to the appointment time.	12
6	4/21/2024	Phone	Access	Driver did not arrive to pick up the member	Closed	The trip was cancelled due to lack of required confirmation call from member.	15
7	5/2/2024	Phone	Billing	Member did not receive reimbursement for trip.	Closed	No signed trip log received. Once MTM receives reimbursement will be processed.	14
1	4/23/2024	Phone	Driver	Driver was rude	Closed	Provider has been educated via complaint report to ensure all drivers conduct themselves in an appropriate and professional	15



						manner. All conversations with members must be courteous in nature.	
2	4/24/2024	Phone	Access	Member missed appointment	Closed	The call center representative not ensuring the members trip was placed into the portal with the incorrect status causing the member to miss the transportation ride. Education was provided to the staff that staff must follow the correct procedures when working in a scheduled trip	13
2	5/7/2024	Phone	Access	The member was never transported for the return portion of the trip.	Closed	Education was provided to the transportation provider via grievance report that accepted trips must be completed in a timely manner. Transportation providers are also expected to contact MTM immediately regarding any trip related issues or concerns.	0
7	4/26/2024	Phone	Access	MTM failed to locate a provider	Closed	MTM attempted to secure a provider within the member's service area. All available providers were exhausted. The trip was forwarded to the escalations department and MTM was unable to secure a provider for the trip. MTM offers its apology to the member for the missed trips.	12
5	5/20/2024	Phone	Access	Member called in to cancel the trip and it should not be marked as a member no show.	Closed	Member did call with short notice. The trip was updated in their profile.	16
5	5/20/2024	Phone	Access	Member called in to cancel the trip and it should not be marked as a member no show.	Closed	There are no indications that the member tried to call on the 5/2 date for cancelations, and there were no alternate calls made for the member from other number regarding transport cancelations.	16
4	5/6/2024	Phone	Access	MTM did not enter trip information into their system correctly.	Closed	Quality Operations reviewed this grievance. Education was provided to the appropriate department and staff that staff must follow correct processes.	13

7	5/31/2024	Phone	Access	MTM did not process paperwork correctly.	Closed	MTM has already processed the payment of \$159.87 on 6/04/24 via MTM Currency Card to the member for the trip on 5/07/24	14
3	5/15/2024	Phone	Access	The member's trip was canceled, and no one called.	Closed	Call Center Representative assigning it to a transport provider less than 24 hours away from the scheduled pickup and not reaching out to the provider to verify. This caused the member to have to wait for the trip to be reset and sent to another provider to get home. The agent has been educated to avoid this happening in the future	15
5	5/20/2024	Phone	Access	Member canceled the trip and it should not be marked as a no show.	Closed	There are no indications that the member called on the 5/10 date for cancelations, and there were no alternate calls made for the member from other numbers in regard to transport cancelations.	16
3	5/20/2024	Phone	Access	The transportation provider did not arrive for the scheduled pick-up request.	Closed	The provider did notify that the vehicle had broke down and they failed to inform the member. Education was provided to the transportation provider that accepted trips must be completed in a timely manner. Transportation providers are also expected to contact MTM immediately regarding any trip related issues or concerns.	15
6	5/20/2024	Phone	Access	The transportation provider showed up over an hour late for the return trip, leaving them with no communication	Closed	The provider did arrive 56 minutes late for the scheduled return of 6pm. Quality Operations educated the transportation provider that drivers must arrive within 15 minutes of the pre-scheduled return ride, or within 1 hour of the will-call return ride call to be considered on time	16
3	5/23/2024	Phone	Access	The members ride was cancelled without notice to the facility or the family	Closed	The provider Lyft did go to accommodate according to MTM gps routing logs, but there was	18

						no indication the member was contacted as the driver arrived. Following that, the driver cancelled and left. Provider has been educated through complaint report.	
4	6/3/2024	Phone	Access	The member states provider returned trip	Closed	MTM made several attempts for replacement transport. Accepted trips must be completed in a timely manner. Transportation providers are also expected to contact MTM immediately regarding any trip related issues or concerns.	15
4	6/3/2024	Phone	Access	Provider arrived late for the scheduled pick up request.	Closed	Provider is to ensure all trips are being accommodated as requested and in the event of any delays the member is being contacted. The transportation provider will receive the education via the complaint report. Trip has been updated to provider no show	16
7	6/3/2024	Phone	Access	Provider did not arrive for the scheduled pick up request	Closed	The provider did arrive to the pickup address. MTM will attempt to accommodate the member's preference when assigning transportation to the trip request. If the preferred transportation provider is not available for the trip, and in an effort to ensure continuity of care, it will be assigned to an alternate available provider.	16
3	6/4/2024	Phone	Access	MTM failed to inform the member of the change in transportation and failed to locate transportation for the trip request.	Closed	Forwarded the trip information to the logistics department for a review of their procedures as well as the member's service area to ensure all trips are able to be set with a provider. The member must be made aware of any transportation issues prior to the appointment time	15
4	6/6/2024	Phone	Access	MTM scheduled the trip with a parent because the member is a minor. When they showed up to the appointment it was	Closed	Educated the provider via grievance report that minors who are not emancipated are to	14

				two (2) minors, her and her sister, without a parent.		travel with a guardian and if no guardian is available, to not allow the member to travel. Notation was left on the members profile to make agents aware and to avoid this happening in the future.	
3	6/6/2024	Email	Access	The driver left the minor member unattended without giving them to a trusted adult	Closed	The transportation providers driver followed the correct transportation program processes. The member's trip was curb to curb service and drivers are not required to go inside buildings to get or bring the members.	15
5	6/10/2024	Phone	Access	MTM failed to cancel the trip	Closed	MTM did not receive a call related to cancel for trip on 6/7	14
5	6/10/2024	Phone	Access	The transportation provider did not arrive timely for the scheduled pick up request.	Closed	Transportation providers are not to pick up members more than one hour early, unless travel time requires an earlier pick-up. The provider has been educated via grievance report	14
3	6/11/2024	Email	Access	The member missed the appointment because there was no provider available	Closed	Forwarded the trip information to the logistics department for a review of their procedures as well as the member's service area to ensure all trips are able to be set with a provider. The member must be made aware of any transportation issues prior to the appointment time	14
5	6/12/2024	Phone	Access	Provider did not arrive for the return ride.	Closed	Upon review, it was found the transportation provider's report was reviewed and the member's return ride was accommodated.	16
6	6/19/2024	Phone	Access	Member disagrees with the mileage approved for the trip	Closed	Per MTM's trip mapping tool which is the official mode of calculation 24.46 miles to and 24.46 miles from the facility is the correct mileage, MTM is required to reimburse for the shortest distance for mileage reimbursement.	14
3	6/14/2024	Email	Access	Member was picked up late for the appointment	Closed	Education was provided to the transportation provider that	14

						drivers must arrive within the half hour window (15 minutes before or after the estimated pick-up time) for the member to arrive on time for the appointment. Drivers must notify MTM and members of any tardiness	
3	6/18/2024	Phone	Access	Provider was late for the scheduled pick up request	Closed	educated the transportation provider to ensure all trips are being accommodated as requested and in the event of any delays the member is being contacted. The transportation provider will receive the education via the complaint report.	15
3	6/19/2024	Phone	Access	Driver has been making stops to coffee shops.	Closed	Education was provided to the transportation provider that drivers must not make personal stops other than the restroom while transporting MTM members.	14
5	6/20/2024	Phone	Access	The type of vehicle(paralift) that is being assigned to the member when they are ambulatory	Closed	Ambulatory members are able to ride in vans or standard sedans. The trip was set for Cab and the transportation provider is allowed to send the type of vehicle that meet the member special needs per request.	20
4	6/26/2024	Phone	Access	The provider did not arrive for the scheduled pick request	Closed	The provider turning the trip back in an appropriate amount of time and MTM failing to assign an alternate provider. Quality Operations has forwarded the trip information to the logistics department for a review of their procedures as well as the member's service area to ensure all trips are able to be set with a provider. The member must be made aware of any transportation issues prior to the appointment time	15

5	6/26/2024	Phone	Access	The driver ended up going to the wrong address and was unable to pick the member up and complete the trip.	Closed	Education was provided to the transportation provider that drivers must follow trip information correctly which includes full pick up and drop off address.	16
---	-----------	-------	--------	--	--------	---	----

Table 9: Telligen complaints:

Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of June 30	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

**Idaho Department of Juvenile Corrections (IDJC) (YES Class Families/Youth).**

There were 8 youth complaints and 0 family complaints received during the 4th quarter of SFY 2024.

Table 10: IDJC Family Complaint Detail, SFY 2024, Q4

<b>Families</b> <i>Family members of YES class members whose complaint/concern was directed to the Superintendent</i>							
Region	Date of Complaint	Source of Complaint	Category	Complaint Summary	Status as of June 30	Resolution	Timeliness to Resolution (days)
No complaints received this quarter.							

Table 11: IDJC Complaint Detail, SFY 2024, Q4

<b>Youth</b> <i>YES class members whose complaint/concern was formally received by IDJC staff</i>							
No complaints received this quarter.							

Region	Date of Complaint	Source of Complaint	Category *	Complaint Summary	Status as of June 30	Resolution	Timeliness to Resolution (days)
1	4/29/2024	Verbal		A peer threatened a youth and when addressed the youth felt the staff supported the threatening peer	Resolved	Staff talked through the situation with the youth, and it was resolved.	2
2	4/18/2024	Verbal		Youth stated in summary that he injured his ankle in basketball and felt an intense pain. He felt that nursing didn't take his injury seriously.	Resolved	The youth was evaluated by medical and offered ice several times. The next day the youth received an x-ray and supportive medical ware. This was resolved.	7
3	4/9/2024	Verbal		Youth claimed his group was treating him differently and feels like he has to hide his emotions.	Resolved	The youth was encouraged to report issues to the group and learn to comment.	6
3	5/7/2024	Verbal		Claims that a peer is being disrespectful.	Resolved	Talked to the youth and he said the situation was resolved and he was frustrated with his peer at the time due to the group having to go to multiple sessions for another peer.	37
2	6/4/2024	Verbal		Youth felt his grievance was read by a staff member without confidentiality.	Resolved	The Unit Manager discussed proper grievance protocol with the staff member.	22
2	6/10/2024	Verbal		Youth felt the rights were not adequately posted in the living area.	Resolved	The Unit Manager discussed with the youth each area where rights were posted.	1
2	6/10/2024	Verbal		Youth reported that the showers on the living unit were only producing cold water.	Resolved	This was a momentary water heater issue that was resolved within a couple of days.	1
3	6/15/2024	Verbal		Youth feels like he was refused medical treatment.	Resolved	Juvenile received his glasses back the following morning.	3

\*The complaint category column was added in Q3 2023 and IDJC does not currently specify category; therefore, this column was left blank until IDHW can receive input from IDJC on how they categorize their complaints. As of the writing of this report, the categorization of IDJC complaints had not yet been received.

### YES Appeals

A total of 23 appeals were received in SFY 2024 during Q4. Appeals are formal requests for a review of decisions made about eligibility for services, denial or reduction of services or supports, and denial of payment for services or supports.

Table 12: YES Appeals Q1, Q2, Q3, and Q4. Note this table added in Q3 for quick reference and comparison across quarters.

	YES	DBH	Optum	EPSDT	MTM	Liberty	Telligen	Total
Q1	-	-	48	-	-	-	-	48
Q2	-	-	43	-	-	-	-	43
Q3	-	-	64	-	-	-	-	64
Q4	-	-	16	7	-	-	-	23
SFY to date	-	-	171	7	-	-	-	178

*All of the Optum appeals received for Q4 were all claims payment appeals.*

*Of the 7 EPSDT appeals reported, none of them resulted in a hearing. 5 of them were withdrawn and 2 were still open at the end of the quarter.*



Table 13: Timeliness of Resolution for Yes Appeals Q1, Q2, Q3, and Q4.

Average Days to Appeal Resolution						Range of Days to Appeal Resolution			
	Q1	Q2	Q3	Q4	SFY	Q1	Q2	Q3	Q4
DBH	0	0	0	0	0	0	0	0	0
OPTUM	33	0	11	0	22	0-37	0	1-29	0-28
EPSDT	0	0	0	0	0	0	0	0	0
LIBERTY	0	0	0	0	0	0	0	0	0
TELLIGEN	0	0	0	0	0	0	0	0	0

**DBH:** No Appeals for Q4

Table 14: No EPSDT Appeals received SFY 2024, Q4

Member Region	Type of Appeal	Date Received	Description	Case Status	Receipt Method	Date Resolved	Decision Summary	Number of Days to Resolve

Tables 15 and 16 on the following page will provide appeal details for both Member and Provider Disputes. To facilitate a better understanding of these tables, refer to highlighted section in the text box below which provides an explanation for each Optum eligibility category.

**For Table's 15 & 16 OPTUM ELIGIBILITY CATEGORIES EXPLAINED**

CC = youth who are eligible for both the Medicaid YES Program and another program. In this situation, YES Program eligibility would be secondary coverage.

44 = youth who are eligible for the Medicaid YES Program.

N/A = youth 0-17 who are not enrolled in Medicaid's YES Program, but may still be YES class members.

Table 15: Optum Member Appeal Detail, SFY 2024, Q4

MEMBER APPEALS FOR MEMBERS AGES 0 TO 18						
Month	CC		44		Member Appeals Received	Member Appeals Closed
	Member Appeals Received	Member Appeals Closed	Member Appeals Received	Member Appeals Closed		
April 2024	0	2	0	1	0	3
May 2024	0	0	0	0	0	0
June 2024	0	0	0	0	0	0

Table 16: Optum Provider Disputes for Members Appeal Detail, SFY 2024, Q4

PROVIDER DISPUTES FOR MEMBERS AGES 0 TO 18						
Month	CC		44		Member Appeals Received	Member Appeals Closed
	Member Appeals Received	Member Appeals Closed	Member Appeals Received	Member Appeals Closed		
April 2024	0	0	9	11	0	11
May 2024	2	2	5	6	0	8
June 2024	0	0	0	0	0	0

MTM: No Appeals for Q4

Liberty Healthcare Idaho Independent Assessment Services: No Appeals for Q4

Telligen: No appeals for Q4