

OneCare Complaints, Grievances and Appeals Report
July-December 2021

Providers																								
	July				August				September				October				November				December			
Payer Program	Complaints	Grievances	Appeals	Total	Complaints	Grievances	Appeals	Total	Complaints	Grievances	Appeals	Total	Complaints	Grievances	Appeals	Total	Complaints	Grievances	Appeals	Total	Complaints	Grievances	Appeals	Total
Medicaid	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medicare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BCBSVT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MVP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Beneficiaries																								
	July				August				September				October				November				December			
Payer Program	Complaints	Grievances	Appeals	Total	Complaints	Grievances	Appeals	Total	Complaints	Grievances	Appeals	Total	Complaints	Grievances	Appeals	Total	Complaints	Grievances	Appeals	Total	Complaints	Grievances	Appeals	Total
Medicaid	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medicare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
BCBSVT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MVP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Detail (if applicable)																							
No Complaints, Grievances or Appeals recorded from July-December 2021																							

Definitions

Complaint: A routine communication from a patient or provider that requires the ACO to take an action to resolve concerns.

Grievance: A complaint that is not resolved through discussion with the ACO when first presented, and is escalated to senior leadership of the ACO, the payer, and/or the Health Care Advocate.

Appeal: Written and formal method a Participant or Preferred Provider may invoke to address a determination, decision or action made by the ACO

