



Member & Provider Communications

Experience Period	Jan-20				Feb-20				Mar-20				Apr-20				May-20				Jun-20			
	Medicare	Medicaid	BCBSVT	Total	Medicare	Medicaid	BCBSVT	Total	Medicare	Medicaid	BCBSVT	Total	Medicare	Medicaid	BCBSVT	Total	Medicare	Medicaid	BCBSVT	Total	Medicare	Medicaid	BCBSVT	Total
1. Inquiries																								
Member Inquiries																								
Opt-Out Requests (opted out officially)	1	27	0	28	3	3	0	6	0	1	0	1	0	1	0	1	0	1	0	1	0	0	0	0
General OneCare Questions	1	9	0	10	27	5	0	32	4	1	1	6	0	3	0	3	0	1	0	1	0	3	1	4
Total Member Inquiries	2	36	0	38	30	8	0	38	4	2	1	7	0	4	0	4	0	2	0	2	0	3	1	4
Provider Inquiries																								
General OneCare Questions	5	2	0	7	1	3	0	4	2	1	0	3	0	4	0	4	0	1	1	2	2	2	0	4
PA/Eligibility Process	1	10	0	11	1	6	0	7	0	4	0	4	1	0	0	1	0	0	0	0	0	2	0	2
Contracting	1	0	0	1	0	0	0	0	0	0	0	0	2	0	0	2	0	0	0	0	2	0	12	14
Total Provider Inquiries	7	12	0	19	2	9	0	11	2	5	0	7	3	4	0	7	0	1	1	2	4	4	12	20
Total Member & Provider Inquiries	9	48	0	57	32	17	0	49	6	7	1	14	3	8	0	11	0	3	1	4	4	7	13	24
3. Complaints/Grievances & Appeals																								
Member Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Provider Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Member Grievances	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Provider Grievances & Appeals	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

\*\*This report includes all forms of communication (Phone, Email, In-Person, Written)