

# 2017 IHN-CCO APPEALS AND GRIEVANCES ANALYSIS



## SUMMARY ANALYSIS – 2016 vs 2017

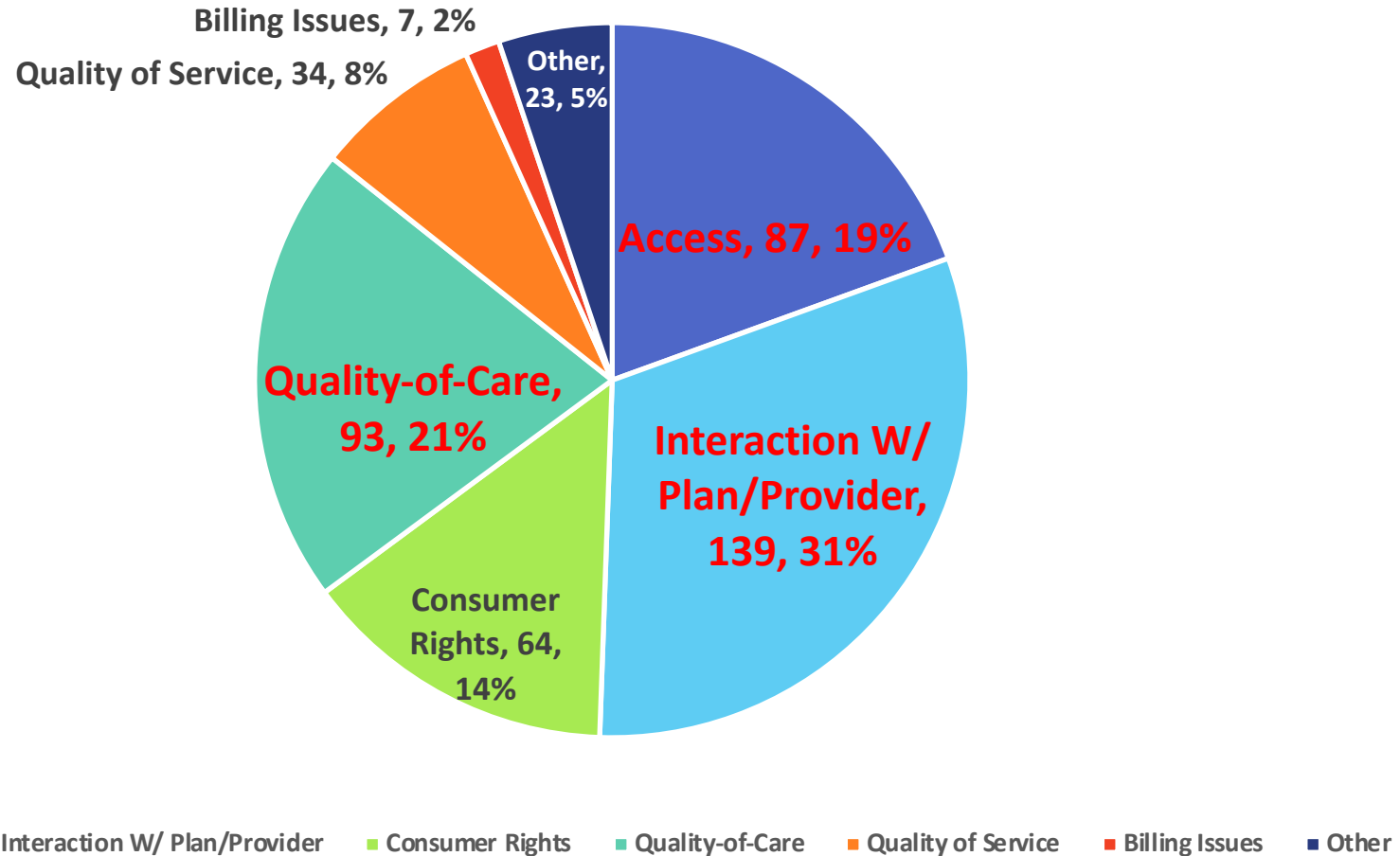


- There were significant increases in both grievances and appeals.

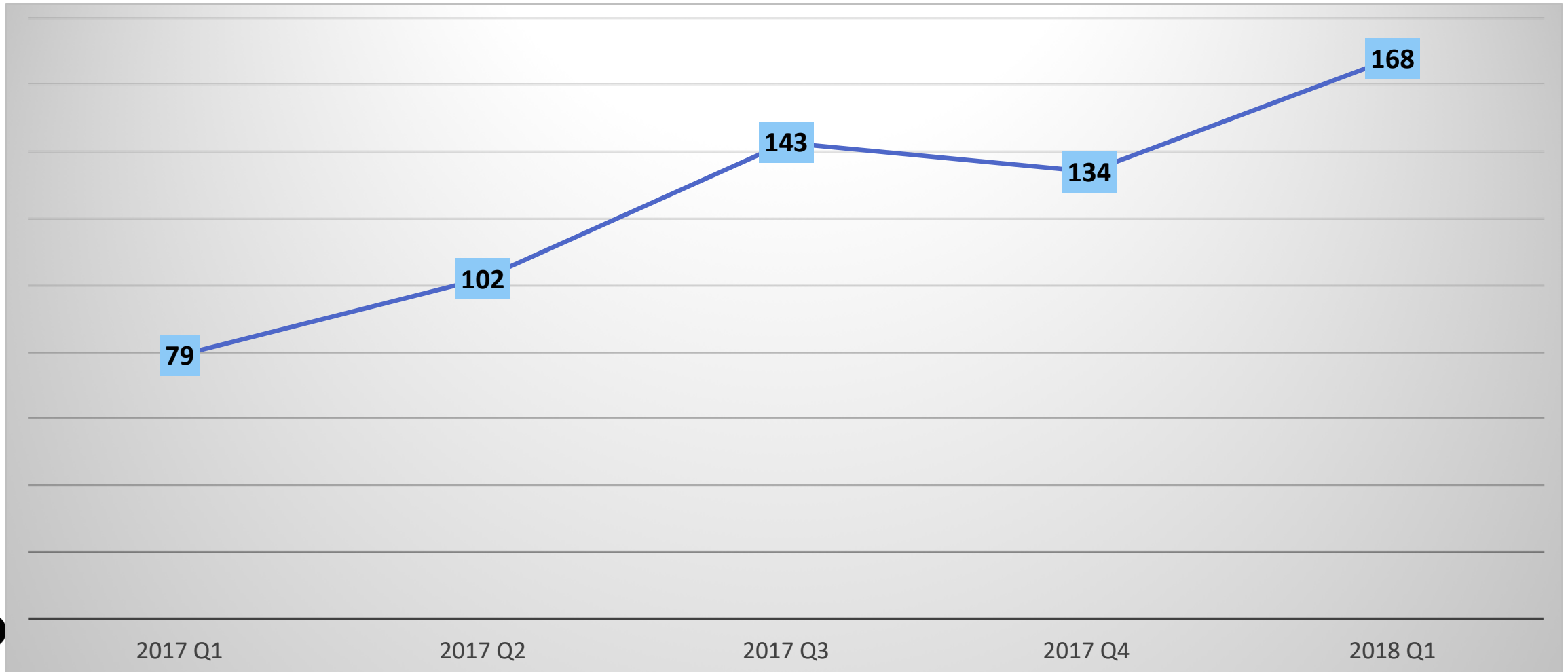
2017 Grievances	2016 Grievances	% Change	Rate per 1000 (2017/2016)
447	119	276%	8.3 / 2.3

2017 Appeals	2016 Appeals	% Change	Rate per 1000 (2017/2016)
441	376	17%	8.2 / 7.1

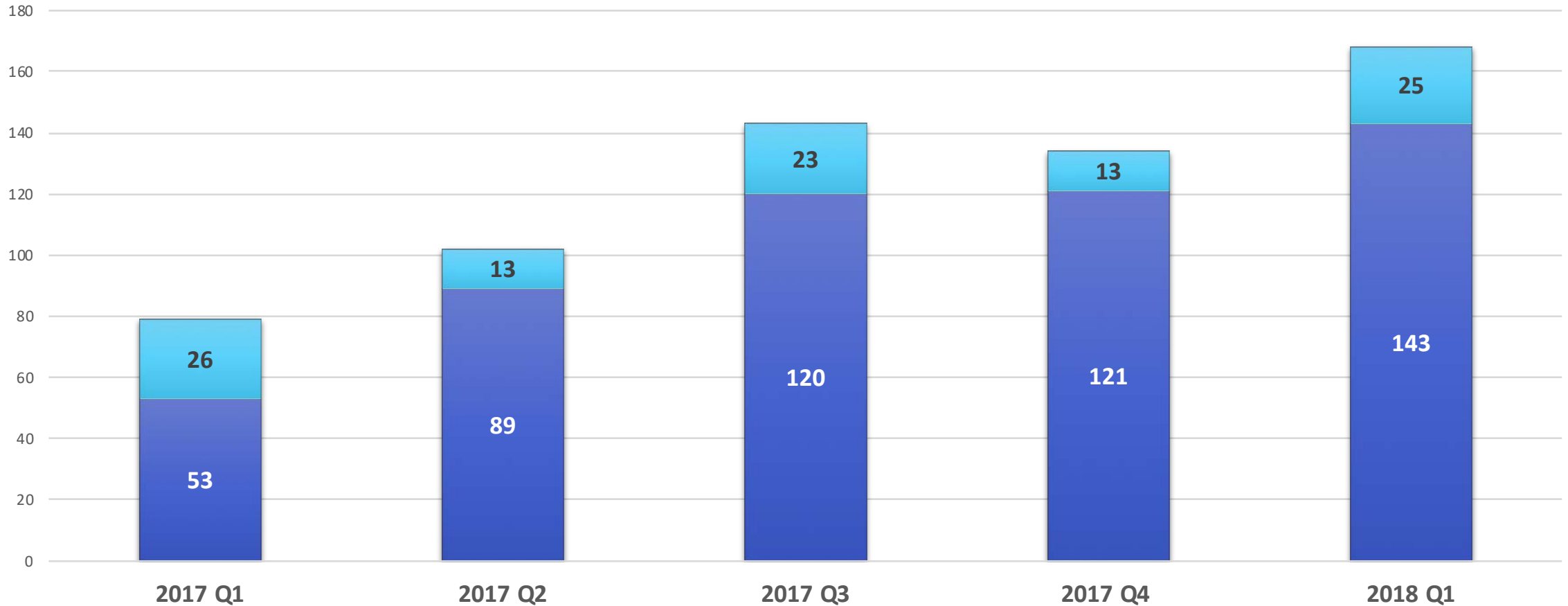
# 2017 GRIEVANCES - ALL CATEGORIES



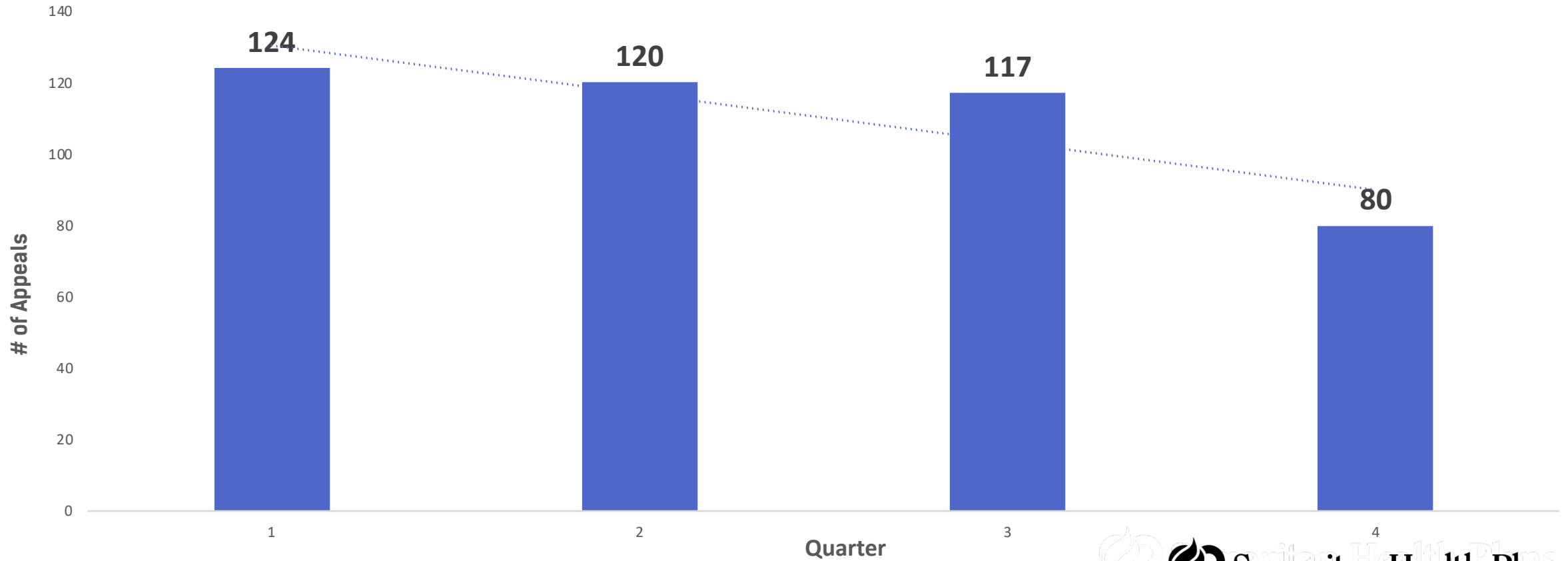
# IHN-CCO TOTAL GRIEVANCES BY QUARTER



# MEDICAL vs PHARMACY GRIEVANCES By QUARTER



# IHN-CCO TOTAL APPEALS - 2017



# 2017 IHN-CCO APPEAL OVERTURN RATE = 40.6%

