

County Subject Area	Definition	Priority
Assessments - CSR Scheduling		
Assessments - Monitoring Scheduling		
Billing/Coverage - Denied for specific care		
Billing/Coverage - Provider Billing		
Case Corrections - DOB Updates		
Case Corrections - Inter county transfers		
Case Manager Response Time		
Customer Service - Dissatisfaction w/ service provided		
Customer Service - Wait Times		
Dissatisfaction w/ CMA		
Eligibility - Case Corrections		
Eligibility - Complaints		
Eligibility - Denials		
Enrollment Process - Delays		
Enrollment Process - Errors		
Enrollment Process - Needs Services Scheduled		

Financial Eligibility - Eligibility Termination		
Financial Eligibility - LOCs		
Financial Eligibility - VCLs		
Home/Vehicle Modification Complaint		
Nurse Assessor Complaints - Recommendation Complaints		
Nurse Assessor Complaints - Timeline Complaints		
Nursing Facility Discharge - MA Category Updates		
PAR - Data Entry Error Codes		
PAR - Unable to Resolve w/ Vendor		
Revision to Services - Delays		
Revision to Services - Errors		
Single Entry Point - DSS1 Processing Issues		
Single Entry Point - SEP Worker Complaints		
SIS/ISLA Complaint		
Urgent Health Safety Concern - Lost Care Provider		
Urgent Health Safety Concern - Lost Services		
Waiver Transitions		