

County Subject Area	Definition	Priority
Assessments - CSR Scheduling	Concern with scheduling/completed continued stay review assessment with the CMA	Medium
Assessments - Monitoring Scheduling	Concern with scheduling/completing quarterly monitoring contacts with the CMA	Low
Billing/Coverage - Denied for specific care		High
Billing/Coverage - Provider Unable to Bill	Provider agency is unable to bill but will continue to provide services while issue is resolved	Low
Billing/Coverage - Provider Unable to Bill & Ending Service	Provider agency will end services due to PAR issues preventing them from billing	Urgent
Case Corrections - DOB Updates		Medium
Case Corrections - Inter county transfers		Low
Case Manager Response Time	Member is unable to get into contact or returned contact from their case manager within 2 business day expectations.	Low
CMA Transfers: Case not transferred	Member moves catchment areas and transfer to new CMA timelines are long (maybe more than 30 days)	Medium
CMA Transfers: No contact	Member moves catchment areas and has not been notified of the change in their CMA/doesn't know who to	Medium

	contact	
Customer Service - Dissatisfaction w/ service provided	Member is not receiving appropriate case management support and escalated the issue internally with the CMA	Medium
Customer Service - Wait Times	Member is not being communicated with regularly or feels process is taking longer than it should	Low
Dissatisfaction w/ CMA	Member is not receiving appropriate case management support and escalated the issue internally with the CMA	Medium
Eligibility - Case Corrections	Functional Eligibility: member feels like their LOC was not accurate and would like to follow up	Medium
Eligibility - Complaints	Functional Eligibility: member is dissatisfied with the LOC that was completed	Medium
Eligibility - Denials	Functional Eligibility: member is dissatisfied with the LOC that was denied, they would need to follow appeal process.	Low
Enrollment Process - Delays		Medium
Enrollment Process - Errors		Impacting Care - High No impact to care - Medium (default)
Enrollment Process - Needs Services Scheduled	Member is going through the enrollment process and needs services urgently	High
Financial Eligibility - Eligibility Termination		High
Financial Eligibility - LOCs		Medium

Financial Eligibility - VCLs		Medium
Home/Vehicle Modification Complaint	Member has concerns about their home/vehicle modification: timelines, communication with CMA, etc.	Low
Nurse Assessor Complaints - Recommendation Complaints	Member is dissatisfied with the outcome of the Nurse Assessor recommended hours and/or deviation completed by case manager	Low
Nurse Assessor Complaints - Timeline Complaints	Member is dissatisfied with the timeline for the Nurse Assessor to complete their assessment in order to start HMA services.	Medium
Nursing Facility Discharge - MA Category Updates	Member is transitioning out of a SNF and into HCBS services and MA category does not correctly reflect HCBS services	Medium
PAR - Data Entry Error Codes	Billing Codes in a member's PAR are not accurate to services being provided	Low
PAR - Unable to Resolve w/ Vendor		Medium
Revision to Services - Delays	Member is attempting to revise services and process is taking longer than X days (10 business days?)	Medium
Revision to Services - Errors	Member revised services but PAR has errors and unable to get resolved with CM	Low
CMA - DSS1 Processing Issues		Medium

SIS/ISLA Complaint: Scheduling	Member is having difficulty/long timelines in scheduling the ISLA assessment and it is needed for services to start	High
SIS/ISLA Complaint: Process	Member is unhappy with the ISLA assessment that was completed/feels it is inaccurate	Low
SIS/ISLA Complaint: Outcome	Member is unhappy with the outcome of the ISLA assessment outcome or support level	Low
Urgent Health Safety Concern - Lost Care Provider	Member's primary caregiver is lost and they are no longer receiving services	Urgent
Urgent Health Safety Concern - Lost Services	Necessary services for H&S were ended and no alternative has been identified	Urgent
Waiver Transitions	Member is working with their CMA to transition from one waiver to another	Medium