

**Community Bridges of Arizona - Winslow  
Provider Profile FY 2009-2010**

NARBHA Enrollment Agency Requirements	Minimum, Goal	Frequency of Monitoring	Population	CBAZW				
				1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
<b>Complaints</b>								
<b>3</b>	<b>a) # of Complaints per 1000 enrolled by type</b>							
	~Access to Services		Quarterly	Adult/Child	2.21	0.00	0.00	0.00
	~Client Rights		Quarterly	Adult/Child	0.00	0.00	0.00	0.00
	~Clinical Decisions Related to Service		Quarterly	Adult/Child	0.00	0.00	0.00	0.00
	~Coordination of Care		Quarterly	Adult/Child	0.00	0.00	0.00	0.00
	~Customer Service		Quarterly	Adult/Child	0.00	0.00	0.00	0.00
	~Financial		Quarterly	Adult/Child	0.00	0.00	0.00	0.00
	~Information Sharing		Quarterly	Adult/Child	0.00	0.00	0.00	0.00
	~Other		Quarterly	Adult/Child	0.00	0.00	0.00	0.00
<b>b) # of complaints resolved to satisfaction of complainant</b>		Quarterly	Adult/Child	1	0	0	0	

\* null values (no data collected). "0" indicate actual value

^ 1 quarter lag in data reporting

^^ 2 quarter lag in data reporting

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<b>Financial Reporting Requirements</b>								
11	a) Claims reviewed must be submitted within 12 months from date of service	100%	Quarterly	Adult/Child	100.00%	100.00%	100.00%	100.00%
	c) Encounter Data Validation Reviews	85%	Semi-Annually	Adult/Child	*	*	81%	*
<b>Outreach and Engagement</b>								
14	a) Outreach Activities completed	90%	Annually by Jun. 30th	Adult/Child	*	*	*	100.0%

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