

Complaint Resolutions FY 09-10 Q4												
	CBAZ	CBHS	CCC	CFSS	HGC	LCBHC	MMHC	SWBH	TGC	VVGC	WYGC	NARBHA
Complaints Resolved	0	0	3	0	0	3	18	0	7	3	11	45
Average Enrollment by Provider	61	635	1,821	177	27	555	4,991	669	1,973	2,043	4,648	17,609
# of Complaints Resolved per 1000 Enrolled	0	0	2	0	0	5	4	0	4	1	2	3

Note: Counts show only resolved complaints with or without client satisfaction, regardless of complainant eligibility or enrollment status
 Complaints represent the following categories: Access to Services, Client Rights, Clinical Decisions Related to Service, Coordination of Care, Customer Service, Financial, and Information Sharing

Data Source: NARBHA Member Services Database