

Complaints for the Sample Client

<u>Rcvd</u>	<u>CSC ID</u>	<u>Complaint Type</u>	<u>Guarantor</u>	<u>Acct #</u>	<u>Call Category and Description</u>	<u>Valid</u>
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SAMPLE HOSPITAL

29-Jul-2005	(PHI)	PATIENT COMPLAINT	DOE JANE	(PHI)	C07 COLLECTOR MADE ERROR IN THE HANDLING OF THE ACCOUNT	Yes
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Complaint Details: PER REVIEW OF A COMPLAINT FROM THE HOSPITAL THE NPAS CSP FINAL NOTICED THE ACCOUNT WHEN SPEAKING TO THE GN'S HUSBAND AND BEFORE THE HIPAA VERIFICATION COULD BE COMPLETE.

Quality Review: THIS IS A VALID COMPLAINT. CSP NEVER VERIFIED HIPAA AND DID NOT KNOW WHO HE WAS SPEAKING WITH. FINAL NOTICE SHOULD NOT HAVE BEEN SENT ON THIS ACCT. TRAINING OPPORTUNITIES - CSP INTERRUPTED AND SPOKE OVER THE CALLER AT THE VERY BEGINNING OF THE CALL. CSP DID NOT APOLOGIZE TO THE CALLER FOR THE PROBLEMS WITH THE ACCT OR OFFER TO ASSIST HIM. CALL WAS ENDED ABRUPTLY.

Manager Comments: RECD BACK FROM MANAGER AS REVIEWED

CSP Comments: I DID ATTEMPT TO VERIFY HIPAA. MALE REFUSED COULD NOT HONOR MALES REQUEST BECAUSE HE WAS NOT TELLING ME WHO HE WAS. GN HUNG UP, I DID NOT END CALL.. I ALSO STATED THAT UNDER FEDERAL GUIDELINES I NEED TO VERIFY HIS DOB.

27-Jul-2005	(PHI)	PATIENT COMPLAINT	DOE JANE	(PHI)	H03 CHARGES DISPUTED	
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Complaint Details: GUARANTOR'S SON CALLED IN AND WANTED TO KNOW IF HIS MOTHER COULD GET A BIGGER DISC. I ADVISED HIM THAT ALL I COULD AUTHORIZE WAS 20% AND WE COULDN'T DO ANY MORE OF A DISC. HE SAID OKAY AND SAID THAT HE WOULD JUST HAVE TO DEAL WITH THE COLLECTION AGENCY.

Total for Facility: 2