

| Description of the Grievance  | Grievance Category        |
|---|---------------------------|
| concerns regarding laboratory tests being billed twice.                     | Billing/Financial Dispute |
| dassatisfaction with provider   | Quality Of Service        |
| Dissatisfasfaction with delay in care.                                      | Access And Availability   |
| Dissatisfasfaction with Dental provider way of conducting business.         | Quality Of Service        |
| er is requesting the Plan to write off the \$78 premium balance charges.    | Billing/Financial Dispute |
| oes not want the Plan to pay them since she was taken against her will.     | Quality Of Service        |
| was being generated from the UC. Related appeal POSTC_2023_000238           | Billing/Financial Dispute |
| Dissatisfaction with access and delay in care.                              | Quality Of Care           |
| ssatisfaction with access and quality of care rendered by the podiatrist.   | Quality Of Care           |
| dissatisfaction with accessing medication                                   | Access And Availability   |
| used her 30 allowed visits and will not be able to be seen until July 2023. | Access And Availability   |
| r, she states she has left various messages with out receiving a call back. | Access And Availability   |
| Dissatisfaction with access to care   | Quality Of Care           |
| Dissatisfaction with access to care.  | Access And Availability   |
| Dissatisfaction with access to care.  | Access And Availability   |
| Dissatisfaction with access to care.  | Access And Availability   |
| Dissatisfaction with access to care with a mental health provider.          | Quality Of Care           |
| dissatisfaction with access to care with Claudia Sevilla MD.                | Quality Of Care           |
| COVID19 but was advised to stay home and if he had shivers to call 911.     | Access And Availability   |
| Dissatisfaction with access to dental care.                                 | Access And Availability   |
| the Plan's contracted mental health provider is not until April of 2022.    | Access And Availability   |
| Dissatisfaction with access to providers with PMG.                          | Quality Of Care           |
| ntment scheduling delays to see Dr.Mark Jabro and Dr. Jennifer Golden.      | Access And Availability   |
| ction with Ashlink.com and Sharp Health Plan website being misleading       | Quality Of Service        |
| th availability of Chiropactic and Acupuncture providers through ASHN.      | Access And Availability   |
| Primary Care Physician she did not select on her enrollment application.    | Enrollment/Disenrollment  |
| with being billed for Part D immunizations se received at her PCP office.   | Billing/Financial Dispute |
| Dissatisfaction with being denied a regular dental cleaning.                | Access And Availability   |
| submitting her reimbursement request with the applicable documents.         | Access And Availability   |
| t the acupuncture benefits by the Plan's Customer Care representative.      | Benefit Package           |
| negar for January 31, 2023, however he is in need of prescription refills.  | Access And Availability   |
| Part D coverage stage after filling a prescription for Tasigna 150MG CAP.   | Benefit Package           |
| satisfaction with care received at appointment on 11/1/2022 with Dr. JS     | Quality Of Care           |
| l stay from 6/26/23 - 6/30/23. Member states there was a surgical error     | Quality Of Care           |

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| Grievance SubCategory                |
| Provider Claim Issues                |
| Not Satisfied With Provider Services |
| Pharmacy                             |
| Not Satisfied With Provider Services |
| Balance Billing                      |
| Not Satisfied With Provider Services |
| Balance Billing                      |
| Specialist                           |
| Specialist                           |
| Pharmacy                             |
| Specialist                           |
| Specialist                           |
| Pcp                                  |
| Ancillaries                          |
| Discrimination                       |
| Specialist                           |
| Specialist                           |
| Specialist                           |
| Pcp                                  |
| Dental                               |
| Specialist                           |
| Other                                |
| Specialist                           |
| Not Satisfied With Plan Services     |
| Other                                |
| Other                                |
| Balance Billing                      |
| Dental                               |
| Other                                |
| Benefits Available In Plan           |
| Pharmacy                             |
| Networks                             |
| Specialist                           |
| Hospital                             |

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| Dissatisfaction with care/service provided during visit on 7/20/23             | Quality Of Care           |
| Dissatisfaction with chiropractic benefits                                     | Quality Of Care           |
| Dissatisfaction with communication between PMG and members.                    | Quality Of Service        |
| dissatisfaction with CVS Caremark  | Quality Of Service        |
| dissatisfaction with CVS Caremark delay in processing her prescription refill. | Access And Availability   |
| h Synthroid and charging \$40 for prescription Xigduo and not delivering.      | Access And Availability   |
| ction with CVS Caremark delivering the wrong medication to her home.           | Access And Availability   |
| none hold times when being transferred to a different CVS department.          | Quality Of Service        |
| ion with CVS Caremark no reversing claims and being in the donut hole.         | Quality Of Service        |
| on with CVS Caremark not delivering her prescription with a safety seal.       | Quality Of Service        |
| er credit card information when the prescription has a zero copayment.         | Access And Availability   |
| ber 22, to cancel her refill requesting to process it until January 2, 2023.   | Quality Of Service        |
| ity of services and their delay in delivering her prescription for Trulicity.  | Access And Availability   |
| ption Fluticasone Tropionate 50mcg and he received an empty package.           | Access And Availability   |
| action with CVS Caremark's delay in delivering her losartan prescription.      | Access And Availability   |
| th Dr. Shah's delay in sending her prescription refills to CVS Caremark.       | Access And Availability   |
| Dissatisfaction with CVS OTC   | Access And Availability   |
| order and every item she order was substituted with something inferior.        | Access And Availability   |
| n his grievance he also states has received wrong products in his orders.      | Access And Availability   |
| Solutions catalog not providing a description of the products they offer       | Access And Availability   |
| Dissatisfaction with delay in care   | Access And Availability   |
| Dissatisfaction with delay in care.  | Access And Availability   |
| Dissatisfaction with delay in care.  | Access And Availability   |
| Dissatisfaction with delay in care.  | Quality Of Care           |
| our medication due to lack of communication from Dr. Chitkara's office.        | Quality Of Service        |
| at the referral had been put in for him to be seen by the Neurosurgeon.        | Access And Availability   |
| Dissatisfaction with delay in referral to a dental specialist for her gums.    | Access And Availability   |
| satisfaction with delays in receiving eye glasses from Acuity Eye Group.       | Quality Of Service        |
| with dental benefits offered by Sharp Health Plan through Delta Dental.        | Benefit Package           |
| Dissatisfaction with dental office   |                           |
| tal Plan Customer Services call wait times and their patient web portal.       | Access And Availability   |
| dissatisfaction with dental provider   | Quality Of Care           |
| sfaction with Dental provider not performing a regular dental cleaning.        | Access And Availability   |
| provider only offering a deep dental cleaning instead of a basic cleaning.     | Access And Availability   |
| e dental provider is trying to do dental work he does not need or want.        | Billing/Financial Dispute |

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| Specialist                           |
| Specialist                           |
| Other                                |
| Not Satisfied With Vendor Services   |
| Pharmacy                             |
| Pharmacy                             |
| Pharmacy                             |
| Not Satisfied With Provider Services |
| Not Satisfied With Vendor Services   |
| Not Satisfied With Provider Services |
| Pharmacy                             |
| Not Satisfied With Vendor Services   |
| Pharmacy                             |
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| Pharmacy                             |
| Pharmacy                             |
| Pharmacy                             |
| Pharmacy                             |
| Other                                |
| Specialist                           |
| Specialist                           |
| Specialist                           |
| Not Satisfied With Plan Services     |
| Specialist                           |
| Dental                               |
| Other                                |
| Benefits Available In Plan           |
|                                      |
| Dental                               |
| Dental                               |
| Dental                               |
| Dental                               |
| Provider Claim Issues                |

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|---|---------------------------|
| Dissatisfaction with dermatologist office                                     | Quality Of Care           |
| ntment with a Psychiatric Centers at San Diego mental health provider.        | Access And Availability   |
| Dissatisfaction with difficulty scheduling an appointment with her PCP.       | Access And Availability   |
| hasi's office staff delay in processing a referral request for a Pet/Ct scan. | Access And Availability   |
| asi's office staff delay in processing a referral request for a Pet/Ct scan.  | Access And Availability   |
| arty refusing services because member refuses to wear a face covering.        | Access And Availability   |
| ay in submitting a prior authorization for right hip surgery and shoulder.    | Access And Availability   |
| Pain Trauma Institute - San Diego. Related appeal POSTC_2022_000193           | Quality Of Service        |
| en, by that time he was in the process of re-scheduling his appointment.      | Access And Availability   |
| tates "if he was with me for more than 15 minutes I would be shocked."        | Billing/Financial Dispute |
| rvice and delay in referring member to a different orthopedic specialist.     | Access And Availability   |
| , PA of Dr. Timothy Bailey's AMCR Institute office not returning his call.    | Access And Availability   |
| nber states he could not see with the eye glasses, the lens is too blurry.    | Quality Of Service        |
| not his assigned dental office. Related grievance ID GRVS_2023_000353         | Quality Of Service        |
| mates with a \$200 difference and charging her over \$1000 for a crown.       |                           |
| ould only charge the member what the plan allows and not upcharge.            | Billing/Financial Dispute |
| ks Hanger informed member he could pick the the shoes up until April.         | Access And Availability   |
| isfaction with having being billed \$95 for a prescription order she made.    | Billing/Financial Dispute |
| \$5 copayment causing her to loose her \$350 benefit for reading glasses.     | Benefit Package           |
| ing being told he did not have a copayment for Part D Shingles vaccine.       | Billing/Financial Dispute |
| supply of Pradaxa instead of the regular 30day supply she usually gets.       | Billing/Financial Dispute |
| aving received a letter of dismissal from the oncologist for misconduct.      | Quality Of Care           |
| ent booklet for the first time and not being informed of a \$193 balance.     | Billing/Financial Dispute |
| old address although he has updated his address on several occasions.         | Quality Of Service        |
| although he has requested to change his address on several occasions.         |                           |
| ys although he had the both services done by another network provider.        | Billing/Financial Dispute |
| uled appointment in the examination room for the provider to see her.         | Quality Of Care           |
| e questions answers of no co-payment and no fee he decided to enroll.         | Benefit Package           |
| ital bed to the member's home prior to his discharge date April 5, 2023.      | Quality Of Care           |
| dissatisfaction with inaccurate information provided on the EOB.              | Billing/Financial Dispute |
| EOB amounts show. He states the EOBs only provide basic information.          | Marketing                 |
| Dissatisfaction with information received from vision provider.               | Quality Of Service        |
| mental health providers within a 20 mile radius of the member's home.         | Access And Availability   |
| Dissatisfaction with lack of follow up from Dr. Ma and Dr. Abola.             | Quality Of Service        |
| to uphold the skilled nursing facility end his Medicare covered services.     |                           |

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| Specialist                           |
| Specialist                           |
| Pcp                                  |
| Ancillaries                          |
| Specialist                           |
| Pcp                                  |
| Pcp                                  |
| Not Satisfied With Provider Services |
| Specialist                           |
| Provider Claim Issues                |
| Specialist                           |
| Specialist                           |
| Not Satisfied With Provider Services |
| Not Satisfied With Plan Services     |
|                                      |
| Balance Billing                      |
| Dme                                  |
| Balance Billing                      |
| Networks                             |
| Balance Billing                      |
| Balance Billing                      |
| Specialist                           |
| Other                                |
| Not Satisfied With Plan Services     |
|                                      |
| Balance Billing                      |
| Specialist                           |
| Networks                             |
| Hospital                             |
| Provider Claim Issues                |
| Other                                |
| Not Satisfied With Provider Services |
| Specialist                           |
| Not Satisfied With Provider Services |
|                                      |

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| Dissatisfaction with mail order being delivered to the incorrect address.        |                           |
| Dissatisfaction with mail order pharmacy delay in delivering his medications.    | Access And Availability   |
| with conflicting information and send her emails with false information.         | Access And Availability   |
| thermometer volog at 30 degrees when the temperature should be at 36-46 degrees. | Quality Of Service        |
| not delivering the correct number of pills for the Metformin prescription.       | Quality Of Service        |
| Pharmacy quality of service and delay in processing diabetic supplies.           | Quality Of Service        |
| Dissatisfaction with no follow up from dental provider                           | Quality Of Service        |
| assigned to SRS until Feb 1, that she needed to cancel her appointments.         | Access And Availability   |
| Dissatisfaction with not being able to access urgent care services               | Quality Of Care           |
| Dissatisfaction with not being able to create a Follow My Health account.        | Access And Availability   |
| able to fill her prescriptions due to the prescriber's NPI not being correct.    | Access And Availability   |
| not being able to have access to in-person mental health care services.          | Access And Availability   |
| Dissatisfaction with not being able to obtain dental services with provider      | Quality Of Service        |
| able to place an automatic refill for prescription drug Gabapentin 300mg.        | Access And Availability   |
| Dissatisfaction with not being able to reach the providers office                | Access And Availability   |
| complaint with not being able to receive contact lenses in addition to glasses.  | Benefit Package           |
| able to schedule an appointment with a mental health provider last year.         | Access And Availability   |
| a laser used for her cleaning. Related appeal case POSTC_2023_000250.            | Billing/Financial Dispute |
| to schedule her first surgery for November 14 and the second two weeks after.    | Access And Availability   |
| not arriving to his appointments that the Physical Therapist was out sick.       | Access And Availability   |
| not going to be covered. Related appeal Appeal ID: POSTC_2022_000041             | Billing/Financial Dispute |
| not purchasing hearing aids from an out of network hearing aid provider.         | Billing/Financial Dispute |
| stated that he would have to pay a monthly copayment for his DME supply.         | Billing/Financial Dispute |
| being informed that the dental x-rays were not covered by Delta Dental           | Billing/Financial Dispute |
| complaint with not being informed that the Shingles vaccine had a copayment.     | Billing/Financial Dispute |
| not receive a welcome kit from Delta Dental nor does he have an ID card.         | Benefit Package           |
| complaint with not having out of network coverage for chiropractic services.     | Access And Availability   |
| Dissatisfaction with not having retina exam at Escondido Premier Eye Care.       |                           |
| Explanation of the dental services being rendered by the dental provider.        | Billing/Financial Dispute |
| CVS Caremark is holding the prescription due to the high cost share.             | Access And Availability   |
| long wait time for a dental cleaning. Related appeal POSTC_2023_000298.          | Quality Of Service        |
| Dissatisfaction with Palomar Home Health   | Quality Of Care           |
| cost share directly with CVS as the plan does not process part D appeals.        | Billing/Financial Dispute |
| Dissatisfaction with Part D coverage GAP phase.                                  | Billing/Financial Dispute |
| Dissatisfaction with Part D coverage stages.                                     | Benefit Package           |

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| Mail Order Refills                   |
| Pharmacy                             |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Pcp                                  |
| Ancillaries                          |
| Other                                |
| Pharmacy                             |
| Specialist                           |
| Not Satisfied With Provider Services |
| Mail Order Refills                   |
| Specialist                           |
| Benefits Available In Plan           |
| Specialist                           |
| Balance Billing                      |
| Specialist                           |
| Specialist                           |
| Provider Claim Issues                |
| Other                                |
| Balance Billing                      |
| Balance Billing                      |
| Balance Billing                      |
| Networks                             |
| Other                                |
|                                      |
| Provider Claim Issues                |
| Mail Order Refills                   |
| Not Satisfied With Provider Services |
| Other                                |
| Balance Billing                      |
| Balance Billing                      |
| Networks                             |



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|---|---------------------------|
| Dissatisfaction with PCP appointment scheduling delay.                      | Access And Availability   |
| Dissatisfaction with PCP's policy to receive his medical records.           | Quality Of Service        |
| benefits copayment. Specifically for medication Xarelto and Symbicort.      | Billing/Financial Dispute |
| ally the claims for the CT Scan services received on December 13, 2021.     | Billing/Financial Dispute |
| action with PMG delay in providing copies of the copayment receipts.        | Billing/Financial Dispute |
| Dissatisfaction with PMG MRI appointment availability.                      | Quality Of Care           |
| satisfaction with Primary Care Physician, Dr. Denise Honer delay in care.   | Access And Availability   |
| Dissatisfaction with Primary Care Physician, Dr. Lara Le delay in care.     | Quality Of Care           |
| an not referring member to see an orthopedic specialist and a urologist.    | Quality Of Care           |
| ere should not be a third person in the room without member approval.       | Quality Of Service        |
| provider office and what member states is fraudulent business practices     | Quality Of Service        |
| n quality of care received at the emergency room on December 8, 2021.       | Quality Of Care           |
| Dissatisfaction with quality of care received by Sharp Memorial Hospital    | Quality Of Care           |
| ue. member is asking to have this statement removed from her records.       | Quality Of Service        |
| atisfaction with quality of care rendered by her Primary Care Physician.    | Quality Of Care           |
| dissatisfaction with quality of service received from Gentle Dental         | Quality Of Service        |
| ith the \$10 office visit copayment. Related appeal POSTC_2023_000300       | Billing/Financial Dispute |
| known phone number stating it was supposedly from Sharp Health Plan.        | Marketing                 |
| on with receiving calls from CVS Caremark regarding her prescriptions.      | Quality Of Service        |
| onths out and the quality of customer service their supervisor provided.    | Access And Availability   |
| aving only one web portal for members to access their Sharp Accounts.       | Access And Availability   |
|   | Access And Availability   |
| n Sharp Health Plan's delay in delivering the premium payment booklet.      | Marketing                 |
| es-Stealy Medical Group not faxing laboratory results to his psychiatrist.  | Access And Availability   |
| ncelling her membership a month earlier than what she had requested.        | Access And Availability   |
| me at optical office only to find out they are out of network for his plan. | Benefit Package           |
| ion with Supercare availability of portable oxygen tanks for distribution.  | Access And Availability   |
| Member states that he is unable to reach the provider or get a call back.   | Quality Of Care           |
| Dissatisfaction with the access to the Over the Counter benefits.           | Benefit Package           |
| Dissatisfaction with the automatic refill of his medications.               | Quality Of Service        |
| satisfaction with the availability of lab documents on Follow My Health.    | Quality Of Service        |
| id a \$5 co-payment and discussed crown services but never proceeded.       | Billing/Financial Dispute |
| ervices are now being denied. Related appeal case POSTC_2022_000186.        | Access And Availability   |
| ardiology services rendered by Dr. Alborz Hassankhani in January 2022.      | Quality Of Care           |
| e contact lenses services rendered by Sharp Rees-Stealy Medical Group.      | Quality Of Service        |

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| Pcp                                  |
| Not Satisfied With Provider Services |
| Other                                |
| Provider Claim Issues                |
| Other                                |
| Ancillaries                          |
| Pcp                                  |
| Pcp                                  |
| Pcp                                  |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Hospital                             |
| Hospital                             |
| Not Satisfied With Provider Services |
| Pcp                                  |
| Not Satisfied With Provider Services |
| Balance Billing                      |
| Other                                |
| Other                                |
| Ancillaries                          |
| Pcp                                  |
| Dental                               |
| Marketing Materials                  |
| Pcp                                  |
| Other                                |
| Benefits Available In Plan           |
| Dme                                  |
| Pcp                                  |
| Benefits Available In Plan           |
| Other                                |
| Not Satisfied With Provider Services |
| Other                                |
| Other                                |
| Specialist                           |
| Other                                |

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|---|---------------------------|
| Member states that he would like to only pay the \$43.90 for the medication.  | Quality Of Service        |
| Member states that the delta dental providers charge her more than what is on the   | Quality Of Service        |
| the cost share for Diazepam medication prescribed by Dr. Douglas Darin.   | Quality Of Service        |
| Member states that she should be able to access the benefit at all CVS retail pharmacies.                                       | Access And Availability   |
| Member states that she is having trouble getting care with SRS Radiology for Ultrasound Guided Aspiration Procedure.            | Quality Of Care           |
| Member states that there is a delay in obtaining mail order prescription from pharmacy provider                                 | Access And Availability   |
| Member states that there is a delay in submitting prior authorization for Prometrium 1030MG cap.                                | Quality Of Care           |
| Member states that he is dissatisfied with the delivery of his OTC package for 2/14/2022.                                       | Quality Of Service        |
| Member states that she is not getting the website information or given an option to leave a message.                            |                           |
| Member states that she is not getting information about their website and an option to leave a message for a call back.         | Quality Of Service        |
| Member states that she is not aware that device was being changed and did not agree to the change.                              | Access And Availability   |
| Member states that she is not getting all the information received for Sharp Direct Advantage Gold Card plan.                   | Quality Of Service        |
| Member states that the cost share member states she paid vs the cost share shown on the EOB.                                    | Billing/Financial Dispute |
| Member states that she is not getting Dental, and the quality of service rendered by Heavenly Smiles Dental.                    | Quality Of Service        |
| Member states that she is not getting frames. Member states they are too big and cannot see clear with them.                    | Quality Of Service        |
| Member states that she is dissatisfied with the inaccuracy of ASHN's online provider directory.                                 | Access And Availability   |
| Member states that she needs an updated EOB so she can get reimbursed.  | Billing/Financial Dispute |
| Member states that she is dissatisfied with the lack of available in-network Neurosurgeons.                                     | Access And Availability   |
| Member states that there is a lack of communication from the skilled nursing facility during discharge.                         | Quality Of Service        |
| Member states that she is not getting her prescriptions for Gabapentin, Synthroid, Alendronate and fluoxetine.                  | Quality Of Care           |
| Member states that the mail order pharmacy not sealing prescription bottles when being delivered.                               | Quality Of Service        |
| Member states that there is an issue with the mail order shipment of Clobetasol ointment on 2/20/2022.                          | Quality Of Service        |
| Member states that the new patient consent form provided by the Dermatology & Laser Center.                                     | Access And Availability   |
| Member states that there is a delay with delivering her contact lens and the lack of communication.                             | Quality Of Service        |
| Member states that she is dissatisfied with the over the counter product availability   | Access And Availability   |
| Member states that she is dissatisfied with the over the counter product availability.  | Access And Availability   |
| Member states that she is dissatisfied with the over the counter product availability.  | Access And Availability   |
| Member states that she is dissatisfied with the Part D benefit coverage stages.   | Billing/Financial Dispute |
| Member states that she is not getting the PCP change effective date. related appeal POSTC_2022_000196.                          | Billing/Financial Dispute |
| Member states that she is dissatisfied with the Plan's online payment portal system.  | Quality Of Service        |
| Member states that there is a delay with the processing time for PA for Progesterone 100 mg medication.                         | Quality Of Care           |
| Member states that there is an issue with his emergency and inpatient visit from June 20 to June 23 at SMH.                     | Access And Availability   |
| Member states that there is an issue with the quality of care member is receiving at Sharp Grossmont Hospital.                  | Quality Of Service        |
| Member states that the quality of care received at Lemon Grove Care & Rehabilitation Center.                                    | Quality Of Service        |
| Member states that there is an issue with the care provided by the emergency room department staff of Sharp Grossmont Hospital. | Quality Of Care           |

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| Other                                |
| Other                                |
| Other                                |
| Pharmacy                             |
| Other                                |
| Mail Order Refills                   |
| Pharmacy                             |
| Other                                |
|                                      |
| Not Satisfied With Plan Services     |
| Dme                                  |
| Not Satisfied With Plan Services     |
| Provider Claim Issues                |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Specialist                           |
| Other                                |
| Specialist                           |
| Not Satisfied With Provider Services |
| Pharmacy                             |
| Not Satisfied With Provider Services |
| Other                                |
| Specialist                           |
| Not Satisfied With Provider Services |
| Pharmacy                             |
| Pharmacy                             |
| Pharmacy                             |
| Other                                |
| Balance Billing                      |
| Other                                |
| Pharmacy                             |
| Hospital                             |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Hospital                             |

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| on with the quality of care received during an ER visit on March 8, 2022.      | Quality Of Care           |
| the flag about major opioid abuse removed from her medical records.            | Quality Of Service        |
| care received during her visit to the emergency room on April 13, 2022.        | Quality Of Care           |
| satisfaction with the quality of care received from PCP, Dr. Gregory Phillips. | Quality Of Care           |
| ed from Reesor dental Group. Related Appeal ID: POSTC_2022_000137              | Quality Of Care           |
| his visit to Sharp Memorial Emergency Department on January 8, 2023.           | Quality Of Care           |
| d on February 13, 2023 during her visit to Dr. Vanhorn (dental provider).      | Quality Of Service        |
| ality of care rendered at the emergency department on June 17, 2022.           | Quality Of Care           |
| k dentist told member all he needed was a regular cleaning and a filling.      | Quality Of Service        |
| Dissatisfaction with the quality of care rendered by Dr. Bishoy Said.          | Quality Of Care           |
| ction with the quality of care rendered by Dr. Karnik and Dr. Malancon.        | Quality Of Service        |
| e rendered by East County Dental Group regarding the partial dentures.         | Quality Of Care           |
| Dissatisfaction with the quality of care rendered by pain specialist.          | Quality Of Care           |
| tisfaction with the quality of care rendered by PCP and Endocrinologist.       | Quality Of Care           |
| Dissatisfaction with the quality of care rendered by Sharp Mesa Vista.         | Quality Of Care           |
| faction with the quality of care rendered by the mental health provider.       | Quality Of Service        |
| he submitted about this issue. (Related grievance GRVS_2022_000171)            | Quality Of Service        |
| of care rendered by the staff at the La Mesa Sharp Laboratory services.        | Quality Of Service        |
| with the quality of care rendered in January 2022 by Dr. Zachary Cohen.        | Quality Of Care           |
| quality of care, services and the office site of acupuncturist Heidi Handy     | Quality Of Service        |
| satisfaction with the quality of care she received from Village Dental Group.  | Access And Availability   |
| erational Grievance ID : GRVS_2022_000199 (being reviewed by Leslie)           | Quality Of Care           |
| th the quality of service received from an office staff of Dr. Ellyn Levine.   | Access And Availability   |
| ty of service received from the medical group's appointment scheduler.         | Quality Of Service        |
| n with the quality of service rendered by the CVS retail pharmacy staff.       | Quality Of Service        |
| ne quality of service rendered by the PCP office staff and access to care.     | Quality Of Service        |
| quality of service rendered by the staff at CVS Pharmacy on Villa La Jolla.    | Quality Of Service        |
| n with the quality of service rendered on 1/19/2022 by Smile Designers.        | Quality Of Service        |
| ty of service rendered on January 13, 2022 by Dr. Christopher Glazener.        | Quality Of Care           |
| f service rendered on January 4, 2022 by Sharp Memorial Hospital staff.        | Quality Of Service        |
| ed dental providers do not treat patients well as if they were 'Medi-Cal'.     | Quality Of Care           |
| representative. Duplicate case see - Grievance ID - GRVS_2021_000003           |                           |
| IP Customer Care Representative when he called on December 1, 2021.            | Quality Of Service        |
| the quality of services rendered by a local CVS pharmacy staff member.         | Quality Of Service        |
| ices rendered by dental provider. Related appeal POSTC_2022_000151             | Billing/Financial Dispute |

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| Hospital                             |
| Not Satisfied With Provider Services |
| Hospital                             |
| Pcp                                  |
| Dental                               |
| Hospital                             |
| Not Satisfied With Provider Services |
| Hospital                             |
| Not Satisfied With Provider Services |
| Specialist                           |
| Not Satisfied With Provider Services |
| Dental                               |
| Specialist                           |
| Pcp                                  |
| Hospital                             |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Specialist                           |
| Not Satisfied With Provider Services |
| Dental                               |
| Dental                               |
| Pcp                                  |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Specialist                           |
| Not Satisfied With Provider Services |
| Dental                               |
| Not Satisfied With Plan Services     |
| Not Satisfied With Vendor Services   |
| Balance Billing                      |

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|--|---------------------------|
| Dissatisfaction with the quality of services rendered by MindPath            | Quality Of Service        |
| ction with the quality of services rendered by San Marcos Dental Group       | Quality Of Service        |
| al application device provided by Sleep Solutions is not fitting correctly.  | Quality Of Care           |
| on with the quality of services rendered by the transportation services.     | Access And Availability   |
| ssatisfaction with the quality of services rendered by Verio Health Care.    | Access And Availability   |
| ssatisfaction with the quality of services rendered Dr. Weeks office staff.  | Quality Of Service        |
| tes that in addition, the provider was trying to trying to up sale a crown.  | Quality Of Service        |
| n with the retail pharmacy not delivering the prescription to her home.      | Quality Of Service        |
| sfaction with the separate billing for services rendered In January 2022.    | Quality Of Service        |
| itting her order, but now with SHP it takes at least 10 days for delivery.   | Benefit Package           |
| uality of service issues related to the handling of her calls for Synthroid. | Quality Of Service        |
| d vision benefits. Member sates she is not appealing any of the charges.     | Quality Of Service        |
| Dissatisfaction with the verbiage used in VSP's denial letter                | Quality Of Service        |
| ceive her ID card, usually you would get it right away with a welcome kit.   | Benefit Package           |
| n benefit allowance for in-network vs. out-of-network vision providers.      | Benefit Package           |
| th his prescribing physician to obtain a prescription for the medication.    | Access And Availability   |
| P. The member is also dissatisfied with having a copayment for Dialysis.     | Billing/Financial Dispute |
| e would get a bill. Member states that the wording is just unacceptable.     | Quality Of Service        |
| repancy regarding the dental code and copayment for future dentures.         | Quality Of Care           |
| Dissatisfaction with VSP's allowance for OON vs. INN providers               | Benefit Package           |
| Internal PQI   | Quality Of Service        |
| 00. Member would like a refund of the cost she paid to get it expedited.     | Quality Of Service        |
| \$10 co-payment for radiology services received on 6/15/2023 from SRS.       | Billing/Financial Dispute |
| r that price can increase at any time and member signed this disclaimer.     | Quality Of Service        |
| t include all records into the referral when requesting for authorization.   | Quality Of Care           |
| ceived at Sharp Chula Vista Hospital. Member states she was assaulted.       | Quality Of Care           |
| ember dissatisfaction with Delta Dental HMO plan not covering implants       | Benefit Package           |
| Member dissatisfaction with letter received from the Plan                    | Quality Of Service        |
| r dissatisfaction with not being able to get injectable at providers office. | Benefit Package           |
| shot at CVS Minute Clinic and being advised that a \$95.00 copay applied     | Benefit Package           |
| satisfaction with OTC shipment being delivered with damaged products.        | Quality Of Service        |
| er dissatisfaction with price increase for services received at Sleep Data.  | Billing/Financial Dispute |
| ember dissatisfaction with quality of care regarding referral submitted .    | Quality Of Care           |
| remark Customer service representative regarding her medication refill       | Quality Of Service        |
| l by Plan customer care rep, regarding her questions about the VIP Plan.     | Quality Of Service        |

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|--------------------------------------|
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Specialist                           |
| Other                                |
| Dme                                  |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Other                                |
| Other                                |
| Not Satisfied With Vendor Services   |
| Not Satisfied With Provider Services |
| Other                                |
| Benefits Available In Plan           |
| Other                                |
| Mail Order Refills                   |
| Provider Claim Issues                |
| Not Satisfied With Vendor Services   |
| Dental                               |
| Other                                |
| Not Satisfied With Provider Services |
| Other                                |
| Provider Claim Issues                |
| Not Satisfied With Vendor Services   |
| Pcp                                  |
| Hospital                             |
| Benefits Available In Plan           |
| Not Satisfied With Plan Services     |
| Other                                |
| Networks                             |
| Not Satisfied With Vendor Services   |
| Other                                |
| Specialist                           |
| Not Satisfied With Plan Services     |
| Not Satisfied With Plan Services     |



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|--|---------------------------|
| ty of service received from Doctor Singh with Canyon Vista Delta Group.      | Quality Of Service        |
| rding copayment information provided to her by the Plan's sales agent.       | Billing/Financial Dispute |
| ght didnt advised her that she would be billed if she was non compliant.     | Quality Of Service        |
| nlomb name of preser vision AREDS2 is not on offered with OTC benefit.       | Access And Availability   |
| Member dissatisfied with \$30 co-payment for physical therapy.               | Benefit Package           |
| r states that it is CVS Pharmacy that is not housing the records correctly.  | Confidentiality/Privacy   |
| was not aware that he owed \$225 and that he was never sent a notice.        | Billing/Financial Dispute |
| Member dissatisfied with Bupropion being discontinued.                       | Access And Availability   |
| hat he does not know how CVS got a hold of his credit card information.      | Billing/Financial Dispute |
| Member dissatisfied with CVS Caremark policy                                 | Quality Of Service        |
| atisfied with CVS Caremark's automated phone and notification system.        | Quality Of Service        |
| sified with CVS Caremark's handling of her formulary exemption request.      | Quality Of Service        |
| Member dissatisfied with CVS Caremark's IVR system.                          | Quality Of Service        |
| sified with dental provider cost of \$719 to recement/fix a crown that fell. | Billing/Financial Dispute |
| t know why our connect portal has two names: SHP and Sharp connect.          | Quality Of Service        |
| on and needs the cost to be lowered so she can afford her medications.       | Benefit Package           |
| ng Trelegy medication. Member dissatisfied with cost share for Trelegy.      | Benefit Package           |
| verage. Member states that she cannot afford medication eliquis 5mg.         | Benefit Package           |
| medication Ozempic is now \$ 600.00 because he is in the coverage gap.       | Benefit Package           |
| enrolled into the Plan, no one explained to him the GAP coverage stage.      | Benefit Package           |
| Member dissatisfied with glasses.  |                           |
| al Grp but was seen at non-contracted facility, La Mesa Family Dentistry.    | Access And Availability   |
| Downtown Dental. Member provided additional information for review.          | Quality Of Service        |
| sified with her full name not being on her insurance care due to spacing.    |                           |
| at he never enrolled with the Plan it affected his coverage with Scripps.    | Enrollment/Disenrollment  |
| ollow My Health account following his change in PCP from Dr. Crumpler.       | Quality Of Service        |
| member dissatisfied with non payment of claim.                               |                           |
| as stopped. Member relayed the contacts should be covered medically.         |                           |
| denied chiropractic services so he can be reimbursed through his HRA.        | Quality Of Service        |
| Member states he would like to be allowed to enroll for dental benefits.     | Quality Of Service        |
| ment on 12/6/2022 and she was told they show her effective 1/1/2023.         | Access And Availability   |
| and called the provider on 4/1 but did not receive a call back until 4/5.    |                           |
| mber dissatisfied with PMG not notifying of appointment hour changes.        | Quality Of Care           |
| and information about which medications are included in the formulary.       | Quality Of Service        |
| ould like a response as to what steps were taken against the providers.      | Quality Of Service        |

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| Not Satisfied With Provider Services |
| Balance Billing                      |
| Not Satisfied With Provider Services |
| Pharmacy                             |
| Networks                             |
| Hipaa Violation/Privacy Breach       |
| Provider Claim Issues                |
| Mail Order Refills                   |
| Other                                |
| Not Satisfied With Vendor Services   |
| Not Satisfied With Vendor Services   |
| Not Satisfied With Vendor Services   |
| Other                                |
| Balance Billing                      |
| Not Satisfied With Plan Services     |
| Networks                             |
| Networks                             |
| Networks                             |
| Networks                             |
| Co-Payment Issues                    |
| Other                                |
| Not Satisfied With Provider Services |
| Involuntary Enrollment/Disenrollment |
| Not Satisfied With Provider Services |
|                                      |
| Not Satisfied With Vendor Services   |
| Other                                |
| Other                                |
|                                      |
| Pcp                                  |
| Not Satisfied With Plan Services     |
| Other                                |

|   |                           |
|---|---------------------------|
| er dissatisfied with providers office cancelling two of her appointments.   | Quality Of Care           |
| n 10/3/22 for crown received on 7/28/2022 from Poway Family Dental.         | Quality Of Service        |
| not order needles and orders should only be placed if he calls for them.    | Quality Of Service        |
| ve medication from China, yet she received this medication from China.      | Quality Of Service        |
| rance. Member states that he was unhappy to hear the claim was filed.       | Billing/Financial Dispute |
| rance. Member states that he was unhappy to hear the claim was filed.       |                           |
| e taken then forwarded to dermatology to review if he needs a referral.     | Quality Of Care           |
| er states she cancelled the appointment more than 48 hours in advance.      | Quality Of Service        |
| was refilled before the start of 2023, she is now responsible for \$39.14.  | Billing/Financial Dispute |
| and therefore, should not be responsible to pay the balance of \$177.06.    | Quality Of Service        |
| co-payment collected on January 26, 2023 from Mike Kuoppamaki, DC.          | Billing/Financial Dispute |
| at the medication is only \$18.41 yet his credit card was charged \$36.83.  | Quality Of Service        |
| drug therefore should have a \$40 co-payment and not \$55 co-payment.       | Billing/Financial Dispute |
| Member dissatisfied with the \$90 cost share for Duloxetine.                | Benefit Package           |
| nsive to her emotional status and need to see a mental health provider.     | Quality Of Care           |
| she wants a sooner appointment with gastroenterologist, Dr. Ali Banaie.     | Quality Of Care           |
| he soonest appointment to see an EMDR therapist is in December 2023.        | Quality Of Care           |
| ffered for the treatment of spinal stenosis since switching to Medicare.    | Benefit Package           |
| t of bottles received placed him in the prescription Gap Coverage stage.    | Billing/Financial Dispute |
| er states this is a waste of paper and requests a paperless option soon.    | Quality Of Service        |
| ary 2024 to access care with her Primary Care Provider, Dr. Mark Jabro.     | Quality Of Care           |
| up. Member states an ENT provider is not available until February 2023.     | Quality Of Care           |
| atisfied with the appointment availability with PCP office to access care.  | Quality Of Care           |
| to access care with a mental health provider within Mindpath Network.       | Quality Of Care           |
| ntal services he received on 1/23/2023 from Sean Daniels, Orthodontist.     | Quality Of Service        |
| her prescription refill of Levothyroxine and found that it was cancelled.   | Quality Of Service        |
| on 7/12/2022 related to his diagnosis of obsessive compulsive disorder.     | Quality Of Care           |
| fied with the charges for bridge and crown services with Affinity Dental    | Billing/Financial Dispute |
| he closed appeal of ref#10091637 for cataract surgery with Dr. Bokosky.     | Quality Of Service        |
| ditional 105.00 and additional for the needles which total up to 175.00.    | Billing/Financial Dispute |
| tified with the communication of medication refills with CVS Caremark.      | Quality Of Service        |
| contact lens prescription received on 2/27/2023 from Wink Optometry.        | Quality Of Service        |
| her level of care. Member states he needs a facility to treat his anorexia. | Quality Of Care           |
| es that she is LIS and she should not have a co-payment for medications.    | Cms Issues                |
| d difficulties experienced while refilling medication with CVS Caremark.    | Quality Of Service        |

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| Specialist                           |
| Not Satisfied With Provider Services |
| Not Satisfied With Vendor Services   |
| Not Satisfied With Vendor Services   |
| Provider Claim Issues                |
|                                      |
| Pcp                                  |
| Not Satisfied With Provider Services |
| Provider Claim Issues                |
| Not Satisfied With Vendor Services   |
| Other                                |
| Not Satisfied With Vendor Services   |
| Provider Claim Issues                |
| Networks                             |
| Other                                |
| Pcp                                  |
| Specialist                           |
| Benefits Available In Plan           |
| Other                                |
| Other                                |
| Pcp                                  |
| Specialist                           |
| Pcp                                  |
| Specialist                           |
| Not Satisfied With Provider Services |
| Not Satisfied With Vendor Services   |
| Specialist                           |
| Balance Billing                      |
| Not Satisfied With Plan Services     |
| Balance Billing                      |
| Not Satisfied With Vendor Services   |
| Not Satisfied With Provider Services |
| Other                                |
| Cob Issue                            |
| Not Satisfied With Plan Services     |

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|---|---------------------------|
| she was paying \$134 OOP prior to approval of coverage determination.       | Billing/Financial Dispute |
| share for dental services received in March 2022 from Yige Zhao Dental.     | Quality Of Service        |
| states he was informed on Feb 23, 2023 he would be charged \$1800.00.       | Billing/Financial Dispute |
| dental services received on 4/28/2023 from Serra Mesa Modern Dentistry.     | Quality Of Service        |
| dental services received on 7/22/2022 from Downtown Modern Dentistry.       | Billing/Financial Dispute |
| her medication at \$0 cost share without having to order it through mail.   | Benefit Package           |
| the Plan has Prolia cost share quoted incorrectly and it is too expensive.  | Benefit Package           |
| it should not have been billed to SHP and did not meet his expectations.    | Billing/Financial Dispute |
| ified with the cost share quoted on 9/29/2022 from Vista Dental Group.      | Quality Of Service        |
| acy charged her \$80 for the medications she was attempting to pick up.     | Quality Of Service        |
| d with the customer service received from CVS Caremark on 8/16/2022.        | Quality Of Service        |
| 5 and the delays with scheduling an appointment to see an optometrist.      | Quality Of Care           |
| received on 7/28/2022 by Sharp Chula Vista Imaging Center office staff.     | Quality Of Service        |
| nk statement. Member states he does not know what this charge is for.       | Billing/Financial Dispute |
| er dissatisfied with the CVS IVR system and office staff with Dr. Speziale. | Quality Of Service        |
| Member dissatisfied with the CVS portal.                                    | Quality Of Service        |
| ed that his order was not received in time and lands in the 2nd quarter.    | Benefit Package           |
| ified with the delay in receiving a new CPAP machine from Better Nights     | Quality Of Care           |
| n. Member states he waited 5 months to be seen and was turned away.         | Quality Of Care           |
| ed with the delays in receiving her oxygen concentrator from Super Care     | Quality Of Care           |
| were sent back on 5/24/2022 due to not passing the quality inspection.      | Quality Of Service        |
| left several messages requesting a return call for the correct lab results. | Quality Of Care           |
| poke with supervisor, Josie, on 1/16/2023 to rush his order for Lumigan.    | Quality Of Service        |
| ot sealed. Member requests not to pay a co-payment for this shipment.       | Quality Of Service        |
| states that she received her first surgery on her left eye in August 2022.  | Quality Of Care           |
| vered. Member states the denial letter is not clear and not user friendly.  | Quality Of Service        |
| s that he did not understand the charges, but he signed the paperwork.      | Quality Of Service        |
| e dental recommendations received from College Dental on 6/27/2022.         | Quality Of Service        |
| aining medical records from Concerta Urgent Care for DOSS 4/28/2023.        | Quality Of Service        |
| cheduling an appointment to access care with a mental health provider.      | Quality Of Care           |
| tisfied with the difficulties in using her OTC allowance on June 30, 2023.  | Benefit Package           |
| Member dissatisfied with the enrollment to SCMG effective 1/1/2022.         | Access And Availability   |
| am services received on June 21, 2023 from La Mesa Vision Care Center.      | Quality Of Care           |
| iling status of claims for 3/4 and 3/8 DOS with Otay Lakes Dental Group.    | Quality Of Service        |
| Sharp Grossmont Hospital when Sharp Memorial Hospital is closer to her.     | Benefit Package           |

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| Other                                |
| Not Satisfied With Provider Services |
| Balance Billing                      |
| Not Satisfied With Provider Services |
| Balance Billing                      |
| Formulary                            |
| Formulary                            |
| Other                                |
| Not Satisfied With Provider Services |
| Not Satisfied With Vendor Services   |
| Not Satisfied With Vendor Services   |
| Other                                |
| Not Satisfied With Provider Services |
| Balance Billing                      |
| Not Satisfied With Provider Services |
| Not Satisfied With Vendor Services   |
| Other                                |
| Other                                |
| Specialist                           |
| Other                                |
| Not Satisfied With Provider Services |
| Specialist                           |
| Not Satisfied With Vendor Services   |
| Other                                |
| Other                                |
| Other                                |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Other                                |
| Benefits Available In Plan           |
| Pcp                                  |
| Specialist                           |
| Not Satisfied With Provider Services |
| Formulary                            |

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|--|---------------------------|
| time experienced on 10/5/2022 to schedule an appointment with PCP.         | Quality Of Care           |
| erperienced on 6/15/2022 with the office of Dr. David Andrew Bridgeman.    | Quality Of Care           |
| ber dissatisfied with the Humira medication rejecting at CVS Caremark.     | Quality Of Service        |
| elta Dental Representatives regarding his request to go out-of-network.    | Quality Of Service        |
| tion relayed by Medicare Sales Representative during open enrollment.      | Quality Of Service        |
| dissatisfied with the information relayed by Silver & Fit on 11/21/2022.   | Quality Of Service        |
| Member dissatisfied with the inventory available with SHP's OTC benefit.   | Benefit Package           |
| er dissatisfied with the issues refilling Klonopin 1mg with CVS Caremark.  | Quality Of Care           |
| he benefit should be left "open" and not limited to OTC offered options.   | Benefit Package           |
| d with the lack of response from Dr. Ali Alamar's office as of 8/26/2022.  | Quality Of Care           |
| fied with the lack of stock of OTC items at CVS Pharmacy on 7/10/2022.     | Quality Of Service        |
| efill medications including Albuterol with CVS Caremark and PCP office.    | Quality Of Service        |
| cannot adapt to the glasses and feels he was upsold on enhancements.       | Quality Of Service        |
| dental services received on 8/10/2022 from Town Center Dental Group.       | Billing/Financial Dispute |
| r states she has issues refilling this medication every time she runs out. | Quality Of Service        |
| edicare benefit information relayed by Sharp Health Plan's Sales Agent.    | Benefit Package           |
| d with the medication prescription services received from Dr. Crumpler.    | Quality Of Care           |
| ssatisfied with the medication refill and delivery for the past two weeks. | Access And Availability   |
| Member dissatisfied with the office staff with Dr. Stephanie Iem.          | Quality Of Service        |
| dles regarding the knee replacement surgery he received on 9/22/2022.      | Quality Of Care           |
| vider believes there is not a need for her to be seen by a dermatologist.  | Quality Of Care           |
| hshid Hamidi. Member states that she believes the test gave her herpes.    | Quality Of Care           |
| Member dissatisfied with the Part D coverage GAP phase.                    | Billing/Financial Dispute |
| ms and lab location with Sharp Memorial Hospital for October 13, 2022      | Access And Availability   |
| Medical Group assignment to SRS effective 1/1/2022 instead of SCMG.        | Quality Of Service        |
| this may be an issue for unknowing CalPers Sharp Advantage members.        | Marketing                 |
| lan feels is cheating him out of 1 month of OOP and Annual Deductible.     | Benefit Package           |
| ess and handling of mail order refill services rendered by CVS Caremark.   | Quality Of Service        |
| sfied with the processing time to received orthotics from Hangar Clinic.   | Quality Of Service        |
| and her head was spinning, they told her to get dress and she can leave.   | Quality Of Care           |
| with the quality of care received for the treatment of her colon cancer.   | Quality Of Care           |
| from attending ER physician at Sharp Memorial Hospital on 10/1/2022.       | Quality Of Care           |
| ed with the quality of care received from Cardinal Dental on 9/27/2022.    | Quality Of Care           |
| isfied with the quality of care received from Dr. Andrew Brown's office.   | Quality Of Care           |
| ber dissatisfied with the quality of care received from Dr. Charles Clark. | Quality Of Care           |

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| Pcp                                  |
| Pcp                                  |
| Not Satisfied With Vendor Services   |
| Not Satisfied With Vendor Services   |
| Other                                |
| Not Satisfied With Plan Services     |
| Other                                |
| Pharmacy                             |
| Benefits Available In Plan           |
| Pcp                                  |
| Other                                |
| Not Satisfied With Plan Services     |
| Not Satisfied With Provider Services |
| Balance Billing                      |
| Not Satisfied With Vendor Services   |
| Other                                |
| Pcp                                  |
| Pharmacy                             |
| Not Satisfied With Provider Services |
| Specialist                           |
| Pcp                                  |
| Pcp                                  |
| Balance Billing                      |
| Other                                |
| Other                                |
| Other                                |
| Other                                |
| Other                                |
| Not Satisfied With Vendor Services   |
| Hospital                             |
| Specialist                           |
| Hospital                             |
| Dental                               |
| Pcp                                  |
| Specialist                           |



|   |                    |
|---|--------------------|
| e was not aware she could not use Lifestance as an alternative provider.    | Quality Of Care    |
| y of care received from nurse at Sharp Memorial Hospital on 7/13/2022.      | Quality Of Care    |
| received from Nurse Connection Line and Sharp Memorial on 5/14/2022.        | Quality Of Care    |
| erdolin wants to perform a cervical epidural but she does not want that.    | Quality Of Care    |
| ceived from PC, Dr. Nupur Gosalia on October 2022 to November 2022.         | Quality Of Care    |
| not refill her medications and instead referred her to pain management.     | Quality Of Care    |
| isfied with the quality of care received from PCP Dr. Corrine Yarbrough.    | Quality Of Care    |
| received from PCP, Dr. Pany Robinson around 7/27/2022 to 8/17/2022.         | Quality Of Care    |
| ty of care received from psychiatrist, Dr. Jonathan Koelle on 4/20/2022.    | Quality Of Care    |
| y the quality of care received from Western Dental Group on 7/21/2023.      | Quality Of Care    |
| uist D.M.D., Inc. located at 236 Jamacha Rd Suite 101, El Cajon CA 92019    | Quality Of Care    |
| fied with outcome of eye surgery and he has to have surgery repeated.       | Quality Of Care    |
| amidi will not prescribe Fosanax until she has taken a bone density test.   | Quality Of Care    |
| 12/30/2022 pre-op appointment from Neurosurgical Medical Clinic Inc.        | Quality Of Care    |
| ith the quality of care received on 2/15/2023 from Dr. Youssef Tanagho.     | Quality Of Care    |
| he quality of care received on 2/17/2023 from Dr. Juan Javier-Desloges.     | Quality Of Care    |
| ceived on 2/27/2023 from Sharp Grossmont Emergency Room provider.           | Quality Of Care    |
| uality of care received on 4/6/2022 from dental provider Paul Van Horn.     | Quality Of Care    |
| ceived on December 19, 2022 to January 3, 2023 from Ana Meigs, DDS.         |                    |
| d with the quality of care received with Dr. Dai from 3/1/21 to 9/15/21.    | Quality Of Care    |
| lity of care received with Dr. David Borecky from 11/24/21-04/01/2022.      | Quality Of Care    |
| y of care received with Dr. Joshua Greestein from 6/1/2022 to 9/1/2022.     | Quality Of Care    |
| ied with the quality of care received with Dr. Meyerhoff on 11/14/2022.     | Quality Of Care    |
| e quality of care rendered on 5/5/2022 by ENT Associates of San Diego.      | Quality Of Care    |
| of dental care received on December 30, 2022 with Rancho Dental Arts.       | Quality Of Care    |
| facility since November 2022 and reporting issues with the hearing aids.    | Quality Of Service |
| ied with the quality of ophthalmologist services received on 6/15/2022.     | Quality Of Care    |
| ember dissatisfied with the quality of OTC items received on 1/13/2023.     | Quality Of Service |
| atisfied with the quality of service provided by PCP office on 6/16/2023.   | Quality Of Service |
| r dissatisfied with the quality of service received from orthopedic office. |                    |
| issatisfied with the quality of service received from PB Smiles Dentistry.  | Quality Of Service |
| nt needs were met by: By submitting this grievance on member's behalf.      | Quality Of Service |
| om the receptionist with the office of Dr. Joseph Leonard on 2/16/2023.     | Quality Of Service |
| of service received from Verio Healthcare on 5/11/2022 and 5/15/2022.       | Quality Of Service |
| rying to get the medical records for the visit and has not been sucessful.  | Quality Of Care    |

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|  | Specialist                           |
|  | Hospital                             |
|  | Hospital                             |
|  | Specialist                           |
|  | Pcp                                  |
|  | Pcp                                  |
|  | Pcp                                  |
|  | Pcp                                  |
|  | Specialist                           |
|  | Dental                               |
|  | Dental                               |
|  | Specialist                           |
|  | Pcp                                  |
|  | Hospital                             |
|  | Specialist                           |
|  | Specialist                           |
|  | Hospital                             |
|  | Dental                               |
|  |                                      |
|  | Pcp                                  |
|  | Pcp                                  |
|  | Specialist                           |
|  | Pcp                                  |
|  | Specialist                           |
|  | Dental                               |
|  | Not Satisfied With Vendor Services   |
|  | Specialist                           |
|  | Not Satisfied With Vendor Services   |
|  | Not Satisfied With Provider Services |
|  |                                      |
|  | Not Satisfied With Provider Services |
|  | Not Satisfied With Provider Services |
|  | Not Satisfied With Provider Services |
|  | Not Satisfied With Vendor Services   |
|  | Hospital                             |

|   |                           |
|---|---------------------------|
| sfied with the quality of service received on 5/4/2022 by Dr. John Riggs. | Quality Of Care           |
| rvice received on 6/13/2023 to from East County Family Dental Center.     | Quality Of Service        |
| aid their share of \$299.94 as member already paid her share of \$74.98.  | Quality Of Service        |
| f service received on June 20, 2023 from LMFT, provider with Mindpath.    | Quality Of Care           |
| service received on October 20, 2022 from Dr. Samuel Morgan Hammer        | Quality Of Care           |
| harged him for deep cleanings when he only wanted a regular cleaning.     | Quality Of Service        |
| quality of services rendered by the staff at SRS optometry Department.    | Access And Availability   |
| quality of wheelchair received from Vero Healthcare on April 22, 2022.    | Quality Of Care           |
| Member dissatisfied with the quantity limit for Duloxetine 30mg.          | Access And Availability   |
| ave the strength to open the safety caps applied to the medicine bottles  | Quality Of Service        |
| for picking up the medication at local pharmacy that was an hour away.    | Quality Of Service        |
| 90 days supply. Member states that he did not authorize the shipment.     |                           |
| from the manufacturers and that there is no estimated time of delivery.   | Quality Of Service        |
| ication to be shipped out each time and they are not mailed out timely.   | Quality Of Service        |
| as stopped communicating the status of his 5/8/2023 eye glasses order.    | Quality Of Service        |
| Member dissatisfied with the status of his refund from Delta Dental.      | Quality Of Service        |
| . Member states he has been trying to get reimbursed since April 2022.    | Billing/Financial Dispute |
| r dissatisfied with the telehealth appointment received on May 8, 2023.   | Quality Of Care           |
| services received on June 2, 2023 from the office of Dr. Andrew Brown.    | Access And Availability   |
| d he was unable to get through. Member states this is an ongoing issue.   | Quality Of Care           |
| e automated system stated they are busy and not available at this time.   | Quality Of Service        |
| as informed the soonest appointment to see an audiologist is 1/2/2024.    | Access And Availability   |
| he wait time experienced at Concerta Urgent Care on January 28, 2023.     | Quality Of Care           |
| nt and it took her 90 minutes on the day of the appointment to be seen.   | Quality Of Care           |
| states that the provider billed for x-rays when no x-rays were performed. | Quality Of Service        |
| sfied with UCare Dental not submitting 3/6/2022 claim to Delta Dental.    | Quality Of Service        |
| fied with VSP's hold times and difficulties with reimbursement process.   | Quality Of Service        |
| services. Spouse is requesting the Plan review the claim for correctness. | Billing/Financial Dispute |
| r stated that she developed an infection after services were completed.   | Quality Of Care           |
| hat she does not have to have since it is recommended every 10 years.     | Billing/Financial Dispute |
| medical group. Member would like to know why physicians are leaving.      | Quality Of Service        |
| d they were waiting for an on-call doctor to authorize the prescription.  | Quality Of Care           |
| mber is dissatisfied with the delay in care received by pharmacy vendor   | Access And Availability   |
| shows her copayment is \$120. Related Appeal ID: POSTC_2022_000140.       | Billing/Financial Dispute |
| Member is dissatisfied with the Plan's dental plan and dental coverage    | Benefit Package           |

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| Specialist                           |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Specialist                           |
| Specialist                           |
| Not Satisfied With Provider Services |
| Specialist                           |
| Ancillaries                          |
| Pharmacy                             |
| Not Satisfied With Vendor Services   |
| Not Satisfied With Vendor Services   |
|                                      |
| Not Satisfied With Vendor Services   |
| Not Satisfied With Vendor Services   |
| Not Satisfied With Provider Services |
| Not Satisfied With Vendor Services   |
| Other                                |
| Pcp                                  |
| Pcp                                  |
| Pcp                                  |
| Not Satisfied With Vendor Services   |
| Specialist                           |
| Other                                |
| Specialist                           |
| Not Satisfied With Provider Services |
| Not Satisfied With Provider Services |
| Not Satisfied With Vendor Services   |
| Provider Claim Issues                |
| Dental                               |
| Balance Billing                      |
| Other                                |
| Pcp                                  |
| Mail Order Refills                   |
| Provider Claim Issues                |
| Benefits Available In Plan           |

|   |                           |
|---|---------------------------|
| per leg and hip area. Member wants to be referred to another specialist.    | Quality Of Care           |
| only needing to get information about partial denture materials and cost.   | Quality Of Care           |
| om dental provider for services received from October-November 2022.        | Quality Of Care           |
| n services she states she did not received in Georgia on January 6, 2022.   | Billing/Financial Dispute |
| he dental services he received on 3/13/2023 at College Grove Dentistry.     | Billing/Financial Dispute |
| mber's daughter dissatisfied with Sharp and ASHlink provider directory.     | Access And Availability   |
| ice regarding the cost share for dental services rendered on 2/10/2022.     | Quality Of Care           |
| rvice received at Sharp Chula Vista during member's visit for 9/23/2022.    | Quality Of Service        |
| th the QOC member received 3 weeks ago at Sharp Memorial Hospital.          | Quality Of Care           |
| s that member is immobile and in a lot of pain due to past back surgery.    |                           |
| th the quality of service received from the office of Dr. Brendan Morris.   | Access And Availability   |
| ed for services received on 2/8/2023 to 2/9/2023 from Palomar Health.       |                           |
| ing aids member received on 12/20/2022 from Hillcrest Mercy Hospital.       | Quality Of Service        |
| ance regarding the access to care to ophthalmologist, Dr. Jeffrey Lozier.   | Quality Of Care           |
| to the communication between improved between PCP's and surgeons.           | Quality Of Care           |
| ember was not present during the call. No AOR on file for the member.       | Quality Of Care           |
| ember wants to receive an appt to see the ENT specialist before Aug 4th     | Quality Of Care           |
| ment" related will be reviewed and completed within 60 calendar days.       |                           |
| able. I am thinking of switchingto a different health plan because of this. |                           |
| Rx 142798445 Amlodipine   | Access And Availability   |
| d and wanted to express her feelings again, so I listen." (Notes by Lizzie) | Quality Of Service        |
| oy with chiro but unhappy with the process for how copays are charged.      | Billing/Financial Dispute |
| Test  |                           |
| o be aware we are lacking facility access in Jamul area and East County.    | Quality Of Care           |
| ed with Sharp as a whole, since his experience has not been good at all.    | Access And Availability   |
| ervice" related will be reviewed and completed within 30 calendar days.     | Quality Of Care           |
| ent needs were met by: Submit the grievance on behalf of the member.        | Quality Of Care           |
| ment" related will be reviewed and completed within 60 calendar days.       | Quality Of Service        |
| ays and your case will be completed within 30 calendar days.Thank you,      |                           |
| ervice" related will be reviewed and completed within 30 calendar days.     | Benefit Package           |
| cheduled. She got him an appointment for Friday 10/7/22 at 10:30AM. .       | Quality Of Care           |
| yment" related will be reviewed and completed within 60 calendar days       | Quality Of Care           |
| dvised her they could not give her the vaccine without any explanation.     | Access And Availability   |
|   | Access And Availability   |
|   | Quality Of Care           |

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| Specialist                           |
| Dental                               |
| Dental                               |
| Provider Claim Issues                |
| Balance Billing                      |
| Specialist                           |
| Dental                               |
| Not Satisfied With Provider Services |
| Hospital                             |
|                                      |
| Pcp                                  |
|                                      |
| Not Satisfied With Vendor Services   |
| Specialist                           |
| Specialist                           |
| Ancillaries                          |
| Other                                |
|                                      |
|                                      |
| Pharmacy                             |
| Not Satisfied With Provider Services |
| Provider Claim Issues                |
|                                      |
| Other                                |
| Specialist                           |
| Dental                               |
| Specialist                           |
| Other                                |
|                                      |
| Other                                |
| Pcp                                  |
| Other                                |
| Other                                |
| Other                                |
| Dental                               |

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|--|--------------------|
|  | Quality Of Service |
|--|--------------------|

Not Satisfied With Vendor Services