

**Attachment 22 – MCO Transfer Good Cause Reasons
T1392; Health Benefits Coordinator (HBC) for NJ FamilyCare Managed Care Programs
Bid Solicitation 20DPP00442**

Month / Reason	Persons
2018 - 01	1,531
Not Happy with Doctor Service	59
Cannot get prescriptions filled	34
Place to get care inconvenient	9
Received poor quality of care	8
Doctor will not treat condition	1
Unsatisfied Grievance Response	1
No grievance response in 60 days	5
HMO did not provide service	168
Want Doctor not in HMO	544
Doctor no longer with HMO	66
Need services by another HMO	612
Problem getting referrals	11
Problem with Transportation	0
Long wait for PCP appointment	0
Long wait at Doctor's office	2
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	3
Other	8
2018 - 02	1,671
Not Happy with Doctor Service	58
Cannot get prescriptions filled	29
Place to get care inconvenient	16
Received poor quality of care	20
Doctor will not treat condition	4
Unsatisfied Grievance Response	0
No grievance response in 60 days	1
HMO did not provide service	161
Want Doctor not in HMO	518
Doctor no longer with HMO	24
Need services by another HMO	735
Problem getting referrals	32
Problem with Transportation	1
Long wait for PCP appointment	1
Long wait at Doctor's office	1
Problem with after-hours care	1
Moving out of area	1
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	3
Other	65

2018 - 03 **1,148**

Not Happy with Doctor Service	23
Cannot get prescriptions filled	18
Place to get care inconvenient	4
Received poor quality of care	7
Doctor will not treat condition	3
Unsatisfied Grievance Response	1
No grievance response in 60 days	1
HMO did not provide service	92
Want Doctor not in HMO	388
Doctor no longer with HMO	30
Need services by another HMO	530
Problem getting referrals	14
Problem with Transportation	0
Long wait for PCP appointment	1
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	3
Other	33

2018 - 04 **1,356**

Not Happy with Doctor Service	44
Cannot get prescriptions filled	23
Place to get care inconvenient	4
Received poor quality of care	7
Doctor will not treat condition	3
Unsatisfied Grievance Response	3
No grievance response in 60 days	4
HMO did not provide service	118
Want Doctor not in HMO	468
Doctor no longer with HMO	17
Need services by another HMO	645
Problem getting referrals	9
Problem with Transportation	1
Long wait for PCP appointment	0
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	0
Other	10

2018 - 05 **1,510**

Not Happy with Doctor Service	46
Cannot get prescriptions filled	18
Place to get care inconvenient	14
Received poor quality of care	13
Doctor will not treat condition	9
Unsatisfied Grievance Response	9
No grievance response in 60 days	7
HMO did not provide service	153
Want Doctor not in HMO	529
Doctor no longer with HMO	13
Need services by another HMO	677
Problem getting referrals	18
Problem with Transportation	0
Long wait for PCP appointment	0
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	1
Other	3

2018 - 06 **1,005**

Not Happy with Doctor Service	17
Cannot get prescriptions filled	12
Place to get care inconvenient	9
Received poor quality of care	9
Doctor will not treat condition	5
Unsatisfied Grievance Response	3
No grievance response in 60 days	0
HMO did not provide service	108
Want Doctor not in HMO	376
Doctor no longer with HMO	10
Need services by another HMO	428
Problem getting referrals	24
Problem with Transportation	0
Long wait for PCP appointment	0
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	0
Other	4

2018 - 07 **3,754**

Not Happy with Doctor Service	77
Cannot get prescriptions filled	65
Place to get care inconvenient	36
Received poor quality of care	14
Doctor will not treat condition	2
Unsatisfied Grievance Response	5
No grievance response in 60 days	10
HMO did not provide service	294
Want Doctor not in HMO	1,474
Doctor no longer with HMO	104
Need services by another HMO	1,629
Problem getting referrals	29
Problem with Transportation	8
Long wait for PCP appointment	0
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	2
Other	5

2018 - 08 **4,387**

Not Happy with Doctor Service	101
Cannot get prescriptions filled	118
Place to get care inconvenient	59
Received poor quality of care	29
Doctor will not treat condition	12
Unsatisfied Grievance Response	4
No grievance response in 60 days	6
HMO did not provide service	316
Want Doctor not in HMO	1,891
Doctor no longer with HMO	171
Need services by another HMO	1,629
Problem getting referrals	34
Problem with Transportation	4
Long wait for PCP appointment	0
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	6
Other	7

2018 - 09 **4,004**

Not Happy with Doctor Service	85
Cannot get prescriptions filled	100
Place to get care inconvenient	67
Received poor quality of care	33
Doctor will not treat condition	19
Unsatisfied Grievance Response	18
No grievance response in 60 days	15
HMO did not provide service	297
Want Doctor not in HMO	1,794
Doctor no longer with HMO	185
Need services by another HMO	1,331
Problem getting referrals	41
Problem with Transportation	1
Long wait for PCP appointment	4
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	7
Other	7

2018 - 10 **4,719**

Not Happy with Doctor Service	90
Cannot get prescriptions filled	110
Place to get care inconvenient	62
Received poor quality of care	22
Doctor will not treat condition	35
Unsatisfied Grievance Response	8
No grievance response in 60 days	8
HMO did not provide service	387
Want Doctor not in HMO	2,014
Doctor no longer with HMO	158
Need services by another HMO	1,723
Problem getting referrals	68
Problem with Transportation	3
Long wait for PCP appointment	0
Long wait at Doctor's office	3
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	18
Other	10

2018 - 11 **3,992**

Not Happy with Doctor Service	72
Cannot get prescriptions filled	85
Place to get care inconvenient	71
Received poor quality of care	25
Doctor will not treat condition	21
Unsatisfied Grievance Response	20
No grievance response in 60 days	18
HMO did not provide service	344
Want Doctor not in HMO	1,631
Doctor no longer with HMO	120
Need services by another HMO	1,447
Problem getting referrals	42
Problem with Transportation	3
Long wait for PCP appointment	0
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	2
Other	91

2018 - 12 **3,772**

Not Happy with Doctor Service	77
Cannot get prescriptions filled	72
Place to get care inconvenient	39
Received poor quality of care	15
Doctor will not treat condition	5
Unsatisfied Grievance Response	3
No grievance response in 60 days	1
HMO did not provide service	297
Want Doctor not in HMO	1,545
Doctor no longer with HMO	179
Need services by another HMO	1,430
Problem getting referrals	39
Problem with Transportation	2
Long wait for PCP appointment	0
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	2
Other	66

2019 - 01 **5,038**

Not Happy with Doctor Service	78
Cannot get prescriptions filled	62
Place to get care inconvenient	47
Received poor quality of care	26
Doctor will not treat condition	11
Unsatisfied Grievance Response	10
No grievance response in 60 days	5
HMO did not provide service	340
Want Doctor not in HMO	2,179
Doctor no longer with HMO	170
Need services by another HMO	1,989
Problem getting referrals	43
Problem with Transportation	0
Long wait for PCP appointment	0
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	1
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	10
Other	67

2019 - 02 **5,147**

Not Happy with Doctor Service	87
Cannot get prescriptions filled	76
Place to get care inconvenient	49
Received poor quality of care	15
Doctor will not treat condition	11
Unsatisfied Grievance Response	6
No grievance response in 60 days	5
HMO did not provide service	331
Want Doctor not in HMO	2,222
Doctor no longer with HMO	226
Need services by another HMO	1,948
Problem getting referrals	75
Problem with Transportation	12
Long wait for PCP appointment	2
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	1
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	8
Other	73

2019 - 03 **4,793**

Not Happy with Doctor Service	165
Cannot get prescriptions filled	99
Place to get care inconvenient	64
Received poor quality of care	47
Doctor will not treat condition	24
Unsatisfied Grievance Response	20
No grievance response in 60 days	13
HMO did not provide service	362
Want Doctor not in HMO	1,936
Doctor no longer with HMO	224
Need services by another HMO	1,749
Problem getting referrals	55
Problem with Transportation	3
Long wait for PCP appointment	0
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	3
Other	29

2019 - 04 **5,462**

Not Happy with Doctor Service	141
Cannot get prescriptions filled	117
Place to get care inconvenient	55
Received poor quality of care	45
Doctor will not treat condition	10
Unsatisfied Grievance Response	11
No grievance response in 60 days	10
HMO did not provide service	455
Want Doctor not in HMO	2,079
Doctor no longer with HMO	266
Need services by another HMO	2,152
Problem getting referrals	45
Problem with Transportation	12
Long wait for PCP appointment	8
Long wait at Doctor's office	2
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	9
Other	45

2019 - 05 **5,620**

Not Happy with Doctor Service	174
Cannot get prescriptions filled	126
Place to get care inconvenient	84
Received poor quality of care	38
Doctor will not treat condition	31
Unsatisfied Grievance Response	15
No grievance response in 60 days	15
HMO did not provide service	472
Want Doctor not in HMO	2,363
Doctor no longer with HMO	243
Need services by another HMO	1,917
Problem getting referrals	78
Problem with Transportation	6
Long wait for PCP appointment	3
Long wait at Doctor's office	1
Problem with after-hours care	0
Moving out of area	4
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	13
Other	37

2019 - 06 **5,359**

Not Happy with Doctor Service	157
Cannot get prescriptions filled	92
Place to get care inconvenient	32
Received poor quality of care	27
Doctor will not treat condition	17
Unsatisfied Grievance Response	9
No grievance response in 60 days	7
HMO did not provide service	426
Want Doctor not in HMO	2,365
Doctor no longer with HMO	254
Need services by another HMO	1,849
Problem getting referrals	83
Problem with Transportation	7
Long wait for PCP appointment	0
Long wait at Doctor's office	1
Problem with after-hours care	4
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	16
Other	13

2019 - 07 **4,625**

Not Happy with Doctor Service	87
Cannot get prescriptions filled	88
Place to get care inconvenient	34
Received poor quality of care	11
Doctor will not treat condition	1
Unsatisfied Grievance Response	0
No grievance response in 60 days	0
HMO did not provide service	370
Want Doctor not in HMO	2,018
Doctor no longer with HMO	277
Need services by another HMO	1,644
Problem getting referrals	76
Problem with Transportation	5
Long wait for PCP appointment	0
Long wait at Doctor's office	1
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	7
Other	6

2019 - 08 **4,450**

Not Happy with Doctor Service	105
Cannot get prescriptions filled	74
Place to get care inconvenient	36
Received poor quality of care	34
Doctor will not treat condition	5
Unsatisfied Grievance Response	13
No grievance response in 60 days	4
HMO did not provide service	396
Want Doctor not in HMO	1,712
Doctor no longer with HMO	291
Need services by another HMO	1,671
Problem getting referrals	52
Problem with Transportation	1
Long wait for PCP appointment	0
Long wait at Doctor's office	3
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	36
Other	17

2019 - 09 4,596

Not Happy with Doctor Service	125
Cannot get prescriptions filled	73
Place to get care inconvenient	31
Received poor quality of care	39
Doctor will not treat condition	4
Unsatisfied Grievance Response	1
No grievance response in 60 days	0
HMO did not provide service	390
Want Doctor not in HMO	1,940
Doctor no longer with HMO	219
Need services by another HMO	1,674
Problem getting referrals	65
Problem with Transportation	9
Long wait for PCP appointment	1
Long wait at Doctor's office	1
Problem with after-hours care	0
Moving out of area	1
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	15
Other	8

2019 - 10 4,778

Not Happy with Doctor Service	92
Cannot get prescriptions filled	108
Place to get care inconvenient	52
Received poor quality of care	27
Doctor will not treat condition	13
Unsatisfied Grievance Response	13
No grievance response in 60 days	5
HMO did not provide service	362
Want Doctor not in HMO	2,155
Doctor no longer with HMO	245
Need services by another HMO	1,589
Problem getting referrals	55
Problem with Transportation	5
Long wait for PCP appointment	2
Long wait at Doctor's office	4
Problem with after-hours care	0
Moving out of area	0
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	6
Other	45

2019 - 11 **3,976**

Not Happy with Doctor Service	96
Cannot get prescriptions filled	110
Place to get care inconvenient	52
Received poor quality of care	27
Doctor will not treat condition	4
Unsatisfied Grievance Response	12
No grievance response in 60 days	1
HMO did not provide service	393
Want Doctor not in HMO	1,465
Doctor no longer with HMO	173
Need services by another HMO	1,540
Problem getting referrals	47
Problem with Transportation	1
Long wait for PCP appointment	0
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	1
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	13
Other	41

2019 - 12 **3,713**

Not Happy with Doctor Service	95
Cannot get prescriptions filled	54
Place to get care inconvenient	39
Received poor quality of care	13
Doctor will not treat condition	9
Unsatisfied Grievance Response	6
No grievance response in 60 days	5
HMO did not provide service	294
Want Doctor not in HMO	1,410
Doctor no longer with HMO	235
Need services by another HMO	1,399
Problem getting referrals	50
Problem with Transportation	5
Long wait for PCP appointment	2
Long wait at Doctor's office	0
Problem with after-hours care	0
Moving out of area	1
Doctor doesn't return calls	0
Doctor returns calls slowly	0
Problem with how HMO works	13
Other	83