

FIRST PLAN OF MINNESOTA

Quality of Care Quarterly Complaint Report

Requirement: MN Rules 4685.1110 and 4685.1900 require the collection and analysis of all quality of care complaints including those that originate at the clinic level. Complaints directed to the medical group are to be investigated and resolved by the medical group, whenever possible.

Definition: Quality complaints are defined as concerns regarding access, communication/behavior, coordination of care, technical competence, appropriateness of service and facility/environment concerns.

Frequency: At a minimum, provider groups must provide a written report to First Plan on a quarterly basis during the months of January, April, July and October for the preceding 3-month time period.

Provider Group _____ **Completed by:** _____ **Date:** _____

Reporting Period 1st Qtr. 2nd Qtr. 3rd Qtr. 4th Qtr. **Total Written Complaints:** _____

Date Recv'd	Date Occurred	Member Name	DOB	Issue	Resolution Summary/Date

Mail to: First Plan of Minnesota, 525 S Lake Avenue, Suite 222, Duluth, MN 55802 **or send by Fax:** 218-727-7247

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