

Brynne McBride

From: Bobby Peterson [bobbyp@safetyweb.org]
Sent: Wednesday, March 02, 2011 5:33 PM
To: Ron
Cc: Erin McBride; Brynne McBride
Subject: FW: Consumer Assistance Program data report

From: Belling, Barbara - OCI [mailto:Barbara.Belling@wisconsin.gov]
Sent: Monday, February 14, 2011 10:33 AM
To: 'bobbyp@safetyweb.org'
Cc: 'emcbride@safetyweb.org'; Mallow, Eileen K - OCI; Stegall, Jennifer L - OCI; Walsh, Julie E - OCI; Ezalarab, Sue - OCI; Rogacki, Danielle C - OCI
Subject: Consumer Assistance Program data report

Good morning,

I'm writing to let you know the data elements that must be submitted in our final report to the Department of Health and Human Services under the Consumer Assistance Program.

The data collection report must include the following information:

- Caseload
 - o Total number of cases opened
 - o Number of cases that are active
 - o Number of cases closed
- Caller demographics
- Type of coverage involved
- Problem types (access to coverage, appeals, billing, etc.)
- Data on referrals and responsiveness of entities on calls referred
- Case resolution
- Data on recovered benefits
- Data on provider and industry behavior

Our records indicate that you received Commissioner Nickel's certified letter on February 10, 2011, and that therefore the Agreement will terminate on March 12, 2011. Please provide the above data information to me as soon as possible following the March 12th termination date, but no later than April 26, 2011, which is 45 days of the effective date of termination. The final accounting report and any refund should also be submitted to Danielle Rogacki by that date.

If you have any questions, please let me know.

Thank you for your cooperation.

Sincerely,

Barbara Belling
Managed Care Specialist
Office of the Commissioner of Insurance
(608) 264-6224
Barbara.belling@wisconsin.gov

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