

## Number of Topics and Justified Topics Per Program/Subject/Issue between 1/1/25 and 7/1/25

<i><b>Program/Subject/Issue</b></i>	<i><b>Number of Topics</b></i>
DMS/BILLING/INQUIRY	87
DMS/EQUITY/OTHER	1
DMS/HBE/APTC	1
DMS/MANAGED CARE HOTLINE/REFERRAL	2
DMS/MCO/ELIGIBILITY	3
DMS/MCO/FEE FOR SERVICE	4
DMS/MCO/INQUIRY	10
DMS/MCO/MANAGED CARE	10
DMS/MCO/OTHER	2
DMS/MCO/PHARMACY	1
DMS/MCO/POLICY	1
DMS/Medicaid Member Services/UNABLE TO CONTACT	19
DMS/MEMBER SERVICES/CLAIM	7
DMS/MEMBER SERVICES/COMPLAINT	11
DMS/MEMBER SERVICES/DENIED	4
DMS/MEMBER SERVICES/DISCONTINUED	11
DMS/MEMBER SERVICES/ELIGIBILITY	58
DMS/MEMBER SERVICES/FEE FOR SERVICE	3
DMS/MEMBER SERVICES/INQUIRY	86
DMS/MEMBER SERVICES/MANAGED CARE	5
DMS/MEMBER SERVICES/MEDICARE SAVINGS PLAN (QMB/SLMB/QI-1)	16
DMS/MEMBER SERVICES/OTHER	46
DMS/MEMBER SERVICES/PHARMACY	2
DMS/MEMBER SERVICES/POLICY	2
DMS/MEMBER SERVICES/REFERRAL	2
DMS/MEMBER SERVICES/TRANSPORTATION	5
DMS/PHONE/OTHER/INQUIRY	65
DMS/POLICY/INQUIRY	10
DMS/PREMIUM/MEDICARE	15
DMS/PREMIUM/OTHER	2
DMS/PROVIDER SERVICES/CLAIM	15
DMS/PROVIDER SERVICES/COMPLAINT	2
DMS/PROVIDER SERVICES/DENIED	1
DMS/PROVIDER SERVICES/ELIGIBILITY	12
DMS/PROVIDER SERVICES/EXTERNAL INDEPENDENT THIRD-PARTY REVIEW	1
DMS/PROVIDER SERVICES/FEE FOR SERVICE	21
DMS/PROVIDER SERVICES/INQUIRY	94
DMS/PROVIDER SERVICES/K-CHIP	1
DMS/PROVIDER SERVICES/MANAGED CARE	3
DMS/PROVIDER SERVICES/MEDICARE SAVINGS PLAN (QMB/SLMB/QI-1)	1

DMS/PROVIDER SERVICES/OTHER	64
DMS/PROVIDER SERVICES/PATIENT LIABILITY	3
DMS/PROVIDER SERVICES/PHARMACY	4
DMS/PROVIDER SERVICES/POLICY	1
DMS/PROVIDER SERVICES/REFERRAL	2
DMS/PROVIDER SERVICES/TRANSPORTATION	1
DMS/SERVICES/INQUIRY	95
DMS/WAIVER-ABI/CLAIM	1
DMS/WAIVER-ABI/ELIGIBILITY	4
DMS/WAIVER-ABI/INQUIRY	3
DMS/WAIVER-HCBS/HCB II/COMPLAINT	4
DMS/WAIVER-HCBS/HCB II/ELIGIBILITY	34
DMS/WAIVER-HCBS/HCB II/INQUIRY	59
DMS/WAIVER-HCBS/HCB II/OTHER	2
DMS/WAIVER-MICHELLE P/COMPLAINT	1
DMS/WAIVER-MICHELLE P/DENIED	1
DMS/WAIVER-MICHELLE P/ELIGIBILITY	11
DMS/WAIVER-MICHELLE P/INQUIRY	29
DMS/WAIVER-MICHELLE P/OTHER	3
DMS/WAIVER-MODEL II/COMPLAINT	1
DMS/WAIVER-SCL/COMPLAINT	1
DMS/WAIVER-SCL/ELIGIBILITY	1
DMS/WAIVER-SCL/INQUIRY	8
DMS/WAIVER-SCL/OTHER	3
<b>Total for DMS:</b>	<b>978</b>