

Section 17 document- Information provided by Claims, Complaints and Feedback-SOLEX11705

	2022	2023	2024	2025
Contact Not Initiated Phone	4	1	4	0
Contact Not Initiated Written	2	5	7	0
Contact Not Returned Phone	11	11	16	0
Contact Not Returned Written	7	6	20	11
Failure to Follow Up	14	11	8	21
Payments Medical and Like to Employee	5	16	18	0
Payments Medical and Like to Provider	6	3	17	4
Perceived Delays in Outcome	25	33	14	1
Timeliness	0	3	11	57
Sub total	74	89	115	94
Total	372			