

Complaints

Reasons for Complaint

Month	Appeals	Assister	Broker	Carrier	Customer Service	Enrollment Center	Health First Colorado	Misinformation	Other	Policies	Processing Time	Total
Jan			5		12							17
Feb	3		1	1	10							15
Mar			2	3	3		1		1			10
April			4	1	13		1	1	1	2		23
May			2	2	8		1		1	4		18
Jun	1		1	3	10					1		16
Jul			3	1	9			1	2	3		19
Aug			1	2	2				4	2		11
Sep					5		1	2	7			15
Oct					5		1	1	2	1		10
Nov		1	3	6	29	2	2	10	20	4	3	80
Total	4	1	22	19	106	2	7	15	38	17	3	234