



Office of the State Long-Term Care
OMBUDSMAN
Established within the Iowa Department on Aging

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Executive Summary

Months	Total Contacts	Most Frequently Raised Issues
October 2018		<ul style="list-style-type: none"> • • •
November 2018		<ul style="list-style-type: none"> • • •
December 2018		<ul style="list-style-type: none"> • • •

Month	Complaint	Members Affected
October		

Month	Complaint	Members Affected
October		
November		

Month	Complaint	Members Affected
December		

COMPLAINTS BY PROGRAM TYPE

OCTOBER		Amerigroup Iowa	UnitedHealthcare Plan of the River Valley	Fee for Service	Total
Complaint(s) by Program Type*	AIDS/HIV Waiver	1	-	-	1
	Brain Injury Waiver	2	1	-	3
	Children's Mental Health Waiver	-	-	-	0
	Dental	-	-	-	0
	Duals	3	-	-	3
	Elderly Waiver	5	8	-	13
	Habilitation	-	3	-	3
	Health & Disability Waiver	1	6	-	7
	HIPP	-	-	-	0
	Institutional Care	-	-	-	0
	Iowa Health & Wellness	-	-	-	0
	Intellectual Disability Waiver	1	10	1	12
	Medicare	-	-	-	0
	PACE	-	-	-	0
	Physical Disability Waiver	-	5	-	5
	QMB or SLMB	-	-	-	0
	Traditional Medicaid	-	1	-	1
	Other	-	2	-	2
	N/A	-	1	-	1
Unknown	-	4	-	4	
TOTAL:		13	41	1	55

*data may be incomplete due to data collection issues this reporting period

NOVEMBER		Amerigroup Iowa	UnitedHealthcare Plan of the River Valley	Fee for Service	Total
Complaint(s) by Program Type	AIDS/HIV Waiver	-	1	-	1
	Brain Injury Waiver	-	3	-	3
	Children's Mental Health Waiver	-	-	-	0
	Dental	-	1	1	2
	Duals	3	-	-	3
	Elderly Waiver	2	4	-	6
	Habilitation	-	2	-	2
	Health & Disability Waiver	2	8	-	10
	HIPP	-	-	-	0
	Institutional Care	-	-	-	0
	Iowa Health & Wellness	-	-	-	0
	Intellectual Disability Waiver	-	7	-	7
	Medicare	-	-	-	0
	PACE	-	-	-	0
	Physical Disability Waiver	-	2	-	2
	QMB or SLMB	-	-	-	0
	Traditional Medicaid	-	-	-	0
	Other	-	-	-	0
	N/A	-	-	-	0
Unknown	1	-	-	1	
TOTAL:		8	28	1	37

COMPLAINTS BY PROGRAM TYPE

DECEMBER		Amerigroup Iowa	UnitedHealthcare Plan of the River Valley	Fee for Service	Total
Complaint(s) by Program Type	AIDS/HIV Waiver	-	-		0
	Brain Injury Waiver	1	3		4
	Children's Mental Health Waiver	-	-		0
	Dental	-	1	0	1
	Duals	1	1	-	2
	Elderly Waiver	2	10	-	12
	Habilitation	-	-		0
	Health & Disability Waiver	2	5	-	7
	HIPP	-	-		0
	Institutional Care	-	-		0
	Iowa Health & Wellness	-	-		0
	Intellectual Disability Waiver	1	12		13
	Medicare	-	1		1
	PACE	-	-		0
	Physical Disability Waiver	-	1		1
	QMB or SLMB	-	-		0
	Traditional Medicaid	-	-		0
	Other	-	1		1
	N/A	-	-		0
	Unknown	-	-	-	0
TOTAL:		7	35	0	42
GRAND TOTAL		28	104	2	134

Month	Complaint	Members Affected
January		

Month	Complaint	Members Affected
February		

Month	Complaint	Members Affected
March		

Month	Complaint	Members Affected
April		

Month	Complaint	Members Affected
May		

Month	Complaint	Members Affected
June		

Month	Complaint	Members Affected
July		

Month	Complaint	Members Affected
August		

Month	Complaint	Members Affected
September		

Amerigroup Iowa January, February and March	Resolved to Member's satisfaction			Partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	F	M	J	F	M	J	F	M	J	F	M	J	F	M	
	AIDS/HIV Waiver	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Brain Injury Waiver	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Children's Mental Health Waiver	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Dental	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Duals	3	-	-	1	-	-	-	-	-	-	-	-	4	-	-	8
Elderly Waiver	3	-	-	-	2	-	-	-	-	-	-	-	3	5	5	18
Habilitation	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	2
Health & Disability Waiver	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	2
HIPP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Institutional Care	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Iowa Health & Wellness	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Intellectual Disability Waiver	1	-	-	-	-	-	-	-	-	1	-	1	5	4	3	15
Medicare	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
PACE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Physical Disability Waiver	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
QMB or SLMB	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Traditional Medicaid	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Unknown	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
TOTAL:	7	0	1	1	2	2	0	1	0	1	0	1	14	9	9	48

Amerigroup Iowa April, May and June	Resolved to Member's satisfaction			Partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	A	M	J	A	M	J	A	M	J	A	M	J	A	M	J	
	AIDS/HIV Waiver	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Brain Injury Waiver	1	-	-	-	-	-	-	-	-	-	-	-	7	1	1	10
Children's Mental Health Waiver	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Dental	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Duals	-	3	-	-	-	-	-	-	-	-	-	-	6	-	-	9
Elderly Waiver	13	7	-	-	-	-	-	-	-	-	-	-	5	-	-	25
Habilitation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Health & Disability Waiver	3	-	-	-	-	-	-	-	-	-	-	-	6	9	4	22
HIPP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Institutional Care	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	2
Iowa Health & Wellness	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Intellectual Disability Waiver	5	-	2	-	-	-	-	-	-	1	-	-	8	10	4	30
Medicare	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
PACE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Physical Disability Waiver	-	-	2	-	-	-	-	-	-	-	-	-	1	2	-	5
QMB or SLMB	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Traditional Medicaid	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Other	1	-	-	-	-	-	-	-	-	-	2	-	1	2	-	6
N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Unknown	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
TOTAL:	23	11	4	0	0	0	0	0	0	1	0	3	34	24	10	110

Complaint(s) Resolution by Program Type

Amerigroup Iowa July, August and September	Resolved to Member's satisfaction			Partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	A	S	J	A	S	J	A	S	J	A	S	J	A	S	
	AIDS/HIV Waiver				-	-	-	-	-	-	-	-	-	-	-	
Brain Injury Waiver	2	2		-	-	-	-	-	-	-	-	-	1	-	-	5
Children's Mental Health Waiver				-	-	-	-	-	-	-	-	-	-	-	-	0
Dental				-	-	-	-	-	-	-	-	-	-	-	-	0
Duals				-	3	-							-	-	-	3
Elderly Waiver	7	7	14	-	-	-	-	-	-	-	-	-	26	18	20	92
Habilitation				-	-	-	-	-	-	-	-	-	-	-	-	0
Health & Disability Waiver	11	2	7	-	-	-	-	-	-	-	-	-	20	3	-	43
HIPP				-	-	-	-	-	-	-	-	-	-	-	-	0
Institutional Care				-	-	-	-	-	-	-	-	-	-	-	-	0
Iowa Health & Wellness				-	-	-	-	-	-	-	-	-	-	-	-	0
Intellectual Disability Waiver	9	2	14	-	-	-	-	1	-			1	15	13	13	68
Medicare				-	-	-	-	-	-	-	-	-	-	-	-	0
PACE				-	-	-	-	-	-	-	-	-	-	-	-	0
Physical Disability Waiver	5		2	-	-	-	-	-	-	-	-	-	10	-	4	21
QMB or SLMB				-	-	-	-	-	-	-	-	-	-	-	-	0
Traditional Medicaid				-	-	-	-	-	-	-	-	-	-	-	-	0
Other			1										-	-	5	6
N/A													-	-	-	0
Unknown													-	-	-	0
TOTAL:	34	13	38	0	3	0	0	1	0	0	0	1	72	34	42	238

Fee for Service January, February and March	Resolved to Member's satisfaction			Partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	F	M	J	F	M	J	F	M	J	F	M	J	F	M	
	AIDS/HIV Waiver	-			-	-	-	-	-	-	-	-	-	-	-	
Brain Injury Waiver	-	-		-	-	-	-	-	-	-	-	-	-	-	-	0
Children's Mental Health Waiver	-	-		-	-	-	-	-	-	-	-	-	-	-	-	0
Dental	-			-	-	-	-	-	-	-	-	-	-	-	-	0
Duals	-			-	-	-	-	-	-	-	-	-	-	-	-	0
Elderly Waiver	-	-		-	-	-	-	-	-	-	-	-	-	-	-	0
Habilitation	-	-		-	-	-	-	-	-	-	-	-	-	-	-	0
Health & Disability Waiver	-	-		-	-	-	-	-	-	-	-	-	-	-	-	0
HIPP	-	-		-	-	-	-	-	-	-	-	-	-	-	-	0
Institutional Care	-			-	-	-	-	-	-	-	-	-	-	-	-	0
Iowa Health & Wellness	-	-		-	-	-	-	-	-	-	-	-	-	-	-	0
Intellectual Disability Waiver	-	-		-	-	-	-	-	-	-	-	-	-	-	-	0
Medicare	-		1	-	-	-	-	-	-	-	-	-	-	-	1	2
PACE	-			-	-	-	-	-	-	-	-	-	-	-	-	0
Physical Disability Waiver	-	-		-	-	-	-	-	-	-	-	-	-	-	-	0
QMB or SLMB	-			-	-	-	-	-	-	-	-	-	-	-	-	0
Traditional Medicaid	-	-		-	-	-	-	-	-	2	-	-	4	3	-	9
Other	-			-	-	-	-	-	-	-	-	-	-	-	-	0
N/A	-			-	-	-	-	-	-	-	-	-	-	-	-	0
Unknown	-			-	-	-	-	-	-	-	-	-	-	-	-	0
TOTAL:	0	0	1	0	0	0	0	0	0	2	0	0	4	3	1	11

Complaint(s) Resolution by Program Type

Fee for Service April, May and June	Resolved to Member's satisfaction			Partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	A	M	J	A	M	J	A	M	J	A	M	J	A	M	J	
	AIDS/HIV Waiver		-	-	-	-	-	-	-	-	-	-	-	-	-	
Brain Injury Waiver		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Children's Mental Health Waiver		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Dental				-	-	-	-	-	-	-	-	-	-	-	-	0
Duals		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Elderly Waiver				-	-	-	-	-	-	-	-	-	-	-	-	0
Habilitation		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Health & Disability Waiver		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
HIPP		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Institutional Care		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Iowa Health & Wellness		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Intellectual Disability Waiver		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Medicare		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
PACE		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Physical Disability Waiver				-	-	-	-	-	-	-	-	-	-	-	-	0
QMB or SLMB		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Traditional Medicaid	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3
Other	-															0
N/A	-	-	-							1	-	-	-	-	1	2
Unknown	-	-	-							2	-	-	-	-	-	2
TOTAL:	3	0	0	0	0	0	0	0	0	2	1	0	0	0	1	7

Fee for Service July, August and September	Resolved to Member's satisfaction			Partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	A	S	J	A	S	J	A	S	J	A	S	J	A	S	
	AIDS/HIV Waiver		-	-	-	-	-	-	-	-	-	-	-	-	-	
Brain Injury Waiver		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Children's Mental Health Waiver				-	-	-	-	-	-	-	-	-	-	-	-	0
Dental				-	-	-	-	-	-	-	-	-	-	-	-	0
Duals				-	-	-	-	-	-	-	-	-	-	-	-	0
Elderly Waiver	4	3		-	-	-	-	-	-	-	-	-	7			14
Habilitation				-	-	-	-	-	-	-	-	-	-	-	-	0
Health & Disability Waiver		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
HIPP		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Institutional Care		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Iowa Health & Wellness		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Intellectual Disability Waiver		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Medicare		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
PACE		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Physical Disability Waiver				-	-	-	-	-	-	-	-	-	-	-	-	0
QMB or SLMB		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Traditional Medicaid		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Other	-				4									7		11
N/A	-	-	-								-	-	-	-	-	0
Unknown	-	-	-							-	-	-	-	-	-	0
TOTAL:	4	3	0	0	4	0	0	0	0	0	0	0	7	7	0	25

Complaint(s) Resolution by Program Type

UnitedHealthcare Plan of the River Valley January, February and March	Resolved to Member's satisfaction			Partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	F	M	J	F	M	J	F	M	J	F	M	J	F	M	
	AIDS/HIV Waiver	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Brain Injury Waiver	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Children's Mental Health Waiver	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Dental	-	-	0	1	-	-	-	-	-	-	-	-	2	-	-	3
Duals	1	-	-	-	-	-	-	-	-	-	-	-	-	3	1	5
Elderly Waiver	8	2	1	1	-	1	-	-	-	-	-	2	4	1	20	
Habilitation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Health & Disability Waiver	-	1	-	-	-	-	-	-	-	-	-	-	1	-	2	
HIPP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Institutional Care	1	1	1	-	-	-	-	-	-	-	-	-	-	-	3	
Iowa Health & Wellness	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Intellectual Disability Waiver	12	4	1	6	-	-	-	-	-	1	-	1	7	1	4	37
Medicare	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
PACE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Physical Disability Waiver	-	3	6	-	-	-	-	-	-	-	-	2	3	3	17	
QMB or SLMB	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Traditional Medicaid	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Other	-	-	2	-	-	-	-	-	-	-	1	1	4	3	11	
N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Unknown	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
TOTAL:	22	12	11	8	0	1	0	0	0	1	0	2	14	16	12	99

UnitedHealthcare Plan of the River Valley April, May and June	Resolved to Member's satisfaction			Partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	A	M	J	A	M	J	A	M	J	A	M	J	A	M	J	
	AIDS/HIV Waiver	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Brain Injury Waiver	-	-	2	-	-	-	-	-	-	-	-	1	-	1	-	4
Children's Mental Health Waiver	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Dental	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Duals	1	-	1	-	-	-	-	-	-	-	-	1	-	6	9	
Elderly Waiver	3	1	3	-	-	1	-	-	9	-	-	4	4	1	15	41
Habilitation	4	1	2	-	-	-	-	-	-	-	2	2	-	2	13	
Health & Disability Waiver	2	2	8	-	-	2	-	-	-	-	-	5	-	3	22	
HIPP	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Institutional Care	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Iowa Health & Wellness	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Intellectual Disability Waiver	-	6	6	-	-	4	-	-	-	1	1	4	1	4	12	39
Medicare	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
PACE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Physical Disability Waiver	4	-	5	-	-	-	-	-	-	-	-	4	-	5	18	
QMB or SLMB	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Traditional Medicaid	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Other	2	3	2	-	-	-	-	-	-	-	-	3	4	3	17	
N/A	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Unknown	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
TOTAL:	16	13	29	0	0	7	0	0	9	1	1	12	20	10	46	164

Complaint(s) Resolution by Program Type

UnitedHealthcare Plan of the River Valley July, August and September	Resolved to Member's satisfaction			Partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	A	S	J	A	S	J	A	S	J	A	S	J	A	S	
	AIDS/HIV Waiver				-	-	-	-	-	-	-	-	-	-	-	
Brain Injury Waiver				-	-	-	-	2	-	-	-	-	-	2		4
Children's Mental Health Waiver				-	-	-	-	-	-	-	-	-	-	-		0
Dental				-	-	-	-	-	-	-	-	-	-	-		0
Duals				1	-	-	5	-	-	-	-	-	-	-		6
Elderly Waiver	1			-	1	-	-	2	-	-	-	-	1	-		5
Habilitation				-	-	-	-	-	-	-	-	-	-	-		0
Health & Disability Waiver				-	4	-	-	1	-	-	-	-	-	-		5
HIPP				-	-	-	-	-	-	-	-	-	-	-		0
Institutional Care																0
Iowa Health & Wellness				-	-	-	-	-	-	-	-	-	-	-		0
Intellectual Disability Waiver	5	2	2	-	-	-	-	3	-	3	-	-	5		4	24
Medicare				-	-	-	-	-	-	-	-	-	-	-		0
PACE																0
Physical Disability Waiver	3			2	-	-	3	-	-	-	-	-	-	-		8
QMB or SLMB																0
Traditional Medicaid				-		-	-		-	-	-	-	-	-		0
Other					1			3				1	1	-		6
N/A										1			1	-		2
Unknown																0
TOTAL:	9	2	2	3	6	0	8	11	0	4	0	1	8	2	4	60

Iowa Total Care July, August and September	Resolved to Member's satisfaction			Partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	A	S	J	A	S	J	A	S	J	A	S	J	A	S	
	AIDS/HIV Waiver		-	-	-	-	-	-	-	-	-	-	-	-	-	
Brain Injury Waiver		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Children's Mental Health Waiver		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Dental				-	-	-	-	-	-	-	-	-	-	-	-	0
Duals				-	-	-	-	-	-	-	-	-	-	-	-	0
Elderly Waiver	10			-	-	-	-	-	-	-	-	-	10		3	23
Habilitation	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	4
Health & Disability Waiver	4	-	-	-	-	2	-	-	-	-	-	1	4	-	3	14
HIPP		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Institutional Care		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Iowa Health & Wellness		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Intellectual Disability Waiver	12	-	4	-	-	-	-	-	-	-	-	-	12	3	6	37
Medicare		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
PACE		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Physical Disability Waiver				-	-	-	-	-	-	-	-	-	-	-	-	0
QMB or SLMB		-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Traditional Medicaid				-	-	-	-	-	-	-	-	-	-	-	-	0
Other		1												6	10	17
N/A		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL:	28	1	4	0	0	2	0	0	0	0	0	1	28	9	22	95

