

| Complaint Type                     | Total | Open | Closed |
|------------------------------------|-------|------|--------|
| Transactions and Code Sets (TCS)   | 576   | 53   | 523    |
| Security                           | 295   | 73   | 222    |
| National Provider Identifier (NPI) | 4     | 0    | 4      |
| Total                              | 875   | 126  | 749    |

**Open** – Outstanding issues remain. Entity may be under a corrective action plan or additional information from either the complainant, the filed against entity, or both is being sought.

**Closed** – No further action required. All issues have been sufficiently resolved. Please note that 46 of the 295 security cases have been closed via corrective actions.

Please note that since January 2008 complaint type numbers exclude invalid and test cases. Also, going forward the security numbers reflect revised counting methods, which excludes complaints that are determined to be within the sole jurisdiction of the Office for Civil Rights under the HIPAA privacy rule.

## **Summary of Most Common Security Complaints**

