

Complaint Type	Total	Open	Closed
Transactions and Code Sets (TCS)	576	37	539
Security	302	73	229
National Provider Identifier (NPI)	4	0	4
Total	882	110	772

**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 47 of the 229 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**

