



Department of Consumer & Business Services

Insurance Division — 2

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**Grievance
Annual Report**

Annual grievance report for 2002.

Due on **June 30** for previous calendar year. **FOR 2003 ONLY: DUE ON JULY 31, 2003.**

All insurers offering health benefit plans are required to submit annual reports of grievances and appeals.

ORS 743.804, OAR 836-053-1070

Company name: Aetna Life Insurance Company Date: June 23, 2003
 Contact person: Sanford D. Howie Title: Compliance Manager
 Phone: 818-932-6362 E-mail: HowieSD@Aetna.com

Category of grievance	Number of grievances closed (A)	Initial decision upheld		Initial decision reversed	
		Number (B)	Percentage (B/A)	Number (C)	Percentage (C/A)
(D) Access problems					
(E) Referral issues					
(F) Medical necessity	22	11	50	11	50
(G) Other coverage/not covered	143	67	47	76	53
(H) Eligibility	1	1	100		
(I) Quality of care					
(J) Quality of plan services	117	40	34	77	66
(K) Emergency services					
(L) Administrative issues	125	65	52	60	48
(M) Total number of grievances closed:	408	Percentage: 45		Percentage: 55	

	Number	Percentage
(N) Closed at initial grievance	13	(N/M) 3
(O) Closed at first level of appeal	395	(O/M) 97
(P) Closed at second level of appeal	0	(P/M) 0
(Q) Average time between filing of grievance and closure: <u>13</u> days		

