



Department of Consumer & Business Services

Insurance Division — 2

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**Grievance  
Annual Report**

Annual grievance report for 2003.

Due on **June 30** for previous calendar year.

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: 06/28/04

Contact person: Inda Chow Title: Compliance Director, West Region

Phone: 925-543-9562 E-mail: chow@etna.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	1	1	100	0	0
(E) Referral issues	0	0	0	0	0
(F) Medical necessity	7	4	57	3	43
(G) Other coverage/not covered	45	32	71	13	29
(H) Eligibility	0	0	0	0	0
(I) Quality of care	0	0	0	0	0
(J) Quality of plan services	0	0	0	0	0
(K) Emergency services	0	0	0	0	0
(L) Administrative issues	32	17	53	15	47
<b>(M) Total number of grievances closed:</b>	<b>85</b>	<b>Percentage:</b>	<b>64</b>	<b>Percentage:</b>	<b>36</b>

	Number	Percentage
(N) Closed at initial grievance	2	(N/M) 2
(O) Closed at first level of appeal	79	(O/M) 93
(P) Closed at second level of appeal	4	(P/M) 5
<b>(Q) Average time between filing of grievance and closure: <u>25</u> days</b>		

