



Department of Consumer & Business Services

Insurance Division — 2

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**Grievance
Annual Report**

Annual grievance report for 2004.

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: 06/23/05
 Contact person: Kim Jarosch Title: Compliance Consultant
 Phone: 925-543-9551 E-mail: jaroschk@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	0	0	0	0	0
(E) Referral issues	0	0	0	0	0
(F) Medical necessity	13	9	69	4	31
(G) Other coverage/not covered	39	18	46	21	54
(H) Eligibility	0	0	0	0	0
(I) Quality of care	0	0	0	0	0
(J) Quality of plan services	4	0	0	4	100
(K) Emergency services	0	0	0	0	0
(L) Administrative issues	11	3	27	8	73
(M) Total number of grievances closed:	67	Percentage:	45	Percentage:	55

	Number	Percentage
(N) Closed at initial grievance	16	(N/M) 24
(O) Closed at first level of appeal	45	(O/M) 73
(P) Closed at second level of appeal	2	(P/M) 3
(Q) Average time between filing of grievance and closure: <u>23</u> days		

