



Department of Consumer & Business Services

Insurance Division — 2

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**Grievance  
Annual Report**

Annual grievance report for **2005**.

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: **05/08/06**  
 Contact person: **Kim Jarosch** Title: **Compliance Consultant**  
 Phone: **(925) 948-4215** 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	9	6	67	3	33
(G) Other coverage/not covered	29	17	59	12	41
(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	16	7	44	9	56
<b>(M) Total number of grievances closed:</b>	<b>54</b>	<b>Percentage:</b>	<b>56</b>	<b>Percentage:</b>	<b>44</b>

	Number	Percentage
(N) Closed at initial grievance	3	(N/M) 6
(O) Closed at first level of appeal	50	(O/M) 93
(P) Closed at second level of appeal	1	(P/M) 2
<b>(Q) Average time between filing of grievance and closure: 15 days</b>		

