



Department of Consumer & Business Services

Insurance Division — 2

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**Grievance
Annual Report**

Annual grievance report for **2006**.

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: **06/29/2007**
 Contact person: **Reina Galanes** Title: **Compliance Director**
 Phone: **510-522-6432** E-mail: **GalanesR@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	6	5	83	1	17
(G) Other coverage/not covered	36	25	69	11	31
(H) Eligibility	2	1	50	1	50
(I) Quality of care	0	0	0	0	0
(J) Quality of plan services	0	0	0	0	0
(K) Emergency services	2	2	100	0	0
(L) Administrative issues	11	6	55	5	45
(M) Total number of grievances closed:	57	Percentage:	68	Percentage:	32

	Number	Percentage
(N) Closed at initial grievance	4	(N/M) 6
(O) Closed at first level of appeal	52	(O/M) 93
(P) Closed at second level of appeal	1	(P/M) 2
(Q) Average time between filing of grievance and closure: 15 days		

