



Department of Consumer & Business Services

Insurance Division — 2

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**Grievance
Annual Report**

Annual grievance report for 2007.

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: 6/25/08
 Contact person: Reina Galanes Title: Regional 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	7	4	57	3	43
(F) Medical necessity	6	4	67	2	33
(G) Other coverage/not covered	74	52	70	22	30
(H) Eligibility	3	0	0	3	100
(I) Quality of care	1	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	1	0	0	1	100
(M) Total number of grievances closed:	92	Percentage:	65	Percentage:	35

	Number	Percentage
(N) Closed at initial grievance	1	(N/M) 1
(O) Closed at first level of appeal	85	(O/M) 92
(P) Closed at second level of appeal	6	(P/M) 8
(Q) Average time between filing of grievance and closure: <u>17</u> days		

