



Department of Consumer & Business Services

Insurance Division — 2

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**Grievance
Annual Report**

Annual grievance report for **2008**.

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: **06/30/2009**
 Contact person: **Reina Galanes** Title: **Regulatory 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	3	3	100	0	0
(G) Other coverage/not covered	30	15	50	15	50
(H) Eligibility	3	2	67	1	33
(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	0	0	0	0	0
(M) Total number of grievances closed:	36	Percentage:	56	Percentage:	44

	Number	Percentage
(N) Closed at initial grievance	0	(N/M) 0
(O) Closed at first level of appeal	34	(O/M) 94
(P) Closed at second level of appeal	2	(P/M) 6
(Q) Average time between filing of grievance and closure: 25 days		

