



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. **FOR 2003 ONLY: DUE ON JULY 31, 2003.**

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: American Republic Insurance Company Date: June 8, 2005
 Contact person: Colletta Creech Title: Grievance Coordinator
 Phone: (515) 245-4250 E-mail: Colletta_Creech@aric.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	0	0	0	0	0
(G) Other coverage/not covered	0	0	0	0	0
(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	2	2	100	0	0
(M) Total number of grievances closed:	2	Percentage:	100	Percentage:	0

	Number	Percentage
(N) Closed at initial grievance	2	(N/M) 100
(O) Closed at first level of appeal	0	(O/M) 0
(P) Closed at second level of appeal	0	(P/M) 0
(Q) Average time between filing of grievance and closure: <u>15.5</u> days		

