



Department of Consumer & Business Services

Insurance Division — 2

P.O. Box 14480

Salem, Oregon 97309-0405

Phone: (503) 947-7269

Fax: (503) 378-4351

350 Winter St. NE, Rm. 440, Salem, Oregon

www.oregoninsurance.org

**Grievance
Annual Report**

Annual grievance report for 2003.

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: Clear Choice Health Plans (adba of Central Oregon) Date: 5/25/04
 Contact person: Independent Health Services Title: VP Regulatory Affairs
 Phone: Pamela Johnson E-mail: PJohnson@coihs.com
541 330-4960

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					
(E) Referral issues					
(F) Medical necessity	1			1	100
(G) Other coverage/not covered	3	2	67	1	33
(H) Eligibility					
(I) Quality of care					
(J) Quality of plan services					
(K) Emergency services					
(L) Administrative issues	3	3	100		
(M) Total number of grievances closed:	7	Percentage: 71		Percentage: 29	

	Number	Percentage
(N) Closed at initial grievance	1	(N/M) 14
(O) Closed at first level of appeal	6	(O/M) 86
(P) Closed at second level of appeal	0	(P/M) 0
(Q) Average time between filing of grievance and closure: <u>15</u> days		

