



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 2004.

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: Connecticut General Life Insurance Company Date: 06/24/05
 Contact person: Jean Wirtz Title: Compliance Officer
 Phone: 206.654.8913 E-mail: jean.wirtz@cigna.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				
(E) Referral issues	10	9	90	1	10
(F) Medical necessity	3	1	33	2	66
(G) Other coverage/not covered	2	1	50	1	50
(H) Eligibility					
(I) Quality of care					
(J) Quality of plan services					
(K) Emergency services	1			1	100
(L) Administrative issues	3	3	100		
(M) Total number of grievances closed:	19	Percentage:	73	Percentage:	26

	Number	Percentage
(N) Closed at initial grievance	0	(N/M) 0
(O) Closed at first level of appeal	19	(O/M) 100
(P) Closed at second level of appeal	0	(P/M) 0
(Q) Average time between filing of grievance and closure: <u>56</u> days		

