



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.

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: Great-West Healthcare of Oregon, Inc Date: June 28, 2005  
 Contact person: Sharayu Shirali Title: Compliance Review Analyst II  
 Phone: 303-737-2646 E-mail: sharayu.shirali@gwl.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	1	0	0	1	100
(F) Medical necessity	9	7	78	2	29
(G) Other coverage/not covered	3	2	66	1	34
(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
<b>(M) Total number of grievances closed:</b>	<b>15</b>	<b>Percentage:</b>	<b>73</b>	<b>Percentage:</b>	<b>27</b>

	Number	Percentage
(N) Closed at initial grievance	6	(N/M) 40
(O) Closed at first level of appeal	6	(O/M) 40
(P) Closed at second level of appeal	3	(P/M) 20
<b>(Q) Average time between filing of grievance and closure: 14 days</b>		

