



Department of Consumer & Business Services

Insurance Division — 2

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**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: Health Net Life Insurance Company Date: June 30, 2004

Contact person: Gary McWhorter Title: Supervisor, Appeals & Grievance

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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	1	1	100	0	0
(F) Medical necessity					
(G) Other coverage/not covered					
(H) Eligibility					
(I) Quality of care					
(J) Quality of plan services					
(K) Emergency services					
(L) Administrative issues					
(M) Total number of grievances closed:	1	Percentage:	100	Percentage:	0

	Number	Percentage
(N) Closed at initial grievance	1	(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>7</u> days		

