



Department of Consumer & Business Services  
**Insurance Division — 2**  
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<b>Grievance Annual Report</b>
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Annual grievance report for **2005**.

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 19, 2006  
 Contact person: Camille Cadran Title: Mgr, QI/Appeals & Grievance  
 Phone: 503.213.5121 E-mail: camille.r.cadran@healthnet.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					
(E) Referral issues					
(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					
<b>(M) Total number of grievances closed:</b>	<b>0</b>	<b>Percentage:</b>		<b>Percentage:</b>	

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

