



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 Health Plan of Oregon, Inc. 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 | 4 | 3 | 75 | 1 | 25 |
| (E) Referral issues | 233 | 161 | 69 | 72 | 31 |
| (F) Medical necessity | 9 | 2 | 22 | 7 | 78 |
| (G) Other coverage/not covered | 183 | 109 | 60 | 74 | 40 |
| (H) Eligibility | 9 | 5 | 56 | 4 | 44 |
| (I) Quality of care | 2 | 2 | 100 | 0 | 0 |
| (J) Quality of plan services | 2 | 1 | 50 | 1 | 50 |
| (K) Emergency services | 2 | 1 | 50 | 1 | 50 |
| (L) Administrative issues | 156 | 89 | 57 | 67 | 43 |
| (M) Total number of grievances closed: | 600 | Percentage: | 62 | Percentage: | 38 |

| | Number | Percentage |
|---|--------|------------|
| (N) Closed at initial grievance | 559 | (N/M) 93 |
| (O) Closed at first level of appeal | 31 | (O/M) 5 |
| (P) Closed at second level of appeal | 10 | (P/M) 2 |
| (Q) Average time between filing of grievance and closure: <u>24</u> days | | |

