



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: Health Net Health Plan of Oregon, Inc. Date: June 29, 2005
 Contact person: Ellen Landolf Title: Manager, Compliance and Reporting
 Phone: 503-213-5120 E-mail: ellen.m.landolf@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	1	1	100	0	0
(E) Referral issues	241	151	63	90	37
(F) Medical necessity	18	6	33	12	67
(G) Other coverage/not covered	165	101	61	64	39
(H) Eligibility	4	2	50	2	50
(I) Quality of care	1	1	100	0	0
(J) Quality of plan services	1	0	0	1	100
(K) Emergency services	2	2	100	0	0
(L) Administrative issues	230	109	47	121	53
(M) Total number of grievances closed:	663	Percentage:	56	Percentage:	44

	Number	Percentage
(N) Closed at initial grievance	602	(N/M) 91
(O) Closed at first level of appeal	47	(O/M) 7
(P) Closed at second level of appeal	14	(P/M) 2
(Q) Average time between filing of grievance and closure: 26 days		

