



Department of Consumer & Business Services

Insurance Division — 2

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**Grievance
Annual Report**

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 Health Plan of Oregon, Inc. 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	0	0	0	0	0
(E) Referral issues	0	0	0	0	0
(F) Medical necessity	21	9	43	12	57
(G) Other coverage/not covered	259	134	52	125	48
(H) Eligibility	8	3	38	5	63
(I) Quality of care	0	0	0	0	0
(J) Quality of plan services	0	0	0	0	0
(K) Emergency services	1	0	0	1	100
(L) Administrative issues	155	100	65	55	35
(M) Total number of grievances closed:	444	Percentage: 55		Percentage: 45	

	Number	Percentage
(N) Closed at initial grievance	404	(N/M) 91
(O) Closed at first level of appeal	34	(O/M) 8
(P) Closed at second level of appeal	6	(P/M) 1
(Q) Average time between filing of grievance and closure: 17 days		

