



Department of Consumer & Business Services

Insurance Division — 2

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**Grievance
Annual Report**

Annual grievance report for **2006**.

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: May 21, 2007
 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	1	1	100	0	0
(E) Referral issues	0	0	0	0	0
(F) Medical necessity	62	25	40	37	60
(G) Other coverage/not covered	394	176	45	218	55
(H) Eligibility	7	2	29	5	71
(I) Quality of care	0	0	0	0	0
(J) Quality of plan services	1	1	100	0	0
(K) Emergency services	2	1	50	1	50
(L) Administrative issues	144	84	58	60	42
(M) Total number of grievances closed:	611	Percentage:	47	Percentage:	53

	Number	Percentage
(N) Closed at initial grievance	567	(N/M) 93
(O) Closed at first level of appeal	38	(O/M) 6
(P) Closed at second level of appeal	5	(P/M) 1
(Q) Average time between filing of grievance and closure: 18 days		

