



Department of Consumer & Business Services

Insurance Division — 2

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**Grievance
Annual Report**

Annual grievance report for 2007.

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 20, 2008
 Contact person: Camille Cadran Title: QI Manager
 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	
(E) Referral issues	0	0		0	
(F) Medical necessity	70	40	57	30	43
(G) Other coverage/not covered	355	143	40	212	60
(H) Eligibility	15	10	67	5	33
(I) Quality of care	0	0		0	
(J) Quality of plan services	2	2	100	0	
(K) Emergency services	0	0		0	
(L) Administrative issues	166	120	72	46	28
(M) Total number of grievances closed:	602	Percentage:	52	Percentage:	48

	Number	Percentage
(N) Closed at initial grievance	558	(N/M) 93
(O) Closed at first level of appeal	28	(O/M) 5
(P) Closed at second level of appeal	16	(P/M) 2
(Q) Average time between filing of grievance and closure:	27.9 days	

