

Grievances 2008

Data source: NYSID

HMO	Filed Grievances	Closed Grievances ¹	Upheld Grievances	Reversed Grievances	Reversal Rate
Aetna Health Inc.	698	701	471	230	32.8%
Atlantis Health Plan	126	123	82	41	33.3%
CDPHP	1,468	1,486	541	945	63.6%
Community Blue (HealthNow)	433	435	223	212	48.7%
Empire HealthChoice HMO, Inc.	560	567	410	157	27.7%
Excellus Health Plan, Inc. (HMO) ²	1,607	1,623	1,102	521	32.1%
GHI HMO Select, Inc.	187	189	99	90	47.6%
Health Net of NY, Inc. ³	2,794	2,678	1,451	1,227	45.8%
HIP HMO	1,506	1,539	580	959	62.3%
Independent Health Association, Inc. (IHA) ²	327	321	206	119	37.1%
MVP Health Plan, Inc.	150	151	85	66	43.7%
Oxford Health Plans of NY, Inc. ³	11,936	11,708	5,863	5,845	49.9%
Rochester Area HMO, Inc. (Preferred Care)	174	201	47	154	76.6%
TOTAL	21,966	21,722	11,160	10,566	Avg. = 48.6%

¹ Closed grievances can exceed filed grievances in 2008 because closed grievances also include grievances filed prior to 2008.

² Includes grievances for Art. 43 company.

³ Includes grievances for commercial company contracts.