

**Health Plan Grievances for
State and Local Government Employees and Annuitants
1999 - 2001
(as reported by each plan)**

PLAN NAME	1999	2000	2001	Percent Change from 2000 to 2001
Atrium	14	8	9	13%
Compcare Aurora/Family	-	-	1	N/A
Compcare North	3	4	23	475%
Compcare Northeast	5	10	9	-10%
Compcare Southeast	36	73	69	-5%
Dean Health Plan	80	94	103	10%
GHC Eau Claire	5	9	8	-11%
GHC South Central	55	40	40	0%
Gundersen Lutheran	18	31	35	13%
Health Tradition	6	9	19	111%
HMP 90	6	13	-	N/A
Humana Eastern	69	71	80	13%
Humana Western	-	13	17	31%
Medical Associates	6	25	1	-96%
MercyCare	3	0	0	N/A
Network Health Plan	50	32	29	-9%
Physicians Plus SC	114	228	164	-28%
Physicians Plus SE	8	51	-	N/A
Prevea	56	53	47	-11%
Security Health Plan	24	41	31	-24%
Standard Plans (all)	-	84	66	-21%
Touchpoint	19	14	21	50%
Unity Health Plans	68	32	38	19%
Valley Health Plan	14	24	24	0%
Grievance Totals	707	1012	835	-17%

2001 STATE HEALTH PLAN GRIEVANCES REPORT
(as reported by each plan for State of Wisconsin business)

PLAN NAME	AC	BL	CC	EE	ER	EX	GN	MN	NC	QA	RF	RX	SV	UA	UC	OT	TOTAL	Overtuned Mbr's Favor	Plan Compromise	Percent Overtuned	Ave 2001 Contracts*	Percentage of Total Membership	Percentage of Total Grievances	
Aetna	1			1					2		1	1	1			3	9	6	1	78%	805	0.80%	1.08%	
CompareBlue Aurora/Family																1	1	1		100%	950	0.94%	0.12%	
CompareBlue North				4	1				2					15	1	23	20	20		87%	2,005	1.98%	2.76%	
CompareBlue NE								2	1					5	1	9	7	7		76%	630	0.62%	1.08%	
CompareBlue SE	2			4	4			2	8		2	2		43	1	68	46	3		72%	5,233	5.17%	8.16%	
Dean Health Plan	1	2		1	2	1		3	28	10	24	7		19	5	103	34	1		34%	20,211	19.98%	12.36%	
GHC Eau Claire									4					4		8	2	3		63%	1,303	1.29%	0.96%	
GHC South Central				7				1	10		16			6		40	21	3		60%	9,155	9.05%	4.80%	
Gundersen Lutheran	1			1				1	9		11	1		10	1	35	13	3		46%	2,969	2.93%	4.20%	
Health Tradition						1			3		9	1		4		19	14			74%	1,165	1.15%	2.28%	
HMP-90																				N/A	1,061	1.05%	0.00%	
Humana Eastern	17			1				2	6	1	24	12	6	10	1	80	52	7		74%	4,598	4.54%	9.60%	
Humana Western	1	2		2				2	1		5			3		17	14			82%	1,161	1.15%	2.04%	
Medical Associates									1							1	1			0%	514	0.51%	0.12%	
MercyCare																0	0			N/A	456	0.45%	0.00%	
Network Health Plan			1	3				2	9			3	2	8	1	29	18			62%	3,732	3.69%	3.48%	
Network Community																1	29			N/A	261	0.26%	0.00%	
Physicians Plus SC	1	15		4	19			2	53	1	33	19	6	25		164	62	15		47%	11,330	11.20%	19.69%	
Physicians Plus SE																				N/A	530	0.52%	0.00%	
Prevea	4			1					20	1	9	2	1	8	1	47	30	1		66%	1,415	1.40%	5.64%	
Security Health Plan	4							5	2	1	1	2	2	12	2	31	12			39%	2,614	2.58%	3.72%	
Standard Plans (all)	2					11		22	30						1	66	24	4		42%	12,168	12.03%	7.92%	
Touchpoint				1				3	9		4	1		1		21	7	3		48%	3,478	3.44%	2.52%	
Unity Community																1	1			100%	784	0.77%	0.12%	
Unity UW	1					1		2	7		7	4	6	5	3	37	8	2		27%	7,692	7.60%	4.44%	
Valley Health Plan						1		8	8		9		1	5	1	24	7	1		33%	3,125	3.09%	2.88%	
Total	6	50	1	8	44	20	0	49	214	14	155	54	27	183	2	833	398	48		54%	101,168			
% of Total Grievances	0.7%	6.0%	0.1%	1.0%	5.3%	2.4%	0.0%	5.9%	25.7%	1.7%	18.6%	6.5%	3.2%	22.0%	0.2%	2.4%	2.4%							

*Includes Annuity

Most Common Types of Grievances Reported:

- 25.8% Non-Covered Services
- 22.0% Unauthorized Services
- 18.7% Referrals

AC=Access BL=Billing/Claim Proc EE=Enrollment/Eligibility ER=Emergency Svcs, Copay EX=Experimental/Invest GN=Gen Prgm Design MN=Not Medically Necessary
 NC=Non Covered Benefit OT=Other QA=Quality of Care RF=Referral RX=Prescriptions SV=Plan Service & Admin. UA=Unauthorized Services UC= UCR Chgs

2001 ETF COMPLAINT STATISTICS

Total New Complaints Received: 210

Managed Care Plans:	131
Standard Plans:	57
Disability (ICI, LTDI):	19
EPIC:	2
ERA	1
Life Insurance:	0

New Complainants by Employee Type:

State Actives	115
Annuitants	67
Local Actives	2
Continuants	3
Grad. Assistants	3
Unknown	20

New Complaints by Type:

Billing/Claim Processing:	49
Excluded or Non-Covered Benefit:	35
Plan Service & Administration:	29
Unauthorized Services:	18
Pharmacy:	18
Enrollment/Eligibility:	12
Usual Customary & Reasonable:	11
Not Medically Necessary:	10
Referral:	10
Experimental or Investigational:	5
Other:	4
Emergency Services/Co-Pay:	2
General Program Design:	2
Quality of Care:	1
Access:	0

Total Closed Complaints (Health Insurance only): 160

Resolution Type	Standard Plans	Managed Care Plans	Total
In Favor of Member	39 (24.3%)	57 (35.6%)	96 (60%)
Compromise	4 (2.5%)	2 (1.25%)	6 (3.75%)
No Change to Decision	11 (7%)	34 (21%)	45 (28%)
Inquiry Only	8 (5%)	5 (3%)	13 (8.5%)
Total	62 (38.8%)	98 (61.2%)	

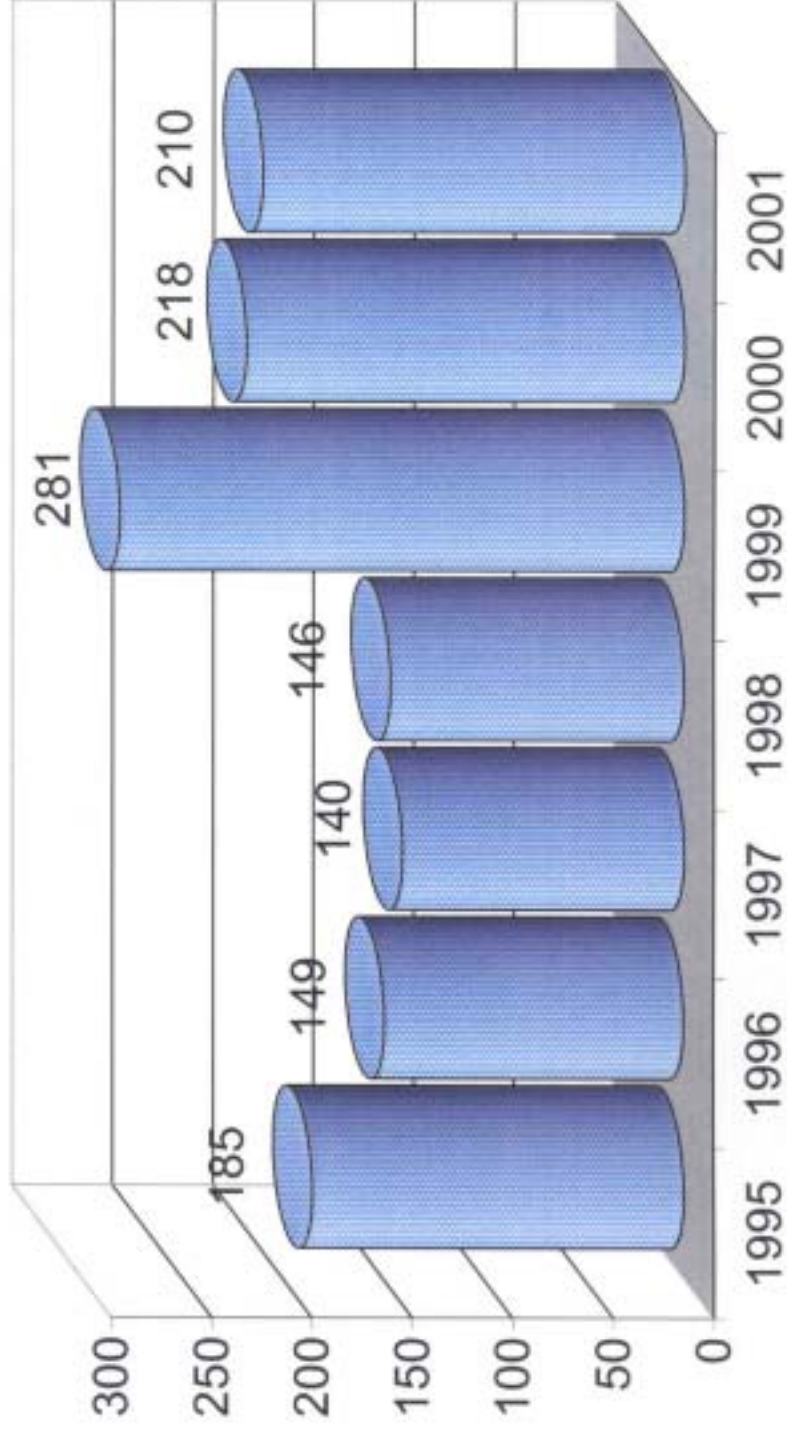
*Note: Of the 45 complaints closed with no change in the Plan's decision, 8 (18%) filed a written request for departmental determination. Of the eight determinations, none of the participants have filed an appeal with the Group Insurance Board.

2001 ETF Complaints by Plan

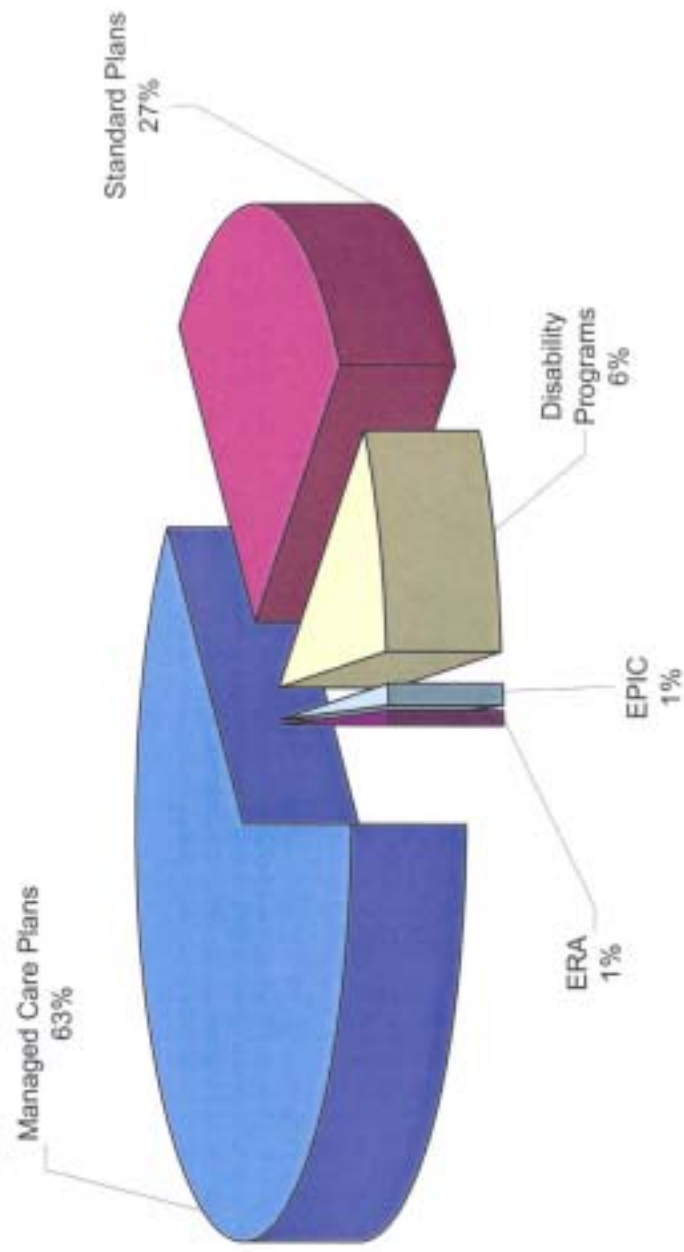
PLAN NAME	DETF Complaints	% of Total Complaints
Atrium	0	0.00%
Compcare Aurora/Family	6	3.19%
Compcare North	5	2.66%
Compcare Northeast	0	0.00%
Compcare Southeast	25	13.30%
Dean Health Plan	17	9.04%
GHC Eau Claire	1	0.53%
GHC South Central	3	1.60%
Gundersen Lutheran	2	1.06%
Health Tradition	0	0.00%
HMP 90*	7	3.72%
Humana Eastern	14	7.45%
Humana Western	2	1.06%
Managed Health Services*	2	1.06%
Medical Associates	1	0.53%
MercyCare	0	0.00%
Network Health Plan	3	1.60%
Network Community*	3	1.60%
Physicians Plus SC	18	9.57%
Physicians Plus SE*	2	1.06%
Prevea	8	4.26%
Security Health Plan	2	1.06%
Standard Plan I	37	19.68%
Standard Plan II	17	9.04%
Standard Plan Local	1	0.53%
State Maintenance Plan	2	1.06%
Touchpoint	0	0.00%
Unity Health Plans	5	2.66%
Valley Health Plan	5	2.66%

**No longer participating in the state group health insurance program*

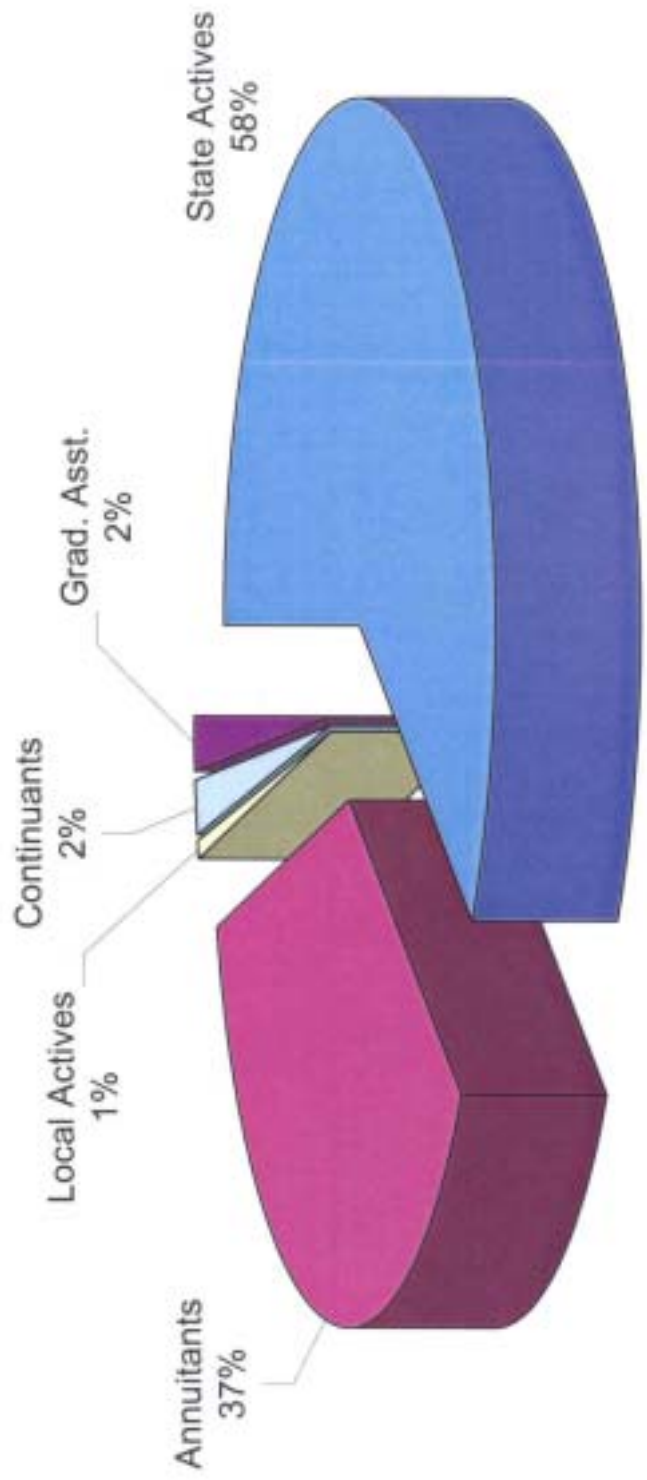
ETF Complaints Received 1993-2001



2001 ETF Complaints by Plan Type



2001 ETF Complaints by Employee Type



2001 Closed ETF Complaints by Resolution

