

**Employee Trust Funds
Health Insurance Complaint Statistics
Informal – 2002**

Total Informal Complaints Received	49
Managed Care Plans	34 (69%)
Standard Plans	15 (31%)
EPIC	0
ERA	0
Life Insurance	0

Informal Employee Type	
Annuitants	19 (39%)
State Actives	16 (33%)
UW Actives	8 (16%)
Continuants	4 (8%)
Elected Officials	2 (4%)
Local Actives	0
Graduate Assistants	0
Unknown	0

Informal Complaints by Type	
Billing/Claim Processing	13 (27%)
Enrollment/Eligibility	10 (20%)
Excluded or Non-covered Benefit	5 (10%)
Not Medically Necessary	5 (10%)
Referral	5 (10%)
Unauthorized Services	2 (4%)
Pharmacy	2 (4%)
Emergency Services/Co-Pay	2 (4%)
Access	2 (4%)
Other	2 (4%)
General Program Design	1 (2%)
Plan Service & Administration	0
Usual, Customary & Reasonable	0
Quality of Care	0
Experimental or Investigational	0

Total CLOSED Informal Health Insurance Complaints: 49			
Resolution Type	Standard Plans	Managed Care Plans	Total
In Favor of Member	7 (14.2%)	20 (40.8%)	27 (54.5%)
Compromise	1 (2.1%)	1 (2%)	2 (4.8%)
No Change to Decision	1 (2.1%)	5 (10.2%)	6 (12.2%)
Inquiry Only	6 (12.2%)	8 (16.3%)	14 (28.5%)
Total	15 (30.6%)	34 (69.3%)	49