

**Grievances for State and Local Government Employees - 2005-2007**

<b>Health Plan Name</b>	<b>Grievances 2005</b>	<b>Grievances 2006</b>	<b>Grievances 2007</b>	<b>Net Change (2006 to 2007)</b>	<b>% of Total Grievances</b>	<b>% of Total Contracts (as of Feb 2007)</b>
Arise Health Plan	23	22	8	-14	0.69%	0.74%
CompcareBlue NW	0	19	12	-7	1.04%	0.44%
CompcareBlue SE	43	16	35	19	3.03%	2.38%
Dean Health Plan	125	143	141	-2	12.22%	22.08%
GHC Eau Claire	0	6	17	11	1.47%	4.02%
GHC South Central Wisconsin	61	34	21	-13	1.82%	8.20%
Gundersen Lutheran	22	14	11	-3	0.95%	2.11%
Health Tradition	20	34	39	5	3.38%	2.01%
Humana Eastern	230	252	251	-1	21.75%	6.79%
Humana Western	92	73	63	-10	5.46%	2.21%
Medical Associates Health Plan	4	7	1	-6	0.09%	0.47%
MercyCare Health Plan	10	7	12	5	1.04%	0.83%
Network Health Plan	32	37	31	-6	2.69%	4.35%
Physicians Plus	30	24	25	1	2.17%	10.61%
Security Health Plan*	NA	NA	40	NA	3.47%	3.22%
Self-funded Plans**	121	57	127	70	11.01%	9.54%
UnitedHealthCare NE***	99	104	132	28	11.44%	4.25%
UnitedHealthCare SE***	NA	23	66	43	5.72%	1.88%
Unity Community	6	7	18	11	1.56%	1.52%
Unity UW Health	32	50	89	39	7.71%	11.98%
WPS Patient Choice 1****	NA	7	14	7	1.21%	0.30%
WPS Patient Choice 2****	NA	3	1	-2	0.09%	0.07%
<b>Grievance Totals (Health)</b>	<b>927</b>	<b>939</b>	<b>1,154</b>	<b>175</b>	<b>100%</b>	<b>100%</b>
Navitus Health Solutions	315	248	173			
<b>Grievance Totals (all)</b>	<b>1,242</b>	<b>1,187</b>	<b>1,327</b>			

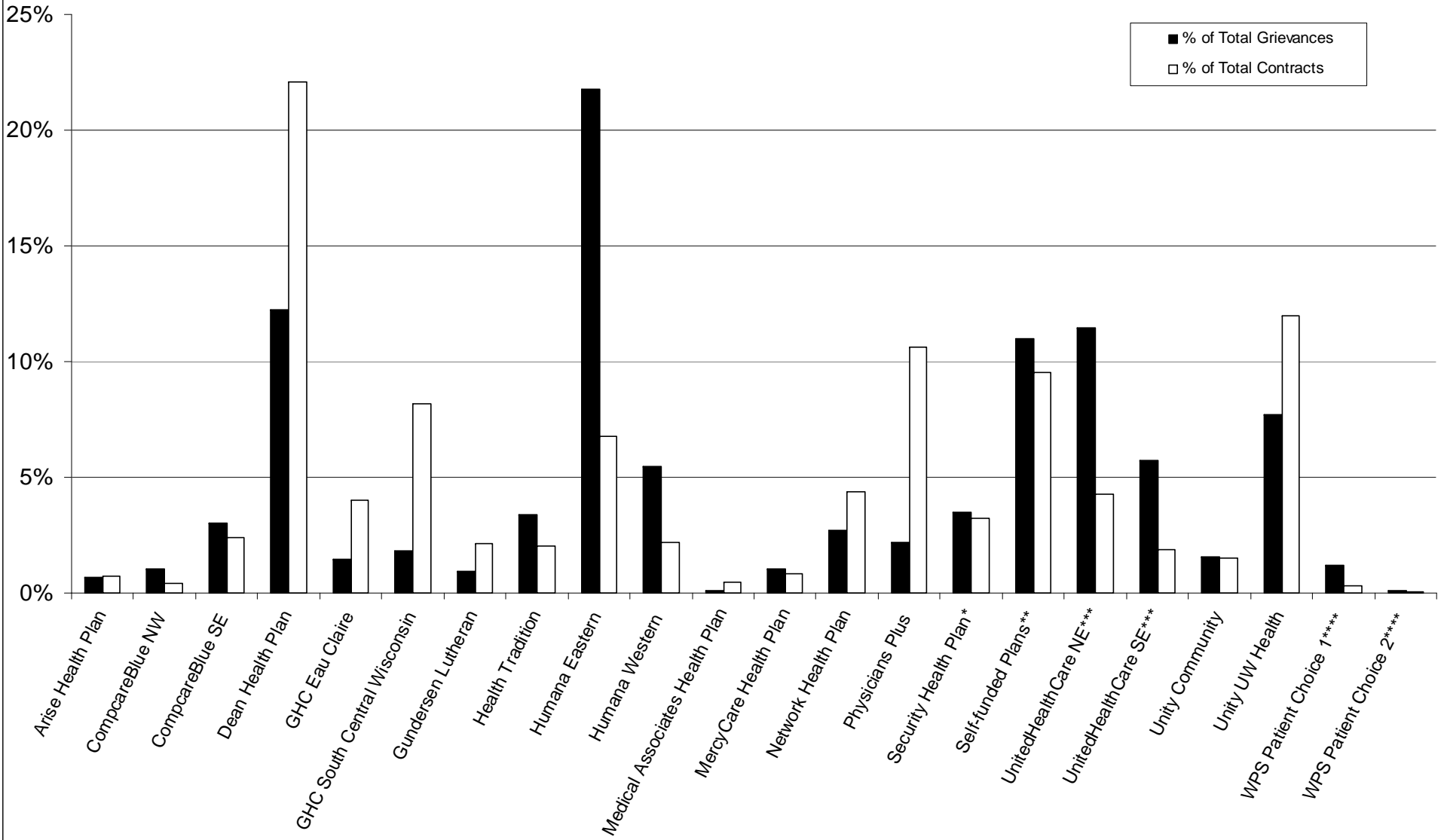
\*Security Health Plan rejoined the health insurance program in 2007

\*\* Self-funded Plans include: Standard Plan; Medicare Plus \$1,000,000; Local Annuitant Health Plan; and State Maintenance Plan (administered by WPS Health Insurance)

\*\*\*UnitedHealthcare was one plan in 2005 and split into two regional plans in 2006

\*\*\*\*WPS Patient Choice 1 and 2 were new to the health insurance program in 2006

### Comparison of Total Grievances to Total Contracts



**Grievances for State and Local Government Employees – 2007**  
**(Upper chart by Category)**  
**(Lower chart by Outcome)**

<b>Grievance Category</b>	<b>Arise Health Plan</b>	<b>CompcareBlue NW</b>	<b>CompcareBlue SE</b>	<b>Dean Health Plan</b>	<b>GHC Eau Claire</b>	<b>GHC SCW</b>	<b>Gundersen Lutheran</b>	<b>Health Tradition</b>	<b>Humana Eastern</b>	<b>Humana Western</b>	<b>Medical Associates</b>	<b>MercyCare Health Plan</b>	<b>Network Health Plan</b>	<b>Physicians Plus</b>	<b>Security Health Plan</b>	<b>Self-funded Plans*</b>	<b>UnitedHealthcare NE</b>	<b>UnitedHealthcare SE</b>	<b>Unity Community</b>	<b>Unity UW Health</b>	<b>WPS Patient Choice 1</b>	<b>WPS Patient Choice 2</b>	<b>Total</b>	<b>% of Total Grievances</b>
Access to Care	0	1	3	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	6	0.5%
Continuity of Care	0	0	0	2	1	0	0	0	4	2	0	0	0	1	0	0	5	5	0	0	0	0	20	1.7%
Drug & Drug Formulary	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0.1%
Emergency Services	0	0	1	2	2	4	0	3	76	16	0	0	0	1	0	1	0	0	0	0	0	106	9.2%	
Experimental Treatment	0	1	2	3	0	0	0	0	5	1	0	0	0	1	6	14	8	5	0	1	0	0	47	4.1%
Prior Authorization	2	0	0	37	0	2	3	16	45	9	0	8	8	8	9	4	5	6	1	10	0	0	173	15.0%
Non-Covered Benefit	3	2	3	31	6	5	6	7	43	16	1	2	13	12	9	38	10	8	13	54	3	0	285	24.7%
Not Medically Necessary	0	3	11	5	1	1	1	0	6	2	0	0	2	0	0	36	0	0	3	8	1	0	80	6.9%
Other	2	5	10	4	1	1	0	6	57	15	0	1	3	1	0	0	40	14	0	0	0	0	160	13.9%
Plan Administration	0	0	0	4	1	4	0	0	7	1	0	0	0	1	3	25	64	25	0	14	10	1	160	13.9%
Plan Providers	0	0	1	7	5	4	0	0	1	0	0	0	5	0	0	0	0	0	0	0	0	0	23	2.0%
Request for Referral	1	0	4	46	0	0	1	7	6	0	0	1	0	0	13	9	0	3	0	2	0	0	93	8.1%
<b>Total</b>	<b>8</b>	<b>12</b>	<b>35</b>	<b>141</b>	<b>17</b>	<b>21</b>	<b>11</b>	<b>39</b>	<b>251</b>	<b>63</b>	<b>1</b>	<b>12</b>	<b>31</b>	<b>25</b>	<b>40</b>	<b>127</b>	<b>132</b>	<b>66</b>	<b>18</b>	<b>89</b>	<b>14</b>	<b>1</b>	<b>1,154</b>	<b>100%</b>
<b>% of Total Grievances</b>	<b>0.7%</b>	<b>1.0%</b>	<b>3.0%</b>	<b>12.2%</b>	<b>1.5%</b>	<b>1.8%</b>	<b>1.0%</b>	<b>3.4%</b>	<b>21.8%</b>	<b>5.5%</b>	<b>0.1%</b>	<b>1.0%</b>	<b>2.7%</b>	<b>2.2%</b>	<b>3.5%</b>	<b>11.0%</b>	<b>11.4%</b>	<b>5.7%</b>	<b>1.6%</b>	<b>7.7%</b>	<b>1.2%</b>	<b>0.1%</b>	<b>100%</b>	

<b>Grievance Outcome</b>																								<b>Total</b>
Approved	3	6	18	68	1	8	5	21	211	46	0	7	19	4	14	51	64	38	11	30	4	1	597	
Denied	5	5	13	64	6	13	5	12	36	16	1	5	12	16	22	69	28	14	5	53	8	0	377	
Compromise	0	1	3	4	0	0	1	1	4	1	0	0	0	5	3	4	0	0	1	2	2	0	36	
Withdrawn	0	0	1	5	10	0	0	5	0	0	0	0	0	0	1	3	40	14	1	4	0	0	82	
<b>Total Grievances</b>	<b>8</b>	<b>12</b>	<b>35</b>	<b>141</b>	<b>17</b>	<b>21</b>	<b>11</b>	<b>39</b>	<b>251</b>	<b>63</b>	<b>1</b>	<b>12</b>	<b>31</b>	<b>25</b>	<b>40</b>	<b>127</b>	<b>132</b>	<b>66</b>	<b>18</b>	<b>89</b>	<b>14</b>	<b>1</b>	<b>1,154</b>	
<b>% of Outcomes In Favor of Member**</b>	<b>37.5%</b>	<b>58.3%</b>	<b>60.0%</b>	<b>51.1%</b>	<b>5.9%</b>	<b>38.1%</b>	<b>54.5%</b>	<b>56.4%</b>	<b>85.7%</b>	<b>74.6%</b>	<b>0%</b>	<b>58.3%</b>	<b>61.3%</b>	<b>36.0%</b>	<b>42.5%</b>	<b>43.3%</b>	<b>48.5%</b>	<b>57.6%</b>	<b>66.7%</b>	<b>36.0%</b>	<b>42.9%</b>	<b>100%</b>	<b>57.4%</b>	

\*Self-funded Plans include: Standard Plan; Medicare Plus \$1,000,000; Local Annuitant Health Plan; and State Maintenance Plan (administered by WPS Health Insurance)

\*\*Outcomes in Favor of Member includes either fully or partially favorable (Approved or Compromise).

Navitus Health Solutions (PBM) Grievance Category	Totals	% of Total Grievances
Copayment Reduction	64	37.0%
Experimental	1	0.6%
Non-Covered Drug	55	31.8%
Not Medically Necessary	0	0.0%
Prior Authorization	34	19.7%
Quantity Limit	15	8.7%
Reimbursement Request	4	2.3%
<b>Total</b>	<b>173</b>	<b>100%</b>

Resolution Category	Total Grievances
Approved	50
Denied	122
Compromised	0
Withdrawn	1

**Independent Review (IR) Requests for State and Local Government Employees – 2007**  
(listing only those plans that had IR requests)

Plan Name	Number of IRs Requested	Overturned	Upheld	Compromise	Other/ Declined by IR Organization
CompcareBlue Southeast	1	0	1	0	0
Dean Health Plan	1	1	0	0	0
GHC-EC	1	1	0	0	0
GHC-SCW	1	0	1	0	0
Gundersen Lutheran Health Plan	1	0	1	0	0
Health Tradition Health Plan	2	0	2	0	0
Humana Eastern	1	1	0	0	0
Humana Western	1	1	0	0	0
Navitus	1	0	1	0	0
Network Health Plan	0	0	0	0	0
Physicians Plus	1	0	1	0	0
Self-funded Plans*	4	2	1	1	0
UnitedHealthcare Northeast	2	0	0	1	1
UnitedHealthcare Southeast	1	0	0	0	1
Unity UW Health	2	2	0	0	0
<b>IR Totals</b>	<b>20</b>	<b>8</b>	<b>8</b>	<b>2</b>	<b>2</b>

\*Self-funded Plans include: Standard Plan, State Maintenance Plan, Medicare Plus \$1,000,000, and Local Annuitant Health Plan (administered by WPS Health Insurance)