

Grievances – 2005

Data source: NYSID

HMO ¹	Filed Grievances	Closed Grievances ²	Upheld Grievances	Reversed Grievances	Reversal Rate
Aetna Health	793	806	526	280	35%
CDPHP	1,600	1,659	563	1,096	66%
CIGNA	346	347	145	202	58%
Community Blue ³ (HealthNow)	1,784	1,789	826	963	54%
Empire HealthChoice	641	623	509	114	18%
Excellus ⁴	1,022	996	773	223	22%
GHI-HMO Select	683	668	239	429	64%
Health Net of NY	1,969	1,946	936	1,010	52%
HIP	1,100	1,140	414	726	64%
Independent Health Association (IHA)	1,112	1,093	567	526	48%
MDNY	430	431	217	214	50%
MVP Health Plan	220	221	139	82	37%
Oxford ⁶	6,599	6,872	3,194	3,678	54%
Rochester Area HMO (Preferred Care)	242	253	155	98	39%
United Healthcare of NY ⁶	105	115	43	72	63%
Vytra ⁶	213	211	169	42	20%
TOTAL	18,859	19,170	9,415	9,755	Avg = 47%

¹Excludes HMOs with less than \$25 million in premium or fewer than 5,000 members.

²Closed grievances can exceed filed grievances in 2005 because closed grievances also include grievances filed prior to 2005.

³Community Blue includes Blue Cross Blue Shield of Western NY and Blue Shield of Northeastern NY.

⁴Excellus Health Plan includes Finger Lakes HMO, Upstate HMO and Univera Healthcare HMO.

⁵The holding companies for Oxford Health Plan NY and UnitedHealthCare of NY merged in 2004; however, the two individual companies remain independent and report data separately.

⁶Vytra merged with HIP effective March 29, 2006, however their data are reported separately in this Guide.