



Number and Outcomes of Grievances and Appeals by Members

Appeals & Grievances
July 1 – December 31, 2018

Member Grievances & Appeals* - Information on grievances and appeals filed by members to each health plan.	UHC
# of Member Grievances Completed (per 1000 members)	8.8
# of Member Grievances In-Process (per 1000 members)	0
# of Member Appeals Completed (per 1000 members)	2.0
# of Member Appeals In-Process (per 1000 members)	0.5
Health Plan Member Appeal - Information on appeal decisions made by each health plan.	UHC
# Received	43
Resolved in favor of Member	11
Resolved in favor of Health Plan	32
DHS Member Appeals* - Information on appeals filed by members to the Department of Human Services (DHS).	UHC
# Received	3
Resolution in Member's favor	1
Resolution in DHS favor	2