

Appeals & Grievances

January 1 – June 30, 2021

Member Grievances & Appeals* - Information on grievances and appeals filed by members to each health plan.	UHC
# of Member Grievances Completed (per 1000 members)	3.9
# of Member Grievances In-Process (per 1000 members)	0
# of Member Appeals Completed (per 1000 members)	1.6
# of Member Appeals In-Process (per 1000 members)	0
Health Plan Member Appeal - Information on appeal decisions made by each health plan.	UHC
# Received	75
Resolved in favor of Member	17
Resolved in favor of Health Plan	58
DHS Member Appeals* - Information on appeals filed by members to the Department of Human Services (DHS).	UHC
# Received	2
Resolution in Member's favor	0
Resolution in DHS favor	2