

## Grievance and Appeal Statistics

Report Year	2017	2016	2015
Number of Companies Reporting	40	47	56
Total Enrollees @ Beginning of Year	2,473,338	943,477	2,474,593
Total Enrollees @ End of Year	2,474,593	923,770	769,035
Number of Grievances Filed	6,248	6,166	6,285
# Grievances Company Position Upheld	3,663	3,439	3,548
# Grievances Company Position Overturned	2,409	2,577	2,542
Number of Appeals Filed	3,900	1,787	2,140
# Appeals Company Position Upheld	1,638	1,002	716
# Appeals Company Position Overturned	2,093	702	1,318