

Grievance and Appeal Statistics

Report Year	2021	2020	2019
Number of Companies Reporting	35	31	28
Total Enrollees @ Beginning of Year	721,135	812,765	860,358
Total Enrollees @ End of Year	708,856	783,504	820,430
Number of Grievances Filed	5,710	5,103	5,365
# Grievances Company Position Upheld	3,635	2,757	3,522
# Grievances Company Position Overturned	1,599	1,413	1,681
Number of Appeals Filed	1,613	1,559	1,075
# Appeals Company Position Upheld	1,073	1,145	821
# Appeals Company Position Overturned	500	405	237
Number of External Appeals Filed	165	144	239
# External Appeals Company Position Upheld	101	89	144
# External Appeals Company Position Overturned	63	53	91