

Grievance and Appeal Statistics

Report Year	2022	2021	2020
Number of Companies Reporting	33	35	31
Total Enrollees @ Beginning of Year	746,567	721,135	812,765
Total Enrollees @ End of Year	749,488	708,856	783,504
Number of Grievances Filed	6,851	5,710	5,103
# Grievances Company Position Upheld	4,664	3,635	2,757
# Grievances Company Position Overturned	1,965	1,599	1,413
Number of Appeals Filed	1,595	1,613	1,559
# Appeals Company Position Upheld	1,109	1,073	1,145
# Appeals Company Position Overturned	484	500	405
Number of External Appeals Filed	169	165	144
# External Appeals Company Position Upheld	108	101	89
# External Appeals Company Position Overturned	61	63	53