

Grievance and Appeal Statistics

Report Year	2025	2024	2023
Number of Companies Reporting	27	26	41
Total Enrollees @ Beginning of Year	801,875	767,682	717,356
Total Enrollees @ End of Year	774,378	820,017	765,171
Number of Grievances Filed *	10,036	10,172	8,281
# Grievances Company Position Upheld	7,062	6,300	5,970
# Grievances Company Position Overturned	2,679	3,020	2,203
Number of Appeals Filed *	1,631	873	2,484
# Appeals Company Position Upheld	916	600	1,416
# Appeals Company Position Overturned	691	257	1,029
Number of External Appeals Filed *	163	170	230
# External Appeals Company Position Upheld	91	115	201
# External Appeals Company Position Overturned	70	55	29

*Includes Pending Cases/Mixed Decisions