

## Grievance and Appeal Statistics

Report Year	2023	2022	2021
<b>Number of Companies Reporting</b>	41	33	35
Total Enrollees @ Beginning of Year	717,356	746,567	721,135
Total Enrollees @ End of Year	765,171	749,488	708,856
<b>Number of Grievances Filed *</b>	8281	6,851	5,710
# Grievances Company Position Upheld	5970	4,664	3,635
# Grievances Company Position Overturned	2203	1,965	1,599
<b>Number of Appeals Filed *</b>	2484	1,595	1,613
# Appeals Company Position Upheld	1416	1,109	1,073
# Appeals Company Position Overturned	1029	484	500
<b>Number of External Appeals Filed *</b>	230	169	165
# External Appeals Company Position Upheld	201	108	101
# External Appeals Company Position Overturned	29	61	63

\*Includes Pending Cases