

# AETNA HEALTH, INC.

Initially licensed on 2/29/88 as HealthMaster, Inc.

On 4/4/91, the name was changed to AETNA Healthplan of TN, Inc.

On 9/4/97 the name was changed to AETNA US Healthcare, Inc.

On Prudential Health Care Plan, Inc. merged into Aetna US Healthcare, Inc.

On 5/21/02, the name was changed to AETNA Health, Inc.

## LOCAL ADDRESS:

1801 West End Ave., Suite 500 - Nashville, TN 37203-2518 - (615) 322-1600

## CORPORATE ADDRESS:

980 Jolly Road, P.O. Box 1180 - Blue Bell, PA 19422 - (800) 872-3862

## WEBSITE ADDRESS:

www.aetna.com

## AUTHORIZED SERVICE AREA BY COUNTY

**West Tennessee Area:** Crockett, Dyer, Fayette, Haywood, Lauderdale, Perry, Shelby, Tipton

**Middle Tennessee Area:** Bedford Cannon, Cheatham, Coffee, Davidson, DeKalb, Dickson, Franklin, Giles, Hickman, Humphreys, Lawrence, Lewis, Lincoln, Macon, Marshall, Maury, Montgomery, Moore, Robertson, Rutherford, Smith, Sumner, Trousdale, Wayne, Williamson, Wilson

**East Tennessee Area:** NONE

**Please note: We do not have the authority to Approve or Disapprove Medicare Advantage Service Areas. The areas listed above are for Commercial products, not Medicare Advantage Products.**

The Independent Review Organizations used by the HMO is HAYES Plus, Inc., The Center for Healthcare Dispute, Resolution (CHDR), CORE, Inc. and Island Peer Review Organization (IPRO).

|                        | Number Requested | Resolved in favor of member | Resolved in favor of HMO |
|------------------------|------------------|-----------------------------|--------------------------|
| <b>IRO APPEALS</b>     |                  |                             |                          |
| year ending 12/31/2009 | 0                | 0                           | 0                        |
| year ending 12/31/2008 | 1                | 0                           | 1                        |
| year ending 12/31/2007 | 0                | 0                           | 0                        |
| year ending 12/31/2006 | 0                | 0                           | 0                        |
| year ending 12/31/2005 | 0                | 0                           | 0                        |
| year ending 12/31/2004 | 0                | 0                           | 0                        |
| year ending 12/31/2003 | 0                | 0                           | 0                        |
| year ending 12/31/2002 | 1                | 0                           | 1                        |
| year ending 12/31/2001 | 0                | 0                           | 0                        |
| year ending 12/31/2000 | 0                | 0                           | 0                        |
| year ending 12/31/1999 | 0                | 0                           | 0                        |

## AETNA CUSTOMER RESOLUTION TEAM

If you have a complaint about your Aetna HMO, please call - 1-866-882-8553

# HMO Greivance Statistics

## NUMBER OF GRIEVANCES/INQUIRIES FOR 2009

of the grievances reported **49.1%** were resolved successfully  
of the grievances reported **50.9%** were resolved adversely

| CATEGORY                            | Number of Inquiries to the HMO | Number of written grievances | Number of resolved grievances | Number of adverse decisions | Number of successful resolutions |
|-------------------------------------|--------------------------------|------------------------------|-------------------------------|-----------------------------|----------------------------------|
| 1) availability/delivery of service | 16                             | 0                            | 0                             | 0                           | 0                                |
| 2) claim payment/amount of payment  | 109                            | 38                           | 38                            | 20                          | 18                               |

|                                  |            |           |           |           |           |
|----------------------------------|------------|-----------|-----------|-----------|-----------|
| 3) contract terms and conditions | 22         | 17        | 17        | 8         | 9         |
| 4) other                         | 2          | 0         | 0         | 0         | 0         |
| <b>TOTAL</b>                     | <b>149</b> | <b>55</b> | <b>55</b> | <b>28</b> | <b>27</b> |

## HMO Greivance Statistics

### NUMBER OF GRIEVANCES/INQUIRIES FOR 2008

of the grievances reported **48.5%** were resolved successfully  
of the grievances reported **51.5%** were resolved adversely

| <b>CATEGORY</b>                     | <b>Number of Inquiries to the HMO</b> | <b>Number of written grievances</b> | <b>Number of resolved grievances</b> | <b>Number of adverse decisions</b> | <b>Number of successful resolutions</b> |
|-------------------------------------|---------------------------------------|-------------------------------------|--------------------------------------|------------------------------------|---|
| 1) availability/delivery of service | 16                                    | 0                                   | 0                                    | 0                                  | 0                                       |
| 2) claim payment/amount of payment  | 61                                    | 17                                  | 17                                   | 10                                 | 7                                       |
| 3) contract terms and conditions    | 109                                   | 49                                  | 49                                   | 24                                 | 25                                      |
| 4) other                            | 8                                     | 0                                   | 0                                    | 0                                  | 0                                       |
| <b>TOTAL</b>                        | <b>194</b>                            | <b>66</b>                           | <b>66</b>                            | <b>34</b>                          | <b>32</b>                               |

### NUMBER OF GRIEVANCES/INQUIRIES FOR 2007

of the grievances reported **40.9%** were resolved successfully  
of the grievances reported **59.1%** were resolved adversely

| <b>CATEGORY</b>                     | <b>Number of Inquiries to the HMO</b> | <b>Number of written grievances</b> | <b>Number of resolved grievances</b> | <b>Number of adverse decisions</b> | <b>Number of successful resolutions</b> |
|-------------------------------------|---------------------------------------|-------------------------------------|--------------------------------------|------------------------------------|---|
| 1) availability/delivery of service | 29                                    | 0                                   | 0                                    | 0                                  | 0                                       |
| 2) claim payment/amount of payment  | 34                                    | 13                                  | 13                                   | 8                                  | 5                                       |
| 3) contract terms and conditions    | 61                                    | 53                                  | 53                                   | 31                                 | 22                                      |
| 4) other                            | 18                                    | 0                                   | 0                                    | 0                                  | 0                                       |
| <b>TOTAL</b>                        | <b>142</b>                            | <b>66</b>                           | <b>66</b>                            | <b>39</b>                          | <b>27</b>                               |

### NUMBER OF GRIEVANCES/INQUIRIES FOR 2006

of the grievances reported **36.2%** were resolved successfully  
of the grievances reported **63.8%** were resolved adversely

| <b>CATEGORY</b>                     | <b>Number of Inquiries to the HMO</b> | <b>Number of written grievances</b> | <b>Number of resolved grievances</b> | <b>Number of adverse decisions</b> | <b>Number of successful resolutions</b> |
|-------------------------------------|---------------------------------------|-------------------------------------|--------------------------------------|------------------------------------|---|
| 1) availability/delivery of service | 28                                    | 10                                  | 10                                   | 5                                  | 5                                       |
| 2) claim payment/amount of payment  | 13                                    | 55                                  | 55                                   | 36                                 | 19                                      |
| 3) contract terms and conditions    | 19                                    | 29                                  | 29                                   | 19                                 | 10                                      |
| 4) other                            | 23                                    | 0                                   | 0                                    | 0                                  | 0                                       |
| <b>TOTAL</b>                        | <b>83</b>                             | <b>94</b>                           | <b>94</b>                            | <b>60</b>                          | <b>34</b>                               |

### NUMBER OF GRIEVANCES/INQUIRIES FOR 2005

of the grievances reported **57%** were resolved successfully  
of the grievances reported **43%** were resolved adversely

| <b>CATEGORY</b>                     | <b>Number of Inquiries to the HMO</b> | <b>Number of written grievances</b> | <b>Number of resolved grievances</b> | <b>Number of adverse decisions</b> | <b>Number of successful resolutions</b> |
|-------------------------------------|---------------------------------------|-------------------------------------|--------------------------------------|------------------------------------|---|
| 1) availability/delivery of service | 33                                    | 0                                   | 0                                    | 0                                  | 0                                       |
| 2) claim payment/amount of payment  | 11                                    | 10                                  | 10                                   | 5                                  | 5                                       |
| 3) contract terms and conditions    | 16                                    | 36                                  | 36                                   | 15                                 | 21                                      |
| 4) other                            | 30                                    | 0                                   | 0                                    | 0                                  | 0                                       |
| <b>TOTAL</b>                        | <b>90</b>                             | <b>46</b>                           | <b>46</b>                            | <b>20</b>                          | <b>26</b>                               |

### NUMBER OF GRIEVANCES/INQUIRIES FOR 2004

of the grievances reported **49%** were resolved successfully  
of the grievances reported **51%** were resolved adversely

| <b>CATEGORY</b>                     | <b>Number of Inquiries to the HMO</b> | <b>Number of written grievances</b> | <b>Number of resolved grievances</b> | <b>Number of adverse decisions</b> | <b>Number of successful resolutions</b> |
|-------------------------------------|---------------------------------------|-------------------------------------|--------------------------------------|------------------------------------|---|
| 1) availability/delivery of service | 10                                    | 0                                   | 0                                    | 0                                  | 0                                       |

|                                    |           |           |           |           |           |
|------------------------------------|-----------|-----------|-----------|-----------|-----------|
| 2) claim payment/amount of payment | 2         | 24        | 24        | 12        | 12        |
| 3) contract terms and conditions   | 7         | 9         | 7         | 6         | 3         |
| 4) other                           | 6         | 38        | 38        | 18        | 20        |
| <b>TOTAL</b>                       | <b>25</b> | <b>71</b> | <b>69</b> | <b>36</b> | <b>35</b> |

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2003**

of the grievances reported **48%** were resolved successfully  
of the grievances reported **52%** were resolved adversely

| CATEGORY                            | Number of Inquiries to the HMO | Number of written grievances | Number of resolved grievances | Number of adverse decisions | Number of successful resolutions |
|-------------------------------------|--------------------------------|------------------------------|-------------------------------|-----------------------------|----------------------------------|
| 1) availability/delivery of service | 0                              | 0                            | 0                             | 0                           | 0                                |
| 2) claim payment/amount of payment  | 1                              | 5                            | 5                             | 2                           | 3                                |
| 3) contract terms and conditions    | 2                              | 22                           | 22                            | 8                           | 14                               |
| 4) other                            | 0                              | 54                           | 54                            | 32                          | 22                               |
| <b>TOTAL</b>                        | <b>3</b>                       | <b>81</b>                    | <b>81</b>                     | <b>42</b>                   | <b>39</b>                        |

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2002**

of the grievances reported **64%** were resolved successfully  
of the grievances reported **36%** were resolved adversely

| CATEGORY                            | Number of Inquiries to the HMO | Number of written grievances | Number of resolved grievances | Number of adverse decisions | Number of successful resolutions |
|-------------------------------------|--------------------------------|------------------------------|-------------------------------|-----------------------------|----------------------------------|
| 1) availability/delivery of service | 0                              | 9                            | 9                             | 2                           | 7                                |
| 2) claim payment/amount of payment  | 0                              | 17                           | 17                            | 1                           | 16                               |
| 3) contract terms and conditions    | 0                              | 42                           | 42                            | 23                          | 19                               |
| 4) other                            | 0                              | 9                            | 9                             | 2                           | 7                                |
| <b>TOTAL</b>                        | <b>0</b>                       | <b>77</b>                    | <b>77</b>                     | <b>28</b>                   | <b>49</b>                        |

**HMO Grievance Statistics**

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2001**

of the grievances reported **42%** were resolved successfully  
of the grievances reported **58%** were resolved adversely

| CATEGORY                            | Number of Inquiries to the HMO | Number of written grievances | Number of resolved grievances | Number of adverse decisions | Number of successful resolutions |
|-------------------------------------|--------------------------------|------------------------------|-------------------------------|-----------------------------|----------------------------------|
| 1) availability/delivery of service | 61                             | 9                            | 9                             | 2                           | 7                                |
| 2) claim payment/amount of payment  | 40                             | 13                           | 13                            | 2                           | 11                               |
| 3) contract terms and conditions    | 29                             | 28                           | 28                            | 21                          | 7                                |
| 4) other                            | 66                             | 36                           | 36                            | 26                          | 10                               |
| <b>TOTAL</b>                        | <b>196</b>                     | <b>86</b>                    | <b>86</b>                     | <b>51</b>                   | <b>35</b>                        |

**NUMBER OF GRIEVANCES/INQUIRIES FOR 2000**

of the grievances reported **80%** were resolved successfully  
of the grievances reported **20%** were resolved adversely

| CATEGORY                            | Number of Inquiries to the HMO | Number of written grievances | Number of resolved grievances | Number of adverse decisions | Number of successful resolutions |
|-------------------------------------|--------------------------------|------------------------------|-------------------------------|-----------------------------|----------------------------------|
| 1) availability/delivery of service | 7                              | 2                            | 2                             | 0                           | 2                                |
| 2) claim payment/amount of payment  | 19                             | 9                            | 9                             | 0                           | 9                                |
| 3) contract terms and conditions    | 3                              | 9                            | 9                             | 4                           | 5                                |
| 4) other                            | 1                              | 0                            | 0                             | 0                           | 0                                |
| <b>TOTAL</b>                        | <b>30</b>                      | <b>20</b>                    | <b>20</b>                     | <b>4</b>                    | <b>16</b>                        |

**NUMBER OF GRIEVANCES/INQUIRIES FOR 1999**

of the grievances reported **73%** were resolved successfully  
of the grievances reported **27%** were resolved adversely

| <b>CATEGORY</b>                     | <b>Number of Inquiries to the HMO</b> | <b>Number of written grievances</b> | <b>Number of resolved grievances</b> | <b>Number of adverse decisions</b> | <b>Number of successful resolutions</b> |
|-------------------------------------|---------------------------------------|-------------------------------------|--------------------------------------|------------------------------------|---|
| 1) availability/delivery of service | 2                                     | 0                                   | 0                                    | 0                                  | 0                                       |
| 2) claim payment/amount of payment  | 29                                    | 15                                  | 15                                   | 4                                  | 11                                      |
| 3) contract terms and conditions    | 3                                     | 0                                   | 0                                    | 0                                  | 0                                       |
| 4) other                            | 0                                     | 0                                   | 0                                    | 0                                  | 0                                       |
| <b>TOTAL</b>                        | <b>34</b>                             | <b>15</b>                           | <b>15</b>                            | <b>4</b>                           | <b>11</b>                               |

**NUMBER OF GRIEVANCES/INQUIRIES FOR 1998**

of the grievances reported **65%** were resolved successfully  
of the grievances reported **35%** were resolved adversely

| <b>CATEGORY</b>                     | <b>Number of Inquiries to the HMO</b> | <b>Number of written grievances</b> | <b>Number of resolved grievances</b> | <b>Number of adverse decisions</b> | <b>Number of successful resolutions</b> |
|-------------------------------------|---------------------------------------|-------------------------------------|--------------------------------------|------------------------------------|---|
| 1) availability/delivery of service | N/A                                   | N/A                                 | N/A                                  | N/A                                | N/A                                     |
| 2) claim payment/amount of payment  | N/A                                   | N/A                                 | N/A                                  | N/A                                | N/A                                     |
| 3) contract terms and conditions    | N/A                                   | N/A                                 | N/A                                  | N/A                                | N/A                                     |
| 4) other                            | N/A                                   | N/A                                 | N/A                                  | N/A                                | N/A                                     |
| <b>TOTAL</b>                        | <b>3</b>                              | <b>26</b>                           | <b>29</b>                            | <b>10</b>                          | <b>19</b>                               |

**PLEASE NOTE:** an adverse decision indicates the decision was against member, not that the HMO was incorrect  
a successful resolution means the grievance was resolved to the members satisfaction

N/A means the information was not available

**16 YEAR MEMBER ENROLLMENT STATISTICS**

| <b>Year</b>     | <b>Individual Members</b> | <b>Medicare members</b> | <b>Group members</b> | <b>Number groups</b> | <b>TOTAL members</b> | <b>Average Annual</b> |
|-----------------|---------------------------|-------------------------|----------------------|----------------------|----------------------|-----------------------|
| ending 12/31/09 | 32                        | 82                      | 19,059               | 246                  | 19,173               | 20,187                |
| ending 12/31/08 | 42                        | 62                      | 31,061               | 287                  | 31,165               | 31,175                |
| ending 12/31/07 | 39                        | 0                       | 33,190               | 305                  | 33,229               | 33,155                |
| ending 12/31/06 | 29                        | 0                       | 24,127               | 323                  | 24,246               | 24,661                |
| ending 12/31/05 | 45                        | 0                       | 25,835               | 287                  | 25,880               | 26,063                |
| ending 12/31/04 | 43                        | 0                       | 27,642               | 337                  | 27,685               | 27,593                |
| ending 12/31/03 | 0                         | 0                       | 67,824               | 494                  | 67,824               | 69,525                |
| ending 12/31/02 | 72                        | 0                       | 30,934               | 316                  | 31,006               | 15,591                |
| ending 12/31/01 | 7                         | 0                       | 22,520               | 609                  | 22,520               | 23,844                |
| ending 12/31/00 | 0                         | 0                       | 37,268               | 200                  | 37,268               | 36,661                |
| ending 12/31/99 | N/A                       | 0                       | 13,141               | 270                  | 13,141               | 10,426                |
| ending 12/31/98 | N/A                       | 0                       | 12,568               | 205                  | 12,568               | 11,860                |
| ending 12/31/97 | N/A                       | 0                       | 8,118                | 122                  | 8,118                | 7,728                 |
| ending 12/31/96 | N/A                       | 0                       | 6,669                | 91                   | 6,669                | 5,396                 |
| ending 12/31/95 | N/A                       | 0                       | 3,373                | 132                  | 3,373                | 3,425                 |
| ending 12/31/94 | N/A                       | 0                       | 5,659                | 157                  | 5,659                | 4,656                 |