

Grievance and Appeal Statistics

Report Year	2018	2017	2016
Number of Companies Reporting	35	40	47
Total Enrollees @ Beginning of Year	847,907	2,473,338	943,477
Total Enrollees @ End of Year	787,049	2,474,593	923,770
Number of Grievances Filed	16,079	6,248	6,166
# Grievances Company Position Upheld	8,766	3,663	3,439
# Grievances Company Position Overturned	7,252	2,409	2,577
Number of Appeals Filed	4,498	3,900	1,787
# Appeals Company Position Upheld	2,111	1,638	1,002
# Appeals Company Position Overturned	2,373	2,093	702