

Grievance and Appeal Statistics

Report Year	2024	2023	2022
Number of Companies Reporting	26	41	33
Total Enrollees @ Beginning of Year	767,682	717,356	746,567
Total Enrollees @ End of Year	820,017	765,171	749,488
Number of Grievances Filed*	10172	8281	6,851
# Grievances Company Decision Upheld	6300	5970	4,664
# Grievances Company Decision Overturned	3020	2203	1,965
Number of Appeals Filed*	873	2484	1,595
# Appeals Company Decision Upheld	600	1416	1,109
# Appeals Company Decision Overturned	257	1029	484
Number of External Appeals Filed	170	230	169
# External Appeals Company Decision Upheld	115	201	108
# External Appeals Company Decision Overturned	55	29	61

*Includes Pending Cases