

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
IRO APPEALS			
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 2008

of the grievances reported **48.5%** were resolved successfully
of the grievances reported **51.5%** 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	61	17	17	10	7
3) contract terms and conditions	109	49	49	24	25

4) other	8	0	0	0	0
TOTAL	194	66	66	34	32

NUMBER OF GRIEVANCES/INQUIRIES FOR 2007 of the grievances reported **40.9%** were resolved successfully
of the grievances reported **59.1%** 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	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
TOTAL	142	66	66	39	27

NUMBER OF GRIEVANCES/INQUIRIES FOR 2006 of the grievances reported **36.2%** were resolved successfully
of the grievances reported **63.8%** 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	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
TOTAL	83	94	94	60	34

NUMBER OF GRIEVANCES/INQUIRIES FOR 2005 of the grievances reported **57%** were resolved successfully
of the grievances reported **43%** 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	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
TOTAL	90	46	46	20	26

NUMBER OF GRIEVANCES/INQUIRIES FOR 2004 of the grievances reported **49%** were resolved successfully
of the grievances reported **51%** 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	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
TOTAL	25	71	69	36	35

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

TOTAL 3 81 81 42 39

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
TOTAL	0	77	77	28	49

HMO Greivance 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
TOTAL	196	86	86	51	35

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
TOTAL	30	20	20	4	16

NUMBER OF GRIEVANCES/INQUIRIES FOR 1999

of the grievances reported **73%** were resolved successfully
of the grievances reported **27%** 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	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
TOTAL	34	15	15	4	11

NUMBER OF GRIEVANCES/INQUIRIES FOR 1998

of the grievances reported **65%** were resolved successfully
of the grievances reported **35%** 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	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
TOTAL	3	26	29	10	19

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

15 YEAR MEMBER ENROLLMENT STATISTICS

Year	Individual Members	Medicare members	Group members	Number groups	TOTAL members	Average Annual
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