

BLUEGRASS FAMILY HEALTH, INC.

Initially licensed on 12/31/06

TOLL FREE NUMBER:

1-800-787-2680

CORPORATE ADDRESS:

651 Perimeter Drive, Suite 300 - Lexington KY 40517 - (800) 787-8770

WEBSITE ADDRESS:

<http://www.bgfh.com/>

AUTHORIZED SERVICE AREA BY COUNTY

West Tennessee Area: none

Middle Tennessee Area: Cannon, Cheatham, Clay, Davidson, DeKalb, Dickson, Fentress, Hickman, Jackson, Lewis, Macon, Marshall, Montgomery, Overton, Pickett, Putnam, Robertson, Rutherford, Smith, Sumner, Trousdale, White, Williamson and Wilsc

East Tennessee Area: Anderson, Blount, Campbell, Claiborne, Grainger, Jefferson, Knox, Loudon, Morgan, Roane, Scott, Sevier, and Union

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 or TennCare Products.

	Number Requested	Resolved in favor of member	Resolved in favor of HMO
IRO APPEALS	1	0	1
year ending 12/31/07	0	0	0

Independent Review Agent: **MCMC**

HMO Greivance Statistics

NUMBER OF GRIEVANCES/INQUIRIES FOR 2008

of the grievances reported **22%** were resolved successfully
of the grievances reported **78%** 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	23	23	23	18	5
2) claim payment/amount of payment	0	0	0	0	0
3) contract terms and conditions	0	0	0	0	0
4) other	0	0	0	0	0
TOTAL	23	23	23	18	5

NUMBER OF GRIEVANCES/INQUIRIES FOR 2007

of the grievances reported **50%** were resolved successfully
of the grievances reported **50%** 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	2	1	1
2) claim payment/amount of payment		0	0	0	0
3) contract terms and conditions		0	0	0	0
4) other		0	0	0	0
TOTAL		2	2	1	1

2 YEAR MEMBER ENROLLMENT STATISTICS

Year	Individual Members	Medicare members	Group members	Number groups	TOTAL members	Average Annual
ending 12/31/2008	0	0	5,291	94	5,291	441
ending 12/31/2007	0	0	924	33	924	924

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