

CARITEN HEALTH PLAN, INC.

Initially issued a certificate of authority on 12/16/95 as PHP Health Plans, Inc.

On 12/4/96, the name was changed to Cariten Health Plan, Inc.

Humana Health Plan, Inc. purchased Cariten Health Plan, Inc. in 2008.

ADDRESS:

1420 Centerpoint Blvd. - Knoxville, TN 37932 - (865) 670-7335

WEBSITE:

www.cariten.com

Service Area by County - Commercial HMO only

West Tennessee Area:

NONE

Middle Tennessee Area:

NONE

East Tennessee Area:

Anderson, Blount, Bradley, Campbell,
Carter, Claiborne, Grainger, Green, Hamblen,
Hamilton, Hancock, Hawkins, Jefferson, Johnson, Knox,
Loudon, McMinn, Meigs, Monroe, Morgan, Polk, Rhea, Roane,
Sevier, Sullivan, Unicoi, Union and Washington

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 Organization used by this HMO is MCMC, Inc.

IRO APPEALS	Number Requested	Resolved in favor of member	Resolved in favor of HMO
year ending 12/31/2008	0	0	0
year ending 12/31/2007	0	0	0
year ending 12/31/2006	2	1	1
year ending 12/31/2005	2	1	1
year ending 12/31/2004	0	0	0
year ending 12/31/2003	0	0	0
year ending 12/31/2002	0	0	0
year ending 12/31/2001	0	0	0
year ending 12/31/2000	0	0	0
year ending 12/31/1999	0	0	0

CARITEN CUSTOMER SERVICE

If you have a complaint about your Cariten HMO, please call 1-800-284-0042

HMO GRIEVANCE STATISTICS

NUMBER OF GRIEVANCES/INQUIRIES FOR 2008 of the grievances reported **45%** were resolved successfully
of the grievances reported **55%** 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	28	14	14
2) claim payment/amount of payment		125	125	58	67
3) contract terms and conditions		29	29	29	0
4) other		0	0	0	0
TOTAL		182	182	101	81

NUMBER OF GRIEVANCES/INQUIRIES FOR 2007

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		17	17	14	3
2) claim payment/amount of payment		466	466	231	235
3) contract terms and conditions		10	10	10	0
4) other		0	0	0	0
TOTAL		493	493	255	238

NUMBER OF GRIEVANCES/INQUIRIES FOR 2006

of the grievances reported **46%** were resolved successfully
of the grievances reported **54%** 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		119	119	58	61
2) claim payment/amount of payment		466	465	255	210
3) contract terms and conditions		5	5	5	0
4) other		0	0	0	0
TOTAL		590	589	318	271

NUMBER OF GRIEVANCES/INQUIRIES FOR 2005

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		1	1	0	1
2) claim payment/amount of payment		127	127	41	86
3) contract terms and conditions		516	516	334	182
4) other		1	1	0	0
TOTAL		645	645	375	270

NUMBER OF GRIEVANCES/INQUIRIES FOR 2004

of the grievances reported **39%** were resolved successfully
of the grievances reported **61%** 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		1	1	1	0
2) claim payment/amount of payment		89	89	42	47
3) contract terms and conditions		63	63	51	12
4) other		0	0	0	0
TOTAL		153	153	94	59

NUMBER OF GRIEVANCES/INQUIRIES FOR 2003

of the grievances reported **51%** were resolved successfully
of the grievances reported **49%** 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
2) claim payment/amount of payment		91	91	42	49

3) contract terms and conditions	45	45	24	21
4) other	0	0	0	0
TOTAL	136	136	66	70

NUMBER OF GRIEVANCES/INQUIRIES FOR 2002 of the grievances reported **51%** were resolved successfully of the grievances reported **49%** 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
2) claim payment/amount of payment		46	46	18	28
3) contract terms and conditions		18	18	10	7
4) other		17	17	12	6
TOTAL		81	81	40	41

HMO Greivance Statistics

NUMBER OF GRIEVANCES/INQUIRIES FOR 2001 of the grievances reported **60%** were resolved successfully of the grievances reported **40%** 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		1	1	0	1
2) claim payment/amount of payment		62	62	23	39
3) contract terms and conditions		33	33	14	19
4) other		16	16	7	9
TOTAL		112	112	44	68

NUMBER OF GRIEVANCES/INQUIRIES FOR 2000 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	N/A	42	42	25	17
2) claim payment/amount of payment	N/A	75	75	26	49
3) contract terms and conditions	N/A	75	75	31	44
4) other	N/A	0	0	0	0
TOTAL	N/A	192	192	82	110

NUMBER OF GRIEVANCES/INQUIRIES FOR 1999 of the grievances reported **51%** were resolved successfully of the grievances reported **48%** 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	37	37	26	11
2) claim payment/amount of payment	N/A	69	69	28	41
3) contract terms and conditions	N/A	26	26	10	16
4) other	N/A	N/A	N/A	N/A	N/A
TOTAL	N/A	132	132	64	68

NUMBER OF GRIEVANCES/INQUIRIES FOR 1998 of the grievances reported **47%** were resolved successfully of the grievances reported **53%** were resolved adversely

Number of Number of Number of Number of Number of

CATEGORY	Inquiries to the HMO	written grievances	resolved grievances	adverse decisions	successful resolutions
1) availability/delivery of service	N/A	28	28	18	10
2) claim payment/amount of payment	N/A	49	49	21	28
3) contract terms and conditions	N/A	8	8	6	2
4) other	N/A	1	1	1	0
TOTAL	N/A	86	86	46	40

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 provided or available

12 YEAR MEMBER ENROLLMENT STATISTICS

Year	Individual Members	Medicare members	Group members	Number groups	TOTAL members	Average Annual
ending 12/31/08	0	46,925	27,350	226	74,275	
ending 12/31/07	0	43,849	16,421	65	60,270	
ending 12/31/06	0	40,325	14,475	49	58,800	54,326
ending 12/31/05	0	26,854	14,595	31	41,449	38,614
ending 12/31/04	0	21,675	13,298	28	34,973	33,041
ending 12/31/03	0	12,322	10,864	32	23,066	21,554
ending 12/31/02	0	12,328	11,191	24	23,519	15,394
ending 12/31/01	0	9,357	13,080	31	22,437	20,634
ending 12/31/00	0	5,686	12,394	44	18,080	20,000
ending 12/31/99	0	2,974	11,248	55	14,222	12,958
ending 12/31/98	0	1,526	9,810	62	11,336	10,703
ending 12/31/97	0	0	7,774	11	7,774	6,744
ending 12/31/96	0	0	5	1	5	5
ending 12/31/95	0	0	0	0	0	0
ending 12/31/94	0	0	0	0	0	0