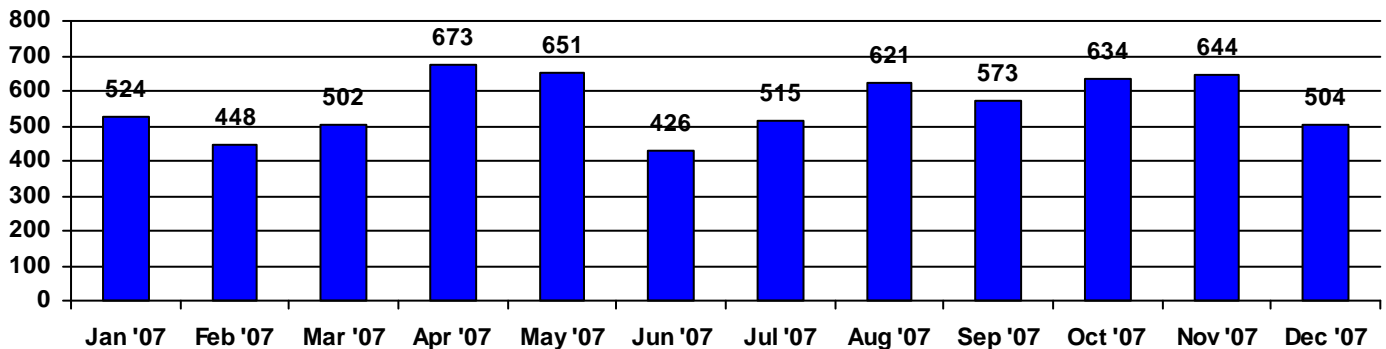


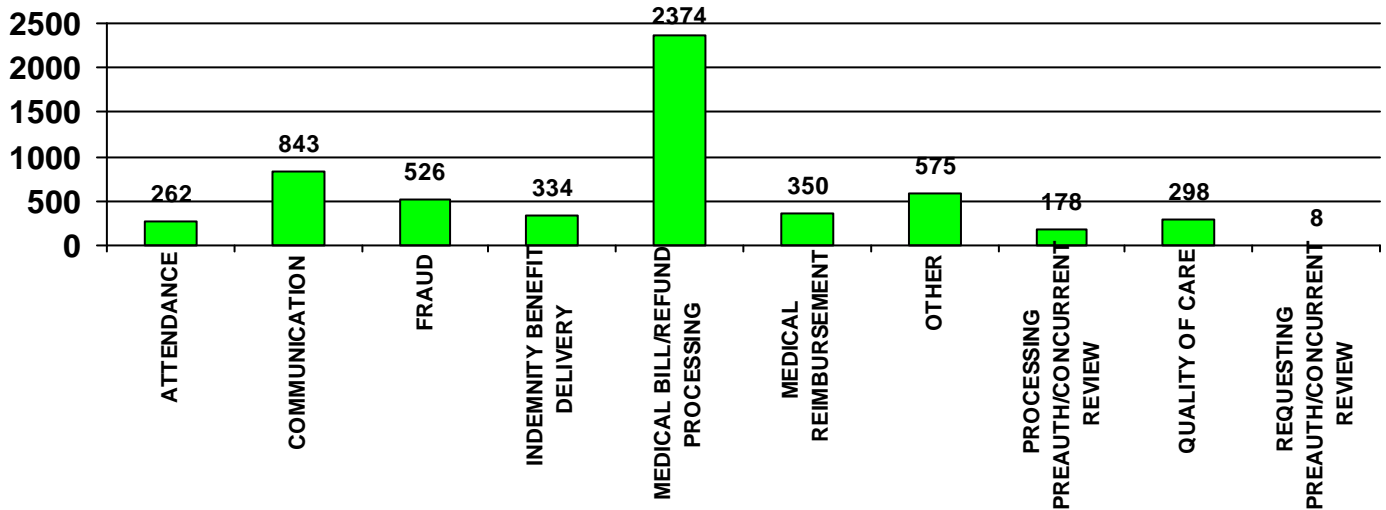


All System Participants

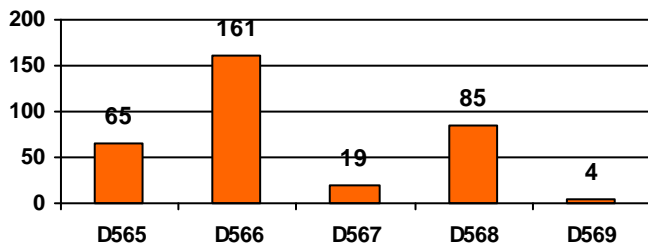
Complaints Received in CY 2007



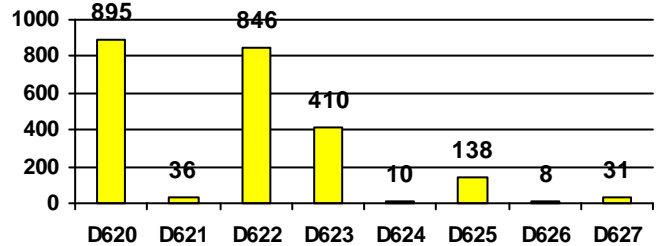
Complaints Received in CY 2007 by Category



Indemnity Benefit Delivery Category



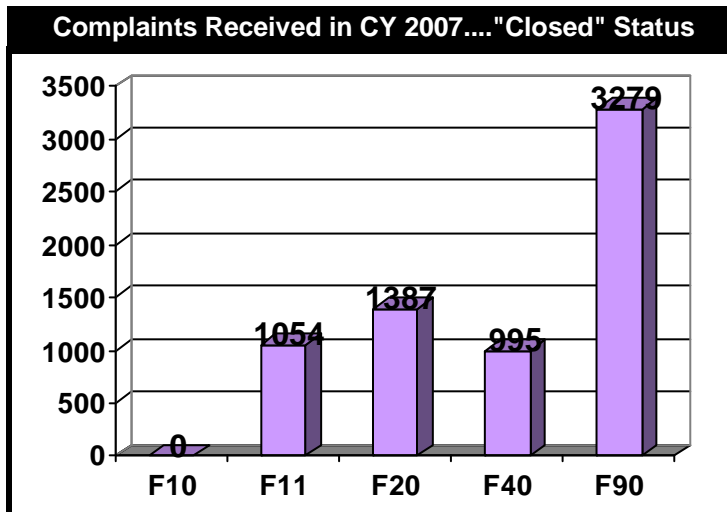
Medical Bill/Refund Processing Category



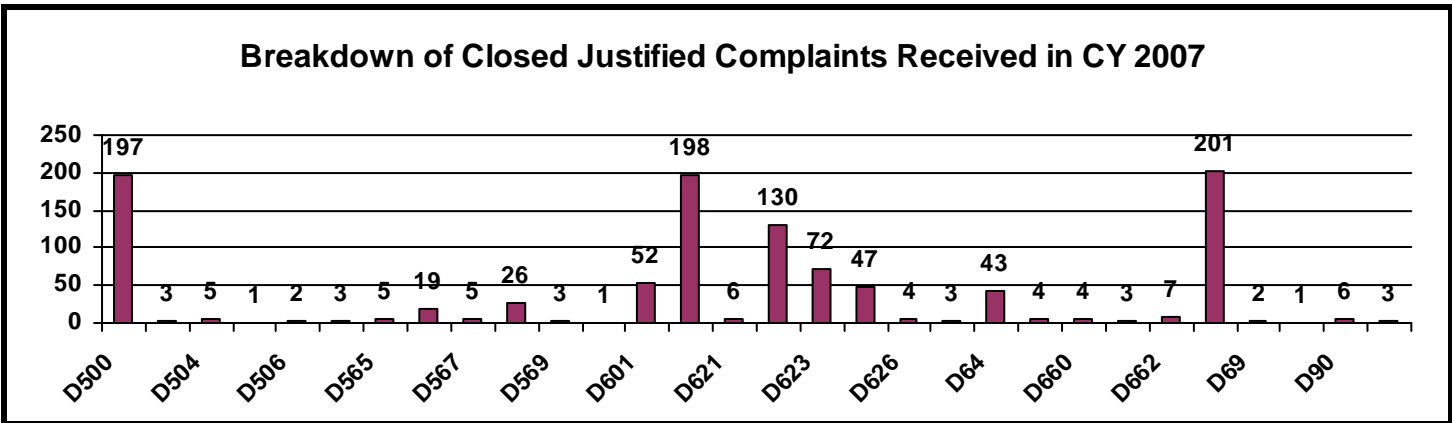
D565: Not initiating indemnity benefits timely
 D566: Not continuing indemnity benefits timely
 D567: Not paying the correct indemnity benefit rate
 D568: Not complying with indemnity orders/agreements
 D569: Not paying interest on income benefits

D620: Not timely responding to medical bills & requests for reconsideration
 D621: Not timely responding to requests for out of pocket expenses
 D622: Improper denials
 D623: Insufficient reason for denial
 D624: Insufficient reason for denial based on peer review
 D625: Not complying with medical orders/agreements
 D626: Not paying interest on medical bills
 D627: Delay in responding to medical bill refund/reimbursement requests

All System Participants



F10: Complaint (Prior to 9/1/1993)	F11: Justified Complaints	F20: Unjustified Complaints	F40: Inquiry Only	F90: Record Only/Referral
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CY 2007 COMPLAINANT DATA

