

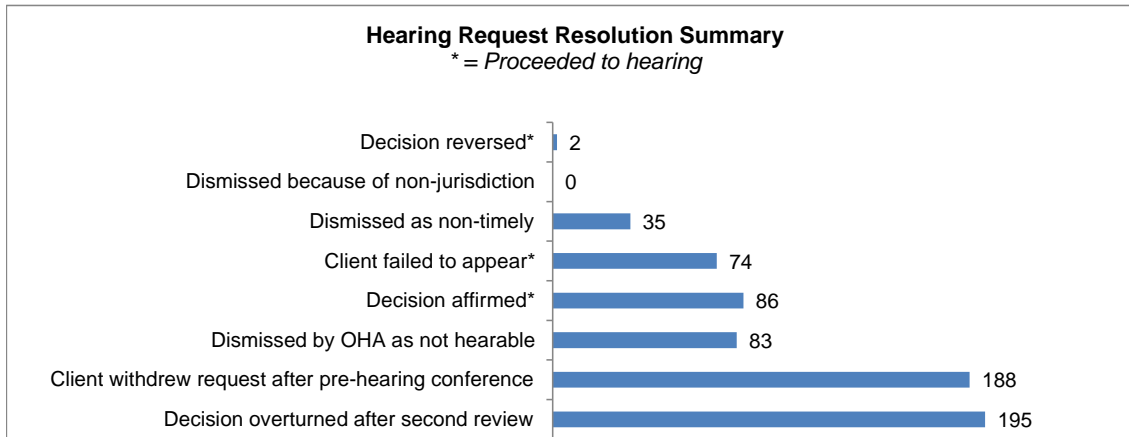
Total Requests Received

PlanName	Total Hearing Requests		
	Received	Avg. Plan Enrollment *	Per 1000 Members
ALLCARE HEALTH PLAN, INC.	33	48,548	0.6797
CASCADE HEALTH ALLIANCE	32	16,799	1.9049
COLUMBIA PACIFIC CCO, LLC	11	23,576	0.4666
EASTERN OREGON CCO, LLC	13	47,430	0.2741
FAMILYCARE, CCO	92	115,986	0.7932
HEALTH SHARE of Oregon	125	203,737	0.6135
INTERCOMMUNITY HEALTH NETWORK	23	52,573	0.4375
JACKSON CARE CONNECT	17	29,194	0.5823
PACIFICSOURCE COMM. SOLUTIONS - Gorge	3	12,125	0.2474
PACIFICSOURCE COMM. SOLUTIONS	46	48,501	0.9484
PRIMARYHEALTH JOSEPHINE CO CCO	7	9,803	0.7141
TRILLIUM COMM. HEALTH PLAN	71	86,580	0.8201
UMPQUA HEALTH ALLIANCE, DCIPA	31	26,317	1.1779
WESTERN OREGON ADVANCED HEALTH	14	19,208	0.7289
WILLAMETTE VALLEY COMM. HEALTH	90	95,152	0.9459
YAMHILL CO CARE ORGANIZATION	15	23,421	0.6405
ACCESS DENTAL PLAN, LLC	1	1631	0.6131
ADVANTAGE DENTAL	2	19,979	0.1001
CAPITOL DENTAL CARE INC		12,478	0.0000
CARE OREGON DENTAL		1,689	0.0000
FAMILY DENTAL CARE		1,612	0.0000
MANAGED DENTAL CARE OF OR		1,581	0.0000
ODS COMMUNITY HEALTH INC		6,733	0.0000
FFS	24	247926	0.0968
Total	650	1,152,579	0.5640

Data Source: New_HearingLog.mdb & DSSURS
 Data Extraction Date: 01/26/2018

* Avg. Plan Enrollment based on average of Preliminary Member Months for Oct, Nov, Dec 2017

Outcome	Count	% of Total
Decision overturned after second review	195	29%
Client withdrew request after pre-hearing conference	188	28%
Dismissed by OHA as not hearable	83	13%
Decision affirmed*	86	13%
Client failed to appear*	74	11%
Dismissed as non-timely	35	5%
Dismissed because of non-jurisdiction	0	0%
Decision reversed*	2	0%
Set Aside	0	0%
Total	663	

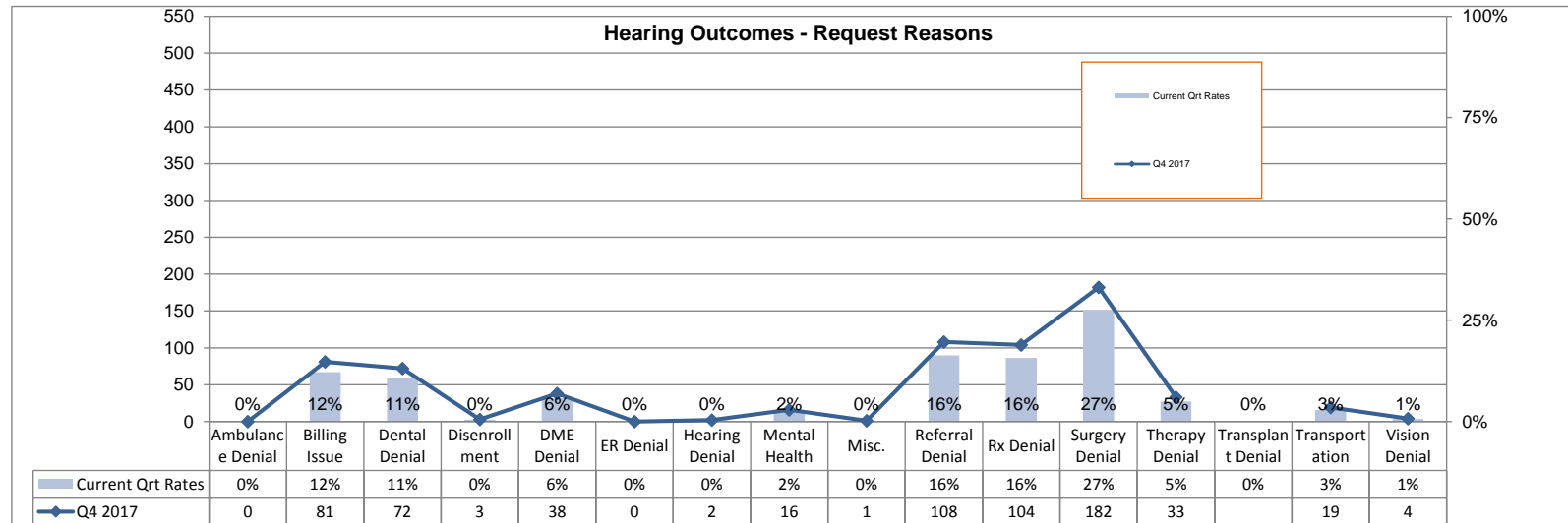


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Issues	Q4 2017	Current Qrt Rates
Ambulance Denial	0	0%
Billing Issue	81	12%
Dental Denial	72	11%
Disenrollment	3	0%
DME Denial	38	6%
ER Denial	0	0%
Hearing Denial	2	0%
Mental Health	16	2%
Misc.	1	0%
Referral Denial	108	16%
Rx Denial	104	16%
Surgery Denial	182	27%
Therapy Denial	33	5%
Transplant Denial		0%
Transportation	19	3%
Vision Denial	4	1%

663



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