

**WEST VIRGINIA INSURANCE COMMISSIONER
HEALTH PLAN ISSUER
ANNUAL GRIEVANCE REPORT**

[W.Va. Code §114-96-3](#) states an issuer shall annually submit to the Commissioner an Annual Grievance Report. No later than March 31st, complete the following report of Consumer Requested Internal Reviews (Grievances – Including Pharmacy) if your company’s policies meet the definition of “Health Benefit Plan” (see [W.Va. Code §114-96-3, 2.18](#)). If you do not meet this definition, you will not need to file a report. Along with this report, attach a certificate of compliance (see [W.Va. Code §114-96-4.3](#)). *Please complete and file in SERFF. If you have questions, please contact OICHealthPolicy@wv.gov or (304) 414-8480.*

NAIC Company Code _____ NAIC Group Code _____

Health Plan Issuer Name: _____

Address: _____

City, State, Zip: _____

For questions, contact: (Name) _____ (Phone Number) _____

Report for Calendar Year Ending: _____ Date Completed (MM/DD/YY): _____

_____ No internal reviews of grievances to report

Consumer Requested Internal Reviews (Grievances – Including Pharmacy)

1. Reference W. Va. Code R. §114-96-5

Number of **standard** requests for internal reviews of grievances **involving adverse determinations** (non-expedited): _____

Number of adverse determinations upheld upon **standard** request for internal review (non-expedited): _____

Number of adverse determinations overturned upon **standard** request for internal review (non-expedited): _____

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2. Reference W. Va. Code R. §114-96-7

Number of *expedited* customer requests for internal reviews of grievances *involving adverse determinations* _____

Number of adverse determinations upheld upon *expedited* request for internal review: _____

Number of adverse determinations overturned upon *expedited* request for internal review: _____

3. Reference W. Va. Code R. §114-96-6

Number of customer requests for internal reviews of grievances not involving adverse determinations: _____

As stated in [W.Va. Code §114-96-3](#) records shall be arranged in a separate register. The Commissioner may request additional analysis of the above reported grievances.