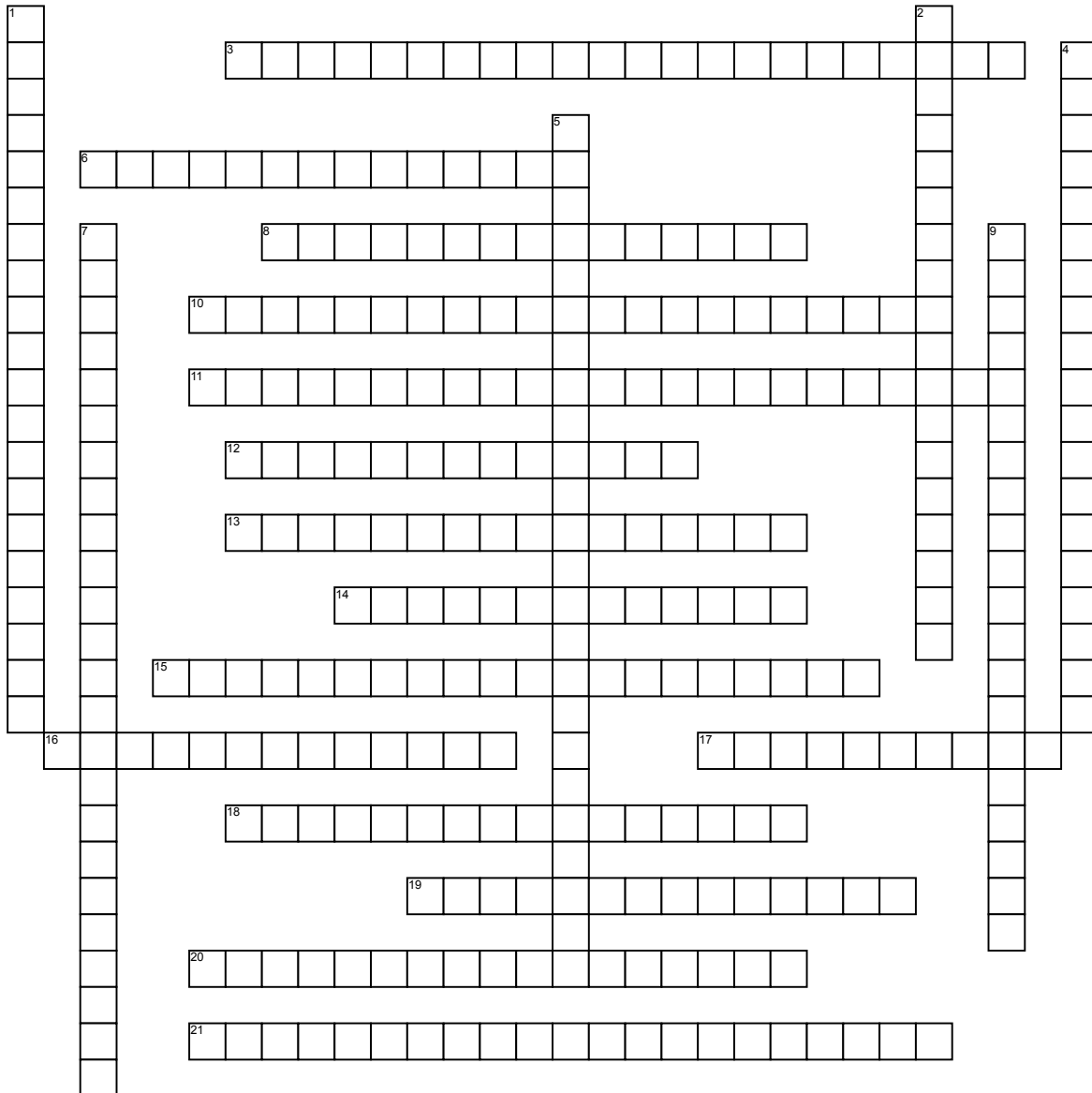


Name: _____

Date: _____

Dispositions



Across

- 3. Failed to provide a response within the statutory time frame
- 6. A cancelled contract reinstated with a lapse in coverage
- 8. Matters preempted by state or federal law
- 10. The amount the consumer was balanced billed for OON services
- 11. The complaint form is incomplete to determine any action
- 12. Claim submitted was deficient in essential data elements
- 13. Contractual obligations of one or more affected parties

- 14. Payment returned due to the policy being rejected by the applicant or insurer
- 15. Claim does not involve an OON facility based physician
- 16. Balance billed paid as the result of and OON request
- 17. Matters subject to civil litigation
- 18. action taken to achieve compliance
- 19. The agent told me my premium would not increase
- 20. Wilco paid the beneficiary the appropriate cash value
- 21. The Marketplace acknowledge error and reinstated policy without a lapse

Down

- 1. AIG and TDI provided the complainant information of issues - no further action is needed
- 2. UHC paid my claims, cancel my complaint
- 4. BCBS failed to timely pay, deny, audit and/or pay penalties
- 5. Molina submitted a single case agreement, An EOB will be sent once the provider signs the agreement
- 7. Aetna paid additional money on the claim
- 9. Respondent is not yielding to the complainant's request or demands