

HMO Company Complaint Record -- General Summary 2010

Number of Complaints
Originated by:

Disposition of
Complaints

Company Name	HCP Enrollment	Total Complaints	Total DOJ Complaints	A) Consumer/Enrollee	B) Provider	C) Other Individual	Complaints with External Review	A) Relief Granted	B) Partial Relief	C) Information Furnished	D) No Relief Granted
AETNA HEALTH, INC.	18,588	1,123	12	360	288	475	7	270	35	600	218
CIGNA HEALTHCARE OF ILLINOIS INC	361	34	2	23	5	6	0	27	1	1	5
CIGNA HEALTHCARE OF ST LOUIS INC	51	0	0	0	0	0	0	0	0	0	0
GROUP HEALTH PLAN INC	7,596	11	2	10	0	1	0	2	0	4	5
HEALTH ALLIANCE MEDICAL PLANS INC	140,694	383	27	382	0	1	16	61	8	9	305
HEALTH ALLIANCE MIDWEST INC	688	0	0	0	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES	805,186	243	149	158	75	10	0	120	36	35	52
HMO MISSOURI INC	0	1	0	1	0	0	0	1	0	0	0
HUMANA BENEFIT PLAN OF ILLINOIS	1,737	41	2	39	1	1	0	20	0	0	21
HUMANA HEALTH PLAN INC	54,199	819	31	734	61	24	1	401	33	1	384
MEDICAL ASSOCIATES HEALTH PLAN INC	2,863	31	0	8	23	0	0	16	0	3	12
PERSONALCARE INSURANCE OF ILLINOIS INC	35,252	345	25	237	107	1	15	184	2	4	155
UNICARE HEALTH PLANS OF THE MIDWEST IN	0	200	13	88	100	12	4	131	7	12	50
UNION HEALTH SERVICE INC	29	0	0	0	0	0	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	14,149	105	18	70	31	4	0	40	2	5	58
UNITED HEALTHCARE OF THE MIDWEST INC	256	8	0	7	1	0	0	2	0	0	6
UNITEDHEALTHCARE PLAN OF THE RIVERVAL	7,913	46	1	44	1	1	2	19	1	1	25
TOTALS	1,089,56	3,390	282	2,161	693	536	45	1,294	125	675	1,296

As of: December 31, 2010

Source: Illinois Department of Insurance

Published: Saturday, July 16, 2011

HMO Company Complaint Record -- Classification Summary 2010

Number of Complaints
Classified As:

Company Name	HCP Enrollment	Total Complaints	Total DOJ Complaints	A) Denial of Care or Treatment	B) Denial of Diagnostic Procedure	C) Denial of Referral Request	D) Sufficient Choice & Accessibility of HCP	E) Underwriting	F) Marketing and Sales	G) Claims and Utilization Review	H) Member Services	I) Provider Relations - Quality of Care	J) Provider's Complaints - Prompt Pay	K) Miscellaneous
AETNA HEALTH, INC.	18,588	1,123	12	28	47	2	1	3	0	921	66	21	34	0
CIGNA HEALTHCARE OF ILLINOIS INC	361	34	2	4	0	0	3	0	0	19	6	1	0	1
CIGNA HEALTHCARE OF ST LOUIS INC	51	0	0	0	0	0	0	0	0	0	0	0	0	0
GROUP HEALTH PLAN INC	7,596	11	2	6	0	0	0	0	0	0	0	0	0	5
HEALTH ALLIANCE MEDICAL PLANS INC	140,694	383	27	67	2	63	0	0	0	248	0	0	0	3
HEALTH ALLIANCE MIDWEST INC	688	0	0	0	0	0	0	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES CO	805,186	243	149	19	0	15	1	3	0	178	8	1	18	0
HMO MISSOURI INC	0	1	0	1	0	0	0	0	0	0	0	0	0	0
HUMANA BENEFIT PLAN OF ILLINOIS	1,737	41	2	9	3	2	0	0	0	22	0	0	0	5
HUMANA HEALTH PLAN INC	54,199	819	31	707	6	14	0	0	0	51	2	0	0	39
MEDICAL ASSOCIATES HEALTH PLAN INC	2,863	31	0	7	0	0	0	0	0	0	0	3	0	21
PERSONALCARE INSURANCE OF ILLINOIS INC	35,252	345	25	93	13	7	4	0	0	227	1	0	0	0
UNICARE HEALTH PLANS OF THE MIDWEST INC	0	200	13	82	2	34	0	7	0	46	0	2	1	26
UNION HEALTH SERVICE INC	29	0	0	0	0	0	0	0	0	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	14,149	105	18	2	0	0	1	0	0	90	6	1	0	5
UNITED HEALTHCARE OF THE MIDWEST INC	256	8	0	0	0	0	0	0	0	6	0	0	0	2
UNITEDHEALTHCARE PLAN OF THE RIVERVALLEY	7,913	46	1	0	3	0	43	0	0	0	0	0	0	0
TOTALS	1,089,56	3,390	282	1,025	76	137	53	13	0	1,808	89	29	53	107

As of: December 31, 2010

Source: Illinois Department of Insurance

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