

## Health Maintenance Organizations (HMOs) with Complaint(s)

2010 Complaint Statistics for Health Maintenance Organizations (HMOs) Complaints- Illinois Members Only	Complaints	Total Illinois Members as of 12/31/2010 in Force	Adjusted Total* Illinois Members as of 12/31/2010	Complaint Ratio per 10,000 Members Enrolled in Illinois	Major Reasons Complaints were filed with the Illinois Department of Insurance			
					Underwriting	Marketing /Sales	Claims	Service
AETNA HEALTH OF ILLINOIS INC.	12	22,809	18,588	6.46	2	0	10	0
CIGNA HEALTHCARE OF ILLINOIS INC.	2	361	361	55.40	1	0	1	0
GROUP HEALTH PLAN INC.	2	12,891	7,596	2.63	0	0	2	0
HEALTH ALLIANCE MEDICAL PLANS INC.	27	152,239	140,694	1.92	0	0	26	1
HEALTH CARE SERVICE CORPORATION, A MUTUAL LEGAL RESERVE COMPANY	151	805,186	805,186	1.88	7	0	135	9
HUMANA BENEFIT PLAN OF ILLINOIS, INC.	3	17,464	1,737	17.27	0	0	3	0
HUMANA HEALTH PLAN INC.	32	99,007	54,199	5.90	3	0	28	1
PERSONALCARE INSURANCE OF ILLINOIS INC.	26	35,252	35,252	7.38	1	0	24	1
UNICARE HEALTH PLANS OF THE MIDWEST INC. **	13	0	0	n/a	0	0	13	0
UNITEDHEALTHCARE OF ILLINOIS INC.	21	14,149	14,149	14.84	1	0	18	2
UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY, INC.	1	10,899	7,913	1.26	0	0	1	0

\*Total is adjusted to delete Medicaid/Medicare Members and Federal Employer Health Benefit Plans (FEHBP) Members.

Enrollment numbers shown are derived from the 2010 Illinois Enrollment page included in the 2010 Annual Statement filing.

\*\* Company exited the market in Illinois at the end of 2009.