

Health Service Organizations (HSOs) with Complaint(s)

2010 Complaint Statistics for Health Service Organizations (HSOs) 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
COMPBENEFITS DENTAL, INC.	3	53,479	53,479	0.56	0	0	3	0
DELTA DENTAL OF ILLINOIS	5	481,241	481,241	0.10	0	0	5	0
HEALTH CARE SERVICE CORPORATION, A MUTUAL LEGAL RESERVE COMPANY (<i>LHSO enrollment only</i>)	151	60,200	60,200	25.08	7	0	135	9
VISION SERVICES PLAN OF ILLINOIS, NFP	1	1,298,208	1,298,208	0.01	0	0	1	0

*Total is adjusted to exclude 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.