

HMO External Independent Review Summary 2011

Disposition of
External Reviews

Company Name	HCP Enrollment	Total Complaints	Total DOJ Complaints	Complaints with External Review	A) Relief Granted	B) Partial Relief	C) Information Furnished	D) No Relief Granted
AETNA HEALTH, INC.	19,579	814	13	1	1	0	0	0
CIGNA HEALTHCARE OF ILLINOIS INC	230	36	2	0	0	0	0	0
CIGNA HEALTHCARE OF ST LOUIS INC	47	1	0	0	0	0	0	0
GROUP HEALTH PLAN INC	5,637	16	11	0	0	0	0	0
HEALTH ALLIANCE MEDICAL PLANS INC	142,734	230	48	14	4	1	1	8
HEALTH ALLIANCE MIDWEST INC	645	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES	763,094	243	100	0	0	0	0	0
HEALTH LINK HMO INC	0	10	0	0	0	0	0	0
HUMANA BENEFIT PLAN OF ILLINOIS	17,915	8	1	0	0	0	0	0
HUMANA HEALTH PLAN INC	87,072	539	49	2	0	0	0	2
MEDICAL ASSOCIATES HEALTH PLAN INC	2,844	27	0	0	0	0	0	0
PERSONALCARE INSURANCE OF ILLINOIS INC	14,348	309	32	6	1	0	0	5
UNICARE HEALTH PLANS OF THE MIDWEST IN	0	0	3	0	0	0	0	0
UNION HEALTH SERVICE INC	976	18	0	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	9,558	68	11	0	0	0	0	0
UNITED HEALTHCARE OF THE MIDWEST INC	5,197	6	0	0	0	0	0	0
UNITEDHEALTHCARE PLAN OF THE RIVERVAL	13,811	44	4	0	0	0	0	0
TOTALS	1,083,68	2,369	274	23	6	1	1	15

As of: December 31, 2011

Source: Illinois Department of Insurance

Published: Wednesday, April 18, 2012