

HMO External Independent Review Summary 2013

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.	10,074	644	4	4	1	0	0	3
CIGNA HEALTHCARE OF ILLINOIS INC	167	5	1	0	0	0	0	0
CIGNA HEALTHCARE OF ST LOUIS INC	63	4	0	0	0	0	0	0
GROUP HEALTH PLAN INC	602	1	1	0	0	0	0	0
HEALTH ALLIANCE MEDICAL PLANS INC	142,485	221	16	25	13	0	1	11
HEALTH ALLIANCE MIDWEST INC	585	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES CO	694,800	1,090	77	17	4	0	1	12
HEALTH LINK HMO INC	0	17	0	0	0	0	0	0
HMO MISSOURI INC	0	1	0	0	0	0	0	0
HUMANA BENEFIT PLAN OF ILLINOIS	0	2	1	0	0	0	0	0
HUMANA HEALTH PLAN INC	22,568	238	13	1	0	0	0	1
MEDICAL ASSOCIATES HEALTH PLAN INC	1,378	32	0	0	0	0	0	0
PERSONALCARE INSURANCE OF ILLINOIS INC	10,281	129	7	0	0	0	0	0
UNION HEALTH SERVICE INC	8	14	0	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	21,142	130	6	0	0	0	0	0
UNITED HEALTHCARE OF THE MIDWEST INC	0	2	0	0	0	0	0	0
UNITEDHEALTHCARE PLAN OF THE RIVERVALLEY	2,440	33	1	0	0	0	0	0
TOTALS	906,593	2,563	127	47	18	0	2	27

As of: December 31, 2013

Source: Illinois Department of Insurance

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