

HMO External Review Summary 2014

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.	9,247	470	16	3	1	0	0	2
CIGNA HEALTHCARE OF ILLINOIS INC	169	12	5	0	0	0	0	0
COVENTRY HEALTH CARE OF ILLINOIS INC	8,748	306	16	0	0	0	0	0
COVENTRY HEALTH CARE OF MISSOURI INC	22,035	128	4	3	0	0	0	3
HEALTH ALLIANCE MEDICAL PLANS INC	134,969	256	36	26	15	0	0	11
HEALTH ALLIANCE MIDWEST INC	309	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES CO	679,692	325	201	8	2	1	0	5
HEALTHLINK HMO INC	0	2	1	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	20,927	202	52	0	0	0	0	0
MEDICAL ASSOCIATES HEALTH PLAN INC	1,522	33	0	0	0	0	0	0
UNION HEALTH SERVICE INC	8	0	0	0	0	0	0	0
UNITEDHEALTHCARE OF ILLINOIS INC	22,963	487	55	0	0	0	0	0
UNITEDHEALTHCARE OF THE MIDWEST INC	0	0	2	0	0	0	0	0
UNITEDHEALTHCARE PLAN OF THE RIVERVALLEY	1,063	28	0	0	0	0	0	0
TOTALS	901,652	2,252	389	40	18	1	0	21

As of: December 31, 2014

Source: Illinois Department of Insurance

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