

Health Maintenance Organizations (HMOs) with Complaints

2012 Complaint Statistics for Health Maintenance Organizations (HMOs) - Complaints- Illinois Members Only	Complaints	Total Illinois Members as of 12/31/2012 in Force	Adjusted Total* Illinois Members as of 12/31/2012	Complaint Ratio per 10,000 Members Enrolled in Illinois	Major Reasons Complaints were filed with the Illinois Department of Insurance				2011 Complaint Ratio
					under-writing	marketing sales	claims handling	policy-holders service	
AETNA HEALTH INC	5	14,846	12,878	3.88	0	0	4	1	7.18
CIGNA HEALTHCARE OF ILLINOIS INC	2	177	177	112.99	0	0	1	0	86.96
COVENTRY HEALTH CARE OF ILLINOIS, INC <i>(HMO Enrollment Only)</i>	8	11,002	11,002	7.27	0	0	8	0	19.51
HEALTH ALLIANCE MEDICAL PLANS INC. <i>(HMO Enrollment Only)</i>	27	149,014	138,370	1.95	1	0	24	2	2.28
HEALTH CARE SERVICE CORP, A MUT LEGAL RESERVE CO <i>(HMO Enrollment Only)</i>	69	714,507	714,507	0.97	6	0	58	5	1.21
HUMANA HEALTH PLAN INC	18	83,702	34,647	5.20	0	0	18	0	11.85
UNITEDHEALTHCARE OF ILLINOIS INC	3	7,936	7,936	3.78	0	0	3	0	11.51

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

Enrollment numbers shown are derived from the 2012 Illinois Enrollment page included in the 2012 Annual Statement filing.

CAUTION: The information contained on this page is Unaudited and not a complete analysis nor is it an expression of opinion on any insurer. This page may contain inadvertent errors.