

Licensed Health Service Organizations (LHSOs) with Complaint(s)

2012 Complaint Statistics for Licensed Health Service Organizations (LHSOs) - Complaints-Illinois Members Only	Complaints Closed During 2012	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 Consumer Complaint Report Ratio
					under-writing	marketing sales	claims handling	policy-holders service	
COMPBENEFITS DENTAL, INC	3	63,890	63,890	0.47	0	0	2	1	1.01
DELTA DENTAL OF ILLINOIS	19	443,513	443,513	0.43	0	0	19	0	0.25
DENTAL CONCERN LTD	1	1,766	1,766	5.66	0	0	1	0	4.99
FIRST COMMONWEALTH INSURANCE CO	1	122,956	122,956	0.08	0	0	1	0	0.16
NATIONAL DENTAL CARE INC	1	2,056	2,056	4.86	0	0	1	0	N/A

*Total is adjusted to exclude 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.
 "N/A" in 2011 complaint ratio column indicates the company did not show in the 2011 report.

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.