

Individual Accident and Health by Complaint Ratio

2013 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Accident & Health	Complaints Closed During 2013	Individual Accident and Health Policies in Force as of 12/31/2013	2013 Individual A&H Complaint Ratio per 10,000 policies in force	Major Reasons Complaints were filed with the Illinois Department of Insurance				2012 Consumer Complaint Report Ratio
				under-writing	marketing sales	claim handlings	policy-holders service	
American Family Life Assurance Co of Columbus 60380	14	304,645	0.46	2	0	11	1	0.79
Combined Insurance Company Of America 62146	6	73,465	0.82	0	0	5	1	1.01
Mutual of Omaha Insurance Company 71412	6	40,684	1.47	2	0	4	0	5.24
American Continental Insurance Company 12321	5	24,600	2.03	1	0	2	2	N/A
Health Care Service Corporation 70670	140	579,444	2.42	39	2	80	19	3.08
Time Insurance Company 69477	7	17,114	4.09	1	0	3	3	3.89
Bankers Life & Casualty Company 61263	6	13,438	4.46	1	0	5	0	12.82
Transamerica Life Insurance Company 86231	6	10,528	5.70	0	0	6	0	N/A
Aetna Life Insurance Company 60054	7	8,875	7.89	2	1	4	0	9.72
Humana Insurance Company 73288	26	31,420	8.27	6	0	17	3	10.98
Health Alliance Medical Plans Inc. 77950	14	13,098	10.69	4	0	6	4	8.56
American Republic Insurance Company 60836	5	4,340	11.52	2	1	1	1	N/A
Washington National Insurance Company	16	11,344	14.10	3	0	10	3	17.53
Senior Health Insurance Co of Pennsylvania 76325	6	4,136	14.51	1	0	5	0	21.86
Coventry Health Care of Illinois, Inc. 74160	10	3,099	32.27	1	0	5	4	25.00
Continental Casualty Company 20443	47	13,088	35.91	39	0	7	1	17.72
UnitedHealthcare Insurance Company 79413	6	482	124.48	1	0	5	0	N/A
Total	327	1,153,800						
			16.54	Mean (The "average" of compalint ratios)				
			7.89	Median (The "middle" value of complaint ratios)				

"N/A" indicates that company was not included in the 2012 Consumer Complaint Report due to minimum compliant activity during 2012.

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.