

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

2013 Complaint Statistics for Licensed Health Service Organizations (LHSOs) - Complaints- Illinois Members Only	Complaints Closed During 2013	Total Illinois Members as of 12/31/2013 in Force	Adjusted Total* Illinois Members as of 12/31/2013	Complaint Ratio per 10,000 Members Enrolled in Illinois	Major Reasons Complaints were filed with the Illinois Department of Insurance				2012 Consumer Complaint Report Ratio
					Under writing	Marketing /Sales	Claims	Service	
COMPBENEFITS DENTAL, INC	3	64,927	64,927	0.46	0	0	3	0	0.47
DELTA DENTAL OF ILLINOIS	12	437,206	437,206	0.27	1	0	9	2	0.43
FIRST COMMONWEALTH INSURANCE CO (<i>LHSO Enrollment Only</i>)	1	117,155	117,155	0.09	0	0	1	0	0.08

*Total is adjusted to exclude Medicaid/Medicare Members and Federal Employer Health Benefit Plans (FEHBP) Members.
Enrollment numbers shown are derived from the 2013 Illinois Enrollment page included in the 2013 Annual Statement filing.