

**2014**

Consumer Complaints Investigated

by

the Department of Insurance

**HMOs and LHSOs**

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## Health Maintenance Organizations (HMOs) by Company Name

Health Maintenance Organizations (HMOs) with Illinois Members	Complaints Closed During 2014	Total IL Enrollment Count as of 12/31/2014	Adjusted IL Enrollment Count *as of 12/31/2014	2014 Complaint Ratio	2013 Complaint Ratio	Major Reasons Complaints were filed with the Illinois Department of Insurance					
						Under- writing	Marketing & Sales	Claim Handling	Policy- holder Service	Reason Other	Reason Not Categorized
Aetna Health Inc.	11	9,983	9,247	11.9	4.0	1	0	13	0	1	0
CIGNA Healthcare Of Illinois Inc.	0	169	169	0.0	0.0	0	0	2	0	3	0
Coventry Health Care of Illinois, Inc.	16	9,828	8,748	18.3	6.8	2	0	7	4	2	0
Coventry Health Care of Missouri, Inc.	3	10,795	545	55.0	16.6	0	0	0	2	1	0
Health Alliance Medical Plans Inc.	35	156,121	134,969	2.6	1.1	2	0	27	2	4	0
Health Alliance Midwest Inc.	0	309	309	0.0	0.0	0	0	0	0	0	0
Health Care Service Corp (BCBS of IL) (HMO Enrollment Only)	200	748,283	679,692	2.9	1.1	18	2	107	34	39	0
Humana Benefit Plan of Illinois, Inc.	1	7,308	1,342	7.5	4.8	0	0	1	0	0	0
Humana Health Plan Inc.	48	100,242	22,705	21.1	5.6	2	2	32	6	7	0
Medical Associated Health Plan Inc.	0	3,094	1,522	0.0	0.0	0	0	0	0	0	0
Meridian Health Plan of Illinois	0	159,546	3,783	0.0	0.0	0	0	0	0	0	0
Union Health Service Ins (HMO Enrollment Only)	0	2,772	8	0.0	0.0	0	0	0	0	0	0
UnitedHealthcare Of Illinois Inc.	57	22,693	22,693	25.1	3.3	0	0	47	2	6	1
UnitedHealthcare Plan of River Valley Inc.	0	10,856	1,063	0.0	4.1	0	0	0	0	0	0

\*Total is adjusted to exclude Medicaid/Medicare members and Federal Employer Health Benefit Plans (FEHBP) members.

Enrollment numbers shown are derived from the 2014 Illinois enrollment page included in the 2014 Annual Financial Statement filing.

## Licensed Health Service Organizations (LHSOs) by Company Name

Licensed Health Service Organization (LHSOs) with Illinois Members	Complaints Closed During 2014	Total IL Enrollment Count as of 12/31/2014	Adjusted IL Enrollment Count *as of 12/31/2014	2014 Complaint Ratio	2013 Complaint Ratio	Major Reasons Complaints were filed with the Illinois Department of Insurance					
						Under- writing	Marketing & Sales	Claim Handling	Policy- holder Service	Reason Other	Reason Not Categorized
AccessCare General, Inc.	0	3,462	3,462	0.0	0.0	0	0	0	0	0	0
Alpha Dental Program Inc.	0	4,339	4,339	0.0	0.0	0	0	0	0	0	0
CIGNA Dental Health of Kentucky, Inc.	0	43,214	43,214	0.0	0.0	0	0	0	0	0	0
CompBenefits Dental, Inc.	3	33,995	33,995	0.9	0.5	0	0	2	1	0	0
Delta Dental of Illinois	31	578,795	578,795	0.5	0.3	0	0	28	1	2	0
First Commonwealth Insurance Company	0	117,133	117,133	0.0	0.1	0	0	0	0	0	0
Humana Dental Concern Ltd.	0	1,130	1,130	0.0	0.0	0	0	0	0	0	0
Preferred Insurance Services, Inc.	0	1,867	1,867	0.0	0.0	0	0	0	0	0	0
Pro Tec Insurance Company	0	58,956	58,956	0.0	0.0	0	0	0	0	0	0
Sidney Hillman Health Centre of CMRJBUH	0	5,661	4,906	0.0	0.0	0	0	0	0	0	0
Union Health Service Inc. (LHSO Enrollment Only)	0	43,728	43,728	0.0	0.0	0	0	0	0	0	0
Union Medical Center	0	6,273	6,273	0.0	0.0	0	0	0	0	0	0
Union Security Insurance Company	0	21,490	21,490	0.0	0.0	0	0	0	0	0	0
Vision Service Plan of Illinois, NFP	1	1,694,806	1,694,806	0.0	0.0	0	0	1	0	0	0

\*Total is adjusted to exclude Medicaid/Medicare members and Federal Employer Health Benefit Plans (FEHBP) members.

Enrollment numbers shown are derived from the 2014 Illinois enrollment page included in the 2014 Annual Financial Statement filing.

A single complaint can have multiple major reasons; however, a complaint is only counted once in the Complaints Closed column.  
The information contained on this page is unaudited and may contain inadvertent errors. The report is not an expression of opinion on any insurer.

## HMOs and LHSOs with No Illinois Commercial Enrollment

HMOs and LHSOs with No Illinois Commercial Enrollment at Year End 2014	Total Illinois Member Count as of 12/31/2014	Adjusted Total Illinois Member Count* as of 12/31/2014
Aetna Better Health Inc.	80,401	0
CIGNA Healthcare of St. Louis Inc.	0	0
Community Care Alliance of Illinois, NFP	1,020	0
Dental Benefit Providers of Illinois Inc.	0	0
Essence Healthcare Inc.	8,076	0
Fidelis Securecare of Texas Inc.	0	0
First Commonwealth Ltd Health Serv Corp	0	0
Harmony Health Plan of Illinois Inc.	176,056	0
Health Alliance Connect, Inc.	70,907	0
Healthlink HMO Inc.	0	0
Healthspring of Tennessee, Inc.	29,465	0
HMO Missouri Inc.	0	0
Illinicare Health Plan, Inc.	89,484	0
Independent Care Health Plan, Inc.	0	0
Molina Helathcare of Illinois, Inc.	99,586	0
Pre-Paid Health Services, Inc.	0	0
SafeGuard Health Plans, Inc.	0	0
Truassure Insurance Company	0	0
UnitedHealthcare Of The Midwest Inc.	5,734	0

\*Total is adjusted to exclude Medicaid/Medicare members and Federal Employer Health Benefit Plans (FEHBP) members.

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