



2015

*Consumer Complaint Ratio Report by
Illinois Department of Insurance*

***Health Maintenance Organizations (HMO)
&
Licensed Health Service Organizations (LHSO)***



Health Maintenance Organizations (HMOs) Complaints

Health Maintenance Organizations (HMOs) with Illinois Members	Complaints Closed During 2015	Total IL Enrollment Count as of 12/31/2015	Adjusted IL Enrollment Count *as of 12/31/2015	2015 Complaint Ratio	Major Reasons for Complaints					
					Under- writing	Marketing & Sales	Claim Handling	Policy- holder Service	Reason Other	Reason Not Categorized
Aetna Health Inc	4	9,685	9,065	4.4	0	0	3	0	1	0
CIGNA Healthcare of Illinois Inc	3	164	164	182.9	0	0	1	0	2	0
CIGNA Healthcare of St Louis Inc	0	4	4	0.0	0	0	0	0	0	0
Coventry Health Care of Illinois Inc (HMO Enrollment Only)	17	9,396	8,091	21.0	0	0	17	0	0	0
Coventry Health Care of Missouri Inc	0	11,380	494	0.0	0	0	0	0	0	0
Health Alliance Medical Plans Inc (HMO Enrollment Only)	64	64	133,208	4.8	15	1	37	10	1	0
Health Alliance Midwest Inc	0	873	873	0.0	0	0	0	0	0	0
Blue Cross Blue Shield of IL (Health Care Service Corp) (HMO Enrollment Only)	205	918,991	650,413	3.2	34	4	139	17	11	0
Humana Health Plan Inc	40	101,053	16,421	24.4	4	0	31	2	3	0
Illinicare Health Plan Inc	3	209,178	1,290	23.3	1	0	0	2	0	0
Medical Associates Health Plan Inc	0	2,882	1,255	0.0	0	0	0	0	0	0
Meridian Health Plan of Illinois Inc	0	243,650	865	0.0	0	0	0	0	0	0
UnitedHealthcare of Illinois Inc	50	22,003	22,003	22.7	2	0	42	4	2	0
UnitedHealthcare of the Midwest Inc	5	24,642	1,087	46.0	0	0	5	0	0	0
UnitedHealthcare Plan of River Valley Inc	1	9,262	1,504	6.6	0	0	1	0	0	0

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

Note: Enrollment numbers shown are derived from the 2015 Illinois enrollment page included in the 2015 Annual Financial Statement filing.

Licensed Health Service Organizations (LHSOs) Complaints

Licensed Health Service Organization (LHSOs) with Illinois Members	Complaints Closed During 2015	Total IL Enrollment Count as of 12/31/2015	Adjusted IL Enrollment Count *as of 12/31/2015	2015 Complaint Ratio	Major Reasons for Complaints					
					Under- writing	Marketing & Sales	Claim Handling	Policy- holder Service	Reason Other	Reason Not Categorized
AccessCare General Inc	0	3,824	3,824	0.0	0	0	0	0	0	0
Alpha Dental Programs Inc	0	4,253	4,253	0.0	0	0	0	0	0	0
CIGNA Dental Health of Kentucky Inc	0	43,843	43,843	0.0	0	0	0	0	0	0
Compbenefits Dental Inc	3	33,281	33,281	0.9	0	0	3	0	0	0
Delta Dental of Illinois	25	576,873	576,873	0.4	3	1	18	1	2	0
First Commonwealth Insurance Co (LHSO Enrollment Only)	12	110,420	110,420	1.1	1	0	6	4	1	0
Humana Dental Concern Ltd	0	904	904	0.0	0	0	0	0	0	0
National Dental Care Inc	0	1,854	1,854	0.0	0	0	0	0	0	0
Preferred Insurance Services Inc	0	1,354	1,354	0.0	0	0	0	0	0	0
ProTec Insurance Company (LHSO Enrollment Only)	0	60,383	60,383	0.0	0	0	0	0	0	0
Sidney Hillman Health Centre of CMRJBUH	0	5,666	4,963	0.0	0	0	0	0	0	0
Union Health Service Inc	0	40,847	40,847	0.0	0	0	0	0	0	0
Union Medical Center	0	5,988	5,988	0.0	0	0	0	0	0	0
Vision Service Plan of Illinois NFP	2	1,780,391	1,780,391	0.0	0	0	2	0	0	0

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

Note: Enrollment numbers shown are derived from the 2015 Illinois enrollment page included in the 2015 Annual Financial Statement filing.