

## HMO Company Complaint Record -- General Summary 2001

Company Name	Number of Complaints Originated by:						Disposition of Complaints				
	HCP Enrollment	Total Complaints	Total DOI Complaints	A) Consumer / Enrollee	B) Provider	C) other individual	Complaints with External Review	A) Relief Granted	B) Partial Relief	C) Information Furnished	D) No Relief Granted
AETNA U S HEALTHCARE OF ILLINOIS INC	110,495	634	89	387	244	3	5	378	12	40	204
AMERIGROUP ILLINOIS	0	891	0	816	49	26	0	42	35	778	36
BCI HMO INC	131	2	0	0	0	2	0	2	0	0	0
CIGNA HEALTHCARE OF ILLINOIS INC	11,080	81	16	42	37	2	1	52	2	8	19
CIGNA HEALTHCARE OF ST LOUIS INC	1,924	23	0	20	3	0	0	13	0	1	9
COUNTRY MEDICAL PLANS INC	830	0	0	0	0	0	0	0	0	0	0
GROUP HEALTH PLAN INC	47,005	401	25	378	20	3	1	221	3	30	147
HEALTH ALLIANCE MEDICAL PLANS INC	141,273	382	121	271	102	9	59	122	6	11	243
HEALTH ALLIANCE MIDWEST INC	828	0	0	0	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES CO	826,156	2,041	365	1,028	364	649	1	1,312	311	58	360
HEALTH LINK HMO INC	2,230	4	0	3	1	0	4	3	0	0	1
HUMANA HEALTH PLAN INC	299,040	1,432	170	1,377	35	20	5	857	24	40	511
JOHN DEERE HEALTH PLAN INC	38,344	68	8	66	2	0	0	18	1	3	46
MEDICAL ASSOCIATES HEALTH PLAN INC	2,450	14	0	14	0	0	0	3	0	5	6
MERCY HEALTH PLANS OF MISSOURI INC	5,941	22	2	21	1	0	0	11	1	7	3
NEVADACARE INC	118	5	1	2	3	0	0	1	0	0	4
ONE HEALTH PLAN OF ILLINOIS INC	23,418	98	11	40	13	45	0	42	1	41	14
OSF HEALTH PLANS INC	57,421	2,404	59	2,401	3	0	0	1,345	38	6	1,015
PERSONALCARE INSURANCE OF ILLINOIS INC	72,524	1,512	90	1,362	102	48	6	925	12	6	569
PRUDENTIAL HEALTH CARE PLAN, INC	10,213	82	57	70	12	0	9	42	1	7	32
ROCKFORD HEALTH PLANS INC	44,552	139	46	41	21	77	8	23	2	62	52
UNICARE HEALTH PLANS	167,831	1,333	152	571	756	6	12	522	1	421	389
UNION HEALTH SERVICE INC	23,127	18	0	18	0	0	0	16	1	0	1
UNITED HEALTHCARE OF ILLINOIS INC	73,116	770	100	698	30	42	2	432	4	149	185
UNITED HEALTHCARE OF THE MIDWEST INC	30,141	114	17	107	0	7	3	62	0	22	30
<b>TOTALS</b>	<b>1,990,188</b>	<b>12,470</b>	<b>1,329</b>	<b>9,733</b>	<b>1,798</b>	<b>939</b>	<b>116</b>	<b>6,444</b>	<b>455</b>	<b>1,695</b>	<b>3,876</b>

As of: December 31, 2001

Source: Illinois Department of Insurance

Published: July 10, 2002 Exhibit 5