

HMO Company Complaint Record -- Classification Summary 2001

Number of Complaints
Classified as:

Company Name	HCP Enrollment	Total Complaints	Total DOI Complaints	A) Denial of care or treatment	B) Denial of diagnostic procedure	C) Denial of procedure request	D) Sufficient choice & accessibility of HCP	E) Underwriting	F) Marketing and Sales	G) Claims and Utilization review	H) Member Services	I) Provider Relations - Quality of Care	J) Provider's complaints - Prompt Pay	K) Miscellaneous
AETNA U S HEALTHCARE OF ILLINOIS INC	110,495	634	89	220	1	3	0	2	1	299	1	2	0	105
AMERIGROUP ILLINOIS	0	891	0	46	0	2	4	2	763	7	12	41	0	14
BCI HMO INC	131	2	0	0	0	0	0	0	0	2	0	0	0	0
CIGNA HEALTHCARE OF ILLINOIS INC	11,080	81	16	0	1	2	2	0	0	72	0	2	2	0
CIGNA HEALTHCARE OF ST LOUIS INC	1,924	23	0	15	0	0	0	0	0	5	0	0	1	2
COUNTRY MEDICAL PLANS INC	830	0	0	0	0	0	0	0	0	0	0	0	0	0
GROUP HEALTH PLAN INC	47,005	401	25	59	3	59	0	0	1	266	6	0	0	7
HEALTH ALLIANCE MEDICAL PLANS INC	141,273	382	121	221	15	38	39	0	2	38	3	3	0	23
HEALTH ALLIANCE MIDWEST INC	828	0	0	0	0	0	0	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES CO	826,156	2,041	365	29	1	84	8	2	0	1,530	106	32	0	249
HEALTH LINK HMO INC	2,230	4	0	0	0	0	0	0	0	3	0	1	0	0
HUMANA HEALTH PLAN INC	299,040	1,432	170	710	0	50	6	0	0	526	1	2	121	16
JOHN DEERE HEALTH PLAN INC	38,344	68	8	5	0	23	0	0	0	35	0	2	3	0
MEDICAL ASSOCIATES HEALTH PLAN INC	2,450	14	0	1	0	2	1	0	0	1	0	4	0	5
MERCY HEALTH PLANS OF MISSOURI INC	5,941	22	2	8	1	2	0	0	0	4	0	4	0	3
NEVADACARE INC	118	5	1	0	0	0	0	0	0	5	0	0	0	0
ONE HEALTH PLAN OF ILLINOIS INC	23,418	98	11	0	0	0	6	0	0	64	7	4	0	17
OSF HEALTH PLANS INC	57,421	2,404	59	277	0	6	2	0	16	2,099	0	4	0	0
PERSONALCARE INSURANCE OF ILLINOIS INC	72,524	1,512	90	295	11	241	2	1	0	956	3	0	0	3
PRUDENTIAL HEALTH CARE PLAN, INC	10,213	82	57	14	0	2	3	3	0	41	0	0	0	19
ROCKFORD HEALTH PLANS INC	44,552	139	46	37	1	5	6	1	0	75	0	1	0	13
UNICARE HEALTH PLANS	167,831	1,333	152	26	0	12	13	0	0	1,101	4	2	85	90
UNION HEALTH SERVICE INC	23,127	18	0	0	0	0	1	0	0	4	2	11	0	0
UNITED HEALTHCARE OF ILLINOIS INC	73,116	770	100	635	0	0	0	0	0	38	18	12	0	67
UNITED HEALTHCARE OF THE MIDWEST INC	30,141	114	17	12	0	0	2	0	0	88	2	4	1	5
TOTALS	1,990,188	12,470	1,329	2,610	34	531	95	11	783	7,259	165	131	213	638

As of: December 31, 2001

Source: Illinois Department of Insurance

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