

HMO Company Complaint Record -- General Summary 2003

Company Name	HCP Enrollment	Total Complaints	Total DOI Complaints	Number of Complaints Originated by:			Disposition of 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	41,063	589	40	450	137	2	6	78	0	319	192
BCI HMO INC	111	0	0	0	0	0	0	0	0	0	0
CIGNA HEALTHCARE OF ILLINOIS INC	5,575	43	6	37	6	0	0	26	1	1	15
CIGNA HEALTHCARE OF ST LOUIS INC	831	6	0	2	1	3	0	0	0	0	6
GREAT-WEST HEALTHCARE OF ILLINOIS	11,577	173	7	50	114	9	4	96	2	6	69
GROUP HEALTH PLAN INC	24,268	30	20	25	4	1	0	13	0	4	13
HEALTH ALLIANCE MEDICAL PLANS INC	152,419	456	75	447	1	8	33	155	4	48	249
HEALTH ALLIANCE MIDWEST INC	636	0	0	0	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES CO	791,665	1,508	307	593	498	417	0	763	501	51	193
HEALTH LINK HMO INC	6,580	1	0	0	1	0	0	0	0	0	1
HMO MISSOURI INC	0	14	0	8	5	1	0	5	1	0	8
HUMANA HEALTH PLAN INC	314,741	1,520	125	1,135	122	263	0	731	24	7	758
JOHN DEERE HEALTH PLAN INC	37,289	103	7	102	1	0	12	19	2	10	72
MEDICAL ASSOCIATES HEALTH PLAN INC	3,170	9	0	9	0	0	0	4	0	2	3
MERCY HEALTH PLANS OF MISSOURI INC	9,012	42	0	42	0	0	0	10	0	13	19
MERCYCARE INSURANCE COMPANY	0	0	0	0	0	0	0	0	0	0	0
NEVADACARE INC	269	23	0	10	13	0	0	15	0	5	3
OSF HEALTH PLANS INC	61,875	616	13	616	0	0	1	261	6	0	349
PERSONALCARE INSURANCE OF ILLINOIS INC	61,140	848	71	693	138	17	4	338	9	0	501
PRUDENTIAL HEALTH CARE PLAN, INC	0	0	0	0	0	0	0	0	0	0	0
ROCKFORD HEALTH PLANS INC	13,849	140	44	112	5	23	1	7	0	61	72
UNICARE HEALTH PLANS	151,045	662	141	611	47	4	8	380	2	54	226
UNION HEALTH SERVICE INC	35,521	39	3	38	0	1	0	26	4	6	3
UNITED HEALTHCARE OF ILLINOIS INC	64,673	2,097	65	1,605	450	42	17	912	64	249	872
UNITED HEALTHCARE OF THE MIDWEST INC	12,852	31	7	20	6	5	0	12	1	5	13
WELLMARK HEALTH PLAN OF IOWA INC	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>1,800,161</b>	<b>8,950</b>	<b>931</b>	<b>6,605</b>	<b>1,549</b>	<b>796</b>	<b>86</b>	<b>3,851</b>	<b>621</b>	<b>841</b>	<b>3,637</b>