

HMO Company Complaint Record -- Classification Summary 2003

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	41,063	589	40	148	0	2	19	4	0	113	26	39	31	207
BCI HMO INC	111	0	0	0	0	0	0	0	0	0	0	0	0	0
CIGNA HEALTHCARE OF ILLINOIS INC	5,575	43	6	6	3	12	0	0	0	20	0	1	0	1
CIGNA HEALTHCARE OF ST LOUIS INC	831	6	0	5	0	0	0	0	0	1	0	0	0	0
GREAT-WEST HEALTHCARE OF ILLINOIS	11,577	173	7	33	0	0	0	0	0	0	0	0	1	139
GROUP HEALTH PLAN INC	24,268	30	20	0	0	11	0	0	0	12	0	0	2	5
HEALTH ALLIANCE MEDICAL PLANS INC	152,419	456	75	124	32	79	2	0	0	198	8	0	0	13
HEALTH ALLIANCE MIDWEST INC	636	0	0	0	0	0	0	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES CO	791,665	1,508	307	50	2	19	21	4	3	987	31	22	369	0
HEALTH LINK HMO INC	6,580	1	0	0	0	0	0	0	0	0	0	1	0	0
HMO MISSOURI INC	0	14	0	6	0	2	0	0	0	5	0	0	0	1
HUMANA HEALTH PLAN INC	314,741	1,520	125	72	11	10	2	1	0	1,325	0	0	99	0
JOHN DEERE HEALTH PLAN INC	37,289	103	7	23	0	37	1	0	0	40	0	0	0	2
MEDICAL ASSOCIATES HEALTH PLAN INC	3,170	9	0	2	0	1	0	0	0	0	0	2	0	4
MERCY HEALTH PLANS OF MISSOURI INC	9,012	42	0	0	0	0	24	0	0	13	0	0	0	5
MERCYCARE INSURANCE COMPANY	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NEVADACARE INC	269	23	0	0	0	1	0	0	0	0	0	1	0	21
OSF HEALTH PLANS INC	61,875	616	13	0	0	123	0	0	0	420	0	0	0	73
PERSONALCARE INSURANCE OF ILLINOIS INC	61,140	848	71	306	13	137	4	0	0	369	6	5	8	0
PRUDENTIAL HEALTH CARE PLAN, INC	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ROCKFORD HEALTH PLANS INC	13,849	140	44	27	0	1	0	0	0	106	0	0	2	4
UNICARE HEALTH PLANS	151,045	662	141	0	0	4	0	0	3	630	2	15	0	8
UNION HEALTH SERVICE INC	35,521	39	3	7	3	1	5	0	0	5	5	1	0	12
UNITED HEALTHCARE OF ILLINOIS INC	64,673	2,097	65	468	13	4	2	11	1	1,337	6	0	244	11
UNITED HEALTHCARE OF THE MIDWEST INC	12,852	31	7	1	0	0	0	1	0	21	0	1	0	7
WELLMARK HEALTH PLAN OF IOWA INC	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	1,800,161	8,950	931	1,278	77	444	80	21	7	5,602	84	88	756	513