

HMO External Independent Review Summary 2002

Disposition of
External Reviews

Company Name	HCP Enrollment	Total Complaints	Total DOI Complaints	Complaints with External Review	A) Relief Granted	B) Partial Relief	C) Information Furnished	D) No Relief Granted
AETNA U S HEALTHCARE OF ILLINOIS INC	50,086	664	48	14	8	0	0	6
BCI HMO INC	127	1	1	0	0	0	0	0
CIGNA HEALTHCARE OF ILLINOIS INC	7,360	76	22	1	1	0	0	0
CIGNA HEALTHCARE OF ST LOUIS INC	1,402	14	0	0	0	0	0	0
COUNTRY MEDICAL PLANS INC	0	0	0	0	0	0	0	0
GROUP HEALTH PLAN INC	26,254	39	27	3	2	0	0	1
HEALTH ALLIANCE MEDICAL PLANS INC	142,847	397	109	21	5	0	0	16
HEALTH ALLIANCE MIDWEST INC	823	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES CO	831,224	2,052	385	0	0	0	0	0
HEALTH LINK HMO INC	6,521	3	0	0	0	0	0	0
HUMANA HEALTH PLAN INC	377,676	2,362	95	0	0	0	0	0
JOHN DEERE HEALTH PLAN INC	33,247	76	7	7	0	1	0	6
MEDICAL ASSOCIATES HEALTH PLAN INC	3,203	5	0	0	0	0	0	0
MERCY HEALTH PLANS OF MISSOURI INC	11,112	45	2	0	0	0	0	0
NEVADACARE INC	95	19	0	0	0	0	0	0
ONE HEALTH PLAN OF ILLINOIS INC	16,371	62	9	10	3	0	0	7
OSF HEALTH PLANS INC	66,700	1,663	43	3	1	0	0	2
PERSONALCARE INSURANCE OF ILLINOIS INC	68,353	1,541	132	3	0	1	0	2
PRUDENTIAL HEALTH CARE PLAN, INC	0	9	0	0	0	0	0	0
ROCKFORD HEALTH PLANS INC	31,418	89	28	3	1	0	0	2
UNICARE HEALTH PLANS	158,892	1,841	144	12	4	0	0	8
UNION HEALTH SERVICE INC	27,839	36	0	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	67,073	1,228	131	1	0	0	0	1
UNITED HEALTHCARE OF THE MIDWEST INC	22,529	228	11	0	0	0	0	0
TOTALS	1,951,152	12,450	1,194	78	25	2	0	51