

Health Maintenance Organizations with Complaints

2011 Complaint Statistics for Health Maintenance Organizations (HMOs) with Any Complaints - Illinois Members Only	Complaints Closed During 2011	Total Illinois Members as of 12/31/2011 in Force	Adjusted Total* Illinois Members as of 12/31/2011	Complaint Ratio per 10,000 Members Enrolled in Illinois	Major Reasons Complaints were filed with the Illinois Department of Insurance				2010 Consumer Complaint Report Ratio
					Under writing	Marketing /Sales	Claims	Service	
AETNA HEALTH INC	12	19,579	16,722	7.18	0	0	12	0	6.46
CIGNA HEALTHCARE OF ILLINOIS INC	2	230	230	86.96	1	0	1	0	55.4
COVENTRY HEALTH CARE OF ILLINOIS, INC (HMO Enrollment Only)	28	14,348	14,348	19.51	3	0	24	1	7.38
COVENTRY HEALTH CARE OF MISSOURI, INC	4	5,637	1,285	31.13	1	1	2	0	-
HEALTH ALLIANCE MEDICAL PLANS INC. (HMO Enrollment Only)	30	142,734	131,301	2.28	0	0	30	0	1.92
HEALTH CARE SERVICE CORPORATION, A MUTUAL LEGAL RESERVE COMPANY	100	824,271	824,271	1.21	6	0	88	6	1.74
HUMANA HEALTH PLAN INC	47	87,072	39,660	11.85	6	0	41	0	5.9
UNICARE HEALTH PLANS OF THE MIDWEST INC**	3	0	0	N/A	0	0	3	0	N/A
UNITEDHEALTHCARE OF ILLINOIS INC	11	9,558	9,558	11.51	1	0	10	0	14.84
UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY, INC	3	13,811	6,330	4.74	0	0	3	0	1.26

*Total is adjusted to delete Medicaid/Medicare Members and Federal Employer Health Benefit Plans (FEHBP) Members.

Enrollment numbers shown are derived from the 2011 Illinois Enrollment page included in the 2011 Annual Statement filing.

**The company exited the market in Illinois at the end of 2009.

"-" indicates that company was not included in the 2010 Consumer Complaint Report due to minimum complaint activity during 2010.