

HMO Company Complaint Record -- General Summary 2004

Number of Complaints
Originated by:

Disposition of
Complaints

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 LIFE INSURANCE COMPANY	0	399	8	345	29	25	4	106	32	77	184
AETNA U S HEALTHCARE OF ILLINOIS INC	41,063	701	27	482	84	135	17	138	12	362	189
CIGNA HEALTHCARE OF ILLINOIS INC	5,575	92	10	48	44	0	0	46	2	10	34
CIGNA HEALTHCARE OF ST LOUIS INC	831	16	1	7	3	6	0	4	0	6	6
GREAT-WEST HEALTHCARE OF ILLINOIS	11,577	59	4	23	13	23	5	25	0	0	34
GROUP HEALTH PLAN INC	24,268	0	0	0	0	0	0	0	0	0	0
HEALTH ALLIANCE MEDICAL PLANS INC	152,419	310	48	273	20	17	15	89	3	43	175
HEALTH CARE SERVICE CORP MUT LEG RES CO	791,665	1,173	448	512	192	469	0	656	362	32	123
HEALTH LINK HMO INC	6,580	0	0	0	0	0	0	0	0	0	0
HMO MISSOURI INC	0	41	0	27	14	0	1	22	2	1	16
HUMANA HEALTH PLAN INC	314,741	1,826	137	1,711	99	16	12	1,102	58	48	618
JOHN DEERE HEALTH PLAN INC	37,289	145	16	139	3	3	17	38	1	12	94
MEDICAL ASSOCIATES HEALTH PLAN INC	3,170	10	0	5	5	0	0	2	0	2	6
MERCY HEALTH PLANS OF MISSOURI INC	9,012	25	0	25	0	0	0	10	0	0	15
MERCYCARE INSURANCE COMPANY	0	0	0	0	0	0	0	0	0	0	0
NEVADACARE INC	269	35	0	21	14	0	0	16	0	13	6
OSF HEALTH PLANS INC	61,875	426	12	404	0	22	0	219	0	62	145
PERSONALCARE INSURANCE OF ILLINOIS INC	61,140	528	50	437	89	2	7	237	11	0	280
PRUDENTIAL HEALTH CARE PLAN, INC	0	0	0	0	0	0	0	0	0	0	0
ROCKFORD HEALTH PLANS INC	13,849	88	21	71	11	6	0	12	2	41	33
UNICARE HEALTH PLANS	151,045	569	141	289	117	163	16	317	7	18	227
UNION HEALTH SERVICE INC	35,521	35	0	35	0	0	0	19	6	7	3
UNITED HEALTHCARE OF ILLINOIS INC	64,673	2,274	42	1,516	723	35	0	18	0	1,193	1,063
UNITED HEALTHCARE OF THE MIDWEST INC	12,852	199	28	118	58	23	0	91	19	4	85
WELLMARK HEALTH PLAN OF IOWA INC	0	0	0	0	0	0	0	0	0	0	0
TOTALS	1,799,414	8,951	993	6,488	1,518	945	94	3,167	517	1,931	3,336

As of: December 31, 2004

Source: Illinois Department of Financial And Professional Regulation - Division of Insurance

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