HMO Company Complaint Record -- Classification Summary 2004

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 referral 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 LIFE INSURANCE COMPANY	0	399	8	246	0	2	0	0	0	7	41	11	0	92
AETNA U S HEALTHCARE OF ILLINOIS INC	41,063	701	27	396	10	4	3	1	0	59	57	102	0	69
CIGNA HEALTHCARE OF ILLINOIS INC	5,575	92	10	8	3	19	3	0	0	46	1	8	4	0
CIGNA HEALTHCARE OF ST LOUIS INC	831	16	1	2	2	0	6	0	0	5	0	1	0	0
GREAT-WEST HEALTHCARE OF ILLINOIS	11,577	59	4	26	0	0	0	0	0	28	0	0	0	5
GROUP HEALTH PLAN INC	24,268	0	0	0	0	0	0	0	0	0	0	0	0	0
HEALTH ALLIANCE MEDICAL PLANS INC	152,419	310	48	90	11	44	2	0	0	143	2	1	4	13
HEALTH CARE SERVICE CORP MUT LEG RES CO	791,665	1,173	448	88	5	36	4	2	1	800	23	23	191	0
HEALTH LINK HMO INC	6,580	0	0	0	0	0	0	0	0	0	0	0	0	0
HMO MISSOURI INC	0	41	0	5	0	0	0	0	0	35	0	0	0	1
HUMANA HEALTH PLAN INC	314,741	1,826	137	30	0	94	11	0	0	1,610	19	48	0	14
JOHN DEERE HEALTH PLAN INC	37,289	145	16	42	2	36	1	0	0	57	0	0	0	7
MEDICAL ASSOCIATES HEALTH PLAN INC	3,170	10	0	0	0	1	0	0	0	0	0	1	0	8
MERCY HEALTH PLANS OF MISSOURI INC	9,012	25	0	9	0	0	0	0	0	16	0	0	0	0
MERCYCARE INSURANCE COMPANY	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NEVADACARE INC	269	35	0	0	0	0	0	0	0	0	1	5	13	16
OSF HEALTH PLANS INC	61,875	426	12	51	0	2	0	3	0	306	1	2	0	61
PERSONALCARE INSURANCE OF ILLINOIS INC	61,140	528	50	96	15	78	2	0	0	302	1	3	31	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	88	21	7	1	5	0	1	0	63	0	1	1	9
UNICARE HEALTH PLANS	151,045	569	141	84	3	1	2	0	0	440	6	31	0	2
UNION HEALTH SERVICE INC	35,521	35	0	2	0	0	0	0	0	9	7	15	0	2
UNITED HEALTHCARE OF ILLINOIS INC	64,673	2,274	42	317	51	0	1	5	1	1,649	19	7	219	5
UNITED HEALTHCARE OF THE MIDWEST INC	12,852	199	28	29	2	0	0	0	0	91	0	56	21	0
WELLMARK HEALTH PLAN OF IOWA INC	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	**1,799,414**	**8,951**	**993**	**1,528**	**105**	**322**	**35**	**12**	**2**	**5,666**	**178**	**315**	**484**	**304**

As of: December 31, 2004
Source: Illinois Department of Financial and Professional Regulation - Division of Insurance
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