

2006 Complaint Statistics for Health Maintenance Organizations - Complaints-Illinois Members Only

	Complaints	Total Illinois Members as of 12/31/2006 in Force	Non-Medicaid/Non-Medicare Members/ Non-Federal Employer Health Benefit Plans Members as of 12/31/2006 *	Complaint Ratio per 10,000 Members Enrolled in Illinois	Underwriting	Marketing/Sales	Claims	Service
AETNA HEALTH OF ILLINOIS, INC.	17	60,611	59,369	2.86	3	0	14	0
CIGNA HEALTHCARE OF ILLINOIS, INC.	1	3,898	3,898	2.56	0	0	1	0
GREAT-WEST HEALTHCARE OF ILLINOIS, INC.	1	4,254	4,254	2.35	0	0	1	0
GROUP HEALTH PLAN, INC.	12	27,071	23,906	5.02	0	0	11	1
HEALTH ALLIANCE MEDICAL PLANS, INC.	65	150,238	137,048	4.74	0	0	65	0
HEALTH CARE SERVICE CORPORATION MUTUAL LEGAL RESERVE COMPANY	158	716,861	716,861	2.20	2	0	147	9
HUMANA HEALTH PLAN, INC.	57	107,075	53,982	10.56	4	0	52	1
OSF HEALTH PLANS, INC.	15	53,163	38,540	3.89	0	0	15	0
PERSONALCARE INSURANCE OF ILLINOIS, INC.	61	54,523	51,171	11.92	0	0	61	0
UNICARE HEALTH PLANS OF THE MIDWEST, INC.	40	122,166	110,307	3.63	0	0	39	1
UNITEDHEALTHCARE OF ILLINOIS, INC.	23	25,946	25,946	8.86	1	0	20	2
UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY	6	44,295	19,589	3.06	1	0	5	0

*Total is adjusted to delete Medicaid/Medicare Members and FEHBP Members.

Enrollment numbers shown are derived from the 2006 Illinois Enrollment page included in the 2006 Annual Statement filing.