

HMO External Independent Review Summary 2004

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 LIFE INSURANCE COMPANY	0	399	8	4	1	0	1	2
AETNA U S HEALTHCARE OF ILLINOIS IN	41,063	701	27	17	3	0	2	12
CIGNA HEALTHCARE OF ILLINOIS INC	5,575	92	10	0	0	0	0	0
CIGNA HEALTHCARE OF ST LOUIS INC	831	16	1	0	0	0	0	0
GREAT-WEST HEALTHCARE OF ILLINOIS	11,577	59	4	5	0	0	0	5
GROUP HEALTH PLAN INC	24,268	0	0	0	0	0	0	0
HEALTH ALLIANCE MEDICAL PLANS INC	152,419	310	48	15	4	0	1	10
HEALTH CARE SERVICE CORP MUT LEG	791,665	1,173	448	0	0	0	0	0
HEALTH LINK HMO INC	6,580	0	0	0	0	0	0	0
HMO MISSOURI INC	0	41	0	1	0	0	0	1
HUMANA HEALTH PLAN INC	314,741	1,826	137	12	4	1	0	7
JOHN DEERE HEALTH PLAN INC	37,289	145	16	17	4	1	0	12
MEDICAL ASSOCIATES HEALTH PLAN INC	3,170	10	0	0	0	0	0	0
MERCY HEALTH PLANS OF MISSOURI INC	9,012	25	0	0	0	0	0	0
MERCYCARE INSURANCE COMPANY	0	0	0	0	0	0	0	0
NEVADACARE INC	269	35	0	0	0	0	0	0
OSF HEALTH PLANS INC	61,875	426	12	0	0	0	0	0
PERSONALCARE INSURANCE OF ILLINOI	61,140	528	50	7	1	0	0	6
PRUDENTIAL HEALTH CARE PLAN, INC	0	0	0	0	0	0	0	0
ROCKFORD HEALTH PLANS INC	13,849	88	21	0	0	0	0	0
UNICARE HEALTH PLANS	151,045	569	141	16	2	0	0	14
UNION HEALTH SERVICE INC	35,521	35	0	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	64,673	2,274	42	0	0	0	0	0
UNITED HEALTHCARE OF THE MIDWEST I	12,852	199	28	0	0	0	0	0
WELLMARK HEALTH PLAN OF IOWA INC	0	0	0	0	0	0	0	0
TOTALS	1,799,414	8,951	993	94	19	2	4	69

As of: December 31, 2004

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

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