

HMO External Independent Review Summary 2009

Disposition of
External Reviews

Company Name	HCP Enrollment	Total Complaints	Total DOJ Complaints	Complaints with External Review	A) Relief Granted	B) Partial Relief	C) Information Furnished	D) No Relief Granted
AETNA HEALTH, INC.	27,619	1,583	23	1	1	0	0	0
CIGNA HEALTHCARE OF ILLINOIS INC	503	138	1	0	0	0	0	0
CIGNA HEALTHCARE OF ST LOUIS INC	50	4	0	0	0	0	0	0
GROUP HEALTH PLAN INC	10,216	16	6	0	0	0	0	0
HEALTH ALLIANCE MEDICAL PLANS INC	131,837	493	41	14	4	0	1	9
HEALTH ALLIANCE MIDWEST INC	644	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES	652,454	338	160	0	0	0	0	0
HEALTH LINK HMO INC	0	8	0	0	0	0	0	0
HMO MISSOURI INC	0	1	0	0	0	0	0	0
HUMANA BENEFIT PLAN OF ILLINOIS	17,721	341	9	0	0	0	0	0
HUMANA HEALTH PLAN INC	38,812	341	23	0	0	0	0	0
MEDICAL ASSOCIATES HEALTH PLAN INC	2,884	15	0	0	0	0	0	0
MERCY HEALTH PLANS OF MISSOURI INC	0	42	0	0	0	0	0	0
PERSONALCARE INSURANCE OF ILLINOIS INC	35,140	481	17	28	0	0	0	28
UNICARE HEALTH PLANS OF THE MIDWEST IN	68,713	428	37	4	1	0	0	3
UNION HEALTH SERVICE INC	0	29	0	2	1	0	0	1
UNITED HEALTHCARE OF ILLINOIS INC	20,433	141	15	0	0	0	0	0
UNITED HEALTHCARE OF THE MIDWEST INC	333	6	0	0	0	0	0	0
UNITEDHEALTHCARE PLAN OF THE RIVERVAL	8,658	55	2	0	0	0	0	0
TOTALS	1,016,01	4,460	334	49	7	0	1	41

As of: December 31, 2009

Source: Illinois Department of Insurance

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