

**2005 Complaint Statistics for Health Maintenance Organizations (HMOs) - Complaints- Illinois Members Only**

Complaints      Total Illinois Members as of 12/31/2005 in Force      Non-Medicaid/Non-Medicare Members/ Non-Federal Employer Health Benefit Plans Members as of 12/31/2005 \*      Complaint Ratio per 10,000 Members Enrolled in Illinois      Underwriting      Marketing-Sales      Claims      Service

AETNA HEALTH OF ILLINOIS, INC.	36	61,407	60,870	5.91	2	0	33	1
CIGNA HEALTHCARE OF ILLINOIS, INC.	3	4,132	4,132	7.26	0	0	2	1
GREAT-WEST HEALTHCARE OF ILLINOIS, INC.	7	6,457	6,457	10.84	0	0	7	0
GROUP HEALTH PLAN, INC.	6	27,781	23,544	2.55	0	0	6	0
HEALTH ALLIANCE MEDICAL PLANS, INC.	48	143,079	129,437	3.71	0	0	48	0
HEALTH CARE SERVICE CORPORATION MUTUAL LEGAL RESERVE COMPANY	243	718,211	718,211	3.38	2	0	233	8
HUMANA HEALTH PLAN, INC.	95	136,208	76,709	12.38	4	0	89	2
JOHN DEERE HEALTH PLAN, INC.	17	30,191	30,066	5.65	0	0	17	0
MERCY HEALTH PLANS OF MISSOURI, INC.	1	4,231	3,421	2.92	0	0	1	0
OSF HEALTH PLANS, INC.	23	66,959	54,007	4.26	0	0	23	0
PERSONALCARE INSURANCE OF ILLINOIS, INC.	73	56,580	52,826	13.82	3	0	62	8
UNICARE HEALTH PLANS OF THE MIDWEST, INC.	67	128,358	116,396	5.76	0	0	67	0
UNITEDHEALTHCARE OF ILLINOIS, INC.	29	36,879	36,879	7.86	0	0	28	1
UNITED HEALTHCARE OF THE MIDWEST, INC.	2	8,947	927	21.57	0	0	2	0

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

Enrollment numbers shown are derived from the 2005 Illinois Enrollment page included in the 2005 Annual Statement filing.

