



Illinois Department of Financial and  
Professional Regulation  
Division of Insurance

# NEWS

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## **2004 Insurance Complaint Report Released**

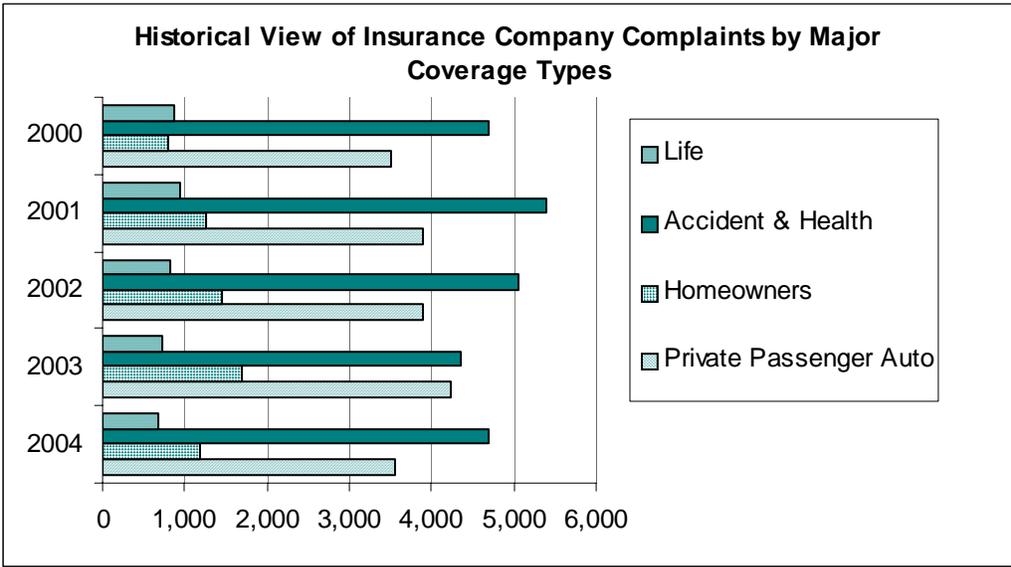
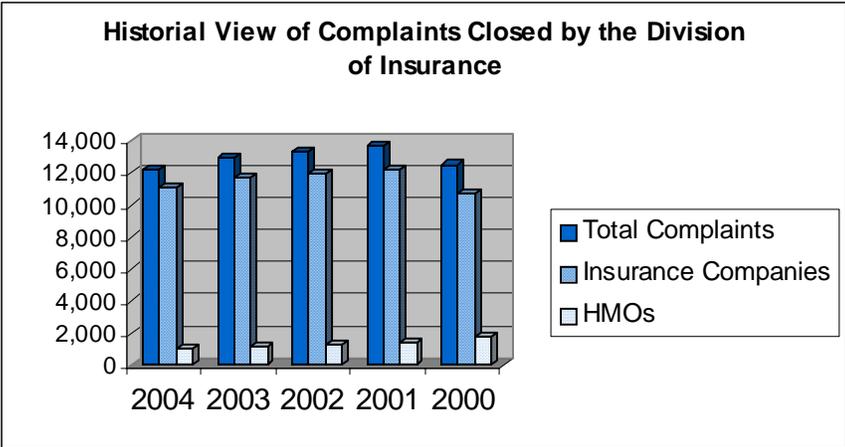
SPRINGFIELD – Illinois consumers filed fewer complaints regarding their insurance companies and HMOs in 2004, according to consumer complaint statistics released today by the Illinois Department of Financial and Professional Regulation (IDFPR), Division of Insurance.

Over the last four years, total complaints against health maintenance organizations (HMOs) dropped by 24%, from 1,430 complaints in 2001 to 1,084 in 2004. The decrease in HMO complaints may be attributed to the trend of HMO enrollment steadily decreasing during the past several years. From 2003 to 2004 in Illinois, HMO enrollment declined approximately 8%. Since 2000, HMO enrollment in Illinois has decreased approximately 27%. In addition to HMO complaints, other types of coverage have also experienced a decrease in complaints in 2004 from the prior year: individual life (-5%); individual annuity (-11%); individual accident and health (-14%); group credit accident and health (-5%) and private passenger automobile (-16%); and for the first time in several years, complaints regarding homeowners coverage have also decreased in Illinois. In 2004, homeowner insurance complaints decreased by 30%, from 1,692 in 2003 to 1,188 in 2004.

In 2004, complaints regarding group accident and health insurance increased by 17% from 3,089 complaints in 2003, to 3,601 complaints in 2004. This increase may be attributed to the 68% rise in 2004 complaints filed by healthcare providers regarding group accident and health coverage: 1,179 complaints (97% claims related) in 2004 versus 702 complaints (85% claims related) in the year 2003. Since the passage of the “prompt pay law” (215 ILCS 5/368a) in 2000, healthcare providers have increasingly utilized the services of the Division of Insurance for assistance with claim delays and claim denials.

The Illinois Department of Financial and Professional Regulation, Division of Insurance investigated 11,107 written complaints against insurance companies in 2004 compared to 11,762 in 2003 and 12,019 in 2002, an overall decrease of 8% since 2002.

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Illinois consumers may contact the IDFP, Division of Insurance, by calling the Consumer Assistance Hotline toll-free at 866-445-5364 or the Office of Consumer Health Insurance toll-free at 877-527-9431.

To view the report [Click Here](#).