

HMO Company Complaint Record -- General Summary 2009

Number of Complaints  
Originated by:

Disposition of  
Complaints

| Company Name                           | HCP Enrollment  | Total Complaints | Total DOJ Complaints | A) Consumer/Enrollee | B) Provider  | C) Other Individual | 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                   | 448                  | 728          | 407                 | 1                               | 381               | 68                | 1,134                    | 0                    |
| CIGNA HEALTHCARE OF ILLINOIS INC       | 503             | 138              | 1                    | 100                  | 27           | 11                  | 0                               | 88                | 1                 | 32                       | 17                   |
| CIGNA HEALTHCARE OF ST LOUIS INC       | 50              | 4                | 0                    | 4                    | 0            | 0                   | 0                               | 3                 | 0                 | 1                        | 0                    |
| GROUP HEALTH PLAN INC                  | 10,216          | 16               | 6                    | 11                   | 4            | 1                   | 0                               | 6                 | 0                 | 4                        | 6                    |
| HEALTH ALLIANCE MEDICAL PLANS INC      | 131,837         | 493              | 41                   | 359                  | 123          | 11                  | 14                              | 73                | 3                 | 22                       | 395                  |
| HEALTH ALLIANCE MIDWEST INC            | 644             | 0                | 0                    | 0                    | 0            | 0                   | 0                               | 0                 | 0                 | 0                        | 0                    |
| HEALTH CARE SERVICE CORP MUT LEG RES   | 652,454         | 338              | 160                  | 117                  | 65           | 156                 | 0                               | 144               | 58                | 58                       | 78                   |
| HEALTH LINK HMO INC                    | 0               | 8                | 0                    | 0                    | 8            | 0                   | 0                               | 8                 | 0                 | 0                        | 0                    |
| HMO MISSOURI INC                       | 0               | 1                | 0                    | 1                    | 0            | 0                   | 0                               | 1                 | 0                 | 0                        | 0                    |
| HUMANA BENEFIT PLAN OF ILLINOIS        | 17,721          | 341              | 9                    | 300                  | 36           | 5                   | 0                               | 202               | 15                | 1                        | 123                  |
| HUMANA HEALTH PLAN INC                 | 38,812          | 341              | 23                   | 300                  | 36           | 5                   | 0                               | 202               | 15                | 1                        | 123                  |
| MEDICAL ASSOCIATES HEALTH PLAN INC     | 2,884           | 15               | 0                    | 7                    | 8            | 0                   | 0                               | 5                 | 0                 | 3                        | 7                    |
| MERCY HEALTH PLANS OF MISSOURI INC     | 0               | 42               | 0                    | 20                   | 17           | 5                   | 0                               | 15                | 0                 | 2                        | 25                   |
| PERSONALCARE INSURANCE OF ILLINOIS INC | 35,140          | 481              | 17                   | 322                  | 152          | 7                   | 28                              | 231               | 1                 | 12                       | 237                  |
| UNICARE HEALTH PLANS OF THE MIDWEST IN | 68,713          | 428              | 37                   | 270                  | 153          | 5                   | 4                               | 272               | 11                | 26                       | 119                  |
| UNION HEALTH SERVICE INC               | 0               | 29               | 0                    | 26                   | 0            | 3                   | 2                               | 26                | 0                 | 0                        | 3                    |
| UNITED HEALTHCARE OF ILLINOIS INC      | 20,433          | 141              | 15                   | 63                   | 38           | 40                  | 0                               | 50                | 7                 | 0                        | 84                   |
| UNITED HEALTHCARE OF THE MIDWEST INC   | 333             | 6                | 0                    | 2                    | 4            | 0                   | 0                               | 1                 | 1                 | 0                        | 4                    |
| UNITEDHEALTHCARE PLAN OF THE RIVERVAL  | 8,658           | 55               | 2                    | 54                   | 1            | 0                   | 0                               | 20                | 2                 | 3                        | 30                   |
| <b>TOTALS</b>                          | <b>1,016,01</b> | <b>4,460</b>     | <b>334</b>           | <b>2,404</b>         | <b>1,400</b> | <b>656</b>          | <b>49</b>                       | <b>1,728</b>      | <b>182</b>        | <b>1,299</b>             | <b>1,251</b>         |

As of: December 31, 2009

Source: Illinois Department of Insurance

Published: Friday, July 16, 2010

HMO Company Complaint Record -- Classification Summary 2009

Number of Complaints  
Classified As:

| Company Name                             | HCP Enrollment  | Total Complaints | Total DOJ Complaints | A) Denial of Care or Treatment | B) Denial of Diagnostic Procedure | C) Denial of Referral Request | D) Sufficient Choice & Accessibility of HCP | E) Underwriting | F) Marketing and Sales | G) Claims and Utilization Review | H) Member Services | I) Provider Relations - Quality of Care | J) Provider's Complaints - Prompt Pay | K) Miscellaneous |
|--|-----------------|------------------|----------------------|--------------------------------|-----------------------------------|-------------------------------|---|-----------------|------------------------|----------------------------------|--------------------|---|---------------------------------------|------------------|
| AETNA HEALTH, INC.                       | 27,619          | 1,583            | 23                   | 5                              | 64                                | 7                             | 1   | 0               | 0                      | 1,274                            | 70                 | 118                                     | 44                                    | 0                |
| CIGNA HEALTHCARE OF ILLINOIS INC         | 503             | 138              | 1                    | 30                             | 1                                 | 0                             | 7   | 0               | 0                      | 40                               | 50                 | 3                                       | 5                                     | 2                |
| CIGNA HEALTHCARE OF ST LOUIS INC         | 50              | 4                | 0                    | 0                              | 0                                 | 0                             | 0   | 0               | 0                      | 3                                | 1                  | 0                                       | 0                                     | 0                |
| GROUP HEALTH PLAN INC                    | 10,216          | 16               | 6                    | 1                              | 0                                 | 0                             | 0   | 1               | 0                      | 5                                | 1                  | 0                                       | 0                                     | 8                |
| HEALTH ALLIANCE MEDICAL PLANS INC        | 131,837         | 493              | 41                   | 93                             | 4                                 | 36                            | 0   | 0               | 0                      | 356                              | 1                  | 0                                       | 2                                     | 1                |
| HEALTH ALLIANCE MIDWEST INC              | 644             | 0                | 0                    | 0                              | 0                                 | 0                             | 0   | 0               | 0                      | 0                                | 0                  | 0                                       | 0                                     | 0                |
| HEALTH CARE SERVICE CORP MUT LEG RES CO  | 652,454         | 338              | 160                  | 26                             | 0                                 | 9                             | 0   | 0               | 0                      | 144                              | 13                 | 2                                       | 142                                   | 2                |
| HEALTH LINK HMO INC                      | 0               | 8                | 0                    | 0                              | 0                                 | 0                             | 0   | 0               | 0                      | 0                                | 0                  | 0                                       | 8                                     | 0                |
| HMO MISSOURI INC                         | 0               | 1                | 0                    | 1                              | 0                                 | 0                             | 0   | 0               | 0                      | 0                                | 0                  | 0                                       | 0                                     | 0                |
| HUMANA BENEFIT PLAN OF ILLINOIS          | 17,721          | 341              | 9                    | 7                              | 3                                 | 2                             | 0   | 0               | 0                      | 73                               | 12                 | 0                                       | 0                                     | 244              |
| HUMANA HEALTH PLAN INC                   | 38,812          | 341              | 23                   | 7                              | 3                                 | 2                             | 0   | 0               | 0                      | 73                               | 12                 | 0                                       | 0                                     | 244              |
| MEDICAL ASSOCIATES HEALTH PLAN INC       | 2,884           | 15               | 0                    | 0                              | 0                                 | 0                             | 0   | 0               | 0                      | 0                                | 0                  | 3                                       | 0                                     | 12               |
| MERCY HEALTH PLANS OF MISSOURI INC       | 0               | 42               | 0                    | 0                              | 0                                 | 4                             | 11  | 0               | 0                      | 13                               | 0                  | 0                                       | 0                                     | 14               |
| PERSONALCARE INSURANCE OF ILLINOIS INC   | 35,140          | 481              | 17                   | 119                            | 48                                | 20                            | 2   | 0               | 0                      | 282                              | 2                  | 8                                       | 0                                     | 0                |
| UNICARE HEALTH PLANS OF THE MIDWEST INC  | 68,713          | 428              | 37                   | 139                            | 4                                 | 6                             | 0   | 0               | 0                      | 272                              | 0                  | 5                                       | 0                                     | 2                |
| UNION HEALTH SERVICE INC                 | 0               | 29               | 0                    | 3                              | 0                                 | 0                             | 0   | 0               | 0                      | 4                                | 7                  | 15                                      | 0                                     | 0                |
| UNITED HEALTHCARE OF ILLINOIS INC        | 20,433          | 141              | 15                   | 2                              | 0                                 | 0                             | 2   | 0               | 0                      | 129                              | 1                  | 1                                       | 0                                     | 6                |
| UNITED HEALTHCARE OF THE MIDWEST INC     | 333             | 6                | 0                    | 0                              | 0                                 | 0                             | 1   | 0               | 0                      | 5                                | 0                  | 0                                       | 0                                     | 0                |
| UNITEDHEALTHCARE PLAN OF THE RIVERVALLEY | 8,658           | 55               | 2                    | 7                              | 3                                 | 2                             | 0   | 0               | 0                      | 40                               | 0                  | 0                                       | 1                                     | 2                |
| <b>TOTALS</b>                            | <b>1,016,01</b> | <b>4,460</b>     | <b>334</b>           | <b>440</b>                     | <b>130</b>                        | <b>88</b>                     | <b>24</b>                                   | <b>1</b>        | <b>0</b>               | <b>2,713</b>                     | <b>170</b>         | <b>155</b>                              | <b>202</b>                            | <b>537</b>       |

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