

HMO External Independent Review Summary 2007

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 HEALTH OF ILLINOIS	52,255	1,436	20	2	0	0	0	2
CIGNA HEALTHCARE OF ILLINOIS INC	2,127	74	2	0	0	0	0	0
CIGNA HEALTHCARE OF ST LOUIS INC	476	13	0	0	0	0	0	0
GREAT-WEST HEALTHCARE OF ILLINOIS	2,401	0	2	0	0	0	0	0
GROUP HEALTH PLAN INC	17,546	7	7	0	0	0	0	0
HEALTH ALLIANCE MEDICAL PLANS INC	127,114	359	35	23	6	0	1	16
HEALTH ALLIANCE MIDWEST INC	201	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG	695,248	405	190	0	0	0	0	0
HMO MISSOURI INC	0	0	0	0	0	0	0	0
HUMANA HEALTH PLAN INC	40,102	514	50	1	1	0	0	0
MEDICAL ASSOCIATES HEALTH PLAN INC	2,169	7	0	0	0	0	0	0
MERCY HEALTH PLANS OF MISSOURI INC	1,835	6	1	0	0	0	0	0
NEVADACARE INC	18	15	1	0	0	0	0	0
OSF HEALTH PLANS INC	33,901	153	10	0	0	0	0	0
PERSONALCARE INSURANCE OF ILLINOI	45,191	407	42	27	3	0	0	24
UNICARE HEALTH PLANS OF THE MIDWE	98,188	350	26	12	4	0	0	8
UNION HEALTH SERVICE INC	22	21	0	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	17,605	191	26	0	0	0	0	0
UNITED HEALTHCARE OF THE MIDWEST I	248	13	1	0	0	0	0	0
UNITEDHEALTHCARE PLAN OF THE RIVE	13,889	98	10	4	0	1	0	3
TOTALS	1,150,536	4,069	423	69	14	1	1	53

As of: December 31, 2007

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

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