

Company Name	Total Complaints	Total DOI Complaints	Complaints with External Review	Disposition of External Reviews			
				A) Relief Granted	B) Partial Relief	C) Information Furnished	D) No Relief Granted
AETNA U S HEALTHCARE OF ILLINOIS INC	320	120	0	0	0	0	0
AMERICAID ILLINOIS INC	464	0	0	0	0	0	0
BCI HMO INC	20	1	0	0	0	0	0
BENCHMARK HEALTH INSURANCE COMPANY	2	0	0	0	0	0	0
CIGNA HEALTHCARE OF ILLINOIS INC	31	16	0	0	0	0	0
CIGNA HEALTHCARE OF ST LOUIS INC	4	0	0	0	0	0	0
COMMUNITY HEALTH PLAN OF SBL INS CO	3	2	0	0	0	0	0
GROUP HEALTH PLAN INC	410	32	6	2	1	0	3
HARMONY HEALTH PLAN OF ILLINOIS INC	474	0	0	0	0	0	0
HEALTH ALLIANCE MEDICAL PLANS INC	205	114	15	0	0	0	15
HEALTH CARE SERVICE CORP MUT LEG RES CO	3,256	304	0	0	0	0	0
HEALTH LINK HMO INC	6	0	0	0	0	0	0
HEALTH PARTNERS OF THE MIDWEST	31	3	1	1	0	0	0
HMO MISSOURI INC	34	3	0	0	0	0	0
HUMANA HEALTH PLAN INC	2,168	162	1	1	0	0	0
HUMANA HEALTHCHICAGO INC	314	15	0	0	0	0	0
JOHN DEERE HEALTH PLAN INC	53	11	0	0	0	0	0
MEDICAL ASSOCIATES HEALTH PLAN INC	11	0	0	0	0	0	0
MERCY HEALTH PLANS OF MISSOURI INC	34	2	0	0	0	0	0
ONE HEALTH PLAN OF ILLINOIS INC	82	13	0	0	0	0	0
OSF HEALTH PLANS INC	1,185	79	0	0	0	0	0
PERSONALCARE INSURANCE OF ILLINOIS INC	1,295	41	4	2	0	0	2
PRUDENTIAL HEALTH CARE PLAN INC	99	6	0	0	0	0	0
ROCKFORD HEALTH PLANS INC	83	37	0	0	0	0	0
RUSH PRUDENTIAL HMO INC	2,234	128	11	4	0	0	7
UIHMO INC	38	2	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	916	88	5	1	1	2	1
UNITED HEALTHCARE OF THE MIDWEST INC	85	10	0	0	0	0	0
UNITY HMO OF ILLINOIS INC	6	0	0	0	0	0	0
TOTALS	13,863	1,189	43	11	2	2	28