

HMO External Independent Review Summary 2003

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 U S HEALTHCARE OF ILLINOIS IN	41,063	589	40	6	1	0	0	5
BCI HMO INC	111	0	0	0	0	0	0	0
CIGNA HEALTHCARE OF ILLINOIS INC	5,575	43	6	0	0	0	0	0
CIGNA HEALTHCARE OF ST LOUIS INC	831	6	0	0	0	0	0	0
GREAT-WEST HEALTHCARE OF ILLINOIS	11,577	173	7	4	2	0	0	2
GROUP HEALTH PLAN INC	24,268	30	20	0	0	0	0	0
HEALTH ALLIANCE MEDICAL PLANS INC	152,419	456	75	33	11	0	0	22
HEALTH ALLIANCE MIDWEST INC	636	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG	791,665	1,508	307	0	0	0	0	0
HEALTH LINK HMO INC	6,580	1	0	0	0	0	0	0
HMO MISSOURI INC	0	14	0	0	0	0	0	0
HUMANA HEALTH PLAN INC	314,741	1,520	125	0	0	0	0	0
JOHN DEERE HEALTH PLAN INC	37,289	103	7	12	0	1	0	11
MEDICAL ASSOCIATES HEALTH PLAN INC	3,170	9	0	0	0	0	0	0
MERCY HEALTH PLANS OF MISSOURI INC	9,012	42	0	0	0	0	0	0
MERCYCARE INSURANCE COMPANY	0	0	0	0	0	0	0	0
NEVADACARE INC	269	23	0	0	0	0	0	0
OSF HEALTH PLANS INC	61,875	616	13	1	0	0	0	1
PERSONALCARE INSURANCE OF ILLINOI	61,140	848	71	4	1	0	0	3
PRUDENTIAL HEALTH CARE PLAN, INC	0	0	0	0	0	0	0	0
ROCKFORD HEALTH PLANS INC	13,849	140	44	1	0	0	0	1
UNICARE HEALTH PLANS	151,045	662	141	8	4	0	0	4
UNION HEALTH SERVICE INC	35,521	39	3	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	64,673	2,097	65	17	1	0	0	16
UNITED HEALTHCARE OF THE MIDWEST I	12,852	31	7	0	0	0	0	0
WELLMARK HEALTH PLAN OF IOWA INC	0	0	0	0	0	0	0	0
TOTALS	1,800,161	8,950	931	86	20	1	0	65

As of: December 31, 2003

Source: Illinois Department of Insurance

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