

2003 Complaint Statistics for Health Maintenance Organizations - Complaints- Illinois Members Only	Complaints	Total Illinois Members as of 12/31/03 in Force	Non-Medicaid/Non-Medicare Members/ Non-Federal Employer Health Benefit Plans Members as of 12/31/03 *	Underwriting	Marketing /Sales	Claims	Service
AETNA HEALTH OF ILLINOIS, INC.	38	41,063	41,063	6		32	
AMERIGROUP ILLINOIS, INC.**	6	31,830	0			6	
CIGNA HEALTHCARE OF ILLINOIS, INC.	16	5,575	5,575	2		14	
CIGNA HEALTHCARE OF ST. LOUIS, INC.	1	831	831			1	
GREAT-WEST HEALTHCARE OF ILLINOIS, INC.	10	11,577	11,577			10	
GROUP HEALTH PLAN, INC.	18	24,268	19,862			16	2
HEALTH ALLIANCE MEDICAL PLANS, INC.	68	152,419	138,851	2		65	1
HEALTH CARE SERVICE CORPORATION MUTUAL LEGAL RESERVE COMPANY	353	791,665	791,665	1		345	7
HUMANA HEALTH PLAN, INC.	178	314,741	227,955	2		172	4
JOHN DEERE HEALTH PLAN, INC.	11	37,289	37,283			11	
MERCY HEALTH PLANS OF MISSOURI, INC.	1	9,012	7,719			1	
OSF HEALTH PLANS, INC.	36	61,875	52,133			36	
PERSONALCARE INSURANCE OF ILLINOIS, INC.	66	61,140	57,208	1		59	6
ROCKFORD HEALTH PLANS, INC.	42	13,849	13,849			40	2
UNICARE HEALTH PLANS OF THE MIDWEST, INC.	150	151,045	135,655	1		147	2
UNITEDHEALTHCARE OF ILLINOIS, INC.	80	64,673	37,838	1		78	1
UNITED HEALTHCARE OF THE MIDWEST, INC.	8	12,852	5,023			7	1

*Total is adjusted to delete Medicaid/Medicare Members and FEHBP Members.

** Medicaid only HMO. Complaints are handled by the Illinois Department of Public Aid. Enrollment numbers shown are derived from the 2003 Illinois Enrollment page included in the 2003 Annual Statement filing.