

2004 Complaint Statistics for Health Maintenance Organizations - Complaints- Illinois Members Only

	Complaints	Total Illinois Members as of 12/31/04 in Force	Non-Medicaid/Non-Medicare Members/ Non-Federal Employer Health Benefit Plans Members as of 12/31/04 *	Complaint Ratio per 10,000 Members Enrolled in Illinois	Underwriting	Marketing/Sales	Claims	Service
AETNA HEALTH OF ILLINOIS, INC.	32	54,167	54,167	5.91	3	0	29	0
CIGNA HEALTHCARE OF ILLINOIS, INC.	14	4,457	4,457	31.41	0	0	12	2
CIGNA HEALTHCARE OF ST. LOUIS, INC.	1	1,351	1,351	7.40	0	0	1	0
GREAT-WEST HEALTHCARE OF ILLINOIS, INC.	3	9,207	9,207	3.26	0	0	3	0
GROUP HEALTH PLAN, INC.	14	23,713	19,466	7.19	0	0	13	1
HEALTH ALLIANCE MEDICAL PLANS, INC.	47	153,488	139,735	3.36	0	0	47	0
HEALTH CARE SERVICE CORPORATION MUTUAL LEGAL RESERVE COMPANY	379	735,235	735,235	5.15	9	0	361	9
HUMANA HEALTH PLAN, INC.	150	210,826	125,798	11.92	2	0	141	7
JOHN DEERE HEALTH PLAN, INC.	16	33,434	33,433	4.78	1	0	15	0
MERCY HEALTH PLANS OF MISSOURI, INC.	1	6,141	5,191	1.93	0	0	1	0
OSF HEALTH PLANS, INC.	24	66,478	55,251	4.34	0	0	23	1
PERSONALCARE INSURANCE OF ILLINOIS, INC.	54	59,177	55,450	9.74	1	0	45	8
ROCKFORD HEALTH PLANS	20	6,079	6,079	32.90	3	0	17	0
UNICARE HEALTH PLANS OF THE MIDWEST, INC.	143	148,649	135,389	10.56	0	0	136	7
UNITEDHEALTHCARE OF ILLINOIS, INC.	48	66,565	38,399	12.50	2	0	42	4
UNITED HEALTHCARE OF THE MIDWEST, INC.	10	10,538	2,586	38.67	1	0	8	1

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

Enrollment numbers shown are derived from the 2004 Illinois Enrollment page included in the 2004 Annual Statement filing.