

Health Maintenance Organizations (HMOs) with Complaint(s)

2013 Complaint Statistics for Health Maintenance Organizations (HMOs) - Complaints- Illinois Members Only	Complaints Closed During 2013	Total Illinois Members as of 12/31/2013 in Force	Adjusted Total* Illinois Members as of 12/31/2013	Complaint Ratio per 10,000 Members Enrolled in Illinois	Major Reasons Complaints were filed with the Illinois Department of Insurance				2012 Complaint Ratio
					Under-writing	Marketing /Sales	Claims Handling	Policy-holders' Service	
AETNA HEALTH INC	4	10,855	10,074	3.97	0	0	4	0	3.88
CIGNA HEALTHCARE OF ILLINOIS INC	1	167	167	59.88	0	0	1	0	112.99
COVENTRY HEALTH CARE OF ILLINOIS, INC (<i>HMO Enrollment Only</i>)	7	10,281	10,281	6.81	0	0	6	1	7.27
COVENTRY HEALTH CARE OF MISSOURI, INC	1	5,168	602	16.61	1	0	0	0	N/A
HEALTH ALLIANCE MEDICAL PLANS INC. (<i>HMO Enrollment Only</i>)	16	156,410	142,485	1.12	0	0	16	0	1.95
HEALTH CARE SERVICE CORP, A MUT LEGAL RESERVE CO (<i>HMO Enrollment Only</i>)	77	697,800	694,800	1.11	3	0	64	10	1.97
HUMANA BENEFIT PLAN OF ILLINOIS, INC (<i>HMO Enrollment Only</i>)	1	17,729	2,073	4.82	0	0	1	0	N/A
HUMANA HEALTH PLAN INC	14	73,954	24,946	5.61	2	0	12	0	5.20
UNITEDHEALTHCARE OF ILLINOIS INC	7	21,142	21,142	3.31	0	0	7	0	3.78
UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY, INC	1	12,443	2,440	4.10	0	0	1	0	N/A

*Total is adjusted to delete Medicaid/Medicare Members and Federal Employer Health Benefit Plans (FEHBP) Members.

Enrollment numbers shown are derived from the 2013 Illinois Enrollment page included in the 2013 Annual Statement filing.

"N/A" in 2012 complaint ratio column indicates the company did not show in the 2012 report.