

SPRINGFIELD – Illinois consumers filed fewer complaints regarding their insurance companies and health maintenance organizations (HMOs) in the year 2007, according to consumer complaint statistics compiled by the Illinois Department of Financial and Professional Regulation (IDFPR), Division of Insurance.

As in the previous year, IDFPR experienced a decline in complaints closed regarding HMOs in 2007, closing 568 HMO complaints versus 628 complaints in 2006, resulting in a 10% decrease. HMOs reported 64,127 fewer enrolled Illinois residents in 2007, a decline of 4% from the previous year. Of the 1.46 million Illinois members enrolled in HMOs during 2007, approximately 18% were covered through Medicare, Medicaid, or other federal programs. In general, federal laws pre-empt Illinois from handling complaint related issues for Medicare and Medicaid members; therefore, complaints related to those members are not reflected in the complaint statistics.

In 2007, several major coverage types also experienced a decrease from the prior year: individual accident and health (-13%); private passenger automobile (-10%); homeowners (-5%). In addition, individual annuity coverage complaints plunged by 25%, from 165 in 2006 to 123 in 2007. The only major coverage type that experienced insignificant change from the prior year was group accident and health coverage, with 2,900 complaints closed in 2007, compared to 2,901 closed in 2006.

Conversely from the previous year, two coverage types showed an increase in complaints: individual life (+6%), and group credit accident and health (+27%). Claims related issues were the predominant reason given for complaints in the group credit accident and health category, with 93% of those complaints involving claims.

In 2007, the IDFPR, Division of Insurance, investigated 8,510 written complaints against insurance companies, in comparison to 9,361 in 2006, resulting in a 9% decrease in complaints attributed to insurance companies during the past year. In addition to the cumulative total of 9,078 consumer complaints closed against insurance companies (8,510) and HMOs (568), respectively, in the year 2007, there were also preliminary investigations conducted on 1,358 complaints that were considered as “not categorized” complaints. These complaints were excluded for various reasons such as the plans they concerned were self-insured or contracts were written in other states, etc. The Division of Insurance also processed approximately 2,274 written inquiries, providing assistance and pertinent information to those consumers.

For a copy of this report and numerous other reports produced to assist Illinois consumers, or to obtain the online consumer complaint form, visit the IDFPR Website at www.idfpr.com, where the link to the Division of Insurance web page can be accessed. Illinois consumers may also contact the Illinois Department of Financial and Professional Regulation, Division of Insurance, by calling the Consumer Assistance Hotline toll-free at (866) 445-5364 or the Office of Consumer Health Insurance (OCHI) toll-free at (877) 527-9431.

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Composite of Insurance Complaints Investigated by the Division of Insurance in the Year 2007

HMO Complaints	568
Insurance Company Complaints	<u>8,510</u>
	9,078
Not Categorized Complaints	<u>1,358</u>
Total Complaints	10,436

Complaints by Line of Coverage

Auto	2,671	26%
Homeowners	790	8%
Individual Life	595	6%
Individual Accident & Health	764	7%
Group Accident & Health	2,900	28%
HMOs	568	5%
Group Credit Accident & Health	14	1%
Individual Annuity	123	1%
All Other Coverages	301	3%
No Coverage Designated	352	3%
Not Categorized	1,358	12%
Total:	10,436	100%

Major Reasons for Complaints

	Insurance Companies		HMOs	
Underwriting	812	10%	13	2%
Marketing & Sales	229	3%	2	1%
Claims Handling	6,243	73%	517	91%
Policyholder Service	874	10%	36	6%
No Coverage Designated	352	4%		
Total:	8,510	100%	568	100%

Distribution of Complaints by Zip Code

	Insurance Companies		HMOs	
Metro Cook County (600-605)	3,744	44%	261	46%
Chicago (606)	1,532	18%	96	17%
Downstate (607-629)	2,213	26%	176	31%
Outside Illinois	936	11%	28	5%
Email only - no zip code given	85	1%	7	1%
Total:	8,510	100%	568	100%

Comparison of Complaints by Coverage & Reason 2006 - 2007

Coverage	Underwriting	Marketing & Sales	Claim Handling	Policyholder Service	Total	% of Change from Prior Year
Auto (2006)	279	97	2,450	150	2,976	
Auto (2007)	257	80	2,239	95	2,671	-10%
Homeowners (2006)	222	25	550	35	832	
Homeowners (2007)	181	32	536	41	790	-5%
Individual Life (2006)	79	53	129	298	559	
Individual Life (2007)	67	51	173	304	595	+6%
Individual Annuity (2006)	2	54	14	95	165	
Individual Annuity (2007)	0	31	19	73	123	-25%
Individual A & H (2006)	150	19	571	135	875	
Individual A & H (2007)	114	19	533	98	764	-13%
Group A & H (2006)	87	3	2,623	188	2,901	
Group A & H (2007)	93	2	2,610	195	2,900	0%
Group Credit A & H (2006)	0	0	9	2	11	
Group Credit A & H (2007)	0	0	13	1	14	+27%
HMOs (2006)	15	1	481	131	628	
HMOs (2007)	13	2	517	36	568	-10%
All Other Coverages (2007)	100	14	120	67	301	
No Coverage Designated (2007)					352	
Totals for 2007:	825	231	6,760	910	9,078	

2007 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile	Complaints	Private Passenger Automobile 2007 Illinois Direct Written Premium \$	2007 Private Passenger Automobile Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with IDFP, Division of Insurance			
				underwriting	marketing/sales	claims	policy service
AFFIRMATIVE INSURANCE COMPANY	61	\$38,692,665	1.58	5	1	54	1
ALLSTATE INSURANCE COMPANY	202	\$325,103,828	0.62	21	0	176	5
AMERICAN ACCESS CASUALTY COMPANY	136	\$54,819,542	2.48	0	1	134	1
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	74	\$279,175,476	0.27	12	2	52	8
AMERICAN FREEDOM INSURANCE COMPANY	102	\$11,424,706	8.93	4	1	97	0
AMERICAN HEARTLAND INSURANCE COMPANY	46	\$10,427,200	4.41	3	0	43	0
AMERICAN SERVICE INSURANCE COMPANY INC.	60	\$28,207,703	2.13	5	0	54	1
AMERICAN STANDARD INSURANCE OF WISCONSIN	12	\$30,961,561	0.39	1	0	10	1
APOLLO CASUALTY COMPANY	138	\$29,391,763	4.70	2	1	135	0
CONSTITUTIONAL CASUALTY COMPANY	12	\$9,397,657	1.28	2	0	10	0
COUNTRY MUTUAL INSURANCE COMPANY	19	\$269,991,411	0.07	3	1	14	1
COUNTRY PREFERRED INSURANCE COMPANY	15	\$158,694,701	0.09	2	1	11	1
DELPHI CASUALTY COMPANY	20	\$4,430,752	4.51	0	0	20	0
FIRST ACCEPTANCE INSURANCE COMPANY INC.	49	\$32,891,739	1.49	1	1	47	0
FOUNDERS INSURANCE COMPANY	106	\$46,164,628	2.30	1	1	104	0

2007 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile	Complaints	Private Passenger Automobile 2007 Illinois Direct Written Premium \$	2007 Private Passenger Automobile Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with IDFP, Division of Insurance			
				underwriting	marketing/sales	claims	policy service
<i>(continued from Private Passenger Auto page 1)</i>							
GEICO GENERAL INSURANCE COMPANY	22	\$89,185,424	0.25	3	0	17	2
GEICO INDEMNITY COMPANY	10	\$42,546,028	0.24	1	0	8	1
ILLINOIS FARMERS INSURANCE COMPANY	54	\$270,332,717	0.20	12	2	38	2
INSURA PROPERTY AND CASUALTY INSURANCE COMPANY	45	\$22,087,398	2.04	3	1	41	0
INTERSTATE BANKERS CASUALTY COMPANY	12	\$7,764,679	1.55	1	0	11	0
LIBERTY MUTUAL FIRE INSURANCE COMPANY	11	\$34,771,803	0.32	3	0	7	1
MEMBERSELECT INSURANCE COMPANY	21	\$62,102,149	0.34	7	1	9	4
MERCURY INSURANCE COMPANY OF ILLINOIS	11	\$23,665,735	0.46	3	0	6	2
MID-CENTURY INSURANCE COMPANY	13	\$47,769,488	0.27	0	0	12	1
PROGRESSIVE NORTHERN INSURANCE COMPANY	18	\$138,797,609	0.13	3	0	15	0
PROPERTY & CASUALTY INSURANCE CO. OF HARTFORD	11	\$18,725,229	0.59	6	0	4	1
SAFE AUTO INSURANCE COMPANY	16	\$10,671,856	1.50	2	0	13	1
SAFECO INSURANCE COMPANY OF ILLINOIS	21	\$62,953,022	0.33	3	0	16	2
SAFEWAY INSURANCE COMPANY	64	\$13,982,031	4.58	3	1	59	1

2007 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile	Complaints	Private Passenger Automobile 2007 Illinois Direct Written Premium \$	2007 Private Passenger Automobile Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with IDFPR, Division of Insurance			
				underwriting	marketing/sales	claims	policy service
<i>(continued from Private Passenger Auto page 2)</i>							
STATE FARM MUTUAL AUTOMOBILE INSURANCE CO.	185	\$1,577,894,743	0.12	39	4	135	7
UNIQUE INSURANCE COMPANY	137	\$23,798,028	5.76	3	0	132	2
UNITED AUTOMOBILE INSURANCE COMPANY	69	\$20,993,767	3.29	4	0	65	0
UNITED EQUITABLE INSURANCE COMPANY	58	\$12,686,697	4.57	5	1	51	1
UNIVERSAL CASUALTY COMPANY	260	\$55,143,650	4.71	8	1	249	2
USAGENCIES DIRECT INSURANCE COMPANY	40	\$5,869,508	6.81	3	0	35	2

2007 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Homeowners	Complaints	Homeowners 2007 Illinois Direct Written Premium \$	2007 Homeowners Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with IDFP, Division of Insurance			
				underwriting	marketing/sales	claims	policy service
ALLSTATE INDEMNITY COMPANY	10	\$224,359,733	0.05	2	0	8	0
ALLSTATE INSURANCE COMPANY	149	\$147,977,597	1.01	12	2	130	5
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	54	\$124,285,003	0.43	15	0	34	5
COUNTRY MUTUAL INSURANCE COMPANY	33	\$183,921,861	0.18	4	0	28	1
HOMESITE INSURANCE COMPANY OF ILLINOIS	16	\$5,923,873	2.70	6	0	8	2
ILLINOIS FARMERS INSURANCE COMPANY	33	\$120,001,110	0.27	5	2	19	7
LIBERTY MUTUAL FIRE INSURANCE COMPANY	11	\$34,940,631	0.31	2	0	8	1
MEMBERSELECT INSURANCE COMPANY	12	\$25,099,259	0.48	3	1	6	2
PROPERTY & CASUALTY INSURANCE COMPANY OF HARTFORD	11	\$13,705,338	0.80	6	0	5	0
STATE FARM FIRE & CASUALTY COMPANY	168	\$769,324,160	0.22	69	3	93	3
TRAVELERS PROPERTY CASUALTY INSURANCE COMPANY	15	\$30,529,919	0.49	3	0	11	1

2007 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Accident & Health	Complaints	Individual Accident and Health Policies in Force in 2007	2007 Individual A&H Complaint Ratio per 10,000 policies in force	Major Reasons Complaints were filed with IDFPR, Division of Insurance			
				underwriting	marketing /sales	claims	policy service
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	24	345,716	0.69	2	1	17	4
BANKERS LIFE & CASUALTY COMPANY	23	14,500	15.86	4	2	8	9
CONSECO HEALTH INSURANCE COMPANY	23	3,373	68.19	2	1	17	3
CONSECO SENIOR HEALTH INSURANCE COMPANY	28	8,522	32.86	11	0	16	1
HEALTH CARE SERVICE CORPORATION	290	497,202	5.83	51	5	202	32
HUMANA INSURANCE COMPANY	32	12,693	25.21	5	0	23	4
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	87	42,446	20.50	2	0	81	4
UNITED AMERICAN INSURANCE COMPANY	15	13,955	10.75	3	2	5	5

2007 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Group Accident & Health	Complaints	Group Accident & Health Certificates in Force in 2007	2007 Group Accident & Health Complaint Ratio per 10,000 Certificates in force	Major Reasons Complaints were filed with IDFPR, Division of Insurance			
				underwriting	marketing/sales	claims	policy service
AETNA LIFE INSURANCE COMPANY	67	402,547	1.66	2	0	59	6
CELTIC INSURANCE COMPANY	11	1,672	65.79	1	0	10	0
CONCERT HEALTH PLAN INSURANCE COMPANY	11	5,583	19.70	0	0	11	0
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	24	81,337	2.95	0	0	22	2
DESTINY HEALTH INSURANCE COMPANY	11	7,038	15.63	0	0	8	3
GOLDEN RULE INSURANCE COMPANY	31	4,918	63.03	7	0	17	7
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA	69	188,636	3.66	3	0	63	3
HARTFORD LIFE & ACCIDENT INSURANCE COMPANY	11	975,632	0.11	1	0	10	0
HEALTH ALLIANCE MEDICAL PLANS INC.	12	32,737	3.67	1	0	7	4
HEALTH CARE SERVICE CORPORATION	306	1,712,519	1.79	9	0	273	24
HUMANA INSURANCE COMPANY	59	532,155	1.11	0	0	58	1
LIFE INSURANCE COMPANY OF NORTH AMERICA	10	658,837	0.15	0	0	10	0
MEGA LIFE AND HEALTH INSURANCE COMPANY	22	26,210	8.39	3	1	16	2

2007 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Group Accident & Health	Complaints	Group Accident & Health Certificates in Force in 2007	2007 Group Accident & Health Complaint Ratio per 10,000 Certificates in force	Major Reasons Complaints were filed with IDFPR, Division of Insurance			
				underwriting	marketing/sales	claims	policy service
<i>(continued from page 1 Group A&H)</i>							
METROPOLITAN LIFE INSURANCE COMPANY	13	1,570,359	0.08	0	0	13	0
PERSONALCARE INSURANCE OF ILLINOIS, INC.	17	40,633	4.18	0	0	17	0
PRINCIPAL LIFE INSURANCE COMPANY	33	120,983	2.73	0	0	32	1
PRUDENTIAL INSURANCE COMPANY OF AMERICA	16	147,104	1.09	0	0	15	1
TIME INSURANCE COMPANY	46	53,489	8.60	7	0	36	3
TRUSTMARK LIFE INSURANCE COMPANY	22	43,820	5.02	0	0	20	2
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	162	112,216	14.44	7	2	147	6
UNICARE LIFE AND HEALTH INSURANCE COMPANY	11	128,296	0.86	1	0	9	1
UNITED HEALTHCARE INSURANCE COMPANY	42	532,897	0.79	1	0	37	4
UNITED HEALTHCARE INSURANCE COMPANY OF ILLINOIS	63	48,526	12.98	0	0	56	7
UNITED SECURITY LIFE AND HEALTH INSURANCE COMPANY	11	2,508	43.86	0	0	9	2
UNUM LIFE INSURANCE COMPANY OF AMERICA	13	677,264	0.19	0	0	12	1

2007 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Annuity	Complaints	Individual Annuity Policies in Force in 2007	2007 Individual Annuity Complaint Ratio per 10,000 policies in force	Major Reasons Complaints were filed with IDFPR, Division of Insurance			
				underwriting	marketing /sales	claims	policy service
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	17	45,631	3.73	0	8	4	5

2007 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Life	Complaints	Individual Life Policies in Force in 2007	2007 Individual Life Complaint Ratio per 10,000 policies in force	Major Reasons Complaints were filed with IDFPR, Division of Insurance			
				underwriting	marketing /sales	claims	policy service
AMERICAN GENERAL LIFE INSURANCE COMPANY	14	141,371	0.99	1	0	6	7
AMERICAN GENERAL LIFE & ACCIDENT INSURANCE COMPANY	19	101,718	1.87	2	2	7	8
BANKERS LIFE & CASUALTY COMPANY	20	42,540	4.70	3	2	5	10
COUNTRY LIFE INSURANCE COMPANY	10	421,699	0.24	1	0	1	8
GLOBE LIFE & ACCIDENT INSURANCE COMPANY	29	196,547	1.48	4	0	14	11
METROPOLITAN LIFE INSURANCE COMPANY	26	600,734	0.43	2	0	10	14
MONUMENTAL LIFE INSURANCE COMPANY	29	273,593	1.06	3	2	4	20
NORTHWESTERN MUTUAL LIFE INSURANCE COMPANY	10	388,830	0.26	1	1	1	7
PRUDENTIAL INSURANCE COMPANY OF AMERICA	28	659,021	0.42	2	0	10	16
REASSURE AMERICA LIFE INSURANCE COMPANY	17	69,366	2.45	4	0	8	5
TRANS WORLD ASSURANCE COMPANY	15	1,115	134.53	0	15	0	0
UNITED INSURANCE COMPANY OF AMERICA	32	193,524	1.65	1	0	14	17

**Illinois Licensed Health Services Organizations
Having Commercial Enrollment but No
Complaints in 2007**

Total Illinois
Members as of
12/31/2007 in
Force

Non-Medicaid/Non-
Medicare Members/
Non-Federal
Employer Health
Benefit Plans
Members as of
12/31/2007 *

	Total Illinois Members as of 12/31/2007 in Force	Non-Medicaid/Non- Medicare Members/ Non-Federal Employer Health Benefit Plans Members as of 12/31/2007 *
DENTAL CONCERN LTD.	6,717	6,717
FIRST COMMONWEALTH LIMITED HEALTH SERVICES CORP.	239	239
NATIONAL DENTAL CARE, INC.	865	865
OLYMPIA LIMITED HEALTH SERVICES ORGANIZATION INC.	28,075	28,075
SIDNEY HILLMAN HEALTH CENTRE	7,227	6,236
TRUASSURE INSURANCE COMPANY	4,044	4,044
UNION MEDICAL CENTER	8,540	7,889

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

Enrollment numbers shown are derived from the 2007 Illinois Enrollment page included in the 2007 Annual Statement filing.

Illinois Licensed Health Maintenance Organizations (HMOs) Having Commercial Enrollment but No Complaints in 2007

Total Illinois Members as of 12/31/2007 in Force
 Non-Medicaid/Non-Medicare Members/ Non-Federal Employer Health Benefit Plans Members as of 12/31/2007 *

CIGNA HEALTHCARE OF ST. LOUIS, INC.	476	476
HEALTH ALLIANCE MIDWEST, INC.	210	210
HEALTHSPRING OF TENNESSEE, INC.	28,965	20,326
MEDICAL ASSOCIATES HEALTH PLAN, INC.	3,231	3,231
UNION HEALTH SERVICE, INC.	36,333	34,405

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

Enrollment numbers shown are derived from the 2007 Illinois Enrollment page included in the 2007 Annual Statement filing.

**2007 Complaint Statistics for Health Service Organizations -
Complaints - Illinois Members Only**

	Complaints	Total Illinois Members as of 12/31/2007 in Force	Non-Medicaid/Non- Medicare Members/ Non- Federal Employer Health Benefit Plans Members as of 12/31/2007 *	Complaint Ratio per 10,000 Members Enrolled in Illinois	Underwriting	Marketing/ Sales	Claims	Service
COMPBENEFITS DENTAL, INC.	9	75,726	75,726	1.19	0	0	8	1
DELTA DENTAL PLAN OF ILLINOIS	7	346,719	346,719	0.20	0	0	7	0
FIRST COMMONWEALTH INSURANCE COMPANY	1	287,371	287,371	0.03	0	0	1	0
HEALTH CARE SERVICE CORPORATION	2	91,817	91,817	0.22	0	0	2	0

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

Enrollment numbers shown are derived from the 2007 Illinois Enrollment page included in the 2007 Annual Statement filing.

2007 Complaint Statistics for Health Maintenance Organizations - Complaints-Illinois Members Only

	Complaints	Total Illinois Members as of 12/31/2007 in Force	Non-Medicaid/Non-Medicare Members/ Non-Federal Employer Health Benefit Plans Members as of 12/31/2007 *	Complaint Ratio per 10,000 Members Enrolled in Illinois	Underwriting	Marketing/Sales	Claims	Service
AETNA HEALTH OF ILLINOIS, INC.	23	54,828	52,255	4.40	0	0	22	1
CIGNA HEALTHCARE OF ILLINOIS, INC.	4	2,127	2,127	18.81	2	0	2	0
GREAT-WEST HEALTHCARE OF ILLINOIS, INC.	2	2,401	2,401	8.33	0	0	2	0
GROUP HEALTH PLAN, INC.	7	24,134	17,546	3.99	0	0	5	2
HEALTH ALLIANCE MEDICAL PLANS, INC.	35	139,363	127,114	2.75	1	0	33	1
HEALTH CARE SERVICE CORPORATION MUTUAL LEGAL RESERVE COMPANY	189	695,248	695,248	2.72	2	0	179	10
HUMANA HEALTH PLAN, INC.	51	88,777	40,102	12.72	2	0	46	3
MERCY HEALTH PLANS OF MISSOURI, INC.	1	2,652	1,835	5.45	0	0	1	0
NEVADACARE INC.	1	18	18	555.56	0	0	1	0
OSF HEALTH PLANS, INC.	10	49,352	33,901	2.95	0	0	9	1
PERSONALCARE INSURANCE OF ILLINOIS, INC.	42	48,227	45,296	9.27	2	0	34	6
UNICARE HEALTH PLANS OF THE MIDWEST, INC.	28	109,337	98,188	2.85	0	0	25	3
UNITEDHEALTHCARE OF ILLINOIS, INC.	27	17,605	17,605	15.34	1	0	25	1
UNITED HEALTHCARE OF THE MIDWEST, INC.	1	8,105	248	40.32	0	0	0	1
UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY	10	13,889	13,889	7.20	0	0	8	2

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

Enrollment numbers shown are derived from the 2007 Illinois Enrollment page included in the 2007 Annual Statement filing.

**Health Maintenance Organizations
(HMOs) and Health Services
Organizations (HSOs) with No Illinois
Enrollment at Year End 2007**

Total Illinois
Members as of
12/31/2007 in
Force

Non-Medicaid/Non-
Medicare Members/
Non-Federal
Employer Health
Benefit Plans
Members as of
12/31/2007 *

AVETA HEALTH ILLINOIS INC.	106	0
BCI HMO INC.	0	0
DENTAL BENEFIT PROVIDERS OF ILLINOIS, INC. **	312	0
ESSENCE LLP.	1,285	0
HARMONY HEALTH PLAN OF ILLINOIS INC. ***	136,434	0
HEALTHLINK HMO INC.	0	0
HMO MISSOURI, INC.	0	0
VISION SERVICE PLAN OF ILLINOIS NFP **	0	0
WELLMARK HEALTH PLAN OF IOWA, INC.	0	0

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

** Health Service Organization

*** Medicaid only HMO. Complaints are handled by the Illinois Department of Public Aid.

Enrollment numbers shown are derived from the 2007 Illinois Enrollment page included in the 2007 Annual Statement filing.