

Accident Health
2009 Complaint Index
(Name of HMO and LSHMO in bold)

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	71471	Ability Ins Co	379,595	2	DNC
2	63444	Accendo Ins Co	7,656,946	1	0.64
3	10166	Accident Fund Insurance Company of America	None	1	DNC
4	71390	Admiral Life Ins Co of Amer	3,035,524	1	1.63
5	52568	Advantage Hlth Solutions Inc	346,019,228	33	0.47
6	96518	Aetna Health Inc.	None	1	DNC
7	95109	Aetna Hlth Inc PA Corp	14,120,985	1	0.35
8	60054	Aetna Life Ins Co	240,857,848	27	0.55
9	35963	AF&L Ins Co	1,411,452	1	3.50
10	10111	American Bankers Ins Co Of FL	690,933	1	DNC
11	60275	American Bankers Life Assur Co Of FL	1,224,845	1	4.03
12	60305	American Comm Mut Ins Co	48,749,239	29	2.94
13	60380	American Family Life Assur Co of Col	108,593,504	18	0.82
14	60410	American Fidelity Assur Co	26,981,699	1	0.18
15	68373	American Gen Assur Co	546,274	1	DNC
16	60534	American Heritage Life Ins Co	4,970,815	3	2.98
17	60518	American Hlth & Life Ins Co	482,926	3	DNC
18	19380	American Home Assur Co	8,825	1	DNC
19	81418	American Medical & Life Ins Co	2,857,972	8	13.82
20	97179	American Medical Security Life Ins C	6,475,658	2	1.53
21	65811	American Modern Life Ins Co	443,819	2	DNC
22	71773	American Natl Life Ins Co Of TX	3,535,666	4	5.59
23	60763	American Pioneer Life Ins Co	2,205,210	1	2.24
24	60836	American Republic Ins Co	10,938,388	6	2.71
25	17965	American Sentinel Ins Co	60,634	1	DNC
26	60895	American United Life Ins Co	20,584,688	1	0.24
27	28207	Anthem Ins Co Inc	2,253,388,973	411	0.90
28	61069	Anthem Life Ins Co	17,302,857	1	0.29
29	95440	Arnett HMO, Inc.	None	1	DNC
30	71439	Assurity Life Ins Co	1,703,852	1	2.90
31	18988	Auto-Owners Insurance Company	None	2	DNC
32	61239	Bankers Fidelity Life Ins Co	4,386,530	6	6.75
33	61263	Bankers Life & Cas Co	50,141,654	59	5.81
34	38245	BCS Ins Co	2,896,023	2	3.41
35	90638	Best Life & Hlth Ins Co	3,729,820	1	1.32
36	71455	Cardif Life Ins Co	144,991	1	DNC
37	80799	Celtic Ins Co	2,346,814	1	2.10
38	61727	Central Reserve Life Ins Co	8,348,770	1	0.59
39	61751	Central States H & L Co Of Omaha	2,450,225	1	2.02
40	34274	Central States Ind Co Of Omaha	501,138	1	DNC
41	61883	Central United Life Ins Co	1,201,963	1	4.11
42	61832	Chesapeake Life Ins Co	(1,438)	2	DNC
43	95525	Cigna Hltcare of IN Inc	5,101,180	6	5.81
44	10677	Cincinnati Ins Co	3,495	1	DNC
45	62146	Combined Ins Co Of Amer	15,460,407	2	0.64
46	10345	Community Insurance Company	None	4	DNC
47	60984	Compbenefits Ins Co	6,871,035	3	2.16
48	87718	Concert Hlth Plan Ins Co	1,322,234	1	3.73
49	62308	Connecticut Gen Life Ins Co	72,219,717	17	1.16
50	78174	Conseco Hlth Ins Co	13,984,482	10	3.53
51	60682	Conseco Ins Co	2,628,336	6	11.27
52	62375	Consumers Life Ins Co	32,839,149	11	1.65

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53	71730	Continental Amer Ins Co	946,110	1	DNC
54	20443	Continental Cas Co	12,047,536	4	1.64
55	71404	Continental Gen Ins Co	8,163,815	4	2.42
56	10804	Continental Western Insurance Company	None	2	DNC
57	81973	Coventry Health And Life Insurance Company	None	1	DNC
58	62626	Cuna Mut Ins Society	5,562,661	3	2.66
59	81396	Delta Dental Insurance Company	None	1	DNC
60	52634	Delta Dental Plan of IN	115,854	2	85.24
61	21261	Electric Insurance Company	None	1	DNC
62	26271	Erie Insurance Exchange	None	1	DNC
63	13935	Federated Mut Ins Co	34,171,859	9	1.30
64	71870	Fidelity Security Life Ins Co	8,651,325	3	1.71
65	90328	First Hlth Life & Hlth Ins Co	171,452,913	21	0.60
66	71129	Fort Dearborn Life Ins Co	3,289,814	2	3.00
67	65536	Genworth Life & Ann Ins Co	2,649,415	1	1.86
68	70025	Genworth Life Ins Co	35,621,322	2	0.28
69	91472	Globe Life & Accident Ins Co	589,035	1	DNC
70	62286	Golden Rule Ins Co	24,730,896	17	3.39
71	68322	Great W Life & Ann Ins Co	11,826,786	5	2.09
72	64211	Guarantee Trust Life Ins Co	6,812,727	9	6.52
73	64246	Guardian Life Ins Co Of Amer	40,896,474	8	0.97
74	22357	Hartford Accident And Indemnity Company	None	1	DNC
75	29424	Hartford Casualty Insurance Company	None	1	DNC
76	70815	Hartford Life & Accident Ins Co	42,421,901	13	1.51
77	88072	Hartford Life Ins Co	2,863,025	1	1.72
78	92711	HCC Life Ins Co	26,702,904	1	0.18
79	96687	Health Resources Inc	29,513,626	1	0.17
80	93440	HM Life Ins Co	3,834,717	1	1.29
81	93777	Household Life Ins Co	2,381,247	1	2.07
82	95885	Humana Hlth Plan Inc	7,272,128	5	3.40
83	73288	Humana Ins Co	500,388,661	80	0.79
84	70580	Humanadental Ins Co	8,430,863	1	0.59
85	43575	Indemnity Insurance Company Of North America	None	1	DNC
86	22624	Indiana Farmers Mutual Insurance Company	None	1	DNC
87	52050	Indiana Vision Serv Inc	21,243,356	1	0.23
88	81779	Individual Assur Co Life Hlth & Acc	36,429	1	DNC
89	19429	Insurance Company Of The State Of Pennsylvania	None	2	DNC
90	65080	John Alden Life Ins Co	19,235,113	6	1.54
91	65099	John Hancock Life Insurance Company	None	4	DNC
92	65110	Kanawha Ins Co	2,402,918	1	2.05
93	42404	Liberty Insurance Corporation	None	1	DNC
94	65315	Liberty Life Assur Co Of Boston	8,959,938	2	1.10
95	65498	Life Ins Co Of N Amer	19,287,208	17	4.35
96	65595	Lincoln Benefit Life Co	1,154,161	1	4.28
97	65676	Lincoln Natl Life Ins Co	38,518,631	7	0.90
98	33600	LM Insurance Corporation	None	1	DNC
99	65722	Loyal Amer Life Ins Co	2,873,268	1	1.72
100	95444	M Plan, Inc.	None	3	DNC
101	65781	Madison Natl Life Ins Co Inc	10,318,876	2	0.96
102	71072	Marquette Natl Life Ins Co	1,272,598	3	11.64
103	74322	Medical Benefits Mut Life Ins Co	14,870,194	2	0.66
104	29076	Medical Mut Of OH	2,494,809	2	3.96

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105	97055	Mega Life & Hlth Ins Co The	14,347,172	15	5.16
106	65951	Merit Life Ins Co	1,996,217	3	7.42
107	65978	Metropolitan Life Ins Co	66,584,915	11	0.82
108	10998	Michigan Commercial Insurance Mutual	None	1	DNC
109	66087	Mid West Natl Life Ins Co Of TN	5,091,733	4	3.88
110	79480	Midwest Security Life Ins Co	827,897	2	DNC
111	66168	Minnesota Life Ins Co	6,143,876	1	0.80
112	66281	Monumental Life Ins Co	18,751,659	2	0.53
113	14621	Motorists Mutual Insurance Company	None	1	DNC
114	71412	Mutual Of Omaha Ins Co	42,449,453	9	1.05
115	60593	National States Ins Co	1,567,730	2	6.30
116	19445	National Union Fire Ins Co Of Pitts	6,567,900	4	3.01
117	66869	Nationwide Life Ins Co	8,489,365	1	0.58
118	66915	New York Life Ins Co	6,262,350	2	1.58
119	12540	NHP of IN LLC	139,004,010	4	0.14
120	81264	Nippon Life Ins Co Of Amer	17,650,721	2	0.56
121	69000	Northwestern Long Term Care Ins Co	3,635,790	1	1.36
122	42552	Nova Casualty Company	None	5	DNC
123	67172	Ohio Natl Life Ins Co	209,915	1	DNC
124	70785	Pacificare Life & Hlth Ins Co	4,323,920	11	12.56
125	67539	Pan Amer Life Ins Co	2,855,172	6	10.38
126	67628	Pekin Life Ins Co	32,549,367	7	1.06
127	67660	Pennsylvania Life Ins Co	56,317,041	6	0.53
128	95436	Physicians Hlth Plan of N IN Inc	144,022,739	8	0.27
129	80578	Physicians Mut Ins Co	6,896,853	2	1.43
130	61271	Principal Life Ins Co	113,365,178	19	0.83
131	12416	Protective Ins Co	14,189,060	1	0.35
132	68136	Protective Life Ins Co	668,494	1	DNC
133	68241	Prudential Ins Co Of Amer	13,600,964	8	2.90
134	68284	Pyramid Life Ins Co	167,982,089	35	1.03
135	70211	Reassure Amer Life Ins Co	1,007,288	1	4.90
136	68381	Reliance Standard Life Ins Co	10,264,646	3	1.44
137	68462	Reserve Natl Ins Co	9,763,455	2	1.01
138	65005	RiverSource Life Ins Co	5,263,033	1	0.94
139	57657	Royal Neighbors Of America	None	1	DNC
140	76325	Senior Hlth Ins Co of PA	6,812,219	37	26.82
141	12575	SilverScript Ins Co	32,084,438	4	0.62
142	95812	Southeastern IN Hlth Organization	48,020,411	1	0.10
143	69019	Standard Ins Co	11,074,356	1	0.45
144	86355	Standard Life & Accident Ins Co	9,377,880	2	1.05
145	69078	Standard Security Life Ins Co Of NY	9,905,817	1	0.50
146	25143	State Farm Fire and Casualty Company	None	1	DNC
147	77399	Sterling Life Ins Co	4,124,605	1	1.20
148	65021	Stonebridge Life Ins Co	6,822,570	10	7.24
149	69477	Time Ins Co	39,465,387	22	2.75
150	86231	Transamerica Life Ins Co	17,735,406	14	3.90
151	19038	Travelers Casualty And Surety Company	None	1	DNC
152	61425	Trustmark Ins Co	1,077,072	1	4.58
153	62863	Trustmark Life Ins Co	6,727,107	7	5.14
154	70700	Unicare Hlth Ins Co Of The Midwest	3,349,745	1	1.47
155	80314	Unicare Life & Hlth Ins Co	172,615,604	33	0.94
156	70408	Union Security Ins Co	13,288,780	3	1.11

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157	92916	United Amer Ins Co	19,911,241	16	3.97
158	85766	United Concordia Ins Co	625,450	5	DNC
159	15288	United Farm Family Mutual Insurance Company	None	1	DNC
160	69930	United Ins Co Of Amer	240,043	3	DNC
161	69868	United Of Omaha Life Ins Co	7,471,169	2	1.32
162	21776	United Security Insurance Company	None	1	DNC
163	81108	United Security Life & Hlth Ins Co	11,104,245	12	5.34
164	25941	United Services Automobile Association	None	1	DNC
165	21113	United States Fire Ins Co	3,367,136	2	2.93
166	70106	United States Life Ins Co In NYC	4,260,044	1	1.16
167	63479	United Teacher Assoc Ins Co	7,865,877	5	3.14
168	72850	United World Life Ins Co	67,225,798	12	0.88
169	79413	UnitedHealthcare Ins Co	953,204,063	128	0.66
170	95776	UnitedHealthcare of IL Inc	830,345	1	DNC
171	62235	Unum Life Ins Co Of Amer	43,265,334	5	0.57
172	80802	US Br SunLife Assur Co Of Canada	39,612,949	3	0.37
173	70319	Washington Natl Ins Co	2,753,566	7	12.55
174	83445	WellCare Health Insurance of Arizona	None	2	DNC
175	64467	WellCare Health Insurance of Illinois, Inc.	None	2	DNC
176	10155	Wellcare Prescription Ins Inc	14,909,737	3	0.99
177	70483	Western & Southern Life Ins Co	4,443,135	2	2.22
178	26220	Yosemite Insurance Company	None	1	DNC
179	13269	Zenith Insurance Company	None	1	DNC

Subtotal Premium and Complaints	6,972,031,524	1506
253 Companies with Zero Complaints	464,317,758	
Total Premium and Complaints	7,436,349,282	1506

Report does not include 253 companies with zero complaints

DNC- did not calculate (premium under \$1 million)

None - No premium was reported in 2009.

Complaint indices do not include Medicare or Medicaid Premiums

Premium information from Health Annual Statement Page 29, Line 12, Column 1

Premium information from Life Annual Statement Page 24, Line 26, column 1