

Accident Health
2013 Complaint Index
(Name of HMO and LSHMO in bold)

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	22667	ACE American Insurance Company	None	1	DNC
2	52568	Advantage Hlth Solutions Inc	394,092,995	3	0.44
3	60054	Aetna Life Ins Co	240,014,323	3	0.73
4	19720	American Alt Ins Corp	988,559	3	DNC
5	60380	American Family Life Assur Co of Col	102,698,672	6	3.40
6	60488	American Gen Life Ins Co	4,382,230	1	13.29
7	60534	American Heritage Life Ins Co	10,359,096	1	5.62
8	71773	American Natl Life Ins Co Of TX	2,309,463	1	25.22
9	80624	American Progressive L&H Ins Of NY	22,984	1	DNC
10	28207	Anthem Ins Co Inc	3,604,384,277	35	0.57
11	61263	Bankers Life & Cas Co	36,679,200	7	11.12
12	80799	Celtic Ins Co	6,487,749	3	26.93
13	62308	Connecticut Gen Life Ins Co	57,007,550	1	1.02
14	65900	Conseco Life Ins Co	96,101	1	DNC
15	20443	Continental Cas Co	8,695,982	1	6.70
16	71404	Continental Gen Ins Co	3,500,957	1	16.64
17	77968	Family Heritage Life Ins Co Of Amer	8,577,843	1	6.79
18	13935	Federated Mut Ins Co	41,956	1	DNC
19	62324	Freedom Life Ins Co Of Amer	2,369,576	1	24.58
20	70939	Gerber Life Ins Co	34,397,383	2	3.39
21	62286	Golden Rule Ins Co	74,987,831	3	2.33
22	70815	Hartford Life & Accident Ins Co	31,016,841	1	1.88
23	92711	HCC Life Ins Co	59,161,602	1	0.98
24	66214	Heartland Natl Life Ins Co	2,623,826	1	22.20
25	95885	Humana Hlth Plan Inc	109,247,537	1	0.53
26	73288	Humana Ins Co	634,338,690	13	1.19
27	70580	Humanadental Ins Co	14,101,472	7	28.91
28	65498	Life Ins Co Of N Amer	27,781,716	1	2.10
29	77720	LifeSecure Ins Co	80,576	1	DNC
30	65676	Lincoln Natl Life Ins Co	41,248,214	3	4.24
31	29076	Medical Mut Of OH	69,722,131	1	0.84
32	31119	Medico Ins Co	6,073,946	1	9.59
33	94587	Members Hlth Ins Co	650,791	1	DNC
34	65978	Metropolitan Life Ins Co	77,639,401	5	3.75
35	66168	Minnesota Life Ins Co	7,640,790	1	7.62
36	66281	Monumental Life Ins Co	24,776,656	2	4.70
37	66583	National Guardian Life Ins Co	3,630,332	1	16.05
38	19445	National Union Fire Ins Co Of Pitts	25,215	1	DNC
39	66915	New York Life Ins Co	5,848,235	1	9.96
40	67539	Pan Amer Life Ins Co	6,290,292	1	9.26
41	93777	Pavonia Life Ins Co of MI	664,521	1	DNC
42	95436	Physicians Hlth Plan of N IN Inc	171,995,917	1	0.34
43	80578	Physicians Mut Ins Co	7,340,672	1	7.94
44	38784	Progressive Southeastern Insurance Company	None	1	DNC
45	68284	Pyramid Life Ins Co	72,429,768	2	1.61
46	12575	SilverScript Ins Co	78,218,293	8	5.96
47	86355	Standard Life & Accident Ins Co	4,096,842	1	14.22
48	38318	Starr Indemnity & Liability Company	None	3	DNC
49	69477	Time Ins Co	48,260,745	4	4.83
50	15288	United Farm Family Mutual Insurance Company	None	1	DNC
51	69868	United Of Omaha Life Ins Co	90,259,768	1	0.65
52	70106	United States Life Ins Co In NYC	2,610,615	2	44.62
53	72850	United World Life Ins Co	49,643,951	4	4.69

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	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
54	79413	UnitedHealthcare Ins Co	1,247,701,343	16	0.75
55	39616	Vision Service Plan Insurance Company	None	1	DNC
56	70319	Washington Natl Ins Co	19,412,571	1	3.00
57	70629	World Insurance Company	None	1	DNC

Subtotal Premium and Complaints	7,506,627,996	170
312 Companies with Zero Complaints	<u>2,395,722,012</u>	
Total Premium and Complaints	9,902,350,008	170

Report does not include 312 companies with zero complaints

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

None - No premium was reported in 2013.

Complaint indices do not include Medicare or Medicaid Premiums

Premium information from Health Annual Statement Page 30, Line 12, Column 1

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

Premium information pulled from P&C blank Page 19, Lines 13, 14, 15.1 - 15.5, 15.7 & 15.8, Column