

Accident Health
2010 Complaint Index
(Name of HMO and LSHMO in bold)

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	52568	Advantage Hlth Solutions Inc	350,714,605	26	0.55
2	95109	Aetna Hlth Inc PA Corp	7,009,085	1	1.06
3	60054	Aetna Life Ins Co	181,816,096	27	1.10
4	90611	Allianz Life Ins Co Of N Amer	2,303,974	3	9.64
5	10111	American Bankers Ins Co Of FL	461,878	1	DNC
6	60275	American Bankers Life Assur Co Of FL	1,105,264	2	13.40
7	60305	American Comm Mut Ins Co	22,645,940	15	4.91
8	60380	American Family Life Assur Co of Col	105,793,562	14	0.98
9	19275	American Family Mut Ins Co	6,247,281	1	1.19
10	60410	American Fidelity Assur Co	24,364,078	4	1.22
11	60488	American Gen Life Ins Co	476,041	4	DNC
12	60534	American Heritage Life Ins Co	8,740,594	3	2.54
13	81418	American Medical & Life Ins Co	2,292,462	16	51.69
14	71773	American Natl Life Ins Co Of TX	4,063,379	3	5.47
15	60763	American Pioneer Life Ins Co	1,901,949	2	7.79
16	80624	American Progressive L&H Ins Of NY	20,336	3	DNC
17	60836	American Republic Ins Co	9,081,499	5	4.08
18	60895	American United Life Ins Co	21,713,969	1	0.34
19	61301	Ameritas Life Ins Corp	5,999,278	3	3.70
20	28207	Anthem Ins Co Inc	3,257,350,848	337	0.77
21	61069	Anthem Life Ins Co	12,020,227	2	1.23
22	61239	Bankers Fidelity Life Ins Co	4,794,970	1	1.54
23	61263	Bankers Life & Cas Co	48,600,881	32	4.88
24	38245	BCS Ins Co	4,464,360	2	3.32
25	71714	Berkshire Life Ins Co of Amer	2,588,864	3	8.58
26	95071	Bluegrass Family Hlth Inc	2,019,618	2	7.33
27	61476	Boston Mut Life Ins Co	1,271,090	1	5.83
28	80799	Celtic Ins Co	2,806,838	3	7.92
29	61727	Central Reserve Life Ins Co	4,120,963	1	1.80
30	61751	Central States H & L Co Of Omaha	2,267,610	6	19.59
31	61883	Central United Life Ins Co	1,677,507	2	8.83
32	67369	Cigna Hlth & Life Ins Co	176,336	1	DNC
33	13164	Clarian Hlth Plans Inc	88,189,920	5	0.42
34	62049	Colonial Life & Accident Ins Co	8,620,392	2	1.72
35	62065	Colonial Penn Life Ins Co	1,591,395	4	18.61
36	62146	Combined Ins Co Of Amer	14,005,731	5	2.64
37	60984	Compbenefits Ins Co	6,060,558	10	12.22
38	87718	Concert Hlth Plan Ins Co	1,090,897	1	6.79
39	62308	Connecticut Gen Life Ins Co	114,007,710	20	1.30
40	62359	Constitution Life Ins Co	1,449,055	1	5.11
41	62375	Consumers Life Ins Co	35,221,930	13	2.73
42	71730	Continental Amer Ins Co	1,194,850	2	12.40
43	20443	Continental Cas Co	11,678,005	6	3.80
44	71404	Continental Gen Ins Co	6,093,810	4	4.86
45	62626	Cuna Mut Ins Society	5,306,059	1	1.40
46	52634	Delta Dental Plan of IN	84,610	6	DNC
47	60025	Express Scripts Ins Co	1,315,327	4	22.52
48	77968	Family Heritage Life Ins Co Of Amer	7,981,820	1	0.93
49	13935	Federated Mut Ins Co	35,856,849	3	0.62
50	71870	Fidelity Security Life Ins Co	7,502,650	1	0.99
51	90328	First Hlth Life & Hlth Ins Co	76,590,149	10	0.97
52	70025	Genworth Life Ins Co	37,276,302	1	0.20

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53	70939	Gerber Life Ins Co	12,844,870	1	0.58
54	62286	Golden Rule Ins Co	34,999,458	31	6.56
55	68322	Great W Life & Ann Ins Co	4,987,632	6	8.91
56	64211	Guarantee Trust Life Ins Co	5,850,757	2	2.53
57	64246	Guardian Life Ins Co Of Amer	44,280,886	6	1.00
58	11229	Harmony Hlth Plan of IL Inc	8,014,871	1	0.92
59	70815	Hartford Life & Accident Ins Co	42,393,363	5	0.87
60	96687	Health Resources Inc	35,393,327	3	0.63
61	93777	Household Life Ins Co	1,234,247	4	24.00
62	95885	Humana Hlth Plan Inc	14,087,275	4	2.10
63	73288	Humana Ins Co	561,974,853	86	1.13
64	70580	Humanadental Ins Co	7,906,567	1	0.94
65	65080	John Alden Life Ins Co	19,081,521	4	1.55
66	65838	John Hancock Life Ins Co (USA)	26,469,476	7	1.96
67	65110	Kanawha Ins Co	3,335,322	1	2.22
68	65242	Lafayette Life Ins Co	82,361	2	DNC
69	61492	Liberty Life Ins Co	1,177,824	2	12.57
70	65498	Life Ins Co Of N Amer	21,359,529	23	7.97
71	65676	Lincoln Natl Life Ins Co	36,312,235	4	0.82
72	65722	Loyal Amer Life Ins Co	4,767,244	1	1.55
73	65781	Madison Natl Life Ins Co Inc	18,533,176	4	1.60
74	38970	Markel Ins Co	1,240,758	4	23.87
75	95807	MDwise Inc	486,562,667	1	0.02
76	74322	Medical Benefits Mut Life Ins Co	12,384,906	2	1.20
77	97055	Mega Life & Hlth Ins Co The	12,016,163	7	4.31
78	65951	Merit Life Ins Co	2,435,907	1	3.04
79	87726	Metlife Ins Co of CT	2,261,487	2	6.55
80	65978	Metropolitan Life Ins Co	68,996,969	14	1.50
81	66087	Mid West Natl Life Ins Co Of TN	4,058,247	1	1.82
82	79480	Midwest Security Life Ins Co	466,844	2	DNC
83	66168	Minnesota Life Ins Co	6,344,274	1	1.17
84	66281	Monumental Life Ins Co	18,557,363	5	2.00
85	71412	Mutual Of Omaha Ins Co	40,272,431	6	1.10
86	30155	National Ins Co Of WI Ins	165,938	1	DNC
87	19445	National Union Fire Ins Co Of Pitts	4,590,447	10	16.13
88	66869	Nationwide Life Ins Co	5,163,702	2	2.87
89	12540	NHP of IN LLC	178,895,246	5	0.21
90	81264	Nippon Life Ins Co Of Amer	22,239,675	2	0.67
91	70785	Pacificare Life & Hlth Ins Co	255,276	2	DNC
92	67598	Paul Revere Life Ins Co	5,085,896	3	4.37
93	67628	Pekin Life Ins Co	34,026,705	5	1.09
94	67660	Pennsylvania Life Ins Co	57,297,760	4	0.52
95	95436	Physicians Hlth Plan of Northern IN Inc	153,353,623	6	0.29
96	80578	Physicians Mut Ins Co	6,450,245	3	3.44
97	61271	Principal Life Ins Co	99,522,378	18	1.34
98	68136	Protective Life Ins Co	604,836	1	DNC
99	68241	Prudential Ins Co Of Amer	14,814,951	7	3.50
100	68284	Pyramid Life Ins Co	223,339,307	41	1.36
101	68381	Reliance Standard Life Ins Co	10,227,816	1	0.72
102	61700	Renaissance Life & Hlth Ins Co of Am	48,417,571	7	1.07
103	68462	Reserve Natl Ins Co	10,795,329	1	0.69
104	76325	Senior Hlth Ins Co of PA	6,184,258	21	25.15

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105	12575	SilverScript Ins Co	17,988,142	2	0.82
106	69078	Standard Security Life Ins Co Of NY	7,458,589	4	3.97
107	77399	Sterling Life Ins Co	7,169,902	1	1.03
108	65021	Stonebridge Life Ins Co	6,386,728	3	3.48
109	69477	Time Ins Co	41,909,138	19	3.36
110	86231	Transamerica Life Ins Co	17,095,345	9	3.90
111	61425	Trustmark Ins Co	548,086	1	DNC
112	62863	Trustmark Life Ins Co	5,292,248	3	4.20
113	95505	UNICARE Hlth Plans of the Midwest	900,164	1	DNC
114	80314	Unicare Life & Hlth Ins Co	81,879,945	23	2.08
115	69701	Union Bankers Ins Co	3,399,049	1	2.18
116	62596	Union Fidelity Life Ins Co	824,739	3	DNC
117	70408	Union Security Ins Co	11,140,658	6	3.99
118	92916	United Amer Ins Co	23,326,566	6	1.90
119	85766	United Concordia Ins Co	83,647	3	DNC
120	69930	United Ins Co Of Amer	229,420	2	DNC
121	69868	United Of Omaha Life Ins Co	25,150,261	4	1.18
122	81108	United Security Life & Hlth Ins Co	9,141,234	14	11.34
123	21113	United States Fire Ins Co	4,062,676	1	1.82
124	70106	United States Life Ins Co In NYC	3,468,862	3	6.40
125	63479	United Teacher Assoc Ins Co	8,661,781	5	4.27
126	72850	United World Life Ins Co	74,435,461	9	0.90
127	79413	UnitedHealthcare Ins Co	1,002,763,057	108	0.80
128	95776	UnitedHealthcare of IL Inc	1,056,991	1	7.01
129	62235	Unum Life Ins Co Of Amer	44,802,575	6	0.99
130	80802	US Br SunLife Assur Co Of Canada	40,580,312	1	0.18
131	70319	Washington Natl Ins Co	18,919,357	5	1.96
132	83445	Wellcare Hlth Ins of AZ Inc	14,562	6	DNC
133	10155	Wellcare Prescription Ins Inc	14,490,890	1	0.51
134	70483	Western & Southern Life Ins Co	4,074,485	2	3.64
135	16535	Zurich Amer Ins Co	19,302,957	1	0.38

Subtotal Premium and Complaints	8,500,702,997	1265
268 Companies with Zero Complaints	<u>867,180,715</u>	
Total Premium and Complaints	9,367,883,712	1265

Report does not include 268 companies with zero complaints

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

None - No premium was reported in 2010.

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

Premium information pulled from P&C blank Page 19, Lines 13, 14, 15.1 - 15.5, 15.7 & 15.8, Col 1