

Accident Health  
2011 Complaint Index  
(Name of HMO and LSHMO in bold)

|    | NAIC # | Company Name                         | Premium       | Number of Complaints | Complaint Index |
|----|--------|--------------------------------------|---------------|----------------------|-----------------|
| 1  | 22667  | Ace Amer Ins Co                      | 3,149,308     | 1                    | 2.82            |
| 2  | 52568  | <b>Advantage Hlth Solutions Inc</b>  | 347,638,514   | 8                    | 0.20            |
| 3  | 33898  | Aegis Security Ins Co                | 885,929       | 1                    | DNC             |
| 4  | 95109  | <b>Aetna Hlth Inc PA Corp</b>        | 5,208,198     | 5                    | 8.53            |
| 5  | 60054  | Aetna Life Ins Co                    | 158,084,456   | 42                   | 2.36            |
| 6  | 35963  | AF&L Ins Co                          | 1,146,701     | 2                    | 15.49           |
| 7  | 90611  | Allianz Life Ins Co Of N Amer        | 2,393,596     | 4                    | 14.85           |
| 8  | 60216  | Amalgamated Life Ins Co              | 17,400        | 1                    | DNC             |
| 9  | 19720  | American Alt Ins Corp                | 5,582,822     | 3                    | 4.77            |
| 10 | 60275  | American Bankers Life Assur Co Of FL | 797,709       | 1                    | DNC             |
| 11 | 12321  | American Continental Ins Co          | 3,845,395     | 1                    | 2.31            |
| 12 | 60380  | American Family Life Assur Co of Col | 105,167,131   | 11                   | 0.93            |
| 13 | 19275  | American Family Mut Ins Co           | 5,397,012     | 1                    | 1.65            |
| 14 | 66672  | American Gen Life & Acc Ins Co       | 948,793       | 1                    | DNC             |
| 15 | 60534  | American Heritage Life Ins Co        | 8,716,480     | 3                    | 3.06            |
| 16 | 60577  | American Income Life Ins Co          | 2,769,971     | 1                    | 3.21            |
| 17 | 81418  | American Medical & Life Ins Co       | 1,073,515     | 2                    | 16.55           |
| 18 | 60763  | American Pioneer Life Ins Co         | 1,454,037     | 1                    | 6.11            |
| 19 | 80624  | American Progressive L&H Ins Of NY   | 25,088        | 2                    | DNC             |
| 20 | 60836  | American Republic Ins Co             | 7,220,073     | 1                    | 1.23            |
| 21 | 60895  | American United Life Ins Co          | 21,876,929    | 1                    | 0.41            |
| 22 | 61301  | Ameritas Life Ins Corp               | 10,296,207    | 1                    | 0.86            |
| 23 | 28207  | Anthem Ins Co Inc                    | 3,492,854,731 | 348                  | 0.89            |
| 24 | 61069  | Anthem Life Ins Co                   | 8,700,587     | 1                    | 1.02            |
| 25 | 71439  | Assurity Life Ins Co                 | 977,754       | 1                    | DNC             |
| 26 | 61190  | Auto Owners Life Ins Co              | 607,966       | 1                    | DNC             |
| 27 | 61263  | Bankers Life & Cas Co                | 41,664,523    | 16                   | 3.41            |
| 28 | 38245  | BCS Ins Co                           | 5,624,000     | 1                    | 1.58            |
| 29 | 64890  | Berkley Life & Hlth Ins Co           | 6,806,508     | 1                    | 1.31            |
| 30 | 71714  | Berkshire Life Ins Co of Amer        | 2,840,765     | 1                    | 3.13            |
| 31 | 95071  | <b>Bluegrass Family Hlth Inc</b>     | 2,534,478     | 1                    | 3.51            |
| 32 | 80799  | Celtic Ins Co                        | 4,487,974     | 5                    | 9.90            |
| 33 | 61751  | Central States H & L Co Of Omaha     | 2,105,878     | 1                    | 4.22            |
| 34 | 61883  | Central United Life Ins Co           | 1,485,633     | 3                    | 17.94           |
| 35 | 62065  | Colonial Penn Life Ins Co            | 5,570,659     | 5                    | 7.97            |
| 36 | 62146  | Combined Ins Co Of Amer              | 13,704,382    | 1                    | 0.65            |
| 37 | 77828  | Companion Life Ins Co                | 25,292,071    | 1                    | 0.35            |
| 38 | 60984  | Compbenefits Ins Co                  | 4,897,535     | 5                    | 9.07            |
| 39 | 87718  | Concert Hlth Plan Ins Co             | 1,051,563     | 1                    | 8.45            |
| 40 | 62308  | Connecticut Gen Life Ins Co          | 99,047,009    | 41                   | 3.68            |
| 41 | 65900  | Conseco Life Ins Co                  | 123,178       | 2                    | DNC             |
| 42 | 62375  | Consumers Life Ins Co                | 20,671,184    | 5                    | 2.15            |
| 43 | 20443  | Continental Cas Co                   | 11,624,005    | 2                    | 1.53            |
| 44 | 71404  | Continental Gen Ins Co               | 3,981,671     | 6                    | 13.39           |
| 45 | 52634  | <b>Delta Dental Plan of IN</b>       | 41,584,264    | 4                    | 0.85            |
| 46 | 74209  | Everence Ins Co                      | 8,582,854     | 1                    | 1.04            |
| 47 | 60025  | Express Scripts Ins Co               | 2,662,765     | 3                    | 10.01           |
| 48 | 13935  | Federated Mut Ins Co                 | 41,330,066    | 3                    | 0.64            |
| 49 | 90328  | First Hlth Life & Hlth Ins Co        | 55,079,586    | 3                    | 0.48            |
| 50 | 70025  | Genworth Life Ins Co                 | 40,286,465    | 3                    | 0.66            |
| 51 | 70939  | Gerber Life Ins Co                   | 20,430,371    | 1                    | 0.43            |
| 52 | 62286  | Golden Rule Ins Co                   | 48,065,496    | 14                   | 2.59            |
| 53 | 68322  | Great W Life & Ann Ins Co            | 862,276       | 1                    | DNC             |

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| 54  | 64211  | Guarantee Trust Life Ins Co             | 5,243,764   | 3                    | 5.08            |
| 55  | 64246  | Guardian Life Ins Co Of Amer            | 48,672,640  | 5                    | 0.91            |
| 56  | 70815  | Hartford Life & Accident Ins Co         | 39,740,632  | 7                    | 1.56            |
| 57  | 92711  | HCC Life Ins Co                         | 30,597,450  | 1                    | 0.29            |
| 58  | 96687  | <b>Health Resources Inc</b>             | 39,427,649  | 2                    | 0.45            |
| 59  | 93440  | HM Life Ins Co                          | 7,181,111   | 2                    | 2.47            |
| 60  | 93777  | Household Life Ins Co                   | 1,201,011   | 2                    | 14.79           |
| 61  | 82090  | HSBC Insurance Company of Delaware      | None        | 3                    | DNC             |
| 62  | 95885  | <b>Humana Hlth Plan Inc</b>             | 19,591,104  | 77                   | 34.92           |
| 63  | 73288  | Humana Ins Co                           | 583,591,542 | 1                    | 0.02            |
| 64  | 70580  | Humanadental Ins Co                     | 9,079,342   | 3                    | 2.94            |
| 65  | 65080  | John Alden Life Ins Co                  | 19,286,440  | 5                    | 2.30            |
| 66  | 65838  | John Hancock Life Ins Co (USA)          | 28,130,998  | 3                    | 0.95            |
| 67  | 65315  | Liberty Life Assur Co Of Boston         | 10,501,373  | 2                    | 1.69            |
| 68  | 61492  | Liberty Life Ins Co                     | 1,060,222   | 23                   | 192.71          |
| 69  | 65498  | Life Ins Co Of N Amer                   | 21,605,898  | 6                    | 2.47            |
| 70  | 65676  | Lincoln Natl Life Ins Co                | 38,117,048  | 3                    | 0.70            |
| 71  | 65722  | Loyal Amer Life Ins Co                  | 5,078,953   | 2                    | 3.50            |
| 72  | 65781  | Madison Natl Life Ins Co Inc            | 16,509,358  | 4                    | 2.15            |
| 73  | 38970  | Markel Ins Co                           | 859,466     | 1                    | DNC             |
| 74  | 71072  | Marquette Natl Life Ins Co              | 1,421,844   | 1                    | 6.25            |
| 75  | 63762  | Medco Containment Life Ins Co           | 22,521,674  | 3                    | 1.18            |
| 76  | 74322  | Medical Benefits Mut Life Ins Co        | 12,607,245  | 4                    | 2.82            |
| 77  | 29076  | Medical Mut Of OH                       | 24,906,348  | 1                    | 0.36            |
| 78  | 31119  | Medico Ins Co                           | 2,859,041   | 5                    | 15.54           |
| 79  | 97055  | Mega Life & Hlth Ins Co The             | 9,515,132   | 12                   | 11.20           |
| 80  | 65978  | Metropolitan Life Ins Co                | 66,011,557  | 1                    | 0.13            |
| 81  | 66087  | Mid West Natl Life Ins Co Of TN         | 3,458,091   | 3                    | 7.71            |
| 82  | 66168  | Minnesota Life Ins Co                   | 6,461,285   | 2                    | 2.75            |
| 83  | 66281  | Monumental Life Ins Co                  | 22,172,367  | 5                    | 2.00            |
| 84  | 71412  | Mutual Of Omaha Ins Co                  | 36,767,995  | 1                    | 0.24            |
| 85  | 66583  | National Guardian Life Ins Co           | 4,159,340   | 2                    | 4.27            |
| 86  | 19445  | National Union Fire Ins Co Of Pitts     | 16,311,959  | 1                    | 0.54            |
| 87  | 66869  | Nationwide Life Ins Co                  | 5,444,288   | 3                    | 4.90            |
| 88  | 66915  | New York Life Ins Co                    | 6,989,705   | 4                    | 5.08            |
| 89  | 81264  | Nippon Life Ins Co Of Amer              | 19,393,869  | 2                    | 0.92            |
| 90  | 67091  | Northwestern Mut Life Ins Co            | 26,162,108  | 1                    | 0.34            |
| 91  | 20621  | OneBeacon Amer Ins Co                   | 776,008     | 1                    | DNC             |
| 92  | 67539  | Pan Amer Life Ins Co                    | 9,520,510   | 4                    | 3.73            |
| 93  | 67628  | Pekin Life Ins Co                       | 33,059,051  | 7                    | 1.88            |
| 94  | 67660  | Pennsylvania Life Ins Co                | 57,421,094  | 1                    | 0.15            |
| 95  | 85561  | Perico Life Ins Co                      | 20,196,765  | 2                    | 0.88            |
| 96  | 95436  | <b>Physicians Hlth Plan of N IN Inc</b> | 154,696,312 | 1                    | 0.06            |
| 97  | 72125  | Physicians Life Ins Co                  | 3,628,597   | 2                    | 4.90            |
| 98  | 80578  | Physicians Mut Ins Co                   | 6,373,803   | 12                   | 16.72           |
| 99  | 61271  | Principal Life Ins Co                   | 55,471,848  | 2                    | 0.32            |
| 100 | 68136  | Protective Life Ins Co                  | 736,788     | 1                    | DNC             |
| 101 | 67903  | Provident Amer Life & Hlth Ins Co       | 351,681     | 3                    | DNC             |
| 102 | 68241  | Prudential Ins Co Of Amer               | 16,026,386  | 1                    | 0.55            |
| 103 | 71390  | Puritan Life Ins Co of Amer             | 2,819,475   | 28                   | 88.22           |
| 104 | 68284  | Pyramid Life Ins Co                     | 123,542,444 | 3                    | 0.22            |
| 105 | 68381  | Reliance Standard Life Ins Co           | 10,776,969  | 2                    | 1.65            |
| 106 | 61700  | Renaissance Life & Hlth Ins Co of Am    | 2,306,833   | 2                    | 7.70            |

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|-----|--------|------------------------------------------|---------------|----------------------|-----------------|
| 107 | 68462  | Reserve Natl Ins Co                      | 11,887,984    | 6                    | 4.48            |
| 108 | 76325  | Senior Hlth Ins Co of PA                 | 5,693,350     | 6                    | 9.36            |
| 109 | 12575  | SilverScript Ins Co                      | 20,384,321    | 2                    | 0.87            |
| 110 | 95812  | <b>Southeastern IN Hlth Organization</b> | 48,064,755    | 1                    | 0.18            |
| 111 | 69019  | Standard Ins Co                          | 10,999,780    | 2                    | 1.62            |
| 112 | 65021  | Stonebridge Life Ins Co                  | 6,720,917     | 1                    | 1.32            |
| 113 | 80926  | Sun Life & Hlth Ins Co                   | 5,309,559     | 9                    | 15.06           |
| 114 | 69477  | Time Ins Co                              | 42,143,182    | 3                    | 0.63            |
| 115 | 86231  | Transamerica Life Ins Co                 | 16,263,974    | 1                    | 0.55            |
| 116 | 61425  | Trustmark Ins Co                         | 2,266,542     | 10                   | 39.19           |
| 117 | 80314  | Unicare Life & Hlth Ins Co               | 13,056,096    | 1                    | 0.68            |
| 118 | 69701  | Union Bankers Ins Co                     | 2,903,984     | 1                    | 3.06            |
| 119 | 70408  | Union Security Ins Co                    | 8,941,130     | 3                    | 2.98            |
| 120 | 92916  | United Amer Ins Co                       | 22,298,806    | 1                    | 0.40            |
| 121 | 85766  | United Concordia Ins Co                  | 52,998        | 10                   | DNC             |
| 122 | 69868  | United Of Omaha Life Ins Co              | 61,164,006    | 4                    | 0.58            |
| 123 | 81108  | United Security Life & Hlth Ins Co       | 7,752,531     | 3                    | 3.44            |
| 124 | 21113  | United States Fire Ins Co                | 4,276,554     | 1                    | 2.08            |
| 125 | 70106  | United States Life Ins Co In NYC         | 3,103,204     | 1                    | 2.86            |
| 126 | 63479  | United Teacher Assoc Ins Co              | 7,431,029     | 5                    | 5.98            |
| 127 | 72850  | United World Life Ins Co                 | 61,151,974    | 115                  | 16.71           |
| 128 | 79413  | UnitedHealthcare Ins Co                  | 1,030,252,236 | 6                    | 0.05            |
| 129 | 62235  | UNUM Life Ins Co Of Amer                 | 47,773,292    | 2                    | 0.37            |
| 130 | 80802  | US Br Sun Life Assur Co of Canada        | 43,727,994    | 9                    | 1.83            |
| 131 | 70319  | Washington Natl Ins Co                   | 18,589,028    | 4                    | 1.91            |
| 132 | 83445  | Wellcare Hlth Ins of AZ Inc              | 77,115        | 1                    | DNC             |
| 133 | 10155  | Wellcare Prescription Ins Inc            | 16,485,659    | 2                    | 1.08            |
| 134 | 70629  | World Ins Co                             | 6,658,135     | 2                    | 2.67            |
| 135 | 16535  | Zurich Amer Ins Co                       | 22,938,252    | 2                    | 0.77            |

|                                    |                      |      |
|------------------------------------|----------------------|------|
| Subtotal Premium and Complaints    | 7,967,946,261        | 1068 |
| 273 Companies with Zero Complaints | <u>1,519,601,867</u> |      |
| Total Premium and Complaints       | 9,487,548,128        | 1068 |

Report does not include 273 companies with zero complaints

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

None - No premium was reported in 2011.

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