

2001 Complaint Index Accident Health  
(Name of HMOs and LSHMOs in Bold)

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	52568	<b>Advantage Health Plan, Inc.</b>	\$88,443,226	26	0.53
2	60054	Aetna Life Ins Co	\$50,822,102	38	1.36
3	97101	Aetna Life Insurance Company of America	None	1	DNC
4	95397	<b>Aetna U.S. Healthcare of Illinois, Inc.</b>	\$17,504,858	1	0.10
5	96518	<b>Aetna U.S. Healthcare, Inc.</b>	\$11,557,723	56	8.79
6	35963	AF&L Ins Co	\$1,504,825	1	1.21
7	67369	Alta Health & Life Ins Co	\$2,102,616	4	3.45
8	60216	Amalgamated Life Insurance Company	None	1	DNC
9	10111	American Bankers Ins Co Of FL	\$13,080,528	2	0.28
10	60275	American Bankers Life Assur Co Of FL	\$4,360,512	9	3.74
11	20427	American Cas Co Of Reading PA	\$110,738	1	DNC
12	75914	American Chambers Life Insurance Company	None	1	DNC
13	60305	American Comm Mut Ins Co	\$100,290,264	63	1.14
14	60380	American Family Life Asr Co Columbus	\$60,834,200	16	0.48
15	19275	American Family Mut Ins Co	\$9,205,845	5	0.98
16	60410	American Fidelity Assur Co	\$11,805,731	5	0.77
17	68373	American Gen Assur Co	\$1,304,120	2	2.78
18	60518	American Health & Life Ins Co	\$4,980,066	2	0.73
19	95038	<b>American Health Care Providers, Inc.</b>	None	3	DNC
20	52623	<b>American Health Network of Indiana, LLC</b>	None	2	DNC
21	60534	American Heritage Life Ins Co	\$4,160,056	1	0.44
22	60739	American Natl Ins Co	\$2,463,037	7	5.15
23	71773	American Natl Life Ins Co Of TX	\$3,132,129	8	4.63
24	60763	American Pioneer Life Ins Co	\$4,284,564	1	0.42
25	60836	American Republic Ins Co	\$12,968,907	11	1.54
26	42978	American Security Ins Co	\$11,265,001	1	0.16
27	60895	American United Life Ins Co	\$29,973,024	9	0.54
28	85286	Anthem Alliance Health Ins Co	\$11,800,437	5	0.77
29	96830	<b>Anthem Health of Indiana, Inc.</b>	None	1	DNC
30	28207	Anthem Ins Co Inc	\$1,077,606,924	535	0.90
31	61069	Anthem Life Ins Co	\$8,262,247	4	0.88
32	95440	<b>Arnett HMO, Inc.</b>	\$71,429,845	5	0.13
33	10367	Avemco Ins Co	\$9,155,783	1	0.20
34	61239	Bankers Fidelity Life Ins Co	\$3,850,511	2	0.94
35	61263	Bankers Life & Cas Co	\$52,825,219	15	0.51
36	71900	Bankers Natl Life Ins Co	-\$1,984	1	DNC
37	69752	Benicorp Ins Co	\$33,343,223	31	1.69
38	71714	Berkshire Life Ins Co of Amer	\$2,157	8	DNC
39	61476	Boston Mut Life Ins Co	\$926,870	2	DNC
40	80659	Canada Life Assur Co	\$1,707,719	1	1.06
41	80799	Celtic Ins Co	\$6,291,914	2	0.58
42	60255	Central Benefits Mutual Insurance Company	None	2	DNC
43	63541	Central Benefits Natl Life Ins Co	\$755,242	1	DNC
44	61727	Central Reserve Life Ins Co	\$37,880,771	35	1.68
45	61751	Central States H & L Co Of Omaha	\$3,619,033	1	0.50
46	10669	Church Insurance Company	None	1	DNC
47	95602	<b>CIGNA Healthcare of Illinois, Inc.</b>	\$5,601,255	4	1.30
48	95525	<b>CIGNA Healthcare of Indiana, Inc.</b>	\$105,061,045	90	1.55
49	87785	CIGNA Indiana Insurance Company	None	1	DNC
50	61921	Citizens Security Life Ins Co	\$245,642	1	DNC
51	62049	Colonial Life & Accident Ins Co	\$8,653,594	1	0.21
52	62146	Combined Ins Co Of Amer	\$17,842,549	8	0.81
53	40827	Combined Specialty Ins Co	\$89	1	DNC
54	70734	Commercial Bankers Life Ins Co	\$1,022,974	1	1.77
55	60984	Compbenefits Ins Co	\$75,723	6	DNC
56	96205	<b>CompDent Corp*</b>	\$6,472,665	8	2.24
57	78654	Concord Natl Life Ins Co	\$2,818,632	1	0.64
58	62308	Connecticut General Life Ins Co	\$51,142,315	85	3.01
59	60682	Conseco Annuity Assur Co	\$108,912	1	DNC
60	78174	Conseco Health Ins Co	\$14,162,564	4	0.51
61	65900	Conseco Life Ins Co	\$246,603	1	DNC
62	93769	Conseco Medical Ins Co	\$11,943,907	32	4.86
63	76325	Conseco Senior Health Ins Co	\$10,921,725	27	4.48
64	64017	Conseco Variable Ins Co	\$62,466	1	DNC
65	62359	Constitution Life Ins Co	\$2,673,530	1	0.68
66	62413	Continental Assur Co	\$5,051,767	3	1.08
67	20443	Continental Cas Co	\$21,207,958	14	1.20
68	71404	Continental General Ins Co	\$5,528,985	11	3.61
69	62553	Country Life Ins Co	\$306,090	1	DNC
70	95576	<b>Coventry Health Care of Indiana, Inc.</b>	None	6	DNC
71	62626	Cuna Mut Ins Society	\$7,726,304	1	0.23
72	52634	<b>Delta Dental Plan of Indiana, Inc.*</b>	None	10	DNC
73	52053	<b>Dental Benefit Providers of Illinois*</b>	None	1	DNC
74	21458	Employers Ins of Wausau	\$448,827	3	DNC
75	FAMIL	<b>Family Health Plan of Indiana, Inc.</b>	None	1	DNC
76	77968	Family Heritage Life Ins Co Of Amer	\$3,973,672	1	0.46
77	67695	Federal Home Life Ins Co	\$10,712	1	DNC
78	63258	Federated Life Ins Co	\$639,483	1	DNC
79	13935	Federated Mut Ins Co	\$42,849,204	7	0.30
80	71870	Fidelity Security Life Ins Co	\$4,422,932	3	1.23
81	FIRST	<b>First Commonwealth Limited Health Services Corp*</b>	\$493,515	3	DNC
82	70408	Fortis Benefits Ins Co	\$38,887,755	9	0.42
83	69477	Fortis Ins Co	\$26,181,979	20	1.39
84	62324	Freedom Life Ins Co Of Amer	\$1,543,495	6	7.05
85	80926	GE Grp Life Assur Co	\$9,590,959	1	0.19

2001 Complaint Index Accident Health  
(Name of HMOs and LSHMOs in Bold)

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
86	65536	GE Life And Annuity Assur Co	\$6,616,538	1	0.27
87	63665	General American Life Ins Co	\$448,497	2	DNC
88	70025	General Electric Capital Assur Co	\$21,032,185	3	0.26
89	70939	Gerber Life Ins Co	\$5,402,846	1	0.34
90	91472	Globe Life & Accident Ins Co	\$309,377	1	DNC
91	62286	Golden Rule Ins Co	\$23,626,630	17	1.30
92	68322	Great West Life & Annuity Ins Co	\$19,007,094	18	1.72
93	80705	Great West Life Assur Co	\$200,591	3	DNC
94	64211	Guarantee Trust Life Ins Co	\$7,457,087	2	0.49
95	64246	Guardian Life Ins Co Of Amer	\$36,928,094	7	0.34
96	70815	Hartford Life & Accident Ins Co	\$12,319,616	2	0.29
97	92711	HCC Life Ins Co	\$12,440,952	1	0.15
98	64394	Heritage Life Ins Co	\$43,646	1	DNC
99	93440	Highmark Life Ins Co	\$7,328,211	1	0.25
100	93777	Household Life Ins Co	\$5,804,005	3	0.94
101	95348	<b>Humana Health Plan of Ohio, Inc.</b>	\$6,971,225	1	0.26
102	95885	<b>Humana Health Plan, Inc.</b>	\$22,431,645	27	2.18
103	73288	Humana Ins Co	\$110,653,783	55	0.90
104	70580	Humanadental Ins Co	\$1,447	1	DNC
105	60225	Illinois Healthcare Insurance Company	None	1	DNC
106	95807	<b>IU Health Plan, Inc.</b>	\$18,163,872	3	0.30
107	65021	JC Penney Life Ins Co	\$12,906,631	3	0.42
108	70254	Jefferson Pilot Financial Ins Co	\$11,059,510	3	0.49
109	65080	John Alden Life Ins Co	\$50,350,725	33	1.19
110	65315	Liberty Life Assur Co Of Boston	\$274,085	2	DNC
111	65323	Liberty Life Ins Co	\$2,189,879	2	1.66
112	23043	Liberty Mut Ins Co	\$577	5	DNC
113	65471	Life Ins Co Of GA	\$279,312	1	DNC
114	65498	Life Ins Co Of North Amer	\$17,048,860	18	1.91
115	64130	Life Investors Ins Co Of Amer	\$19,488,406	6	0.56
116	22977	Lumbermens Mut Cas Co	\$2,639,182	1	0.69
117	88080	Lyndon Life Ins Co	\$1,894,016	2	1.92
118	95444	<b>M Plan, Inc.</b>	\$335,881,711	47	0.25
119	60321	Mamsi Life and Health Insurance Company	None	3	DNC
120	65838	Manufacturers Life Ins Co USA	\$4,376	1	DNC
121	65935	Massachusetts Mut Life Ins Co	\$5,417,166	1	0.33
122	96784	<b>Maxicare Indiana, Inc.</b>	None	474	DNC
123	90476	Maxicare Life & Health Ins Co	\$807,273	1	DNC
124	74322	Medical Benefits Mut Life Ins Co	\$17,303,968	2	0.21
125	71471	Medico Life Ins Co	\$742,862	1	DNC
126	97055	Mega Life & Health Ins Co The	\$19,938,096	18	1.64
127	65978	Metropolitan Life Ins Co	\$28,613,006	20	1.27
128	26298	Metropolitan Property & Cas Ins Co	\$1,201	1	DNC
129	66087	Mid West Natl Life Ins Co Of TN	\$6,405,271	9	2.55
130	31755	Midwest Security Insurance Company	None	1	DNC
131	79480	Midwest Security Life Ins Co	\$12,854,347	6	0.85
132	66168	Minnesota Life Ins Co	\$7,009,700	1	0.26
133	66281	Monumental Life Ins Co	\$18,990,969	4	0.38
134	66370	Mony Life Ins Co	\$954,480	1	DNC
135	71412	Mutual Of Omaha Ins Co	\$51,812,534	21	0.74
136	31119	Mutual Protective Ins Co	\$2,316,255	2	1.57
137	11991	National Cas Co	\$248,279	1	DNC
138	11106	<b>National Foot Care Program, Inc.*</b>	None	1	DNC
139	98205	National Foundation Life Ins Co	\$332,094	1	DNC
140	82538	National Health Ins Co	\$2,956,991	4	2.45
141	75671	National Home Life and Accident Insurance Company	None	1	DNC
142	66680	National Life Ins Co	\$354,710	1	DNC
143	66869	Nationwide Life Ins Co	\$1,187,583	2	3.05
144	91626	New England Life Ins Co	\$1,528,952	1	1.19
145	78743	New Era Life Ins Co	\$28,359	1	DNC
146	66915	New York Life Ins Co	\$5,193,503	2	0.70
147	81264	Nippon Life Ins Co Of Amer	\$22,089,272	2	0.16
148	68349	North American Ins Co	\$3,008,253	4	2.41
149	67253	Old Reliance Ins Co	\$333	1	DNC
150	95735	<b>One Health Plan of Indiana, Inc.</b>	\$13,132,633	4	0.55
151	56383	Order United Commrl Trav Of Amer	\$2,099,625	1	0.86
152	97268	Pacific Life & Annuity Co	\$4,497,006	1	0.40
153	96750	<b>Partners National Health Plans of Indiana, Inc.</b>	\$120,724,748	13	0.20
154	67598	Paul Revere Life Ins Co	\$10,753,925	3	0.51
155	67628	Pekin Life Ins Co	\$14,750,904	5	0.61
156	67660	Pennsylvania Life Ins Co	\$6,796,687	9	2.40
157	66605	Peoples Benefit Life Ins Co	\$1,835,487	3	2.96
158	95436	<b>Physicians Health Plan of Northern Indiana, Inc.</b>	\$121,366,657	6	0.09
159	80578	Physicians Mut Ins Co	\$12,923,412	10	1.40
160	68330	Pioneer Life Ins Co	\$11,441,896	4	0.63
161	58009	Police & Firemens Ins Assn	\$555,463	1	DNC
162	61271	Principal Life Ins Co	\$66,913,728	33	0.89
163	24260	Progressive Casualty Insurance Company	None	1	DNC
164	67903	Provident Amer Life & Hlth Ins Co	\$1,000,669	4	7.25
165	68187	Provident Ind Life Ins Co	\$486,852	6	DNC
166	68195	Provident Life & Accident Ins Co	\$10,556,278	5	0.86
167	95040	<b>Prudential Health Care Plan, Inc.</b>	\$58,209,576	28	0.87
168	68241	Prudential Ins Co Of Amer	\$21,551,638	11	0.93
169	65765	Reassure America Life Ins Co	\$1,383,758	1	1.31
170	24457	Reliance Insurance Company	None	6	DNC

2001 Complaint Index Accident Health  
(Name of HMOs and LSHMOs in Bold)

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
171	68381	Reliance Standard Life Ins Co	\$2,805,006	1	0.65
172	67105	Reliastar Life Ins Co	\$14,169,311	2	0.26
173	68462	Reserve Natl Ins Co	\$7,107,428	3	0.77
174	61506	Resource Life Ins Co	\$1,640,779	1	1.11
175	68608	Safeco Life Ins Co	\$6,005,941	1	0.30
176	65757	Shelter Life Ins Co	\$412,760	1	DNC
177	68845	Shenandoah Life Ins Co	\$665,027	1	DNC
178	95812	<b>Southeastern Indiana Health Organization</b>	\$9,398,288	5	0.96
179	42986	Standard Guaranty Ins Co	-\$118,005	1	DNC
180	86355	Standard Life & Accident Ins Co	\$7,173,869	4	1.01
181	69108	State Farm Life Insurance Company	None	2	DNC
182	25178	State Farm Mut Auto Ins Co	\$31,805,117	3	0.17
183	69132	State Mut Ins Co	\$5,173,267	2	0.70
184	96280	<b>Superior Dental Care, Inc.*</b>	None	2	DNC
185	69345	Teachers Ins & Ann Assoc Of Amer	\$3,662,862	1	0.50
186	60142	TIAA Cref Life Ins Co	\$118,963	1	DNC
187	86231	Transamerica Life Ins Co	\$5,010,861	2	0.72
188	19046	Travelers Casualty and Surety Company of Illinois	None	1	DNC
189	61425	Trustmark Ins Co	\$55,252,381	20	0.66
190	62863	Trustmark Life Ins Co	\$36,794	1	DNC
191	70700	Unicare Health Ins Co Of The Midwest	\$811,382	5	DNC
192	95505	<b>UNICARE Health Plans of the Midwest</b>	\$4,031,163	13	5.85
193	80314	Unicare Life & Health Ins Co	\$111,575,144	54	0.88
194	69701	Union Bankers Ins Co	\$10,945,415	8	1.33
195	62596	Union Fidelity Life Ins Co	\$2,453,353	6	4.44
196	98884	Union Security Life Ins Co	\$4,845,137	3	1.12
197	92916	United American Ins Co	\$28,284,779	15	0.96
198	65269	United Benefit Life Ins Co	\$439,011	3	DNC
199	96150	<b>United Concordia Dental Plans of the Midwest, Inc.*</b>	\$3,549	1	DNC
200	85766	United Concordia Ins Co	\$33,242	1	DNC
201	69892	United Farm Family Life Ins Co	\$2,858,450	1	0.63
202	79413	United Healthcare Ins Co	\$251,900,179	103	0.74
203	95776	<b>United HealthCare of Illinois, Inc.</b>	\$3,079,194	1	0.59
204	96644	<b>United HealthCare of Kentucky, LP</b>	\$23,035,394	4	0.31
205	69868	United Of Omaha Life Ins Co	\$20,657,823	4	0.35
206	81108	United Security Life Ins Co Of IL	\$9,527,513	17	3.24
207	70106	United States Life Ins Co In NYC	\$5,470,322	1	0.33
208	63479	United Teacher Assoc Ins Co	\$3,147,390	2	1.15
209	97179	United WI Life Ins Co	\$32,126,558	7	0.40
210	72850	United World Life Ins Co	\$187,738	1	DNC
211	62235	Unum Life Ins Co Of Amer	\$30,999,683	17	0.99
212	39616	Vision Service Plan Insurance Company	None	3	DNC
213	70319	Washington Natl Ins Co	\$2,403,937	2	1.51
214	95538	<b>Welborn Clinic</b>	\$67,950,597	1	0.03
215	70483	Western & Southern Life Ins Co	\$3,480,681	1	0.52
216	84697	Western Diversified Life Ins Co	\$627,248	2	DNC
217	70629	World Ins Co	\$2,084,222	6	5.22

Subtotal Premium and Complaints	4,409,003,281	2662
319 Companies or HMOs with Zero Complaints	<u>418,599,929</u>	
Total Premium and Complaints	\$4,827,603,210	2662

**Health Insurers-**

DNC- Did Not Calculate (Premium Under \$1 Million)

Premium Information from Life Annual Statement Page 70, Line 15, Column 4

Premium Information from Fraternal Annual Statement Page 70, Line 15, Column 10

Premium Information from Property & Casualty Annual Statement Page 24, Lines 13, 14, 15, Column 1

Report Does Not Include the 315 Companies with Zero Complaints

None-Company withdrew and involved coverage prior to withdrawal. No Premium was reported during 2001; or complaint may have been against another company in group, but was not identified as such.

**HMO-**

Complaint Indices Do Not Include Medicare or Medicaid Premiums

DNC-Did Not Calculate (Premiums Under \$1 Million)

\*-Limited Service Health Maintenance Organizations

\*-Premium Information from Page 56, Line 15, Column 3 of Annual Statement

All Others, Page 56, Line 15, Column 3 of Annual Statement

Report Does Not Include the 5 HMOs and 5 LSHMOs with Zero Complaints

None-Company withdrew and involved coverage prior to withdrawal. No Premium was reported during 2001; or complaint may have been against another company in group, but was not identified as such.