

2025 Health Complaint Index

NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
71854	AAA Life Ins Co	1,396,625	1	36.65
95109	Aetna Hlth Inc PA Corp	25,612,038	3	6.00
60054	Aetna Life Ins Co	219,505,877	1	0.23
60380	American Family Life Assur Co of Col	79,856,602	4	2.56
61301	Ameritas Life Ins Corp	24,806,435	2	4.13
28207	Anthem Ins Co Inc	3,152,737,330	51	0.83
61239	Bankers Fidelity Life Ins Co	1,296,868	1	39.47
61263	Bankers Life & Cas Co	17,373,996	5	14.73
13164	Capricorn Holdco Inc	39,246,748	1	1.30
10142	CareSource IN Inc	435,839,846	14	1.64
67369	Cigna Hlth & Life Ins Co	265,464,505	2	0.39
62065	Colonial Penn Life Ins Co	113	1	DNC
20443	Continental Cas Co	6,368,857	1	8.04
68500	Continental Life Ins Co Brentwood	9,571,518	3	16.04
95831	Coordinated Care Corp	753,092,659	24	1.63
52634	Delta Dental Plan of IN Inc	164,528,932	2	0.62
12307	DentaQuest USA Ins Co Inc	430,498	2	237.80
20281	Federal Ins Co	2,580,338	1	19.84
63223	Federal Life Ins Co	14,446	2	7086.50
62324	Freedom Life Ins Co Of Amer	43,442,932	2	2.36
70025	Genworth Life Ins Co	39,101,476	1	1.31
62286	Golden Rule Ins Co	40,709,447	1	1.26
64246	Guardian Life Ins Co Of Amer	88,528,627	2	1.16
70670	Health Care Serv Corp A Mut Legal Re	963,257	1	DNC
61727	HealthSpring Natl Hlth Ins Co	1,023	1	DNC
73288	Humana Ins Co	164,650,298	3	0.93
11630	Jefferson Ins Co	None	1	DNC
65838	John Hancock Life Ins Co USA	25,308,200	2	4.04
65498	Life Ins Co Of N Amer	42,577,876	2	2.40
65781	Madison Natl Life Ins Co Inc	8,030,279	1	6.37
94587	Members Hlth Ins Co	None	1	DNC
65978	Metropolitan Life Ins Co	149,650,124	4	1.37
82538	National Hlth Ins Co	45,488,643	1	1.13
95436	Physicians Hlth Plan of N IN Inc	165,306,568	1	0.31
80578	Physicians Mut Ins Co Inc	6,545,204	1	7.82
68241	Prudential Ins Co Of Amer	38,312,850	1	1.34
68381	Reliance Standard Life Ins Co	52,481,599	3	2.93
68462	Reserve Natl Ins Co	9,876,784	1	5.18
69019	Standard Ins Co	70,394,932	3	2.18
25178	State Farm Mut Auto Ins Co	16,310,637	1	3.14
56014	Thrivent Financial For Lutherans	5,039,192	1	10.16

86231 Transamerica Life Ins Co	14,399,309	1	3.55
92916 United Amer Ins Company	5,923,100	1	8.64
21113 United States Fire Ins Co	17,994,061	1	2.84
79413 UnitedHealthcare Ins Co	1,044,066,717	31	1.52
62235 Unum Life Ins Co Of Amer	52,689,713	1	0.97
80802 US Br Sun Life Assur Co of Canada	124,285,535	2	0.82
39616 Vision Serv Plan Ins Co	35,472,149	1	1.44
10155 WellCare Prescription Ins Inc	426,181,196	2	0.24

Subtotal Premium and Complaints	7,933,455,806	196
368 Companies with Zero Complaints	<u>2,098,362,772</u>	
Total Premium and Complaints	10,032,421,516	196

Report does not include 368 companies with zero complaints

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

None - No premium was reported in 2025.

Complaint indices do not include Medicare or Medicaid Premiums

Premium information from Health Annual Statement Page 30, Line 12, Columns 2,3,5,6,7,13

Premium information from Life Annual Statement Page 24, Line 34,35,37,38,39,42-45 Column 1

Premium information pulled from P&C blank Page 19, Lines 13.1,13.2, 14, 15.1-15.3, 15.7 & 15.8,15.9
Column 1