

Accident Health
2012 Complaint Index
(Name of HMO and LSHMO in bold)

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	52568	Advantage Hlth Solutions Inc	370,991,210	3	0.26
2	33898	Aegis Security Ins Co	669,251	1	DNC
3	60054	Aetna Life Ins Co	156,162,524	10	2.04
4	95163	Alpha Dental Programs Inc	143,278	1	DNC
5	19720	American Alt Ins Corp	5,337,824	1	5.96
6	10111	American Bankers Ins Co Of FL	246,997	2	DNC
7	60380	American Family Life Assur Co of Col	102,648,413	8	2.48
8	19275	American Family Mut Ins Co	4,908,022	1	6.49
9	60410	American Fidelity Assur Co	32,071,889	3	2.98
10	60488	American Gen Life Ins Co	5,400,364	2	11.79
11	60895	American United Life Ins Co	13,971,926	1	2.28
12	61301	Ameritas Life Ins Corp	12,266,820	1	2.60
13	28207	Anthem Ins Co Inc	3,664,373,826	58	0.50
14	61069	Anthem Life Ins Co	12,439,668	1	2.56
15	71439	Assurity Life Ins Co	2,864,183	2	22.23
16	61263	Bankers Life & Cas Co	37,431,715	8	6.80
17	38245	BCS Ins Co	6,890,820	1	4.62
18	12558	Care Improvement Plus of TX Ins Co	5,112,228	2	12.46
19	80799	Celtic Ins Co	7,518,622	6	25.41
20	61751	Central States H & L Co Of Omaha	1,899,662	1	16.76
21	67369	Cigna Hlth & Life Ins Co	19,846,951	2	3.21
22	62065	Colonial Penn Life Ins Co	9,330,073	2	6.82
23	62146	Combined Ins Co Of Amer	12,973,605	4	9.82
24	10345	Community Ins Co	43,393,632	1	0.73
25	77828	Companion Life Ins Co	29,839,986	1	1.07
26	62308	Connecticut Gen Life Ins Co	85,950,960	5	1.85
27	62375	Consumers Life Ins Co	50,371	3	DNC
28	20443	Continental Cas Co	10,850,707	1	2.93
29	81396	Delta Dental Insurance Company	None	1	DNC
30	52634	Delta Dental Plan of IN Inc	44,713,822	2	1.42
31	13935	Federated Mut Ins Co	44,938,513	2	1.42
32	62324	Freedom Life Ins Co Of Amer	1,622,904	2	39.24
33	70025	Genworth Life Ins Co	44,864,566	1	0.71
34	70939	Gerber Life Ins Co	29,646,426	2	2.15
35	62286	Golden Rule Ins Co	59,276,487	8	4.30
36	64211	Guarantee Trust Life Ins Co	5,404,454	1	5.89
37	64246	Guardian Life Ins Co Of Amer	51,741,644	1	0.62
38	70815	Hartford Life & Accident Ins Co	36,551,776	3	2.61
39	96687	Health Resources Inc	41,077,671	1	0.78
40	93777	Household Life Ins Co	966,319	1	DNC
41	95885	Humana Hlth Plan Inc	67,715,503	2	0.94
42	73288	Humana Ins Co	567,329,699	24	1.35
43	70580	Humanadental Ins Co	11,435,157	4	11.14
44	65056	Jackson Natl Life Ins Co	726,718	1	DNC
45	65080	John Alden Life Ins Co	15,452,404	2	4.12
46	65838	John Hancock Life Ins Co (USA)	28,518,746	1	1.12
47	65129	Kansas City Life Ins Co	2,971,218	1	10.72
48	65315	Liberty Life Assur Co Of Boston	11,199,835	2	5.69
49	65498	Life Ins Co Of N Amer	25,596,464	11	13.68
50	65676	Lincoln Natl Life Ins Co	38,934,120	6	4.91
51	65722	Loyal Amer Life Ins Co	5,867,113	2	10.85
52	65781	Madison Natl Life Ins Co Inc	11,817,852	1	2.69
53	97055	Mega Life & Hlth Ins Co The	7,539,505	2	8.45

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54	87726	Metlife Ins Co of CT	2,272,182	1	14.01
55	65978	Metropolitan Life Ins Co	64,998,728	8	3.92
56	66281	Monumental Life Ins Co	23,921,545	2	2.66
57	66370	Mony Life Ins Co	646,890	1	DNC
58	71412	Mutual Of Omaha Ins Co	35,230,340	2	1.81
59	19445	National Union Fire Ins Co Of Pitts	22,760,217	1	1.40
60	12540	NHP of IN LLC	129,204,442	1	0.25
61	20621	OneBeacon Amer Ins Co	229,560	1	DNC
62	67628	Pekin Life Ins Co	29,941,745	1	1.06
63	67660	Pennsylvania Life Ins Co	61,537,158	3	1.55
64	61271	Principal Life Ins Co	22,665,975	5	7.02
65	68241	Prudential Ins Co Of Amer	19,416,051	1	1.64
66	71390	Puritan Life Ins Co of Amer	2,124,025	1	14.99
67	68284	Pyramid Life Ins Co	84,569,242	4	1.51
68	68721	Security Life Ins Co Of Amer	904,927	1	DNC
69	76325	Senior Hlth Ins Co of PA	4,948,093	1	6.43
70	38318	Starr Ind & Liab Co	141,670	2	DNC
71	25178	State Farm Mut Auto Ins Co	34,369,638	1	0.93
72	69477	Time Ins Co	39,729,998	9	7.21
73	86231	Transamerica Life Ins Co	17,707,721	2	3.60
74	80314	Unicare Life & Hlth Ins Co	11,021,667	1	2.89
75	62596	Union Fidelity Life Ins Co	652,979	1	DNC
76	92916	United Amer Ins Co	24,842,376	1	1.28
77	69892	United Farm Family Life Ins Co	1,077,976	1	29.53
78	69868	United Of Omaha Life Ins Co	81,882,711	5	1.94
79	81108	United Security Life & Hlth Ins Co	6,464,753	1	4.92
80	21113	United States Fire Ins Co	4,178,820	3	22.86
81	72850	United World Life Ins Co	54,715,411	2	1.16
82	79413	UnitedHealthcare Ins Co	1,139,038,806	22	0.61
83	80802	US Br Sun Life Assur Co of Canada	46,029,520	2	1.38
84	70319	Washington Natl Ins Co	18,547,905	4	6.87
85	16535	Zurich Amer Ins Co	25,570,921	2	2.49

Subtotal Premium and Complaints	7,822,838,435	309
315 Companies with Zero Complaints	<u>2,014,979,864</u>	
Total Premium and Complaints	9,837,818,299	309

Report does not include 315 companies with zero complaints

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

None - No premium was reported in 2012.

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