

Health
2015 Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	52568	Advantage Hlth Solutions Inc	211,847,303	6	0.30
2	60054	Aetna Life Ins Co	249,252,193	3	0.13
3	82406	All Savers Ins Co	163,955,164	144	9.40
4	19720	American Alt Ins Corp	8,125,776	1	1.32
5	60488	American Gen Life Ins Co	2,915,171	2	7.34
6	60534	American Heritage Life Ins Co	11,622,518	2	1.84
7	60577	American Income Life Ins Co	2,686,694	1	3.98
8	42978	American Security Ins Co	23,061	1	DNC
9	61301	Ameritas Life Ins Corp	14,590,853	2	1.47
10	28207	Anthem Ins Co Inc	2,803,480,056	204	0.78
11	71439	Assurity Life Ins Co	2,857,570	1	3.75
12	61263	Bankers Life & Cas Co	31,552,848	2	0.68
13	38245	BCS Ins Co	4,858,566	1	2.20
14	10142	CareSource IN	59,193,166	62	11.21
15	61883	Central United Life Ins Co	1,019,314	1	10.50
16	10642	Cherokee Insurance Company	None	1	DNC
17	67369	Cigna Hlth & Life Ins Co	171,867,401	5	0.31
18	62049	Colonial Life & Accident Ins Co	11,299,561	1	0.95
19	62065	Colonial Penn Life Ins Co	19,167,178	3	1.68
20	77828	Companion Life Ins Co	32,740,826	2	0.65
21	60984	Compbenefits Ins Co	3,194,670	1	3.35
22	62359	Constitution Life Ins Co	3,483,703	3	9.22
23	20443	Continental Cas Co	9,655,993	1	1.11
24	95831	Coordinated Care Corp	27,730,973	48	18.53
25	81396	Delta Dental Insurance Company	None	2	DNC
26	52634	Delta Dental Plan of IN Inc	66,385,392	2	0.32
27	64149	EPIC Life Ins Co	1,690,757	1	6.33
28	13935	Federated Mut Ins Co	55,852,578	1	0.19
29	91642	Forethought Life Ins Co	10,398,386	1	1.03
30	62324	Freedom Life Ins Co Of Amer	3,672,848	2	5.83
31	70025	Genworth Life Ins Co	50,110,736	1	0.21
32	62286	Golden Rule Ins Co	66,834,447	5	0.80
33	64211	Guarantee Trust Life Ins Co	5,571,522	1	1.92
34	64246	Guardian Life Ins Co Of Amer	59,427,985	2	0.36
35	71153	Hartford Life & Ann Ins Co	5,241	1	DNC
36	92711	HCC Life Ins Co	67,346,053	5	0.79
37	95885	Humana Hlth Plan Inc	24,068,089	3	1.33
38	73288	Humana Ins Co	228,947,149	14	0.65
39	70580	Humanadental Ins Co	14,921,191	3	2.15
40	13164	Indiana University Hlth Plans Inc	6,316,037	2	3.39
41	65080	John Alden Life Ins Co	5,023,959	1	2.13
42	65838	John Hancock Life Ins Co USA	28,342,403	2	0.76
43	65498	Life Ins Co Of N Amer	26,670,609	3	1.20
44	65676	Lincoln Natl Life Ins Co	47,020,725	2	0.46
45	65781	Madison Natl Life Ins Co Inc	8,349,939	1	1.28
46	15584	MDwise Marketplace Inc	104,463,471	106	10.86
47	65978	Metropolitan Life Ins Co	85,317,165	20	2.51
48	82538	National Hlth Ins Co	2,931,055	1	3.65
49	66869	Nationwide Life Ins Co	6,590,216	1	1.62
50	67539	Pan Amer Life Ins Co	5,672,190	1	1.89
51	67660	Pennsylvania Life Ins Co	1,854,488	2	11.54
52	61271	Principal Life Ins Co	29,731,525	2	0.72
53	68195	Provident Life & Accident Ins Co	10,585,752	1	1.01
54	68241	Prudential Ins Co Of Amer	16,260,500	1	0.66
55	68284	Pyramid Life Ins Co	2,718,125	2	7.88
56	61700	Renaissance Life & Hlth Ins Co of Am	3,176,528	1	3.37
57	76325	Senior Hlth Ins Co of PA	3,235,783	4	13.23
58	12575	SilverScript Ins Co	57,037,178	4	0.75
59	95812	Southeastern IN Hlth Org Inc	39,321,659	2	0.54
60	69019	Standard Ins Co	13,588,950	2	1.58
61	69477	Time Ins Co	88,262,773	18	2.18
62	86231	Transamerica Life Ins Co	31,254,391	3	1.03
63	66281	Transamerica Premier Life Ins Co	31,687,259	4	1.35
64	11121	Unified Life Ins Co	1,239,594	1	8.64
65	69868	United Of Omaha Life Ins Co	93,318,420	1	0.11
66	79413	UnitedHealthcare Ins Co	1,384,398,445	28	0.22
67	97179	UnitedHealthcare Life Ins Co	73,200,170	13	1.90
68	62235	Unum Life Ins Co Of Amer	44,443,352	1	0.24
69	80802	US Br Sun Life Assur Co of Canada	33,694,465	1	0.32
70	97772	US Hlth & Life Ins Co Inc	4,763,653	1	2.25

Health
2015 Complaint Index

Subtotal Premium and Complaints	6,792,823,711	774
324 Companies with Zero Complaints	<u>1,492,802,830</u>	
Total Premium and Complaints	8,285,626,541	774

Report does not include 324 companies with zero complaints

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

None - No premium was reported in 2015.

Complaint indices do not include Medicare or Medicaid Premiums

Premium information from Fraternal Annual Statement Page 23, Line 26, Column 1

Premium information from Health Annual Statement Page 30, 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, Column 1