

Accident and Health
2016 Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	52568	Advantage Hlth Solutions Inc	72,793,598	7	1.43
2	60054	Aetna Life Ins Co	278,190,382	6	0.32
3	82406	All Savers Ins Co	125,596,216	51	6.05
4	60186	Allstate Life Ins Co	423,855	1	DNC
5	60380	American Family Life Assur Co of Col	98,099,089	3	0.46
6	60488	American Gen Life Ins Co	2,342,403	2	12.72
7	60739	American Natl Ins Co	231,353	1	DNC
8	60895	American United Life Ins Co	15,789,366	1	0.94
9	28207	Anthem Ins Co Inc	2,665,108,330	83	0.46
10	61239	Bankers Fidelity Life Ins Co	7,763,216	1	1.92
11	61263	Bankers Life & Cas Co	30,119,197	5	2.47
12	38245	BCS Ins Co	4,596,186	1	3.24
13	10142	CareSource IN	87,024,277	108	18.50
14	19518	Catlin Ins Co	370,102	1	DNC
15	67369	Cigna Hlth & Life Ins Co	186,827,963	2	0.16
16	62065	Colonial Penn Life Ins Co	21,548,899	4	2.77
17	68500	Continental Life Ins Co Brentwood	19,492,504	1	0.76
18	95831	Coordinated Care Corp	793,945	47	DNC
19	52634	Delta Dental Plan of IN Inc	79,570,870	3	0.56
20	96265	Dental Care Plus Inc	812,503	1	DNC
21	73474	Dentegra Ins Co	2,651,396	1	5.62
22	64149	EPIC Life Ins Co	1,303,900	1	11.43
23	26921	Everest Reins Co	232,331	1	DNC
24	62324	Freedom Life Ins Co Of Amer	5,518,645	3	8.10
25	70025	Genworth Life Ins Co	49,476,487	3	0.90
26	62286	Golden Rule Ins Co	58,672,382	6	1.52
27	70815	Hartford Life & Accident Ins Co	28,006,108	1	0.53
28	92711	HCC Life Ins Co	67,347,586	2	0.44
29	95885	Humana Hlth Plan Inc	20,520,379	6	4.36
30	73288	Humana Ins Co	193,610,051	21	1.62
31	70580	Humanadental Ins Co	11,400,930	2	2.61
32	13164	Indiana University Hlth Plans Inc	75,133,537	8	1.59
33	65838	John Hancock Life Ins Co USA	28,482,498	1	0.52
34	65498	Life Ins Co Of N Amer	28,986,744	1	0.51
35	65676	Lincoln Natl Life Ins Co	36,855,748	1	0.40
36	15584	MDwise Marketplace Inc	138,600,170	46	4.95
37	65978	Metropolitan Life Ins Co	85,527,415	4	0.70
38	71412	Mutual Of Omaha Ins Co	24,035,655	1	0.62
39	82538	National Hlth Ins Co	3,549,550	1	4.20
40	95436	Physicians Hlth Plan of N IN Inc	181,179,012	3	0.25
41	80578	Physicians Mut Ins Co	9,031,000	2	3.30
42	68047	Professional Ins Co	224,225	1	DNC
43	68241	Prudential Ins Co Of Amer	16,220,702	1	0.92
44	68284	Pyramid Life Ins Co	2,356,407	1	6.32
45	68381	Reliance Standard Life Ins Co	42,456,302	3	1.05

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46	68462	Reserve Natl Ins Co	13,670,194	3	3.27
47	76325	Senior Hlth Ins Co of PA	2,785,694	1	5.35
48	95812	Southeastern IN Hlth Org Inc	35,130,936	3	1.27
49	69019	Standard Ins Co	18,726,991	1	0.80
50	69078	Standard Security Life Ins Co Of NY	14,308,114	3	3.12
51	38318	Starr Ind & Liab Co	354,100	1	DNC
52	69477	Time Ins Co	30,511,883	3	1.47
53	86231	Transamerica Life Ins Co	27,239,186	5	2.74
54	66281	Transamerica Premier Life Ins Co	33,260,639	1	0.45
55	11121	Unified Life Ins Co	2,344,875	6	38.13
56	69868	United Of Omaha Life Ins Co	90,914,439	3	0.49
57	79413	UnitedHealthcare Ins Co	1,565,111,419	49	0.47
58	97179	UnitedHealthcare Life Ins Co	90,893,837	25	4.10
59	62235	Unum Life Ins Co Of Amer	44,228,468	1	0.34
60	97772	US Hlth & Life Ins Co Inc	4,107,799	1	3.63
61	70319	Washington Natl Ins Co	20,405,831	2	1.46
62	16535	Zurich Amer Ins Co	13,835,753	1	1.08

Subtotal Premium and Complaints	6,816,703,572	559
495 Companies with Zero Complaints	<u>1,514,368,651</u>	
Total Premium and Complaints	8,331,072,223	559

Report does not include 495 companies with zero complaints

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

None - No premium was reported in 2016.

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