

2018
Health Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	95109	Aetna Hlth Inc PA Corp	1,113,071	1	19.17
2	60054	Aetna Life Ins Co	656,734,528	4	0.13
3	82406	All Savers Ins Co	29,747,922	2	1.43
4	60380	American Family Life Assur Co of Col	97,185,037	2	0.44
5	60534	American Heritage Life Ins Co	17,983,039	1	1.19
6	60577	American Income Life Ins Co	2,601,900	1	8.20
7	88366	American Retirement Life Ins Co	18,734,285	1	1.14
8	61999	Americo Fin Life & Ann Ins Co	402,218	1	DNC
9	28207	Anthem Ins Co Inc	2,443,456,730	50	0.44
10	71919	Bankers Fidelity Assur Co	4,350,440	1	4.91
11	61263	Bankers Life & Cas Co	26,924,626	4	3.17
12	10142	CareSource IN	389,929,337	131	7.17
13	34274	Central States Ind Co Of Omaha	12,105,432	1	1.76
14	61832	Chesapeake Life Ins Co	4,414,082	1	4.83
15	67369	Cigna Hlth & Life Ins Co	185,346,258	6	0.69
16	62146	Combined Ins Co Of Amer	11,978,572	1	1.78
17	77828	Companion Life Ins Co	47,776,744	1	0.45
18	62308	Connecticut Gen Life Ins Co	96,685	1	DNC
19	71730	Continental Amer Ins Co	14,192,573	1	1.50
20	68500	Continental Life Ins Co Brentwood	44,975,339	1	0.47
21	95831	Coordinated Care of IN	250,964,475	71	6.04
22	52634	Delta Dental Plan of IN Inc	84,667,265	3	0.76
23	73474	Dentegra Ins Co	2,868,244	2	14.88
24	62952	Equitable Life & Cas Ins Co	4,884,230	1	4.37
25	62324	Freedom Life Ins Co Of Amer	10,879,064	1	1.96
26	62286	Golden Rule Ins Co	50,907,927	2	0.84
27	64211	Guarantee Trust Life Ins Co	5,696,837	1	3.75
28	64246	Guardian Life Ins Co Of Amer	68,677,167	3	0.93
29	92711	HCC Life Ins Co	62,980,161	1	0.34
30	96687	Health Resources Inc	44,016,702	1	0.48
31	95885	Humana Hlth Plan Inc	42,336,050	1	0.50
32	73288	Humana Ins Co	161,452,183	10	1.32
33	70580	Humanadental Ins Co	6,604,188	2	6.46
34	13164	Indiana University Hlth Plans Inc	39,541,216	6	3.24
35	65315	Liberty Life Assur Co Of Boston	22,735,520	2	1.88
36	65676	Lincoln Natl Life Ins Co	34,115,290	1	0.63
37	65722	Loyal Amer Life Ins Co	10,842,081	1	1.97
38	61883	ManhattanLife Assur Co of Amer	2,887,516	1	7.39
39	15584	Mdwise Marketplace	None	32	DNC
40	71412	Mutual Of Omaha Ins Co	21,655,523	1	0.99
41	82538	National Hlth Ins Co	20,838,024	3	3.07
42	66915	New York Life Ins Co	3,492,792	2	12.22
43	69000	Northwestern Long Term Care Ins Co	14,544,447	1	1.47
44	13100	Omaha Ins Co	27,498,310	1	0.78
45	95436	Physicians Hlth Plan of N IN Inc	174,634,404	2	0.24
46	68241	Prudential Ins Co Of Amer	21,338,465	1	1.00
47	61700	Renaissance Life & Hlth Ins Co of Am	3,740,612	2	11.41
48	76325	Senior Hlth Ins Co of PA	1,969,920	2	21.67
49	69019	Standard Ins Co	19,347,614	2	2.21
50	69078	Standard Security Life Ins Co Of NY	432,420	2	DNC
51	86231	Transamerica Life Ins Co	23,124,403	4	3.69
52	66281	Transamerica Premier Life Ins Co	20,798,925	2	2.05
53	80314	Unicare Life & Hlth Ins Co	7,003,320	1	3.05
54	70408	Union Security Ins Co	6,214,067	1	3.43
55	85766	United Concordia Ins Co	455,664	1	DNC
56	92703	United Natl Life Ins Co Of Amer	104,437	1	DNC
57	69868	United Of Omaha Life Ins Co	78,830,537	1	0.27
58	42129	United Security Assur Co Of PA	1,133,150	1	18.83
59	72850	United World Life Ins Co	33,300,037	1	0.64

2018
Health Complaint Index

60	79413	UnitedHealthcare Ins Co	1,947,993,830	37	0.41
61	97179	UnitedHealthcare Life Ins Co	836,896	1	DNC
62	62235	Unum Life Ins Co Of Amer	45,368,379	2	0.94
63	80802	US Br Sun Life Assur Co of Canada	42,492,061	1	0.50
64	39616	Vision Serv Plan Ins Co	34,340,585	1	0.62
65	65900	Wilco Life Ins Co	58,295	1	DNC

Subtotal Premium and Complaints	\$7,468,652,051	429
485 Companies with Zero Complaints	<u>\$1,686,390,799</u>	
Total Premium and Complaints	\$9,155,042,850	429

Report does not include 485 companies with zero complaints

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

None - No premium was reported in 2018.

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