

2019 Health
Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	60054	Aetna Life Ins Co	698,564,415	9	0.38
2	60380	American Family Life Assur Co of Col	96,281,640	4	1.24
3	19275	American Family Mut Ins Co SI	1,090,872	1	27.28
4	69337	American Fin Security Life Ins Co	66,912	1	DNC
5	60534	American Heritage Life Ins Co	19,110,054	1	1.56
6	80624	American Progressive L&H Ins Of NY	5,799	1	DNC
7	88366	American Retirement Life Ins Co	17,953,329	2	3.31
8	61301	Ameritas Life Ins Corp	15,333,729	1	1.94
9	28207	Anthem Ins Co Inc	1,776,177,862	71	1.19
10	61263	Bankers Life & Cas Co	25,542,119	3	3.50
11	10142	CareSource IN	274,422,881	67	7.27
12	67369	Cigna Hlth & Life Ins Co	191,239,322	2	0.31
13	62065	Colonial Penn Life Ins Co	23,245,706	1	1.28
14	62308	Connecticut Gen Life Ins Co	63,645	1	DNC
15	71730	Continental Amer Ins Co	17,150,603	2	3.47
16	20443	Continental Cas Co	8,290,138	1	3.59
17	68500	Continental Life Ins Co Brentwood	51,415,040	2	1.16
18	52634	Delta Dental Plan of IN Inc	88,714,175	1	0.34
19	20281	Federal Ins Co	3,642,441	2	16.34
20	11221	First Commonwealth Ltd Hlth Serv Cor	229,429	1	DNC
21	64696	First Continental Life & Acc	243,734	1	DNC
22	70025	Genworth Life Ins Co	46,512,992	2	1.28
23	62286	Golden Rule Ins Co	52,118,911	3	1.71
24	64246	Guardian Life Ins Co Of Amer	66,126,698	3	1.35
25	70815	Hartford Life & Accident Ins Co	57,406,495	1	0.52
26	66214	Heartland Natl Life Ins Co	2,915,982	1	10.20
27	95885	Humana Hlth Plan Inc	54,263,299	1	0.55
28	73288	Humana Ins Co	140,277,876	14	2.97
29	70580	Humanadental Ins Co	5,164,207	5	28.81
30	26581	Independence Amer Ins Co	2,748,216	1	10.83
31	13164	Indiana University Hlth Plans Inc	54,773,993	4	2.17
32	65331	Liberty Natl Life Ins Co	2,107,442	1	14.12
33	65498	Life Ins Co Of N Amer	44,704,644	1	0.67
34	99724	LifeShield Natl Ins Co	2,588,614	1	11.50
35	65676	Lincoln Natl Life Ins Co	31,589,550	1	0.94
36	61883	ManhattanLife Assur Co of Amer	3,596,350	2	16.55
37	65978	Metropolitan Life Ins Co	104,895,786	5	1.42
38	71412	Mutual Of Omaha Ins Co	21,808,090	1	1.36
39	68284	Nassau Life Ins Co of KS	1,253,532	2	47.48
40	62359	Nassau Life Ins Co of TX	1,969,979	2	30.21
41	82538	National Hlth Ins Co	26,518,145	9	10.10
42	19445	National Union Fire Ins Co Of Pitts	6,928,831	1	4.29
43	67598	Paul Revere Life Ins Co	2,068,621	1	14.38

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44	67784	Philadelphia Amer Life Ins Co	25,198,062	1	1.18
45	80578	Physicians Mut Ins Co	10,589,702	1	2.81
46	39217	QBE Ins Corp	29,204,245	2	2.04
47	68381	Reliance Standard Life Ins Co	35,061,924	1	0.85
48	67105	Reliastar Life Ins Co	58,370,980	1	0.51
49	68462	Reserve Natl Ins Co	19,418,492	2	3.06
50	68802	Sentinel Security Life Ins Co	583,251	1	DNC
51	12575	SilverScript Ins Co	75,098,386	1	0.40
52	68985	Starmount Life Ins Co	4,412,985	1	6.74
53	69116	State Life Ins Co	380,261	1	DNC
54	96280	Superior Dental Care Inc	146,934	1	DNC
55	69477	Time Ins Co II	1,471,559	1	20.22
56	86231	Transamerica Life Ins Co	17,236,221	3	5.18
57	92525	TruAssure Ins Co	315,465	1	DNC
58	92916	United Amer Ins Co	10,325,396	1	2.88
59	85766	United Concordia Ins Co	266,900	2	DNC
60	69930	United Ins Co Of Amer	88,690	1	DNC
61	72850	United World Life Ins Co	44,190,966	1	0.67
62	79413	UnitedHealthcare Ins Co	1,956,244,657	19	0.29
63	62235	Unum Life Ins Co Of Amer	48,236,196	1	0.62
64	70319	Washington Natl Ins Co	22,271,452	1	1.34
65	10155	WellCare Prescription Ins Inc	82,954,148	1	0.36
66	85189	Western United Life Assur Co	218,309	1	DNC
67	16535	Zurich Amer Ins Co	3,723,429	1	7.99

Subtotal Premium and Complaints	\$6,487,130,708	284
478 Companies with Zero Complaints	\$1,963,836,726	
Total Premium and Complaints	<u>\$8,450,967,434</u>	284

Report does not include 478 companies with zero complaints

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

None - No premium was reported in 2019.

Complaint indices do not include Medicare or Medicaid Premiums

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