

2020 Health
Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	78700	Aetna Hlth & Life Ins Co	7,777,640	2	12.88
2	60054	Aetna Life Ins Co	803,177,953	3	0.19
3	60380	American Family Life Assur Co of Col	94,183,734	5	2.66
4	60518	American Hlth & Life Ins Co	4,761,989	1	10.52
5	60895	American United Life Ins Co	22,928,494	1	2.18
6	61301	Ameritas Life Ins Corp	16,520,588	1	3.03
7	28207	Anthem Ins Co Inc	2,442,628,006	36	0.74
8	61263	Bankers Life & Cas Co	23,650,630	4	8.47
9	90638	Best Life & Hlth Ins Co	2,308,731	1	21.70
10	10142	CareSource IN	305,097,386	35	5.75
11	61832	Chesapeake Life Ins Co	5,187,208	1	9.66
12	95525	Cigna Hltcare of IN Inc	None	1	DNC
13	67369	Cigna Hlth & Life Ins Co	211,512,930	1	0.24
14	62049	Colonial Life & Accident Ins Co	14,697,430	1	3.41
15	62065	Colonial Penn Life Ins Co	23,049,434	1	2.17
16	62146	Combined Ins Co Of Amer	10,862,744	1	4.61
17	77828	Companion Life Ins Co	58,840,020	1	0.85
18	60984	Compbenefits Ins Co	102,464	1	DNC
19	71730	Continental Amer Ins Co	21,237,537	3	7.08
20	20443	Continental Cas Co	7,547,536	1	6.64
21	68500	Continental Life Ins Co Brentwood	51,508,510	2	1.94
22	12307	DentaQuest USA Ins Co Inc	297,367	1	DNC
23	62324	Freedom Life Ins Co Of Amer	20,879,038	1	2.40
24	62286	Golden Rule Ins Co	57,836,663	1	0.87
25	64246	Guardian Life Ins Co Of Amer	66,734,494	1	0.75
26	66214	Heartland Natl Life Ins Co	2,598,256	1	19.28
27	95885	Humana Hlth Plan Inc	59,060,141	3	2.54
28	73288	Humana Ins Co	120,045,804	14	5.84
29	70580	Humanadental Ins Co	5,054,636	2	19.82
30	13164	Indiana University Hlth Plans Inc	60,973,362	2	1.64
31	65838	John Hancock Life Ins Co USA	26,282,982	2	3.81
32	65498	Life Ins Co Of N Amer	35,259,377	2	2.84
33	99724	LifeShield Natl Ins Co	1,152,113	2	86.96
34	61883	ManhattanLife Assur Co of Amer	3,674,223	1	13.63
35	31119	Medico Ins Co	30,746,903	2	3.26
36	65641	Medico Life & Hlth Ins Co	5,787,920	1	8.65
37	65978	Metropolitan Life Ins Co	104,624,622	5	2.39
38	71412	Mutual Of Omaha Ins Co	20,621,527	1	2.43
39	68284	Nassau Life Ins Co of KS	1,114,862	1	44.93
40	82538	National Hlth Ins Co	36,921,331	3	4.07
41	56383	Order of United Commercial Travelers	2,612,265	2	38.35
42	67784	Philadelphia Amer Life Ins Co	25,387,693	1	1.97
43	61271	Principal Life Ins Co	50,129,105	1	1.00
44	68241	Prudential Ins Co Of Amer	29,957,398	2	3.34
45	76325	Senior Health Insurance Co of PA	None	2	DNC
46	12575	SilverScript Ins Co	55,538,554	1	0.90
47	86231	Transamerica Life Ins Co	22,507,459	1	2.23
48	66281	Transamerica Premier Life Ins Co	None	3	DNC
49	85766	United Concordia Ins Co	250,930	1	DNC
50	21113	United States Fire Ins Co	30,081,158	1	1.67
51	70106	United States Life Ins Co in the Cit	218,803	1	DNC
52	79413	UnitedHealthcare Ins Co	2,041,012,847	21	0.52
53	70319	Washington Natl Ins Co	22,830,878	4	8.78

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54	10155	WellCare Prescription Ins Inc	74,806,073	4	2.68
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Subtotal Premium and Complaints	7,142,579,748		194
339 Companies with Zero Complaints	2,575,106,247		
Total Premium and Complaints	9,717,685,995		194

Report does not include 339 companies with zero complaints

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

None - No premium was reported in 2020.

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