

2021 Health  
Complaint Index

	NAIC#	Company Name	Premium	Complaints	Complaint Index
1	63444	Accendo Insurance Company	9,365,708	1	5.90
2	22667	Ace Amer Ins Co	1,004,824	1	54.97
3	60054	Aetna Life Ins Co	851,854,685	4	0.26
4	60380	American Family Life Assur Co of Col	87,797,319	4	2.52
5	60534	American Heritage Life Ins Co	15,415,341	1	3.58
6	60577	American Income Life Ins Co	3,249,764	2	34.00
7	61301	Ameritas Life Ins Corp	18,065,076	3	9.17
8	28207	Anthem Ins Co Inc	2,467,396,388	48	1.07
9	12151	Arcadian Health Plan, Inc.	103,799,200	4	2.13
10	61263	Bankers Life & Cas Co	22,564,882	6	14.69
11	61581	Capitol Life Ins Co	1,734,142	1	31.85
12	10142	CareSource IN Inc	422,019,415	20	2.62
13	67369	Cigna Hlth & Life Ins Co	224,652,291	4	0.98
14	62065	Colonial Penn Life Ins Co	21,666,466	1	2.55
15	60984	Compbenefits Ins Co	69,705	1	DNC
16	71730	Continental Amer Ins Co	20,477,233	1	2.70
17	71404	Continental Gen Ins Co	5,115,025	1	10.80
18	68500	Continental Life Ins Co Brentwood	51,388,698	3	3.22
19	95831	Coordinated Care Corporation	1,836,982,176	33	0.99
20	11221	First Commonwealth Ltd Hlth Serv Cor	20,343	1	DNC
21	62324	Freedom Life Ins Co Of Amer	27,223,260	1	2.03
22	70939	Gerber Life Ins Co	38,258,181	1	1.44
23	62286	Golden Rule Ins Co	59,096,153	3	2.80
24	64246	Guardian Life Ins Co Of Amer	70,796,550	4	3.12
25	70815	Hartford Life & Accident Ins Co	65,404,159	2	1.69
26	95885	Humana Hlth Plan Inc	55,613,984	3	2.98
27	73288	Humana Ins Co	102,390,628	5	2.70
28	70580	Humanadental Ins Co	4,315,064	3	38.40
29	26581	Independence Amer Ins Co	1,898,583	1	29.09
30	13164	Indiana University Hlth Plans Inc	63,187,157	1	0.87
31	65498	Life Ins Co Of N Amer	40,291,443	2	2.74
32	65676	Lincoln Natl Life Ins Co	55,488,527	2	1.99
33	65641	Medico Life & Hlth Ins Co	5,853,745	1	9.44
34	65978	Metropolitan Life Ins Co	118,953,884	2	0.93
35	71412	Mutual Of Omaha Ins Co	21,868,323	2	5.05
36	68284	Nassau Life Ins Co of KS	827,333	1	DNC
37	11991	National Cas Co	1,531	1	DNC
38	66583	National Guardian Life Ins Co	2,848,028	1	19.40
39	82538	National Hlth Ins Co	47,543,538	4	4.65
40	66869	Nationwide Life Ins Co	19,525,848	1	2.83
41	93548	PHL Variable Ins Co	None	1	DNC
42	95436	Physicians Hlth Plan of N IN Inc	190,444,292	2	0.58
43	68241	Prudential Ins Co Of Amer	34,646,461	1	1.59
44	68381	Reliance Standard Life Ins Co	35,308,088	2	3.13
45	62952	SILAC Ins Co	3,105,694	1	17.79
46	69019	Standard Ins Co	27,341,976	1	2.02
47	86355	Standard Life & Accident Ins Co	1,417,142	1	38.98
48	56014	Thrivent Financial For Lutherans	13,004,229	1	4.25
49	92908	Tier One Ins Co	71,934	1	DNC
50	86231	Transamerica Life Ins Co	21,003,590	2	5.26
51	85766	United Concordia Ins Co	202,386	1	DNC
52	92703	United Natl Life Ins Co Of Amer	610,871	1	DNC
53	81108	United Security Hlth & Cas Ins Co	241,472	1	DNC
54	72850	United World Life Ins Co	65,875,076	1	0.84
55	79413	UnitedHealthcare Ins Co	2,094,202,708	12	0.32
56	70319	Washington Natl Ins Co	23,378,948	3	7.09
57	10155	WellCare Prescription Ins Inc	50,230,537	2	2.20
58	65900	Wilco Life Insurance Compant	None	1	DNC

Subtotal Premium and Complaints	\$9,804,996,329	216
492 Companies with Zero Complaints	\$2,404,381,041	
Total Premium and Complaints	\$11,931,491,045	216

Report does not include 492 companies with zero complaints

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

None - No premium was reported in 2021.

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