

Accident Health
2008 Complaint Index
(Name of HMO and LSHMO in bold)

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	71854	AAA Life Ins Co	778,412	1	DNC
2	52568	Advantage Hlth Solutions Inc	341,725,436	27	0.35
3	95109	Aetna Hlth Inc PA Corp	2,285,375	1	1.94
4	60054	Aetna Life Ins Co	205,962,053	49	1.05
5	35963	AF&L Ins Co	1,573,402	3	8.44
6	60275	American Bankers Life Assur Co Of FL	1,552,376	3	8.56
7	60305	American Comm Mut Ins Co	51,874,047	10	0.85
8	60380	American Family Life Assur Co of Col	107,904,104	14	0.57
9	60410	American Fidelity Assur Co	25,509,785	2	0.35
10	60534	American Heritage Life Ins Co	3,702,131	2	2.39
11	60518	American Hlth & Life Ins Co	2,184,783	1	2.03
12	60607	American Intl Life Assur Co of NY	213	1	DNC
13	81418	American Medical & Life Ins Co	428,844	2	DNC
14	97179	American Medical Security Life Ins C	6,867,500	2	1.29
15	60739	American Natl Ins Co	973,624	1	DNC
16	71773	American Natl Life Ins Co Of TX	2,506,109	2	3.53
17	60763	American Pioneer Life Ins Co	2,528,220	2	3.50
18	80624	American Progressive L&H Ins Of NY	35,676	1	DNC
19	60836	American Republic Ins Co	11,787,677	3	1.13
20	28207	Anthem Ins Co Inc	2,342,300,904	535	1.01
21	61069	Anthem Life Ins Co	14,067,240	3	0.94
22	95440	Arnett Hmo Inc	15,123,187	3	0.88
23	71439	Assurity Life Ins Co	1,883,632	1	2.35
24	61263	Bankers Life & Cas Co	50,366,454	38	3.34
25	90638	Best Life & Hlth Ins Co	4,074,741	1	1.09
26	74900	Brokers Natl Life Assur Co	2,496,460	3	5.32
27	80799	Celtic Ins Co	2,255,276	1	1.96
28	61727	Central Reserve Life Ins Co	11,744,365	3	1.13
29	61751	Central States H & L Co Of Omaha	3,252,821	1	1.36
30	34274	Central States Indemnity Company Of Omaha	None	1	DNC
31	61832	Chesapeake Life Ins Co	8,529,762	2	1.04
32	95525	Cigna Hltcare of IN Inc	13,425,190	2	0.66
33	62049	Colonial Life & Accident Ins Co	8,558,720	2	1.03
34	62146	Combined Ins Co Of Amer	26,323,681	4	0.67
35	81426	Commercial Travelers Mut Ins Co	783,561	2	DNC
36	10345	Community Insurance Company	None	6	DNC
37	60984	Compbenefits Ins Co	7,811,339	5	2.83
38	62308	Connecticut Gen Life Ins Co	77,475,073	16	0.91
39	78174	Conseco Hlth Ins Co	14,110,612	19	5.96
40	60682	Conseco Ins Co	2,654,175	1	1.67
41	62359	Constitution Life Ins Co	2,431,928	3	5.46
42	62375	Consumers Life Ins Co	34,995,520	14	1.77
43	71404	Continental Gen Ins Co	10,281,870	3	1.29
44	68500	Continental Life Ins Co Brentwood	1,434,427	3	9.26
45	62626	Cuna Mut Ins Society	5,787,764	1	0.77
46	52634	Delta Dental Plan of IN	148,468	1	DNC
47	60025	Express Scripts Ins Co	452,563	1	DNC
48	77968	Family Heritage Life Ins Co Of Amer	7,576,466	2	1.17
49	71870	Fidelity Security Life Ins Co	8,432,038	2	1.05
50	90328	First Hlth Life & Hlth Ins Co	142,385,008	11	0.34
51	62324	Freedom Life Ins Co Of Amer	513,187	1	DNC
52	70025	Genworth Life Ins Co	34,989,895	5	0.63
53	62286	Golden Rule Ins Co	21,728,140	18	3.67

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54	64211	Guarantee Trust Life Ins Co	8,662,671	6	3.07
55	64246	Guardian Life Ins Co Of Amer	47,887,543	1	0.09
56	70815	Hartford Life & Accident Ins Co	44,947,955	5	0.49
57	88072	Hartford Life Ins Co	3,661,805	1	1.21
58	66141	Health Net Life Ins Co	3,504,650	1	1.26
59	93777	Household Life Ins Co	3,556,116	4	4.98
60	95885	Humana Hlth Plan Inc	3,916,631	8	9.04
61	73288	Humana Ins Co	519,016,650	105	0.90
62	70580	Humanadental Ins Co	7,108,510	1	0.62
63	81779	Individual Assur Co Life Hlth & Acc	120,262	1	DNC
64	65080	John Alden Life Ins Co	18,625,339	6	1.43
65	65099	John Hancock Life Ins Co	22,653,680	2	0.39
66	65110	Kanawha Ins Co	2,916,109	1	1.52
67	65315	Liberty Life Assur Co Of Boston	5,468,171	2	1.62
68	61492	Liberty Life Ins Co	1,355,620	1	3.27
69	65498	Life Ins Co Of N Amer	31,623,737	21	2.94
70	65927	Lincoln Heritage Life Ins Co	4,921,004	1	0.90
71	65676	Lincoln Natl Life Ins Co	40,406,997	5	0.55
72	95444	M Plan Inc	12,061,914	16	5.87
73	71072	Marquette Natl Life Ins Co	5,994,317	5	3.69
74	69515	Medamerica Ins Co	993,128	1	DNC
75	74322	Medical Benefits Mut Life Ins Co	14,711,544	2	0.60
76	29076	Medical Mut Of OH	5,759,192	10	7.69
77	31119	Medico Ins Co	706,872	1	DNC
78	97055	Mega Life & Hlth Ins Co The	14,687,466	20	6.03
79	65978	Metropolitan Life Ins Co	63,779,474	13	0.90
80	66087	Mid West Natl Life Ins Co Of TN	6,644,309	2	1.33
81	79480	Midwest Security Life Ins Co	845,420	1	DNC
82	66281	Monumental Life Ins Co	19,890,778	4	0.89
83	71412	Mutual Of Omaha Ins Co	45,050,175	9	0.88
84	60593	National States Ins Co	1,156,712	4	15.31
85	66869	Nationwide Life Ins Co	5,369,364	1	0.82
86	66915	New York Life Ins Co	6,202,515	2	1.43
87	12540	NHP of IN LLC	119,201,616	4	0.15
88	81264	Nippon Life Ins Co Of Amer	16,685,328	7	1.86
89	67091	Northwestern Mut Life Ins Co	24,619,351	2	0.36
90	67172	Ohio Natl Life Ins Co	199,143	2	DNC
91	70785	Pacificare Life & Hlth Ins Co	4,767,618	8	7.43
92	67539	Pan Amer Life Ins Co	2,665,465	3	4.98
93	67598	Paul Revere Life Ins Co	5,898,245	1	0.75
94	67628	Pekin Life Ins Co	29,982,844	1	0.15
95	63282	Penn Treaty Ntwrk Amer Ins Co	2,750,479	1	1.61
96	67660	Pennsylvania Life Ins Co	66,596,466	5	0.33
97	95436	Physicians Hlth Plan of N IN Inc	141,207,670	3	0.09
98	72125	Physicians Life Ins Co	3,165,699	1	1.40
99	61271	Principal Life Ins Co	122,146,147	19	0.69
100	68047	Professional Ins Co	529,721	1	DNC
101	68136	Protective Life Ins Co	1,584,103	2	5.59
102	67903	Provident Amer Life & Hlth Ins Co	853,616	1	DNC
103	68195	Provident Life & Accident Ins Co	12,137,034	1	0.36
104	68241	Prudential Ins Co Of Amer	11,059,078	2	0.80
105	68284	Pyramid Life Ins Co	156,722,490	89	2.51
106	68381	Reliance Standard Life Ins Co	10,260,890	2	0.86
107	61700	Renaissance L & H Ins Co of Amer	63,399,819	1	0.07

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108	68462	Reserve Natl Ins Co	8,856,277	6	3.00
109	61506	Resource Life Ins Co	(81,468)	1	DNC
110	69914	Sears Life Ins Co	939,861	2	DNC
111	76325	Senior Hlth Ins Co of PA	6,937,713	28	17.87
112	12575	SilverScript Ins Co	10,810,672	1	0.41
113	95812	Southeastern IN Health Org	41,542,190	3	0.32
114	86355	Standard Life & Accident Ins Co	10,908,525	2	0.81
115	69078	Standard Security Life Ins Co Of NY	17,090,455	1	0.26
116	65021	Stonebridge Life Ins Co	6,818,109	6	3.90
117	80926	Sun Life & Hlth Ins Co	10,809,754	1	0.41
118	69477	Time Ins Co	39,958,863	20	2.22
119	86231	Transamerica Life Ins Co	20,080,647	7	1.54
120	62863	Trustmark Life Ins Co	30,762,108	7	1.01
121	70700	Unicare Health Ins Co Of The Midwest	4,125,697	1	1.07
122	80314	Unicare Life & Health Ins Co	198,042,665	69	1.54
123	69744	Union Labor Life Ins Co	172,257	1	DNC
124	70408	Union Security Ins Co	14,972,425	1	0.30
125	92916	United American Ins Co	22,820,371	21	4.07
126	85766	United Concordia Ins Co	845,614	4	DNC
127	69930	United Ins Co Of Amer	253,091	2	DNC
128	69868	United Of Omaha Life Ins Co	6,262,345	1	0.71
129	81108	United Security Life & Health Ins Co	11,461,410	10	3.86
130	70106	United States Life Ins Co In NYC	5,501,317	2	1.61
131	63479	United Teacher Assoc Ins Co	8,223,374	3	1.62
132	72850	United World Life Ins Co	39,230,691	7	0.79
133	79413	UnitedHealthcare Ins Co	808,757,244	141	0.77
134	62235	Unum Life Ins Co Of Amer	36,135,847	3	0.37
135	80802	US Br SunLife Assur Co Of Canada	30,633,768	2	0.29
136	70319	Washington Natl Ins Co	3,200,268	8	11.07
137	83445	WellCare Health Insurance of Arizona	None	1	DNC
138	64467	WellCare Health Insurance of Illinois, Inc.	None	1	DNC
139	10155	Wellcare Prescription Ins Inc	22,781,335	5	0.97
140	70483	Western & Southern Life Ins Co	4,664,799	3	2.85
141	70629	World Ins Co	1,231,189	1	3.60

Subtotal Premium and Complaints	6,843,963,099	1623
213 Companies with Zero Complaints	<u>382,336,587</u>	
Total Premium and Complaints	7,226,299,686	1623

Report does not include 427 companies with zero complaints

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

None - No premium was reported in 2008.

Complaint indices do not include Medicare or Medicaid Premiums

Premium information from Health Annual Statement Page 29, Line 12, Column 1

Premium information from Life Annual Statement Page 24, Line 26, column 1