

2007 Complaint Index Accident Health
(Name of HMO LSHMO in bold)

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	52568	Advantage Hlth Solutions Inc	222,401,236	24	0.45
2	95397	Aetna Hlth Of Il Inc	11,782,511	2	0.70
3	60054	Aetna Life Ins Co	100,430,201	43	1.78
4	66842	Aig Life Ins Co	13,560,132	2	0.61
5	10111	American Bankers Ins Co Of Fl	3,028,673	1	1.37
6	60275	American Bankers Life Assur Co Of Fl	1,500,665	1	2.77
7	60305	American Comm Mut Ins Co	52,391,995	10	0.79
8	60380	American Family Life Assur Co Of Col	104,158,336	16	0.64
9	19275	American Family Mut Ins Co	9,544,465	1	0.44
10	60410	American Fidelity Assur Co	21,741,004	2	0.38
11	68373	American Gen Assur Co	1,423,557	5	14.58
12	60534	American Heritage Life Ins Co	3,449,752	1	1.20
13	60518	American Hlth & Life Ins Co	2,698,926	1	1.54
14	60577	American Income Life Ins Co	2,612,013	1	1.59
15	97179	American Medical Security Life Ins C	7,781,695	8	4.27
16	65811	American Modern Life Ins Co	124,757	1	DNC
17	60739	American Natl Ins Co	1,115,261	1	3.72
18	60763	American Pioneer Life Ins Co	3,002,988	2	2.77
19	60836	American Republic Ins Co	12,575,666	4	1.32
20	60895	American United Life Ins Co	23,929,291	4	0.69
21	61301	Ameritas Life Ins Corp	3,687,071	2	2.25
22	28207	Anthem Ins Co Inc	2,073,584,407	386	0.77
23	61069	Anthem Life Ins Co	14,943,274	6	1.67
24	95440	Arnett Hmo Inc	109,613,110	4	0.15
25	71439	Assurity Life Ins Co	1,763,362	3	7.06
26	61239	Bankers Fidelity Life Ins Co	3,404,005	3	3.66
27	61263	Bankers Life & Cas Co	51,234,717	60	4.86
28	38245	Bcs Ins Co	1,922,058	1	2.16
29	90638	Best Life & Hlth Ins Co	3,126,360	1	1.33
30	71455	Cardif Life Ins Co	553,433	2	DNC
31	80799	Celtic Ins Co	2,613,385	3	4.77
32	61727	Central Reserve Life Ins Co	15,624,229	11	2.92
33	61751	Central States H & L Co Of Omaha	2,710,639	1	1.53
34	34274	Central States Ind Co Of Omaha	633,910	1	DNC
35	61883	Central United Life Ins Co	1,277,268	3	9.75
36	95525	Cigna Hltcare Of In Inc	30,323,389	8	1.10
37	62049	Colonial Life & Accident Ins Co	8,564,952	3	1.45
38	62146	Combined Ins Co Of Amer	25,841,488	8	1.29
39	60984	Compbenefits Ins Co	6,754,347	8	4.92
40	62308	Connecticut Gen Life Ins Co	79,850,598	15	0.78
41	78174	Conseco Hlth Ins Co	14,149,149	11	3.23
42	60682	Conseco Ins Co	2,225,279	2	3.73
43	65900	Conseco Life Ins Co	6,418	3	DNC
44	76325	Conseco Senior Hlth Ins Co	7,096,875	36	21.06
45	62375	Consumers Life Ins Co	32,284,648	12	1.54
46	71730	Continental Amer Ins Co	477,231	1	DNC
47	20443	Continental Cas Co	14,216,491	3	0.88
48	71404	Continental Gen Ins Co	12,087,328	10	3.44
49	62626	Cuna Mut Ins Society	6,283,631	2	1.32
50	52634	Delta Dental Plan Of In	1,263,982	6	19.71
51	62928	Emc Natl Life Co	755,305	1	DNC
52	60025	Express Scripts Ins Co	378,468	2	DNC

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53	25518	Fairmont Premier Ins Co	103,718	2	DNC
54	13935	Federated Mut Ins Co	36,881,783	8	0.90
55	71870	Fidelity Security Life Ins Co	10,127,562	2	0.82
56	90328	First Hlth Life & Hlth Ins Co	386,485	25	DNC
57	62286	Golden Rule Ins Co	21,910,897	10	1.89
58	16691	Great Amer Ins Co	970,265	1	DNC
59	68322	Great W Life & Ann Ins Co	18,286,399	7	1.59
60	64211	Guarantee Trust Life Ins Co	7,106,217	2	1.17
61	64246	Guardian Life Ins Co Of Amer	45,230,751	8	0.73
62	70815	Hartford Life & Accident Ins Co	46,179,389	5	0.45
63	88072	Hartford Life Ins Co	3,426,702	2	2.42
64	95885	Humana Hlth Plan Inc	2,700,281	16	24.60
65	73288	Humana Ins Co	168,183,297	98	2.42
66	70580	Humanadental Ins Co	8,623,643	3	1.44
67	64645	Indianapolis Life Ins Co	559,932	1	DNC
68	81779	Individual Assur Co Life Hlth & Acc	220,469	1	DNC
69	65080	John Alden Life Ins Co	19,128,972	3	0.65
70	65129	Kansas City Life Ins Co	2,595,967	1	1.60
71	65315	Liberty Life Assur Co Of Boston	3,899,551	1	1.06
72	65498	Life Ins Co Of N Amer	21,035,678	27	5.33
73	64130	Life Investors Ins Co Of Amer	14,872,371	4	1.12
74	77720	Lifesecond Ins Co	27,874	1	DNC
75	65927	Lincoln Heritage Life Ins Co	5,786,888	1	0.72
76	65676	Lincoln Natl Life Ins Co	37,450,997	2	0.22
77	95444	M Plan Inc	576,171,207	46	0.33
78	65781	Madison Natl Life Ins Co Inc	10,509,994	2	0.79
79	71072	Marquette Natl Life Ins Co	650,520	1	DNC
80	29076	Medical Mut Of Oh	12,902,137	12	3.86
81	74217	Medical Savings Ins Co	3,631,542	1	1.14
82	97055	Mega Life & Hlth Ins Co The	26,900,028	22	3.40
83	65951	Merit Life Ins Co	3,009,011	3	4.14
84	87726	Metlife Ins Co Of Ct	2,428,544	2	3.42
85	65978	Metropolitan Life Ins Co	55,853,955	12	0.89
86	66087	Mid West Natl Life Ins Co Of Tn	7,573,371	4	2.19
87	79480	Midwest Security Life Ins Co	1,363,820	3	9.13
88	74209	Mma Ins Co	8,094,030	1	0.51
89	66281	Monumental Life Ins Co	20,681,129	4	0.80
90	71412	Mutual Of Omaha Ins Co	52,264,890	6	0.48
91	11991	National Cas Co	71,102	1	DNC
92	98205	National Found Life Ins Co	191,565	1	DNC
93	12540	Nhp Of In Llc	101,960,517	4	0.16
94	81264	Nippon Life Ins Co Of Amer	23,886,956	5	0.87
95	70785	Pacificare Life & Hlth Ins Co	4,223,729	17	16.71
96	67628	Pekin Life Ins Co	29,327,194	1	0.14
97	67660	Pennsylvania Life Ins Co	4,242,542	11	10.77
98	95436	Physicians Health Plan Of N In Inc	129,030,671	3	0.10
99	80578	Physicians Mut Ins Co	8,453,158	4	1.96
100	65919	Primerica Life Ins Co	18,611	1	DNC
101	61271	Principal Life Ins Co	127,357,894	20	0.65
102	68136	Protective Life Ins Co	2,334,580	3	5.34
103	67903	Provident Amer Life & Hlth Ins Co	818,692	1	5.07
104	68195	Provident Life & Accident Ins Co	11,749,710	1	0.35
105	68241	Prudential Ins Co Of Amer	10,040,813	3	1.24
106	68284	Pyramid Life Ins Co	11,973,567	74	25.66

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107	68381	Reliance Standard Life Ins Co	8,419,172	1	0.49
108	61700	Renaissance L & H Ins Co Of Amer	60,019,511	4	0.28
109	68462	Reserve Natl Ins Co	8,988,567	2	0.92
110	12575	Silverscript Ins Co	13,073,711	1	0.32
111	95812	Southeastern In Health Org	42,034,672	1	0.10
112	69019	Standard Ins Co	12,419,023	2	0.67
113	69078	Standard Security Life Ins Co Of Ny	22,261,227	1	0.19
114	25178	State Farm Mut Auto Ins Co	31,937,172	2	0.26
115	65021	Stonebridge Life Ins Co	7,160,054	7	4.06
116	80926	Sun Life & Hlth Ins Co	19,791,000	1	0.21
117	69477	Time Ins Co	39,625,178	16	1.68
118	86231	Transamerica Life Ins Co	5,951,451	6	4.19
119	62863	Trustmark Life Ins Co	31,916,278	3	0.39
120	70700	Unicare Health Ins Co Of The Midwest	4,471,077	1	0.93
121	95505	Unicare Health Plans Of The Midwest	9,882,150	4	1.68
122	80314	Unicare Life & Health Ins Co	174,345,845	80	1.91
123	11121	Unified Life Ins Co	38,766	1	DNC
124	70408	Union Security Ins Co	15,951,379	2	0.52
125	92916	United American Ins Co	21,862,892	15	2.85
126	85766	United Concordia Ins Co	693,789	2	DNC
127	69892	United Farm Family Life Ins Co	1,781,837	1	2.33
128	79413	United Healthcare Ins Co	476,086,446	126	1.10
129	96644	United Healthcare Of Ky Ltd	348,793	1	DNC
130	69868	United Of Omaha Life Ins Co	11,494,233	1	0.36
131	81108	United Security Life & Health Ins Co	10,044,184	8	3.31
132	70106	United States Life Ins Co In Nyc	6,129,622	2	1.35
133	63479	United Teacher Assoc Ins Co	8,810,675	7	3.30
134	72850	United World Life Ins Co	19,876,635	1	0.21
135	62235	Unum Life Ins Co Of Amer	38,834,354	5	0.53
136	70319	Washington Natl Ins Co	3,706,572	3	3.36
137	10155	Wellcare Prescription Ins Inc	23,509,441	3	0.53
138	70483	Western & Southern Life Ins Co	4,572,122	4	3.63
139	70629	World Ins Co	1,467,396	1	2.83

Subtotal Premium and Complaints	5,989,420,722	1,563
266 Companies with Zero Complaints	<u>500,308,703</u>	
Total Premium and Complaints	6,489,729,425	1,563

Report does not include 266 companies with zero complaints
DNC- did not calculate (premium under \$1 million)

Complaint indices do not include Medicare or Medicaid Premiums

Premium information from Life Annual Statement Page 25, Line 26, column 1

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