2006 Complaint Index Accident Health
(Name of HMO LSHMO in bold)

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	71854	AAA Life Ins Co	574,865	1	DNC
2	22667	Ace American Ins Co	4,211,755	1	1.53
3	52568	**Advantage Health Solutions Inc**	234,141,730	17	0.47
4	96518	**Aetna Health Inc OH Corp**	3,060,889	1	2.10
5	60054	Aetna Life Ins Co	99,855,953	18	1.16
6	35963	AF&L Ins Co	1,706,364	2	7.53
7	10111	American Bankers Ins Co Of FL	3,299,642	1	1.95
8	60305	American Comm Mut Ins Co	58,001,282	9	1.00
9	60380	American Family Life Asr Co Columbus	95,845,962	17	1.14
10	19275	American Family Mut Ins Co	9,560,760	1	0.67
11	60410	American Fidelity Assur Co	17,598,346	4	1.46
12	66672	American Gen Life & Acc Ins Co	1,402,847	2	9.16
13	60534	American Heritage Life Ins Co	3,086,841	2	4.16
14	97179	American Medical Security Life InsCo	18,593,084	9	3.11
15	60739	American Natl Ins Co	1,079,583	2	11.91
16	71773	American Natl Life Ins Co Of TX	1,634,506	4	15.73
17	60763	American Pioneer Life Ins Co	3,692,479	1	1.74
18	60836	American Republic Ins Co	13,296,971	2	0.97
19	60895	American United Life Ins Co	33,588,694	3	0.57
20	28207	Anthem Ins Co Inc	2,056,079,916	267	0.83
21	61069	Anthem Life Ins Co	12,672,542	1	0.51
22	61239	Bankers Fidelity Life Ins Co	3,118,527	1	2.06
23	61263	Bankers Life & Cas Co	51,216,691	28	3.51
24	69752	Benicorp Ins Co	56,560,053	39	4.43
25	61727	Central Reserve Life Ins Co	19,934,738	5	1.61
26	34274	Central States Ind Co Of Omaha	725,288	2	DNC
27	61883	Central United Life Ins Co	1,361,664	3	14.16
28	61832	Chesapeake Life Ins Co	379,314	2	DNC
29	95525	**Cigna Healtcare of IN Inc**	45,239,091	9	1.28
30	62146	Combined Ins Co Of Amer	24,818,345	6	1.55
31	77828	Companion Life Ins Co	7,328,655	1	0.88
32	60984	Compbenefits Ins Co	6,374,862	2	2.02
33	78654	Concord Natl Life Ins Co	(226,035)	1	DNC
34	62308	Connecticut General Life Ins Co	52,878,205	18	2.19
35	78174	Conseco Health Ins Co	14,661,060	14	6.14
36	60682	Conseco Ins Co	1,648,954	1	3.90
37	76325	Conseco Senior Health Ins Co	7,265,789	10	8.85
38	62375	Consumers Life Ins Co	26,479,441	5	1.21
39	71730	Continental American Ins Co	492,969	1	DNC
40	20443	Continental Cas Co	15,589,688	5	2.06
41	71404	Continental General Ins Co	13,213,269	9	4.38
42	95831	**Coordinated Care Corp IN Inc**	352,161,285	1	0.02
43	52634	**Delta Dental Plan of IN**	1,431,477	5	22.45
44	73474	Dentegra Ins Co	841,134	1	DNC
45	21326	Empire Fire & Marine Ins Co	673,227	1	DNC
46	63258	Federated Life Ins Co	878,008	1	DNC
47	13935	Federated Mut Ins Co	37,893,597	3	0.51
48	90328	First Health Life & Health Ins Co	32,246,000	11	2.19
49	71129	Fort Dearborn Life Ins Co	2,216,699	2	5.80

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50	65536	Genworth Life & Annuity Ins Co	4,243,817	2	3.03
51	80926	Genworth Life & Health Ins Co	22,303,722	1	0.29
52	70025	Genworth Life Ins Co	32,940,228	4	0.78
53	62286	Golden Rule Ins Co	23,174,479	10	2.77
54	90301	Great Lakes Delta Ins Co	52,809,101	3	0.37
55	68322	Great West Life & Annuity Ins Co	18,717,982	3	1.03
56	64211	Guarantee Trust Life Ins Co	6,289,128	3	3.07
57	64246	Guardian Life Ins Co Of Amer	41,961,187	5	0.77
58	11229	**Harmony Hlth Plan of IL Inc**	129,171,834	5	0.25
59	70815	Hartford Life & Accident Ins Co	38,004,529	2	0.34
60	93777	Household Life Ins Co	4,254,544	1	1.51
61	95885	**Humana Health Plan Inc**	3,005,413	14	29.94
62	73288	Humana Ins Co	385,848,909	95	1.58
63	70580	Humanadental Ins Co	8,452,978	3	2.28
64	64017	Jefferson Natl Life Ins Co	44,298	1	DNC
65	70254	Jefferson Pilot Financial Ins Co	33,373,598	4	0.77
66	65080	John Alden Life Ins Co	21,344,619	5	1.51
67	65129	Kansas City Life Ins Co	2,746,579	1	2.34
68	65315	Liberty Life Assur Co Of Boston	1,952,791	2	6.58
69	65498	Life Ins Co Of North Amer	30,039,085	13	2.78
70	64130	Life Investors Ins Co Of Amer	15,253,945	12	5.06
71	95444	**M Plan Inc**	605,459,642	32	0.34
72	65781	Madison Natl Life Ins Co Inc	7,600,606	1	0.85
73	71072	Marquette Natl Life Ins Co	1,978,015	2	6.50
74	74322	Medical Benefits Mut Life Ins Co	13,420,939	3	1.44
75	29076	Medical Mut Of OH	23,318,729	27	7.44
76	74217	Medical Savings Ins Co	3,946,574	2	3.26
77	31119	Medico Ins Co	915,593	1	DNC
78	97055	Mega Life & Health Ins Co The	34,449,417	19	3.54
79	65978	Metropolitan Life Ins Co	51,219,240	13	1.63
80	66087	Mid West Natl Life Ins Co Of TN	8,172,451	5	3.93
81	79480	Midwest Security Life Ins Co	8,756,384	3	2.20
82	74209	MMA Ins Co	9,258,128	1	0.69
83	66281	Monumental Life Ins Co	20,642,987	1	0.31
84	71412	Mutual Of Omaha Ins Co	61,240,772	3	0.31
85	11106	**National Foot Care Program Inc**	524,958	2	DNC
86	60593	National States Ins Co	1,080,206	2	11.90
87	19445	National Union Fire Ins Co Of Pitts	1,223,374	3	15.76
88	66869	Nationwide Life Ins Co	3,016,602	1	2.13
89	81264	Nippon Life Ins Co Of Amer	26,994,328	2	0.48
90	70785	Pacificare Life & Health Ins Co	70,098,748	20	1.83
91	67628	Pekin Life Ins Co	26,951,355	6	1.43
92	63282	Penn Treaty Network Amer Ins Co	2,551,177	8	20.15
93	67660	Pennsylvania Life Ins Co	19,417,532	4	1.32
94	66605	Peoples Benefit Life Ins Co	1,791,667	1	3.59
95	95436	**Physicians Health Plan Of N IN Inc**	117,810,258	4	0.22
96	80578	Physicians Mut Ins Co	9,272,325	2	1.39
97	61271	Principal Life Ins Co	120,629,134	12	0.64
98	68136	Protective Life Ins Co	2,661,875	4	9.66
99	68195	Provident Life & Accident Ins Co	11,059,303	3	1.74
100	68241	Prudential Ins Co Of Amer	9,867,082	4	2.61

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101	68284	Pyramid Life Ins Co	20,705,977	20	6.21
102	93688	QCC Ins Co	9,974,219	1	0.64
103	68381	Reliance Standard Life Ins Co	5,945,257	2	2.16
104	67105	Reliastar Life Ins Co	6,413,214	1	1.00
105	68462	Reserve Natl Ins Co	8,349,343	2	1.54
106	61506	Resource Life Ins Co	2,278,733	1	2.82
107	65005	RiverSource Life Ins Co	5,415,902	2	2.37
108	12575	SilverScript Insurance Company	13,351,141	1	0.48
109	95812	**Southeastern IN Health Org**	37,043,448	5	0.87
110	69019	Standard Ins Co	10,486,572	3	1.84
111	86355	Standard Life & Accident Ins Co	13,659,213	3	1.41
112	65021	Stonebridge Life Ins Co	7,546,936	8	6.81
113	68608	Symetra Life Ins Co	10,556,681	1	0.61
114	69477	Time Ins Co	37,762,968	25	4.25
115	86231	Transamerica Life Ins Co	7,110,113	1	0.90
116	70700	**Unicare Health Ins Co Of The Midwest**	4,819,500	3	4.00
117	95505	UNICARE Health Plans of the Midwest	10,670,079	3	1.81
118	80314	Unicare Life & Health Ins Co	172,388,442	66	2.46
119	11121	Unified Life Ins Co	2,138,247	1	3.01
120	69701	Union Bankers Ins Co	5,734,082	2	2.24
121	70408	Union Security Ins Co	21,012,292	4	1.22
122	92916	United American Ins Co	26,028,303	14	3.46
123	85766	United Concordia Ins Co	479,817	1	DNC
124	69892	United Farm Family Life Ins Co	1,931,908	1	3.33
125	79413	United Healthcare Ins Co	558,545,693	95	1.09
126	95776	United Healthcare Of IL Inc	3,113,450	2	4.13
127	96644	United Healthcare Of KY Ltd	1,343,879	1	4.78
128	69930	United Ins Co Of Amer	316,381	2	DNC
129	69868	United Of Omaha Life Ins Co	10,169,277	1	0.63
130	81108	United Security Life & Health Ins Co	7,998,101	9	7.23
131	70106	United States Life Ins Co In NYC	7,247,246	1	0.89
132	63479	United Teacher Assoc Ins Co	9,252,488	8	5.56
133	72850	United World Life Ins Co	5,131,481	1	1.25
134	62235	Unum Life Ins Co Of Amer	37,387,026	5	0.86
135	80802	US Branch SunLife Assur Co Of Canada	22,159,775	1	0.29
136	70319	Washington Natl Ins Co	4,434,243	4	5.80
137	10155	Wellcare Prescription Ins Inc	20,224,752	2	0.64
138	70483	Western & Southern Life Ins Co	4,583,230	1	1.40
139	70629	World Ins Co	1,587,002	3	12.15

Subtotal Premium and Complaints	6,736,945,584	1,239
284 Companies with Zero Complaints	1,226,329,190	
Total Premium and Complaints	7,963,274,774	1,239

Report does not include 284 companies with zero complaints
DNC- did not calculate (premium under $1 million)
None - No premium was reported in 2006.
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 25, Line 26, column 1

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Premium information from Property/Casualty Annual Statement Page 20, Lines 13, 14 & 15, Column 1