

2022 Health
Complaint Index

NAIC#	Company Name	Premium	Number of Complaints	Complaint Index	
1	60054	Aetna Life Ins Co	926,087,546	1	0.06
2	82406	All Savers Ins Co	125,804,358	1	0.43
3	60380	American Family Life Assur Co of Col	85,104,686	7	4.46
4	60534	American Heritage Life Ins Co	14,747,773	1	3.68
5	60577	American Income Life Ins Co	3,488,004	2	31.11
6	88366	American Retirement Life Ins Co	14,949,220	1	3.63
7	61301	Ameritas Life Ins Corp	19,276,096	2	5.63
8	28207	Anthem Ins Co Inc	2,578,498,712	20	0.42
9	61263	Bankers Life & Cas Co	21,098,059	3	7.72
10	10142	CareSource IN Inc	442,632,749	28	3.43
11	80799	Celtic Ins Co	480,833,103	8	0.90
12	61832	Chesapeake Life Ins Co	6,011,015	1	9.03
13	67369	Cigna Hlth & Life Ins Co	243,724,568	2	0.45
14	71730	Continental Amer Ins Co	20,036,242	1	2.71
15	52634	Delta Dental Plan of IN Inc	123,985,145	3	1.31
16	96265	Dental Care Plus Inc	1,127,624	2	96.24
17	26921	Everest Reins Co	117,784	1	DNC
18	62324	Freedom Life Ins Co Of Amer	33,132,963	1	1.64
19	70025	Genworth Life Ins Co	41,632,576	2	2.61
20	64211	Guarantee Trust Life Ins Co	6,658,743	1	8.15
21	64246	Guardian Life Ins Co Of Amer	75,281,777	5	3.60
22	70815	Hartford Life & Accident Ins Co	67,263,575	2	1.61
23	73288	Humana Ins Co	90,713,153	4	2.39
24	70580	Humanadental Ins Co	4,221,941	2	25.71
25	13164	Indiana University Hlth Plans Inc	70,301,189	2	1.54
26	65331	Liberty Natl Life Ins Co	2,321,660	1	23.37
27	65676	Lincoln Natl Life Ins Co	65,951,340	1	0.82
28	65978	Metropolitan Life Ins Co	119,270,511	2	0.91
29	71412	Mutual Of Omaha Ins Co	22,860,524	1	2.37
30	82538	National Hlth Ins Co	47,907,679	5	5.66
31	66869	Nationwide Life Ins Co	20,798,849	1	2.61
32	81264	Nippon Life Ins Co Of Amer	3,253,638	1	16.68
33	67784	Philadelphia Amer Life Ins Co	24,140,874	1	2.25
34	68381	Reliance Standard Life Ins Co	38,666,511	1	1.40
35	89184	Sterling Investors Life Ins Co	990,646	1	DNC
36	81108	United Security Hlth & Cas Ins Co	47,661	1	DNC
37	21113	United States Fire Ins Co	20,279,953	1	2.68
38	79413	UnitedHealthcare Ins Co	1,000,941,750	7	0.38
39	70319	Washington Natl Ins Co	24,296,366	2	4.47
40	10155	WellCare Prescription Ins Inc	54,555,608	4	3.98

Subtotal Premium and Complaints	\$6,943,012,171	133
509 Companies with Zero Complaints	<u>\$2,281,722,342</u>	
Total Premium and Complaints	\$9,224,734,513	133

Report does not include 509 companies with zero complaints

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

None - No premium was reported in 2022.

Complaint indices do not include Medicare or Medicaid Premiums

Premium information from Health Annual Statement Page 30, Line 12, Columns 2,3,5,6,7,13

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

Column 1