

Licensed Health Service Organizations with Complaint(s)

| 2011 Complaint Statistics for Licensed Health Service Organizations (LHSOs) with Any Complaints - Illinois Members Only | Complaints Closed During 2011 | Total Illinois Members as of 12/31/2011 in Force | Adjusted Total* Illinois Members as of 12/31/2011 | Complaint Ratio per 10,000 Members Enrolled in Illinois | Major Reasons Complaints were filed with the Illinois Department of Insurance | | | | 2010 Consumer Complaint Report Ratio |
|---|--|---|--|--|---|---------------------|--------|---------|--|
| | | | | | Under writing | Marketing /Sales | Claims | Service | |
| ALPHA DENTAL PROGRAMS, INC | 2 | 2,323 | 2,323 | 8.61 | 0 | 0 | 2 | 0 | - |
| COMPBENEFITS DENTAL, INC | 6 | 59,256 | 59,256 | 1.01 | 1 | 0 | 5 | 0 | 0.56 |
| DELTA DENTAL OF ILLINOIS | 12 | 474,482 | 474,482 | 0.25 | 0 | 0 | 12 | 0 | 0.1 |
| DENTAL CONCERN LTD | 1 | 2,003 | 2,003 | 4.99 | 0 | 0 | 1 | 0 | - |
| FIRST COMMONWEALTH INSURANCE CO | 2 | 128,076 | 128,076 | 0.16 | 0 | 0 | 2 | 0 | - |
| HUMANA BENEFIT PLAN OF ILLINOIS, INC | 1 | 17,915 | 1,754 | 5.70 | 0 | 0 | 1 | 0 | - |

*Total is adjusted to exclude Medicaid/Medicare Members and Federal Employer Health Benefit Plans (FEHBP) Members.

Enrollment numbers shown are derived from the 2011 Illinois Enrollment page included in the 2011 Annual Statement filing.

"-" indicates that company was not included in the 2010 Consumer Complaint Report due to minimum complaint activity during 2010.