

2023 Health  
Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	90611	Allianz Life Ins Co Of N Amer	1,618,385	1	25.83
2	60380	American Family Life Assur Co of Col	82,236,740	2	1.02
3	60534	American Heritage Life Ins Co	14,264,660	1	2.93
4	28207	Anthem Ins Co Inc	2,687,783,687	52	0.81
5	11150	Arch Ins Co	6,644,130	1	6.29
6	27154	Atlantic Specialty Ins Co	102,568	1	DNC
7	61263	Bankers Life & Cas Co	21,151,966	1	1.98
8	10142	CareSource IN Inc	469,440,254	23	2.05
9	80799	Celtic Ins Co	526,667,965	50	3.97
10	67369	Cigna Hlth & Life Ins Co	370,950,583	4	0.45
11	62065	Colonial Penn Life Ins Co	17,240,816	1	2.42
12	71730	Continental Amer Ins Co	22,739,989	3	5.51
13	20443	Continental Cas Co	6,834,219	2	12.23
14	96265	Dental Care Plus Inc	1,011,803	1	41.31
15	63223	Federal Life Ins Co	427,362	2	DNC
16	62324	Freedom Life Ins Co Of Amer	36,814,162	2	2.27
17	70025	Genworth Life Ins Co	41,781,945	3	3.00
18	62286	Golden Rule Ins Co	54,387,174	3	2.31
19	70815	Hartford Life & Accident Ins Co	79,618,305	1	0.52
20	96687	Health Resources Inc	47,092,535	1	0.89
21	73288	Humana Ins Co	79,409,649	7	3.68
22	13164	Indiana University Hlth Plans Inc	70,853,165	1	0.59
23	65838	John Hancock Life Ins Co USA	29,524,679	3	4.25
24	65331	Liberty Natl Life Ins Co	2,612,475	1	16.00
25	65498	Life Ins Co Of N Amer	44,054,166	1	0.95
26	65676	Lincoln Natl Life Ins Co	67,731,162	2	1.23
27	61883	ManhattanLife Ins & Ann Co	7,074,120	2	11.82
28	65978	Metropolitan Life Ins Co	137,956,582	5	1.51
29	71412	Mutual Of Omaha Ins Co	34,322,780	1	1.22
30	93734	Nassau Life & Ann Co	1,142,104	1	36.60
31	66583	National Guardian Life Ins Co	4,725,001	1	8.85
32	82538	National Hlth Ins Co	50,340,873	3	2.49
33	66869	Nationwide Life Ins Co	25,001,181	4	6.69
34	61271	Principal Life Ins Co	61,827,875	1	0.68
35	61700	Renaissance Life & Hlth Ins Co of Am	2,762,213	1	15.13
36	19178	Southern Guar Ins Co	173,579	1	DNC
37	69019	Standard Ins Co	28,684,912	1	1.46
38	69132	State Mut Ins Company	1,254,569	1	33.32
39	10952	Transamerica Cas Ins Co	109	1	DNC
40	86231	Transamerica Life Ins Co	19,720,210	5	10.60
41	92916	United Amer Ins Company	8,788,896	1	4.76
42	85766	United Concordia Ins Co	90,619	1	DNC
43	81108	United Security Ins Co	31,127	1	DNC
44	79413	UnitedHealthcare Ins Co	1,016,623,162	13	0.53
45	84549	UnitedHealthcare Ins Co of Amer	None	1	DNC
46	97772	US Hlth & Life Ins Co Inc	15,653,277	6	16.02
47	70319	Washington Natl Ins Co	27,094,533	2	3.09
48	10155	WellCare Prescription Ins Inc	54,303,193	1	0.77

Subtotal Premium and Complaints	3,082,235,610	224
365 Companies with Zero Complaints	<u>6,280,565,158</u>	
Total Premium and Complaints	9,362,800,768	224

Report does not include 365 companies with zero complaints

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

None - No premium was reported in 2023.

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 34,35,37,38,39,42-45 Column 1

Premium information pulled from P&C blank Page 19, Lines 13.1,13.2, 14, 15.1-15.3, 15.7 & 15.8,15.9 Column 1