

**SUMMARY of Complaints and Grievances
for Various Group Health Insurance Carriers**

<u>Health Insurance</u> <u>Carrier</u>	<u>Plan</u> <u>Type</u>	<u>2003 Above AVG</u> <u>Complaint RANK (Lower</u> <u>Rank is Worse, NL = Not</u> <u>On List in 2003)</u>	<u># of Times on</u> <u>Above AVG</u> <u>Complaint List</u> <u>1998-2003</u>	<u>2003 TTL</u> <u>Grievances **</u>	<u>2003 TTL</u> <u>Grievances</u> <u>Per 10k</u> <u>Enrollees</u>
WPS	PPO	19	6/6	476	68.47
CompCare	HMO	21	4/6	489	47.30
Mercy	HMO	NL	0	126	41.00
GroupHealth	HMO	NL	0	146	28.20
BCBS	PPO	NL	5/6	227	26.30
PhysPlus	HMO	NL	1/6	193	21.80
Dean	HMO	NL	0	435	20.20
Unity	HMO	NL	0	138	17.20
WEA	PPO	NL	0	34	6.54

** Grievances include Plan Administration grievances related to plan marketing, policyholder service, billing,

SOURCES:

State of Wisconsin, Office of the Commissioner of Insurance, Consumer's Guide to Managed Care Health Plans in Wisconsin. June 2004

State of Wisconsin, Office of the Commissioner of Insurance, Group Accident and Health Insurance Complaint Summary 2003

State of Wisconsin, Office of the Commissioner of Insurance, Group Accident and Health Insurance Complaint Summary 2002

State of Wisconsin, Office of the Commissioner of Insurance, Group Accident and Health Insurance Complaint Summary 2001

State of Wisconsin, Office of the Commissioner of Insurance, Group Accident and Health Insurance Complaint Summary 2000

State of Wisconsin, Office of the Commissioner of Insurance, Group Accident and Health Insurance Complaint Summary 1999

State of Wisconsin, Office of the Commissioner of Insurance, Group Accident and Health Insurance Complaint Summary 1998