

Overall Complaint Ranking¹

Name	Rank ²	Total Complaints	Upheld Complaints	Premium (Millions \$)	Overall Complaint Ratio	Insurer Categories
Combined Life ^C	28	39	6	123	0.0488	^H HMO ^C Commercial Insurer
American International Group (AIG) ^C	29	30	7	131.94	0.0531	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
Empire HealthChoice Assurance ^C	30	948	111	1,599.9	0.0694	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
American Progressive ^C	31	27	4	51.2	0.0780	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
Guardian Life Group ^C	32	211	54	495.4	0.1090	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
HIP ^H	33	716	378	3,453.9	0.1094	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
Group Health, Inc. (GHI) ^N	34	1,083	253	2,312.1	0.1094	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
Aetna Group ^C	35	235	85	674.7	0.1260	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
United Health Group ^C	36	1,677	516	3,603.4	0.1432	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
Oxford ^H	37	1,883	338	2,087.2	0.1619	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
Horizon Healthcare Ins. Co. of NY ^C	38	160	47	200.1	0.2348	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
CIGNA Health Group ^C	39	89	38	131.3	0.2894	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
GHI-HMO Select ^H	40	251	49	131.3	0.3729	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
Health Net Ins. of NY ^C	41	201	75	169	0.4438	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
Aetna Health ^H	42	764	398	878.7	0.4529	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
UnitedHealthcare of NY ^H	43	74	33	49.3	0.6694	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
MDNY ^H	44	229	187	116.2	1.6093	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
Vytra Health Services ^N	45	1,655	102	5,835.2	1.6943	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
Health Net of NY ^H	46	1,501	874	458.6	1.9058	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer
Vytra ^H	47	1,007	694	236.2	2.9382	^H HMO ^C Commercial Insurer ^N Non-profit Indemnity Insurer

¹ Small insurers and small HMOs are not included. Please consult individual complaint tables for size criteria.

² The chart ranks insurers and HMOs by complaint ratio. If the ratios are the same, the insurer or HMO with the higher premium amount ranks higher.

 Denotes length of bar graph shortened due to spatial constraints.