

Overall Complaint Ranking

(continued)

Name	Rank ¹	Upheld Complaints by NYSID	Total Complaints to NYSID	Premium (Millions \$)	Overall Complaint Ratio
Protective Life Ins. Group ^c	29	2	28	62.8	0.0319
Excellus Health Plan, Inc. (HMO) ^h	30	31	128	847.6	0.0366
WellPoint Inc. ^c	31	202	772	5,261.0	0.0384
Oxford Health Ins. Inc. ^c	32	102	491	2,161.4	0.0472
Community Blue (Health Now) ^h	33	32	91	471.8	0.0678
Guardian Life Group ^c	34	34	131	495.1	0.0687
Empire Health Choice HMO, Inc. ^h	35	176	742	1,775.3	0.0991
CIGNA Health Group ^c	36	73	158	690.0	0.1058
Health Net of NY, Inc. ^h	37	66	301	465.0	0.1419
Oxford Health Plans of NY Inc. ^h	38	196	1,360	1,342.8	0.1460
Aetna Group ^c	39	200	594	1,248.1	0.1602
Health Net Inc. Group ^c	40	71	244	363.1	0.1955
Group Health Inc. (GHI) ^h	41	541	1,378	2,757.7	0.1962
HIP HMO ^h	42	488	1,170	2,351.9	0.2075
Aetna Health, Inc. ^h	43	137	548	635.9	0.2155
UnitedHealth Group ^c	44	559	1,170	1,298.9	0.4304
Atlantis Health Plan ^h	45	103	148	66.1	1.5584
GHI HMO Select, Inc. ^h	46	189	355	86.5	2.1853
TOTAL		3,398	10,743	33,891.4	Avg. = 0.1003

Insurer Categories

- ^h HMO
- ^c Commercial Insurer
- ^h Non-profit Indemnity Insurer

¹The chart ranks health insurers and HMOs by complaint ratio. If the ratios are the same, the health insurer with the higher premium amount ranks higher.

Note: Small insurers and small HMOs are not included. Please consult *Details About the Data* on page ii.