

Walsh, Julie E - OCI

From: Ezalarab, Sue - OCI
Sent: Tuesday, January 25, 2011 2:58 PM
To: Stegall, Jennifer L - OCI
Subject: RE: Health related complaints

We received 4,198 health complaints in 2009 compared to 3,393 in 2010, An overall reduction of 19%. There was an increase in the number of individual health insurance complaints. See the breakdown. These numbers will change as we audit the coverage coding.

| Type | 2009 | 2010 | percentile difference |
|-------------|------|------|-----------------------|
| Group | 803 | 806 | .37% |
| Individual | 279 | 316 | 13 % |
| Med Supp | 500 | 344 | -31 % |
| LT Care | 68 | 119 | 75 % |
| HMO | 316 | 303 | - 4 % |
| PPO | 947 | 631 | -33 % |
| SELF FUNDED | 1232 | 834 | -32 % |

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From: Stegall, Jennifer L - OCI
Sent: Tuesday, January 25, 2011 1:47 PM
To: Ezalarab, Sue - OCI
Subject: Health related complaints

Hi Sue,

I think you mentioned in a meeting that health related complaints are down. Is that correct? If so, do you have any numbers you can provide to support that?

Thanks!

Jennifer Stegall
 Senior Policy Advisor
 Office of the Commissioner of Insurance
 608-267-7911