

Complaint Rates for Medicare Advantage Prescription Drug Plans in July

Data range: 07/01/06 to 07/31/06 †

Organization Name	Contract ID	Total Complaints	Benefits / Access Complaints	Enrollment / Disenrollment Complaints	Pricing and Co-insurance Complaints	Other Complaints
		Rate per 1,000 enrollees	Rate per 1,000 enrollees	Rate per 1,000 enrollees	Rate per 1,000 enrollees	Rate per 1,000 enrollees
Abrazo Advantage Health Plan	H5985	0.6	0.3	0.0	0.0	0.3
Advantage Health Solutions, Inc.	H5508	0.0	0.0	0.0	0.0	0.0
AdvantageCare	H5426	0.9	0.0	0.9	0.0	0.0
Advantra PPO	H5522	0.4	0.0	0.4	0.0	0.0
Aetna Medicare	H0523	0.6	0.0	0.5	0.0	0.1
Aetna Medicare	H2112	8.2	1.4	6.4	0.0	0.4
Aetna Medicare	H3152	2.4	0.1	1.8	0.3	0.1
Aetna Medicare	H3312	0.8	0.0	0.7	0.0	0.1
Aetna Medicare	H3931	2.1	0.2	1.6	0.2	0.1
Aetna Medicare	H4523	5.4	0.0	5.4	0.0	0.0
Aetna Medicare	H5510	3.7	0.2	3.2	0.0	0.2
Aetna Medicare	H5512	1.7	0.0	1.4	0.1	0.1
Aetna Medicare	H5521	2.8	0.2	2.5	0.0	0.2
American Health Medicare	H5774	1.0	0.0	1.0	0.0	0.0
America's Health Choice	H1034	0.5	0.0	0.3	0.0	0.2
AmeriChoice Personal Care Plus	H3164	2.0	0.0	2.0	0.0	0.0
AMERIGROUP Texas	H5817	2.4	0.4	2.1	0.0	0.0
AmeriHealth 65	H3112	1.3	0.5	0.4	0.4	0.0
Anthem Blue Cross and Blue Shield	H1849	1.0	0.1	0.6	0.1	0.1
Anthem Blue Cross and Blue Shield	H3655	0.3	0.0	0.2	0.0	0.0
Anthem Blue Cross and Blue Shield	H5529	1.5	0.3	1.0	0.3	0.0
Anthem Blue Cross and Blue Shield	R5941	3.3	0.3	2.5	0.0	0.5
APIPA Personal Care Plus	H0321	0.9	0.2	0.6	0.1	0.1
Arkansas Community Care, Inc.	H5700	4.4	0.0	3.4	0.5	0.5
ATRIO MyAdvantage	H3814	0.6	0.0	0.3	0.0	0.3
Auxilio Platino	H5732	0.0	0.0	0.0	0.0	0.0
AvMed Medicare Preferred	H1016	0.4	0.0	0.3	0.1	0.1
BC LIFE & HEALTH INSURANCE COMPANY	R9943	2.6	0.0	2.3	0.2	0.2
Blue Care Network	H5883	2.4	0.0	1.7	0.2	0.5
Blue Cross & Blue Shield Of Rhode Island	H4152	0.5	0.0	0.3	0.1	0.0
Blue Cross and Blue Shield of Massachusetts, Inc.	H2261	0.3	0.0	0.2	0.0	0.0
Blue Cross Blue Shield of Alabama	H0104	4.5	0.7	3.8	0.0	0.0
Blue Cross Blue Shield of Michigan	H2319	4.0	0.1	3.3	0.2	0.4
Blue Cross of California	H0564	0.7	0.1	0.6	0.0	0.0
Blue Cross of Idaho	H1350	0.2	0.0	0.2	0.0	0.0
Blue Plus SecureBlue	H2425	0.4	0.1	0.3	0.0	0.0
Blue Shield of California	H0504	0.3	0.0	0.3	0.0	0.0
BlueCross BlueShield of Tennessee	H5884	2.9	0.4	1.7	0.8	0.0
California Health Plan	H0544	0.3	0.0	0.2	0.0	0.1
Capital Health Plan Advantage	H5938	0.2	0.2	0.0	0.0	0.0
Carelink Advantra PPO	H5517	0.7	0.0	0.7	0.0	0.0
CareOregon Advantage	H5859	0.4	0.0	0.4	0.0	0.0
CarePlus Health Plans, Inc.	H1019	0.4	0.0	0.2	0.1	0.0
Cariten Senior Health	H4461	0.8	0.0	0.7	0.2	0.0
CDPHP Medicare Choice	H3388	0.0	0.0	0.0	0.0	0.0
Chinese Community Health Plan	H0571	0.1	0.1	0.0	0.0	0.0
CIGNA HealthCare for Seniors	H0354	0.3	0.0	0.3	0.0	0.0
Citizens Choice Healthplan	H3815	0.0	0.0	0.0	0.0	0.0
Clear Choice Health Plans	H3864	2.0	0.9	1.2	0.0	0.0
Colorado Access	H0621	2.1	0.0	2.1	0.0	0.0
CommunityCare HMO, Inc.	H3755	0.8	0.1	0.6	0.0	0.2
Comprehensive Care Management Corp.	H3329	0.0	0.0	0.0	0.0	0.0
Cooperativa de Seguros de Vida de PR (COSVI)	H5760	1.3	0.0	1.3	0.0	0.0
Coventry Health And Life Ins. Company	H5509	2.4	0.7	0.7	0.0	1.0
Coventry Health Care of Kansas, Inc.	H2672	0.3	0.0	0.3	0.0	0.0

Organization Name	Contract ID	Total Complaints	Benefits / Access Complaints	Enrollment / Disenrollment Complaints	Pricing and Co-insurance Complaints	Other Complaints
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Desert Canyon Community Care	H0320	5.2	0.0	4.2	0.5	0.5
Doctorcare, Inc.	H5411	1.7	0.0	1.5	0.0	0.2
Elder Health Personal Care Choice	H3972	1.4	0.0	0.7	0.7	0.0
Elder Health Mid-Atlantic, Inc.	H2108	1.4	0.0	1.0	0.0	0.4
Elder Health Pennsylvania, Inc.	H3949	1.3	0.1	1.0	0.0	0.2
Elder Health Texas, Inc.	H4528	2.2	0.0	2.2	0.0	0.0
Elderplan, Inc.	H9101	0.2	0.0	0.2	0.0	0.0
Empire BlueCross BlueShield HMO	H3370	0.5	0.0	0.4	0.1	0.0
Essence Inc.	H2610	0.5	0.0	0.2	0.0	0.2
Evercare Of Texas, LLC	H4514	2.1	0.1	1.5	0.2	0.4
Excellus Health Plan, Inc.	H3335	0.6	0.0	0.5	0.1	0.0
Excellus Health Plan, Inc.	H3351	0.4	0.0	0.3	0.1	0.0
Fallon Community Health Plan	H9001	0.0	0.0	0.0	0.0	0.0
First Medical Health Plan, Inc.	H4011	0.5	0.0	0.4	0.0	0.1
Florida Health Care Plan, Inc.	H1035	0.0	0.0	0.0	0.0	0.0
Freedom Health, Inc.	H5427	2.5	0.3	1.6	0.0	0.5
Gateway Health Plan Medicare Assured	H5932	1.0	0.1	0.7	0.2	0.0
Geisinger Health Plan Gold	H3954	0.2	0.1	0.1	0.0	0.0
Generations Healthcare	H3706	1.3	0.0	1.3	0.0	0.0
GHI Medicare Choice PPO	H5528	4.4	0.5	3.7	0.0	0.3
Group Health Cooperative	H5050	0.2	0.0	0.1	0.0	0.0
Group Health Plan, Inc.	H2663	0.3	0.0	0.3	0.1	0.0
Gundersen Lutheran Health Plan, Inc.	H5262	0.3	0.0	0.3	0.0	0.0
HAP Senior Plus	H2312	0.9	0.2	0.4	0.3	0.1
Harvard Pilgrim Health Care	H2206	0.3	0.0	0.2	0.0	0.0
Health Alliance Medical Plans	H1463	0.2	0.0	0.0	0.0	0.2
Health Choice Generations	H5587	1.0	0.0	1.0	0.0	0.0
Health First Medicare Plans	H1099	0.0	0.0	0.0	0.0	0.0
Health Net	R5863	3.5	0.0	2.8	0.7	0.0
Health Net Medicare Advantage	H5520	2.8	0.6	1.8	0.3	0.1
Health Net of Arizona, Inc.	H0351	0.5	0.1	0.3	0.1	0.0
Health Net Of CA	H0538	3.3	0.4	2.2	0.6	0.2
Health Net Of CA	H0562	0.6	0.0	0.5	0.0	0.1
Health Net of Connecticut	H0755	0.9	0.0	0.6	0.0	0.2
Health Net Of NY	H3366	1.9	0.0	1.6	0.2	0.2
Health Options, Inc.\BCBSF	H1026	0.8	0.0	0.7	0.1	0.0
Health Plan of San Mateo	H5428	0.1	0.0	0.1	0.0	0.0
HealthAmerica Advantra	H3959	0.4	0.0	0.2	0.1	0.1
Healthfirst Medicare Plan	H3359	1.0	0.0	0.6	0.2	0.1
HealthPartners	H2462	0.1	0.0	0.1	0.0	0.0
HealthPartners	H9005	2.5	0.3	2.2	0.0	0.0
HealthPartners Classic MN Senior Health Options	H2422	0.5	0.0	0.5	0.0	0.0
HealthPlus of Michigan	H2354	0.0	0.0	0.0	0.0	0.0
Healthspring	H4454	1.3	0.0	0.9	0.3	0.0
Healthspring of Alabama, Inc.	H0150	0.5	0.0	0.4	0.0	0.0
HealthSpring, Inc.	H1415	2.5	0.0	2.3	0.2	0.0
HealthSun Health Plans, Inc.	H5431	1.1	0.0	0.5	0.5	0.0
Highmark Inc.	H3916	1.7	0.3	1.4	0.0	0.0
HIP Health Plan of Greater New York	H3330	0.4	0.0	0.2	0.1	0.0
HMSA's 65C Plus	H1251	0.1	0.0	0.1	0.0	0.0
Horizon Healthcare of New Jersey, Inc.	H3154	2.6	0.1	2.2	0.1	0.2
Humana Health Benefit Plan of LA, Inc.	H1906	4.2	0.0	3.3	0.3	0.6
Humana Health Benefit Plan Of Louisiana Inc	H1951	0.5	0.0	0.5	0.0	0.0
Humana Health Insurance Company Of Fl, Inc.	H5415	2.6	0.0	1.8	0.2	0.5
Humana Health Plan of Texas, Inc.	H4510	0.7	0.1	0.4	0.1	0.1
Humana Health Plan, Inc.	H0307	0.6	0.0	0.6	0.0	0.0
Humana Health Plan, Inc.	H1406	1.0	0.0	0.8	0.2	0.0

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Humana Health Plan, Inc.	H2649	0.8	0.0	0.6	0.1	0.1
Humana Health Plans Of Puerto Rico Inc	H4007	0.9	0.0	0.7	0.1	0.1
Humana Insurance Company	H0623	3.5	0.0	2.8	0.0	0.7
Humana Insurance Company	H1418	2.3	0.0	2.3	0.0	0.0
Humana Insurance Company	H1716	1.8	0.0	1.8	0.0	0.0
Humana Insurance Company	H1804	2.5	0.1	2.1	0.1	0.3
Humana Insurance Company	H1806	2.5	0.0	1.9	0.6	0.0
Humana Insurance Company	H3619	1.2	0.0	0.8	0.0	0.4
Humana Insurance Company	H4520	3.3	0.1	2.3	0.1	0.8
Humana Insurance Company	H4606	1.9	0.5	0.7	0.5	0.2
Humana Insurance Company	H5214	3.2	0.0	3.2	0.0	0.0
Humana Insurance Company	R5826	9.3	0.3	7.6	0.5	1.0
Humana Medical Plan, Inc.	H1036	0.6	0.0	0.5	0.0	0.0
Independent Health	H3344	1.6	0.0	1.6	0.0	0.0
Independent Health	H3362	0.2	0.0	0.1	0.0	0.0
Inter Valley Health Plan	H0545	0.1	0.0	0.1	0.0	0.0
Kaiser Foundation Health Plan of Ohio	H6360	0.3	0.0	0.1	0.1	0.1
Kaiser Foundation Health Plan of the NW	H9003	0.1	0.0	0.1	0.0	0.0
Kaiser Foundation Health Plan of the NW	H9103	0.0	0.0	0.0	0.0	0.0
Kaiser Foundation Health Plan, Inc. (Hawaii)	H1230	0.5	0.0	0.5	0.0	0.0
Kaiser Permanente	H0524	0.2	0.0	0.1	0.0	0.0
Kaiser Permanente	H0630	0.3	0.0	0.2	0.1	0.0
Kaiser Permanente Medicare Plus	H2150	0.6	0.0	0.3	0.2	0.1
Kaiser Permanente Senior Advantage	H1170	0.5	0.0	0.4	0.1	0.0
Keystone 65	H3952	1.7	0.2	1.3	0.1	0.1
Keystone Health Plan Central, Inc.	H3962	0.8	0.1	0.5	0.1	0.1
Keystone Health Plan West, Inc.	H3957	0.4	0.0	0.3	0.0	0.0
Leon Medical Centers Health, Inc.	H5410	0.3	0.0	0.3	0.0	0.0
Lovelace Senior Plan	H3251	0.2	0.0	0.1	0.0	0.0
MAPFRE LIFE Insurance Company	H5821	0.3	0.0	0.3	0.0	0.0
Marion Polk Community Health Plan Advantage	H5995	0.0	0.0	0.0	0.0	0.0
MCS Classicare	H4006	1.1	0.1	0.8	0.0	0.1
Medica Dual Solution	H2458	0.4	0.0	0.4	0.0	0.0
Medica Health Plans	H2410	0.0	0.0	0.0	0.0	0.0
Medica HealthCare Plans, Inc.	H5420	0.5	0.0	0.5	0.0	0.0
Medica Insurance Company	H2450	0.7	0.0	0.6	0.1	0.0
Medicare y Mucho Más	H4003	0.2	0.0	0.1	0.0	0.0
MediGold	H3668	0.3	0.0	0.2	0.1	0.0
Mercy Care Advantage	H5580	0.4	0.1	0.1	0.0	0.1
Mercy Health Plans, Inc.	H2667	0.6	0.1	0.5	0.0	0.0
Molina Healthcare of Utah	H5628	0.0	0.0	0.0	0.0	0.0
Mountain State Blue Cross Blue Shield	H5106	2.2	0.3	1.6	0.3	0.0
Neighborhood Health Providers	H3336	0.8	0.0	0.8	0.0	0.0
Network PlatinumPlus	H5215	1.5	0.0	1.5	0.0	0.0
OneCare	H5433	0.4	0.0	0.2	0.1	0.0
OSF Care Advantage	H1468	0.5	0.0	0.5	0.0	0.0
OSF Care Preferred	H5525	0.2	0.0	0.2	0.0	0.0
Oxford Health Plans (NJ), Inc.	H3107	2.4	0.1	2.0	0.2	0.0
Oxford Medicare Advantage	H0752	0.8	0.0	0.8	0.0	0.0
Oxford Medicare Advantage	H3307	0.6	0.1	0.4	0.1	0.0
Paramount Elite	H3653	0.1	0.0	0.1	0.0	0.0
PARTNERS National Health Plans - NC, Inc.	H3449	0.3	0.0	0.2	0.1	0.0
Passport Advantage	H1807	0.3	0.0	0.1	0.1	0.1
Personal Choice 65	H3909	0.9	0.1	0.7	0.1	0.0
PHYSICIANS HEALTH CHOICE	H4527	1.6	0.0	0.5	0.5	0.5
Preferred Care Gold	H3305	0.3	0.0	0.2	0.1	0.0
Preferred Care Partners, Inc.	H1045	0.8	0.0	0.7	0.1	0.0

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Preferred Medicare Choice, Inc.	H4004	0.4	0.1	0.3	0.0	0.0
Presbyterian MediCare PPO	H3206	1.9	0.0	1.9	0.0	0.0
Presbyterian Senior Care	H3204	0.1	0.1	0.0	0.1	0.0
PrimeTime Health Plan	H3664	0.1	0.0	0.1	0.1	0.0
Primewest Health System	H2416	0.0	0.0	0.0	0.0	0.0
PriorityMedicare	H2320	1.1	0.2	0.7	0.2	0.0
Providence Health Plan	H9047	0.1	0.0	0.1	0.0	0.0
QualChoice Health Plan, Inc.	H3657	3.2	0.0	2.6	0.0	0.6
Quality Health Plans, Inc.	H5402	1.8	0.0	1.6	0.0	0.2
Regence BlueCross BlueShield of Oregon	H3817	0.4	0.1	0.2	0.1	0.0
Regence BlueCross BlueShield Of Oregon	H3856	0.2	0.1	0.0	0.0	0.1
Regence BlueCross BlueShield of Utah	H4605	0.6	0.1	0.4	0.0	0.0
Regence BlueShield	H5009	3.1	0.3	2.3	0.3	0.3
Regence BlueShield Of Idaho	H1304	1.5	0.0	0.7	0.0	0.7
Rocky Mountain Health Plans	H0602	0.5	0.0	0.4	0.1	0.0
Samaritan Advantage Health Plan	H3811	0.8	0.0	0.8	0.0	0.0
SCAN Health Plan	H5425	0.3	0.0	0.3	0.0	0.0
SCAN Health Plan	H9104	0.2	0.0	0.1	0.1	0.0
Scott and White Health Plan SeniorCare	H4564	0.7	0.1	0.2	0.3	0.0
Secure Horizons Medicare Advantage Plan	H0303	0.4	0.0	0.3	0.1	0.1
Secure Horizons Medicare Advantage Plan	H0543	0.5	0.0	0.2	0.1	0.1
Secure Horizons Medicare Advantage Plan	H0609	0.6	0.0	0.4	0.1	0.1
Secure Horizons Medicare Advantage Plan	H2949	2.6	0.1	2.1	0.1	0.3
Secure Horizons Medicare Advantage Plan	H3749	1.2	0.1	0.8	0.2	0.1
Secure Horizons Medicare Advantage Plan	H3805	0.5	0.0	0.3	0.1	0.1
Secure Horizons Medicare Advantage Plan	H4590	1.1	0.0	0.9	0.1	0.1
Secure Horizons Medicare Advantage Plan	H5005	0.5	0.0	0.2	0.2	0.0
Security Health Plan Of Wisconsin, Inc	H5211	0.3	0.0	0.3	0.0	0.0
SelectCare of Texas, LLC	H4506	2.0	0.2	1.4	0.3	0.1
Senior Blue	H3384	1.5	0.0	1.5	0.0	0.0
Senior Care Plus	H2960	0.5	0.0	0.2	0.2	0.0
Senior Dimensions	H2931	1.5	0.0	0.7	0.7	0.0
Senior Dimensions	H2961	0.5	0.0	0.5	0.0	0.0
Senior Partners	H3964	0.4	0.1	0.1	0.1	0.1
Senior Whole Health	H2224	0.5	0.0	0.5	0.0	0.0
South Country Health Alliance	H2419	0.5	0.0	0.5	0.0	0.0
Spokane Community Care	H5416	1.7	0.0	1.3	0.0	0.4
SummaCare	H3660	0.4	0.0	0.4	0.0	0.0
Summit Health Plan, Inc.	H5850	1.7	0.0	0.8	0.8	0.0
Sun Health MediSunONE	H0302	0.1	0.0	0.1	0.0	0.0
Tenet Choices 65	H1961	0.5	0.1	0.2	0.1	0.0
Texas Community Care	H4529	5.6	0.4	4.8	0.2	0.2
Texas HealthSpring	H4513	1.4	0.0	1.2	0.1	0.1
The Health Plan	H3672	0.9	0.0	0.7	0.0	0.2
The Health Plan	H5151	0.0	0.0	0.0	0.0	0.0
Touchstone Health	H3327	3.7	0.3	2.2	0.3	0.9
Traditional Blue Medicare PPO	H5526	0.9	0.0	0.4	0.2	0.2
Triple-S, Inc.	H4005	0.8	0.1	0.5	0.0	0.1
Triple-S, Inc.	H4012	1.0	0.2	0.7	0.0	0.1
Tufts Health Plan	H2256	0.1	0.0	0.1	0.0	0.0
UCare Minnesota	H2456	0.6	0.0	0.3	0.3	0.0
UCare Minnesota	H2459	0.2	0.0	0.1	0.0	0.0
UHP Healthcare for Seniors	H9016	0.5	0.1	0.2	0.1	0.1
Unicare Life & Health Ins. Company	H0540	8.6	0.2	6.6	1.0	0.8
Unison Advantage	H3920	1.4	0.4	0.6	0.1	0.4
United HealthCare Insurance Company	H0319	0.5	0.0	0.5	0.0	0.0
United HealthCare Insurance Company	H0620	0.0	0.0	0.0	0.0	0.0

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United HealthCare Insurance Company	H0710	1.2	0.0	1.2	0.0	0.0
United Healthcare Insurance Company	H1108	8.4	0.0	0.7	7.7	0.0
United Healthcare Insurance Company	H1303	2.0	0.0	2.0	0.0	0.0
United Healthcare Insurance Company	H1509	1.8	0.0	1.4	0.0	0.4
United Healthcare Insurance Company	H2111	0.7	0.0	0.7	0.0	0.0
United Healthcare Insurance Company	H2228	3.0	0.0	2.6	0.0	0.4
United HealthCare Insurance Company	H2406	0.0	0.0	0.0	0.0	0.0
United Healthcare Insurance Company	H2408	1.6	0.0	1.2	0.0	0.4
United Healthcare Insurance Company	H2803	1.4	0.0	1.2	0.2	0.0
United Healthcare Insurance Company	H3812	1.9	0.0	1.9	0.0	0.0
United Healthcare Insurance Company	H4522	1.5	0.0	1.4	0.0	0.1
United Healthcare Insurance Company	H5417	1.2	0.0	0.0	0.8	0.4
United Healthcare Insurance Company	H5424	1.7	0.0	1.7	0.0	0.0
United Healthcare Insurance Company	H5440	5.6	0.8	4.8	0.0	0.0
United Healthcare Insurance Company, Inc.	H5507	0.7	0.0	0.7	0.0	0.0
United Healthcare Insurance Company, Inc.	H5516	0.8	0.0	0.4	0.0	0.4
United Healthcare Insurance Company, Inc.	H5532	0.0	0.0	0.0	0.0	0.0
United HealthCare of Alabama, Inc.	H0151	0.7	0.0	0.6	0.0	0.0
United Healthcare of Florida, Inc.	H1080	0.6	0.0	0.6	0.0	0.1
United Healthcare of Florida, Inc.	H9011	2.0	0.0	1.7	0.0	0.3
United Healthcare of New England, Inc.	H4102	0.6	0.1	0.4	0.1	0.1
United Healthcare of North Carolina, Inc.	H3456	1.4	0.1	1.0	0.1	0.1
United Healthcare of Ohio, Inc.	H3659	1.0	0.0	0.8	0.1	0.1
United Healthcare Of Tennessee, Inc.	H4406	3.2	0.0	2.7	0.5	0.0
United Healthcare of the Midlands, Inc.	H2802	0.0	0.0	0.0	0.0	0.0
United Healthcare of the Midwest, Inc.	H2654	0.7	0.0	0.6	0.0	0.1
United Healthcare of Wisconsin, Inc.	H5253	1.1	0.1	1.0	0.0	0.0
UnitedHealthcare Medicare Complete Choice	R5287	5.0	0.1	3.9	0.4	0.7
UnitedHealthcare Medicare Complete Choice	R5342	1.2	0.0	0.9	0.3	0.0
UnitedHealthcare Of Arizona Inc	H0316	2.1	0.0	1.6	0.3	0.2
UnitedHealthcare of New York, Inc.	H3379	0.6	0.1	0.4	0.0	0.1
UnitedHealthcare Of Utah, Inc.	H4604	1.7	0.0	1.0	0.0	0.7
UnitedHealthcare Plan of the River Valley, Inc.	H4456	0.3	0.1	0.1	0.1	0.0
Universal Health Care, Inc.	H5404	2.7	0.2	1.9	0.2	0.4
Universal Health Care, Inc.	H5429	2.7	0.0	2.4	0.3	0.0
UPMC Health Plan	H3907	2.4	0.3	1.8	0.1	0.1
Valley Baptist Health Plan, Inc.	H4521	1.3	0.0	1.3	0.0	0.0
Vista Healthplan of South Florida, Inc.	H1013	0.9	0.0	0.8	0.1	0.1
Vista Healthplan, Inc.	H1076	1.2	0.0	1.2	0.0	0.0
VIVA Medicare Plus	H0154	0.4	0.1	0.2	0.1	0.1
WellCare	H0712	11.9	0.0	6.5	0.0	5.5
WellCare	H1032	2.6	0.1	2.2	0.1	0.1
WellCare	H1416	5.2	0.0	4.2	0.2	0.8
WellCare	H1903	6.2	0.0	5.7	0.5	0.0
WellCare	H3361	3.2	0.1	2.8	0.2	0.1
Windsor Medicare Extra	H5698	2.5	0.0	2.1	0.2	0.2
Total for All MA-PDs		1.0	0.1	0.7	0.1	0.1

¹ Source: Medicare Complaint Tracking Module (CTM) data as of 09/10/06. Does not include data not able to be assigned to a contract number. Includes complaints only for plans offering Part D. If offered, employer 800 series plans are included as part of a contract. May not include all complaints reported by pharmacies. Stable complaint rates could not be calculated for contracts with small enrollment size (less than 1,200 beneficiaries) and thus are excluded.

-- Note: The total complaint rate threshold for MA-PD sponsors in the highest top 10% is 3.2 per 1,000 enrollees and the highest top 5% is 4.4 per 1,000 enrollees.