

**Complaint Rates for Medicare Stand-alone 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
Aetna Medicare	S5810	2.9	0.2	1.8	0.6	0.3
American Progressive Life & Health Ins Co of NY	S5825	2.8	0.2	2.2	0.2	0.2
AmeriHealth Advantage	S2770	2.1	0.5	1.5	0.0	0.1
AmeriHealth Advantage	S5783	2.3	0.2	1.7	0.3	0.1
AmeriHealth Rx	S2321	7.9	0.3	4.3	2.1	1.3
Arkansas Blue Cross and Blue Shield	S5795	2.5	0.2	2.0	0.2	0.0
Asuris Northwest Health	S5609	0.3	0.0	0.2	0.1	0.0
Avalon Insurance Company	S8067	0.4	0.0	0.2	0.1	0.1
Blue Cross and Blue Shield of Florida, Inc.	S5904	1.3	0.1	0.9	0.2	0.1
Blue Cross and Blue Shield of Louisiana	S5937	1.6	0.0	1.5	0.1	0.0
BLUE CROSS AND BLUE SHIELD OF OKLAHOMA	S5566	1.7	0.2	1.2	0.2	0.1
Blue Cross Blue Shield Northern Plains Alliance	S5743	1.3	0.1	1.0	0.1	0.1
Blue Cross Blue Shield of Michigan	S5584	0.9	0.1	0.6	0.1	0.0
Blue Cross Blue Shield of North Carolina	S5540	0.5	0.1	0.3	0.1	0.0
Blue MedicareRx	S2893	2.7	0.2	2.0	0.2	0.3
Blue MedicareRx	S5596	1.6	0.1	1.0	0.3	0.1
Blue MedicareRx	S5726	1.9	0.2	1.2	0.3	0.2
Blue Shield of California	S2468	0.8	0.0	0.4	0.2	0.1
BlueCross BlueShield of South Carolina	S5953	1.3	0.2	0.9	0.1	0.1
C and O Employees Hospital Association	S2630	0.0	0.0	0.0	0.0	0.0
Carpenters' District Council of St. louis	S2868	0.4	0.0	0.4	0.0	0.0
CIGNA HealthCare	S5617	3.2	0.2	2.1	0.5	0.4
Coventry AdvantraRx	S0197	3.2	0.0	2.3	0.6	0.3
Coventry AdvantraRx	S5670	2.1	0.1	1.6	0.2	0.2
Coventry AdvantraRx	S5674	1.7	0.1	1.2	0.2	0.1
Dean Health Insurance, Inc.	S5954	1.3	0.2	0.9	0.2	0.1
Educators Mutual Insurance Association	S5877	0.7	0.0	0.7	0.0	0.0
Elder Health PDP Mid Atlantic	S5822	2.0	0.3	1.2	0.3	0.2
Elder Health PDP Texas	S1566	1.4	0.2	0.9	0.2	0.1
First Health Premier	S5569	0.9	0.1	0.5	0.2	0.2
First Health Premier	S5768	1.8	0.2	1.1	0.3	0.3
First United American Life Insurance Company	S5580	1.4	0.1	1.1	0.1	0.1
GHI Medicare Prescription Drug Plan	S5966	0.7	0.1	0.5	0.1	0.1
Harris Retiree Medical Plan	S4167	0.0	0.0	0.0	0.0	0.0
Health Net	S5678	1.3	0.1	0.9	0.2	0.1
HealthChoice	S7848	0.1	0.0	0.1	0.0	0.0
HealthSpring	S5578	0.7	0.1	0.4	0.2	0.1
HealthSpring	S5815	1.1	0.0	0.8	0.1	0.2
HealthSpring Prescription Drug Plan	S5932	1.1	0.1	0.8	0.2	0.1
Highmark Senior Resources Inc.	S5593	1.9	0.2	1.3	0.2	0.2
HISC - Blue Cross Blue Shield of IL, TX, and NM	S5715	2.4	0.2	1.7	0.4	0.2
Horizon Blue Cross Blue Shield of New Jersey, Inc.	S5993	0.9	0.1	0.6	0.1	0.1
Humana Insurance Company	S5884	1.7	0.1	1.3	0.2	0.1
Humana Insurance Company of New York	S5552	1.1	0.1	0.8	0.2	0.1
InStill Health Insurance Company	S5946	1.6	0.2	0.8	0.5	0.1
Marquette National Life Insurance Company	S5581	7.0	0.7	5.4	0.6	0.3
MCS Classicare	S5555	0.9	0.0	0.6	0.0	0.2
Medco YOURx PLAN	S5660	2.3	0.2	1.6	0.2	0.2
Medco YOURx PLAN	S5983	11.1	1.6	8.5	0.0	1.1
Medi-CareFirst BlueCross BlueShield	S5766	1.8	0.2	1.2	0.2	0.2
MEMBERHEALTH	S5803	2.0	0.2	1.4	0.3	0.2
MISSOURI DEPARTMENT OF TRANSPORTATION	S4744	0.2	0.0	0.0	0.2	0.0
National Rural Electric Cooperative Association	S2332	0.4	0.0	0.0	0.1	0.2
ODS Advantage Rx	S5975	0.1	0.0	0.0	0.0	0.0
Pennsylvania Life Insurance Company	S5597	2.0	0.2	1.4	0.3	0.1

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Pennsylvania Public Schools Employee Retirement Sy	S3014	0.3	0.0	0.2	0.0	0.0
PerformRx PDP	S5650	2.0	0.1	1.5	0.2	0.1
Pharmacy Insurance Corporation of America - PICA	S5775	0.7	0.0	0.6	0.1	0.0
Preferred Medicare Choice, Inc.	S0043	0.6	0.0	0.6	0.0	0.0
Presbyterian Prescription Drug Plan	S5902	2.5	0.0	1.6	0.8	0.2
Priority Medicare Rx	S5857	0.2	0.1	0.1	0.0	0.0
Regence Life and Health	S5916	0.7	0.0	0.6	0.1	0.0
RxAmerica	S5644	1.6	0.2	0.9	0.3	0.2
Select Option	S6875	0.5	0.0	0.5	0.0	0.0
SierraRx	S5917	0.9	0.1	0.5	0.2	0.1
SilverScript	S5601	1.6	0.2	1.1	0.2	0.1
Simply Prescriptions	S3521	0.4	0.0	0.2	0.1	0.1
Sterling Prescription Drug Plan	S4802	1.5	0.0	1.3	0.3	0.0
Sterling Retiree Rx	S9264	0.6	0.0	0.5	0.1	0.1
TEAMStar Medicare Part D Prescription Drug Program	S0654	0.2	0.0	0.1	0.0	0.1
Texas HealthSpring Prescription Drug Plan	S5740	2.2	0.1	1.5	0.3	0.2
The Port Authority of NY & NJ Retiree Part D Plan	S1539	0.9	0.2	0.4	0.2	0.0
Triple-S	S5907	1.2	0.0	1.2	0.0	0.0
Unicare	S5960	2.2	0.2	1.4	0.4	0.2
Union Pacific RR Employes Health Systems	S7316	0.0	0.0	0.0	0.0	0.0
United American Insurance Company	S5755	1.7	0.2	1.0	0.3	0.2
UnitedHealthcare	S5805	0.5	0.1	0.3	0.1	0.0
UnitedHealthcare	S5820	0.9	0.1	0.6	0.2	0.1
UnitedHealthcare	S5921	2.3	0.2	1.7	0.2	0.2
WellCare	S5967	2.4	0.2	1.6	0.2	0.3
WPS Health Insurance	S5753	0.7	0.1	0.5	0.1	0.0
<b>Total for All PDPs</b>		<b>1.6</b>	<b>0.1</b>	<b>1.1</b>	<b>0.2</b>	<b>0.1</b>

<sup>1</sup> 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 PDP sponsors in the highest top 10% is 2.5 per 1,000 enrollees and the highest top 5% is 3.2 per 1,000 enrollees.