

**Complaint Rates for Medicare Stand-alone Prescription Drug Plans**

Data range: 06/01/06 to 06/30/06 †

Organization Name	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 Inc.	4.3	0.3	2.7	0.8	0.5
America's Health Choice Medical Plans, Inc	*	*	*	*	*
Blue Cross and Blue Shield of Florida	2.2	0.2	1.4	0.4	0.3
BLUE CROSS AND BLUE SHIELD OF NORTH CAROLINA	1.4	0.0	0.9	0.3	0.2
Blue Cross Blue Shield of Michigan	1.2	0.1	0.9	0.2	0.1
Blue Shield of California	1.8	0.2	1.1	0.3	0.2
Blue Shield of Puerto Rico	1.1	0.1	0.8	0.1	0.1
BlueCross BlueShield of Louisiana	2.2	0.3	1.0	0.7	0.1
BlueCross BlueShield of South Carolina (BCBSSC)	2.6	0.3	1.6	0.6	0.2
Capital BlueCross	0.7	0.1	0.3	0.2	0.1
CareFirst, Inc.	3.5	0.2	2.3	0.6	0.3
Caremark, Inc.	2.4	0.2	1.7	0.3	0.3
CIGNA	6.2	0.4	3.9	1.2	0.7
Coventry Health Care Inc.	3.3	0.2	2.3	0.4	0.4
Dean Health Systems Inc.	1.8	0.1	1.5	0.1	0.1
Educators Mutual Insurance Association	2.0	0.0	1.3	0.7	0.0
Elder Health, Inc.	2.5	0.2	1.8	0.3	0.3
Excellus, Inc	0.6	0.0	0.5	0.0	0.1
Fox Systems	*	*	*	*	*
GlobalHealth Incorporated	*	*	*	*	*
Group Health Incorporated (GHI)	0.9	0.1	0.6	0.1	0.1
Health Care Service Corporation	4.3	0.3	2.8	0.8	0.3
Health Net, Inc.	2.2	0.2	1.4	0.5	0.2
HealthNow New York Inc.	*	*	*	*	*
Highmark Inc.	2.8	0.2	1.6	0.6	0.4
HIP, Health Plan of New York	*	*	*	*	*
Horizon Blue Cross Blue Shield of New Jersey	1.5	0.1	1.0	0.2	0.2
Humana Inc.	2.3	0.1	1.6	0.3	0.2
Longs Drug Stores Corporation	3.4	0.3	2.0	0.7	0.3
Medco Health Solutions, Inc.	3.7	0.3	2.8	0.3	0.3
Medical Card System, Inc.	4.4	0.9	2.9	0.4	0.2
Member Health, Inc.	2.6	0.2	1.8	0.5	0.2
NewQuest Health Solutions LLC	1.9	0.1	1.2	0.4	0.2
Pharmacy Insurance Corporation of America	3.8	0.1	2.8	0.6	0.4
Preferred Health Management	3.2	0.0	2.7	0.0	0.5
Presbyterian Healthcare Services	5.1	0.5	3.3	0.9	0.3
PriorityHealth	1.2	0.2	0.8	0.1	0.1
Promedica Health System	*	*	*	*	*
QCC Insurance Company	3.4	0.4	2.0	0.7	0.3
Rocky Mountain Health Plans (RMHP)	*	*	*	*	*
Scott and White	*	*	*	*	*
Sierra Health Services, Inc	1.8	0.1	1.2	0.3	0.1
Sterling Insurance Group	6.3	0.8	4.1	0.8	0.8
The ODS Companies (ODS)	0.3	0.0	0.3	0.0	0.0
The Regence Group	1.0	0.1	0.8	0.1	0.0
Torchmark Corporation	3.1	0.2	2.1	0.6	0.3
United HealthCare / Pacificare	2.1	0.2	1.4	0.4	0.2
Universal American Financial Corporation	2.9	0.2	2.0	0.4	0.2
Universal Health Care Inc.	*	*	*	*	*
University of Pittsburgh Medical Center	*	*	*	*	*
WellCare Health Plans, Inc.	3.6	0.3	2.4	0.4	0.5
Wellmark, Inc	2.1	0.1	1.5	0.2	0.2
Wellpoint, Inc.	3.5	0.3	2.3	0.6	0.3
Wisconsin Physicians Service Ins Corporation.	0.9	0.1	0.6	0.1	0.1
<b>Total for All PDPs</b>	<b>2.6</b>	<b>0.2</b>	<b>1.7</b>	<b>0.4</b>	<b>0.3</b>

† Source: Medicare Complaint Tracking Module (CTM) data as of 07/17/06. 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.

\* Indicates that stable complaint rates could not be calculated due to the small enrollment size of the plan (less than 1,200 beneficiaries).

Note: The total complaint rate threshold for PDP sponsors in the highest top 10% is 4.3 per 1,000 enrollees and the highest top 5% is 5.1 per 1,000 enrollees.