

HEALTH INSURANCE BY PRODUCT LINE

Calendar Year 2009 Claim Payment Data For Group Comprehensive Major Medical Insurance Only

Total number of NEW claims received during the reporting year?	<u>1,365,377</u>
1. Of the reported NEW claims, how many of these were CLEAN claims?	<u>1,311,583</u>
• Of the reported CLEAN claims, how many of these were paid within 30 days of receipt of initial claim?	<u>1,285,919</u>
2. Of the reported NEW claims, how many of these were not CLEAN claims?	<u>54,301</u>
• Of the reported claims that were not CLEAN , how many provided notice within 30 days of receipt of initial claim?	<u>53,613</u>
• Of the reported claims that were not CLEAN , how many of these were paid within 15 days after receipt of information requested OR within the 30 days after receipt of the initial claim?	<u>25,034</u>
3. Of the reported NEW claims, how many had INTEREST PAID during the reporting year due to late payment of claims?	<u>6,885</u>
• Of the reported claims that had INTEREST PAID, what is the total dollar amount paid during the reporting year due to late payment of claims?	<u>190,514</u>
4. Of the reported NEW claims, how many were denied and internally appealed under AS 21.07 during the reporting year?	<u>1,877</u>
• Of the claims that were internally appealed, how many were paid?	<u>724</u>
5. Of the reported NEW claims, how many were denied and externally appealed under AS 21.07 during the reporting year?	<u>1</u>
• Of the claims that were externally appealed, how many were paid?	<u>1</u>

HEALTH INSURANCE BY PRODUCT LINE

INDIVIDUAL – CALENDAR YEAR 2009

Product	# New Policies Issued During the Year	# Policies Terminated During the Year	# Policies in Force End of Year	# Individuals Covered End of Year	Member Months	Direct Premiums	Direct Losses Paid
Comprehensive Major Medical							
Association	29	163	497	4,188	52,300	14,277,054	9,428,937
Direct	1,620	1,676	6,417	10,564	127,631	37,205,852	30,928,794
Trust	–	–	–	–	10	2,920	4,030
Other	724	327	1,024	1,266	11,600	2,259,410	1,165,884
Short-Term Medical	1,022	1,016	422	539	6,390	541,480	521,278
Accident or AD&D	11,561	17,090	119,622	151,642	1,661,932	5,953,982	2,176,839
Dental	431	431	1,194	2,042	23,678	858,992	385,498
Disability Income	1,809	1,347	7,394	7,346	84,441	7,796,987	2,995,875
Fixed Indemnity	2,140	2,471	8,708	14,829	164,768	4,042,934	1,488,602
Long Term Care	360	215	4,591	4,950	70,338	9,426,204	1,954,198
Medicare Supplement	305	177	2,120	2,117	23,795	4,398,364	2,748,978
Specified Disease	2,455	2,270	10,866	21,537	246,322	4,958,671	1,698,378
Vision	172	207	434	1,233	15,599	119,038	26,995
Other:	3,899	78	4,193	5,464	35,451	466,533	121,695
Other:	25	12	50	50	510	42,385	32,698
TOTAL	26,552	27,480	167,532	227,767	2,524,765	92,350,807	55,678,679

HEALTH INSURANCE BY PRODUCT LINE

GROUP – CALENDAR YEAR 2009

Product	# New Policies Issued During the Year	# Policies Terminated During the Year	# Policies in Force End of Year	# Individuals Covered End of Year	Member Months	Direct Premiums Paid	Direct Premiums Paid
Comprehensive Major Medical:							
Small Employer							
Small Employer (2-50)	248	310	1,985	20,047	1,446,410	119,783,401	88,623,919
Other Employer	40	66	382	47,014	566,201	212,544,907	189,301,272
Mult Emp Asso or Trust	–	–	–	488	2,364,917	2,441,286	1,735,003
Other Assoc or Trust	–	11	7	113	2,480	1,425,033	906,964
Other Group _____	–	–	1	2,299	371,089	831,972	2,050,914
Other Health:							
Accident or AD&D	975	1,159	6,232	275,884	3,111,632	9,674,727	3,452,848
Dental	704	1,148	2,144	54,536	585,056	18,107,353	14,379,044
Disability Income	2,423	1,382	965	98,750	10,157,856	31,152,427	16,857,996
Fixed Indemnity	17	22	174	1,190	245,216	913,767	286,461
Long Term Care	21	108	116	72,034	30,568	2,059,208	238,200
Medicare Supplement	–	4	5,729	20,632	58,501	10,672,608	7,448,156
Specified Disease	4	455	575	1,577	8,390,985	297,551	143,148
Vision	58	7	189	48,591	580,755	4,215,171	3,592,279
Other: _____	1,674	2	1,696	3,795	453,734	758,037	190,821
Other: _____	13	6	61	776	9,234	4,233,732	209,701
TOTAL	6,177	4,680	20,256	647,726	28,374,634	419,111,180	329,416,725
Other Business:							
Stop Loss	86	82	172	115,738	1,353,860	56,995,483	44,668,994
Admin Services Only	74	475,157	1,083	77,697	897,910		
Admin Service Contracts	5	6	33	69,963	1,285,239		