

Missouri Medigap issuers: Complaint index for 2011-13

Besides rates, consider a company's complaint index. This score helps you understand how many consumer complaints an insurer receives, compared to other companies its size.

What complaint index means

- 100 score:** Insurer gets **average** number of complaints.
- Below 100:** Insurer gets **fewer complaints** than average.
- Above 100:** Insurer gets **more complaints** than average.

Company	Complaint index	Complaints	Average market share	Phone
NA = Company did not sell policies for all three years				
American Continental Insurance Co.	163	4	1.5%	800-264-4000
American Republic Corp Insurance Co.	0	0	1.0%	800-247-2190
American Republic Insurance Co.	25	1	2.4%	800-247-2190
American Retirement Life Insurance Co.	NA	NA	NA	866-459-4272
Bankers Fidelity Life Insurance Co.	100	2	1.2%	866-458-7500
Blue Cross & Blue Shield Of Kansas City	41	4	5.8%	800-645-8346
Christian Fidelity Life Insurance Co.	88	3	2.0%	866-641-9999 option 4
Colonial Penn Life Insurance Co.	127	2	0.9%	800-800-2254
Combined Insurance Company of America	0	0	0.5%	800-544-5531
Conseco Life Insurance Co.	0	0	0.0%	800-541-2254
Continental General Insurance Co.	295	1	0.2%	866-459-4272 option 4
Equitable Life & Casualty Insurance Co.	119	3	1.5%	800-352-5170
Family Life Insurance Co.	433	1	0.1%	800-877-7703
First Health Life & Health Insurance Co.	NA	NA	NA	800-711-3576
Forethought Life Insurance Co.	0	0	0.0%	877-492-5870
Gerber Life Insurance Co.	215	2	0.6%	855-258-2580
Globe Life and Accident Insurance Co.	304	1	0.2%	800-801-6831
Government Personnel Mutual Life Insurance Co.	0	0	0.2%	866-800-5566
Healthy Alliance Life Insurance Co.	82	20	14.5%	800-652-6387
Heartland National Life Insurance Co.	62	1	1.0%	877-431-7371
Humana Insurance Co.	662	9	0.8%	866-205-0000



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Company	Complaint index	Complaints	Average market share	Phone
Liberty National Life Insurance Co.	0	0	0.0%	800-331-2512
Marquette National Life Insurance Co.	128	1	0.5%	800-934-8203
Medico Insurance Co.	272	9	2.0%	800-228-6080
Mutual Of Omaha Insurance Co.	81	10	7.4%	800-228-9999
Old Surety Life Insurance Co.	0	0	1.1%	800-272-5466
Oxford Life Insurance Co.	0	0	0.1%	877-469-3073 option 4
Pekin Life Insurance Co.	0	0	0.0%	800-322-0160
Physicians Mutual Insurance Co.	193	2	0.6%	800-228-9100
Reserve National Insurance Co.	0	0	0.4%	800-654-9106 opt. 7, 1, 2, 2
Standard Life and Accident Insurance Co.	146	1	0.4%	888-350-1488
State Farm Mutual Automobile Insurance Co.	36	1	1.7%	866-855-1212
State Mutual Insurance Co.	0	0	0.1%	888-764-1936
Sterling Investors Life Insurance Co.	0	0	0.1%	800-321-0102
Sterling Life Insurance Co.	254	3	0.7%	800-489-7506
Stonebridge Life Insurance Co.	226	1	0.3%	888-272-9272 option 2
Thrivent Financial For Lutherans	0	0	0.5%	800-847-4836
Transamerica Life Insurance Co.	126	2	1.0%	800-247-1771
United American Insurance Co.	165	2	0.7%	800-331-2512
United Commercial Travelers of America	571	1	0.1%	800-848-0123
United Healthcare Insurance Co. (individual & AARP group)	44	17	23.2%	800-272-2146
United National Life Insurance Company of America	637	1	0.1%	847-803-5252
United Teacher Associates Insurance Co.	0	0	0.2%	866-459-4272
United World Life Insurance Co.	0	0	0.8%	800-228-9999
USAA Life Insurance Co.	0	0	0.4%	800-515-8687
Western Catholic Union	NA	NA	NA	855-406-9083
World Corp Insurance Co.	516	5	0.6%	800-786-7557