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ConnectiCare Again Tops List Of Health Insurers With Fewest Customer Complaints

Aetna Is In Second Place

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Farmington-based ConnectiCare fared the best in a state analysis of complaints against health insurers.

The Connecticut Insurance Department recently released its annual ranking of health insurers in a measure of "justifiable" complaints from consumers. The ranking of health insurers, starting with the best, is as follows: ConnectiCare, Aetna, Health Net, CIGNA and Oxford Health Plans, which is part of UnitedHealth Group.

The rankings were based on complaint-ratio data from 2009, and it is the fifth year that ConnectiCare has been the health insurer with the lowest number of complaints.

"We are known by our exceptional customer service and our ability to help our members navigate the complex health system," said ConnectiCare President Michael Wise. "We facilitate over a million transactions for our customers every year, so I am proud to say we have such a low number of complaints."

Rankings of health maintenance organizations by the state insurance department are based on complaints justified by the department. The complaints are then resolved through the state department.

ConnectiCare is a part of EmblemHealth company and serves about 240,000 members statewide. The company employs about 500 people.