

Missouri Medigap issuers: Complaint index for 2013-15

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				
21st Century Premier Insurance Company	0	0	0.00%	800-443-3100
Ability Insurance Company	0	0	0.00%	800-228-6080
Aetna Health & Life Insurance Company	0	0	0.00%	888-624-6290
Aetna Life Insurance Company	9,999	2	0.00%	888-624-6290
Allianz Life Insurance Co Of North America	0	0	0.00%	800-950-5872
American Continental Insurance Company	111	2	1.10%	800-264-4000
American Family Life Assurance Co of Col.	685	2	0.20%	800-992-3522
American Family Mutual Insurance Company	55	1	1.10%	800-374-0008
American General Life Insurance Co	0	0	0.00%	713-522-1111
American Income Life Insurance Co	0	0	0.00%	800-433-3405
American National Insurance Company	9,999	1	0.00%	800-306-2959
American National Life Ins Co Of TX	262	1	0.20%	888-290-1085
American Progressive Life & Health Insurance Co	0	0	0.00%	877-504-3918
American Republic Corp Insurance Company	0	0	1.00%	800-247-2190
American Republic Insurance Company	30	1	2.00%	800-247-2190
American Retirement Life Insurance Company	0	0	0.10%	866-459-4272
Assured Life Association	0	0	0.00%	866-789-4016
Auto Owners Life Insurance Company	0	0	0.00%	800-346-0346
Bankers Fidelity Life Insurance Company	398	6	0.90%	866-458-7500
Bankers Life & Casualty Company	290	7	1.40%	800-888-4918
Blue Cross & Blue Shield Of Kansas City	21	2	5.80%	800-645-8346

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Company	Complaint index	Complaints	Average market share	Phone
Celtic Insurance Company	0	0	0.00%	800-477-7870
Central Reserve Life Insurance Company	0	0	0.00%	800-880-8824
Central Security Life Insurance Co	0	0	0.00%	972-699-2770
Central States Health & Life Co Of Omaha	0	0	0.10%	800-541-2363
Central United Life Insurance Company	0	0	0.00%	800-669-9030
Christian Fidelity Life Insurance Co	45	1	1.30%	866-641-9999 option 4
Colonial Penn Life Insurance Company	222	5	1.30%	800-800-2254
Combined Insurance Co Of America	0	0	0.40%	800-544-5531
Connecticut General Life Ins Co	0	0	0.00%	800-244-6224
Constitution Life Insurance Company	448	4	0.50%	407-995-8000
Continental General Insurance Company	0	0	0.20%	866-459-4272
Continental Life Ins Co Of Brentwood TN	58	1	1.00%	800-264-4000
Country Life Insurance Company	0	0	0.00%	800-713-2542
CSA Fraternal Life	0	0	0.00%	800-543-3272
Equitable Life & Casualty Insurance Company	160	3	1.10%	800-352-5170
Family Life Insurance Company	0	0	0.10%	800-877-7703
First Health Life & Health Insurance Company	0	0	0.00%	800-711-3576
Forethought Life Insurance Company	0	0	0.00%	800-331-8853
Genworth Life & Annuity Insurance Company	446	1	0.10%	877-825-9337
Genworth Life Insurance Company	9,531	1	0.00%	877-825-9337
Gerber Life Insurance Company	0	0	0.20%	855-258-2580
Globe Life & Accident Insurance Company	332	1	0.20%	800-801-6831
Golden Rule Insurance Company	175	1	0.30%	800-444-8990
Government Personnel Mutual Life Insurance Co	0	0	0.10%	800-938-4765
Great American Life Insurance Company	0	0	0.00%	513-357-3300
Guarantee Trust Life Insurance Company	0	0	0.00%	800-338-7452
Hartford Life & Accident Insurance Company	0	0	0.60%	860-547-5000

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Company	Complaint index	Complaints	Average market share	Phone
Hartford Life Insurance Company	0	0	0.10%	860-547-5000
Health Care Service Corporation	0	0	0.20%	312-653-6000
Healthy Alliance Life Insurance Company	73	17	13.80%	800-652-6387
Heartland National Life Insurance Company	529	4	0.50%	877-431-7371
Humana Insurance Company	360	9	1.50%	866-205-0000
IdeaLife Insurance Company	0	0	0.00%	203-352-3045
Individual Assurance Company Life Health & Acc.	0	0	0.10%	405-285-0838
Jackson National Life Insurance Company	0	0	0.00%	800-565-9044
Jefferson National Life Insurance Company	0	0	0.00%	866-667-0561
Kanawha Insurance Company	0	0	0.00%	803-283-5300
Kansas City Life Insurance Company	0	0	0.00%	800-821-6164
Liberty National Life Insurance Company	0	0	0.00%	800-331-2512
LifeSecure Insurance Company	0	0	0.00%	800-880-1370
Lincoln Heritage Life Insurance Company	0	0	0.00%	800-433-8181
Longevity Insurance Company	0	0	0.00%	800-527-5416
Loyal American Life Insurance Company	0	0	0.30%	800-633-6752
Manhattan Life Insurance Company	0	0	0.00%	800-669-9030
Medico Corp Life Insurance Company	0	0	0.00%	800-247-2190
Medico Insurance Company	339	4	0.70%	800-228-6080
MetLife Insurance Company USA	0	0	0.00%	800-638-5433
Mutual Of Omaha Insurance Company	83	24	17.20%	800-228-9999
National Benefit Life Insurance Company	0	0	0.00%	800-222-2062
National Foundation Life Insurance Company	0	0	0.00%	800-221-9039
National Health Insurance Company	0	0	0.00%	888-781-0580
Nationwide Life Insurance Company	0	0	0.00%	800-882-2822
New Era Life Ins Co of the Midwest	0	0	0.00%	800-552-7879
New York Life Insurance Company	0	0	0.00%	800-695-4331

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North American Insurance Company	0	0	0.60%	877-667-9368
Old American Insurance Company	0	0	0.00%	800-733-6242
Old Surety Life Insurance Company	0	0	1.70%	800-272-5466
Omaha Insurance Company	0	0	0.00%	402-351-3831
Oxford Life Insurance Company	431	2	0.30%	877-469-3073 option 4
Pacificare Life & Health Insurance Company	0	0	0.00%	714-226-3361
Pekin Life Insurance Company	0	0	0.00%	800-322-0160
Pennsylvania Life Insurance Company	0	0	0.00%	407-995-8000
Philadelphia American Life Insurance Company	0	0	0.00%	800-713-4680
Physicians Life Insurance Company	0	0	0.30%	800-228-9100
Physicians Mutual Insurance Company	222	2	0.50%	800-228-9100
Principal Life Insurance Company	0	0	0.30%	515-247-5111
Provident American Life & Health Insurance Co	0	0	0.00%	512-451-2224
Puritan Life Insurance Company Of America	0	0	0.00%	800-987-1593
Pyramid Life Insurance Company	3,397	1	0.00%	800-444-0321
Reserve National Insurance Company	0	0	0.40%	800-654-9106 opt 7,1,2,2
Royal Neighbors Of America	0	0	0.00%	309-788-4561
Shelter Life Insurance Company	0	0	0.00%	800-743-5837
Shenandoah Life Insurance Company	0	0	0.00%	800-848-5433
Standard Life & Accident Insurance Company	0	0	0.30%	888-350-1488
State Farm Mutual Automobile Insurance Co	38	1	1.60%	866-855-1212
State Mutual Insurance Company	0	0	0.10%	888-764-1936
Sterling Investors Life Insurance Company	702	1	0.10%	877-896-6434
Sterling Life Insurance Company	770	11	0.80%	800-688-0010
Thrivent Financial For Lutherans	0	0	0.40%	800-847-4836
Transamerica Financial Life Ins Co	0	0	0.00%	914-697-8000
Transamerica Life Insurance Company	162	12	4.40%	800-247-1771

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Company	Complaint index	Complaints	Average market share	Phone
Transamerica Premier Life Insurance Company	1,358	1	0.00%	888-272-9272
Trustmark Insurance Company	0	0	0.00%	800-366-6663
Trustmark Life Insurance Company	0	0	0.00%	800-366-6663
Unicare Life & Health Insurance Company	0	0	0.00%	877-864-2273
Unified Life Insurance Company	0	0	0.00%	877-492-4678
Union Fidelity Life Insurance Company	0	0	0.00%	800-621-0393
Union Labor Life Insurance Company	0	0	0.00%	877-820-7448
United American Insurance Company	0	0	0.50%	800-331-2512
United Commercial Travelers Of America	460	1	0.10%	800-848-0123
United Healthcare Insurance Company	53	21	23.60%	800-768-1479 (individuals) 800-272-2146 (AARP group)
United National Life Ins Co of America	704	1	0.10%	847-803-5252
United Of Omaha Life Insurance Company	90	9	5.90%	402-342-7600
United Teacher Associates Insurance Company	0	0	0.10%	866-459-4272
United World Life Insurance Company	123	1	0.50%	402-342-7600
USAA Life Insurance Company	0	0	0.40%	800-515-8687
Washington National Insurance Company	480	3	0.40%	800-888-4918
Western Catholic Union	0	0	0.00%	855-406-9083
Wilco Life Insurance Company	0	0	0.00%	800-525-7662