# Missouri Health Maintenance Organization Report

## Table of Contents

**Introduction** ................................................................................................................................................................................. 1  
**Missouri Licensed Health Maintenance Organizations** .................................................................................................................. 2-3  
**Missouri HMO Enrollment Information** ....................................................................................................................................... 5  
  - Missouri Year End Member Totals ........................................................................................................................................... 6  
  - Missouri Year End Enrollment .................................................................................................................................................... 7  
  - Missouri Enrollment Demographics - All Missouri Enrollees ...................................................................................................... 8  
  - Missouri Enrollment Market Share ........................................................................................................................................... 9  
  - Missouri Year End Commercial Enrollment ............................................................................................................................... 10  
  - Missouri Commercial Enrollment Demographics ................................................................................................................... 11  
  - Missouri Year End Medicare & Medicaid Enrollment ........................................................................................................... 12  
  - Missouri Medicare & Medicaid Enrollment Demographics .................................................................................................... 13  
  - Missouri Year End Enrollment by Holding Company ........................................................................................................ 14  
  - Missouri Enrollment Market Share by Holding Company .................................................................................................... 15  
  - Major Medical Health Plan & Historical Membership .......................................................................................................... 16  
**Individual and Employer Group Comprehensive Medical Expense Information** ........................................................................ 17-21  
**HMO Financial Information** .......................................................................................................................................................... 22  
  - Missouri Year End Premium Related Revenue Totals ........................................................................................................... 23  
  - Missouri HMO Premium Related Data ....................................................................................................................................... 24  
  - Missouri HMO Premium Related Market Shares ..................................................................................................................... 25  
  - Major Medical Health Plan & Historical Premium .................................................................................................................. 26  
  - Top 5 Market Share HMOs by Year ........................................................................................................................................... 27  
  - Missouri HMO Premium Related Data by Holding Company .................................................................................................. 28  
  - Missouri HMO Premium Based Market Shares ....................................................................................................................... 29  
  - Missouri Commercial Premiums Per Member Per Month ..................................................................................................... 30  
  - Missouri Historical Commercial Premiums Per Member Per Month ........................................................................................ 31  
**Missouri HMO Cost Comparisons** .................................................................................................................................................. 32  
  - Missouri Commercial Costs ...................................................................................................................................................... 33  
  - Missouri Medicare Costs .......................................................................................................................................................... 34  
  - Missouri Medicaid Costs ....................................................................................................................................................... 35  
**Missouri Costs of Services** ............................................................................................................................................................... 37  
  - Missouri Costs of Services for Commercial Business .......................................................................................................... 38  
  - Missouri Per Member Per Month Costs for Commercial Business .......................................................................................... 39  
  - Missouri Costs of Services for Medicare & Medicaid .......................................................................................................... 40  
  - Missouri Per Member Per Month Cost for Medicare & Medicaid .......................................................................................... 41  
**Results for Nationwide Operations** ................................................................................................................................................. 43  
  - Balance Sheet Items............................................................................................................................................................... 44-45  
  - Income Statement Items ........................................................................................................................................................ 46-47  
  - Revenues by Category .............................................................................................................................................................. 48-49  
  - Liquidity Indicators ................................................................................................................................................................. 50-51  
  - Efficiency Indicators .............................................................................................................................................................. 52-53  
  - Performance Indicators ......................................................................................................................................................... 54-55  
**5 Year Financial History** ................................................................................................................................................................. 56  
  - Plan Wide Net Income (Loss) .................................................................................................................................................. 57  
  - Plan Wide Total Assets ........................................................................................................................................................... 58  
  - Plan Wide Total Liabilities ................................................................................................................................................... 59  
  - Plan Wide Total Liabilities, Capital and Surplus ................................................................................................................... 60  
  - Plan Wide Net Premium Income ........................................................................................................................................ 61  
  - Plan Wide Total Revenues .................................................................................................................................................... 62  
  - Plan Wide Medical and Hospital Expenses .......................................................................................................................... 63  
  - Plan Wide Administration Expenses ...................................................................................................................................... 64  
  - Plan Wide Current Ratio ........................................................................................................................................................ 65  
  - Plan Wide Medical Loss Ratio ................................................................................................................................................ 66  
  - Plan Wide Administration Expenses to Total Revenue .................................................................................................... 67  
  - Plan Wide Total Claims Incurred for Prior Year ................................................................................................................... 68  
  - Plan Wide Estimated Liability of Unpaid Claims Prior Year ............................................................................................... 69  
  - Plan Wide Analysis of Liability Reserves ................................................................................................................................... 70
### Table of Contents

**Utilization Review and Grievance Activities for Missouri HMOs** .................................................................................................................. 71-73

**Access to Medical Providers** .......................................................................................................................................................................... 74-76

**Health Maintenance Organization Profiles** .................................................................................................................................................... 77-79

- Aetna Health, Inc...................................................................................................................................................................................... 80-83
- Alliance For Community Health, LLC dba Molina Healthcare of Missouri.......................................................... 84-87
- Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus ......................................................................................... 88-91
- Children's Mercy's Family Health Partners, Inc.......................................................................................................................... 92-95
- CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri.................................................. 96-99
- CIGNA Healthcare of St. Louis, Inc.................................................................................................................................................. 100-103
- Community Health Plan....................................................................................................................................................................... 104-107
- Coventry Health Care of Kansas, Inc.............................................................................................................................................. 108-112
- Cox Health Systems HMO, Inc.................................................................................................................................................. 113-116
- Essence Healthcare, Inc................................................................................................................................................................. 117-120
- Good Health HMO, Inc. dba Blue-Care, Inc.............................................................................................................................. 121-124
- Group Health Plan, Inc................................................................................................................................................................. 125-129
- Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri.................................................. 130-134
- Healthcare USA of Missouri, LLC........................................................................................................................................ 135-138
- HealthLink HMO, Inc. dba HealthLink HMO....................................................................................................................... 139-142
- HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield.................................................................................. 143-147
- Humana Health Plan, Inc.................................................................................................................................................................. 148-152
- Mercy Health Plans of Missouri, Inc........................................................................................................................................ 153-157
- Missouri Care, Inc........................................................................................................................................................................ 158-161
- UnitedHealthcare of the Midwest, Inc................................................................................................................................. 162-166

**Enrollment by Regions & Metropolitan Statistical Areas (MSAs)** ........................................................................................................ 167

- Missouri Counties with HMOs.................................................................................................................................................. 168
- Missouri Counties with Active Commercial Marketing (excluding Medicaid Companies)........................................................................ 169
- Missouri Geographic Regions.................................................................................................................................................. 170
- Missouri Total Enrollment in Each Region.......................................................................................................................... 171
- Central Region Counties and Enrollment.......................................................................................................................... 172-173
- Eastern Region Counties and Enrollment.......................................................................................................................... 174-175
- Northeastern Region Counties and Enrollment................................................................................................................. 176-177
- Northwestern Region Counties and Enrollment................................................................................................................. 178-179
- South Central Region Counties and Enrollment.................................................................................................................. 180-181
- Southeastern Region Counties and Enrollment.................................................................................................................. 182-183
- Southwestern Region Counties and Enrollment.................................................................................................................. 184-185
- Western Region Counties and Enrollment.......................................................................................................................... 186-187
- Missouri Metropolitan Statistical Areas.......................................................................................................................... 188
- Missouri Total Enrollment in Each MSA.......................................................................................................................... 189
- Columbia MSA Counties and Enrollment.......................................................................................................................... 190-191
- Jefferson City MSA Counties and Enrollment .................................................................................................................. 192-193
- Joplin MSA Counties and Enrollment.......................................................................................................................... 194-195
- Kansas City MSA Counties and Enrollment.......................................................................................................................... 196-197
- Springfield MSA Counties and Enrollment.......................................................................................................................... 198-199
- St. Joseph MSA Counties and Enrollment....................................................................................................................... 200-201
- St. Louis MSA Counties and Enrollment....................................................................................................................... 202-203

**End-Notes** .................................................................................................................................................................................. 204-205

**Available from the Missouri DIFP and Missouri DHSS** ................................................................................................................ 206
Introduction

This report provides the public with financial and operational data on health maintenance organizations (HMOs) operating in Missouri.

The information is intended for general comparisons and evaluations. The information is not, in any form, an endorsement or an objection by the Missouri Department of Insurance, Financial Institutions and Professional Registration (DIFP) about the operations of any HMO.

All data in the report, based on the 2009 calendar year, comes from HMO annual financial statements and supplemental data filed with DIFP by each Missouri-licensed HMO operational at year-end 2009 (unless otherwise noted).

The report’s accuracy is limited by the quality of data provided to DIFP by the HMOs. Future printings of the report may update any erroneous data brought to the attention of DIFP.

Questions, corrections and comments regarding this report should be directed to the Missouri Department of Insurance, Financial Institutions and Professional Registration, Life & Healthcare Section, P.O. Box 690, Jefferson City, Missouri 65102-0690 or by email at hmo@insurance.mo.gov.

Format:

In general, market share and market change numbers are rounded to the nearest one tenth of one percent. In some cases, the sum may not add to 100%. In some cases, activity amounted to less than one-tenth of one percent, and appears as 0.0%.
Missouri Licensed Health Maintenance Organizations

Aetna Health, Inc.
(800) 872-3862
980 Jolly Road
Blue Bell, PA  19422-1904
www.aetna.com

Alliance For Community Health, LLC dba Molina Healthcare of Missouri
(314) 819-5300
12400 Olive Blvd, Suite 100
St. Louis, MO 63141
www.molinahealthcare.com

Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus
(816) 395-2222
2301 Main Street
Kansas City, MO  64108-2428
www.bluekc.com

Children’s Mercy’s Family Health Partners, Inc.
(816) 559-9400
2420 Pershing Road, Garden Level, Suite G10
Kansas City, MO  64108
www.fhp.org

CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri
(216) 642-1700
440 Polaris Parkway, Suite 300
Columbus, OH 43240
www.cigna.com

CIGNA Healthcare of St. Louis, Inc.
(314) 290-7300
231 S. Bemiston
St. Louis, MO 63105
www.cigna.com

Community Health Plan
(816) 271-1247
137 N. Belt
St. Joseph, MO 64506
www.mychp.com

Coventry Health Care of Kansas, Inc.
(816) 221-8400
8320 Ward Parkway
Kansas City, MO  64114
www.coventryhealthcare.com

Cox Health Systems HMO, Inc.
(417) 269-2900
3200 South National, Building B
Springfield, MO 65801-5750
www.coxhealthplans.com

Essence Healthcare, Inc.
(314) 851-3600
13900 Riverport Drive
Maryland Heights, MO  63043
www.essencehealthcare.com
Missouri Licensed Health Maintenance Organizations, (cont’d)

Good Health HMO, Inc.
dba Blue-Care, Inc.
(816) 395-2222
2301 Main Street
Kansas City, MO  64108-2428
www.bluekc.com

HMO Missouri, Inc.
dba Anthem Blue Cross & Blue Shield
(314) 923-4444
1831 Chestnut
St. Louis, MO  63103-2275
www.anthem.com

Group Health Plan, Inc.
(314) 506-1700
550 Maryville Centre Drive, Suite 300
St. Louis, MO  63141-5818
http://chcmissouri.coventryhealthcare.com/

Humana Health Plan, Inc.
(502) 580-1000
321 W. Main Street, 12th Floor
Louisville, KY  40202
www.humana.com

Harmony Health Plan of Illinois, Inc. dba Harmony
Health Plan of Missouri
(813) 290-6200
8735 Henderson Road
Tampa, FL  33634
www.wellcare.com

Mercy Health Plans of Missouri, Inc.
(314) 214-8100
14528 S. Outer 40, Suite 300
Chesterfield, MO 63017-5705
www.mercyhealthplans.com

Healthcare USA of Missouri, LLC
(314) 241-5300
10 S. Broadway, Suite 1200
St. Louis, MO  63102-1713
http://chcmedicaid-missouri.coventryhealthcare.com/

Missouri Care, Inc.
(573) 441-2100
2404 Forum Boulevard
Columbia, MO  65203
www.missouricare.com

HealthLink HMO, Inc. dba HealthLink HMO
(314) 923-4444
1831 Chestnut Street
St. Louis, MO  63103-2275
www.healthlink.com

UnitedHealthcare of the Midwest, Inc.
(314) 592-7000
13655 Riverport Drive, PO Box 2560
Maryland Heights, MO  63043-8560
www.uhc.com
Missouri HMO Enrollment Information

This section presents enrollment data for Missouri-licensed HMOs as of 12/31/09, reported in the 2009 HMO Annual Supplement Report. An HMO enrollee is defined as a member or eligible dependent of a member for whom the HMO has accepted financial responsibility for provision of contracted health services.

This information EXCLUDES:

1. enrollment of persons in preferred provider organizations (PPOs) and
2. enrollment of persons in self-funded employer plans for which HMOs or their affiliates provide administrative services only

Accurate risk and health services management assessment requires analysis of membership experience for which the HMO has assumed financial liability. Therefore, statutory filings used as data sources for this report exclude administrative service-only (ASO) members. (End-notes to tables indicate which submitted data has been adjusted to exclude ASO members and maintain comparability of enrollment data.) Administrative arrangements allow an HMO to earn fees from network rental, utilization review, claims processing and/or other administrative services. Administrative fees are not considered premium revenue.

This section reports commercial, Medicare and Medicaid enrollment. Commercial enrollees purchase managed care coverage either directly or more commonly through their employers. Medicare and Medicaid enrollees are Medicare and Medicaid beneficiaries who enroll in HMOs that have arranged for the provision of health care services under agreements with the Centers for Medicare & Medicaid Services (CMS) and/or the MO HealthNet Division.

The “HMO Profiles” section and the “Enrollment by Regions and Metropolitan Statistical Areas” section of this report each present 2009 HMO enrollment under slightly different conditions from each other and from this section. This section uses total year-end enrollment. The “HMO Profiles” section reports average enrollment over the course of the year with age and gender components. The “Enrollment by Regions” section uses total year-end enrollment by residential zip code. Total enrollment numbers will vary between these sections due to different reporting conditions.
**Missouri Year End Member Totals**

includes Commercial, Medicare and Medicaid enrollment

<table>
<thead>
<tr>
<th>Year</th>
<th>Commercial Members</th>
<th>Medicare Members</th>
<th>Medicaid Members</th>
<th>Total Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>500,501</td>
<td>101,667</td>
<td>391,749</td>
<td>993,917</td>
</tr>
<tr>
<td>2006</td>
<td>465,113</td>
<td>102,653</td>
<td>354,726</td>
<td>922,492</td>
</tr>
<tr>
<td>2007</td>
<td>372,053</td>
<td>99,536</td>
<td>348,021</td>
<td>819,610</td>
</tr>
<tr>
<td>2008</td>
<td>316,186</td>
<td>113,363</td>
<td>388,136</td>
<td>817,685</td>
</tr>
<tr>
<td>2009</td>
<td>261,302</td>
<td>107,831</td>
<td>422,139</td>
<td>791,272</td>
</tr>
</tbody>
</table>

% Change:

## Missouri Year End Enrollment

**includes Commercial, Medicare and Medicaid enrollment**

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>Total Enrollment</th>
<th>% Change in Enrollment&lt;sup&gt;1, 23&lt;/sup&gt;</th>
<th>Total Market Share</th>
<th>12/31/09</th>
<th>12/31/08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>5,438</td>
<td>-45.6%</td>
<td>0.7%</td>
<td>1.2%</td>
<td></td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>78,639</td>
<td>1.3%</td>
<td>9.9%</td>
<td>9.5%</td>
<td></td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>31,055</td>
<td>9.3%</td>
<td>3.9%</td>
<td>3.5%</td>
<td></td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>54,786</td>
<td>14.2%</td>
<td>6.9%</td>
<td>5.9%</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>746</td>
<td>-19.4%</td>
<td>0.1%</td>
<td>0.1%</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>198</td>
<td>-57.8%</td>
<td>0.0%</td>
<td>0.1%</td>
<td></td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>4,496</td>
<td>-27.4%</td>
<td>0.6%</td>
<td>0.8%</td>
<td></td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>27,231</td>
<td>-24.1%</td>
<td>3.4%</td>
<td>4.4%</td>
<td></td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>5,533</td>
<td>9.9%</td>
<td>0.7%</td>
<td>0.6%</td>
<td></td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>17,400</td>
<td>20.1%</td>
<td>2.2%</td>
<td>1.8%</td>
<td></td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>77,513</td>
<td>2.7%</td>
<td>9.8%</td>
<td>9.2%</td>
<td></td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>44,866</td>
<td>-27.6%</td>
<td>5.7%</td>
<td>7.6%</td>
<td></td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>17,791</td>
<td>18.9%</td>
<td>2.2%</td>
<td>1.8%</td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>193,718</td>
<td>8.0%</td>
<td>24.5%</td>
<td>21.9%</td>
<td></td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO&lt;sup&gt;3&lt;/sup&gt;</td>
<td>21</td>
<td>-4.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>85,639</td>
<td>-12.8%</td>
<td>10.8%</td>
<td>12.0%</td>
<td></td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>19,369</td>
<td>-3.9%</td>
<td>2.4%</td>
<td>2.5%</td>
<td></td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>35,386</td>
<td>-16.3%</td>
<td>4.5%</td>
<td>5.2%</td>
<td></td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>47,318</td>
<td>14.7%</td>
<td>6.0%</td>
<td>5.0%</td>
<td></td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>44,129</td>
<td>-22.7%</td>
<td>5.6%</td>
<td>7.0%</td>
<td></td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>791,272</strong></td>
<td><strong>817,685</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>100.0%</strong></td>
<td></td>
</tr>
</tbody>
</table>
### Missouri Enrollment Demographics - All Missouri Enrollees

includes Commercial, Medicare and Medicaid enrollment

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Average Age</th>
<th>% Female Enrollees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>34.8</td>
<td>54.9</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>11.4</td>
<td>55.6</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc.</td>
<td>11.6</td>
<td>56.5</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>10.6</td>
<td>53.9</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>25.5</td>
<td>48.4</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>25.5</td>
<td>51.5</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>31.5</td>
<td>48.5</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>34.2</td>
<td>53.8</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>43.2</td>
<td>48.9</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>34.4</td>
<td>59.7</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>35.3</td>
<td>53.9</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>35.3</td>
<td>56.5</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>49.9</td>
<td>55.1</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>35.4</td>
<td>59.9</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>35.4</td>
<td>59.9</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>35.4</td>
<td>59.9</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>35.4</td>
<td>57.8</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>35.4</td>
<td>59.9</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>35.4</td>
<td>55.1</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>35.4</td>
<td>55.1</td>
</tr>
</tbody>
</table>

- Average age of all enrollees (Commercial, Medicare & Medicaid): 28.1
- Average percentage of all enrollees who are female: 54.9%
Missouri Enrollment Market Share

includes Commercial, Medicare and Medicaid enrollment

2009 Total Year End Missouri Enrollment - 791,272

- Healthcare USA of Missouri, LLC 24.5%
- HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield 10.8%
- Alliance For Community Health, LLC dba Molina Healthcare of Missouri 9.9%
- Good Health HMO, Inc. dba Blue-Care, Inc. 9.8%
- Children's Mercy's Family Health Partners, Inc. 6.9%
- Missouri Care, Inc. 6.0%
- Group Health Plan, Inc. 5.7%
- UnitedHealthcare of the Midwest, Inc. 5.6%
- Mercy Health Plans of Missouri, Inc. 4.5%
- All Other HMOs 16.3%
- Missouri Enrollment Market Share

2009 Total Year End Missouri Enrollment - 791,272

- Healthcare USA of Missouri, LLC 24.5%
- HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield 10.8%
- Alliance For Community Health, LLC dba Molina Healthcare of Missouri 9.9%
- Good Health HMO, Inc. dba Blue-Care, Inc. 9.8%
- Children's Mercy's Family Health Partners, Inc. 6.9%
- Missouri Care, Inc. 6.0%
- Group Health Plan, Inc. 5.7%
- UnitedHealthcare of the Midwest, Inc. 5.6%
- Mercy Health Plans of Missouri, Inc. 4.5%
- All Other HMOs 16.3%
<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>Commercial Enrollment</th>
<th>% Change in Enrollment</th>
<th>Commercial Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12/31/09</td>
<td>12/31/08</td>
<td></td>
</tr>
<tr>
<td>Aetna Health, Inc.</td>
<td>5,438</td>
<td>10,005</td>
<td>-45.6%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>746</td>
<td>925</td>
<td>-19.4%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>198</td>
<td>469</td>
<td>-57.8%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>4,496</td>
<td>6,190</td>
<td>-27.4%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>21,409</td>
<td>29,678</td>
<td>-27.9%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>5,533</td>
<td>5,033</td>
<td>9.9%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>77,513</td>
<td>75,460</td>
<td>2.7%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>22,610</td>
<td>43,166</td>
<td>-47.6%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO (^{1})</td>
<td>21</td>
<td>22</td>
<td>-4.5%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>85,601</td>
<td>98,156</td>
<td>-12.8%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>6,170</td>
<td>7,424</td>
<td>-16.9%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>20,044</td>
<td>25,070</td>
<td>-20.0%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>11,523</td>
<td>14,588</td>
<td>-21.0%</td>
</tr>
<tr>
<td>Withdrawn HMOs and/or Product Lines</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>261,302</strong></td>
<td><strong>316,186</strong></td>
<td><strong>-17.4%</strong></td>
</tr>
</tbody>
</table>
Missouri Commercial Enrollment Demographics

Average Age of Missouri Commercial Enrollees & Percent of Missouri Commercial Enrollees Who Are Female

- Aetna Health, Inc.: Average Age = 34.8, % Female = 54.9
- CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri: Average Age = 25.5, % Female = 48.4
- CIGNA Healthcare of St. Louis, Inc.: Average Age = 31.5, % Female = 53.1
- Community Health Plan: Average Age = 33.4, % Female = 52.6
- Coventry Health Care of Kansas, Inc.: Average Age = 34.4, % Female = 51.3
- Cox Health Systems HMO, Inc.: Average Age = 34.4, % Female = 48.9
- Good Health HMO, Inc. dba Blue-Care, Inc.: Average Age = 35.8, % Female = 53.9
- Group Health Plan, Inc.: Average Age = 37.1, % Female = 53.8
- HealthLink HMO, Inc. dba HealthLink HMO: Average Age = 49.9, % Female = 59.1
- HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield: Average Age = 35.4, % Female = 53.6
- Humana Health Plan, Inc.: Average Age = 38.7, % Female = 56.6
- Mercy Health Plans of Missouri, Inc.: Average Age = 37.2, % Female = 53.2
- UnitedHealthcare of the Midwest, Inc.: Average Age = 34.0, % Female = 53.2

Average age of commercial enrollees: 35.6
Average % of commercial enrollees who are female: 52.4%
### Missouri Year End Medicare & Medicaid Enrollment

#### Medicare

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>Medicare Enrollment</th>
<th>% Change in Enrollment</th>
<th>Medicare Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>5,822</td>
<td>-5.9%</td>
<td>5.4%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>17,400</td>
<td>20.1%</td>
<td>16.1%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>22,256</td>
<td>18.5%</td>
<td>20.6%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>1,168</td>
<td>-15.8%</td>
<td>1.1%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>38</td>
<td>-11.6%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>13,199</td>
<td>3.6%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>15,342</td>
<td>-10.9%</td>
<td>14.2%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>32,606</td>
<td>-23.3%</td>
<td>30.2%</td>
</tr>
<tr>
<td>Withdrawn HMOs and/or Product Lines</td>
<td>0</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>107,831</strong></td>
<td><strong>-4.9%</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

#### Medicaid

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>Medicaid Enrollment</th>
<th>% Change in Enrollment</th>
<th>Medicaid Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>78,639</td>
<td>1.3%</td>
<td>18.6%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>31,055</td>
<td>9.3%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>54,786</td>
<td>14.2%</td>
<td>13.0%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>16,623</td>
<td>22.4%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>193,718</td>
<td>8.0%</td>
<td>45.9%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>47,318</td>
<td>14.7%</td>
<td>11.2%</td>
</tr>
<tr>
<td>Withdrawn HMOs and/or Product Lines</td>
<td>0</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>422,139</strong></td>
<td><strong>8.8%</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>
Missouri Medicare & Medicaid Enrollment Demographics

Average Age of All Missouri Medicare Enrollees & Percent of All Missouri Medicare Enrollees Who Are Female

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Average Age</th>
<th>% Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>61.2</td>
<td>76.7</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>59.7</td>
<td>74.4</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>59.2</td>
<td>73.7</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>60.6</td>
<td>92.3</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>61.9</td>
<td>68.2</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>59.7</td>
<td>69.5</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>56.5</td>
<td>74.9</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>58.0</td>
<td>74.2</td>
</tr>
</tbody>
</table>

Average Age of All Missouri Medicaid Enrollees & Percent of All Missouri Medicaid Enrollees Who Are Female

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Average Age</th>
<th>% Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>11.4</td>
<td>55.6</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>11.6</td>
<td>56.5</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>10.6</td>
<td>53.9</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>12.3</td>
<td>56.5</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>11.5</td>
<td>55.8</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>10.8</td>
<td>55.1</td>
</tr>
</tbody>
</table>

average age of Medicare enrollees 73.6
average % of Medicare enrollees who are Female 58.6%

average age of Medicaid enrollees 11.4
average % of Medicaid enrollees who are female 55.5%
## Missouri Year End Enrollment by Holding Company

*includes Commercial, Medicare and Medicaid enrollment*

<table>
<thead>
<tr>
<th>Holding Company</th>
<th>Affiliated HMO(s)</th>
<th>Total Enrollment</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12/31/09</td>
<td>12/31/08</td>
<td>12/31/09</td>
</tr>
<tr>
<td>Coventry Health Care, Inc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>265,815</td>
<td>277,128</td>
<td>33.6%</td>
</tr>
<tr>
<td>Blue Cross and Blue Shield of Kansas City</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>108,568</td>
<td>103,865</td>
<td>13.7%</td>
</tr>
<tr>
<td>Anthem Holding Corporation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>85,639</td>
<td>98,199</td>
<td>10.8%</td>
</tr>
<tr>
<td>Molina Healthcare, Inc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>78,639</td>
<td>77,607</td>
<td>9.9%</td>
</tr>
<tr>
<td>UnitedHealth Group Inc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>44,129</td>
<td>57,119</td>
<td>5.6%</td>
</tr>
<tr>
<td>Aetna, Inc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aetna Health, Inc.</td>
<td>52,756</td>
<td>51,243</td>
<td>6.7%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Children's Mercy Hospital</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>54,786</td>
<td>47,986</td>
<td>6.9%</td>
</tr>
<tr>
<td>Sisters of Mercy Health System</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>35,386</td>
<td>42,282</td>
<td>4.5%</td>
</tr>
<tr>
<td>Humana, Inc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>19,369</td>
<td>20,162</td>
<td>2.4%</td>
</tr>
<tr>
<td>Essence Group Holdings Corporation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>17,400</td>
<td>14,490</td>
<td>2.2%</td>
</tr>
<tr>
<td>WellCare Health Plans, Inc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>17,791</td>
<td>14,965</td>
<td>2.2%</td>
</tr>
<tr>
<td>Heartland Health</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>4,496</td>
<td>6,190</td>
<td>0.6%</td>
</tr>
<tr>
<td>Cox Health</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>5,533</td>
<td>5,033</td>
<td>0.7%</td>
</tr>
<tr>
<td>CIGNA Corporation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>944</td>
<td>1,394</td>
<td>0.1%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WellPoint, Inc.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>21</td>
<td>22</td>
<td>0.0%</td>
</tr>
<tr>
<td>Withdrawn HMOs and/or Product Lines</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>791,272</strong></td>
<td><strong>817,685</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>
Missouri Enrollment Market Share by Holding Company\textsuperscript{5,7,11}

includes Commercial, Medicare and Medicaid enrollment

\begin{center}
\textbf{2009 Total Year End Missouri Enrollment - 791,272}
\end{center}

- Coventry Health Care, Inc. 33.6%
- Blue Cross and Blue Shield of Kansas City 13.7%
- Anthem Holding Corporation 10.8%
- Molina Healthcare, Inc. 9.9%
- UnitedHealth Group Inc. 5.6%
- The Children's Mercy Hospital 6.9%
- Aetna, Inc. 6.7%
- Sisters of Mercy Health System 4.5%
- Essence Group Holdings Corporation 2.2%
- Humana, Inc. 2.4%
- All Other Holding companies 3.6%
Major Medical Health Plan & Historical Membership
includes Commercial and Medicare membership

<table>
<thead>
<tr>
<th>Major Medical Health Plan Membership</th>
<th>Membership</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial &amp; Medicare HMO Members</td>
<td>369,133</td>
<td>19.8%</td>
</tr>
<tr>
<td>Commercial &amp; Medicare Non-HMO Members</td>
<td>1,495,506</td>
<td>80.2%</td>
</tr>
<tr>
<td>TOTALS</td>
<td>1,864,639</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Major Medical Health Plan Membership - Market Share

Historical Membership

<table>
<thead>
<tr>
<th>Historical Membership</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial &amp; Medicare HMO Members</td>
<td>602,168</td>
<td>567,766</td>
<td>471,589</td>
<td>429,549</td>
<td>369,133</td>
</tr>
<tr>
<td>Commercial &amp; Medicare Non-HMO Members</td>
<td>1,287,867</td>
<td>1,759,675</td>
<td>1,762,571</td>
<td>1,552,202</td>
<td>1,495,506</td>
</tr>
<tr>
<td>TOTALS</td>
<td>1,890,035</td>
<td>2,327,441</td>
<td>2,234,160</td>
<td>1,981,751</td>
<td>1,864,640</td>
</tr>
</tbody>
</table>

Historical Membership
Individual and Employer Group Comprehensive Medical Expense Information

Missouri Licensed HMOs

This information is broken down into four Enrollment Categories:

**Individual** – Coverage sold directly to individuals and their families

**Small Employer (2 - 50 Employees)** – As defined by the federal Health Insurance Portability and Accountability Act (HIPAA).

**Large Employer/Union (over 50 Employees)** – As defined by the federal Health Insurance Portability and Accountability Act (HIPAA).

**Number of Employers** – Not applicable on page 18, for individual coverage.

**Number of Enrollees** – Equals the number of subscribers plus all dependents.

**Direct Premium Written** – The amount charged when a subscriber contracts for insurance coverage before reinsurance has been ceded and/or assumed.

**Direct Premium Earned** – The amount of premium attributable to the coverage already provided in a given period before reinsurance has been ceded and/or assumed.

**Direct Losses Paid** – The sum of all payments made during the year for the benefit of insurance claimants, before reinsurance has been ceded and/or assumed. These payments include amounts paid in the current year for claims arising from coverage in prior years and exclude amounts which will be paid in future years for claims arising from the current year. Hence, this item is not a measure of actual cost of current coverages, but only of current cash flows.

**Direct Losses Incurred** – The sum of direct losses paid plus an estimate at the close of the year of the amounts to be paid in the future for all claims arising from the current and all prior years, minus the corresponding estimate made at the close of business for the preceding year. This includes estimated amounts for incurred-but-not-reported (IBNR) claims.

**Medical Loss Ratio** – Direct Losses Incurred divided by Direct Premiums Earned. In some cases, losses are allocated by the company across all markets, resulting in a consistent Medical Loss Ratio in all markets where the company has business.

**Premium PMPM & Average PMPM** – For the individual market, average premium per member, per month, is calculated by dividing total reported premium by total reported cumulative member months. For the group markets, average premium per member, per month, is calculated by assuming that every member reported at the end of the year was there for all 12 months of the year. Total premium is divided by the product of total membership times 12.

**Association Groups** – Information on association groups is generally excluded. The Missouri Department of Insurance, Financial Institutions and Professional Registration (DIFP) doesn’t collect data on association group activity, except for associations with special exemptions as set forth in Missouri law at section 376.421, RSMo (HB 1827, 2006). Two HMOs, Coventry Health Care of Kansas, Inc. and Cox Health Systems HMO, Inc. reported this activity. The activity reported is incorporated into the regular large and small employer group data.

**NOTE:** The number of enrollees and employers is being reported as of December 31, 2009, while premium and loss information is being cumulatively reported for the entire calendar year of 2009. As a result, any company that did not have active enrollment at the end of the year may still have premium and loss information.
## Individual Comprehensive Medical Expense Information

### as of 12/31/09

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>Number of Enrollees</th>
<th>Cumulative Member Months</th>
<th>Direct Premiums Written</th>
<th>Direct Premiums Earned</th>
<th>Direct Losses Paid</th>
<th>Direct Losses Incurred</th>
<th>Medical Loss Ratio 23</th>
<th>Premium PMPM 23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>10</td>
<td>124</td>
<td>$56,441</td>
<td>$56,441</td>
<td>$57,369</td>
<td>$57,693</td>
<td>102.2%</td>
<td>$455.17</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>88</td>
<td>1,158</td>
<td>$448,149</td>
<td>$448,149</td>
<td>$644,226</td>
<td>$384,659</td>
<td>85.8%</td>
<td>$387.00</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>4</td>
<td>69</td>
<td>$120,009</td>
<td>$120,009</td>
<td>$73,078</td>
<td>$68,904</td>
<td>57.4%</td>
<td>$1,739.26</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO 6</td>
<td>22</td>
<td>261</td>
<td>$145,294</td>
<td>$145,294</td>
<td>$67,163</td>
<td>$61,891</td>
<td>42.6%</td>
<td>$556.68</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>712</td>
<td>10,261</td>
<td>$4,459,959</td>
<td>$4,461,097</td>
<td>$4,041,237</td>
<td>$3,548,163</td>
<td>79.5%</td>
<td>$434.76</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>2</td>
<td>34</td>
<td>$35,962</td>
<td>$35,962</td>
<td>$39,542</td>
<td>$37,842</td>
<td>105.2%</td>
<td>$1,057.71</td>
</tr>
<tr>
<td>All HMOs</td>
<td>828</td>
<td>11,783</td>
<td>$5,209,373</td>
<td>$5,210,511</td>
<td>$4,865,246</td>
<td>$4,101,459</td>
<td>78.7%</td>
<td>$442.21</td>
</tr>
</tbody>
</table>
## Large Employer Comprehensive Medical Expense Information

HIPAA Large Employer/Union Definition (over 50 employees)

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>Number of Employers</th>
<th>Number of Enrollees</th>
<th>Direct Premiums Written</th>
<th>Direct Premiums Earned</th>
<th>Direct Losses Paid</th>
<th>Direct Losses Incurred</th>
<th>Medical Loss Ratio</th>
<th>Average Premium PMPM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>327</td>
<td>5,363</td>
<td>$25,658,424</td>
<td>$25,658,424</td>
<td>$24,699,098</td>
<td>$24,424,796</td>
<td>95.2%</td>
<td>$398.70</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc.</td>
<td>14</td>
<td>746</td>
<td>$2,968,491</td>
<td>$2,968,491</td>
<td>$2,460,332</td>
<td>$2,465,281</td>
<td>83.0%</td>
<td>$331.60</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>9</td>
<td>197</td>
<td>$1,605,924</td>
<td>$1,605,924</td>
<td>$1,275,111</td>
<td>$1,228,594</td>
<td>76.5%</td>
<td>$679.32</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>14</td>
<td>1,610</td>
<td>$15,206,284</td>
<td>$15,206,284</td>
<td>$14,869,839</td>
<td>$14,932,570</td>
<td>98.2%</td>
<td>$787.07</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>26</td>
<td>15,462</td>
<td>$59,684,865</td>
<td>$59,684,865</td>
<td>$51,022,298</td>
<td>$51,150,667</td>
<td>85.7%</td>
<td>$321.67</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>13</td>
<td>2,419</td>
<td>$9,308,193</td>
<td>$9,308,193</td>
<td>$7,682,959</td>
<td>$7,509,786</td>
<td>80.7%</td>
<td>$320.66</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>227</td>
<td>66,606</td>
<td>$296,365,809</td>
<td>$296,365,809</td>
<td>$263,921,494</td>
<td>$260,953,136</td>
<td>88.1%</td>
<td>$370.79</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>41</td>
<td>18,827</td>
<td>$103,208,796</td>
<td>$103,208,796</td>
<td>$89,648,479</td>
<td>$86,754,763</td>
<td>84.1%</td>
<td>$456.83</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO5</td>
<td>0</td>
<td>0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>0.0%</td>
<td>$0.00</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>215</td>
<td>47,889</td>
<td>$192,724,366</td>
<td>$200,422,786</td>
<td>$179,264,095</td>
<td>$175,332,864</td>
<td>87.5%</td>
<td>$348.76</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>35</td>
<td>18,568</td>
<td>$149,460,008</td>
<td>$149,460,008</td>
<td>$93,467,921</td>
<td>$91,970,286</td>
<td>61.5%</td>
<td>$670.78</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>23</td>
<td>19,956</td>
<td>$95,451,894</td>
<td>$95,451,894</td>
<td>$89,419,346</td>
<td>$88,947,796</td>
<td>93.2%</td>
<td>$398.59</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>6</td>
<td>11,378</td>
<td>$41,263,103</td>
<td>$41,263,103</td>
<td>$40,233,796</td>
<td>$39,860,873</td>
<td>96.6%</td>
<td>$302.21</td>
</tr>
<tr>
<td><strong>All HMOs</strong></td>
<td><strong>950</strong></td>
<td><strong>209,021</strong></td>
<td><strong>$992,906,157</strong></td>
<td><strong>$1,000,604,577</strong></td>
<td><strong>$858,964,768</strong></td>
<td><strong>$845,531,412</strong></td>
<td><strong>84.5%</strong></td>
<td><strong>$398.93</strong></td>
</tr>
</tbody>
</table>
**Small Employer Comprehensive Medical Expense Information**

HIPAA Small Employer Definition (2-50 Employees)

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>Number of Employers</th>
<th>Number of Enrollees</th>
<th>Direct Premiums Written</th>
<th>Direct Premiums Earned</th>
<th>Direct Losses Paid</th>
<th>Direct Losses Incurred</th>
<th>Medical Loss Ratio 23</th>
<th>Direct Premiums Earned as of 12/31/09</th>
<th>Average PMPM 23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>73</td>
<td>384</td>
<td>$2,834,574</td>
<td>$2,834,574</td>
<td>$2,644,006</td>
<td>$2,611,897</td>
<td>92.1%</td>
<td>$615.14</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>175</td>
<td>3,060</td>
<td>$8,737,938</td>
<td>$8,737,938</td>
<td>$8,284,690</td>
<td>$8,321,144</td>
<td>95.2%</td>
<td>$237.96</td>
<td></td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>700</td>
<td>5,947</td>
<td>$23,690,722</td>
<td>$23,690,722</td>
<td>$19,002,814</td>
<td>$18,515,205</td>
<td>78.2%</td>
<td>$331.97</td>
<td></td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>55</td>
<td>1,702</td>
<td>$6,468,406</td>
<td>$6,468,406</td>
<td>$5,339,006</td>
<td>$5,218,665</td>
<td>80.7%</td>
<td>$316.71</td>
<td></td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>1,308</td>
<td>9,923</td>
<td>$38,637,000</td>
<td>$38,637,000</td>
<td>$28,223,000</td>
<td>$29,531,000</td>
<td>76.4%</td>
<td>$324.47</td>
<td></td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>284</td>
<td>3,779</td>
<td>$15,548,837</td>
<td>$15,548,837</td>
<td>$16,087,922</td>
<td>$15,281,133</td>
<td>98.3%</td>
<td>$342.88</td>
<td></td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO 23</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>3,139</td>
<td>36,818</td>
<td>$124,247,937</td>
<td>$124,384,441</td>
<td>$93,584,202</td>
<td>$91,720,815</td>
<td>73.7%</td>
<td>$281.53</td>
<td></td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>24</td>
<td>883</td>
<td>$1,858,783</td>
<td>$1,858,783</td>
<td>$5,037,264</td>
<td>$5,083,150</td>
<td>273.5%</td>
<td>$175.42</td>
<td></td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>16</td>
<td>149</td>
<td>$836,186</td>
<td>$836,186</td>
<td>$1,036,137</td>
<td>$838,234</td>
<td>100.2%</td>
<td>$467.67</td>
<td></td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>11</td>
<td>145</td>
<td>$1,558,178</td>
<td>$1,558,178</td>
<td>$1,164,388</td>
<td>$1,153,595</td>
<td>74.0%</td>
<td>$895.50</td>
<td></td>
</tr>
<tr>
<td><strong>All HMOs</strong></td>
<td>5,785</td>
<td>62,790</td>
<td>$224,418,561</td>
<td>$224,555,065</td>
<td>$180,403,429</td>
<td>$178,274,838</td>
<td>79.4%</td>
<td>$298.02</td>
<td></td>
</tr>
</tbody>
</table>
5 Year Large and Small Employer Coverage Trends

**HIPAA Large Employer/Union Definition (over 50 employees)**

- **2005**:
  - Number of Employers: 410,728
  - Number of Enrollees: 9,261

- **2006**:
  - Number of Employers: 358,763
  - Number of Enrollees: 9,057

- **2007**:
  - Number of Employers: 284,141
  - Number of Enrollees: 8,756

- **2008**:
  - Number of Employers: 240,347
  - Number of Enrollees: 92,554

- **2009**:
  - Number of Employers: 209,021
  - Number of Enrollees: 62,790

**HIPAA Small Employer Definition (2-50 employees)**

- **2005**:
  - Number of Employers: 112,119
  - Number of Enrollees: 9,261

- **2006**:
  - Number of Employers: 108,056
  - Number of Enrollees: 9,057

- **2007**:
  - Number of Employers: 92,554
  - Number of Enrollees: 8,756

- **2008**:
  - Number of Employers: 75,739
  - Number of Enrollees: 6,978

- **2009**:
  - Number of Employers: 62,790
  - Number of Enrollees: 5,785
HMO Financial Information

The tables and charts in this section describe the financial operations of health maintenance organizations licensed and active in Missouri in 2009.

The first portion of the section pertains to the HMOs’ Missouri market activities including:
- Total Missouri premium by payment category (Commercial, Medicare, and Medicaid revenues) from 2005 to 2009;
- Missouri market shares by HMO and by holding company; and
- Commercial premiums per member per month (PMPM).

The second half of this section focuses on the HMOs’ nationwide business experience. Core items are presented from each HMO’s financial statement.

In addition, three tables depicting the business experience of the HMOs indicate the relative liquidity, efficiency and performance of each HMO. Included in these indicators are medical loss and administrative expense ratios, which are commonly tracked as measures of an HMO’s cost-management effectiveness. Note that these ratios and indicators are dependent upon the model type, length of time in operations and accounting practices. If necessary, adjustments have been made (and noted) to maintain data comparability.

Though these ratios and indicators have been commonly accepted and often referred to in industry analyses, no benchmarks or target values have been established. The values shown for any one HMO relative to another are not meant to be interpreted as an endorsement or rating by DIFP. The information is intended to serve only as a basis for comparison, using commonly accepted industry measures.
### Missouri Year End Premium Related Revenue Totals

<table>
<thead>
<tr>
<th>Year</th>
<th>Commercial Revenue</th>
<th>Medicare Revenue</th>
<th>Medicaid Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>$1,603,071,204</td>
<td>$890,486,448</td>
<td>$885,092,454</td>
</tr>
<tr>
<td>2006</td>
<td>$1,609,932,208</td>
<td>$999,928,985</td>
<td>$830,626,305</td>
</tr>
<tr>
<td>2007</td>
<td>$1,449,596,165</td>
<td>$1,106,468,651</td>
<td>$872,929,908</td>
</tr>
<tr>
<td>2008</td>
<td>$1,242,499,634</td>
<td>$1,145,071,884</td>
<td>$1,097,928,028</td>
</tr>
<tr>
<td>2009</td>
<td>$1,110,030,574</td>
<td>$1,275,379,243</td>
<td>$1,195,057,068</td>
</tr>
</tbody>
</table>

### Missouri Premium Related Revenue Totals and % Change

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial Revenue</td>
<td>$1,603,071,204</td>
<td>$1,609,932,208</td>
<td>0.4%</td>
<td>$1,449,596,165</td>
<td>-10.0%</td>
<td>$1,242,499,634</td>
<td>-14.3%</td>
<td>$1,110,030,574</td>
<td>-10.7%</td>
</tr>
<tr>
<td>Medicare Revenue^2</td>
<td>$890,486,448</td>
<td>$999,928,985</td>
<td>12.3%</td>
<td>$1,106,468,651</td>
<td>10.7%</td>
<td>$1,145,071,884</td>
<td>3.5%</td>
<td>$1,275,379,243</td>
<td>11.4%</td>
</tr>
<tr>
<td>Medicaid Revenue</td>
<td>$885,092,454</td>
<td>$830,626,305</td>
<td>-6.2%</td>
<td>$872,929,908</td>
<td>5.1%</td>
<td>$1,097,928,028</td>
<td>25.8%</td>
<td>$1,195,057,068</td>
<td>8.8%</td>
</tr>
<tr>
<td>Total Premium Revenue</td>
<td>$3,378,650,106</td>
<td>$3,440,487,498</td>
<td>1.8%</td>
<td>$3,428,994,724</td>
<td>-0.3%</td>
<td>$3,485,499,546</td>
<td>1.6%</td>
<td>$3,580,466,885</td>
<td>2.7%</td>
</tr>
</tbody>
</table>
### Missouri HMO Premium Related Data

In descending order of 2009 Missouri Market Share

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>15.9%</td>
<td>$0</td>
<td>$0</td>
<td>$569,032,007</td>
<td>$569,032,007</td>
<td>10.6%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>13.4%</td>
<td>$42,821,281</td>
<td>$437,891,595</td>
<td>$0</td>
<td>$480,712,876</td>
<td>5.4%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>10.5%</td>
<td>$118,877,642</td>
<td>$255,328,599</td>
<td>$0</td>
<td>$374,206,241</td>
<td>-4.3%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>9.2%</td>
<td>$329,268,324</td>
<td>$265,726</td>
<td>$0</td>
<td>$329,534,050</td>
<td>-4.3%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>9.4%</td>
<td>$335,450,958</td>
<td>$0</td>
<td>$0</td>
<td>$335,450,958</td>
<td>11.5%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>7.5%</td>
<td>$96,288,080</td>
<td>$173,871,281</td>
<td>$0</td>
<td>$270,159,361</td>
<td>-7.0%</td>
</tr>
<tr>
<td>Alliance for Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>6.4%</td>
<td>$0</td>
<td>$0</td>
<td>$230,222,478</td>
<td>$230,222,478</td>
<td>2.2%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>4.2%</td>
<td>$86,578,568</td>
<td>$63,324,671</td>
<td>$0</td>
<td>$149,903,239</td>
<td>-17.2%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>4.4%</td>
<td>$27,737,106</td>
<td>$131,414,419</td>
<td>$0</td>
<td>$159,151,525</td>
<td>3.3%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>5.6%</td>
<td>$0</td>
<td>$199,608,151</td>
<td>$0</td>
<td>$199,608,151</td>
<td>33.4%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>3.8%</td>
<td>$0</td>
<td>$0</td>
<td>$137,543,071</td>
<td>$137,543,071</td>
<td>11.0%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>3.5%</td>
<td>$0</td>
<td>$0</td>
<td>$124,043,374</td>
<td>$124,043,374</td>
<td>10.3%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>2.4%</td>
<td>$0</td>
<td>$0</td>
<td>$87,127,017</td>
<td>$87,127,017</td>
<td>2.6%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>1.7%</td>
<td>$0</td>
<td>$13,674,801</td>
<td>$47,089,121</td>
<td>$60,763,922</td>
<td>26.5%</td>
</tr>
<tr>
<td>Aetna Health, Inc.</td>
<td>0.8%</td>
<td>$28,407,716</td>
<td>$0</td>
<td>$0</td>
<td>$28,407,716</td>
<td>-28.3%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>0.7%</td>
<td>$23,944,222</td>
<td>$0</td>
<td>$0</td>
<td>$23,944,222</td>
<td>-14.2%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>0.4%</td>
<td>$15,936,968</td>
<td>$0</td>
<td>$0</td>
<td>$15,936,968</td>
<td>-13.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>0.1%</td>
<td>$2,968,491</td>
<td>$0</td>
<td>$0</td>
<td>$2,968,491</td>
<td>-34.5%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>0.0%</td>
<td>$1,605,924</td>
<td>$0</td>
<td>$0</td>
<td>$1,605,924</td>
<td>15.3%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0.0%</td>
<td>$145,294</td>
<td>$0</td>
<td>$0</td>
<td>$145,294</td>
<td>-21.8%</td>
</tr>
<tr>
<td><strong>All HMOs with Missouri Premiums in 2009</strong></td>
<td><strong>100.0%</strong></td>
<td><strong>$1,110,030,574</strong></td>
<td><strong>$1,275,379,243</strong></td>
<td><strong>$1,195,057,068</strong></td>
<td><strong>$3,580,466,885</strong></td>
<td><strong>2.7%</strong></td>
</tr>
</tbody>
</table>
Missouri HMO Premium Related Market Shares

Total 2009 Missouri Premiums - $3,580,466,885

- Healthcare USA of Missouri, LLC: 15.9%
- UnitedHealthcare of the Midwest, Inc.: 13.4%
- Group Health Plan, Inc.: 10.5%
- HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield: 9.2%
- Good Health HMO, Inc. dba Blue-Care, Inc.: 9.4%
- Essence Healthcare, Inc.: 5.6%
- Humana Health Plan, Inc.: 4.4%
- Coventry Health Care of Kansas, Inc.: 4.2%
- Alliance for Community Health, LLC dba Molina Healthcare of Missouri: 6.4%
- Mercy Health Plans of Missouri, Inc.: 7.5%
- All Others: 13.5%

Total 2009 Missouri Premiums: $3,580,466,885
Major Medical Health Plan & Historical Premium
includes Commercial and Medicare premium

<table>
<thead>
<tr>
<th>Major Medical Health Plans Premiums</th>
<th>Premiums</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial &amp; Medicare HMO Premium</td>
<td>$2,385,409,817</td>
<td>32.7%</td>
</tr>
<tr>
<td>Commercial &amp; Medicare Non-HMO Premium</td>
<td>$4,917,906,054</td>
<td>67.3%</td>
</tr>
<tr>
<td>TOTALS</td>
<td>$7,303,315,871</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Historical Premiums

<table>
<thead>
<tr>
<th>Premium Membership</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial &amp; Medicare HMO Premium</td>
<td>$2,493,557,652</td>
<td>$2,609,861,193</td>
<td>$2,556,064,816</td>
<td>$2,387,571,518</td>
<td>$2,385,409,817</td>
</tr>
<tr>
<td>Commercial &amp; Medicare Non-HMO Premium</td>
<td>$3,011,349,008</td>
<td>$4,023,660,204</td>
<td>$4,020,142,689</td>
<td>$4,590,250,670</td>
<td>$4,917,906,054</td>
</tr>
<tr>
<td>TOTALS</td>
<td>$5,504,906,660</td>
<td>$6,633,521,397</td>
<td>$6,576,207,505</td>
<td>$6,977,822,188</td>
<td>$7,303,315,871</td>
</tr>
</tbody>
</table>

**Graph:**

- Commercial & Medicare HMO Premium
- Commercial & Medicare Non-HMO Premium
Top 5 Market Share HMOs by Year

2005
16.2% UnitedHealthcare of the Midwest, Inc.
12.9% Group Health Plan, Inc.
11.3% Mercy Health Plans of Missouri, Inc.
10.2% Healthcare USA of Missouri, LLC
10.1% HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield

2006
16.3% UnitedHealthcare of the Midwest, Inc.
12.4% Group Health Plan, Inc.
11.7% HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield
9.5% Mercy Health Plans of Missouri, Inc.
9.5% Healthcare USA of Missouri, LLC

2007
16.0% UnitedHealthcare of the Midwest, Inc.
12.8% Healthcare USA of Missouri, LLC
11.7% Group Health Plan, Inc.
11.0% HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield
8.8% Mercy Health Plans of Missouri, Inc.

2008
14.8% Healthcare USA of Missouri, LLC
13.1% UnitedHealthcare of the Midwest, Inc.
11.2% Group Health Plan, Inc.
9.9% HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield
8.6% Good Health HMO, Inc. dba Blue-Care, Inc.

2009
15.9% Healthcare USA of Missouri, LLC
13.4% UnitedHealthcare of the Midwest, Inc.
10.5% Group Health Plan, Inc.
9.2% HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield
9.4% Good Health HMO, Inc. dba Blue-Care, Inc.

Historical Missouri Market Concentration for the Top 5 HMOs Based on Premium

Missouri Market Share for Top 5 HMOs
### Missouri HMO Premium Related Data by Holding Company in descending order of 2009 Missouri Market Share

<table>
<thead>
<tr>
<th>Holding Companies</th>
<th>Missouri Market Share</th>
<th>Missouri Commercial Premiums</th>
<th>Missouri Medicare Revenue²</th>
<th>Missouri Medicaid Revenue</th>
<th>Total MO Premium Related Revenues</th>
<th>% Change in Premium Related Revenues (2008-2009)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coventry Health Care, Inc.</td>
<td>30.5%</td>
<td>$205,456,210</td>
<td>$318,653,270</td>
<td>$569,032,007</td>
<td>$1,093,141,487</td>
<td>0.6%</td>
</tr>
<tr>
<td>UnitedHealth Group Inc.</td>
<td>13.4%</td>
<td>$42,821,281</td>
<td>$437,891,595</td>
<td>0</td>
<td>$480,712,876</td>
<td>5.4%</td>
</tr>
<tr>
<td>Blue Cross and Blue Shield of Kansas City</td>
<td>11.8%</td>
<td>$335,450,958</td>
<td>0</td>
<td>$87,127,017</td>
<td>$422,577,975</td>
<td>5.0%</td>
</tr>
<tr>
<td>Anthem Holding Corporation</td>
<td>9.2%</td>
<td>$329,268,324</td>
<td>$265,726</td>
<td>0</td>
<td>$329,534,050</td>
<td>-4.3%</td>
</tr>
<tr>
<td>Sisters of Mercy Health System</td>
<td>7.5%</td>
<td>$96,288,080</td>
<td>$173,871,281</td>
<td>0</td>
<td>$270,159,361</td>
<td>-7.0%</td>
</tr>
<tr>
<td>Molina Healthcare, Inc.</td>
<td>6.4%</td>
<td>0</td>
<td>0</td>
<td>$230,222,478</td>
<td>$230,222,478</td>
<td>2.2%</td>
</tr>
<tr>
<td>Humana, Inc.</td>
<td>4.4%</td>
<td>$27,737,106</td>
<td>$131,414,419</td>
<td>0</td>
<td>$159,151,525</td>
<td>3.3%</td>
</tr>
<tr>
<td>Aetna, Inc.</td>
<td>4.3%</td>
<td>$28,407,716</td>
<td>0</td>
<td>$124,043,374</td>
<td>$152,451,090</td>
<td>0.3%</td>
</tr>
<tr>
<td>Essence Group Holdings Corporation</td>
<td>5.6%</td>
<td>0</td>
<td>$199,608,151</td>
<td>0</td>
<td>$199,608,151</td>
<td>33.4%</td>
</tr>
<tr>
<td>The Children's Mercy Hospital</td>
<td>3.8%</td>
<td>0</td>
<td>0</td>
<td>$137,543,071</td>
<td>$137,543,071</td>
<td>11.0%</td>
</tr>
<tr>
<td>WellCare Health Plans, Inc.</td>
<td>1.7%</td>
<td>0</td>
<td>$13,674,801</td>
<td>$47,089,121</td>
<td>$60,763,922</td>
<td>26.5%</td>
</tr>
<tr>
<td>Heartland Health</td>
<td>0.7%</td>
<td>$23,944,222</td>
<td>0</td>
<td>$23,944,222</td>
<td>0</td>
<td>-14.2%</td>
</tr>
<tr>
<td>Cox Health</td>
<td>0.4%</td>
<td>$15,936,968</td>
<td>0</td>
<td>0</td>
<td>$15,936,968</td>
<td>-13.0%</td>
</tr>
<tr>
<td>CIGNA Corporation</td>
<td>0.1%</td>
<td>$4,574,415</td>
<td>0</td>
<td>0</td>
<td>$4,574,415</td>
<td>-22.8%</td>
</tr>
<tr>
<td>WellPoint, Inc.</td>
<td>0.0%</td>
<td>$145,294</td>
<td>0</td>
<td>0</td>
<td>$145,294</td>
<td>-21.8%</td>
</tr>
<tr>
<td><strong>All HMO Subsidiaries with MO Premiums in 2009</strong></td>
<td>100.0%</td>
<td><strong>$1,110,030,574</strong></td>
<td><strong>$1,275,379,243</strong></td>
<td><strong>$1,195,057,068</strong></td>
<td><strong>$3,580,466,885</strong></td>
<td><strong>2.7%</strong></td>
</tr>
</tbody>
</table>
Missouri HMO Premium Based Market Shares

by Holding Company

Total 2009 Missouri Premiums - $3,580,466,885

- Coventry Health Care, Inc. 30.5%
- UnitedHealth Group Inc. 13.4%
- Blue Cross and Blue Shield of Kansas City 11.8%
- Anthem Holding Corporation 9.2%
- Molina Healthcare, Inc. 6.4%
- Sisters of Mercy Health System 7.5%
- Humana, Inc. 4.4%
- Aetna, Inc. 4.3%
- Essence Group Holdings Corporation 5.6%
- The Children's Mercy Hospital 3.8%
- All Other Holding Companies 2.9%

Total 2009 Missouri Premiums - $3,580,466,885

29
### Missouri Commercial Premiums Per Member Per Month

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>Commercial Premiums Per Member Per Month (PMPM)</th>
<th>Commercial Premiums Earned</th>
<th>Commercial Cumulative Member Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>$333.53</td>
<td>$317.30</td>
<td>5.1%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$336.37</td>
<td>$319.33</td>
<td>5.3%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$322.60</td>
<td>$281.93</td>
<td>14.4%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$374.93</td>
<td>$371.75</td>
<td>0.9%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$314.67</td>
<td>$289.48</td>
<td>8.7%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$311.88</td>
<td>$303.45</td>
<td>2.8%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$361.73</td>
<td>$356.35</td>
<td>1.5%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$363.68</td>
<td>$328.29</td>
<td>10.8%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>$556.68</td>
<td>$703.34</td>
<td>-20.9%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$305.11</td>
<td>$278.79</td>
<td>9.4%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$381.53</td>
<td>$352.12</td>
<td>8.4%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$362.35</td>
<td>$355.45</td>
<td>1.9%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$324.45</td>
<td>$319.79</td>
<td>1.5%</td>
</tr>
<tr>
<td>Withdrawn HMO's</td>
<td>$0.00</td>
<td>$0.00</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

#### All HMOs with Missouri Premiums in Each Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Premiums Earned</th>
<th>Commercial Cumulative Member Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>$1,242,499,634</td>
<td>3,293,148</td>
</tr>
<tr>
<td>2008</td>
<td>$1,110,030,574</td>
<td>3,866,378</td>
</tr>
</tbody>
</table>

### Graphs

- **Average Commercial Premium Per Member Per Month, All HMO's**
  - 2008: $321.36
  - 2009: $337.07

- **Total Commercial Premiums Earned, All HMO's**
  - 2008: $1,110,030,574
  - 2009: $1,242,499,634

- **Total Commercial Cumulative Member Months, All HMO's**
  - 2008: 3,866,378
  - 2009: 3,293,148
### Missouri Historical Commercial Premiums Per Member Per Month

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>$252.26</td>
<td>$263.05</td>
<td>$276.65</td>
<td>$317.30</td>
<td>$333.53</td>
<td>32.2%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$236.70</td>
<td>$259.55</td>
<td>$276.82</td>
<td>$319.33</td>
<td>$336.37</td>
<td>42.1%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$294.48</td>
<td>$310.41</td>
<td>$340.23</td>
<td>$281.93</td>
<td>$322.60</td>
<td>9.5%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$295.29</td>
<td>$323.99</td>
<td>$330.18</td>
<td>$371.75</td>
<td>$374.93</td>
<td>27.0%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$242.27</td>
<td>$252.31</td>
<td>$263.26</td>
<td>$289.48</td>
<td>$314.67</td>
<td>29.9%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$236.23</td>
<td>$234.77</td>
<td>$258.25</td>
<td>$303.45</td>
<td>$311.88</td>
<td>32.0%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$278.90</td>
<td>$301.32</td>
<td>$335.98</td>
<td>$356.35</td>
<td>$361.73</td>
<td>29.7%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$244.80</td>
<td>$261.19</td>
<td>$300.74</td>
<td>$328.29</td>
<td>$363.68</td>
<td>48.6%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>$61.34</td>
<td>$43.09</td>
<td>$32.82</td>
<td>$703.34</td>
<td>$381.53</td>
<td>521.9%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$235.95</td>
<td>$251.89</td>
<td>$264.47</td>
<td>$278.79</td>
<td>$556.68</td>
<td>135.9%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$256.52</td>
<td>$302.69</td>
<td>$326.15</td>
<td>$352.12</td>
<td>$305.11</td>
<td>18.9%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$259.56</td>
<td>$280.40</td>
<td>$334.34</td>
<td>$355.45</td>
<td>$362.35</td>
<td>39.6%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$315.19</td>
<td>$341.94</td>
<td>$337.21</td>
<td>$319.79</td>
<td>$324.45</td>
<td>2.9%</td>
</tr>
<tr>
<td>Withdrawn HMO's</td>
<td>$261.92</td>
<td>$288.09</td>
<td>$299.51</td>
<td>$0.00</td>
<td>$0.00</td>
<td>-100.0%</td>
</tr>
</tbody>
</table>

**All HMOs with Missouri Premiums in Each Year**

<table>
<thead>
<tr>
<th>Year</th>
<th>Premiums</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>$272.78</td>
</tr>
<tr>
<td>2006</td>
<td>$273.06</td>
</tr>
<tr>
<td>2007</td>
<td>$296.17</td>
</tr>
<tr>
<td>2008</td>
<td>$321.36</td>
</tr>
<tr>
<td>2009</td>
<td>$337.07</td>
</tr>
</tbody>
</table>

% Change: 23.6%
Missouri HMO Cost Comparisons

The information in this section shows how dollars are spent on different categories of health care.

Historically, hospital costs represent the largest percentage of all medical costs. Partly because of its incentives to get preventive care before hospitalization is necessary, managed care was promoted as the most effective solution for addressing rapidly rising medical costs found during the 1970s to the early 1990s. As the data on these pages show, Missouri’s commercial HMOs spend proportionally more on pharmacy and outpatient physician care, and proportionally less on inpatient hospital care compared to Medicare and Medicaid HMOs.

In the late 1990’s and the early part of the current decade, rising pharmaceutical costs received considerable attention. While dramatic increases have occurred in drug-related spending, health policy analysts tend to see pharmaceutical spending as an important ‘release valve’ slowing the rising cost of hospital care. (See “Outpatient Prescription Drug Expenses in the U.S. Community Population, 2003, MEPS Chartbook No. 16 Medical Expenditure Panel Survey” published by the U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality. http://www.meps.ahrq.gov/mepsweb/data_files/publications/cb16/cb16.pdf)

In more recent years, the rising costs of diagnostic imaging have become a target for scrutiny in managed care plans. Plans have begun imposing strict prior-authorization requirements for imaging services. There has also been an increase in the use of imaging vendors, to limit the network of imaging providers. But, as with pharmaceutical expenses, the data on diagnostic imaging indicates that diagnostic imaging costs the HMOs a fraction of what they pay for hospital and physician care.

Attempting to control the cost of imaging services will do little to reduce the total cost of healthcare, but will add significantly to the HMO’s administrative costs. In addition, a large and growing body of peer-reviewed medical literature points to the clinical and economic advantages of diagnostic imaging technology, particularly in areas where older diagnostic techniques are known to have reliability problems.
### Missouri Commercial Costs

#### 2005-2009 Costs

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Costs</td>
<td>$506,378,563</td>
<td>$498,911,048</td>
<td>$473,021,159</td>
<td>$449,523,670</td>
<td>$377,220,940</td>
<td>-16.1%</td>
</tr>
<tr>
<td>Physician Costs</td>
<td>$315,438,850</td>
<td>$344,502,568</td>
<td>$346,224,775</td>
<td>$263,035,096</td>
<td>$231,935,425</td>
<td>-11.8%</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>$230,908,467</td>
<td>$235,866,379</td>
<td>$218,098,312</td>
<td>$165,905,343</td>
<td>$159,701,839</td>
<td>-3.7%</td>
</tr>
<tr>
<td>Diagnostic, X-Ray, Lab</td>
<td>$106,450,564</td>
<td>$105,574,857</td>
<td>$100,296,383</td>
<td>$83,754,466</td>
<td>$77,544,842</td>
<td>-7.4%</td>
</tr>
</tbody>
</table>

#### Per Member Per Month

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Costs</td>
<td>$73.64</td>
<td>$138.29</td>
<td>$97.84</td>
<td>$116.26</td>
<td>$112.25</td>
<td>-3.4%</td>
</tr>
<tr>
<td>Physician Costs</td>
<td>$51.50</td>
<td>$55.80</td>
<td>$71.62</td>
<td>$68.03</td>
<td>$69.02</td>
<td>1.5%</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>$34.57</td>
<td>$31.17</td>
<td>$45.11</td>
<td>$42.91</td>
<td>$47.52</td>
<td>10.8%</td>
</tr>
<tr>
<td>Diagnostic, X-Ray, Lab</td>
<td>$23.06</td>
<td>$26.89</td>
<td>$20.75</td>
<td>$21.66</td>
<td>$23.08</td>
<td>6.5%</td>
</tr>
</tbody>
</table>
## Missouri Medicare Costs

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Costs</td>
<td>$316,903,319</td>
<td>$339,120,315</td>
<td>7.0%</td>
<td>$367,105,593</td>
<td>$401,858,040</td>
<td>8.3%</td>
<td>$404,756,544</td>
<td>0.7%</td>
</tr>
<tr>
<td>Physician Costs</td>
<td>$176,066,876</td>
<td>$187,862,338</td>
<td>6.7%</td>
<td>$237,307,549</td>
<td>$250,103,009</td>
<td>6.3%</td>
<td>$261,894,162</td>
<td>4.7%</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>$43,917,932</td>
<td>$89,650,669</td>
<td>104.1%</td>
<td>$103,308,369</td>
<td>$114,921,188</td>
<td>11.2%</td>
<td>$129,744,058</td>
<td>12.9%</td>
</tr>
<tr>
<td>Diagnostic, X-Ray, Lab</td>
<td>$21,835,715</td>
<td>$21,133,155</td>
<td>-3.2%</td>
<td>$22,828,936</td>
<td>$15,048,110</td>
<td>-34.1%</td>
<td>$18,169,543</td>
<td>20.7%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Costs</td>
<td>$257.02</td>
<td>$268.92</td>
<td>4.6%</td>
<td>$308.26</td>
<td>$317.18</td>
<td>2.9%</td>
<td>$316.11</td>
<td>-0.3%</td>
<td></td>
</tr>
<tr>
<td>Physician Costs</td>
<td>$142.24</td>
<td>$160.86</td>
<td>13.1%</td>
<td>$199.27</td>
<td>$197.40</td>
<td>-0.9%</td>
<td>$204.54</td>
<td>3.6%</td>
<td></td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>$40.94</td>
<td>$70.14</td>
<td>71.3%</td>
<td>$86.75</td>
<td>$90.71</td>
<td>4.6%</td>
<td>$101.33</td>
<td>11.7%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic, X-Ray, Lab</td>
<td>$19.00</td>
<td>$18.45</td>
<td>-2.9%</td>
<td>$19.17</td>
<td>$11.88</td>
<td>-38.0%</td>
<td>$14.19</td>
<td>19.4%</td>
<td></td>
</tr>
</tbody>
</table>
Missouri Medicaid Costs

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Costs</td>
<td>$393,643,399</td>
<td>$386,939,973</td>
<td>-1.7%</td>
<td>$422,028,055</td>
<td>9.1%</td>
<td>$505,998,699</td>
<td>19.9%</td>
<td>$590,557,247</td>
<td>16.7%</td>
</tr>
<tr>
<td>Physician Costs</td>
<td>$141,593,784</td>
<td>$134,175,815</td>
<td>-5.2%</td>
<td>$145,364,434</td>
<td>8.3%</td>
<td>$164,402,692</td>
<td>13.1%</td>
<td>$169,805,879</td>
<td>3.3%</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>$133,413,695</td>
<td>$108,477,526</td>
<td>-18.7%</td>
<td>$93,938,386</td>
<td>-13.4%</td>
<td>$110,856,402</td>
<td>18.0%</td>
<td>$90,959,550</td>
<td>-17.9%</td>
</tr>
<tr>
<td>Diagnostic, X-Ray, Lab</td>
<td>$36,071,974</td>
<td>$36,244,590</td>
<td>0.5%</td>
<td>$30,512,597</td>
<td>-15.8%</td>
<td>$34,621,650</td>
<td>13.5%</td>
<td>$41,179,597</td>
<td>18.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital Costs</td>
<td>$78.52</td>
<td>$90.02</td>
<td>14.6%</td>
<td>$101.36</td>
<td>12.6%</td>
<td>$110.91</td>
<td>9.4%</td>
<td>$122.38</td>
<td>10.3%</td>
</tr>
<tr>
<td>Physician Costs</td>
<td>$29.10</td>
<td>$30.52</td>
<td>4.9%</td>
<td>$34.91</td>
<td>14.4%</td>
<td>$36.03</td>
<td>3.2%</td>
<td>$35.19</td>
<td>-2.3%</td>
</tr>
<tr>
<td>Prescription Drugs</td>
<td>$27.11</td>
<td>$20.22</td>
<td>-25.4%</td>
<td>$22.56</td>
<td>11.6%</td>
<td>$24.30</td>
<td>7.7%</td>
<td>$18.85</td>
<td>-22.4%</td>
</tr>
<tr>
<td>Diagnostic, X-Ray, Lab</td>
<td>$8.40</td>
<td>$9.59</td>
<td>14.2%</td>
<td>$7.33</td>
<td>-23.6%</td>
<td>$7.59</td>
<td>3.5%</td>
<td>$8.53</td>
<td>12.4%</td>
</tr>
</tbody>
</table>
Missouri Costs of Services

The following pages represent the Total Paid by Missouri HMOs for medical services in specified categories. The Total Paid amount as reported to DIFP is the Total Medical Cost billed by participating providers, after cost-sharing, coordination of benefits and any other cost-offsets have been accounted for. Cost data presented here does not reflect any re-insurance recoveries.

Definitions of Cost Categories:

A. **Inpatient Hospital**: Costs incurred due to inpatient hospital utilization, excluding mental health costs.

B. **Outpatient Hospital**: Costs incurred due to utilization of In/Out Surgery, Hospital/Ambulatory-Same Day Surgery, **excluding** Non-Hospital services.

C. **Prescription Drugs**: All covered outpatient prescription costs.

D. **Inpatient Physician**: Physician costs incurred as a result of inpatient hospital utilization, as well as hospitalist costs, if any. Includes surgeons, anesthesia, etc.

E. **Outpatient Physician**: Physician costs incurred as a result of non-hospital utilization, **excluding** Mental Health/Psychiatry/Chemical Dependency and Chiropractic. Includes surgeons, anesthesia, etc.

F. **Emergency Room**: Costs incurred due to in-network and out-of-network emergency room utilization.

G. **Chiropractic**: Costs incurred due to utilization of Chiropractic services.

H. **Hair Prostheses**: Costs incurred due to section 376.1222, RSMo (Medicaid and state employee health plans only).

I. **Inpatient Mental Health**: Costs incurred due to inpatient Mental Health utilization, including care for any condition listed in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders.

J. **Outpatient Mental Health**: Costs incurred due to outpatient Mental Health utilization, including care for any condition listed in the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders.

K. **Diagnostics**: Imaging, pathology, X-ray and lab charges due to inpatient and ambulatory utilization.

L. **Other**: Any other medical costs incurred. Excludes administrative costs.

M. **Total Medical Costs**: The sum of all amounts reported paid for medical services.

N. **Total Capitation Costs**: Costs for which payment is made on a capitated basis.

O. **Total Medical Costs Less Capitation Costs**: Reflects non-capitated costs in comparison to capitated costs.
<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
<th>M</th>
<th>N</th>
<th>O</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Inpatient</td>
<td>Outpatient</td>
<td>Prescription</td>
<td>Physician</td>
<td>Inpatient</td>
<td>Outpatient</td>
<td>Emergency Room</td>
<td>Chiropractic</td>
<td>Hair Prostheses</td>
<td>Inpatient Mental Health</td>
<td>Outpatient Mental Health</td>
<td>Diagnostics</td>
<td>Other</td>
<td>Total Medical Costs</td>
<td>Total Capitation Costs</td>
</tr>
<tr>
<td>Aetna Health, Inc.</td>
<td>$4,274,523</td>
<td>$2,678,417</td>
<td>$4,556,741</td>
<td>$3,299,243</td>
<td>$2,612,201</td>
<td>$884,389</td>
<td>$81,603</td>
<td>$0</td>
<td>$157,561</td>
<td>$41,407</td>
<td>$4,560,567</td>
<td>$5,872,196</td>
<td>$26,038,847</td>
<td>$84,958</td>
<td>$25,953,889</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc.</td>
<td>$364,457</td>
<td>$229,460</td>
<td>$218,808</td>
<td>$181,855</td>
<td>$50,098</td>
<td>$3,014</td>
<td>$0</td>
<td>$23,625</td>
<td>$20,151</td>
<td>$146,870</td>
<td>$46,885</td>
<td>$1,331,967</td>
<td>$55,982</td>
<td>$1,275,985</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$6,783,622</td>
<td>$3,200,155</td>
<td>$2,955,392</td>
<td>$1,049,303</td>
<td>$3,193,458</td>
<td>$824,722</td>
<td>$132,818</td>
<td>$0</td>
<td>$82,672</td>
<td>$122,142</td>
<td>$3,866,667</td>
<td>$627,037</td>
<td>$22,837,988</td>
<td>$94,922</td>
<td>$22,743,066</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$615,635</td>
<td>$327,651</td>
<td>$506,443</td>
<td>$104,021</td>
<td>$336,042</td>
<td>$178,915</td>
<td>$2,381</td>
<td>$0</td>
<td>$60,089</td>
<td>$28,704</td>
<td>$252,195</td>
<td>$136,539</td>
<td>$2,548,615</td>
<td>$104,841</td>
<td>$2,443,774</td>
</tr>
<tr>
<td>Coventry HealthCare of Kansas, Inc.</td>
<td>$16,886,450</td>
<td>$13,217,928</td>
<td>$10,628,816</td>
<td>$3,575,888</td>
<td>$16,908,373</td>
<td>$4,777,512</td>
<td>$128,262</td>
<td>$0</td>
<td>$684,518</td>
<td>$594,417</td>
<td>$558,235</td>
<td>$930,390</td>
<td>$68,890,790</td>
<td>$1,938,276</td>
<td>$66,952,514</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$3,261,001</td>
<td>$2,458,514</td>
<td>$2,125,000</td>
<td>$854,405</td>
<td>$2,706,561</td>
<td>$131,841</td>
<td>$57,500</td>
<td>$0</td>
<td>$4,435</td>
<td>$62,001</td>
<td>$775,057</td>
<td>$378,223</td>
<td>$12,996,538</td>
<td>$9,865</td>
<td>$12,986,673</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba BlueCare, Inc.</td>
<td>$41,621,980</td>
<td>$33,696,611</td>
<td>$57,380,098</td>
<td>$9,712,340</td>
<td>$44,554,856</td>
<td>$12,134,821</td>
<td>$4,674,625</td>
<td>$0</td>
<td>$687,570</td>
<td>$6,160,813</td>
<td>$31,538,215</td>
<td>$11,567,261</td>
<td>$255,720,190</td>
<td>$5,994,420</td>
<td>$247,725,770</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$23,665,348</td>
<td>$24,365,971</td>
<td>$17,702,076</td>
<td>$4,255,238</td>
<td>$22,876,013</td>
<td>$4,029,381</td>
<td>$294,262</td>
<td>$0</td>
<td>$316,898</td>
<td>$673,410</td>
<td>$1,392,808</td>
<td>$2,808,024</td>
<td>$102,379,429</td>
<td>$1,550,551</td>
<td>$100,828,878</td>
</tr>
<tr>
<td>Healthlink HMO, Inc. dba Healthlink HMO</td>
<td>$9,144</td>
<td>$894</td>
<td>$31,587</td>
<td>$598</td>
<td>$1,877</td>
<td>$2,519</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$3,931</td>
<td>$16,175</td>
<td>$67,175</td>
<td>$397</td>
<td>$66,799</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$69,324,657</td>
<td>$42,893,398</td>
<td>$38,971,730</td>
<td>$12,415,910</td>
<td>$70,873,423</td>
<td>$14,610,536</td>
<td>$1,345,011</td>
<td>$0</td>
<td>$1,424,700</td>
<td>$1,201,775</td>
<td>$29,607,556</td>
<td>$1,351,004</td>
<td>$284,019,699</td>
<td>$0</td>
<td>$284,019,699</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$3,255,154</td>
<td>$2,940,199</td>
<td>$5,103,707</td>
<td>$945,657</td>
<td>$5,404,945</td>
<td>$800,888</td>
<td>$52,496</td>
<td>$0</td>
<td>$114,000</td>
<td>$353,948</td>
<td>$64,029</td>
<td>$1,372,773</td>
<td>$20,407,796</td>
<td>$785,417</td>
<td>$19,622,379</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$17,795,609</td>
<td>$3,136,971</td>
<td>$7,825,326</td>
<td>$3,039,024</td>
<td>$14,090,864</td>
<td>$1,693,736</td>
<td>$225,282</td>
<td>$0</td>
<td>$317,534</td>
<td>$401,045</td>
<td>$4,200,078</td>
<td>$24,144,624</td>
<td>$76,870,095</td>
<td>$108,578</td>
<td>$76,761,518</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$7,622,795</td>
<td>$10,328,542</td>
<td>$11,696,115</td>
<td>$1,830,171</td>
<td>$10,035,507</td>
<td>$1,964,496</td>
<td>$74,120</td>
<td>$0</td>
<td>$785,959</td>
<td>$1,501,568</td>
<td>$578,633</td>
<td>$172,192</td>
<td>$46,610,098</td>
<td>$1,433,861</td>
<td>$45,176,237</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>$195,480,375</strong></td>
<td><strong>$139,474,711</strong></td>
<td><strong>$159,701,839</strong></td>
<td><strong>$38,158,540</strong></td>
<td><strong>$193,776,805</strong></td>
<td><strong>$42,265,854</strong></td>
<td><strong>$7,071,375</strong></td>
<td>$0</td>
<td><strong>$4,659,561</strong></td>
<td><strong>$11,161,380</strong></td>
<td><strong>$77,544,842</strong></td>
<td><strong>$49,423,865</strong></td>
<td><strong>$918,719,227</strong></td>
<td><strong>$12,162,069</strong></td>
<td><strong>$906,557,158</strong></td>
</tr>
</tbody>
</table>
## Missouri Per Member Per Month Costs for Commercial Business

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
<th>M</th>
<th>N</th>
<th>O</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Inpatient Hospital</td>
<td>Outpatient Hospital</td>
<td>Prescription Drugs</td>
<td>Inpatient Physician</td>
<td>Outpatient Physician</td>
<td>Emergency Room</td>
<td>Chiropractic</td>
<td>Hair Prostheses</td>
<td>Inpatient Mental Health</td>
<td>Outpatient Mental Health</td>
<td>Diagnostics</td>
<td>Other</td>
<td>Total Medical Costs</td>
<td>Total Capitation Costs</td>
<td>Total Medical Costs Less Capitation Costs</td>
</tr>
<tr>
<td>Aetna Health, Inc.</td>
<td>$52.57</td>
<td>$32.94</td>
<td>$56.04</td>
<td>$4.05</td>
<td>$32.00</td>
<td>$10.88</td>
<td>$1.00</td>
<td>$0.00</td>
<td>$1.94</td>
<td>$0.51</td>
<td>$56.09</td>
<td>$72.22</td>
<td>$320.24</td>
<td>$1.04</td>
<td>$319.20</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$74.82</td>
<td>$47.11</td>
<td>$44.92</td>
<td>$9.60</td>
<td>$37.33</td>
<td>$10.29</td>
<td>$0.62</td>
<td>$0.00</td>
<td>$4.85</td>
<td>$4.14</td>
<td>$30.15</td>
<td>$9.63</td>
<td>$273.45</td>
<td>$11.49</td>
<td>$261.96</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$118.96</td>
<td>$56.12</td>
<td>$51.83</td>
<td>$18.40</td>
<td>$56.00</td>
<td>$14.46</td>
<td>$2.33</td>
<td>$0.00</td>
<td>$1.45</td>
<td>$2.14</td>
<td>$67.81</td>
<td>$11.00</td>
<td>$400.50</td>
<td>$1.66</td>
<td>$398.83</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$69.11</td>
<td>$36.78</td>
<td>$56.85</td>
<td>$11.68</td>
<td>$37.72</td>
<td>$20.08</td>
<td>$0.27</td>
<td>$0.00</td>
<td>$6.75</td>
<td>$3.22</td>
<td>$28.31</td>
<td>$15.33</td>
<td>$286.10</td>
<td>$11.77</td>
<td>$274.33</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$61.35</td>
<td>$48.02</td>
<td>$38.61</td>
<td>$12.99</td>
<td>$61.43</td>
<td>$17.36</td>
<td>$0.47</td>
<td>$0.00</td>
<td>$2.49</td>
<td>$2.16</td>
<td>$2.03</td>
<td>$3.38</td>
<td>$250.27</td>
<td>$7.04</td>
<td>$243.23</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$52.89</td>
<td>$39.87</td>
<td>$34.46</td>
<td>$13.86</td>
<td>$43.90</td>
<td>$5.09</td>
<td>$0.93</td>
<td>$0.00</td>
<td>$0.07</td>
<td>$1.01</td>
<td>$12.57</td>
<td>$6.13</td>
<td>$210.78</td>
<td>$0.16</td>
<td>$210.62</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba BlueCare, Inc.</td>
<td>$41.56</td>
<td>$33.65</td>
<td>$57.30</td>
<td>$9.70</td>
<td>$44.48</td>
<td>$12.12</td>
<td>$4.67</td>
<td>$0.00</td>
<td>$0.69</td>
<td>$6.15</td>
<td>$31.49</td>
<td>$11.55</td>
<td>$253.36</td>
<td>$5.99</td>
<td>$247.38</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$72.78</td>
<td>$74.93</td>
<td>$54.44</td>
<td>$13.09</td>
<td>$70.35</td>
<td>$12.39</td>
<td>$0.90</td>
<td>$0.00</td>
<td>$0.97</td>
<td>$2.07</td>
<td>$4.28</td>
<td>$8.64</td>
<td>$314.85</td>
<td>$4.77</td>
<td>$310.09</td>
</tr>
<tr>
<td>Health Link HMO, Inc. dba HealthLink HMO</td>
<td>$35.04</td>
<td>$3.43</td>
<td>$121.02</td>
<td>$2.29</td>
<td>$6.85</td>
<td>$9.65</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$15.06</td>
<td>$64.04</td>
<td>$257.38</td>
<td>$1.52</td>
<td>$255.86</td>
<td></td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$64.23</td>
<td>$39.74</td>
<td>$36.11</td>
<td>$11.50</td>
<td>$65.66</td>
<td>$13.54</td>
<td>$1.25</td>
<td>$0.00</td>
<td>$1.32</td>
<td>$1.11</td>
<td>$27.43</td>
<td>$1.25</td>
<td>$263.14</td>
<td>$0.00</td>
<td>$263.14</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$45.25</td>
<td>$40.88</td>
<td>$70.95</td>
<td>$13.15</td>
<td>$75.14</td>
<td>$11.13</td>
<td>$0.73</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$4.92</td>
<td>$0.89</td>
<td>$19.08</td>
<td>$283.72</td>
<td>$10.92</td>
<td>$272.80</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$70.20</td>
<td>$12.38</td>
<td>$30.87</td>
<td>$11.99</td>
<td>$55.59</td>
<td>$6.68</td>
<td>$0.89</td>
<td>$0.00</td>
<td>$1.25</td>
<td>$1.58</td>
<td>$16.57</td>
<td>$95.25</td>
<td>$303.25</td>
<td>$0.43</td>
<td>$302.82</td>
</tr>
<tr>
<td>United Healthcare of the Midwest, Inc.</td>
<td>$54.53</td>
<td>$73.89</td>
<td>$83.67</td>
<td>$13.09</td>
<td>$71.93</td>
<td>$14.05</td>
<td>$0.53</td>
<td>$0.00</td>
<td>$5.62</td>
<td>$10.74</td>
<td>$4.14</td>
<td>$1.23</td>
<td>$333.43</td>
<td>$10.26</td>
<td>$323.17</td>
</tr>
<tr>
<td><strong>Averages</strong></td>
<td><strong>$58.17</strong></td>
<td><strong>$41.50</strong></td>
<td><strong>$47.52</strong></td>
<td><strong>$11.36</strong></td>
<td><strong>$57.66</strong></td>
<td><strong>$12.58</strong></td>
<td><strong>$2.10</strong></td>
<td><strong>$0.00</strong></td>
<td><strong>$1.39</strong></td>
<td><strong>$3.32</strong></td>
<td><strong>$23.08</strong></td>
<td><strong>$14.71</strong></td>
<td><strong>$273.39</strong></td>
<td><strong>$3.62</strong></td>
<td><strong>$269.77</strong></td>
</tr>
</tbody>
</table>
# Missouri Costs of Services for Medicare & Medicaid

<table>
<thead>
<tr>
<th>Medicare</th>
<th>A Medicare Inpatient Hospital</th>
<th>B Medicare Outpatient Hospital</th>
<th>C Medicare Prescription Drugs</th>
<th>D Medicare Inpatient Physician</th>
<th>E Medicare Outpatient Physician</th>
<th>F Medicare Emergency Room</th>
<th>G Medicare Chiropractic</th>
<th>H Medicare Hair Prostheses</th>
<th>I Medicare Inpatient Mental Health</th>
<th>J Medicare Outpatient Mental Health</th>
<th>K Medicare Diagnostics</th>
<th>L Medicare Other</th>
<th>M Medicare Total Medical Costs</th>
<th>N Medicare Total Capitation Costs</th>
<th>O Medicare Total Medical Costs Less Capitation Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$19,019,329</td>
<td>$6,701,203</td>
<td>$8,225,528</td>
<td>$2,666,144</td>
<td>$11,284,934</td>
<td>$1,638,227</td>
<td>$1,438</td>
<td>$0</td>
<td>$335,672</td>
<td>$49,552</td>
<td>$251,268</td>
<td>$1,051,473</td>
<td>$51,224,769</td>
<td>$567,002</td>
<td>$50,657,767</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>$32,871,929</td>
<td>$4,380,442</td>
<td>$17,057,433</td>
<td>$6,233,326</td>
<td>$37,478,825</td>
<td>$2,698,040</td>
<td>$12,788</td>
<td>$0</td>
<td>$367,209</td>
<td>$7,849,095</td>
<td>$13,928,328</td>
<td>$123,244,624</td>
<td>$19,706,719</td>
<td>$103,537,905</td>
<td></td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$76,710,181</td>
<td>$33,113,503</td>
<td>$32,511,891</td>
<td>$8,901,507</td>
<td>$39,835,001</td>
<td>$3,643,445</td>
<td>$80,036</td>
<td>$0</td>
<td>$238,171</td>
<td>$506,112</td>
<td>$2,011,923</td>
<td>$203,094,081</td>
<td>$8,047,678</td>
<td>$195,046,403</td>
<td></td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc.</td>
<td>$3,483,065</td>
<td>$132,933</td>
<td>$1,710,758</td>
<td>$503,364</td>
<td>$791,732</td>
<td>$411,264</td>
<td>$0</td>
<td>$0</td>
<td>$593,350</td>
<td>$64,569</td>
<td>$1,060,494</td>
<td>$9,160,096</td>
<td>$304,900</td>
<td>$8,855,196</td>
<td></td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$79,450</td>
<td>$18,626</td>
<td>$29,062</td>
<td>$9,683</td>
<td>$31,276</td>
<td>$20,264</td>
<td>$71</td>
<td>$0</td>
<td>$5,523</td>
<td>$15,264</td>
<td>$614</td>
<td>$209,834</td>
<td>$0</td>
<td>$209,834</td>
<td></td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$28,774,615</td>
<td>$7,893,559</td>
<td>$18,122,384</td>
<td>$6,144,457</td>
<td>$18,937,451</td>
<td>$1,936,689</td>
<td>$36,246</td>
<td>$0</td>
<td>$452,384</td>
<td>$401,473</td>
<td>$219,050</td>
<td>$112,214,781</td>
<td>$3,748,025</td>
<td>$108,466,756</td>
<td></td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$39,596,892</td>
<td>$3,377,911</td>
<td>$25,202,672</td>
<td>$6,131,762</td>
<td>$20,918,249</td>
<td>$840,568</td>
<td>$279,963</td>
<td>$0</td>
<td>$462,908</td>
<td>$153,757</td>
<td>$5,317,873</td>
<td>$130,744,548</td>
<td>$395,828</td>
<td>$130,348,720</td>
<td></td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$90,154,346</td>
<td>$44,862,690</td>
<td>$26,684,330</td>
<td>$30,937,552</td>
<td>$71,088,898</td>
<td>$2,397,372</td>
<td>$23,490</td>
<td>$0</td>
<td>$1,742,615</td>
<td>$1,484,099</td>
<td>$2,096,503</td>
<td>$275,918,375</td>
<td>$252,168,733</td>
<td>$252,755,643</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medicaid</th>
<th>A Medicaid Inpatient Hospital</th>
<th>B Medicaid Outpatient Hospital</th>
<th>C Medicaid Prescription Drugs</th>
<th>D Medicaid Inpatient Physician</th>
<th>E Medicaid Outpatient Physician</th>
<th>F Medicaid Emergency Room</th>
<th>G Medicaid Chiropractic</th>
<th>H Medicaid Hair Prostheses</th>
<th>I Medicaid Inpatient Mental Health</th>
<th>J Medicaid Outpatient Mental Health</th>
<th>K Medicaid Diagnostics</th>
<th>L Medicaid Other</th>
<th>M Medicaid Total Medical Costs</th>
<th>N Medicaid Total Capitation Costs</th>
<th>O Medicaid Total Medical Costs Less Capitation Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>$51,683,575</td>
<td>$26,245,583</td>
<td>$22,479,581</td>
<td>$11,664,361</td>
<td>$25,801,059</td>
<td>$30,358,944</td>
<td>$0</td>
<td>$0</td>
<td>$1,088,212</td>
<td>$1,523,496</td>
<td>$2,811,187</td>
<td>$12,433,291</td>
<td>$186,089,288</td>
<td>$13,983,357</td>
<td>$172,105,931</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>$13,778,597</td>
<td>$11,005,895</td>
<td>$0</td>
<td>$3,184,661</td>
<td>$7,022,354</td>
<td>$9,194,299</td>
<td>$0</td>
<td>$0</td>
<td>$590,372</td>
<td>$2,906,844</td>
<td>$4,063,625</td>
<td>$2,671,213</td>
<td>$541,471,860</td>
<td>$5,541,843</td>
<td>$48,876,016</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>$28,064,239</td>
<td>$36,671,522</td>
<td>$0</td>
<td>$4,762,692</td>
<td>$1,618,112</td>
<td>$17,139,306</td>
<td>$0</td>
<td>$0</td>
<td>$2,966,739</td>
<td>$2,850,396</td>
<td>$10,765,411</td>
<td>$8,096,355</td>
<td>$112,934,772</td>
<td>$12,535,559</td>
<td>$100,399,213</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>$11,608,297</td>
<td>$1,006,715</td>
<td>$2,693,231</td>
<td>$1,885,188</td>
<td>$4,271,171</td>
<td>$5,592,092</td>
<td>$0</td>
<td>$0</td>
<td>$895,671</td>
<td>$250,560</td>
<td>$1,908,048</td>
<td>$3,215,421</td>
<td>$33,326,395</td>
<td>$3,288,790</td>
<td>$30,037,605</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$162,278,234</td>
<td>$62,931,634</td>
<td>$53,757,434</td>
<td>$32,013,112</td>
<td>$58,990,780</td>
<td>$76,511,557</td>
<td>$0</td>
<td>$0</td>
<td>$6,998,001</td>
<td>$3,293,177</td>
<td>$14,292,871</td>
<td>$14,656,211</td>
<td>$485,723,011</td>
<td>$22,926,665</td>
<td>$462,796,346</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>$21,496,505</td>
<td>$9,461,717</td>
<td>$12,029,303</td>
<td>$5,484,084</td>
<td>$13,108,305</td>
<td>$15,528,533</td>
<td>$0</td>
<td>$0</td>
<td>$1,907,049</td>
<td>$1,125,580</td>
<td>$7,383,455</td>
<td>$18,026,841</td>
<td>$105,506,374</td>
<td>$5,154,309</td>
<td>$100,352,065</td>
</tr>
</tbody>
</table>

| Totals                           | $288,999,447                 | $147,323,066                  | $98,959,550                  | $58,994,099                   | $110,811,780                 | $154,324,733                 | $0                          | $0                            | $14,446,044                        | $11,950,052                       | $41,179,597                  | $59,409,332 | $977,997,760 | $63,430,524                        | $914,567,176                  |
## Missouri Per Member Per Month Costs for Medicare & Medicaid

<table>
<thead>
<tr>
<th>Medicare</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
<th>M</th>
<th>N</th>
<th>O</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Inpatient Hospital</td>
<td>Outpatient Hospital</td>
<td>Prescription Drugs</td>
<td>Inpatient Physician</td>
<td>Outpatient Physician</td>
<td>Emergency Room</td>
<td>Chiropractic</td>
<td>Hair Prostheses</td>
<td>Inpatient Mental Health</td>
<td>Outpatient Mental Health</td>
<td>Diagnostics</td>
<td>Other</td>
<td>Total Medical Costs</td>
<td>Total Capitation Costs</td>
<td>Total Medical Costs Less Capitation Costs</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$266.15</td>
<td>$93.78</td>
<td>$115.11</td>
<td>$37.31</td>
<td>$157.92</td>
<td>$22.93</td>
<td>$0.02</td>
<td>$0.00</td>
<td>$4.70</td>
<td>$0.69</td>
<td>$3.52</td>
<td>$14.71</td>
<td>$716.83</td>
<td>$7.93</td>
<td>$708.90</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>$171.49</td>
<td>$22.85</td>
<td>$88.99</td>
<td>$32.52</td>
<td>$195.52</td>
<td>$14.08</td>
<td>$0.07</td>
<td>$0.00</td>
<td>$1.92</td>
<td>$1.92</td>
<td>$40.95</td>
<td>$72.66</td>
<td>$642.94</td>
<td>$102.81</td>
<td>$540.14</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$290.09</td>
<td>$125.23</td>
<td>$122.95</td>
<td>$33.66</td>
<td>$150.64</td>
<td>$13.78</td>
<td>$0.30</td>
<td>$0.00</td>
<td>$0.90</td>
<td>$1.91</td>
<td>$7.61</td>
<td>$20.96</td>
<td>$768.04</td>
<td>$30.43</td>
<td>$737.61</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>$212.46</td>
<td>$8.11</td>
<td>$104.35</td>
<td>$30.70</td>
<td>$48.29</td>
<td>$25.09</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$36.19</td>
<td>$3.94</td>
<td>$24.92</td>
<td>$64.69</td>
<td>$558.75</td>
<td>$18.60</td>
<td>$540.15</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$163.81</td>
<td>$38.40</td>
<td>$59.92</td>
<td>$19.97</td>
<td>$64.49</td>
<td>$41.78</td>
<td>$0.15</td>
<td>$0.00</td>
<td>$11.39</td>
<td>$1.27</td>
<td>$31.47</td>
<td>$432.65</td>
<td>$0.00</td>
<td>$432.65</td>
<td></td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$181.38</td>
<td>$49.76</td>
<td>$115.49</td>
<td>$38.73</td>
<td>$119.37</td>
<td>$12.21</td>
<td>$0.23</td>
<td>$0.00</td>
<td>$2.85</td>
<td>$2.53</td>
<td>$1.38</td>
<td>$183.40</td>
<td>$707.32</td>
<td>$23.62</td>
<td>$683.70</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$212.62</td>
<td>$18.14</td>
<td>$135.33</td>
<td>$32.93</td>
<td>$112.32</td>
<td>$4.51</td>
<td>$0.15</td>
<td>$0.00</td>
<td>$2.49</td>
<td>$0.83</td>
<td>$28.56</td>
<td>$154.18</td>
<td>$702.06</td>
<td>$2.13</td>
<td>$699.93</td>
</tr>
<tr>
<td>United Healthcare of the Midwest, Inc.</td>
<td>$230.52</td>
<td>$114.71</td>
<td>$68.23</td>
<td>$79.11</td>
<td>$181.77</td>
<td>$6.13</td>
<td>$0.06</td>
<td>$0.00</td>
<td>$4.46</td>
<td>$3.79</td>
<td>$5.36</td>
<td>$113.7</td>
<td>$705.52</td>
<td>$59.23</td>
<td>$646.30</td>
</tr>
<tr>
<td><strong>Averages</strong></td>
<td>$227.03</td>
<td>$78.47</td>
<td>$101.33</td>
<td>$48.05</td>
<td>$156.48</td>
<td>$10.61</td>
<td>$0.14</td>
<td>$0.00</td>
<td>$3.27</td>
<td>$2.37</td>
<td>$14.19</td>
<td>$65.48</td>
<td>$707.43</td>
<td>$43.68</td>
<td>$663.75</td>
</tr>
</tbody>
</table>

## Medicaid

<table>
<thead>
<tr>
<th>Medicaid</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
<th>M</th>
<th>N</th>
<th>O</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Inpatient Hospital</td>
<td>Outpatient Hospital</td>
<td>Prescription Drugs</td>
<td>Inpatient Physician</td>
<td>Outpatient Physician</td>
<td>Emergency Room</td>
<td>Chiropractic</td>
<td>Hair Prostheses</td>
<td>Inpatient Mental Health</td>
<td>Outpatient Mental Health</td>
<td>Diagnostics</td>
<td>Other</td>
<td>Total Medical Costs</td>
<td>Total Capitation Costs</td>
<td>Total Medical Costs Less Capitation Costs</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>$55.45</td>
<td>$28.16</td>
<td>$24.12</td>
<td>$12.51</td>
<td>$27.68</td>
<td>$32.57</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$1.17</td>
<td>$1.63</td>
<td>$3.02</td>
<td>$109.66</td>
<td>$15.00</td>
<td>$184.66</td>
<td></td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>$39.08</td>
<td>$31.22</td>
<td>$0.00</td>
<td>$9.03</td>
<td>$19.92</td>
<td>$26.08</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$1.67</td>
<td>$8.24</td>
<td>$11.53</td>
<td>$7.58</td>
<td>$154.34</td>
<td>$15.72</td>
<td>$138.63</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>$44.96</td>
<td>$58.75</td>
<td>$0.00</td>
<td>$7.63</td>
<td>$2.59</td>
<td>$27.46</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$4.75</td>
<td>$4.57</td>
<td>$17.25</td>
<td>$12.97</td>
<td>$180.92</td>
<td>$20.08</td>
<td>$160.84</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>$59.57</td>
<td>$5.17</td>
<td>$13.82</td>
<td>$9.67</td>
<td>$21.92</td>
<td>$28.70</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$4.60</td>
<td>$1.29</td>
<td>$9.79</td>
<td>$16.50</td>
<td>$171.02</td>
<td>$16.88</td>
<td>$154.14</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$72.65</td>
<td>$28.17</td>
<td>$24.07</td>
<td>$14.33</td>
<td>$26.41</td>
<td>$34.25</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$3.13</td>
<td>$1.47</td>
<td>$6.40</td>
<td>$6.56</td>
<td>$217.44</td>
<td>$10.26</td>
<td>$207.18</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>$44.05</td>
<td>$19.39</td>
<td>$24.65</td>
<td>$11.24</td>
<td>$26.86</td>
<td>$31.82</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$3.91</td>
<td>$2.31</td>
<td>$15.04</td>
<td>$36.94</td>
<td>$216.19</td>
<td>$10.56</td>
<td>$205.63</td>
</tr>
<tr>
<td><strong>Averages</strong></td>
<td>$59.87</td>
<td>$30.53</td>
<td>$18.85</td>
<td>$12.23</td>
<td>$22.96</td>
<td>$31.98</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$2.99</td>
<td>$2.48</td>
<td>$8.53</td>
<td>$12.25</td>
<td>$202.67</td>
<td>$13.14</td>
<td>$189.53</td>
</tr>
</tbody>
</table>
Results for Nationwide Operations

Missouri Licensed HMOs

This section presents data on national operations for each HMO licensed in Missouri, including an indication of the amount of national operations attributable to Missouri business. Data on basic accounting items is presented. In addition, data on important indicators unique to the insurance industry is also presented.

Please note: This section contains the plan-wide operations data for Blue Cross & Blue Shield of Kansas City, not just the HMO business. This company operates under a dual Health Services Corporation and Health Maintenance Organization license, per §354.475 RSMo. DIFP determined in 1999 that this company shall comply with laws governing HMOs in Missouri, including laws requiring HMOs to file data with DIFP. The company reported no activity in 2009, but is included throughout this report where activity of withdrawn HMO’s must be shown for prior years.

This section concludes with five-year trend data on numerous indicators. Financial statements may be amended up to 5 years after they are originally filed. Data from prior years presented here may be different from prior HMO Annual Reports.
Balance Sheet Items

A. **% Missouri Business** - Reported Missouri premium-related revenues relative to reported total nationwide premium related revenues (before premiums ceded for reinsurance). Premium-related revenue includes commercial premiums and Medicare and Medicaid revenues recorded on a prepaid basis for the provision of contracted health services.

B. **Total Cash and Short Term Investments** - Cash on hand and investments maturing in one year or less, excluding cash restricted for statutory insolvency reserve requirements or held for contract reserves (e.g., Medicaid grants).

C. **Premium & Health Care Receivables** - Uncollected premiums, deferred premiums, accrued retrospective premiums, healthcare receivables and other amounts receivable.

D. **Total Assets** - Permitted assets determined in accordance with statutory requirements. Includes: cash, premiums receivable, investment income receivable, health care receivables, short-term and long-term investments, amounts due from affiliates, property and equipment, and aggregate write-ins for other assets.

E. **Total Liabilities** - All obligations, determined in accordance with state statutes, for which an HMO is financially responsible. Includes: Claims unpaid, unpaid claims adjustment expenses, claim reserves, premiums received in advance, general expenses due or accrued, federal and foreign income taxes payable, amounts due to parent, subsidiaries & affiliates, and borrowed money.

F. **Total Capital & Surplus** - Includes: Common capital stock, preferred capital stock, gross paid in and contributed surplus, surplus notes, unassigned funds less treasury stock at cost.

G. **Total Liabilities, Capital & Surplus** - Includes: Total Liabilities plus Total Capital and Surplus.
Nationwide Operations

Balance Sheet Items

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MO %</td>
<td>Total Cash &amp; Short Term Investments</td>
<td>Premium &amp; Health Care Receivables</td>
<td>Total Assets</td>
<td>Total Liabilities</td>
<td>Total Capital &amp; Surplus</td>
<td>Total Liabilities, Capital and Surplus</td>
</tr>
<tr>
<td>Actua Health, Inc.</td>
<td>0.7%</td>
<td>$69,377,376</td>
<td>$120,442,985</td>
<td>$901,507,816</td>
<td>$475,590,142</td>
<td>$425,917,674</td>
<td>$901,507,816</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>100.0%</td>
<td>$28,023,532</td>
<td>$18,988,514</td>
<td>$51,279,406</td>
<td>$21,319,181</td>
<td>$29,960,224</td>
<td>$51,279,405</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>100.0%</td>
<td>$1,354,428</td>
<td>$6,685,483</td>
<td>$24,195,738</td>
<td>$12,397,206</td>
<td>$11,798,532</td>
<td>$24,195,738</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>34.2%</td>
<td>$64,822,574</td>
<td>$25,777,721</td>
<td>$114,019,736</td>
<td>$51,452,233</td>
<td>$62,567,501</td>
<td>$114,019,734</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>49.0%</td>
<td>$1,018,539</td>
<td>$61,245</td>
<td>$7,023,094</td>
<td>$3,388,812</td>
<td>$3,634,482</td>
<td>$7,023,094</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>79.9%</td>
<td>$1,288,999</td>
<td>$5,901</td>
<td>$2,084,073</td>
<td>$1,502,043</td>
<td>$1,502,043</td>
<td>$2,084,073</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>93.6%</td>
<td>$2,715,508</td>
<td>$43,158</td>
<td>$7,624,979</td>
<td>$4,360,887</td>
<td>$3,264,092</td>
<td>$7,624,979</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>53.6%</td>
<td>$22,580,737</td>
<td>$6,886,379</td>
<td>$102,024,727</td>
<td>$39,553,784</td>
<td>$62,470,943</td>
<td>$102,024,727</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>100.0%</td>
<td>$3,809,103</td>
<td>$24,933</td>
<td>$23,264,946</td>
<td>$18,936,134</td>
<td>$23,264,946</td>
<td>$23,264,946</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>62.6%</td>
<td>$89,463,456</td>
<td>$3,966,922</td>
<td>$105,046,923</td>
<td>$80,509,272</td>
<td>$24,537,651</td>
<td>$105,046,923</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>77.3%</td>
<td>$6,282,687</td>
<td>$7,300,694</td>
<td>$113,767,061</td>
<td>$42,766,892</td>
<td>$71,000,189</td>
<td>$113,767,081</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>76.5%</td>
<td>$34,376,638</td>
<td>$2,352,667</td>
<td>$107,040,400</td>
<td>$101,800,406</td>
<td>$208,840,806</td>
<td>$101,800,406</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>15.0%</td>
<td>$28,804,750</td>
<td>$76,350,878</td>
<td>$163,180,602</td>
<td>$94,384,320</td>
<td>$68,796,282</td>
<td>$163,180,602</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>100.0%</td>
<td>$16,591,033</td>
<td>$46,547,142</td>
<td>$126,486,247</td>
<td>$56,314,923</td>
<td>$70,171,325</td>
<td>$126,486,247</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink: HMO &amp;</td>
<td>100.0%</td>
<td>$(1,009,100)</td>
<td>$0</td>
<td>$23,260,992</td>
<td>$63,462</td>
<td>$22,926,130</td>
<td>$23,260,992</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>100.0%</td>
<td>$39,985,774</td>
<td>$18,217,334</td>
<td>$155,236,131</td>
<td>$59,491,088</td>
<td>$75,745,043</td>
<td>$135,236,131</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>8.4%</td>
<td>$134,666,358</td>
<td>$29,867,597</td>
<td>$405,427,583</td>
<td>$29,867,597</td>
<td>$405,427,583</td>
<td>$29,867,597</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>91.3%</td>
<td>$38,685,157</td>
<td>$9,813,039</td>
<td>$63,897,647</td>
<td>$34,096,461</td>
<td>$29,810,186</td>
<td>$63,897,647</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>100.0%</td>
<td>$7,959,605</td>
<td>$13,126,147</td>
<td>$26,965,931</td>
<td>$11,087,832</td>
<td>$16,878,099</td>
<td>$26,965,931</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>85.6%</td>
<td>$36,840,417</td>
<td>$11,519,890</td>
<td>$163,180,602</td>
<td>$94,384,320</td>
<td>$68,796,282</td>
<td>$163,180,602</td>
</tr>
<tr>
<td>All HMOs</td>
<td>34.3%</td>
<td>$629,518,571</td>
<td>$397,978,629</td>
<td>$2,721,596,906</td>
<td>$1,420,461,861</td>
<td>$1,301,135,063</td>
<td>$2,721,596,924</td>
</tr>
<tr>
<td>HMOs with MO% of Business &gt; 60% (14 HMOs)</td>
<td>87.4%</td>
<td>$308,256,237</td>
<td>$138,591,824</td>
<td>$1,075,491,482</td>
<td>$534,123,033</td>
<td>$541,368,469</td>
<td>$1,075,491,502</td>
</tr>
</tbody>
</table>
A. Missouri % of Business – Reported Missouri premium-related revenues relative to reported total nationwide premium-related revenues (before premiums ceded for reinsurance). Premium-related revenue includes commercial premiums and Medicare and Medicaid revenues recorded on a prepaid basis for the provision of contracted health services.

B. Net Premium Income - Total commercial premiums and Medicare and Medicaid revenues recorded by nationwide business operations on a prepaid basis for the provision of contracted health services, net of premiums ceded for reinsurance. Premium revenues do not include fee-for-service revenues.

C. Total Revenues - Includes: Net premium income, fee-for-service revenue, risk revenue, changes in unearned premium reserves, and total aggregate revenue write-ins.

D. Total Medical & Hospital Expense - Includes: hospital/medical benefits, other professional services, outside referrals, emergency room and out-of-network, incentive pool and withhold adjustments, aggregate write-ins, LESS net reinsurance claims incurred, co-payments, coordination of benefits, and subrogation.

E. Net Underwriting Gains (Losses) - Includes: Total revenues LESS total underwriting deductions.

F. Net Investment Gains (Losses) - Includes: Net investment income earned plus net realized capital gains (or losses).


H. Net Income (Loss) - Income adjusted for federal and foreign income taxes paid.
## Nationwide Operations

### Income Statement Items

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MO %</td>
<td>Net Premium Income</td>
<td>Total Revenues</td>
<td>Total Medical &amp; Hospital Expenses</td>
<td>Net Underwriting Gains (Losses)</td>
<td>Net Investment Gains (Losses)</td>
<td>Federal &amp; Foreign Income Taxes</td>
<td>Net Income (Loss)</td>
</tr>
<tr>
<td>Actua Health, Inc.</td>
<td>0.7%</td>
<td>$3,957,047,196</td>
<td>$3,956,932,717</td>
<td>$3,318,233,784</td>
<td>$162,778,681</td>
<td>$32,278,121</td>
<td>$34,349,314</td>
<td>$160,787,488</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>100.0%</td>
<td>$229,990,767</td>
<td>$229,990,767</td>
<td>$188,191,798</td>
<td>$15,001,498</td>
<td>$184,586</td>
<td>$4,662,654</td>
<td>$10,523,430</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>100.0%</td>
<td>$86,754,126</td>
<td>$86,754,126</td>
<td>$70,108,692</td>
<td>$584,541</td>
<td>$615,752</td>
<td>$355,880</td>
<td>$822,820</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>34.2%</td>
<td>$401,540,950</td>
<td>$401,516,254</td>
<td>$345,179,386</td>
<td>$26,552,208</td>
<td>($2,658,778)</td>
<td>$0</td>
<td>$23,893,430</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>49.0%</td>
<td>$5,953,500</td>
<td>$5,953,500</td>
<td>$5,031,185</td>
<td>($66,245)</td>
<td>$311,365</td>
<td>$14,775</td>
<td>$230,345</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>79.9%</td>
<td>$1,973,224</td>
<td>$1,973,224</td>
<td>$1,537,280</td>
<td>$84,018</td>
<td>$49,273</td>
<td>$41,410</td>
<td>$91,881</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>93.6%</td>
<td>$25,332,537</td>
<td>$26,809,466</td>
<td>$24,611,714</td>
<td>$620,924</td>
<td>($856,189)</td>
<td>$135,510</td>
<td>($370,775)</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>53.6%</td>
<td>$275,311,243</td>
<td>$275,311,493</td>
<td>$218,918,001</td>
<td>$23,051,003</td>
<td>$3,632,891</td>
<td>$9,332,179</td>
<td>$17,327,771</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>100.0%</td>
<td>$15,609,389</td>
<td>$16,097,845</td>
<td>$12,858,031</td>
<td>$1,391,525</td>
<td>$105,415</td>
<td>($360,384)</td>
<td>$1,857,324</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>62.6%</td>
<td>$317,538,079</td>
<td>$317,538,079</td>
<td>$273,831,339</td>
<td>$1,383,767</td>
<td>$182,967</td>
<td>$433,000</td>
<td>$1,133,735</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>77.3%</td>
<td>$432,825,749</td>
<td>$434,106,799</td>
<td>$370,586,592</td>
<td>$19,370,734</td>
<td>$4,678,945</td>
<td>$8,423,852</td>
<td>$15,556,502</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>76.5%</td>
<td>$484,589,294</td>
<td>$484,589,294</td>
<td>$418,859,025</td>
<td>$32,166,238</td>
<td>$6,510,235</td>
<td>$14,643,427</td>
<td>$23,925,764</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>15.0%</td>
<td>$386,613,602</td>
<td>$386,613,602</td>
<td>$331,102,406</td>
<td>$4,708,693</td>
<td>$249,934</td>
<td>$2,678,920</td>
<td>$2,270,707</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>100.0%</td>
<td>$557,385,630</td>
<td>$557,385,630</td>
<td>$479,867,691</td>
<td>$12,665,845</td>
<td>$2,423,474</td>
<td>$4,737,162</td>
<td>$10,172,157</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>100.0%</td>
<td>$75,070</td>
<td>$100,341</td>
<td>$61,891</td>
<td>$16,851,261</td>
<td>$746,249</td>
<td>$6,146,430</td>
<td>$11,451,080</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>100.0%</td>
<td>$321,792,576</td>
<td>$329,534,050</td>
<td>$270,660,132</td>
<td>$28,339,876</td>
<td>$1,861,239</td>
<td>$10,171,506</td>
<td>$20,029,609</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>8.4%</td>
<td>$1,767,233,548</td>
<td>$1,767,214,479</td>
<td>$1,595,735,980</td>
<td>$216,364</td>
<td>$9,604,693</td>
<td>$435,589</td>
<td>($8,901,986)</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>91.8%</td>
<td>$294,149,759</td>
<td>$297,160,896</td>
<td>$255,427,385</td>
<td>$11,789,055</td>
<td>$547,033</td>
<td>$3,448,767</td>
<td>$8,887,321</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>100.0%</td>
<td>$123,876,752</td>
<td>$123,876,752</td>
<td>$106,523,974</td>
<td>($308,754)</td>
<td>$213,184</td>
<td>($319,910)</td>
<td>($4,149,984)</td>
</tr>
<tr>
<td>United Healthcare of the Midwest, Inc.</td>
<td>85.6%</td>
<td>$524,403,834</td>
<td>$523,117,147</td>
<td>$440,812,526</td>
<td>$49,487,631</td>
<td>$5,322,792</td>
<td>$17,866,319</td>
<td>$36,961,308</td>
</tr>
<tr>
<td><strong>All HMOs</strong></td>
<td>34.3%</td>
<td>$10,209,996,825</td>
<td>$10,222,576,461</td>
<td>$8,728,138,812</td>
<td>$406,688,903</td>
<td>$65,823,181</td>
<td>$117,225,400</td>
<td>$332,419,927</td>
</tr>
<tr>
<td><strong>HMOs with MO% of Business &gt; 60% (14 HMOs)</strong></td>
<td>87.4%</td>
<td>$3,416,296,786</td>
<td>$3,429,034,416</td>
<td>$2,913,938,070</td>
<td>$189,448,199</td>
<td>$22,404,955</td>
<td>$70,405,623</td>
<td>$136,892,172</td>
</tr>
</tbody>
</table>
Revenues by Category

A. Total Commercial Premiums - Revenue recognized on a prepaid basis from individuals and groups for provision of a specified range of health services over a defined period of time, excluding unearned premiums, which are payments booked in advance of the period to which they apply.

B. Total Medicare Premiums - Revenue for services provided to Medicare beneficiaries per arrangement with the Centers for Medicare and Medicaid Services (CMS).

C. Total Medicaid Premiums - Revenue for services provided to Medicaid beneficiaries per arrangements with state agencies administering medical assistance under Title XIX of the Social Security Act.

D. Total Premium-Related Revenue (A+B+C) - Total commercial premiums, Medicare and Medicaid revenues recorded by nationwide business operations on a prepaid basis for the provision of contracted health services.

E. Missouri % of “D” - Reported Missouri premium-related revenues relative to reported total nationwide premium-related revenues (before premiums ceded for reinsurance). Premium-related revenue includes commercial premiums and Medicare and Medicaid revenues recorded on a prepaid basis for the provision of contracted health services.

F. Change in Unearned Premium Reserves - Change in unearned premium reserves and reserve for rate credits.

G. Total Fee-For-Service & Risk Revenue - Fee-For-Service Revenue is revenue from the provision of health services to non-HMO members and to members for health services not covered by their benefit plan. Risk Revenue is revenue from investment, deposit, and reserve accounts.

H. Total Aggregate Write-ins for Other Revenues - Miscellaneous revenues not allocated to any other area of the Statement of Revenues, Expenses and Net Worth.

I. Total Revenues - Net Premium Income + Change in Premium Reserves + Fee-for-Services and Risk Revenues + Aggregate Write-ins for Other Revenues.
# Nationwide Operations

## Revenues by Category

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>Total Commercial Premiums</th>
<th>Total Medicare Premiums</th>
<th>Total Medicaid Premiums</th>
<th>Total Premium-Related Rev. (A+B+C)</th>
<th>Change in Unearned Premium Reserves</th>
<th>Total FFS &amp; Risk Revenue</th>
<th>Total Aggregate Write-Ins for Other Revenues</th>
<th>Total Revenues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>$3,283,990,358</td>
<td>$673,223,142</td>
<td>$0</td>
<td>$3,957,213,500</td>
<td>0.7%</td>
<td>($114,479)</td>
<td>$0</td>
<td>$3,956,932,717</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>$0</td>
<td>$0</td>
<td>$230,222,478</td>
<td>$230,222,478</td>
<td>100.0%</td>
<td>$0</td>
<td>$0</td>
<td>$229,990,767</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>$0</td>
<td>$0</td>
<td>$87,127,017</td>
<td>$87,127,017</td>
<td>100.0%</td>
<td>$0</td>
<td>$0</td>
<td>$86,754,126</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>$0</td>
<td>$0</td>
<td>$402,787,305</td>
<td>$402,787,305</td>
<td>34.2%</td>
<td>$0</td>
<td>$0</td>
<td>($24,696)</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$6,058,144</td>
<td>$0</td>
<td>$6,058,144</td>
<td>$6,058,144</td>
<td>49.0%</td>
<td>$0</td>
<td>$0</td>
<td>$5,953,500</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$2,099,414</td>
<td>$0</td>
<td>$2,099,414</td>
<td>$2,099,414</td>
<td>79.9%</td>
<td>$0</td>
<td>$0</td>
<td>$1,973,224</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$25,581,414</td>
<td>$0</td>
<td>$25,581,414</td>
<td>$25,581,414</td>
<td>93.6%</td>
<td>$0</td>
<td>$0</td>
<td>$1,476,929</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$196,046,987</td>
<td>$83,685,306</td>
<td>$0</td>
<td>$279,732,293</td>
<td>53.6%</td>
<td>$0</td>
<td>$0</td>
<td>$250</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$15,936,968</td>
<td>$0</td>
<td>$15,936,968</td>
<td>$15,936,968</td>
<td>100.0%</td>
<td>$0</td>
<td>$0</td>
<td>$488,456</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>$0</td>
<td>$318,753,901</td>
<td>$0</td>
<td>$318,753,901</td>
<td>62.6%</td>
<td>$0</td>
<td>$0</td>
<td>$317,538,079</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$433,735,180</td>
<td>$0</td>
<td>$433,735,180</td>
<td>$433,735,180</td>
<td>77.3%</td>
<td>$0</td>
<td>$0</td>
<td>$434,106,799</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$159,959,815</td>
<td>$328,978,722</td>
<td>$0</td>
<td>$488,937,537</td>
<td>76.5%</td>
<td>$0</td>
<td>$0</td>
<td>$484,589,294</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>$0</td>
<td>$179,640,345</td>
<td>$224,481,939</td>
<td>$404,122,284</td>
<td>15.0%</td>
<td>$0</td>
<td>$0</td>
<td>$386,613,602</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$0</td>
<td>$569,032,007</td>
<td>$0</td>
<td>$569,032,007</td>
<td>100.0%</td>
<td>$0</td>
<td>$0</td>
<td>$557,385,630</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>$145,294</td>
<td>$0</td>
<td>$145,294</td>
<td>$145,294</td>
<td>100.0%</td>
<td>$0</td>
<td>$0</td>
<td>$25,271</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$329,268,324</td>
<td>$265,726</td>
<td>$0</td>
<td>$329,534,050</td>
<td>100.0%</td>
<td>$7,741,474</td>
<td>$0</td>
<td>$329,534,050</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$948,909,077</td>
<td>$954,486,189</td>
<td>$0</td>
<td>$1,903,395,266</td>
<td>8.4%</td>
<td>($19,069)</td>
<td>$0</td>
<td>$1,767,214,479</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$113,525,242</td>
<td>$180,870,054</td>
<td>$0</td>
<td>$294,396,196</td>
<td>91.8%</td>
<td>$5,887</td>
<td>$3,005,250</td>
<td>$297,160,896</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>$0</td>
<td>$124,043,374</td>
<td>$0</td>
<td>$124,043,374</td>
<td>100.0%</td>
<td>$0</td>
<td>$0</td>
<td>$123,876,752</td>
</tr>
<tr>
<td>United Healthcare of the Midwest, Inc.</td>
<td>$62,431,725</td>
<td>$498,829,775</td>
<td>$0</td>
<td>$561,261,500</td>
<td>85.6%</td>
<td>($1,286,687)</td>
<td>$0</td>
<td>$523,117,147</td>
</tr>
<tr>
<td><strong>All HMOs</strong></td>
<td><strong>$5,577,597,942</strong></td>
<td><strong>$3,218,734,060</strong></td>
<td><strong>$1,637,185,120</strong></td>
<td><strong>$10,433,517,122</strong></td>
<td><strong>34.3%</strong></td>
<td><strong>$7,602,289</strong></td>
<td><strong>$5,887</strong></td>
<td><strong>$10,222,576,461</strong></td>
</tr>
<tr>
<td><strong>HMOs with MO% of Business &gt; 60% (14 HMOs)</strong></td>
<td><strong>$1,142,593,376</strong></td>
<td><strong>$1,327,699,078</strong></td>
<td><strong>$1,010,424,876</strong></td>
<td><strong>$3,480,717,330</strong></td>
<td><strong>87.4%</strong></td>
<td><strong>$7,735,837</strong></td>
<td><strong>$5,887</strong></td>
<td><strong>$4,995,906</strong></td>
</tr>
</tbody>
</table>
Liquidity Indicators

Liquidity indicators are used to measure the HMO’s ability to maintain adequate cash balances to meet short-term obligations.

A. **Months in Operation (in Missouri)** - This reflects the months in operation since the issuance of the Certificate of Authority to do business in the State of Missouri.

B. **Current Ratio** - This reflects the plan’s ability to meet short-term obligations with short-term assets. If current assets aren’t high enough, an organization is forced to use long-term assets, such as investments, to meet short-term debt, such as claims payable. The standard business ratio of current assets/current liabilities cannot be directly determined under the statutory accounting rules used for regulation of HMOs. For the exact formula used, contact the department’s Life & Healthcare Section or the National Association of Insurance Commissioners (NAIC).

C. **Prior Year Current Ratio** - same as current ratio but prior year

D. **Days Cash on Hand** - The number of days the HMO could cover operating expenses with the current amount of available cash.

\[
\text{Total Cash + Short Term Investments} \\
\text{Total Medical & Hospital Expenses per day*}
\]

\*Total Medical & Hospital Expenses per day - Expenses divided by the number of days in operation during 2009, i.e. 365 days.

E. **Total Unpaid Claims / Total Revenues** - Total unpaid claims as a percentage of total revenue offers an early signal of potential claim management problems in an HMO.
## Nationwide Operations

### Liquidity Indicators

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>Months in Operation (in Missouri)</th>
<th>Current Ratio</th>
<th>Prior Year Current Ratio</th>
<th>Days Cash on Hand</th>
<th>Total Unpaid Claims/Total Revenues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>137</td>
<td>34.8%</td>
<td>61.7%</td>
<td>7.6</td>
<td>8.1%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>160</td>
<td>220.6%</td>
<td>204.5%</td>
<td>54.4</td>
<td>8.2%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>54</td>
<td>65.4%</td>
<td>100.5%</td>
<td>7.1</td>
<td>7.5%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>164</td>
<td>176.1%</td>
<td>142.4%</td>
<td>68.5</td>
<td>11.1%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>168</td>
<td>24.7%</td>
<td>22.6%</td>
<td>73.3</td>
<td>9.7%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>196</td>
<td>218.3%</td>
<td>432.3%</td>
<td>305.6</td>
<td>5.7%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>180</td>
<td>68.0%</td>
<td>41.0%</td>
<td>40.3</td>
<td>11.7%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>165</td>
<td>68.9%</td>
<td>62.5%</td>
<td>37.6</td>
<td>7.6%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>158</td>
<td>134.8%</td>
<td>133.1%</td>
<td>164.9</td>
<td>19.6%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>79</td>
<td>111.0%</td>
<td>89.1%</td>
<td>119.2</td>
<td>23.1%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>222</td>
<td>34.9%</td>
<td>55.6%</td>
<td>6.2</td>
<td>6.7%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>222</td>
<td>47.7%</td>
<td>73.3%</td>
<td>30.0</td>
<td>10.1%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>45</td>
<td>124.6%</td>
<td>122.9%</td>
<td>31.8</td>
<td>18.8%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>175</td>
<td>113.7%</td>
<td>116.0%</td>
<td>12.6</td>
<td>9.3%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>204</td>
<td>-144.4%</td>
<td>151.8%</td>
<td>-5,951.1</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>222</td>
<td>96.5%</td>
<td>79.9%</td>
<td>53.8</td>
<td>7.7%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>222</td>
<td>73.7%</td>
<td>28.2%</td>
<td>30.8</td>
<td>8.6%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>166</td>
<td>142.7%</td>
<td>154.5%</td>
<td>55.2</td>
<td>4.8%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>146</td>
<td>127.4%</td>
<td>115.5%</td>
<td>27.3</td>
<td>10.6%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>159</td>
<td>57.5%</td>
<td>36.6%</td>
<td>30.5</td>
<td>9.7%</td>
</tr>
</tbody>
</table>

| All HMOs | 3,243 | 70.1% | 67.8% | 26.3 | 9.3% |

**HMOs with MO% of Business > 60% (14 HMOs)**

|                        | 2,342 | 87.0% | 88.2% | 38.6 | 9.9% |
**Efficiency Indicators**

Efficiency is the ability of an organization to act or produce effectively with a minimum of waste, expense or unnecessary effort. Efficiency indicators show the effectiveness of premium collection, claim payment processes and the organization’s ability to generate equity on the balance sheet or surplus on the income statement.

A. **Net Income (Loss)** - Total Revenue (before premiums ceded for reinsurance) less Total Expenses adjusted for Federal income taxes and extraordinary items.
   a. Total Revenue is expressed before reinsurance premiums ceded for purposes of comparability with 2008.
   b. Extraordinary Items - Nonrecurring gains or losses that are unrelated to or only incidentally related to the ordinary activities of the entity.

B. **% Change in Net Income (Loss) (2008 - 2009)** -
\[
\frac{\text{current year’s Net Income (Loss)} - \text{previous year’s Net Income (Loss)}}{\text{previous year’s Net Income (Loss)}}
\]

C. **Administration Expenses** - Includes, but is not limited to rent, salaries, commissions, legal fees, certifications, traveling, marketing, postage, office supplies, occupancy, equipment, insurance, and taxes.

D. **% Change in Administration Expenses (2008-2009)** -
\[
\frac{\text{current year’s Administration Expenses} - \text{previous year’s Administration Expenses}}{\text{previous year’s Administration Expenses}}
\]

E. **Total Liabilities, Capital and Surplus** - Includes Total Liabilities plus Total Capital & Surplus.

F. **% Change in Total Liabilities, Capital and Surplus (2008-2009)** -
\[
\frac{\text{current year’s Total Liabilities, Capital & Surplus} - \text{previous year’s Total Liabilities, Capital & Surplus}}{\text{previous year’s Total Liabilities, Capital & Surplus}}
\]

G. **Days in Receivables** - Total Premiums Receivable / Total Premium Related Revenue per day*. Indicates the number of days of premium revenue that a health plan has due from its members. This ratio tracks how quickly premiums are collected.

H. **Days in Unpaid Claims** - Claims Payable / Total Medical & Hospital Expenses per day*. The amount of time (in days) it would take a company to pay off outstanding dollar amounts, measured in reference to the average dollar amount per day the company has paid out historically over the last year. A value that appears exceptionally high indicates outstanding costs in excess of average historic costs. It does not indicate outstanding costs of any particular age. This item is in no way intended, and should not be interpreted as, a means to monitor compliance with Missouri law requiring payment of each claim within a specified time frame.

*Revenues or Expenses per day - Revenue or expenses divided by the number of days in operation during 2009, i.e. 365 days.
## Nationwide Operations

### Efficiency Indicators

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>$160,707,488</td>
<td>12779.7%</td>
<td>$410,342,659</td>
<td>6981.2%</td>
<td>$901,507,816</td>
<td>5096.1%</td>
<td>11.1</td>
<td>35.5</td>
</tr>
<tr>
<td>Alliance Health, LLC dba Molina Healthcare of Missouri</td>
<td>$10,523,430</td>
<td>-10.3%</td>
<td>$17,469,454</td>
<td>-0.8%</td>
<td>$51,279,405</td>
<td>-8.7%</td>
<td>30.1</td>
<td>36.5</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>$822,820</td>
<td>-71.1%</td>
<td>$9,075,388</td>
<td>-5.8%</td>
<td>$24,195,738</td>
<td>-2.7%</td>
<td>28.1</td>
<td>33.8</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>$23,893,430</td>
<td>-52.5%</td>
<td>$18,692,094</td>
<td>19.6%</td>
<td>$114,019,734</td>
<td>4.2%</td>
<td>23.4</td>
<td>47.3</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$230,345</td>
<td>-48.8%</td>
<td>$979,979</td>
<td>-3.1%</td>
<td>$7,023,094</td>
<td>0.5%</td>
<td>3.8</td>
<td>42.0</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$91,881</td>
<td>-68.0%</td>
<td>$306,894</td>
<td>13.7%</td>
<td>$2,084,073</td>
<td>-53.9%</td>
<td>1.1</td>
<td>26.8</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>($370,775)</td>
<td>80.0%</td>
<td>$2,038,286</td>
<td>-33.4%</td>
<td>$7,624,979</td>
<td>-5.0%</td>
<td>0.6</td>
<td>46.4</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$17,327,771</td>
<td>-11.2%</td>
<td>$22,874,366</td>
<td>-14.6%</td>
<td>$102,024,727</td>
<td>3.8%</td>
<td>9.1</td>
<td>34.8</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$1,857,324</td>
<td>96.6%</td>
<td>$1,583,688</td>
<td>-21.2%</td>
<td>$23,264,946</td>
<td>10.9%</td>
<td>0.6</td>
<td>89.4</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>$1,133,735</td>
<td>-86.5%</td>
<td>$37,180,828</td>
<td>54.9%</td>
<td>$105,046,923</td>
<td>17.0%</td>
<td>4.6</td>
<td>97.6</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$15,556,502</td>
<td>86.4%</td>
<td>$36,062,071</td>
<td>5.8%</td>
<td>$113,767,081</td>
<td>12.4%</td>
<td>6.2</td>
<td>28.6</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$23,925,764</td>
<td>-45.9%</td>
<td>$15,856,826</td>
<td>-26.3%</td>
<td>$208,840,806</td>
<td>-1.3%</td>
<td>1.8</td>
<td>42.4</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>$2,270,707</td>
<td>101.4%</td>
<td>$51,560,866</td>
<td>-1.2%</td>
<td>$116,102,416</td>
<td>10.2%</td>
<td>72.1</td>
<td>80.2</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$10,172,157</td>
<td>-57.4%</td>
<td>$57,876,002</td>
<td>81.6%</td>
<td>$126,486,248</td>
<td>-1.6%</td>
<td>30.5</td>
<td>40.2</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>$11,451,080</td>
<td>-4.4%</td>
<td>($16,998,629)</td>
<td>-2.1%</td>
<td>$23,620,992</td>
<td>-11.5%</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$20,029,609</td>
<td>28.4%</td>
<td>$22,593,237</td>
<td>0.4%</td>
<td>$135,236,131</td>
<td>2.5%</td>
<td>20.7</td>
<td>34.4</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>($8,901,986)</td>
<td>36.8%</td>
<td>$219,225,645</td>
<td>-0.1%</td>
<td>$405,427,583</td>
<td>5.9%</td>
<td>6.2</td>
<td>35.0</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$8,887,321</td>
<td>24.1%</td>
<td>$16,958,259</td>
<td>-10.1%</td>
<td>$63,897,647</td>
<td>7.6%</td>
<td>12.2</td>
<td>20.5</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>($4,149,984)</td>
<td>-5096.0%</td>
<td>$8,368,680</td>
<td>78.5%</td>
<td>$26,965,931</td>
<td>-2.1%</td>
<td>38.7</td>
<td>44.8</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$36,961,308</td>
<td>4.0%</td>
<td>$61,351,253</td>
<td>-2.8%</td>
<td>$163,180,602</td>
<td>-8.1%</td>
<td>8.0</td>
<td>42.2</td>
</tr>
<tr>
<td><strong>All HMOs</strong></td>
<td><strong>$332,419,927</strong></td>
<td>46.5%</td>
<td><strong>$993,577,846</strong></td>
<td>78.0%</td>
<td><strong>$2,721,596,924</strong></td>
<td><strong>7.6%</strong></td>
<td><strong>14.2</strong></td>
<td><strong>39.9</strong></td>
</tr>
<tr>
<td><strong>HMOs with MO% of Business &gt; 60% (14 HMOs)</strong></td>
<td><strong>$136,892,172</strong></td>
<td>-19.0%</td>
<td><strong>$269,902,237</strong></td>
<td>14.3%</td>
<td><strong>$1,075,491,502</strong></td>
<td><strong>0.6%</strong></td>
<td><strong>14.8</strong></td>
<td><strong>42.5</strong></td>
</tr>
</tbody>
</table>
Performance Indicators

Performance is the ability of an organization to assume responsibilities and meet obligations through operations. Performance indicators note the experience of an HMO in attaining commonly accepted standards of operation in regards to finances, enrollment and utilization. The most often cited indicator of an HMO’s performance is the percentage of total premiums and related revenues that cover total medical and hospital expenses. This percentage is called the medical loss ratio (MLR). As presented below, the plan-wide MLR is defined as total medical and hospital expenses divided by total earned premium-related revenues (including Medicare and Medicaid revenue) plus fee-for-service (FFS) revenue. Therefore, the plan-wide MLR includes an HMO’s experience in all states in which the HMO was active during 2009.

A. 2009 Missouri Medical Loss Ratio (MoLR) -

\[
\frac{\text{Amount Incurred for Provision of Missouri Health Care Services}}{\text{Total Missouri Premiums Earned}}
\]

*Data on premiums ceded for reinsurance is not available at the state level, for all companies. Where available, it is included.

B. 2009 Plan Wide Medical Loss Ratio (MLR) -

\[
\frac{\text{Total Medical & Hospital Expenses + Increase in Reserves for Accident & Health Contracts}}{\text{Total Revenues}}
\]

*net of premiums ceded for reinsurance

NOTE: Companies with 100% of their business in Missouri will show a difference between the Missouri Loss Ratio and the Plan Wide MLR. Plan Wide MLR is a standard ratio established by the NAIC for comparing companies operating anywhere in the United States and Territories. Several revenue and expense related items used to calculate the Plan Wide MLR are not reported at a state level, and are absent from the Missouri MLR. Therefore, companies that do business nowhere outside Missouri will have one loss ratio when evaluated at the state level and another when evaluated using the NAIC standard ratio. However, since experience in one state can vary widely from national experience, presenting a state MLR is an important indicator.

C. Total Plan Wide Member Months - A member month is equivalent to one member from whom the HMO has recognized prepaid premium revenue for one month.

D. Premium Related + FFS Revenues PMPM -

\[
\frac{\text{Net Premium Income} + \text{Total FFS & Risk Revenue}}{\text{Plan Wide Cumulative Member Months}}
\]

*net of reinsurance premiums ceded

E. Medical & Hospital Expense PMPM -

\[
\frac{\text{Total Medical & Hospital Expenses}}{\text{Plan wide Cumulative Member Months}}
\]

NOTE: Neither the Missouri MLR nor the Plan Wide MLR as presented in this publication are suitable for evaluating compliance with the Federal Accountable Care Act of 2010 (ACA). The ACA calls for health plans to achieve certain minimum medical loss ratios, or pay refunds to plan members. As of the date of this publication, the formulas to be used to determine compliance with the ACA have not yet been determined. However, ACA requires inclusion of certain types of non-standard expenses that are not included in either ratio presented in this publication.
### Nationwide Operations

**Performance Indicators**

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>2009 Missouri Medical Loss Ratio</th>
<th>2009 Plan Wide Medical Loss Ratio</th>
<th>Total Plan Wide Member Months</th>
<th>Premium Related + FFS Revenues PMPM</th>
<th>Medical &amp; Hospital Expense PMPM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>92.8%</td>
<td>83.8%</td>
<td>11,210,869</td>
<td>$352.97</td>
<td>$295.98</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>81.7%</td>
<td>81.8%</td>
<td>927,363</td>
<td>$248.01</td>
<td>$202.93</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>80.5%</td>
<td>85.8%</td>
<td>351,784</td>
<td>$246.61</td>
<td>$199.29</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>82.4%</td>
<td>86.0%</td>
<td>1,989,583</td>
<td>$201.82</td>
<td>$173.49</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>83.0%</td>
<td>84.1%</td>
<td>18,011</td>
<td>$330.55</td>
<td>$279.34</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>76.5%</td>
<td>78.0%</td>
<td>6,229</td>
<td>$316.78</td>
<td>$246.79</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>97.1%</td>
<td>91.8%</td>
<td>69,074</td>
<td>$366.74</td>
<td>$356.31</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>81.2%</td>
<td>79.5%</td>
<td>758,210</td>
<td>$363.11</td>
<td>$288.73</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>80.7%</td>
<td>79.9%</td>
<td>51,100</td>
<td>$305.47</td>
<td>$251.62</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>68.4%</td>
<td>86.2%</td>
<td>345,671</td>
<td>$918.61</td>
<td>$792.17</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>86.7%</td>
<td>85.4%</td>
<td>1,196,621</td>
<td>$361.71</td>
<td>$309.69</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>85.7%</td>
<td>86.4%</td>
<td>800,709</td>
<td>$605.20</td>
<td>$523.11</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>74.4%</td>
<td>85.6%</td>
<td>2,118,166</td>
<td>$182.52</td>
<td>$156.32</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>84.3%</td>
<td>86.1%</td>
<td>2,237,161</td>
<td>$249.15</td>
<td>$214.50</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>42.6%</td>
<td>61.7%</td>
<td>261</td>
<td>$287.62</td>
<td>$237.13</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>82.1%</td>
<td>82.1%</td>
<td>1,079,653</td>
<td>$298.05</td>
<td>$250.69</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>82.7%</td>
<td>90.1%</td>
<td>4,688,908</td>
<td>$376.90</td>
<td>$340.32</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>87.0%</td>
<td>86.0%</td>
<td>557,752</td>
<td>$527.40</td>
<td>$457.96</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>85.9%</td>
<td>86.0%</td>
<td>507,325</td>
<td>$244.18</td>
<td>$209.97</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>78.3%</td>
<td>83.8%</td>
<td>715,249</td>
<td>$733.18</td>
<td>$616.31</td>
</tr>
<tr>
<td><strong>All HMOs</strong></td>
<td><strong>82.5%</strong></td>
<td><strong>85.4%</strong></td>
<td><strong>29,629,699</strong></td>
<td><strong>$344.59</strong></td>
<td><strong>$294.57</strong></td>
</tr>
<tr>
<td><strong>HMOs with MO% of Business &gt; 60% (14 HMOs)</strong></td>
<td><strong>82.6%</strong></td>
<td><strong>85.0%</strong></td>
<td><strong>8,845,952</strong></td>
<td><strong>$386.20</strong></td>
<td><strong>$329.41</strong></td>
</tr>
</tbody>
</table>
Many items in the financial statements are more meaningful to analyze as trends over time than as points in time. Data represent plan-wide activity and are not specific to the state of Missouri. Please note that some historical information has been updated because of revisions received after publication of last year’s report.

**Net Income (Loss)** – (Income Statement item) – Income adjusted for federal and foreign income taxes paid.

**Total Assets** – (Balance Sheet item) – Permitted assets determined in accordance with statutory requirements.

**Total Liabilities** – (Balance Sheet item) – All obligations, determined in accordance with state statutes, for which an HMO is financially responsible.

**Total Liabilities, Capital and Surplus** – (Balance Sheet item) – Includes common capital stock, preferred capital stock, gross paid in and contributed surplus, surplus notes, unassigned funds less treasury stock at cost.

**Net Premium Income** – (Income Statement item) – Total commercial premiums and Medicare and Medicaid revenues recorded by nationwide business operations on a prepaid basis for the provision of contracted health services, net of premiums ceded for reinsurance. Premium revenues do not include fee-for-service revenues.

**Total Revenue** – (Income Statement item) – Premium and other revenue streams.

**Medical & Hospital Expenses** – (Income Statement item) – Expenses net of reinsurance, co-payment, coordination of benefits and subrogation.

**Administration Expenses** – Includes, but is not limited to rent, salaries, commissions, legal fees, certifications, traveling, marketing, postage, office supplies, occupancy, equipment, insurance, and taxes.

**Current Ratio** – (Liquidity Indicator) – Reflects the plan’s ability to meet short-term obligations with short-term assets.

**Medical Loss Ratio** – (Performance Indicator) – Indicates the portion of all revenues that are required to cover core operations, e.g. payments for medical services.

**Administrative Expenses to Total Revenue** – (Efficiency Indicator) – Indicates the portion of all revenues that are required to support core operations.

**Estimated Liability for Unpaid Claims** – At the beginning of each year, an HMO will have claims that were incurred in prior years, but which still have not been paid. The HMO attempts to estimate the amount of such claims, and incorporates this estimate into reserves set aside to pay claims.

**Total Claims Incurred for Prior Years** – The amount the HMO paid this year for claims leftover from previous years.

**Analysis of Liability Reserves** =

\[
\text{Estimated Liability for Unpaid Claims} - \text{Total Claims Incurred for Prior Years} \\
\text{Total Claims Incurred for Prior Years}
\]

Ideally, the amount stated for “Estimated Liability for Unpaid Claims” should be within 5% to 10% of the amount stated for “Total Claims Incurred for Prior Years”. A negative number indicates that “Total Claims Incurred for Prior Years” exceeded the amount set aside to pay such claims, as stated in “Estimated Liability for Unpaid Claims”.

If “Total Claims Incurred for Prior Years” is significantly greater than “Estimated Liability for Unpaid Claims” for several years in a row, the HMO may have a problem accurately accounting for its outstanding liabilities and may be over-stating its capital and surplus.

If “Total Claims Incurred for Prior Years” is significantly less than “Estimated Liability for Unpaid Claims” for several years in a row, the HMO may not be using cash as efficiently as possible. In states that regulate the amount an HMO may charge in premiums, the HMO may be ineligible for premium increases. Medical providers negotiating payment rates may have grounds to negotiate for higher payments.
## Financial History

Plan Wide Net Income (Loss)\(^7\)

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>% Change (2005 - 2009)(^{20, 23})</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>($940,860)</td>
<td>($774,727)</td>
<td>$1,678,728</td>
<td>($1,267,444)</td>
<td>$160,707,488</td>
<td>17180.9%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>$460,995</td>
<td>$9,400,623</td>
<td>$8,853,081</td>
<td>$11,733,806</td>
<td>$10,523,430</td>
<td>218.2%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>($1,193,023)</td>
<td>($3,131,147)</td>
<td>($4,650,289)</td>
<td>$2,842,822</td>
<td>$822,820</td>
<td>126.3%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>$3,698,481</td>
<td>$1,135,977</td>
<td>$27,037,682</td>
<td>$50,264,079</td>
<td>$23,893,430</td>
<td>546.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$2,018,949</td>
<td>$86,242</td>
<td>$656,199</td>
<td>$450,217</td>
<td>$230,345</td>
<td>-88.6%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$1,535,999</td>
<td>$993,042</td>
<td>$421,071</td>
<td>$286,955</td>
<td>$91,881</td>
<td>-94.0%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$196,000</td>
<td>($2,745,576)</td>
<td>($748,144)</td>
<td>($1,855,297)</td>
<td>($370,775)</td>
<td>-289.2%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$48,361,977</td>
<td>$43,079,757</td>
<td>$36,193,764</td>
<td>$19,515,099</td>
<td>$17,327,771</td>
<td>-64.2%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>($1,281,287)</td>
<td>$824,493</td>
<td>$2,982,092</td>
<td>$8,347,464</td>
<td>$15,556,502</td>
<td>1477.0%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>$986,446</td>
<td>$341,211</td>
<td>$6,470,570</td>
<td>$8,347,464</td>
<td>$15,556,502</td>
<td>1477.0%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$43,315,953</td>
<td>$38,497,372</td>
<td>$55,957,955</td>
<td>$44,258,040</td>
<td>$23,925,764</td>
<td>-44.8%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>($7,211)</td>
<td>($1,519)</td>
<td>$4,488</td>
<td>$11,981,844</td>
<td>$11,451,080</td>
<td>158900.2%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri(^{21})</td>
<td>N/A</td>
<td>$8,824,190</td>
<td>($588,033)</td>
<td>$1,127,428</td>
<td>$2,270,707</td>
<td>486.2%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$18,638,645</td>
<td>$12,328,754</td>
<td>$15,498,423</td>
<td>$23,854,278</td>
<td>$10,172,157</td>
<td>-45.4%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO(^{14})</td>
<td>($7,211)</td>
<td>($1,519)</td>
<td>$4,488</td>
<td>$11,981,844</td>
<td>$11,451,080</td>
<td>158900.2%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$18,009,319</td>
<td>$18,887,849</td>
<td>$15,951,400</td>
<td>$15,593,859</td>
<td>$15,029,609</td>
<td>11.2%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>($6,824,661)</td>
<td>$62,356,986</td>
<td>($16,118,227)</td>
<td>($14,076,328)</td>
<td>($8,901,986)</td>
<td>-30.4%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$22,048,057</td>
<td>$563,710</td>
<td>$2,118,406</td>
<td>$7,162,131</td>
<td>$8,887,321</td>
<td>-59.7%</td>
</tr>
<tr>
<td>Missouri Care, Inc.(^21)</td>
<td>$2,280,608</td>
<td>($2,318,172)</td>
<td>$1,281,556</td>
<td>($79,869)</td>
<td>($4,149,984)</td>
<td>-282.0%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$32,550,335</td>
<td>$31,134,447</td>
<td>$51,018,727</td>
<td>$35,528,470</td>
<td>$36,961,308</td>
<td>13.6%</td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>($371,207)</td>
<td>($9,132,927)</td>
<td>($4,218,638)</td>
<td>$1,847,796</td>
<td>$0</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

All HMOs\(^{23}\)  
$181,490,426  $207,896,665  $198,882,009  $226,853,946  $332,419,927  83.2%
# Financial History

## Plan Wide Total Assets

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>$20,901,276</td>
<td>$20,549,637</td>
<td>$21,225,611</td>
<td>$17,349,539</td>
<td>$901,507,816</td>
<td>4213.2%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>$20,168,206</td>
<td>$41,600,353</td>
<td>$38,411,549</td>
<td>$56,183,944</td>
<td>$51,279,406</td>
<td>154.3%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>$20,994,776</td>
<td>$23,313,483</td>
<td>$22,796,241</td>
<td>$24,877,363</td>
<td>$24,195,738</td>
<td>3.8%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>$20,900,307</td>
<td>$18,107,885</td>
<td>$91,014,317</td>
<td>$109,416,305</td>
<td>$114,019,736</td>
<td>445.5%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$14,629,916</td>
<td>$8,543,561</td>
<td>$6,597,838</td>
<td>$6,987,762</td>
<td>$7,023,094</td>
<td>-52.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$7,048,224</td>
<td>$5,578,348</td>
<td>$5,422,575</td>
<td>$4,522,842</td>
<td>$2,084,073</td>
<td>-70.4%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$14,882,579</td>
<td>$9,594,643</td>
<td>$8,280,391</td>
<td>$8,026,231</td>
<td>$7,624,979</td>
<td>-48.8%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$153,954,819</td>
<td>$160,200,413</td>
<td>$121,694,238</td>
<td>$98,318,731</td>
<td>$102,024,727</td>
<td>-33.7%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$13,213,971</td>
<td>$14,955,870</td>
<td>$19,147,948</td>
<td>$20,970,137</td>
<td>$23,264,946</td>
<td>76.1%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>$4,557,849</td>
<td>$10,611,767</td>
<td>$40,849,613</td>
<td>$89,311,376</td>
<td>$105,046,923</td>
<td>2204.7%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$64,183,041</td>
<td>$74,251,170</td>
<td>$88,599,870</td>
<td>$101,245,818</td>
<td>$113,767,061</td>
<td>77.3%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$160,591,141</td>
<td>$173,209,657</td>
<td>$181,179,218</td>
<td>$211,578,996</td>
<td>$208,840,806</td>
<td>30.0%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>N/A</td>
<td>$77,516,944</td>
<td>$90,456,120</td>
<td>$105,314,216</td>
<td>$116,102,468</td>
<td>28.4%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$89,628,069</td>
<td>$91,652,582</td>
<td>$111,612,415</td>
<td>$128,526,245</td>
<td>$126,486,247</td>
<td>41.1%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>$15,395,259</td>
<td>$27,963,991</td>
<td>$25,662,691</td>
<td>$26,700,642</td>
<td>$23,620,992</td>
<td>53.4%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$94,844,750</td>
<td>$123,396,772</td>
<td>$115,552,809</td>
<td>$131,929,709</td>
<td>$135,236,131</td>
<td>42.6%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$393,710,930</td>
<td>$410,078,474</td>
<td>$336,191,588</td>
<td>$382,870,007</td>
<td>$405,427,583</td>
<td>3.0%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$101,825,170</td>
<td>$84,540,054</td>
<td>$68,065,866</td>
<td>$59,400,715</td>
<td>$63,897,647</td>
<td>-37.2%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>$15,353,445</td>
<td>$13,307,610</td>
<td>$16,052,586</td>
<td>$27,538,307</td>
<td>$26,956,931</td>
<td>73.4%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$203,929,705</td>
<td>$217,510,164</td>
<td>$224,171,120</td>
<td>$177,508,982</td>
<td>$163,180,602</td>
<td>-20.0%</td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>$629,223,398</td>
<td>$666,480,057</td>
<td>$707,243,590</td>
<td>$740,622,163</td>
<td>$0</td>
<td>-100.0%</td>
</tr>
</tbody>
</table>

**All HMOs**

- **2005**: $2,060,136,831
- **2006**: $2,272,463,435
- **2007**: $2,340,228,194
- **2008**: $2,529,700,021
- **2009**: $2,721,596,906

32.1%
## Financial History

Plan Wide Total Liabilities

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>$9,594,459</td>
<td>$8,476,503</td>
<td>$7,521,781</td>
<td>$7,945,298</td>
<td>$475,590,142</td>
<td>4856.9%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>$9,168,199</td>
<td>$15,986,737</td>
<td>$15,784,981</td>
<td>$26,112,388</td>
<td>$21,319,181</td>
<td>132.5%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>$14,247,886</td>
<td>$15,206,015</td>
<td>$14,633,641</td>
<td>$13,838,799</td>
<td>$12,397,206</td>
<td>-18.5%</td>
</tr>
<tr>
<td>Children’s Mercy’s Family Health Partners, Inc.</td>
<td>$12,798,216</td>
<td>$9,643,637</td>
<td>$55,700,399</td>
<td>$48,465,192</td>
<td>$51,452,233</td>
<td>302.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$6,988,988</td>
<td>$4,857,239</td>
<td>$3,557,920</td>
<td>$3,560,363</td>
<td>$3,388,612</td>
<td>-51.5%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$2,065,881</td>
<td>$2,026,659</td>
<td>$1,781,533</td>
<td>$639,856</td>
<td>$582,030</td>
<td>-71.8%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$8,827,197</td>
<td>$6,719,549</td>
<td>$4,687,233</td>
<td>$4,727,566</td>
<td>$4,360,887</td>
<td>-50.6%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$68,342,089</td>
<td>$80,424,731</td>
<td>$52,057,971</td>
<td>$42,570,569</td>
<td>$39,553,784</td>
<td>-42.1%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$2,498,548</td>
<td>$3,523,252</td>
<td>$4,684,320</td>
<td>$4,754,895</td>
<td>$4,328,812</td>
<td>73.3%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>$1,426,004</td>
<td>$6,319,292</td>
<td>$29,392,052</td>
<td>$45,300,158</td>
<td>$42,766,892</td>
<td>-59.6%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$26,802,029</td>
<td>$33,415,820</td>
<td>$41,323,014</td>
<td>$42,766,892</td>
<td>$42,766,892</td>
<td>59.6%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$68,860,435</td>
<td>$85,184,299</td>
<td>$72,873,369</td>
<td>$99,309,388</td>
<td>$107,040,400</td>
<td>55.4%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>N/A</td>
<td>$49,433,201</td>
<td>$60,440,729</td>
<td>$78,689,993</td>
<td>$86,541,488</td>
<td>43.2%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$48,644,966</td>
<td>$39,390,429</td>
<td>$56,762,050</td>
<td>$59,955,252</td>
<td>$56,314,923</td>
<td>15.8%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>$648,122</td>
<td>$3,377,434</td>
<td>$699,107</td>
<td>$2,340,837</td>
<td>$653,462</td>
<td>1.5%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$60,696,186</td>
<td>$70,331,353</td>
<td>$83,267,466</td>
<td>$72,218,481</td>
<td>$59,491,088</td>
<td>-2.0%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$218,828,383</td>
<td>$202,409,785</td>
<td>$189,906,025</td>
<td>$205,601,476</td>
<td>$229,812,569</td>
<td>5.0%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$54,973,027</td>
<td>$38,416,619</td>
<td>$37,768,396</td>
<td>$29,274,830</td>
<td>$34,096,461</td>
<td>-38.0%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>$7,679,252</td>
<td>$7,635,639</td>
<td>$7,247,767</td>
<td>$17,457,347</td>
<td>$15,878,099</td>
<td>106.8%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$107,844,268</td>
<td>$146,187,571</td>
<td>$127,590,616</td>
<td>$92,726,752</td>
<td>$94,384,320</td>
<td>-12.5%</td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>$285,832,185</td>
<td>$274,163,621</td>
<td>$239,467,301</td>
<td>$257,468,296</td>
<td>$0</td>
<td>-100.0%</td>
</tr>
</tbody>
</table>

**All HMOs**

$1,016,762,320  $1,103,129,385  $1,107,147,669  $1,183,013,346  $1,420,461,861  39.7%

![Graph showing total liabilities for each year](image-url)
## Financial History

### Plan Wide Total Liabilities, Capital and Surplus

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>$20,901,276</td>
<td>$20,549,637</td>
<td>$21,225,611</td>
<td>$17,349,539</td>
<td>$901,507,816</td>
<td>421.3%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>$20,168,206</td>
<td>$41,600,353</td>
<td>$38,411,549</td>
<td>$56,183,944</td>
<td>$51,279,405</td>
<td>154.3%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>$20,994,776</td>
<td>$23,133,483</td>
<td>$22,796,241</td>
<td>$24,877,363</td>
<td>$24,195,738</td>
<td>3.8%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>$20,900,307</td>
<td>$18,107,885</td>
<td>$91,014,317</td>
<td>$109,416,305</td>
<td>$114,019,734</td>
<td>445.5%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$14,629,916</td>
<td>$8,543,561</td>
<td>$6,597,838</td>
<td>$6,987,762</td>
<td>$7,023,094</td>
<td>-52.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$7,048,224</td>
<td>$5,078,348</td>
<td>$5,422,575</td>
<td>$4,522,842</td>
<td>$2,084,073</td>
<td>-70.4%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$14,882,579</td>
<td>$9,594,643</td>
<td>$8,280,391</td>
<td>$8,026,231</td>
<td>$7,624,979</td>
<td>-48.8%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$153,954,819</td>
<td>$160,200,414</td>
<td>$121,694,238</td>
<td>$98,318,731</td>
<td>$102,024,727</td>
<td>-33.7%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$64,183,041</td>
<td>$10,611,767</td>
<td>$40,849,613</td>
<td>$89,811,367</td>
<td>$105,046,923</td>
<td>2204.7%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$160,591,141</td>
<td>$173,209,657</td>
<td>$181,179,218</td>
<td>$211,578,996</td>
<td>$208,840,806</td>
<td>30.0%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$160,591,141</td>
<td>$14,955,897</td>
<td>$19,147,948</td>
<td>$20,970,137</td>
<td>$23,264,946</td>
<td>76.1%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>N/A</td>
<td>$77,516,944</td>
<td>$90,456,120</td>
<td>$105,314,216</td>
<td>$116,102,468</td>
<td>28.4%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$89,628,069</td>
<td>$91,652,581</td>
<td>$88,599,870</td>
<td>$101,245,818</td>
<td>$113,767,081</td>
<td>77.3%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba Healthlink HMO</td>
<td>$15,395,259</td>
<td>$27,963,991</td>
<td>$25,662,691</td>
<td>$26,700,642</td>
<td>$23,620,992</td>
<td>53.4%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$94,844,750</td>
<td>$123,396,772</td>
<td>$115,552,809</td>
<td>$131,929,709</td>
<td>$135,236,131</td>
<td>42.6%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$393,710,930</td>
<td>$40,078,474</td>
<td>$336,191,588</td>
<td>$382,870,007</td>
<td>$405,427,583</td>
<td>3.0%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$101,825,170</td>
<td>$84,540,053</td>
<td>$68,065,866</td>
<td>$59,400,715</td>
<td>$63,897,647</td>
<td>-37.2%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>$15,553,445</td>
<td>$13,307,613</td>
<td>$16,052,586</td>
<td>$27,538,307</td>
<td>$26,965,931</td>
<td>73.4%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$203,929,705</td>
<td>$217,510,164</td>
<td>$224,171,120</td>
<td>$177,508,982</td>
<td>$163,180,602</td>
<td>-20.0%</td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>$629,223,398</td>
<td>$666,480,056</td>
<td>$707,243,590</td>
<td>$740,622,163</td>
<td>$0</td>
<td>-100.0%</td>
</tr>
</tbody>
</table>

| All HMOs | $2,060,136,831 | $2,272,463,435 | $2,340,228,194 | $2,529,700,021 | $2,721,596,924 | 32.1% |

### Plan Wide Total Liabilities, Capital and Surplus in Each Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Liabilities</th>
<th>Capital &amp; Surplus</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>$2,060,136,831</td>
<td>$1,900,000,000</td>
</tr>
<tr>
<td>2006</td>
<td>$2,272,463,435</td>
<td>$2,000,000,000</td>
</tr>
<tr>
<td>2007</td>
<td>$2,340,228,194</td>
<td>$2,100,000,000</td>
</tr>
<tr>
<td>2008</td>
<td>$2,529,700,021</td>
<td>$2,200,000,000</td>
</tr>
<tr>
<td>2009</td>
<td>$2,721,596,924</td>
<td>$2,300,000,000</td>
</tr>
</tbody>
</table>

[20] [23]

[20] [23]
### Financial History

#### Plan Wide Net Premium Income

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>$86,216,908</td>
<td>$69,735,528</td>
<td>$65,903,902</td>
<td>$54,164,033</td>
<td>$3,957,047,196</td>
<td>4489.6%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>$85,487,331</td>
<td>$124,237,316</td>
<td>$173,084,644</td>
<td>$225,091,120</td>
<td>$229,990,767</td>
<td>169.0%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>$36,789,851</td>
<td>$72,813,119</td>
<td>$76,781,280</td>
<td>$84,659,063</td>
<td>$86,754,126</td>
<td>19.1%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>$109,420,014</td>
<td>$96,763,149</td>
<td>$348,558,733</td>
<td>$389,179,736</td>
<td>$401,540,950</td>
<td>267.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$12,667,537</td>
<td>$16,077,079</td>
<td>$11,408,591</td>
<td>$7,573,094</td>
<td>$5,953,500</td>
<td>-53.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$16,129,326</td>
<td>$16,077,079</td>
<td>$14,638,618</td>
<td>$1,783,034</td>
<td>$1,973,224</td>
<td>-87.8%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$62,020,962</td>
<td>$45,514,511</td>
<td>$32,002,119</td>
<td>$28,674,312</td>
<td>$25,332,537</td>
<td>-59.2%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$458,024,647</td>
<td>$517,275,130</td>
<td>$526,070,013</td>
<td>$516,442,805</td>
<td>$387,313,562</td>
<td>73.1%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$11,573,337</td>
<td>$20,108,737</td>
<td>$19,949,258</td>
<td>$18,057,387</td>
<td>$15,609,389</td>
<td>34.9%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>$12,981,628</td>
<td>$31,997,110</td>
<td>$125,583,169</td>
<td>$396,908,036</td>
<td>$432,825,749</td>
<td>92.7%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$24,569,406</td>
<td>$269,995,833</td>
<td>$369,503,169</td>
<td>$396,908,036</td>
<td>$432,825,749</td>
<td>92.7%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$524,739,385</td>
<td>$517,275,130</td>
<td>$526,070,013</td>
<td>$516,442,805</td>
<td>$484,589,294</td>
<td>-7.7%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>N/A</td>
<td>$263,999,393</td>
<td>$223,393,657</td>
<td>$327,922,717</td>
<td>$386,613,602</td>
<td>73.1%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$344,284,994</td>
<td>$324,586,616</td>
<td>$457,691,676</td>
<td>$504,201,761</td>
<td>$557,385,630</td>
<td>61.9%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba Healthlink HMO</td>
<td>$63,860</td>
<td>$49,120</td>
<td>$38,206</td>
<td>$106,017</td>
<td>$75,070</td>
<td>17.6%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$32,923,034</td>
<td>$387,951,380</td>
<td>$365,089,306</td>
<td>$334,885,035</td>
<td>$321,792,576</td>
<td>-3.3%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$1,456,186,226</td>
<td>$1,490,673,591</td>
<td>$1,413,167,003</td>
<td>$1,663,593,693</td>
<td>$1,767,233,548</td>
<td>6.7%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$476,310,476</td>
<td>$417,117,847</td>
<td>$340,210,026</td>
<td>$322,294,379</td>
<td>$294,149,759</td>
<td>-38.2%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>$79,616,609</td>
<td>$76,089,021</td>
<td>$68,236,380</td>
<td>$112,165,482</td>
<td>$123,876,752</td>
<td>55.6%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$521,081,292</td>
<td>$554,516,377</td>
<td>$564,110,219</td>
<td>$500,291,529</td>
<td>$524,403,834</td>
<td>0.6%</td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>$311,699,976</td>
<td>$245,356,064</td>
<td>$486,601,474</td>
<td>$17,686,354</td>
<td>$0</td>
<td>-100.0%</td>
</tr>
<tr>
<td><strong>All HMOs</strong></td>
<td><strong>$5,362,786,799</strong></td>
<td><strong>$5,520,947,874</strong></td>
<td><strong>$5,617,017,633</strong></td>
<td><strong>$6,017,498,606</strong></td>
<td><strong>$10,209,996,825</strong></td>
<td><strong>90.4%</strong></td>
</tr>
</tbody>
</table>

#### Net Premium Income in Each Year

![Graph showing net premium income over years](chart.png)
## Financial History

### Plan Wide Total Revenues

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>$86,220,764</td>
<td>$69,736,263</td>
<td>$65,903,845</td>
<td>$54,164,171</td>
<td>$3,956,932,717</td>
<td>4489.3%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>$85,487,331</td>
<td>$124,237,316</td>
<td>$173,084,644</td>
<td>$225,091,120</td>
<td>$229,900,767</td>
<td>169.0%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>$36,789,851</td>
<td>$72,813,119</td>
<td>$76,781,280</td>
<td>$84,659,063</td>
<td>$86,754,126</td>
<td>19.1%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>$109,420,014</td>
<td>$96,763,173</td>
<td>$348,558,872</td>
<td>$389,180,304</td>
<td>$401,516,254</td>
<td>266.9%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$12,667,537</td>
<td>$16,071,036</td>
<td>$11,408,591</td>
<td>$7,575,178</td>
<td>$5,953,500</td>
<td>-53.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$16,129,326</td>
<td>$16,077,079</td>
<td>$14,638,618</td>
<td>$1,783,034</td>
<td>$1,973,224</td>
<td>-87.8%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$62,076,378</td>
<td>$45,277,917</td>
<td>$32,019,772</td>
<td>$29,115,438</td>
<td>$26,809,466</td>
<td>31.2%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$459,270,660</td>
<td>$480,019,717</td>
<td>$392,797,394</td>
<td>$315,571,000</td>
<td>$275,311,493</td>
<td>40.1%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$12,268,587</td>
<td>$21,003,766</td>
<td>$20,516,315</td>
<td>$18,571,549</td>
<td>$16,097,845</td>
<td>-5.8%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>$12,981,628</td>
<td>$31,997,110</td>
<td>$125,781,575</td>
<td>$196,245,935</td>
<td>$317,538,079</td>
<td>2346%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$224,569,406</td>
<td>$269,995,833</td>
<td>$369,503,109</td>
<td>$394,058,925</td>
<td>$434,106,799</td>
<td>93.3%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$524,739,385</td>
<td>$517,275,130</td>
<td>$526,070,013</td>
<td>$516,442,805</td>
<td>$484,589,294</td>
<td>-7.7%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>N/A</td>
<td>$263,999,393</td>
<td>$223,393,657</td>
<td>$327,922,717</td>
<td>$386,613,602</td>
<td>73.1%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$344,285,244</td>
<td>$324,586,616</td>
<td>$437,691,676</td>
<td>$504,201,761</td>
<td>$557,385,630</td>
<td>61.9%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba Healthlink HMO</td>
<td>$66,074</td>
<td>$52,201</td>
<td>$39,881</td>
<td>$143,914</td>
<td>$100,341</td>
<td>51.9%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$332,873,176</td>
<td>$388,008,409</td>
<td>$365,082,873</td>
<td>$344,322,860</td>
<td>$329,534,050</td>
<td>-1.0%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$1,656,164,326</td>
<td>$1,490,668,998</td>
<td>$1,413,109,913</td>
<td>$1,663,551,578</td>
<td>$1,767,214,479</td>
<td>6.7%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$477,244,575</td>
<td>$418,111,021</td>
<td>$340,215,043</td>
<td>$322,298,558</td>
<td>$297,160,896</td>
<td>-37.7%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>$79,616,609</td>
<td>$76,089,021</td>
<td>$68,236,830</td>
<td>$112,165,482</td>
<td>$123,876,752</td>
<td>55.6%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$521,080,309</td>
<td>$545,409,340</td>
<td>$557,348,702</td>
<td>$497,918,215</td>
<td>$523,117,147</td>
<td>0.4%</td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>$311,699,976</td>
<td>$245,356,064</td>
<td>$48,601,474</td>
<td>$17,686,354</td>
<td>$0</td>
<td>-100.0%</td>
</tr>
<tr>
<td><strong>All HMOs</strong></td>
<td><strong>$5,365,651,156</strong></td>
<td><strong>$5,513,798,722</strong></td>
<td><strong>$5,610,784,977</strong></td>
<td><strong>$6,022,669,961</strong></td>
<td><strong>$10,222,576,461</strong></td>
<td><strong>90.5%</strong></td>
</tr>
</tbody>
</table>

### Graph

![Graph showing total revenues for different years and HMOs](image-url)
## Financial History

Plan Wide Medical and Hospital Expenses

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>$76,323,616</td>
<td>$60,355,663</td>
<td>$57,564,404</td>
<td>$48,656,505</td>
<td>$3,318,233,784</td>
<td>4247.6%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>$77,473,642</td>
<td>$100,624,553</td>
<td>$143,848,413</td>
<td>$181,599,615</td>
<td>$188,191,798</td>
<td>143.0%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>$34,300,256</td>
<td>$66,263,515</td>
<td>$73,277,700</td>
<td>$70,693,384</td>
<td>$70,108,692</td>
<td>5.8%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>$95,260,320</td>
<td>$82,074,467</td>
<td>$301,558,032</td>
<td>$315,974,532</td>
<td>$345,179,386</td>
<td>262.4%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$8,533,444</td>
<td>$14,142,554</td>
<td>$9,315,933</td>
<td>$6,207,060</td>
<td>$5,031,185</td>
<td>-41.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$13,295,636</td>
<td>$13,154,387</td>
<td>$12,800,228</td>
<td>$1,274,987</td>
<td>$1,537,280</td>
<td>-88.4%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$54,867,764</td>
<td>$42,521,103</td>
<td>$29,124,164</td>
<td>$27,210,144</td>
<td>$24,611,714</td>
<td>-55.1%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$342,023,561</td>
<td>$366,822,409</td>
<td>$291,850,229</td>
<td>$249,013,436</td>
<td>$218,918,001</td>
<td>-36.0%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$12,559,568</td>
<td>$20,957,867</td>
<td>$18,762,465</td>
<td>$15,310,052</td>
<td>$12,858,031</td>
<td>2.4%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>$10,200,013</td>
<td>$24,804,585</td>
<td>$101,343,185</td>
<td>$156,501,640</td>
<td>$273,831,339</td>
<td>2584.6%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$342,023,561</td>
<td>$366,822,409</td>
<td>$291,850,229</td>
<td>$249,013,436</td>
<td>$218,918,001</td>
<td>-36.0%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$428,175,359</td>
<td>$432,767,102</td>
<td>$410,541,281</td>
<td>$421,282,894</td>
<td>$418,859,025</td>
<td>-2.2%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health of Missouri</td>
<td>N/A</td>
<td>$214,617,658</td>
<td>$178,492,815</td>
<td>$263,190,561</td>
<td>$331,102,406</td>
<td>85.5%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$284,066,816</td>
<td>$286,796,523</td>
<td>$384,412,342</td>
<td>$432,803,605</td>
<td>$479,867,691</td>
<td>68.9%</td>
</tr>
<tr>
<td>Healthlink HMO, Inc. dba Healthlink HMO</td>
<td>$55,749</td>
<td>$45,808</td>
<td>$33,317</td>
<td>$5,181</td>
<td>$61,891</td>
<td>11.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$275,178,245</td>
<td>$321,597,064</td>
<td>$310,024,170</td>
<td>$290,483,751</td>
<td>$270,660,132</td>
<td>-1.6%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$1,401,478,878</td>
<td>$1,233,234,629</td>
<td>$1,154,074,326</td>
<td>$1,441,893,004</td>
<td>$1,595,735,980</td>
<td>13.9%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$413,016,967</td>
<td>$378,632,494</td>
<td>$306,711,394</td>
<td>$276,594,163</td>
<td>$255,427,385</td>
<td>-38.2%</td>
</tr>
<tr>
<td>Missouri Care, Inc. 21</td>
<td>$67,548,643</td>
<td>$65,315,156</td>
<td>$58,171,506</td>
<td>$95,593,475</td>
<td>$106,523,974</td>
<td>57.7%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$411,438,642</td>
<td>$439,948,756</td>
<td>$416,625,996</td>
<td>$382,139,444</td>
<td>$440,812,526</td>
<td>7.1%</td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>$276,086,959</td>
<td>$229,057,344</td>
<td>$48,367,915</td>
<td>$13,959,074</td>
<td>$0</td>
<td>-100.0%</td>
</tr>
</tbody>
</table>

**All HMOs** 23

$4,480,351,338  $4,636,055,565  $5,032,937,704  $8,728,138,812  94.8%

![Graph showing Medical & Hospital Expenses in Each Year](image-url)
## Financial History

### Plan Wide Administration Expenses

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>$10,517,363</td>
<td>$9,784,388</td>
<td>$6,340,136</td>
<td>$5,794,786</td>
<td>$410,342,659</td>
<td>3801.6%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>$3,943,358</td>
<td>$6,340,191</td>
<td>$11,723,012</td>
<td>$17,782,956</td>
<td>$17,649,454</td>
<td>347.6%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>$3,609,172</td>
<td>$7,584,506</td>
<td>$8,356,933</td>
<td>$9,631,277</td>
<td>$9,075,388</td>
<td>19.7%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>$7,289,011</td>
<td>$11,098,408</td>
<td>$13,378,845</td>
<td>$15,634,883</td>
<td>$18,692,094</td>
<td>156.4%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$1,252,762</td>
<td>$2,076,126</td>
<td>$1,234,769</td>
<td>$1,011,048</td>
<td>$979,979</td>
<td>-21.8%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$598,067</td>
<td>$1,355,303</td>
<td>$1,042,312</td>
<td>$269,980</td>
<td>$306,894</td>
<td>-48.7%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$5,697,344</td>
<td>$4,993,206</td>
<td>$3,444,177</td>
<td>$3,061,440</td>
<td>$2,038,286</td>
<td>-64.2%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$45,044,898</td>
<td>$47,961,435</td>
<td>$42,918,420</td>
<td>$26,777,714</td>
<td>$22,874,366</td>
<td>-49.2%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$1,440,552</td>
<td>$2,291,303</td>
<td>$2,093,882</td>
<td>$2,009,897</td>
<td>$1,583,688</td>
<td>9.9%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>$3,167,355</td>
<td>$5,093,521</td>
<td>$17,085,654</td>
<td>$24,001,203</td>
<td>$37,180,828</td>
<td>1073.9%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$19,683,730</td>
<td>$22,256,646</td>
<td>$28,355,918</td>
<td>$34,092,135</td>
<td>$36,062,071</td>
<td>83.2%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$32,036,395</td>
<td>$37,044,341</td>
<td>$38,123,754</td>
<td>$31,070,742</td>
<td>$36,876,002</td>
<td>127.8%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>N/A</td>
<td>306,044,380</td>
<td>$35,874,510</td>
<td>$35,818,576</td>
<td>$51,356,866</td>
<td>43.7%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$25,044,480</td>
<td>$22,256,646</td>
<td>$28,355,918</td>
<td>$34,092,135</td>
<td>$36,062,071</td>
<td>83.2%</td>
</tr>
<tr>
<td>Healthlink HMO, Inc. dba Healthlink HMO</td>
<td>$38,294</td>
<td>$20,558</td>
<td>$963</td>
<td>($17,363,183)</td>
<td>($16,998,629)</td>
<td>-44489.8%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$32,727,381</td>
<td>$35,918,232</td>
<td>$24,517,057</td>
<td>$22,494,723</td>
<td>$22,993,237</td>
<td>-31.0%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$212,010,526</td>
<td>$173,131,198</td>
<td>$203,451,127</td>
<td>$219,548,685</td>
<td>$219,225,645</td>
<td>3.4%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$29,497,007</td>
<td>$25,693,376</td>
<td>$19,519,769</td>
<td>$18,870,341</td>
<td>$16,958,237</td>
<td>-42.5%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>$11,684,976</td>
<td>$10,245,187</td>
<td>$6,729,566</td>
<td>$4,688,199</td>
<td>$8,368,680</td>
<td>-28.4%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$62,407,817</td>
<td>$62,816,800</td>
<td>$67,796,073</td>
<td>$63,118,189</td>
<td>$61,351,253</td>
<td>-1.7%</td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>$29,497,007</td>
<td>$25,693,376</td>
<td>$19,519,769</td>
<td>$18,870,341</td>
<td>$16,958,237</td>
<td>-42.5%</td>
</tr>
</tbody>
</table>

**All HMOs**

$534,055,071

$559,298,834

$558,313,065

**% Change (2005 - 2009)**

86.0%
### Financial History

#### Plan Wide Current Ratio

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>101.9</td>
<td>111.3</td>
<td>129.7</td>
<td>61.7</td>
<td>34.8</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>180.1</td>
<td>237.4</td>
<td>201.5</td>
<td>204.5</td>
<td>220.6</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>88.8</td>
<td>80.6</td>
<td>71.2</td>
<td>100.5</td>
<td>65.4</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>122.5</td>
<td>125.6</td>
<td>55.1</td>
<td>142.4</td>
<td>176.1</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>37.5</td>
<td>23.0</td>
<td>10.2</td>
<td>22.6</td>
<td>24.7</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>99.3</td>
<td>49.4</td>
<td>191.9</td>
<td>432.3</td>
<td>218.3</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>55.3</td>
<td>26.8</td>
<td>35.4</td>
<td>41.0</td>
<td>68.0</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>57.1</td>
<td>53.3</td>
<td>20.2</td>
<td>62.5</td>
<td>68.9</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>143.7</td>
<td>132.3</td>
<td>135.2</td>
<td>133.1</td>
<td>134.8</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>290.2</td>
<td>160.4</td>
<td>115.9</td>
<td>89.1</td>
<td>111.0</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>46.2</td>
<td>37.3</td>
<td>48.6</td>
<td>55.6</td>
<td>34.9</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>52.9</td>
<td>44.2</td>
<td>27.9</td>
<td>73.3</td>
<td>47.7</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>N/A</td>
<td>135.1</td>
<td>124.7</td>
<td>122.9</td>
<td>124.6</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>119.6</td>
<td>154.9</td>
<td>97.3</td>
<td>116.0</td>
<td>113.7</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>1226.5</td>
<td>619.4</td>
<td>652.6</td>
<td>151.8</td>
<td>-144.4</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>51.8</td>
<td>50.3</td>
<td>31.9</td>
<td>79.9</td>
<td>96.5</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>12.0</td>
<td>12.4</td>
<td>18.3</td>
<td>28.2</td>
<td>73.7</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>53.6</td>
<td>39.0</td>
<td>64.7</td>
<td>154.5</td>
<td>142.7</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>202.5</td>
<td>174.3</td>
<td>205.1</td>
<td>115.3</td>
<td>127.4</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>68.0</td>
<td>69.0</td>
<td>50.8</td>
<td>36.6</td>
<td>57.5</td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>37.5</td>
<td>36.4</td>
<td>36.0</td>
<td>35.8</td>
<td>0.0</td>
</tr>
<tr>
<td><strong>All HMOs</strong></td>
<td><strong>49.4%</strong></td>
<td><strong>54.2%</strong></td>
<td><strong>51.2%</strong></td>
<td><strong>67.8%</strong></td>
<td><strong>70.1%</strong></td>
</tr>
</tbody>
</table>

#### Table of Contents

- Financial History
- Plan Wide Current Ratio

---

**Graph:**

- Title: All HMOs Current Ratio in Each Year
- Y-axis: 40.0% to 80.0%
- X-axis: 2005 to 2009
- Data points:
  - 2005: 49.4%
  - 2006: 54.2%
  - 2007: 51.2%
  - 2008: 67.8%
  - 2009: 70.1%

---
### Financial History

Plan Wide Medical Loss Ratio

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>88.5%</td>
<td>87.1%</td>
<td>86.3%</td>
<td>94.5%</td>
<td>83.8%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>90.6%</td>
<td>81.0%</td>
<td>84.0%</td>
<td>80.7%</td>
<td>81.8%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>93.2%</td>
<td>93.1%</td>
<td>95.4%</td>
<td>81.7%</td>
<td>85.8%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>87.1%</td>
<td>84.8%</td>
<td>86.5%</td>
<td>81.2%</td>
<td>86.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas-Missouri</td>
<td>67.4%</td>
<td>88.0%</td>
<td>81.7%</td>
<td>82.3%</td>
<td>84.1%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>82.4%</td>
<td>81.8%</td>
<td>87.4%</td>
<td>71.5%</td>
<td>78.0%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>88.4%</td>
<td>93.4%</td>
<td>91.0%</td>
<td>93.5%</td>
<td>91.8%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>74.5%</td>
<td>76.4%</td>
<td>74.3%</td>
<td>78.9%</td>
<td>79.5%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>103.6%</td>
<td>99.8%</td>
<td>91.9%</td>
<td>83.2%</td>
<td>79.9%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>78.6%</td>
<td>77.5%</td>
<td>80.3%</td>
<td>79.7%</td>
<td>86.2%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>88.4%</td>
<td>89.8%</td>
<td>87.6%</td>
<td>86.9%</td>
<td>85.4%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>81.6%</td>
<td>83.7%</td>
<td>78.0%</td>
<td>81.6%</td>
<td>86.4%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>N/A</td>
<td>81.3%</td>
<td>79.9%</td>
<td>80.3%</td>
<td>85.6%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>83.2%</td>
<td>87.5%</td>
<td>87.8%</td>
<td>85.8%</td>
<td>86.1%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>84.4%</td>
<td>87.8%</td>
<td>85.5%</td>
<td>3.6%</td>
<td>61.7%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>82.7%</td>
<td>82.9%</td>
<td>84.9%</td>
<td>84.4%</td>
<td>82.1%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>85.8%</td>
<td>82.0%</td>
<td>83.2%</td>
<td>86.4%</td>
<td>90.1%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>85.8%</td>
<td>90.3%</td>
<td>90.2%</td>
<td>85.8%</td>
<td>86.0%</td>
</tr>
<tr>
<td>Missouri Care, Inc. 21</td>
<td>83.0%</td>
<td>86.6%</td>
<td>85.2%</td>
<td>85.2%</td>
<td>86.0%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>79.9%</td>
<td>80.7%</td>
<td>74.8%</td>
<td>77.6%</td>
<td>83.8%</td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>88.1%</td>
<td>93.2%</td>
<td>99.5%</td>
<td>78.9%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

| All HMOs 23 | 83.8% | 83.8% | 82.9% | 83.6% | 85.4% |

---

**Diagram:**

![Medical Loss Ratio Chart](chart.png)

*Medical Loss Ratio in Each Year*

---

**Note:**

1. Medical Loss Ratio is a key metric in the insurance industry, indicating the percentage of premium dollars that are paid out in benefits.

2. All HMOs data represents a comprehensive view of the medical loss ratio across various HMOs.

3. Data points are marked with black diamonds for clarity.

---

66
## Financial History

Plan Wide Administration Expenses to Total Revenue

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>12.2%</td>
<td>14.0%</td>
<td>9.6%</td>
<td>10.7%</td>
<td>10.4%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>4.6%</td>
<td>5.1%</td>
<td>6.8%</td>
<td>7.9%</td>
<td>7.7%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>9.8%</td>
<td>10.4%</td>
<td>10.9%</td>
<td>11.4%</td>
<td>10.5%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>6.7%</td>
<td>11.5%</td>
<td>3.8%</td>
<td>4.0%</td>
<td>4.7%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>9.9%</td>
<td>12.9%</td>
<td>10.8%</td>
<td>13.3%</td>
<td>16.5%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>3.7%</td>
<td>8.4%</td>
<td>7.1%</td>
<td>15.1%</td>
<td>15.6%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>9.2%</td>
<td>11.0%</td>
<td>10.8%</td>
<td>10.5%</td>
<td>7.6%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>9.8%</td>
<td>10.0%</td>
<td>10.9%</td>
<td>8.5%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>11.7%</td>
<td>10.9%</td>
<td>10.2%</td>
<td>10.8%</td>
<td>9.8%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>24.4%</td>
<td>15.9%</td>
<td>15.6%</td>
<td>12.2%</td>
<td>11.7%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>8.8%</td>
<td>8.2%</td>
<td>8.2%</td>
<td>8.7%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>5.9%</td>
<td>5.2%</td>
<td>6.1%</td>
<td>4.2%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>N/A</td>
<td>11.6%</td>
<td>16.1%</td>
<td>15.9%</td>
<td>13.3%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>7.5%</td>
<td>6.8%</td>
<td>6.5%</td>
<td>6.3%</td>
<td>10.4%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO ^6</td>
<td>58.0%</td>
<td>39.4%</td>
<td>2.4%</td>
<td>-12065.0%</td>
<td>-16940.9%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>9.8%</td>
<td>9.2%</td>
<td>6.7%</td>
<td>6.5%</td>
<td>6.9%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>12.8%</td>
<td>11.6%</td>
<td>14.4%</td>
<td>13.2%</td>
<td>12.4%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>5.9%</td>
<td>6.1%</td>
<td>5.7%</td>
<td>5.9%</td>
<td>5.7%</td>
</tr>
<tr>
<td>Missouri Care, Inc. ^21</td>
<td>12.3%</td>
<td>13.5%</td>
<td>9.9%</td>
<td>4.2%</td>
<td>6.8%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>12.9%</td>
<td>11.5%</td>
<td>12.2%</td>
<td>12.7%</td>
<td>11.7%</td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>8.3%</td>
<td>14.4%</td>
<td>6.3%</td>
<td>7.5%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

**All HMOs** ^23

<table>
<thead>
<tr>
<th></th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Average</strong></td>
<td>9.9%</td>
<td>9.7%</td>
<td>10.0%</td>
<td>9.3%</td>
<td>9.7%</td>
</tr>
</tbody>
</table>

![Graph](image-url)
## Financial History

Plan Wide Total Claims Incurred for Prior Year $^7$

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>$6,068,887</td>
<td>$6,832,500</td>
<td>$5,902,473</td>
<td>$5,132,369</td>
<td>$284,908,387</td>
<td>4594.6%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missouri</td>
<td>$7,477,920</td>
<td>$6,401,633</td>
<td>$13,057,996</td>
<td>$14,160,549</td>
<td>$15,658,806</td>
<td>109.4%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>0</td>
<td>$3,067,658</td>
<td>$3,202,462</td>
<td>$6,109,207</td>
<td>$4,668,919</td>
<td>45.8%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>$7,750,452</td>
<td>$6,856,834</td>
<td>$6,761,590</td>
<td>$39,389,013</td>
<td>$36,063,174</td>
<td>365.3%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$1,146,238</td>
<td>$608,000</td>
<td>$1,123,010</td>
<td>$336,995</td>
<td>$489,000</td>
<td>-57.3%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$936,766</td>
<td>$606,999</td>
<td>$1,074,751</td>
<td>$853,000</td>
<td>$104,000</td>
<td>-88.9%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$6,167,025</td>
<td>$5,835,619</td>
<td>$4,727,051</td>
<td>$2,342,448</td>
<td>$1,950,787</td>
<td>-68.4%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$43,283,643</td>
<td>$40,746,698</td>
<td>$35,708,106</td>
<td>$26,612,844</td>
<td>$22,106,113</td>
<td>-49.9%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$1,166,253</td>
<td>$1,591,061</td>
<td>$1,992,391</td>
<td>$2,605,306</td>
<td>$1,828,837</td>
<td>56.8%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>$48,116</td>
<td>$966,957</td>
<td>$1,808,779</td>
<td>$19,994,195</td>
<td>$38,527,309</td>
<td>3884.4%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$14,729,945</td>
<td>$15,385,141</td>
<td>$21,114,222</td>
<td>$22,771,222</td>
<td>$24,899,332</td>
<td>69.0%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$43,682,385</td>
<td>$33,646,263</td>
<td>$29,319,691</td>
<td>$33,153,485</td>
<td>$43,434,486</td>
<td>-0.6%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missouri</td>
<td>N/A</td>
<td>$29,121,571</td>
<td>$31,858,732</td>
<td>$39,372,833</td>
<td>$47,686,186</td>
<td>49.6%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$24,698,941</td>
<td>$20,753,528</td>
<td>$27,607,866</td>
<td>$35,410,335</td>
<td>$33,118,347</td>
<td>34.1%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>$162,631</td>
<td>$132,893</td>
<td>($16,961)</td>
<td>$5,181</td>
<td>$0</td>
<td>-100.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$22,141,368</td>
<td>$24,682,050</td>
<td>$26,023,005</td>
<td>$35,943,422</td>
<td>$28,364,896</td>
<td>28.1%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$178,304,473</td>
<td>$122,142,740</td>
<td>$109,931,400</td>
<td>$103,182,830</td>
<td>$117,140,491</td>
<td>-34.3%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$49,903,406</td>
<td>$27,046,375</td>
<td>$20,505,208</td>
<td>$24,861,255</td>
<td>$11,875,756</td>
<td>-76.2%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>$7,227,609</td>
<td>$6,467,789</td>
<td>$324,613</td>
<td>$7,380,156</td>
<td>$7,515,934</td>
<td>4.0%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$74,067,154</td>
<td>$78,382,763</td>
<td>$70,453,754</td>
<td>$63,270,701</td>
<td>$61,146,339</td>
<td>-17.4%</td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>$102,625,054</td>
<td>$113,687,008</td>
<td>$97,333,568</td>
<td>$93,972,887</td>
<td>$0</td>
<td>-100.0%</td>
</tr>
<tr>
<td><strong>All HMOs</strong></td>
<td>$591,588,266</td>
<td>$544,962,080</td>
<td>$510,213,554</td>
<td>$576,860,233</td>
<td>$781,469,099</td>
<td>32.1%</td>
</tr>
</tbody>
</table>

### Total Claims Incurred for Prior Year in Each Year

![Graph showing total claims incurred for prior year](image)
## Financial History

Plan Wide Estimated Liability of Unpaid Claims Prior Year\(^7\)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>$7,794,150</td>
<td>$8,500,327</td>
<td>$6,135,401</td>
<td>$5,726,945</td>
<td>$292,431,525</td>
<td>3651.9%</td>
<td></td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>$7,358,507</td>
<td>$7,284,578</td>
<td>$12,742,654</td>
<td>$15,953,216</td>
<td>$22,510,185</td>
<td>205.9%</td>
<td></td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>0.0%</td>
<td>$2,835,207</td>
<td>$3,297,969</td>
<td>$6,911,845</td>
<td>$6,474,538</td>
<td>96.3%</td>
<td></td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>$9,165,523</td>
<td>$8,789,206</td>
<td>$7,251,392</td>
<td>$51,181,599</td>
<td>$42,925,793</td>
<td>368.3%</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>$2,546,308</td>
<td>$1,010,000</td>
<td>$1,760,000</td>
<td>$762,000</td>
<td>$568,900</td>
<td>-77.7%</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>$2,411,766</td>
<td>$1,376,000</td>
<td>$1,259,000</td>
<td>$1,076,000</td>
<td>$171,204</td>
<td>-92.9%</td>
<td></td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>$6,841,280</td>
<td>$6,723,364</td>
<td>$4,759,586</td>
<td>$2,598,967</td>
<td>$2,901,582</td>
<td>-57.6%</td>
<td></td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>$56,765,993</td>
<td>$51,315,614</td>
<td>$47,171,447</td>
<td>$32,437,438</td>
<td>$25,548,657</td>
<td>-55.0%</td>
<td></td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>$1,272,444</td>
<td>$1,766,426</td>
<td>$2,387,672</td>
<td>$3,475,262</td>
<td>$3,475,262</td>
<td>173.1%</td>
<td></td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>$188,918</td>
<td>$915,000</td>
<td>$2,464,127</td>
<td>$17,215,502</td>
<td>$38,034,971</td>
<td>4056.8%</td>
<td></td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>$13,621,272</td>
<td>$18,274,918</td>
<td>$23,949,507</td>
<td>$27,538,688</td>
<td>$31,003,256</td>
<td>127.6%</td>
<td></td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>$58,304,529</td>
<td>$43,909,786</td>
<td>$39,521,710</td>
<td>$39,973,016</td>
<td>$45,872,570</td>
<td>-21.3%</td>
<td></td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri(^2)</td>
<td>N/A</td>
<td>$42,959,207</td>
<td>$41,608,421</td>
<td>$47,641,243</td>
<td>$58,699,902</td>
<td>41.1%</td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>$42,703,912</td>
<td>$32,765,624</td>
<td>$35,722,495</td>
<td>$49,623,321</td>
<td>$53,639,939</td>
<td>25.6%</td>
<td></td>
</tr>
<tr>
<td>HealthMark HMO, Inc. dba HealthMark HMO (^4)</td>
<td>$166,619</td>
<td>$132,893</td>
<td>$572,225</td>
<td>$0</td>
<td>$0</td>
<td>-100.0%</td>
<td></td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>$26,852,729</td>
<td>$30,427,359</td>
<td>$28,783,970</td>
<td>$39,517,651</td>
<td>$32,114,639</td>
<td>19.6%</td>
<td></td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>$102,508,582</td>
<td>$145,182,010</td>
<td>$135,821,200</td>
<td>$122,012,480</td>
<td>$149,374,018</td>
<td>-18.2%</td>
<td></td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>$59,527,841</td>
<td>$33,199,039</td>
<td>$19,150,585</td>
<td>$24,122,195</td>
<td>$14,294,761</td>
<td>-76.1%</td>
<td></td>
</tr>
<tr>
<td>Missouri Care, Inc.(^2)</td>
<td>$8,100,170</td>
<td>$7,624,409</td>
<td>N/A</td>
<td>$6,147,913</td>
<td>$9,346,673</td>
<td>15.4%</td>
<td></td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>$80,130,076</td>
<td>$87,837,584</td>
<td>$79,839,691</td>
<td>$82,981,266</td>
<td>$74,385,138</td>
<td>-7.2%</td>
<td></td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>$101,630,290</td>
<td>$112,297,342</td>
<td>$104,850,598</td>
<td>$100,106,665</td>
<td>$0</td>
<td>-100.0%</td>
<td></td>
</tr>
<tr>
<td><strong>All HMOs</strong>(^2)</td>
<td><strong>$667,890,909</strong></td>
<td><strong>$645,125,893</strong></td>
<td><strong>$599,049,740</strong></td>
<td><strong>$677,003,212</strong></td>
<td><strong>$903,728,513</strong></td>
<td><strong>35.3%</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Estimated Liability of Unpaid Claims Previous Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Liability</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>$667,890,909</td>
</tr>
<tr>
<td>2006</td>
<td>$645,125,893</td>
</tr>
<tr>
<td>2007</td>
<td>$599,049,740</td>
</tr>
<tr>
<td>2008</td>
<td>$677,003,212</td>
</tr>
<tr>
<td>2009</td>
<td>$903,728,513</td>
</tr>
</tbody>
</table>

\(^7\): Estimated liability of unpaid claims prior year

\(^2\): All HMOs

\(^2\): Estimated liability of unpaid claims previous year in each year
## Financial History

### Plan Wide Analysis of Liability Reserves

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>28.4%</td>
<td>24.4%</td>
<td>3.9%</td>
<td>11.6%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>-1.6%</td>
<td>13.8%</td>
<td>-2.4%</td>
<td>12.7%</td>
<td>43.8%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>0.0%</td>
<td>-7.6%</td>
<td>3.0%</td>
<td>13.1%</td>
<td>38.7%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>18.3%</td>
<td>28.2%</td>
<td>7.2%</td>
<td>29.9%</td>
<td>19.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>122.1%</td>
<td>66.1%</td>
<td>56.7%</td>
<td>126.1%</td>
<td>16.3%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>157.5%</td>
<td>126.7%</td>
<td>17.1%</td>
<td>26.1%</td>
<td>64.6%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>10.9%</td>
<td>15.2%</td>
<td>8.7%</td>
<td>11.0%</td>
<td>48.7%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>31.1%</td>
<td>25.9%</td>
<td>32.1%</td>
<td>21.9%</td>
<td>15.6%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>9.1%</td>
<td>11.0%</td>
<td>19.8%</td>
<td>33.4%</td>
<td>90.0%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>292.6%</td>
<td>-5.4%</td>
<td>36.2%</td>
<td>-13.9%</td>
<td>-1.3%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>-7.5%</td>
<td>18.8%</td>
<td>13.4%</td>
<td>20.9%</td>
<td>24.5%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>33.5%</td>
<td>30.5%</td>
<td>34.8%</td>
<td>20.6%</td>
<td>5.6%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>N/A</td>
<td>47.5%</td>
<td>30.6%</td>
<td>21.0%</td>
<td>23.1%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>72.9%</td>
<td>57.9%</td>
<td>29.4%</td>
<td>40.1%</td>
<td>62.0%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO 5</td>
<td>2.5%</td>
<td>0.0%</td>
<td>3473.8%</td>
<td>-100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>21.3%</td>
<td>23.3%</td>
<td>10.6%</td>
<td>9.9%</td>
<td>13.2%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>2.4%</td>
<td>18.9%</td>
<td>25.6%</td>
<td>18.2%</td>
<td>27.5%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>19.3%</td>
<td>22.7%</td>
<td>-6.6%</td>
<td>-3.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Missouri Care, Inc. 6</td>
<td>12.1%</td>
<td>17.9%</td>
<td>N/A</td>
<td>-16.7%</td>
<td>24.4%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>8.2%</td>
<td>12.1%</td>
<td>15.3%</td>
<td>31.2%</td>
<td>21.7%</td>
</tr>
<tr>
<td>Withdrawn HMOs</td>
<td>-1.0%</td>
<td>-1.2%</td>
<td>7.3%</td>
<td>6.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>All HMOs</strong> 7</td>
<td><strong>12.9%</strong></td>
<td><strong>18.4%</strong></td>
<td><strong>17.4%</strong></td>
<td><strong>17.4%</strong></td>
<td><strong>15.6%</strong></td>
</tr>
</tbody>
</table>

### Liability Reserves in Each Year

![Diagram showing liability reserves](attachment:liability_reserves_graph.png)

---

70
Utilization Review and Grievance Activities for Missouri HMOs

Managed care plans use a process known as utilization review to determine which health care procedures are appropriate for each patient and may be eligible for payment. Managed care plans in Missouri are subject to a set of state laws that define legal utilization review activities, require documentation of utilization review criteria, and establish required time frames for conducting utilization review activities. The laws in Missouri are located in Missouri statutes at sections 376.1350 through 376.1399, RSMo.

Utilization review activities, among other activities, may lead to complaints, and "grievances." Under Missouri law, a "grievance" is specifically a written complaint. Missouri law requires a specific, two-level process for handling grievances. The first level grievance may be evaluated in a manner of the HMO's choosing, and must be processed and decided within 55 days. The second level grievance must be evaluated by a group of people who were not involved at the first level, and if the grievance is clinical in nature, the second level grievance must be evaluated by clinical peers. A second level grievance must also be processed and decided within 55 days. Missouri requires "expedited" grievances to be decided within 72 hours. These are grievances where the life or health of the member might be in jeopardy if the normal time frames were followed.

Section 376.1359, RSMo, requires managed care plans to file an annual report of utilization review and grievance activities. Missouri regulation 20 CSR 400-10.020 establishes the type of information that must be reported. The results of this reporting are presented here, excluding non-HMOs. HMOs serving only Medicaid or only Medicare are excluded from the information published here because grievances under these programs are governed by other state and federal laws.

NOTE: The terms “utilization review” and “grievance” are defined in Missouri law at section 376.1350, RSMo.

| A. Year | The year for which activity was reported. |
| B. Type of UR Conducted | Missouri law defines several types of utilization review. See section 376.1350, RSMo. Additional types are occasionally reported. Information is abbreviated as follows: Amb “Ambulatory Review” Case “Case Management” Con “Concurrent Review” Pro “Prospective Review” Retro “Retrospective Review” Exp “Expedited Reviews” |
| C. Total Commercial Enrollment | Total number of commercial enrollees. |
| D. Total 1st Level Grievances Received | The number of member grievances received for first level review, pursuant to section 376.1382, RSMo. |
| E. 1st Level Grievance - Company Decision Upheld | The number of times that the company decision or action giving rise to the grievance was upheld in a first level review. |
| F. 1st Level Grievance - Company Decision Overturned | The number of times that the company decision or action giving rise to the grievance was overturned in a first level review. |
| G. Total 2nd Level Grievances Received | The number of times that a decision upheld in a 1st level grievance was further appealed, pursuant to section 376.1382, RSMo. |
| H. 2nd Level Grievance - Company Decision Upheld | The number of times that the decision made at the 1st level is upheld in a 2nd level review. |
| I. 2nd Level Grievance - Company Decision Overturned | The number of times that the decision reached in a 1st level review is overturned in a 2nd level review. |
| J. Expedited Grievance Reviews | The number of times the HMO performed an expedited review, pursuant to section 376.1389, RSMo. |

Notes:
The sum of column E and column F should equal the number reported in column D. However, in some cases, HMOs reported that a decision was partially upheld and partially overturned in the grievance evaluation process. In some cases, the appeal process was not yet complete at year end.

The sum of column H and column I should equal the number reported in column G. However, in some cases, HMOs reported that a decision was partially upheld and partially overturned in the grievance evaluation process. In some cases, the appeal process was not yet complete at year end.
## Utilization Review and Grievance Activities

Excludes Medicare and Medicaid only companies

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>Year</th>
<th>Type of UR Conducted</th>
<th>Total Commercial Enrollment</th>
<th>Total 1st Level Grievances Received</th>
<th>1st Level Grievance - Company Decision Upheld</th>
<th>1st Level Grievance - Company Decision Overturned</th>
<th>Total 2nd Level Grievances Received</th>
<th>2nd Level Grievance - Company Decision Upheld</th>
<th>2nd Level Grievance - Company Decision Overturned</th>
<th>Expedited Grievance Reviews</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>2005</td>
<td>Amb, Con, Pro, Retro</td>
<td>18,346</td>
<td>56</td>
<td>24</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2006</td>
<td>Amb, Con, Pro, Retro</td>
<td>13,791</td>
<td>35</td>
<td>18</td>
<td>17</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2007</td>
<td>Amb, Con, Pro, Retro</td>
<td>15,177</td>
<td>46</td>
<td>27</td>
<td>19</td>
<td>6</td>
<td>2</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2008</td>
<td>Amb, Con, Pro, Retro</td>
<td>10,005</td>
<td>35</td>
<td>25</td>
<td>10</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2009</td>
<td>Amb, Con, Pro, Retro</td>
<td>5,438</td>
<td>21</td>
<td>16</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>2005</td>
<td>Amb, Con, Pro, Retro, Case Mgmt</td>
<td>2,463</td>
<td>24</td>
<td>9</td>
<td>15</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2006</td>
<td>Amb, Con, Pro, Retro, Case Mgmt</td>
<td>3,713</td>
<td>31</td>
<td>14</td>
<td>17</td>
<td>6</td>
<td>5</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2007</td>
<td>Amb, Con, Pro, Retro, Case Mgmt</td>
<td>1,608</td>
<td>10</td>
<td>5</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2008</td>
<td>Amb, Con, Pro, Retro, Case Mgmt</td>
<td>925</td>
<td>14</td>
<td>6</td>
<td>8</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2009</td>
<td>Amb, Con, Pro, Retro, Case Mgmt</td>
<td>746</td>
<td>13</td>
<td>11</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>2005</td>
<td>Amb, Con, Pro, Retro</td>
<td>3,742</td>
<td>74</td>
<td>29</td>
<td>45</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2006</td>
<td>Amb, Con, Pro, Retro</td>
<td>3,704</td>
<td>27</td>
<td>14</td>
<td>13</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2007</td>
<td>Amb, Con, Pro, Retro</td>
<td>3,026</td>
<td>33</td>
<td>20</td>
<td>13</td>
<td>9</td>
<td>5</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>2008</td>
<td>Amb, Con, Pro, Retro, Case Mgmt</td>
<td>469</td>
<td>10</td>
<td>3</td>
<td>7</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2009</td>
<td>Amb, Con, Pro, Retro, Case Mgmt</td>
<td>198</td>
<td>7</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>2005</td>
<td>Amb, Con, Pro, Retro</td>
<td>16,910</td>
<td>29</td>
<td>14</td>
<td>15</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>2006</td>
<td>Amb, Con, Pro, Retro</td>
<td>10,212</td>
<td>54</td>
<td>37</td>
<td>17</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2007</td>
<td>Amb, Con, Pro, Retro</td>
<td>7,554</td>
<td>13</td>
<td>8</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2008</td>
<td>Amb, Con, Pro, Retro</td>
<td>6,190</td>
<td>14</td>
<td>9</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2009</td>
<td>Amb, Con, Pro, Retro</td>
<td>4,406</td>
<td>11</td>
<td>6</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>2005</td>
<td>Amb, Con, Pro, Retro</td>
<td>73,191</td>
<td>575</td>
<td>427</td>
<td>148</td>
<td>86</td>
<td>76</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>2006</td>
<td>Amb, Con, Pro, Retro</td>
<td>67,436</td>
<td>498</td>
<td>307</td>
<td>191</td>
<td>82</td>
<td>68</td>
<td>14</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2007</td>
<td>Amb, Con, Pro, Retro</td>
<td>40,765</td>
<td>36</td>
<td>28</td>
<td>8</td>
<td>6</td>
<td>4</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2008</td>
<td>Amb, Con, Pro, Retro</td>
<td>29,678</td>
<td>246</td>
<td>217</td>
<td>29</td>
<td>40</td>
<td>36</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>2009</td>
<td>Amb, Con, Pro, Retro</td>
<td>21,409</td>
<td>43</td>
<td>40</td>
<td>3</td>
<td>10</td>
<td>7</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>2005</td>
<td>Amb, Con, Pro, Retro</td>
<td>5,498</td>
<td>15</td>
<td>6</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2006</td>
<td>Amb, Con, Pro, Retro</td>
<td>7,999</td>
<td>17</td>
<td>9</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2007</td>
<td>Amb, Con, Pro, Retro</td>
<td>6,489</td>
<td>12</td>
<td>10</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2008</td>
<td>Amb, Con, Pro, Retro</td>
<td>5,033</td>
<td>8</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2009</td>
<td>Amb, Con, Pro, Retro</td>
<td>5,533</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Utilization Review and Grievance Activities (cont'd) 12
Excludes Medicare and Medicaid only companies

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>Type of UR Conducted</th>
<th>Total Commercial Enrollment</th>
<th>Total Commercial Grievances Received</th>
<th>1st Level Grievance Company Decision Upheld</th>
<th>1st Level Grievance Company Decision Overturned</th>
<th>Total 2nd Level Grievances Received</th>
<th>2nd Level Grievance Company Decision Upheld</th>
<th>2nd Level Grievance Company Decision Overturned</th>
<th>Expedited Grievance Reviews</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>2005 Amb, Con, Pro, Retro</td>
<td>45,990</td>
<td>178</td>
<td>88</td>
<td>90</td>
<td>19</td>
<td>14</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>2006 Amb, Con, Pro, Retro</td>
<td>53,541</td>
<td>262</td>
<td>144</td>
<td>118</td>
<td>40</td>
<td>30</td>
<td>10</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>2007 Amb, Con, Pro, Retro</td>
<td>62,801</td>
<td>342</td>
<td>250</td>
<td>92</td>
<td>69</td>
<td>47</td>
<td>22</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2008 Amb, Con, Pro, Retro</td>
<td>75,460</td>
<td>301</td>
<td>186</td>
<td>115</td>
<td>27</td>
<td>27</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>2009 Amb, Con, Pro, Retro</td>
<td>77,513</td>
<td>325</td>
<td>219</td>
<td>106</td>
<td>54</td>
<td>39</td>
<td>15</td>
<td>7</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>2005 Amb, Con, Pro, Retro</td>
<td>96,362</td>
<td>727</td>
<td>533</td>
<td>194</td>
<td>88</td>
<td>73</td>
<td>15</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>2006 Amb, Con, Pro, Retro</td>
<td>73,086</td>
<td>398</td>
<td>165</td>
<td>233</td>
<td>50</td>
<td>32</td>
<td>18</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>2007 Amb, Con, Pro, Retro</td>
<td>59,937</td>
<td>366</td>
<td>129</td>
<td>237</td>
<td>30</td>
<td>17</td>
<td>13</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>2008 Amb, Con, Pro, Retro</td>
<td>43,166</td>
<td>136</td>
<td>56</td>
<td>80</td>
<td>15</td>
<td>7</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2009 Amb, Con, Pro, Retro</td>
<td>22,610</td>
<td>68</td>
<td>26</td>
<td>42</td>
<td>7</td>
<td>5</td>
<td>2</td>
<td>6</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>2005 Amb, Con, Pro, Retro</td>
<td>95</td>
<td>38</td>
<td>22</td>
<td>16</td>
<td>7</td>
<td>4</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2006 Amb, Con, Pro</td>
<td>95</td>
<td>5</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>2007 Amb, Con, Pro</td>
<td>95</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2008 Amb, Con, Pro</td>
<td>95</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>2005 Amb, Con, Pro, Retro, Case Mgmt.</td>
<td>116,030</td>
<td>85</td>
<td>57</td>
<td>28</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2006 Amb, Con, Pro, Retro, Case Mgmt.</td>
<td>132,247</td>
<td>171</td>
<td>128</td>
<td>43</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>2007 Amb, Con, Pro, Retro, Case Mgmt.</td>
<td>115,514</td>
<td>119</td>
<td>98</td>
<td>21</td>
<td>30</td>
<td>28</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2008 Amb, Con, Pro, Retro, Case Mgmt.</td>
<td>98,156</td>
<td>1408</td>
<td>794</td>
<td>613</td>
<td>190</td>
<td>118</td>
<td>72</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2009 Amb, Con, Pro, Retro, Case Mgmt.</td>
<td>85,601</td>
<td>779</td>
<td>473</td>
<td>396</td>
<td>90</td>
<td>50</td>
<td>40</td>
<td>1</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>2005 Amb, Con, Pro, Retro</td>
<td>18,751</td>
<td>63</td>
<td>7</td>
<td>56</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2006 Amb, Con, Pro</td>
<td>12,848</td>
<td>72</td>
<td>18</td>
<td>54</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>2007 Amb, Con, Pro</td>
<td>11,218</td>
<td>135</td>
<td>60</td>
<td>75</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>2008 Amb, Con, Pro</td>
<td>7,424</td>
<td>21</td>
<td>7</td>
<td>14</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2009 Amb, Con, Pro</td>
<td>6,170</td>
<td>14</td>
<td>5</td>
<td>9</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>2005 Con, Pro, Retro</td>
<td>35,024</td>
<td>1,404</td>
<td>644</td>
<td>760</td>
<td>88</td>
<td>56</td>
<td>32</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2006 Con, Pro, Retro</td>
<td>25,716</td>
<td>1,281</td>
<td>644</td>
<td>637</td>
<td>75</td>
<td>50</td>
<td>25</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2007 Con, Pro, Retro</td>
<td>3,410</td>
<td>226</td>
<td>97</td>
<td>129</td>
<td>7</td>
<td>3</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>2008 Con, Pro, Retro</td>
<td>14,588</td>
<td>112</td>
<td>62</td>
<td>50</td>
<td>8</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>2009 Con, Pro, Retro</td>
<td>11,523</td>
<td>102</td>
<td>58</td>
<td>44</td>
<td>7</td>
<td>4</td>
<td>3</td>
<td>0</td>
</tr>
</tbody>
</table>
Access to Medical Providers

Missouri HMOs are reviewed on an annual basis for compliance with state laws related to access to medical providers. See Missouri statute §354.603, RSMo, and Missouri regulation 20 C SR 400-7.095. The information presented provides a summary of the results of the annual review of HMO Access Plans conducted in 2009.

Missouri law requires HMOs to maintain adequate networks to assure that members can get needed care without unreasonable delay. For a core set of the most frequently utilized provider types, the regulation establishes specific standards for the distance each enrollee has to travel, and for the length of time it takes to get an appointment. For any type of provider not specified in the regulation, the law generally requires “reasonable” access, which may be subject to case by case determination.

HMOs are required to submit data that DIFP can analyze and determine a compliance score. The minimum required score is 90 percent. For all services, any score that falls below 90 percent means the HMO must permit members to go to non-participating providers at no greater cost to the members. The HMO may not deny coverage, or reduce the amount of coverage. The HMO may require prior authorization in order to manage the additional costs associated with utilizing non-participating providers.

Alternatively, Missouri law allows HMOs to furnish proof of accreditation through a nationally recognized managed care accrediting body to meet access requirements. An accredited HMO is deemed to have an adequate network and is not required to provide data for analysis. Accredited HMOs are deemed to be 100 percent in compliance with minimum travel standards for access to providers. However, in any case where a member doesn’t have adequate access to a participating provider, the HMO must permit members to go to non-participating providers at no greater cost to the member. The HMO may require prior authorization in order to manage the additional costs associated with utilizing non-participating providers. Accreditation does not eliminate the requirement to maintain an adequate network.

Most HMOs selling individual or employer-sponsored coverage are accredited. Accreditation addresses far more than adequate access to participating providers and is a costly process. Because the cost of becoming accredited is high, some HMOs have chosen not to pursue accreditation.

For Commercial and Medicaid HMO networks:

A. Access Plan Status – Access plans are “approved” when the access score across the entire network (all counties, all provider types) is 90 percent or better, and the average access score in each county in an HMO’s approved service area is 90 percent or better. Access plans are “conditionally approved” when the access score across the entire network is 90 percent or better, but the average access score in any county is less than 90 percent. Scores indicate the percentage of enrollees for whom the HMO has met the access standards.

B. Overall Access Score – The average access score across the entire network (all counties, all provider types listed in the law).

C. PCP Access Score – The average access score across the entire network for access to primary care providers.

D. Specialist Access Score – The average access score across the entire network for access to all specialists listed in the law.

E. Facility Access Score – The average access score across the entire network for access to all medical facilities listed in the law, including hospitals.

F. Ancillary Providers Access Score – The average access score across the entire network for access to all ancillary medical providers listed in the law.

G. Mental Health Facilities Access Score – The average score for access to inpatient mental health facilities, residential mental health facilities and outpatient mental health facilities (excluding a access to p sychiatrists, p sychologists a nd o ther mental health professionals). Coverage for these services is mandated under Missouri law and is covered by all HMOs. However, in some cases, HMOs struggle to establish an adequate network of these facilities. Particularly in the commercial population, the need for such services may be too low to justify the time and expense to negotiate and contract with providers. It may be more cost-effective to pay for out-of-network access to non-participating providers.
Access to Medical Providers (cont’d)

H. **Chiropractic Providers Access Score** – The average score for access to chiropractic providers. Coverage for chiropractic services is mandated by Missouri law. Unlike mental health facilities, use of chiropractors is popular and common, and chiropractic providers tend to be generously distributed in most areas of the state. No HMO should have difficulty in establishing an adequate network.

**Commercial HMO Networks Approved Based on Accreditation:**

A. **Access Plan Status** – Same as Commercial/Medicaid, except that HMOs do not submit provider and enrollee data to DIFP for evaluation. Accredited HMOs are assumed to meet the access standards stated in the law.

B. **Accredited by** – Under Missouri law, an HMO may provide proof of the following types of accreditation in lieu of submitting enrollee and provider data for analysis by DIFP. Note: Some HMOs are accredited by more than one organization.
   a. **NCQA** National Committee for Quality Assurance
   b. **URAC** American Accreditation Healthcare Commission, Inc., formerly Utilization Review Accreditation Commission

C. **Accreditation Type/Level** – The type and level of accreditation awarded by each accrediting organization:
   a. **NCQA** type must be MCO (Managed Care Organization), level must be “accredited” or better
   b. **URAC** type must be “Health Plan”, level must be “full accreditation”

D. **Date Accreditation Granted** – Date the accrediting organization specifies in the accrediting decision.

E. **Date Accreditation Expires** – Date the accrediting organization specifies in the accrediting decision.
## Access to Medical Providers

### Commercial HMO Networks

<table>
<thead>
<tr>
<th></th>
<th>Access Plan Status</th>
<th>Overall Access Score</th>
<th>PCP Access Score</th>
<th>Specialist Access Score</th>
<th>Facility Access Score</th>
<th>Ancillary Providers Access Score</th>
<th>Mental Health Facilities Access Score</th>
<th>Chiropractic Providers Access Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Health Plan</td>
<td>approved</td>
<td>98%</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
<td>94%</td>
<td>98%</td>
<td>100%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>approved</td>
<td>98%</td>
<td>100%</td>
<td>100%</td>
<td>96%</td>
<td>100%</td>
<td>84%</td>
<td>100%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>conditionally approved</td>
<td>93%</td>
<td>100%</td>
<td>99%</td>
<td>83%</td>
<td>88%</td>
<td>41%</td>
<td>100%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>approved</td>
<td>97%</td>
<td>100%</td>
<td>100%</td>
<td>88%</td>
<td>100%</td>
<td>66%</td>
<td>100%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>conditionally approved</td>
<td>98%</td>
<td>100%</td>
<td>99%</td>
<td>98%</td>
<td>94%</td>
<td>95%</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Medicaid MC+ HMO Networks

<table>
<thead>
<tr>
<th></th>
<th>Access Plan Status</th>
<th>Overall Access Score</th>
<th>PCP Access Score</th>
<th>Specialist Access Score</th>
<th>Facility Access Score</th>
<th>Ancillary Providers Access Score</th>
<th>Mental Health Facilities Access Score</th>
<th>Chiropractic Providers Access Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri - Central Region</td>
<td>conditionally approved</td>
<td>98%</td>
<td>100%</td>
<td>100%</td>
<td>94%</td>
<td>100%</td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri - Eastern Region</td>
<td>approved</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri - Western Region</td>
<td>approved</td>
<td>98%</td>
<td>99%</td>
<td>100%</td>
<td>92%</td>
<td>100%</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>approved</td>
<td>97%</td>
<td>100%</td>
<td>99%</td>
<td>91%</td>
<td>96%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>approved</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>approved</td>
<td>99%</td>
<td>100%</td>
<td>97%</td>
<td>99%</td>
<td>99%</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC - Central Region</td>
<td>approved</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
<td>100%</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC - Eastern Region</td>
<td>approved</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC - Western Region</td>
<td>approved</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
<td>100%</td>
<td>91%</td>
<td></td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>approved</td>
<td>100%</td>
<td>100%</td>
<td>99%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

### Commercial HMO Networks Approved Based on Accreditation

<table>
<thead>
<tr>
<th></th>
<th>Access Plan Status</th>
<th>Accredited by</th>
<th>Accreditation Type/Level</th>
<th>Date Accreditation Granted</th>
<th>Date Accreditation Expires</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>approved</td>
<td>Medicare Advantage</td>
<td>Medicare Advantage</td>
<td>3/1/2005</td>
<td>N/A</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>approved</td>
<td>NCQA</td>
<td>Commercial HMO/Excellent</td>
<td>9/26/2008</td>
<td>9/26/2001</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>approved</td>
<td>URAC</td>
<td>Health Plan Standards ver 5.0/Full Accreditation</td>
<td>7/1/2007</td>
<td>7/1/2010</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>approved</td>
<td>NCQA</td>
<td>Commercial HMO/POS Combined/Excellent</td>
<td>12/24/2007</td>
<td>12/24/2010</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>approved</td>
<td>NCQA</td>
<td>Commercial HMO/Excellent</td>
<td>12/15/2006</td>
<td>12/15/2009</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>approved</td>
<td>NCQA</td>
<td>Commercial HMO/POS Combined/Excellent</td>
<td>1/20/2006</td>
<td>1/20/2009</td>
</tr>
</tbody>
</table>
Health Maintenance Organization Profiles

For all companies, the following items were submitted to DIFP as part of the 2009 annual financial statement (unless otherwise noted):

- contact information
- holding company
- domicile
- names of officers and directors
- plan-wide enrollment
- % of Missouri business
- incorporated and admitted to Missouri

Missouri enrollment data for all companies were submitted to DIFP as part of the 2009 annual managed care supplemental report except plan-wide enrollment. Plan-wide enrollment is taken from the HMOs’ annual financial statement. The annual financial statements are prepared using incurred but not reported (IBNR) projections, while the managed care supplemental filing is prepared using actual claims-based data. Therefore, some variances may occur.

Cost and utilization data are depicted, in the form of bar charts to protect proprietary information. These charts reflect the company’s average utilization and costs in comparison to state-wide product averages. The y-axis of every bar chart is fixed in a manner that indicates the approximate value of the highest HMO reported expenses. Data for total costs, drug costs, mental health costs and emergency room costs are depicted. Trend data for these services, as well as additional service categories, correlates to pages 33 through 41 of this report.

In addition to raw enrollment and cost data, demographic data on enrollment and costs is also provided. While variations exist from plan to plan, the data indicate that infant boys, and women of child-bearing age, use health care services to a greater degree than other demographic categories. In addition, enrollees in Medicare Advantage Plans exhibit the highest rate of service utilization.
### 2009 Missouri Enrollment Demographics Totals

**Average Membership**

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>15,648 (4%)</td>
<td>14,710 (3%)</td>
</tr>
<tr>
<td>01-04</td>
<td>52,053 (15%)</td>
<td>49,836 (12%)</td>
</tr>
<tr>
<td>05-09</td>
<td>54,856 (16%)</td>
<td>52,662 (12%)</td>
</tr>
<tr>
<td>10-14</td>
<td>47,313 (14%)</td>
<td>46,050 (11%)</td>
</tr>
<tr>
<td>15-19</td>
<td>37,445 (11%)</td>
<td>41,258 (10%)</td>
</tr>
<tr>
<td>20-24</td>
<td>9,271 (3%)</td>
<td>25,436 (6%)</td>
</tr>
<tr>
<td>25-29</td>
<td>9,203 (3%)</td>
<td>23,762 (6%)</td>
</tr>
<tr>
<td>30-34</td>
<td>10,165 (3%)</td>
<td>19,521 (5%)</td>
</tr>
<tr>
<td>35-39</td>
<td>11,181 (3%)</td>
<td>17,505 (4%)</td>
</tr>
<tr>
<td>40-44</td>
<td>11,389 (3%)</td>
<td>15,113 (4%)</td>
</tr>
<tr>
<td>45-49</td>
<td>12,681 (4%)</td>
<td>15,818 (4%)</td>
</tr>
<tr>
<td>50-54</td>
<td>12,288 (4%)</td>
<td>15,088 (4%)</td>
</tr>
<tr>
<td>55-59</td>
<td>11,179 (3%)</td>
<td>13,443 (3%)</td>
</tr>
<tr>
<td>60-64</td>
<td>10,295 (3%)</td>
<td>12,377 (3%)</td>
</tr>
<tr>
<td>65-69</td>
<td>11,807 (3%)</td>
<td>15,009 (4%)</td>
</tr>
<tr>
<td>70-74</td>
<td>11,450 (3%)</td>
<td>15,018 (4%)</td>
</tr>
<tr>
<td>75-79</td>
<td>10,776 (3%)</td>
<td>14,563 (3%)</td>
</tr>
<tr>
<td>80+</td>
<td>10,064 (3%)</td>
<td>17,511 (4%)</td>
</tr>
</tbody>
</table>

**Total** | **349,063 (100%)** | **424,680 (100%)**

- **Average Age of Enrollees = 28.1**
- **Percentage of Female Enrollees = 54.9%**

**Missouri Membership Trends**

<table>
<thead>
<tr>
<th>Year</th>
<th>Cumulative Member Months</th>
<th>Total Membership</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>12,325,094</td>
<td>993,917</td>
</tr>
<tr>
<td>2006</td>
<td>11,353,068</td>
<td>922,492</td>
</tr>
<tr>
<td>2007</td>
<td>10,189,075</td>
<td>819,610</td>
</tr>
<tr>
<td>2008</td>
<td>9,695,785</td>
<td>817,685</td>
</tr>
<tr>
<td>2009</td>
<td>9,465,910</td>
<td>791,272</td>
</tr>
</tbody>
</table>
2009 Missouri Hospital and Ambulatory Utilization Totals

General Hospital/Acute Care Facility Utilization by Age and Gender

### Male

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Days</th>
<th>Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>41,508</td>
<td>8,849</td>
</tr>
<tr>
<td>1-4</td>
<td>8,173</td>
<td>2,842</td>
</tr>
<tr>
<td>5-9</td>
<td>4,966</td>
<td>1,597</td>
</tr>
<tr>
<td>10-14</td>
<td>5,159</td>
<td>1,583</td>
</tr>
<tr>
<td>15-19</td>
<td>6,327</td>
<td>1,781</td>
</tr>
<tr>
<td>20-24</td>
<td>1,260</td>
<td>381</td>
</tr>
<tr>
<td>25-29</td>
<td>1,457</td>
<td>581</td>
</tr>
<tr>
<td>30-34</td>
<td>1,585</td>
<td>460</td>
</tr>
<tr>
<td>35-39</td>
<td>2,055</td>
<td>581</td>
</tr>
<tr>
<td>40-44</td>
<td>2,870</td>
<td>805</td>
</tr>
<tr>
<td>45-49</td>
<td>3,928</td>
<td>1,081</td>
</tr>
<tr>
<td>50-54</td>
<td>4,819</td>
<td>1,249</td>
</tr>
<tr>
<td>55-59</td>
<td>6,255</td>
<td>1,421</td>
</tr>
<tr>
<td>60-64</td>
<td>7,887</td>
<td>1,691</td>
</tr>
<tr>
<td>65-69</td>
<td>9,604</td>
<td>2,063</td>
</tr>
<tr>
<td>70-74</td>
<td>12,931</td>
<td>2,528</td>
</tr>
<tr>
<td>75-79</td>
<td>14,199</td>
<td>2,898</td>
</tr>
<tr>
<td>80+</td>
<td>21,961</td>
<td>4,477</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>156,944</td>
<td>36,607</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>418,517</td>
<td>110,842</td>
</tr>
</tbody>
</table>

### Female

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Days</th>
<th>Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>33,097</td>
<td>7,283</td>
</tr>
<tr>
<td>1-4</td>
<td>6,824</td>
<td>2,302</td>
</tr>
<tr>
<td>5-9</td>
<td>3,007</td>
<td>1,078</td>
</tr>
<tr>
<td>10-14</td>
<td>5,018</td>
<td>1,420</td>
</tr>
<tr>
<td>15-19</td>
<td>19,575</td>
<td>6,756</td>
</tr>
<tr>
<td>20-24</td>
<td>35,623</td>
<td>12,857</td>
</tr>
<tr>
<td>25-29</td>
<td>26,421</td>
<td>9,608</td>
</tr>
<tr>
<td>30-34</td>
<td>15,481</td>
<td>5,566</td>
</tr>
<tr>
<td>35-39</td>
<td>10,056</td>
<td>3,354</td>
</tr>
<tr>
<td>40-44</td>
<td>5,875</td>
<td>1,802</td>
</tr>
<tr>
<td>45-49</td>
<td>5,309</td>
<td>1,533</td>
</tr>
<tr>
<td>50-54</td>
<td>5,634</td>
<td>1,284</td>
</tr>
<tr>
<td>55-59</td>
<td>6,016</td>
<td>1,488</td>
</tr>
<tr>
<td>60-64</td>
<td>7,545</td>
<td>1,657</td>
</tr>
<tr>
<td>65-69</td>
<td>10,908</td>
<td>2,335</td>
</tr>
<tr>
<td>70-74</td>
<td>14,365</td>
<td>3,076</td>
</tr>
<tr>
<td>75-79</td>
<td>18,500</td>
<td>3,876</td>
</tr>
<tr>
<td>80+</td>
<td>32,319</td>
<td>6,960</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>261,573</td>
<td>74,235</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>418,517</td>
<td>110,842</td>
</tr>
</tbody>
</table>

Ambulatory Utilization by Age and Gender

### Male

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Days</th>
<th>Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>41,508</td>
<td>8,849</td>
</tr>
<tr>
<td>1-4</td>
<td>8,173</td>
<td>2,842</td>
</tr>
<tr>
<td>5-9</td>
<td>4,966</td>
<td>1,597</td>
</tr>
<tr>
<td>10-14</td>
<td>5,159</td>
<td>1,583</td>
</tr>
<tr>
<td>15-19</td>
<td>6,327</td>
<td>1,781</td>
</tr>
<tr>
<td>20-24</td>
<td>1,260</td>
<td>381</td>
</tr>
<tr>
<td>25-29</td>
<td>1,457</td>
<td>581</td>
</tr>
<tr>
<td>30-34</td>
<td>1,585</td>
<td>460</td>
</tr>
<tr>
<td>35-39</td>
<td>2,055</td>
<td>581</td>
</tr>
<tr>
<td>40-44</td>
<td>2,870</td>
<td>805</td>
</tr>
<tr>
<td>45-49</td>
<td>3,928</td>
<td>1,081</td>
</tr>
<tr>
<td>50-54</td>
<td>4,819</td>
<td>1,249</td>
</tr>
<tr>
<td>55-59</td>
<td>6,255</td>
<td>1,421</td>
</tr>
<tr>
<td>60-64</td>
<td>7,887</td>
<td>1,691</td>
</tr>
<tr>
<td>65-69</td>
<td>9,604</td>
<td>2,063</td>
</tr>
<tr>
<td>70-74</td>
<td>12,931</td>
<td>2,528</td>
</tr>
<tr>
<td>75-79</td>
<td>14,199</td>
<td>2,898</td>
</tr>
<tr>
<td>80+</td>
<td>21,961</td>
<td>4,477</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>156,944</td>
<td>36,607</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>418,517</td>
<td>110,842</td>
</tr>
</tbody>
</table>

### Female

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Days</th>
<th>Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>33,097</td>
<td>7,283</td>
</tr>
<tr>
<td>1-4</td>
<td>6,824</td>
<td>2,302</td>
</tr>
<tr>
<td>5-9</td>
<td>3,007</td>
<td>1,078</td>
</tr>
<tr>
<td>10-14</td>
<td>5,018</td>
<td>1,420</td>
</tr>
<tr>
<td>15-19</td>
<td>19,575</td>
<td>6,756</td>
</tr>
<tr>
<td>20-24</td>
<td>35,623</td>
<td>12,857</td>
</tr>
<tr>
<td>25-29</td>
<td>26,421</td>
<td>9,608</td>
</tr>
<tr>
<td>30-34</td>
<td>15,481</td>
<td>5,566</td>
</tr>
<tr>
<td>35-39</td>
<td>10,056</td>
<td>3,354</td>
</tr>
<tr>
<td>40-44</td>
<td>5,875</td>
<td>1,802</td>
</tr>
<tr>
<td>45-49</td>
<td>5,309</td>
<td>1,533</td>
</tr>
<tr>
<td>50-54</td>
<td>5,634</td>
<td>1,284</td>
</tr>
<tr>
<td>55-59</td>
<td>6,016</td>
<td>1,488</td>
</tr>
<tr>
<td>60-64</td>
<td>7,545</td>
<td>1,657</td>
</tr>
<tr>
<td>65-69</td>
<td>10,908</td>
<td>2,335</td>
</tr>
<tr>
<td>70-74</td>
<td>14,365</td>
<td>3,076</td>
</tr>
<tr>
<td>75-79</td>
<td>18,500</td>
<td>3,876</td>
</tr>
<tr>
<td>80+</td>
<td>32,319</td>
<td>6,960</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>261,573</td>
<td>74,235</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>418,517</td>
<td>110,842</td>
</tr>
</tbody>
</table>

Encounters:

<table>
<thead>
<tr>
<th>Male</th>
<th>Female</th>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>173,633</td>
<td>152,243</td>
<td>&lt;1</td>
</tr>
<tr>
<td>254,186</td>
<td>227,100</td>
<td>1-4</td>
</tr>
<tr>
<td>195,055</td>
<td>172,798</td>
<td>5-9</td>
</tr>
<tr>
<td>163,252</td>
<td>159,820</td>
<td>10-14</td>
</tr>
<tr>
<td>114,675</td>
<td>175,022</td>
<td>15-19</td>
</tr>
<tr>
<td>25,278</td>
<td>215,369</td>
<td>20-24</td>
</tr>
<tr>
<td>33,788</td>
<td>177,013</td>
<td>25-29</td>
</tr>
<tr>
<td>43,755</td>
<td>147,773</td>
<td>30-34</td>
</tr>
<tr>
<td>54,063</td>
<td>139,242</td>
<td>35-39</td>
</tr>
<tr>
<td>61,996</td>
<td>125,642</td>
<td>40-44</td>
</tr>
<tr>
<td>77,700</td>
<td>138,391</td>
<td>45-49</td>
</tr>
<tr>
<td>88,375</td>
<td>144,340</td>
<td>50-54</td>
</tr>
<tr>
<td>91,040</td>
<td>136,023</td>
<td>55-59</td>
</tr>
<tr>
<td>105,493</td>
<td>147,957</td>
<td>60-64</td>
</tr>
<tr>
<td>102,340</td>
<td>140,501</td>
<td>65-69</td>
</tr>
<tr>
<td>116,083</td>
<td>150,480</td>
<td>70-74</td>
</tr>
<tr>
<td>116,593</td>
<td>161,978</td>
<td>75-79</td>
</tr>
<tr>
<td>147,874</td>
<td>221,403</td>
<td>80+</td>
</tr>
<tr>
<td><strong>1,965,179</strong></td>
<td><strong>2,933,095</strong></td>
<td><strong>Subtotal</strong></td>
</tr>
<tr>
<td><strong>4,898,274</strong></td>
<td><strong>Total</strong></td>
<td></td>
</tr>
</tbody>
</table>
Aetna Health, Inc.

Holding Company:
Aetna, Inc.

Main Administrative Office Mailing Address:
980 Jolly Road
Blue Bell, PA 19422-1904
(800) 872-3862

Incorporated: May 7, 1981
Admitted to Missouri: February 11, 2010
Accreditation/Expiration Date: NCQA / April 11, 2011
State of Domicile: Pennsylvania
% of Missouri Business: 0.7%
Tax Status: For Profit

Missouri Counties in Service Area:
Buchanan, Cass, Clay, Jackson, Jefferson, Lafayette, Platte, Ray, St. Charles, St. Louis City, St. Louis County

Kansas Counties in Service Area:
Atchison, Douglas, Franklin, Johnson, Leavenworth, Miami, Shawnee, Wyandotte

Illinois Counties in Service Area:
None

2009 Missouri Enrollment:
Total Missouri member months for the year:
81,310
Missouri members at the end of the year:
5,438

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year:
11,210,869
Plan Wide members at the end of the year:
919,024

2009 Year-End Officers:
President: Robert John Franzoi, Jr.
Secretary: Edward Chung-I Lee
Chief Financial Officer: Alicia Helen Bolton
Chief Medical Officer: Burton Fred Vanderlann, M.D.

Other Officers:
Gregory Stephen Martino
Elaine Rose Cofrancesco
Dawn Marie Schoen

2009 Year-End Directors:
Gerard Vincent Carey
John Patrick Elliott
Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

Aetna Health, Inc.
**Aetna Health, Inc.**

**Average Membership**

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>35</td>
<td>38</td>
</tr>
<tr>
<td>01-04</td>
<td>151</td>
<td>155</td>
</tr>
<tr>
<td>05-09</td>
<td>238</td>
<td>212</td>
</tr>
<tr>
<td>10-14</td>
<td>233</td>
<td>216</td>
</tr>
<tr>
<td>15-19</td>
<td>225</td>
<td>216</td>
</tr>
<tr>
<td>20-24</td>
<td>173</td>
<td>247</td>
</tr>
<tr>
<td>25-29</td>
<td>187</td>
<td>289</td>
</tr>
<tr>
<td>30-34</td>
<td>250</td>
<td>298</td>
</tr>
<tr>
<td>35-39</td>
<td>243</td>
<td>353</td>
</tr>
<tr>
<td>40-44</td>
<td>254</td>
<td>340</td>
</tr>
<tr>
<td>45-49</td>
<td>311</td>
<td>381</td>
</tr>
<tr>
<td>50-54</td>
<td>271</td>
<td>345</td>
</tr>
<tr>
<td>55-59</td>
<td>225</td>
<td>329</td>
</tr>
<tr>
<td>60-64</td>
<td>189</td>
<td>238</td>
</tr>
<tr>
<td>65-69</td>
<td>49</td>
<td>43</td>
</tr>
<tr>
<td>70-74</td>
<td>20</td>
<td>11</td>
</tr>
<tr>
<td>75-79</td>
<td>3</td>
<td>7</td>
</tr>
<tr>
<td>80+</td>
<td>5</td>
<td>2</td>
</tr>
</tbody>
</table>

**Total** | 3,062 100% | 3,720 100%

**Average Age of Enrollees** = 34.8

**Percentage of Female Enrollees** = 54.9%

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>Average Age of Enrollees</th>
<th>Percentage of Female Enrollees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missouri Commercial Plans</td>
<td>34.8</td>
<td>54.9%</td>
</tr>
<tr>
<td>Missouri Medicare</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Missouri Medicaid</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Missouri Membership Trends**

- **Cumulative Member Months**: 213,049, 183,121, 176,714, 124,806, 81,310
- **Total Membership**: 18,346, 13,791, 15,177, 10,005, 5,438

A line graph showing the change in cumulative member months and total membership from 2005 to 2009.
Aetna Health, Inc.

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>6</td>
<td>2</td>
<td>13</td>
<td>4</td>
</tr>
<tr>
<td>1-4</td>
<td>6</td>
<td>3</td>
<td>76</td>
<td>11</td>
</tr>
<tr>
<td>5-9</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10-14</td>
<td>5</td>
<td>2</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>15-19</td>
<td>2</td>
<td>1</td>
<td>25</td>
<td>8</td>
</tr>
<tr>
<td>20-24</td>
<td>53</td>
<td>9</td>
<td>83</td>
<td>27</td>
</tr>
<tr>
<td>25-29</td>
<td>47</td>
<td>7</td>
<td>125</td>
<td>33</td>
</tr>
<tr>
<td>30-34</td>
<td>7</td>
<td>2</td>
<td>158</td>
<td>49</td>
</tr>
<tr>
<td>35-39</td>
<td>19</td>
<td>5</td>
<td>126</td>
<td>35</td>
</tr>
<tr>
<td>40-44</td>
<td>32</td>
<td>9</td>
<td>95</td>
<td>25</td>
</tr>
<tr>
<td>45-49</td>
<td>63</td>
<td>15</td>
<td>115</td>
<td>27</td>
</tr>
<tr>
<td>50-54</td>
<td>96</td>
<td>12</td>
<td>120</td>
<td>28</td>
</tr>
<tr>
<td>55-59</td>
<td>34</td>
<td>10</td>
<td>145</td>
<td>28</td>
</tr>
<tr>
<td>60-64</td>
<td>119</td>
<td>22</td>
<td>102</td>
<td>25</td>
</tr>
<tr>
<td>65-69</td>
<td>19</td>
<td>7</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>70-74</td>
<td>8</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Subtotal</td>
<td>519</td>
<td>112</td>
<td>1,194</td>
<td>305</td>
</tr>
</tbody>
</table>

Total: 1,713 / 417

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Encounters</th>
<th>Female Encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>258</td>
<td>311</td>
</tr>
<tr>
<td>1-4</td>
<td>692</td>
<td>588</td>
</tr>
<tr>
<td>5-9</td>
<td>851</td>
<td>704</td>
</tr>
<tr>
<td>10-14</td>
<td>744</td>
<td>952</td>
</tr>
<tr>
<td>15-19</td>
<td>703</td>
<td>1,274</td>
</tr>
<tr>
<td>20-24</td>
<td>723</td>
<td>1,677</td>
</tr>
<tr>
<td>25-29</td>
<td>1,077</td>
<td>2,415</td>
</tr>
<tr>
<td>30-34</td>
<td>1,167</td>
<td>2,820</td>
</tr>
<tr>
<td>35-39</td>
<td>1,213</td>
<td>3,098</td>
</tr>
<tr>
<td>40-44</td>
<td>1,177</td>
<td>3,817</td>
</tr>
<tr>
<td>45-49</td>
<td>2,197</td>
<td>4,535</td>
</tr>
<tr>
<td>50-54</td>
<td>2,142</td>
<td>5,462</td>
</tr>
<tr>
<td>55-59</td>
<td>2,265</td>
<td>5,794</td>
</tr>
<tr>
<td>60-64</td>
<td>2,157</td>
<td>4,256</td>
</tr>
<tr>
<td>65-69</td>
<td>1,016</td>
<td>767</td>
</tr>
<tr>
<td>70-74</td>
<td>274</td>
<td>159</td>
</tr>
<tr>
<td>75-79</td>
<td>95</td>
<td>96</td>
</tr>
<tr>
<td>80+</td>
<td>42</td>
<td>43</td>
</tr>
</tbody>
</table>

Subtotal: 18,793 / 38,768

Total: 57,561
Alliance For Community Health, LLC dba Molina Healthcare of Missouri

Holding Company: Molina Healthcare, Inc.
Main Administrative Office Mailing Address: 12400 Olive Blvd. Suite 100 St. Louis MO 63141 (314) 819-5300

Incorporated: August 16, 1996
Admitted to Missouri: August 16, 1996
Accreditation/Expiration Date: N/A
State of Domicile: Missouri
% of Missouri Business: 100.0%
Tax Status: For Profit


Kansas Counties in Service Area: None

Illinois Counties in Service Area: None

2009 Missouri Enrollment: Total Missouri member months for the year: 932,035
Missouri members at the end of the year: 78,639
2009 Plan Wide Enrollment: Total Plan Wide member months for the year: 927,363
Plan Wide members at the end of the year: 77,864

2009 Year-End Officers: President: Joanne Volovar Secretary: Mark Andrews Chief Financial Officer: Edward Oswald Chief Medical Officer: Robert Profumo, M.D.

Other Officers: 2009 Year-End Directors: Joanne Volovar George S Goldstein
Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

- Prescription Drug PMPM Costs

- Mental Health PMPM Costs

- Emergency Room PMPM Costs

Average Cost per Encounter for Mental Health Services

Average Cost per Encounter for Emergency Room Services

Alliance For Community Health, LLC dba Molina Healthcare of Missouri - Medicaid Product
### Average Membership

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Total Membership</th>
<th>Cumulative Member Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>34,499</td>
<td>533,337</td>
</tr>
<tr>
<td>Missouri Medicaid</td>
<td>11.4</td>
<td>872,813</td>
</tr>
<tr>
<td>Missouri Medicare</td>
<td>n/a</td>
<td>823,083</td>
</tr>
<tr>
<td>Missouri Commercial Plans</td>
<td>n/a</td>
<td>669,539</td>
</tr>
</tbody>
</table>

**Average Age of Enrollees =** 11.4  
**Percentage of Female Enrollees =** 55.6%

### Missouri Membership Trends

- **Cumulative Member Months**: 533,337, 655,481, 822,289, 911,224, 932,035
- **Total Membership**: 40,705, 69,874, 67,549, 77,607, 78,639
General Hospital/Acute Care Facility Utilization by Age and Gender

### Admission Data

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>4,376</td>
<td>497</td>
<td>3,631</td>
<td>430</td>
</tr>
<tr>
<td>1-4</td>
<td>2,206</td>
<td>490</td>
<td>1,631</td>
<td>378</td>
</tr>
<tr>
<td>5-9</td>
<td>782</td>
<td>195</td>
<td>481</td>
<td>136</td>
</tr>
<tr>
<td>10-14</td>
<td>674</td>
<td>179</td>
<td>469</td>
<td>111</td>
</tr>
<tr>
<td>15-19</td>
<td>897</td>
<td>239</td>
<td>2,751</td>
<td>934</td>
</tr>
<tr>
<td>20-24</td>
<td>43</td>
<td>14</td>
<td>6,692</td>
<td>2,386</td>
</tr>
<tr>
<td>25-29</td>
<td>100</td>
<td>27</td>
<td>4,001</td>
<td>1,454</td>
</tr>
<tr>
<td>30-34</td>
<td>67</td>
<td>32</td>
<td>2,114</td>
<td>697</td>
</tr>
<tr>
<td>35-39</td>
<td>175</td>
<td>43</td>
<td>1,413</td>
<td>402</td>
</tr>
<tr>
<td>40-44</td>
<td>154</td>
<td>38</td>
<td>601</td>
<td>169</td>
</tr>
<tr>
<td>45-49</td>
<td>116</td>
<td>32</td>
<td>251</td>
<td>76</td>
</tr>
<tr>
<td>50-54</td>
<td>47</td>
<td>14</td>
<td>174</td>
<td>28</td>
</tr>
<tr>
<td>55-59</td>
<td>4</td>
<td>3</td>
<td>40</td>
<td>10</td>
</tr>
<tr>
<td>60-64</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Subtotal**: 9,642 Male Days, 1,804 Female Days | 24,254 Male Admits, 7,213 Female Admits

**Total**: 33,896 Days, 9,017 Admits

### Ambulatory Utilization Data

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Encounters</th>
<th>Female Encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>31,457</td>
<td>27,490</td>
</tr>
<tr>
<td>1-4</td>
<td>48,380</td>
<td>41,448</td>
</tr>
<tr>
<td>5-9</td>
<td>32,910</td>
<td>27,378</td>
</tr>
<tr>
<td>10-14</td>
<td>25,752</td>
<td>23,430</td>
</tr>
<tr>
<td>15-19</td>
<td>17,319</td>
<td>16,511</td>
</tr>
<tr>
<td>20-24</td>
<td>814</td>
<td>37,530</td>
</tr>
<tr>
<td>25-29</td>
<td>1,414</td>
<td>27,120</td>
</tr>
<tr>
<td>30-34</td>
<td>1,646</td>
<td>16,511</td>
</tr>
<tr>
<td>35-39</td>
<td>1,626</td>
<td>10,357</td>
</tr>
<tr>
<td>40-44</td>
<td>1,495</td>
<td>5,954</td>
</tr>
<tr>
<td>45-49</td>
<td>1,163</td>
<td>3,179</td>
</tr>
<tr>
<td>50-54</td>
<td>646</td>
<td>1,022</td>
</tr>
<tr>
<td>55-59</td>
<td>173</td>
<td>223</td>
</tr>
<tr>
<td>60-64</td>
<td>58</td>
<td>80</td>
</tr>
<tr>
<td>65-69</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>164,860</td>
<td>262,192</td>
</tr>
</tbody>
</table>

**Subtotal**: 164,860 Male Encounters, 262,192 Female Encounters

**Total**: 427,052 Encounters
Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus

**Holding Company:**
Blue Cross and Blue Shield of Kansas City

**Main Administrative Office Mailing Address:**
2301 Main Street
Kansas City MO 64108-2428
(816) 395-2222

**Incorporated:**
April 18, 2005

**Admitted to Missouri:**
June 30, 2005

**Accreditation/Expiration Date:**
N/A

**State of Domicile:**
Missouri

**% of Missouri Business:**
100.0%

**Tax Status:**
For Profit

**Missouri Counties in Service Area:**
Cass, Clay, Henry, Jackson, Johnson, Lafayette, Platte, Ray, St. Clair

**Kansas Counties in Service Area:**
None

**Illinois Counties in Service Area:**
None

**2009 Missouri Enrollment:**
Total Missouri member months for the year: 352,576
Missouri members at the end of the year: 31,055

**2009 Plan Wide Enrollment:**
Total Plan Wide member months for the year: 351,784
Plan Wide members at the end of the year: 30,977

**2009 Year-End Officers:**
President: David Russell Gentile
Secretary: Charles Brent Bertram
Chief Financial Officer: Marilyn Tromans
Chief Medical Officer: Dr. Blake Williamson

**Other Officers:**
John W. Kennedy
Peter K. Yelorda
Roger L. Foreman

**2009 Year-End Directors:**
John Willard Kennedy
Salvatore S. Nigro
Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus
- Medicaid Product

Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus

Medicaid Average

89
### Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus

#### Average Membership

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>1,057 8%</td>
<td>1,034 6%</td>
</tr>
<tr>
<td>01-04</td>
<td>3,425 27%</td>
<td>3,229 19%</td>
</tr>
<tr>
<td>05-09</td>
<td>3,254 26%</td>
<td>3,212 19%</td>
</tr>
<tr>
<td>10-14</td>
<td>2,571 20%</td>
<td>2,542 15%</td>
</tr>
<tr>
<td>15-19</td>
<td>1,802 14%</td>
<td>2,211 13%</td>
</tr>
<tr>
<td>20-24</td>
<td>85 1%</td>
<td>1,339 8%</td>
</tr>
<tr>
<td>25-29</td>
<td>138 1%</td>
<td>1,189 7%</td>
</tr>
<tr>
<td>30-34</td>
<td>15 1%</td>
<td>801 5%</td>
</tr>
<tr>
<td>35-39</td>
<td>73 1%</td>
<td>261 2%</td>
</tr>
<tr>
<td>40-44</td>
<td>73 1%</td>
<td>817 5%</td>
</tr>
<tr>
<td>45-49</td>
<td>57 0%</td>
<td>121 1%</td>
</tr>
<tr>
<td>50-54</td>
<td>24 0%</td>
<td>54 0%</td>
</tr>
<tr>
<td>55-59</td>
<td>15 0%</td>
<td>12 0%</td>
</tr>
<tr>
<td>60-64</td>
<td>4 0%</td>
<td>3 0%</td>
</tr>
<tr>
<td>65-69</td>
<td>2 0%</td>
<td>4 0%</td>
</tr>
<tr>
<td>70-74</td>
<td>0 0%</td>
<td>2 0%</td>
</tr>
<tr>
<td>75-79</td>
<td>0 0%</td>
<td>3 0%</td>
</tr>
<tr>
<td>80 +</td>
<td>1 0%</td>
<td>1 0%</td>
</tr>
</tbody>
</table>

**Total** 12,750 100% 16,569 100%

- **Average Age of Enrollees** = 11.6
- **Percentage of Female Enrollees** = 56.5%

<table>
<thead>
<tr>
<th>Missouri Commercial Plans</th>
<th>n/a</th>
<th>n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missouri Medicare</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Missouri Medicaid</td>
<td>11.6</td>
<td>56.5%</td>
</tr>
</tbody>
</table>

#### Missouri Membership Trends

- **Cumulative Member Months**
  - 2005: 388,136
  - 2006: 336,507
  - 2007: 323,732
  - 2008: 332,478
  - 2009: 352,576

- **Total Membership**
  - 2005: 31,343
  - 2006: 27,865
  - 2007: 26,739
  - 2008: 28,405
  - 2009: 31,055
Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>4,934</td>
<td>1,085</td>
<td>4,007</td>
<td>973</td>
</tr>
<tr>
<td>1-4</td>
<td>559</td>
<td>163</td>
<td>434</td>
<td>140</td>
</tr>
<tr>
<td>5-9</td>
<td>270</td>
<td>78</td>
<td>169</td>
<td>56</td>
</tr>
<tr>
<td>10-14</td>
<td>129</td>
<td>44</td>
<td>255</td>
<td>57</td>
</tr>
<tr>
<td>15-19</td>
<td>169</td>
<td>57</td>
<td>1,660</td>
<td>542</td>
</tr>
<tr>
<td>20-24</td>
<td>22</td>
<td>6</td>
<td>2,351</td>
<td>878</td>
</tr>
<tr>
<td>25-29</td>
<td>23</td>
<td>11</td>
<td>1,624</td>
<td>587</td>
</tr>
<tr>
<td>30-34</td>
<td>66</td>
<td>14</td>
<td>774</td>
<td>271</td>
</tr>
<tr>
<td>35-39</td>
<td>35</td>
<td>13</td>
<td>676</td>
<td>189</td>
</tr>
<tr>
<td>40-44</td>
<td>16</td>
<td>7</td>
<td>205</td>
<td>53</td>
</tr>
<tr>
<td>45-49</td>
<td>24</td>
<td>9</td>
<td>148</td>
<td>32</td>
</tr>
<tr>
<td>50-54</td>
<td>8</td>
<td>3</td>
<td>25</td>
<td>10</td>
</tr>
<tr>
<td>55-59</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>60-64</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Subtotal</td>
<td>6,255</td>
<td>1,490</td>
<td>12,328</td>
<td>3,788</td>
</tr>
<tr>
<td>Total</td>
<td>18,583</td>
<td>5,278</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Encounters</th>
<th>Female Encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>4,934</td>
<td>4,007</td>
</tr>
<tr>
<td>1-4</td>
<td>559</td>
<td>434</td>
</tr>
<tr>
<td>5-9</td>
<td>270</td>
<td>169</td>
</tr>
<tr>
<td>10-14</td>
<td>129</td>
<td>255</td>
</tr>
<tr>
<td>15-19</td>
<td>169</td>
<td>1,660</td>
</tr>
<tr>
<td>20-24</td>
<td>22</td>
<td>2,351</td>
</tr>
<tr>
<td>25-29</td>
<td>23</td>
<td>1,624</td>
</tr>
<tr>
<td>30-34</td>
<td>66</td>
<td>774</td>
</tr>
<tr>
<td>35-39</td>
<td>35</td>
<td>676</td>
</tr>
<tr>
<td>40-44</td>
<td>16</td>
<td>205</td>
</tr>
<tr>
<td>45-49</td>
<td>24</td>
<td>148</td>
</tr>
<tr>
<td>50-54</td>
<td>8</td>
<td>25</td>
</tr>
<tr>
<td>55-59</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>60-64</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Subtotal</td>
<td>6,255</td>
<td>12,328</td>
</tr>
<tr>
<td>Total</td>
<td>18,583</td>
<td>3,788</td>
</tr>
</tbody>
</table>
**Children's Mercy's Family Health Partners, Inc.**

### Holding Company:
The Children's Mercy Hospital

### Main Administrative Office Mailing Address:
2420 Pershing Road, Garden Level, Suite G10
Kansas City MO 64108
(816) 559-9400

### Incorporated:
March 26, 1996

### Admitted to Missouri:
May 6, 1996

### Accreditation/Expiration Date:
N/A

### State of Domicile:
Missouri

### % of Missouri Business:
49.0%

### Tax Status:
Not For Profit

### Missouri Counties in Service Area:

### Kansas Counties in Service Area:

### Illinois Counties in Service Area:
None

### 2009 Missouri Enrollment:
Total Missouri member months for the year: 624,225
Missouri members at the end of the year: 54,786

### 2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 1,989,583
Plan Wide members at the end of the year: 175,312

### 2009 Year-End Officers:
President: Bob Finuf
Secretary: N/A
Chief Financial Officer: Suzie Dunaway
Chief Medical Officer: Ma'ata Touslee

### Other Officers:
Bob Clark
Mark Van Blaricum

### 2009 Year-End Directors:
Robert Leo Welling
Jo Werner Stueve
**Missouri Costs Comparison**

**Total Per Member Per Month (PMPM) Costs**

- Medicaid Average
- Children's Mercy's Family Health Partners, Inc.

**Prescription Drug PMPM Costs**

**Mental Health PMPM Costs**

**Emergency Room PMPM Costs**

**Average Cost per Encounter for Mental Health Services**

**Average Cost per Encounter for Emergency Room Services**

- Medicaid Average

---

Children's Mercy's Family Health Partners, Inc.
Average Membership

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>1,767</td>
<td>1,646</td>
</tr>
<tr>
<td>01-04</td>
<td>6,593</td>
<td>6,387</td>
</tr>
<tr>
<td>05-09</td>
<td>6,999</td>
<td>6,670</td>
</tr>
<tr>
<td>10-14</td>
<td>5,322</td>
<td>5,334</td>
</tr>
<tr>
<td>15-19</td>
<td>3,623</td>
<td>3,789</td>
</tr>
<tr>
<td>20-24</td>
<td>149</td>
<td>1,701</td>
</tr>
<tr>
<td>25-29</td>
<td>199</td>
<td>1,578</td>
</tr>
<tr>
<td>30-34</td>
<td>185</td>
<td>1,086</td>
</tr>
<tr>
<td>35-39</td>
<td>183</td>
<td>749</td>
</tr>
<tr>
<td>40-44</td>
<td>122</td>
<td>355</td>
</tr>
<tr>
<td>45-49</td>
<td>79</td>
<td>195</td>
</tr>
<tr>
<td>50-54</td>
<td>46</td>
<td>72</td>
</tr>
<tr>
<td>55-59</td>
<td>15</td>
<td>18</td>
</tr>
<tr>
<td>60-64</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80 +</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Total** 25,283 100% 29,587 100%

Average Age of Enrollees = 10.6
Percentage of Female Enrollees = 53.9%

Missouri Commercial Plans = n/a
Missouri Medicare = n/a
Missouri Medicaid = 10.6

Missouri Membership Trends

- Cumulative Member Months
  - 2005: 579,602
  - 2006: 513,573
  - 2007: 522,989
  - 2008: 576,399
  - 2009: 624,225

- Total Membership
  - 2005: 44,151
  - 2006: 40,903
  - 2007: 43,922
  - 2008: 47,986
  - 2009: 54,786
# Children's Mercy's Family Health Partners, Inc.

## General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age</th>
<th>Male Days</th>
<th>Female Days</th>
<th>Male Admits</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>5,242</td>
<td>4,460</td>
<td>1,355</td>
<td>222</td>
</tr>
<tr>
<td>1-4</td>
<td>762</td>
<td>852</td>
<td>242</td>
<td>222</td>
</tr>
<tr>
<td>5-9</td>
<td>420</td>
<td>316</td>
<td>155</td>
<td>103</td>
</tr>
<tr>
<td>10-14</td>
<td>441</td>
<td>472</td>
<td>122</td>
<td>91</td>
</tr>
<tr>
<td>15-19</td>
<td>484</td>
<td>1,694</td>
<td>140</td>
<td>613</td>
</tr>
<tr>
<td>20-24</td>
<td>14</td>
<td>2,681</td>
<td>4</td>
<td>1,005</td>
</tr>
<tr>
<td>25-29</td>
<td>54</td>
<td>1,811</td>
<td>12</td>
<td>633</td>
</tr>
<tr>
<td>30-34</td>
<td>87</td>
<td>1,039</td>
<td>22</td>
<td>372</td>
</tr>
<tr>
<td>35-39</td>
<td>26</td>
<td>670</td>
<td>10</td>
<td>204</td>
</tr>
<tr>
<td>40-44</td>
<td>105</td>
<td>186</td>
<td>27</td>
<td>63</td>
</tr>
<tr>
<td>45-49</td>
<td>178</td>
<td>0</td>
<td>57</td>
<td>0</td>
</tr>
<tr>
<td>50-54</td>
<td>46</td>
<td>39</td>
<td>10</td>
<td>14</td>
</tr>
<tr>
<td>55-59</td>
<td>26</td>
<td>13</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>60-64</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Subtotal**: 7,888 Male, 2,165 Female

**Total**: 22,123 Male, 6,683 Female

## Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Encounters</th>
<th>Female Encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>13,794</td>
<td>12,317</td>
</tr>
<tr>
<td>1-4</td>
<td>23,801</td>
<td>21,534</td>
</tr>
<tr>
<td>5-9</td>
<td>21,000</td>
<td>16,679</td>
</tr>
<tr>
<td>10-14</td>
<td>18,904</td>
<td>14,950</td>
</tr>
<tr>
<td>15-19</td>
<td>10,570</td>
<td>14,997</td>
</tr>
<tr>
<td>20-24</td>
<td>245</td>
<td>7,642</td>
</tr>
<tr>
<td>25-29</td>
<td>485</td>
<td>6,958</td>
</tr>
<tr>
<td>30-34</td>
<td>596</td>
<td>5,244</td>
</tr>
<tr>
<td>35-39</td>
<td>590</td>
<td>3,990</td>
</tr>
<tr>
<td>40-44</td>
<td>670</td>
<td>1,609</td>
</tr>
<tr>
<td>45-49</td>
<td>1,122</td>
<td>382</td>
</tr>
<tr>
<td>50-54</td>
<td>293</td>
<td>473</td>
</tr>
<tr>
<td>55-59</td>
<td>113</td>
<td>70</td>
</tr>
<tr>
<td>60-64</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>65-69</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Subtotal**: 92,196 Male, 106,860 Female

**Total**: 199,056
CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri

**Holding Company:**
CIGNA Corporation

**Main Administrative Office Mailing Address:**
440 Polaris Parkway, #300
Columbus OH 43082
(614)-889-4300

**Incorporated:**
August 16, 1985

**Admitted to Missouri:**
January 9, 1996

**Accreditation/Expiration Date:**
NCQA / February 27, 2010

**State of Domicile:**
Ohio

**% of Missouri Business:**
79.9%

**Tax Status:**
For Profit

**Missouri Counties in Service Area:**
Andrew, Barry, Buchanan, Cass, Christian, Clay, Clinton, DeKalb, Greene, Jackson, Jasper, Lafayette, Lawrence, Newton, Platte, Polk, Ray, Webster

**Kansas Counties in Service Area:**
Douglas, Franklin, Jackson, Jefferson, Johnson, Leavenworth, Miami, Osage, Shawnee, Wyandotte

**Illinois Counties in Service Area:**
None

**2009 Missouri Enrollment:**
Total Missouri member months for the year: 8,908
Missouri members at the end of the year: 746

**2009 Plan Wide Enrollment:**
Total Plan Wide member months for the year: 18,011
Plan Wide members at the end of the year: 1,455

**2009 Year-End Officers:**
President: Vincent John Sobocinski Jr.
Secretary: Shermona SueAnn Mapp
Chief Financial Officer: Scott Ronald Lambert
Chief Medical Officer: Jordan H. Ginsburg, M.D.

**Other Officers:**
Mark Eugene Wiest
Aslam Mohammad Khan, M.D., M.M.
Vincent Lewis Schenckengast
David Goldberg

**2009 Year-End Directors:**
Andrew, Barry, Buchanan, Cass, Christian, Clay, Clinton, DeKalb, Greene, Jackson, Jasper, Lafayette, Lawrence, Newton, Platte, Polk, Ray, Webster
Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri

- Commercial Product
Average Membership

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>11</td>
<td>8</td>
</tr>
<tr>
<td>01-04</td>
<td>43</td>
<td>38</td>
</tr>
<tr>
<td>05-09</td>
<td>37</td>
<td>32</td>
</tr>
<tr>
<td>10-14</td>
<td>30</td>
<td>37</td>
</tr>
<tr>
<td>15-19</td>
<td>23</td>
<td>26</td>
</tr>
<tr>
<td>20-24</td>
<td>39</td>
<td>42</td>
</tr>
<tr>
<td>25-29</td>
<td>40</td>
<td>37</td>
</tr>
<tr>
<td>30-34</td>
<td>40</td>
<td>41</td>
</tr>
<tr>
<td>35-39</td>
<td>26</td>
<td>31</td>
</tr>
<tr>
<td>40-44</td>
<td>30</td>
<td>18</td>
</tr>
<tr>
<td>45-49</td>
<td>20</td>
<td>17</td>
</tr>
<tr>
<td>50-54</td>
<td>23</td>
<td>12</td>
</tr>
<tr>
<td>55-59</td>
<td>14</td>
<td>15</td>
</tr>
<tr>
<td>60-64</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>65-69</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>70-74</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>384</td>
<td>360</td>
</tr>
</tbody>
</table>

Average Age of Enrollees = 25.5
Percentage of Female Enrollees = 48.4%

Missouri Commercial Plans = 25.5
Missouri Commercial Plans = 48.4%
Missouri Medicare = n/a
Missouri Medicaid = n/a

Missouri Membership Trends

CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Days</th>
<th>Admits</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>31</td>
<td>11</td>
<td></td>
<td></td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>1-4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>5-9</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10-14</td>
<td>45</td>
<td>8</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>15-19</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>20-24</td>
<td>6</td>
<td>2</td>
<td>12</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>25-29</td>
<td>47</td>
<td>10</td>
<td>27</td>
<td>10</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>30-34</td>
<td>15</td>
<td>5</td>
<td>6</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>35-39</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>6</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>40-44</td>
<td>5</td>
<td>1</td>
<td>8</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>45-49</td>
<td>0</td>
<td>0</td>
<td>22</td>
<td>5</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>50-54</td>
<td>7</td>
<td>3</td>
<td>9</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>55-59</td>
<td>21</td>
<td>5</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>60-64</td>
<td>40</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Subtotal</td>
<td>217</td>
<td>47</td>
<td>111</td>
<td>37</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>328</td>
<td>84</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Encounters: Age Category</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>31</td>
<td>2</td>
</tr>
<tr>
<td>1-4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5-9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10-14</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>15-19</td>
<td>47</td>
<td>10</td>
</tr>
<tr>
<td>20-24</td>
<td>15</td>
<td>5</td>
</tr>
<tr>
<td>25-29</td>
<td>21</td>
<td>5</td>
</tr>
<tr>
<td>30-34</td>
<td>40</td>
<td>2</td>
</tr>
<tr>
<td>35-39</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>40-44</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>45-49</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>50-54</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>55-59</td>
<td>21</td>
<td>5</td>
</tr>
<tr>
<td>60-64</td>
<td>40</td>
<td>2</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Subtotal</td>
<td>1,781</td>
<td>2,072</td>
</tr>
<tr>
<td>Total</td>
<td>3,853</td>
<td>3,853</td>
</tr>
</tbody>
</table>
CIGNA Healthcare of St. Louis, Inc.

Holding Company:
CIGNA Corporation

Main Administrative Office Mailing Address:
231 S. Bemiston
St. Louis MO 63105
(314) 290-7300

Incorporated:
May 2, 1985

Admitted to Missouri:
September 1, 1993

Accreditation/Expiration Date:
NCQA / February 27, 2010

State of Domicile:
Missouri

% of Missouri Business:
93.6%

Tax Status:
For Profit

Missouri Counties in Service Area:
Franklin, Jefferson, St. Charles, St. Louis City, St. Louis County

Kansas Counties in Service Area:
None

Illinois Counties in Service Area:
Madison, Monroe, St. Clair

2009 Missouri Enrollment:
Total Missouri member months for the year: 4,874
Missouri members at the end of the year: 198

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 6,229
Plan Wide members at the end of the year: 250

2009 Year-End Officers:
President: Frank Anthony Monahan
Secretary: Shermona SueAnn Mapp
Chief Financial Officer: Scott Ronald Lambert
Chief Medical Officer: Jordan H. Ginsburg, M.D.

Other Officers:
Barry Richard McHale
Aslam Mohammad Khan, M.D., M.M.
Vincent Lewis Schenckengast
David Goldberg

2009 Year-End Directors:
David Goldberg
Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services
### Average Membership

<table>
<thead>
<tr>
<th>Age</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>4%</td>
<td>1%</td>
</tr>
<tr>
<td>01-04</td>
<td>9%</td>
<td>5%</td>
</tr>
<tr>
<td>05-09</td>
<td>14%</td>
<td>3%</td>
</tr>
<tr>
<td>10-14</td>
<td>11%</td>
<td>7%</td>
</tr>
<tr>
<td>15-19</td>
<td>20%</td>
<td>7%</td>
</tr>
<tr>
<td>20-24</td>
<td>13%</td>
<td>7%</td>
</tr>
<tr>
<td>25-29</td>
<td>14%</td>
<td>7%</td>
</tr>
<tr>
<td>30-34</td>
<td>17%</td>
<td>7%</td>
</tr>
<tr>
<td>35-39</td>
<td>16%</td>
<td>7%</td>
</tr>
<tr>
<td>40-44</td>
<td>14%</td>
<td>7%</td>
</tr>
<tr>
<td>45-49</td>
<td>15%</td>
<td>7%</td>
</tr>
<tr>
<td>50-54</td>
<td>13%</td>
<td>7%</td>
</tr>
<tr>
<td>55-59</td>
<td>12%</td>
<td>7%</td>
</tr>
<tr>
<td>60-64</td>
<td>13%</td>
<td>7%</td>
</tr>
<tr>
<td>65-69</td>
<td>12%</td>
<td>7%</td>
</tr>
<tr>
<td>70-74</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>75-79</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>80+</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Total** 192 100% 217 100%

Average Age of Enrollees = 31.5
Percentage of Female Enrollees = 53.1%

Missouri Commercial Plans
- 31.5
- Missouri Commercial Plans = 53.1%

Missouri Medicare
- n/a
- Missouri Medicare = n/a

Missouri Medicaid
- n/a
- Missouri Medicaid = n/a

### Missouri Membership Trends

- Cumulative Member Months
- Total Membership

<table>
<thead>
<tr>
<th>Year</th>
<th>Cumulative Member Months</th>
<th>Total Membership</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>45,909</td>
<td>3,742</td>
</tr>
<tr>
<td>2006</td>
<td>44,497</td>
<td>3,704</td>
</tr>
<tr>
<td>2007</td>
<td>36,927</td>
<td>3,026</td>
</tr>
<tr>
<td>2008</td>
<td>4,942</td>
<td>469</td>
</tr>
<tr>
<td>2009</td>
<td>4,874</td>
<td>198</td>
</tr>
</tbody>
</table>
CIGNA Healthcare of St. Louis, Inc.

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>16</td>
<td>4</td>
</tr>
<tr>
<td>1-4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5-9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10-14</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>15-19</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>20-24</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>25-29</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>30-34</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>35-39</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>40-44</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>45-49</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>50-54</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>55-59</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>60-64</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>26</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>166</td>
<td>45</td>
</tr>
</tbody>
</table>

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>17</td>
<td>2</td>
</tr>
<tr>
<td>1-4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5-9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10-14</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>15-19</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>20-24</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>25-29</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>30-34</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>35-39</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>40-44</td>
<td>8</td>
<td>1</td>
</tr>
<tr>
<td>45-49</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>50-54</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>55-59</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>60-64</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>26</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>166</td>
<td>45</td>
</tr>
</tbody>
</table>
Community Health Plan

Holding Company:
Heartland Health

Main Administrative Office Mailing Address:
137 N. Belt
St. Joseph MO 64506
(816) 271-1247

Incorporated: September 8, 1994
Admitted to Missouri: December 29, 1994
Accreditation/Expiration Date: N/A
State of Domicile: Missouri
% of Missouri Business: 53.6%
Tax Status: For Profit

Missouri Counties in Service Area:

Kansas Counties in Service Area:
Atchison, Brown, Doniphan, Johnson, Leavenworth, Wyandotte

Illinois Counties in Service Area:
None

2009 Missouri Enrollment:
Total Missouri member months for the year: 57,024
Missouri members at the end of the year: 4,496

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 69,074
Plan Wide members at the end of the year: 5,054

2009 Year-End Officers:
President: Samuel Mark Laney, M.D.
Secretary: John Paul Wilson
Chief Financial Officer: John Paul Wilson
Chief Medical Officer: James. J. McMillen, M.D., FACP

Other Officers:
Douglas Martin Brandt
Karen Eugenia Dittemore
Curtis Andrew Kretzinger

2009 Year-End Directors:
Douglas Martin Brandt
Karen Eugenia Dittemore
Curtis Andrew Kretzinger
Community Health Plan
- Commercial Product

Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

- $100 - $500
- Q109, Q209, Q309, Annual 2009

Prescription Drug PMPM Costs

- $50 - $200
- Q109, Q209, Q309, Annual 2009

Mental Health PMPM Costs

- $5 - $20
- Q109, Q209, Q309, Annual 2009

Average Cost per Encounter for Mental Health Services

- $200 - $700
- Q109, Q209, Q309, Annual 2009

Emergency Room PMPM Costs

- $100 - $700
- Q109, Q209, Q309, Annual 2009

Average Cost per Encounter for Emergency Room Services

- $800 - $1,000
- Q109, Q209, Q309, Annual 2009

Community Health Plan

Commercial Average
### Community Health Plan

#### Average Membership

<table>
<thead>
<tr>
<th>Age</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>31</td>
<td>19</td>
</tr>
<tr>
<td>01-04</td>
<td>108</td>
<td>112</td>
</tr>
<tr>
<td>05-09</td>
<td>165</td>
<td>150</td>
</tr>
<tr>
<td>10-14</td>
<td>192</td>
<td>183</td>
</tr>
<tr>
<td>15-19</td>
<td>205</td>
<td>192</td>
</tr>
<tr>
<td>20-24</td>
<td>136</td>
<td>164</td>
</tr>
<tr>
<td>25-29</td>
<td>132</td>
<td>149</td>
</tr>
<tr>
<td>30-34</td>
<td>143</td>
<td>165</td>
</tr>
<tr>
<td>35-39</td>
<td>151</td>
<td>181</td>
</tr>
<tr>
<td>40-44</td>
<td>190</td>
<td>242</td>
</tr>
<tr>
<td>45-49</td>
<td>223</td>
<td>263</td>
</tr>
<tr>
<td>50-54</td>
<td>191</td>
<td>219</td>
</tr>
<tr>
<td>55-59</td>
<td>139</td>
<td>170</td>
</tr>
<tr>
<td>60-64</td>
<td>95</td>
<td>110</td>
</tr>
<tr>
<td>65-69</td>
<td>38</td>
<td>44</td>
</tr>
<tr>
<td>70-74</td>
<td>14</td>
<td>20</td>
</tr>
<tr>
<td>75-79</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>80 +</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

Total: 2,160 Male, 2,396 Female

Average Age of Enrollees = 33.4
Percentage of Female Enrollees = 52.6%

### Missouri Membership Trends

- Missouri Commercial Plans: 33.4
- Missouri Medicare: n/a
- Missouri Medicaid: n/a

#### Missouri Membership Trends Diagram

- Cumulative Member Months:
  - 2005: 201,972
  - 2006: 131,916
  - 2007: 86,580
  - 2008: 75,060
  - 2009: 57,024
- Total Membership:
  - 2005: 16,910
  - 2006: 10,212
  - 2007: 7,554
  - 2008: 6,190
  - 2009: 4,496
Community Health Plan

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Days</th>
<th>Admits</th>
<th>Days</th>
<th>Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>234</td>
<td>15</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>1-4</td>
<td>42</td>
<td>9</td>
<td>7</td>
<td>4</td>
</tr>
<tr>
<td>5-9</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>10-14</td>
<td>10</td>
<td>7</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>15-19</td>
<td>23</td>
<td>8</td>
<td>28</td>
<td>13</td>
</tr>
<tr>
<td>20-24</td>
<td>2</td>
<td>2</td>
<td>47</td>
<td>21</td>
</tr>
<tr>
<td>25-29</td>
<td>6</td>
<td>2</td>
<td>106</td>
<td>39</td>
</tr>
<tr>
<td>30-34</td>
<td>11</td>
<td>6</td>
<td>98</td>
<td>37</td>
</tr>
<tr>
<td>35-39</td>
<td>2</td>
<td>2</td>
<td>46</td>
<td>19</td>
</tr>
<tr>
<td>40-44</td>
<td>38</td>
<td>8</td>
<td>67</td>
<td>16</td>
</tr>
<tr>
<td>45-49</td>
<td>158</td>
<td>33</td>
<td>24</td>
<td>10</td>
</tr>
<tr>
<td>50-54</td>
<td>51</td>
<td>18</td>
<td>139</td>
<td>25</td>
</tr>
<tr>
<td>55-59</td>
<td>42</td>
<td>12</td>
<td>139</td>
<td>31</td>
</tr>
<tr>
<td>60-64</td>
<td>159</td>
<td>33</td>
<td>108</td>
<td>22</td>
</tr>
<tr>
<td>65-69</td>
<td>43</td>
<td>8</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>70-74</td>
<td>20</td>
<td>6</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>10</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Subtotal  | 857  | 174    | 827  | 247    |
Total      | 1,684| 421    |

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Encounters:</th>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>Female</td>
</tr>
<tr>
<td>632</td>
<td>301</td>
</tr>
<tr>
<td>792</td>
<td>592</td>
</tr>
<tr>
<td>610</td>
<td>471</td>
</tr>
<tr>
<td>561</td>
<td>674</td>
</tr>
<tr>
<td>705</td>
<td>1,036</td>
</tr>
<tr>
<td>613</td>
<td>1,028</td>
</tr>
<tr>
<td>608</td>
<td>1,672</td>
</tr>
<tr>
<td>661</td>
<td>1,619</td>
</tr>
<tr>
<td>825</td>
<td>1,812</td>
</tr>
<tr>
<td>922</td>
<td>2,597</td>
</tr>
<tr>
<td>1,984</td>
<td>2,571</td>
</tr>
<tr>
<td>2,083</td>
<td>3,623</td>
</tr>
<tr>
<td>2,035</td>
<td>2,767</td>
</tr>
<tr>
<td>1,510</td>
<td>2,498</td>
</tr>
<tr>
<td>418</td>
<td>283</td>
</tr>
<tr>
<td>176</td>
<td>41</td>
</tr>
<tr>
<td>48</td>
<td>52</td>
</tr>
<tr>
<td>22</td>
<td>17</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>15,205</td>
<td>23,654</td>
</tr>
<tr>
<td>1-4</td>
<td>38,859</td>
<td></td>
</tr>
</tbody>
</table>

Subtotal  | 38,859|
Total      |      |
Coventry Health Care of Kansas, Inc.

Holding Company:
Coventry Health Care, Inc.

Main Administrative Office Mailing Address:
8320 Ward Parkway
Kansas City MO 64114
(816) 221-8400

Incorporated: January 2, 1976
Admitted to Missouri: March 29, 1996

2009 Missouri Enrollment:
Total Missouri member months for the year: 346,728
Missouri members at the end of the year: 27,231

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 758,210
Plan Wide members at the end of the year: 61,716

Accreditation/Expiration Date: N/A
State of Domicile: Kansas

% of Missouri Business: 100.0%
Tax Status: For Profit

% of Missouri Business:
100.0%
Tax Status: For Profit

Missouri Counties in Service Area:
Andrew, Barton, Bates, Benton, Buchanan, Caldwell, Carroll, Cass, Cedar, Christian, Clay, Clinton, Dade, Dallas, Daviess, DeKalb, Gentry, Greene, Grundy, Harrison, Henry, Hickory, Jackson, Jasper, Johnson, Lafayette, Lawrence, Livingston, Newton, Pettis, Platte, Polk, Ray, Saline, St. Clair, Vernon, Webster

Kansas Counties in Service Area:

Illinois Counties in Service Area:
None

Other Officers: 2009 Year-End Officers:
President: Michael G. Murphy
Secretary: Shirley Anne Roquemore Smith
Chief Financial Officer: Richard G. Kleiner
Chief Medical Officer: Dr. William R. Rooney, M.D.

Frank DiTirro, M.D.
John J. Ruhlmann
Jonathan D. Weinberg
Andrew Lynn Asher
Michael G. Murphy

John J. Ruhlmann
Michael G. Murphy
Jonathan D. Weinberg
Andrew Lynn Asher
Coventry Health Care of Kansas, Inc.
- Commercial Product

Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

Coventry Health Care of Kansas, Inc.
Commercial Average
Coventry Health Care of Kansas, Inc.
- Medicare Product

Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

Coventry Health Care of Kansas, Inc.

Medicare Average
**Coventry Health Care of Kansas, Inc.**

### Average Membership

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>111</td>
<td>115</td>
</tr>
<tr>
<td>01-04</td>
<td>558</td>
<td>527</td>
</tr>
<tr>
<td>05-09</td>
<td>803</td>
<td>726</td>
</tr>
<tr>
<td>10-14</td>
<td>862</td>
<td>878</td>
</tr>
<tr>
<td>15-19</td>
<td>986</td>
<td>959</td>
</tr>
<tr>
<td>20-24</td>
<td>708</td>
<td>717</td>
</tr>
<tr>
<td>25-29</td>
<td>681</td>
<td>710</td>
</tr>
<tr>
<td>30-34</td>
<td>787</td>
<td>860</td>
</tr>
<tr>
<td>35-39</td>
<td>882</td>
<td>908</td>
</tr>
<tr>
<td>40-44</td>
<td>932</td>
<td>977</td>
</tr>
<tr>
<td>45-49</td>
<td>1,102</td>
<td>1,186</td>
</tr>
<tr>
<td>50-54</td>
<td>1,004</td>
<td>1,199</td>
</tr>
<tr>
<td>55-59</td>
<td>871</td>
<td>951</td>
</tr>
<tr>
<td>60-64</td>
<td>670</td>
<td>790</td>
</tr>
<tr>
<td>65-69</td>
<td>374</td>
<td>523</td>
</tr>
<tr>
<td>70-74</td>
<td>619</td>
<td>970</td>
</tr>
<tr>
<td>75-79</td>
<td>774</td>
<td>1,027</td>
</tr>
<tr>
<td>80+</td>
<td>756</td>
<td>1,388</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>13,477</td>
<td>15,411</td>
</tr>
</tbody>
</table>

Average Age of Enrollees = 43.2
Percentage of Female Enrollees = 53.3%

<table>
<thead>
<tr>
<th>Program Type</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missouri Commercial Plans</td>
<td>34.4</td>
<td>51.3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missouri Medicare</td>
<td>76.7</td>
<td>61.2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missouri Medicaid</td>
<td>n/a</td>
<td>n/a</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Missouri Membership Trends

- Cumulative Member Months:
  - 2005: 858,900
  - 2006: 903,444
  - 2007: 658,152
  - 2008: 476,376
  - 2009: 346,728
- Total Membership:
  - 2005: 73,191
  - 2006: 76,113
  - 2007: 47,933
  - 2008: 35,862
  - 2009: 27,231
Coventry Health Care of Kansas, Inc.

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>499</td>
<td>41</td>
</tr>
<tr>
<td>1-4</td>
<td>39</td>
<td>17</td>
</tr>
<tr>
<td>5-9</td>
<td>15</td>
<td>11</td>
</tr>
<tr>
<td>10-14</td>
<td>26</td>
<td>15</td>
</tr>
<tr>
<td>15-19</td>
<td>104</td>
<td>33</td>
</tr>
<tr>
<td>20-24</td>
<td>38</td>
<td>15</td>
</tr>
<tr>
<td>25-29</td>
<td>54</td>
<td>13</td>
</tr>
<tr>
<td>30-34</td>
<td>67</td>
<td>13</td>
</tr>
<tr>
<td>35-39</td>
<td>115</td>
<td>30</td>
</tr>
<tr>
<td>40-44</td>
<td>122</td>
<td>44</td>
</tr>
<tr>
<td>45-49</td>
<td>259</td>
<td>87</td>
</tr>
<tr>
<td>50-54</td>
<td>280</td>
<td>89</td>
</tr>
<tr>
<td>55-59</td>
<td>356</td>
<td>98</td>
</tr>
<tr>
<td>60-64</td>
<td>508</td>
<td>137</td>
</tr>
<tr>
<td>65-69</td>
<td>696</td>
<td>103</td>
</tr>
<tr>
<td>70-74</td>
<td>955</td>
<td>186</td>
</tr>
<tr>
<td>75-79</td>
<td>1,226</td>
<td>302</td>
</tr>
<tr>
<td>80+</td>
<td>1,637</td>
<td>361</td>
</tr>
</tbody>
</table>

Subtotal: 6,996 Male, 1,595 Female

Total: 15,452 Male, 3,719 Female

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>1,237</td>
<td>1,208</td>
</tr>
<tr>
<td>1-4</td>
<td>3,016</td>
<td>2,735</td>
</tr>
<tr>
<td>5-9</td>
<td>2,789</td>
<td>2,424</td>
</tr>
<tr>
<td>10-14</td>
<td>2,949</td>
<td>3,059</td>
</tr>
<tr>
<td>15-19</td>
<td>3,159</td>
<td>4,717</td>
</tr>
<tr>
<td>20-24</td>
<td>1,528</td>
<td>3,419</td>
</tr>
<tr>
<td>25-29</td>
<td>2,037</td>
<td>5,082</td>
</tr>
<tr>
<td>30-34</td>
<td>2,846</td>
<td>6,868</td>
</tr>
<tr>
<td>35-39</td>
<td>3,513</td>
<td>6,865</td>
</tr>
<tr>
<td>40-44</td>
<td>3,802</td>
<td>7,543</td>
</tr>
<tr>
<td>45-49</td>
<td>5,546</td>
<td>9,883</td>
</tr>
<tr>
<td>50-54</td>
<td>6,564</td>
<td>10,918</td>
</tr>
<tr>
<td>55-59</td>
<td>6,388</td>
<td>9,660</td>
</tr>
<tr>
<td>60-64</td>
<td>5,559</td>
<td>8,218</td>
</tr>
<tr>
<td>65-69</td>
<td>3,796</td>
<td>6,580</td>
</tr>
<tr>
<td>70-74</td>
<td>6,980</td>
<td>11,725</td>
</tr>
<tr>
<td>75-79</td>
<td>9,479</td>
<td>12,785</td>
</tr>
<tr>
<td>80+</td>
<td>9,466</td>
<td>16,598</td>
</tr>
</tbody>
</table>

Subtotal: 79,744 Male, 130,287 Female

Total: 210,031
Cox Health Systems HMO, Inc.

Holding Company: Cox Health

Main Administrative Office Mailing Address:
3200 South National, Building B
Springfield MO 65801-5750
(417) 269-2900

Incorporated: April 2, 1996
Admitted to Missouri: October 24, 1996
Accreditation/Expiration Date: N/A
State of Domicile: Missouri
% of Missouri Business: 62.6%
Tax Status: For Profit

Missouri Counties in Service Area:
Barry, Barton, Cedar, Christian, Dade, Dallas, Douglas, Greene, Hickory, Howell, Jasper, Laclede, Lawrence, McDonald, Newton, Oregon, Ozark, Polk, Shannon, Stone, Taney, Texas, Vernon, Webster, Wright

2009 Missouri Enrollment:
Total Missouri member months for the year: 61,658
Missouri members at the end of the year: 5,533

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 51,100
Plan Wide members at the end of the year: 4,051

2009 Year-End Officers:
President: Jeffrey C. Bond
Secretary: Dona Elkins
Chief Financial Officer: Matthew Aug
Chief Medical Officer: Dr. Kerry Randolph

2009 Year-End Directors:
Loree G. Lines
Joseph William Turner
Heather Swearengin
Robert Edward Roundtree

Kansas Counties in Service Area:
None

Illinois Counties in Service Area:
None
Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

Cox Health Systems HMO, Inc.

Commercial Average
### Cox Health Systems HMO, Inc.

#### Average Membership

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>23</td>
<td>14</td>
</tr>
<tr>
<td>01-04</td>
<td>112</td>
<td>148</td>
</tr>
<tr>
<td>05-09</td>
<td>175</td>
<td>151</td>
</tr>
<tr>
<td>10-14</td>
<td>227</td>
<td>186</td>
</tr>
<tr>
<td>15-19</td>
<td>218</td>
<td>207</td>
</tr>
<tr>
<td>20-24</td>
<td>199</td>
<td>200</td>
</tr>
<tr>
<td>25-29</td>
<td>220</td>
<td>215</td>
</tr>
<tr>
<td>30-34</td>
<td>219</td>
<td>204</td>
</tr>
<tr>
<td>35-39</td>
<td>225</td>
<td>208</td>
</tr>
<tr>
<td>40-44</td>
<td>233</td>
<td>180</td>
</tr>
<tr>
<td>45-49</td>
<td>237</td>
<td>259</td>
</tr>
<tr>
<td>50-54</td>
<td>241</td>
<td>245</td>
</tr>
<tr>
<td>55-59</td>
<td>206</td>
<td>237</td>
</tr>
<tr>
<td>60-64</td>
<td>195</td>
<td>162</td>
</tr>
<tr>
<td>65-69</td>
<td>68</td>
<td>65</td>
</tr>
<tr>
<td>70-74</td>
<td>14</td>
<td>8</td>
</tr>
<tr>
<td>75-79</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>80 +</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

**Total**

<table>
<thead>
<tr>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,818</td>
<td>2,696</td>
</tr>
</tbody>
</table>

#### Average Age of Enrollees

- **Male**: 34.4
- **Female**: 48.9%

#### Missouri Membership Trends

- **Cumulative Member Months**
  - 2005: 50,369
  - 2006: 95,199
  - 2007: 77,856
  - 2008: 60,375
  - 2009: 61,658

- **Total Membership**
  - 2005: 5,498
  - 2006: 7,999
  - 2007: 6,489
  - 2008: 5,033
  - 2009: 5,533
Cox Health Systems HMO, Inc.

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>21</td>
<td>15</td>
<td>21</td>
<td>10</td>
</tr>
<tr>
<td>1-4</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>11</td>
</tr>
<tr>
<td>5-9</td>
<td>23</td>
<td>11</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>10-14</td>
<td>26</td>
<td>10</td>
<td>47</td>
<td>16</td>
</tr>
<tr>
<td>15-19</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>20-24</td>
<td>39</td>
<td>12</td>
<td>70</td>
<td>15</td>
</tr>
<tr>
<td>25-29</td>
<td>31</td>
<td>11</td>
<td>43</td>
<td>11</td>
</tr>
<tr>
<td>30-34</td>
<td>41</td>
<td>15</td>
<td>67</td>
<td>16</td>
</tr>
<tr>
<td>35-39</td>
<td>8</td>
<td>4</td>
<td>47</td>
<td>12</td>
</tr>
<tr>
<td>40-44</td>
<td>37</td>
<td>9</td>
<td>49</td>
<td>14</td>
</tr>
<tr>
<td>45-49</td>
<td>0</td>
<td>0</td>
<td>55</td>
<td>13</td>
</tr>
<tr>
<td>50-54</td>
<td>56</td>
<td>20</td>
<td>41</td>
<td>10</td>
</tr>
<tr>
<td>55-59</td>
<td>56</td>
<td>16</td>
<td>13</td>
<td>7</td>
</tr>
<tr>
<td>60-64</td>
<td>46</td>
<td>16</td>
<td>41</td>
<td>12</td>
</tr>
<tr>
<td>65-69</td>
<td>52</td>
<td>13</td>
<td>43</td>
<td>12</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Subtotal | 436 | 152 | 561 | 164 |
Total | 997 | 316 |

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Encounters:</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>Age</td>
<td></td>
</tr>
<tr>
<td>&lt;1</td>
<td>249</td>
<td>137</td>
</tr>
<tr>
<td>1-4</td>
<td>756</td>
<td>494</td>
</tr>
<tr>
<td>5-9</td>
<td>212</td>
<td>408</td>
</tr>
<tr>
<td>10-14</td>
<td>325</td>
<td>465</td>
</tr>
<tr>
<td>15-19</td>
<td>493</td>
<td>1,040</td>
</tr>
<tr>
<td>20-24</td>
<td>155</td>
<td>1,039</td>
</tr>
<tr>
<td>25-29</td>
<td>510</td>
<td>1,048</td>
</tr>
<tr>
<td>30-34</td>
<td>547</td>
<td>1,412</td>
</tr>
<tr>
<td>35-39</td>
<td>576</td>
<td>1,751</td>
</tr>
<tr>
<td>40-44</td>
<td>1,309</td>
<td>2,428</td>
</tr>
<tr>
<td>45-49</td>
<td>1,017</td>
<td>1,472</td>
</tr>
<tr>
<td>50-54</td>
<td>1,286</td>
<td>1,560</td>
</tr>
<tr>
<td>55-59</td>
<td>1,095</td>
<td>1,552</td>
</tr>
<tr>
<td>60-64</td>
<td>492</td>
<td>765</td>
</tr>
<tr>
<td>65-69</td>
<td>431</td>
<td>498</td>
</tr>
<tr>
<td>70-74</td>
<td>126</td>
<td>219</td>
</tr>
<tr>
<td>75-79</td>
<td>86</td>
<td>68</td>
</tr>
<tr>
<td>80+</td>
<td>45</td>
<td>43</td>
</tr>
</tbody>
</table>

9,710 16,399 Subtotal
26,109 Total
Essence Healthcare, Inc.

Holding Company:
Essence Group Holdings Corporation

Main Administrative Office Mailing Address:
13900 Riverport Drive
St. Louis MO 63043
(314) 209-2780

Incorporated: January 30, 2003
Admitted to Missouri: May 30, 2003
Accreditation/Expiration Date: N/A
State of Domicile: Missouri
% of Missouri Business: 77.3%
Tax Status: For Profit

Missouri Counties in Service Area:
Jefferson, St. Charles, St. Louis City, St. Louis County

Kansas Counties in Service Area:
None

Illinois Counties in Service Area:
Madison, Monroe, St. Clair

2009 Missouri Enrollment:
Total Missouri member months for the year: 191,688
Missouri members at the end of the year: 17,400

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 345,671
Plan Wide members at the end of the year: 30,424

2009 Year-End Officers:
President: Frank Anthony Ingari
Secretary: Richard Hardy Jones
Chief Financial Officer: Richard Hardy Jones
Chief Medical Officer: Deborah Celia Zimmerman, M.D.

Other Officers:
Martha Garland Butler
Paul Aloysius Beuttenmuller

2009 Year-End Directors:
Frank Anthony Ingari
Richard Hardy Jones

Incorporated:
January 30, 2003
Admitted to Missouri:
May 30, 2003
Accreditation/Expiration Date:
N/A
State of Domicile:
Missouri
% of Missouri Business:
77.3%
Tax Status:
For Profit

Missouri Counties in Service Area:
Jefferson, St. Charles, St. Louis City, St. Louis County

Kansas Counties in Service Area:
None

Illinois Counties in Service Area:
Madison, Monroe, St. Clair
**Missouri Costs Comparison**

**Total Per Member Per Month (PMPM) Costs**

- Q1 09
- Q2 09
- Q3 09
- Annual 2009

- Medicare Average

**Prescription Drug PMPM Costs**

- Q1 09
- Q2 09
- Q3 09
- Annual 2009

- Medicare Average

**Mental Health PMPM Costs**

- Q1 09
- Q2 09
- Q3 09
- Annual 2009

- Medicare Average

**Emergency Room PMPM Costs**

- Q1 09
- Q2 09
- Q3 09
- Annual 2009

- Medicare Average

**Average Cost per Encounter for Mental Health Services**

- Q1 09
- Q2 09
- Q3 09
- Annual 2009

- Medicare Average

**Average Cost per Encounter for Emergency Room Services**

- Q1 09
- Q2 09
- Q3 09
- Annual 2009

- Medicare Average

Essence Healthcare, Inc.
Average Membership

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>01-04</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>05-09</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>10-14</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>15-19</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>20-24</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>25-29</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>30-34</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>35-39</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>40-44</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>45-49</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>50-54</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>55-59</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>60-64</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>65-69</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>70-74</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>75-79</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>80+</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>6,437</td>
<td>9,538</td>
</tr>
</tbody>
</table>

Average Age of Enrollees = 74.4
Percentage of Female Enrollees = 59.7%

Missouri Commercial Plans n/a
Missouri Commercial Plans n/a
Missouri Medicare 74.4
Missouri Medicare 59.7%
Missouri Medicaid n/a
Missouri Medicaid n/a

Missouri Membership Trends

Cumulative Member Months

- Total Membership
- Cumulative Member Months

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Membership</th>
<th>Cumulative Member Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>2,884</td>
<td>21,217</td>
</tr>
<tr>
<td>2006</td>
<td>4,392</td>
<td>44,592</td>
</tr>
<tr>
<td>2007</td>
<td>11,592</td>
<td>130,431</td>
</tr>
<tr>
<td>2008</td>
<td>14,490</td>
<td>159,987</td>
</tr>
<tr>
<td>2009</td>
<td>17,400</td>
<td>191,688</td>
</tr>
</tbody>
</table>
Essence Healthcare, Inc.

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1-4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5-9</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10-14</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15-19</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>20-24</td>
<td>6</td>
<td>1</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>25-29</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>30-34</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>35-39</td>
<td>26</td>
<td>3</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>40-44</td>
<td>26</td>
<td>4</td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td>45-49</td>
<td>78</td>
<td>22</td>
<td>27</td>
<td>8</td>
</tr>
<tr>
<td>50-54</td>
<td>177</td>
<td>21</td>
<td>98</td>
<td>17</td>
</tr>
<tr>
<td>55-59</td>
<td>199</td>
<td>32</td>
<td>216</td>
<td>43</td>
</tr>
<tr>
<td>60-64</td>
<td>169</td>
<td>45</td>
<td>216</td>
<td>49</td>
</tr>
<tr>
<td>65-69</td>
<td>952</td>
<td>240</td>
<td>1,389</td>
<td>306</td>
</tr>
<tr>
<td>70-74</td>
<td>1,742</td>
<td>329</td>
<td>1,823</td>
<td>409</td>
</tr>
<tr>
<td>75-79</td>
<td>1,916</td>
<td>376</td>
<td>2,460</td>
<td>500</td>
</tr>
<tr>
<td>80+</td>
<td>3,371</td>
<td>667</td>
<td>4,065</td>
<td>877</td>
</tr>
<tr>
<td>Subtotal</td>
<td>8,667</td>
<td>1,743</td>
<td>10,318</td>
<td>2,218</td>
</tr>
<tr>
<td>Total</td>
<td>18,985</td>
<td>3,961</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Encounters:</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>Days</td>
<td>Admits</td>
</tr>
<tr>
<td>&lt;1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1-4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5-9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10-14</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15-19</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>20-24</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>25-29</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>30-34</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>35-39</td>
<td>26</td>
<td>3</td>
</tr>
<tr>
<td>40-44</td>
<td>26</td>
<td>4</td>
</tr>
<tr>
<td>45-49</td>
<td>78</td>
<td>22</td>
</tr>
<tr>
<td>50-54</td>
<td>177</td>
<td>21</td>
</tr>
<tr>
<td>55-59</td>
<td>199</td>
<td>32</td>
</tr>
<tr>
<td>60-64</td>
<td>169</td>
<td>45</td>
</tr>
<tr>
<td>65-69</td>
<td>952</td>
<td>240</td>
</tr>
<tr>
<td>70-74</td>
<td>1,742</td>
<td>329</td>
</tr>
<tr>
<td>75-79</td>
<td>1,916</td>
<td>376</td>
</tr>
<tr>
<td>80+</td>
<td>3,371</td>
<td>667</td>
</tr>
<tr>
<td>Subtotal</td>
<td>162,915</td>
<td>96,316</td>
</tr>
<tr>
<td>Total</td>
<td>162,915</td>
<td>96,316</td>
</tr>
</tbody>
</table>
Good Health HMO, Inc. dba Blue-Care, Inc.

Holding Company:
Blue Cross and Blue Shield of Kansas City

Main Administrative Office Mailing Address:
2301 Main Street
Kansas City MO 64108-2428
(816) 395-2222

Incorporated: October 21, 1988
Admitted to Missouri: July 1, 1991
Accreditation/Expiration Date: NCQA / September, 26 2011
State of Domicile: Missouri
% of Missouri Business: 76.5%
Tax Status: For Profit

Missouri Counties in Service Area:
Andrew, Buchanan, Cass, Clay, Jackson, Johnson, Lafayette, Platte, Ray

Kansas Counties in Service Area:
Johnson, Wyandotte

Illinois Counties in Service Area:
None

2009 Missouri Enrollment:
Total Missouri member months for the year: 1,001,417
Missouri members at the end of the year: 77,513

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 1,196,621
Plan Wide members at the end of the year: 99,478

2009 Year-End Officers:
President: John Willard Kennedy
Secretary: Charles Brent Bertram
Chief Financial Officer: Marilyn Tromans
Chief Medical Officer: Dr. Blake Williamson

Other Officers:
Peter K. Yelorda
Roger L. Foreman
David Russell Gentile

2009 Year-End Directors:
Brian Michael Burns
David Russell Gentile
Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

Good Health HMO, Inc. dba Blue-Care, Inc. - Commercial Product
Good Health HMO, Inc. dba Blue-Care, Inc.

Average Membership

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>384</td>
<td>326</td>
</tr>
<tr>
<td>01-04</td>
<td>1,681</td>
<td>1,600</td>
</tr>
<tr>
<td>05-09</td>
<td>2,497</td>
<td>2,421</td>
</tr>
<tr>
<td>10-14</td>
<td>2,661</td>
<td>2,617</td>
</tr>
<tr>
<td>15-19</td>
<td>2,900</td>
<td>2,744</td>
</tr>
<tr>
<td>20-24</td>
<td>2,177</td>
<td>2,338</td>
</tr>
<tr>
<td>25-29</td>
<td>1,913</td>
<td>2,755</td>
</tr>
<tr>
<td>30-34</td>
<td>2,446</td>
<td>3,157</td>
</tr>
<tr>
<td>35-39</td>
<td>2,940</td>
<td>3,659</td>
</tr>
<tr>
<td>40-44</td>
<td>3,044</td>
<td>3,588</td>
</tr>
<tr>
<td>45-49</td>
<td>3,184</td>
<td>4,103</td>
</tr>
<tr>
<td>50-54</td>
<td>3,104</td>
<td>4,075</td>
</tr>
<tr>
<td>55-59</td>
<td>2,710</td>
<td>3,618</td>
</tr>
<tr>
<td>60-64</td>
<td>2,298</td>
<td>2,970</td>
</tr>
<tr>
<td>65-69</td>
<td>927</td>
<td>969</td>
</tr>
<tr>
<td>70-74</td>
<td>441</td>
<td>378</td>
</tr>
<tr>
<td>75-79</td>
<td>191</td>
<td>184</td>
</tr>
<tr>
<td>80+</td>
<td>124</td>
<td>121</td>
</tr>
</tbody>
</table>

Total 35,622 100% 41,623 100%

Average Age of Enrollees = 35.8
Percentage of Female Enrollees = 53.9%

Missouri Commercial Plans = 35.8 Missouri Commercial Plans = 53.9%
Missouri Medicare = n/a Missouri Medicare = n/a
Missouri Medicaid = n/a Missouri Medicaid = n/a

Missouri Membership Trends

Cumulative Member Months

<table>
<thead>
<tr>
<th>Year</th>
<th>Cumulative Member Months</th>
<th>Total Membership</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>459,148</td>
<td>45,990</td>
</tr>
<tr>
<td>2006</td>
<td>570,697</td>
<td>53,541</td>
</tr>
<tr>
<td>2007</td>
<td>791,162</td>
<td>62,801</td>
</tr>
<tr>
<td>2008</td>
<td>844,353</td>
<td>75,460</td>
</tr>
<tr>
<td>2009</td>
<td>1,001,417</td>
<td>77,513</td>
</tr>
</tbody>
</table>
Good Health HMO, Inc. dba Blue-Care, Inc.

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>1,381</td>
<td>421</td>
<td>1,164</td>
<td>336</td>
</tr>
<tr>
<td>1-4</td>
<td>210</td>
<td>58</td>
<td>105</td>
<td>36</td>
</tr>
<tr>
<td>5-9</td>
<td>140</td>
<td>51</td>
<td>55</td>
<td>21</td>
</tr>
<tr>
<td>10-14</td>
<td>167</td>
<td>54</td>
<td>96</td>
<td>35</td>
</tr>
<tr>
<td>15-19</td>
<td>175</td>
<td>54</td>
<td>468</td>
<td>110</td>
</tr>
<tr>
<td>20-24</td>
<td>190</td>
<td>46</td>
<td>605</td>
<td>200</td>
</tr>
<tr>
<td>25-29</td>
<td>80</td>
<td>22</td>
<td>1,218</td>
<td>380</td>
</tr>
<tr>
<td>30-34</td>
<td>217</td>
<td>41</td>
<td>1,238</td>
<td>402</td>
</tr>
<tr>
<td>35-39</td>
<td>319</td>
<td>82</td>
<td>673</td>
<td>243</td>
</tr>
<tr>
<td>40-44</td>
<td>403</td>
<td>124</td>
<td>701</td>
<td>214</td>
</tr>
<tr>
<td>45-49</td>
<td>550</td>
<td>160</td>
<td>713</td>
<td>237</td>
</tr>
<tr>
<td>50-54</td>
<td>897</td>
<td>218</td>
<td>832</td>
<td>24</td>
</tr>
<tr>
<td>55-59</td>
<td>974</td>
<td>250</td>
<td>1,089</td>
<td>287</td>
</tr>
<tr>
<td>60-64</td>
<td>1,349</td>
<td>302</td>
<td>1,309</td>
<td>279</td>
</tr>
<tr>
<td>65-69</td>
<td>752</td>
<td>175</td>
<td>584</td>
<td>146</td>
</tr>
<tr>
<td>70-74</td>
<td>546</td>
<td>93</td>
<td>309</td>
<td>74</td>
</tr>
<tr>
<td>75-79</td>
<td>179</td>
<td>35</td>
<td>242</td>
<td>57</td>
</tr>
<tr>
<td>80+</td>
<td>267</td>
<td>43</td>
<td>196</td>
<td>38</td>
</tr>
<tr>
<td>Subtotal</td>
<td>8,796</td>
<td>2,229</td>
<td>11,578</td>
<td>3,109</td>
</tr>
<tr>
<td>Total</td>
<td>20,374</td>
<td>5,338</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Encounters</th>
<th>Female Encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>4,944</td>
<td>3,912</td>
</tr>
<tr>
<td>1-4</td>
<td>8,398</td>
<td>7,817</td>
</tr>
<tr>
<td>5-9</td>
<td>8,713</td>
<td>7,872</td>
</tr>
<tr>
<td>10-14</td>
<td>9,172</td>
<td>8,765</td>
</tr>
<tr>
<td>15-19</td>
<td>9,251</td>
<td>12,368</td>
</tr>
<tr>
<td>20-24</td>
<td>4,364</td>
<td>9,908</td>
</tr>
<tr>
<td>25-29</td>
<td>5,598</td>
<td>17,048</td>
</tr>
<tr>
<td>30-34</td>
<td>9,185</td>
<td>21,244</td>
</tr>
<tr>
<td>35-39</td>
<td>12,800</td>
<td>24,408</td>
</tr>
<tr>
<td>40-44</td>
<td>13,170</td>
<td>23,023</td>
</tr>
<tr>
<td>45-49</td>
<td>15,328</td>
<td>26,436</td>
</tr>
<tr>
<td>50-54</td>
<td>16,681</td>
<td>29,110</td>
</tr>
<tr>
<td>55-59</td>
<td>17,014</td>
<td>26,624</td>
</tr>
<tr>
<td>60-64</td>
<td>16,304</td>
<td>23,681</td>
</tr>
<tr>
<td>65-69</td>
<td>6,756</td>
<td>7,698</td>
</tr>
<tr>
<td>70-74</td>
<td>3,730</td>
<td>3,153</td>
</tr>
<tr>
<td>75-79</td>
<td>1,463</td>
<td>1,565</td>
</tr>
<tr>
<td>80+</td>
<td>1,105</td>
<td>923</td>
</tr>
<tr>
<td>Subtotal</td>
<td>163,976</td>
<td>256,528</td>
</tr>
<tr>
<td>Total</td>
<td>420,504</td>
<td></td>
</tr>
</tbody>
</table>
Group Health Plan, Inc.

Holding Company:
Coventry Health Care, Inc.

Main Administrative Office Mailing Address:
550 Maryville Centre Drive, Suite 300
St. Louis MO 63141-5818
(314) 506-1700

Incorporated: May 22, 1985
Admitted to Missouri: July 1, 1991
Accreditation/Expiration Date: URAC / July 1, 2010
State of Domicile: Missouri
% of Missouri Business: 15.0%
Tax Status: For Profit

Missouri Counties in Service Area:

Kansas Counties in Service Area:
None

Illinois Counties in Service Area:
Bond, Calhoun, Cass, Christian, Clinton, Coles, Franklin, Greene, Jackson, Jefferson, Jersey, Johnson, Macon, Macoupin, Madison, Marion, Menard, Monroe, Montgomery, Morgan, Moultrie, Perry, Pike, Randolph, Saline, Sangamon, Schuyler, Scott, Shelby, St. Clair, Union, Washington, Williamson

2009 Missouri Enrollment:
Total Missouri member months for the year: 589,596
Missouri members at the end of the year: 44,866

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 800,709
Plan Wide members at the end of the year: 61,261

2009 Year-End Officers:
President: Roman T. Kulich
Secretary: Shirley Anne Roquemore Smith
Chief Financial Officer: James M. Maxwell
Chief Medical Officer: Scott Spradlin, M.D.

Other Officers:
Charles R. Stark
John Joseph Ruhlmann
Jonathan David Weinberg

2009 Year-End Directors:
Thomas C. Zielinski
Roman T. Kulich

Institute for Quality Improvement:
Sara Battle, President

Incorporated:
May 22, 1985
Admitted to Missouri:
July 1, 1991
Accreditation/Expiration Date:
URAC / July 1, 2010
State of Domicile:
Missouri
% of Missouri Business:
15.0%
Tax Status:
For Profit

Missouri Counties in Service Area:

Kansas Counties in Service Area:
None

Illinois Counties in Service Area:
Bond, Calhoun, Cass, Christian, Clinton, Coles, Franklin, Greene, Jackson, Jefferson, Jersey, Johnson, Macon, Macoupin, Madison, Marion, Menard, Monroe, Montgomery, Morgan, Moultrie, Perry, Pike, Randolph, Saline, Sangamon, Schuyler, Scott, Shelby, St. Clair, Union, Washington, Williamson

Institute for Quality Improvement:
Sara Battle, President
**Missouri Costs Comparison**

### Total Per Member Per Month (PMPM) Costs

- Q1 09
- Q2 09
- Q3 09
- Annual 2009

### Prescription Drug PMPM Costs

- Q1 09
- Q2 09
- Q3 09
- Annual 2009

### Mental Health PMPM Costs

- Q1 09
- Q2 09
- Q3 09
- Annual 2009

### Average Cost per Encounter for Mental Health Services

### Emergency Room PMPM Costs

- Q1 09
- Q2 09
- Q3 09
- Annual 2009

### Average Cost per Encounter for Emergency Room Services

- Q1 09
- Q2 09
- Q3 09
- Annual 2009

---

Group Health Plan, Inc. Commercial Average
**Group Health Plan, Inc.**  
- Medicare Product

**Missouri Costs Comparison**

### Total Per Member Per Month (PMPM) Costs

<table>
<thead>
<tr>
<th></th>
<th>Q109</th>
<th>Q209</th>
<th>Q309</th>
<th>Annual 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>$200</td>
<td>$400</td>
<td>$600</td>
<td>$800</td>
</tr>
</tbody>
</table>

### Prescription Drug PMPM Costs

<table>
<thead>
<tr>
<th></th>
<th>Q109</th>
<th>Q209</th>
<th>Q309</th>
<th>Annual 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>$10</td>
<td>$20</td>
<td>$30</td>
<td>$40</td>
</tr>
</tbody>
</table>

### Mental Health PMPM Costs

<table>
<thead>
<tr>
<th></th>
<th>Q109</th>
<th>Q209</th>
<th>Q309</th>
<th>Annual 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>$10</td>
<td>$20</td>
<td>$30</td>
<td>$40</td>
</tr>
</tbody>
</table>

### Average Cost per Encounter for Mental Health Services

<table>
<thead>
<tr>
<th></th>
<th>Q109</th>
<th>Q209</th>
<th>Q309</th>
<th>Annual 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>$15</td>
<td>$30</td>
<td>$45</td>
<td>$60</td>
</tr>
</tbody>
</table>

### Emergency Room PMPM Costs

<table>
<thead>
<tr>
<th></th>
<th>Q109</th>
<th>Q209</th>
<th>Q309</th>
<th>Annual 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>$100</td>
<td>$200</td>
<td>$300</td>
<td>$400</td>
</tr>
</tbody>
</table>

### Average Cost per Encounter for Emergency Room Services

<table>
<thead>
<tr>
<th></th>
<th>Q109</th>
<th>Q209</th>
<th>Q309</th>
<th>Annual 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>$1,500</td>
<td>$1,200</td>
<td>$900</td>
<td>$600</td>
</tr>
</tbody>
</table>

[Medicare Average]
**Group Health Plan, Inc.**

### Average Membership

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>114</td>
<td>98</td>
</tr>
<tr>
<td>01-04</td>
<td>455</td>
<td>397</td>
</tr>
<tr>
<td>05-09</td>
<td>656</td>
<td>623</td>
</tr>
<tr>
<td>10-14</td>
<td>714</td>
<td>723</td>
</tr>
<tr>
<td>15-19</td>
<td>831</td>
<td>781</td>
</tr>
<tr>
<td>20-24</td>
<td>624</td>
<td>674</td>
</tr>
<tr>
<td>25-29</td>
<td>561</td>
<td>683</td>
</tr>
<tr>
<td>30-34</td>
<td>605</td>
<td>784</td>
</tr>
<tr>
<td>35-39</td>
<td>733</td>
<td>854</td>
</tr>
<tr>
<td>40-44</td>
<td>770</td>
<td>1,023</td>
</tr>
<tr>
<td>45-49</td>
<td>951</td>
<td>1,239</td>
</tr>
<tr>
<td>50-54</td>
<td>1,116</td>
<td>1,313</td>
</tr>
<tr>
<td>55-59</td>
<td>971</td>
<td>1,260</td>
</tr>
<tr>
<td>60-64</td>
<td>954</td>
<td>1,234</td>
</tr>
<tr>
<td>65-69</td>
<td>2,351</td>
<td>3,270</td>
</tr>
<tr>
<td>70-74</td>
<td>2,179</td>
<td>2,959</td>
</tr>
<tr>
<td>75-79</td>
<td>1,947</td>
<td>2,610</td>
</tr>
<tr>
<td>80 +</td>
<td>2,129</td>
<td>3,703</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>18,661</td>
<td>24,228</td>
</tr>
</tbody>
</table>

- **Average Age of Enrollees = 55.5**
- **Percentage of Female Enrollees = 56.5%**

### Missouri Membership Trends

**Missouri Commercial Plans**
- 37.1
- 53.8%

**Missouri Medicare**
- 73.7
- 59.2%

**Missouri Medicaid**
- n/a
- n/a
Group Health Plan, Inc.

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>357</td>
<td>47</td>
<td>291</td>
<td>16</td>
</tr>
<tr>
<td>1-4</td>
<td>94</td>
<td>31</td>
<td>17</td>
<td>15</td>
</tr>
<tr>
<td>5-9</td>
<td>41</td>
<td>22</td>
<td>44</td>
<td>17</td>
</tr>
<tr>
<td>10-14</td>
<td>87</td>
<td>25</td>
<td>30</td>
<td>11</td>
</tr>
<tr>
<td>15-19</td>
<td>208</td>
<td>47</td>
<td>70</td>
<td>35</td>
</tr>
<tr>
<td>20-24</td>
<td>48</td>
<td>22</td>
<td>222</td>
<td>90</td>
</tr>
<tr>
<td>25-29</td>
<td>66</td>
<td>37</td>
<td>389</td>
<td>179</td>
</tr>
<tr>
<td>30-34</td>
<td>95</td>
<td>34</td>
<td>516</td>
<td>218</td>
</tr>
<tr>
<td>35-39</td>
<td>259</td>
<td>69</td>
<td>346</td>
<td>102</td>
</tr>
<tr>
<td>40-44</td>
<td>323</td>
<td>90</td>
<td>402</td>
<td>116</td>
</tr>
<tr>
<td>45-49</td>
<td>332</td>
<td>106</td>
<td>618</td>
<td>143</td>
</tr>
<tr>
<td>50-54</td>
<td>614</td>
<td>183</td>
<td>677</td>
<td>206</td>
</tr>
<tr>
<td>55-59</td>
<td>955</td>
<td>199</td>
<td>891</td>
<td>215</td>
</tr>
<tr>
<td>60-64</td>
<td>992</td>
<td>219</td>
<td>1,235</td>
<td>267</td>
</tr>
<tr>
<td>65-69</td>
<td>2,281</td>
<td>459</td>
<td>2,863</td>
<td>632</td>
</tr>
<tr>
<td>70-74</td>
<td>3,652</td>
<td>605</td>
<td>3,313</td>
<td>697</td>
</tr>
<tr>
<td>75-79</td>
<td>3,313</td>
<td>651</td>
<td>4,451</td>
<td>949</td>
</tr>
<tr>
<td>80+</td>
<td>5,687</td>
<td>1,217</td>
<td>7,681</td>
<td>1,796</td>
</tr>
</tbody>
</table>

Subtotal 19,404 4,063 24,056 5,704

Total 43,460 9,767

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Encounters</th>
<th>Female Encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>Female</td>
<td></td>
</tr>
<tr>
<td>&lt;1</td>
<td>2,495</td>
<td>1,754</td>
</tr>
<tr>
<td>1-4</td>
<td>3,563</td>
<td>2,765</td>
</tr>
<tr>
<td>5-9</td>
<td>3,606</td>
<td>3,342</td>
</tr>
<tr>
<td>10-14</td>
<td>3,787</td>
<td>3,836</td>
</tr>
<tr>
<td>15-19</td>
<td>4,555</td>
<td>5,314</td>
</tr>
<tr>
<td>20-24</td>
<td>1,967</td>
<td>4,752</td>
</tr>
<tr>
<td>25-29</td>
<td>2,375</td>
<td>6,247</td>
</tr>
<tr>
<td>30-34</td>
<td>3,084</td>
<td>7,475</td>
</tr>
<tr>
<td>35-39</td>
<td>4,519</td>
<td>8,427</td>
</tr>
<tr>
<td>40-44</td>
<td>5,054</td>
<td>10,817</td>
</tr>
<tr>
<td>45-49</td>
<td>6,899</td>
<td>13,324</td>
</tr>
<tr>
<td>50-54</td>
<td>10,746</td>
<td>15,817</td>
</tr>
<tr>
<td>55-59</td>
<td>11,426</td>
<td>16,926</td>
</tr>
<tr>
<td>60-64</td>
<td>12,212</td>
<td>17,782</td>
</tr>
<tr>
<td>65-69</td>
<td>26,043</td>
<td>39,312</td>
</tr>
<tr>
<td>70-74</td>
<td>29,217</td>
<td>37,933</td>
</tr>
<tr>
<td>75-79</td>
<td>29,112</td>
<td>37,300</td>
</tr>
<tr>
<td>80+</td>
<td>35,743</td>
<td>55,968</td>
</tr>
</tbody>
</table>

196,403 289,091 Subtotal

485,494 Total
Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri

Holding Company:
WellCare Health Plans, Inc.

Main Administrative Office Mailing Address:
8735 Henderson Road
Tampa FL 33634
(813) 290-6200

Incorporated: August 18, 1995

Admitted to Missouri: March 22, 2006

Accreditation/Expiration Date: N/A

State of Domicile: Illinois

% of Missouri Business: 100.0%

Tax Status: For Profit

Missouri Counties in Service Area:

Kansas Counties in Service Area:
None

Illinois Counties in Service Area:
Cook, Jackson, Lake, Madison, Perry, Randolph, St. Clair, Washington, Williamson

2009 Missouri Enrollment:
Total Missouri member months for the year: 211,266
Missouri members at the end of the year: 17,791

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 2,118,166
Plan Wide members at the end of the year: 180,571

2009 Year-End Officers:
President: Alexander Cunningham
Secretary: Lisa Iglesias
Chief Financial Officer: Thomas Tran
Chief Medical Officer: Olusegun Ishmael, M.D.

Other Officers:
Maurice S. Hebert
Vijay Kotte

2009 Year-End Directors:
Thomas Lacy Tran
Edwin Earl Brooks
Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri - Medicare Product

Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri

Medicare Average

Table of Contents
Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services
Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri

Average Membership

<table>
<thead>
<tr>
<th>Age</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>589</td>
<td>560</td>
</tr>
<tr>
<td>01-04</td>
<td>1,874</td>
<td>1,786</td>
</tr>
<tr>
<td>05-09</td>
<td>1,602</td>
<td>1,628</td>
</tr>
<tr>
<td>10-14</td>
<td>1,358</td>
<td>1,287</td>
</tr>
<tr>
<td>15-19</td>
<td>1,122</td>
<td>1,274</td>
</tr>
<tr>
<td>20-24</td>
<td>65</td>
<td>868</td>
</tr>
<tr>
<td>25-29</td>
<td>130</td>
<td>718</td>
</tr>
<tr>
<td>30-34</td>
<td>116</td>
<td>455</td>
</tr>
<tr>
<td>35-39</td>
<td>105</td>
<td>343</td>
</tr>
<tr>
<td>40-44</td>
<td>106</td>
<td>221</td>
</tr>
<tr>
<td>45-49</td>
<td>120</td>
<td>136</td>
</tr>
<tr>
<td>50-54</td>
<td>99</td>
<td>115</td>
</tr>
<tr>
<td>55-59</td>
<td>93</td>
<td>87</td>
</tr>
<tr>
<td>60-64</td>
<td>54</td>
<td>69</td>
</tr>
<tr>
<td>65-69</td>
<td>121</td>
<td>143</td>
</tr>
<tr>
<td>70-74</td>
<td>63</td>
<td>82</td>
</tr>
<tr>
<td>75-79</td>
<td>42</td>
<td>72</td>
</tr>
<tr>
<td>80+</td>
<td>39</td>
<td>65</td>
</tr>
</tbody>
</table>

Total: 7,698 100% 9,909 100%

Average Age of Enrollees = 16.0 Percentage of Female Enrollees = 56.3%

Missouri Commercial Plans n/a Missouri Commercial Plans n/a
Missouri Medicare 60.6 Missouri Medicare 92.3%
Missouri Medicaid 12.3 Missouri Medicaid 56.5%

Missouri Membership Trends

- Cumulative Member Months
- Total Membership

<table>
<thead>
<tr>
<th>Year</th>
<th>Cumulative Member Months</th>
<th>Total Membership</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2006</td>
<td>15,258</td>
<td>3,774</td>
</tr>
<tr>
<td>2007</td>
<td>78,093</td>
<td>9,844</td>
</tr>
<tr>
<td>2008</td>
<td>149,455</td>
<td>14,965</td>
</tr>
<tr>
<td>2009</td>
<td>211,266</td>
<td>17,791</td>
</tr>
</tbody>
</table>
Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>1,282</td>
<td>182</td>
<td>605</td>
<td>120</td>
</tr>
<tr>
<td>1-4</td>
<td>144</td>
<td>61</td>
<td>96</td>
<td>37</td>
</tr>
<tr>
<td>5-9</td>
<td>119</td>
<td>30</td>
<td>62</td>
<td>24</td>
</tr>
<tr>
<td>10-14</td>
<td>104</td>
<td>26</td>
<td>128</td>
<td>32</td>
</tr>
<tr>
<td>15-19</td>
<td>143</td>
<td>42</td>
<td>816</td>
<td>238</td>
</tr>
<tr>
<td>20-24</td>
<td>19</td>
<td>9</td>
<td>1,378</td>
<td>407</td>
</tr>
<tr>
<td>25-29</td>
<td>79</td>
<td>15</td>
<td>943</td>
<td>274</td>
</tr>
<tr>
<td>30-34</td>
<td>79</td>
<td>20</td>
<td>293</td>
<td>104</td>
</tr>
<tr>
<td>35-39</td>
<td>61</td>
<td>12</td>
<td>340</td>
<td>101</td>
</tr>
<tr>
<td>40-44</td>
<td>152</td>
<td>39</td>
<td>100</td>
<td>37</td>
</tr>
<tr>
<td>45-49</td>
<td>185</td>
<td>34</td>
<td>130</td>
<td>39</td>
</tr>
<tr>
<td>50-54</td>
<td>130</td>
<td>23</td>
<td>69</td>
<td>27</td>
</tr>
<tr>
<td>55-59</td>
<td>267</td>
<td>41</td>
<td>145</td>
<td>34</td>
</tr>
<tr>
<td>60-64</td>
<td>96</td>
<td>29</td>
<td>71</td>
<td>19</td>
</tr>
<tr>
<td>65-69</td>
<td>171</td>
<td>45</td>
<td>150</td>
<td>32</td>
</tr>
<tr>
<td>70-74</td>
<td>89</td>
<td>20</td>
<td>139</td>
<td>31</td>
</tr>
<tr>
<td>75-79</td>
<td>42</td>
<td>11</td>
<td>38</td>
<td>12</td>
</tr>
<tr>
<td>80+</td>
<td>181</td>
<td>35</td>
<td>209</td>
<td>42</td>
</tr>
<tr>
<td>Subtotal</td>
<td>3,343</td>
<td>674</td>
<td>5,712</td>
<td>1,610</td>
</tr>
<tr>
<td>Total</td>
<td>9,055</td>
<td>2,284</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Encounters</th>
<th>Male</th>
<th>Female Encounters</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>4,301</td>
<td>3,914</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-4</td>
<td>6,956</td>
<td>6,442</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5-9</td>
<td>4,774</td>
<td>4,625</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10-14</td>
<td>3,588</td>
<td>3,881</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15-19</td>
<td>2,632</td>
<td>7,665</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20-24</td>
<td>146</td>
<td>6,919</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25-29</td>
<td>399</td>
<td>5,055</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30-34</td>
<td>344</td>
<td>2,900</td>
<td></td>
<td></td>
</tr>
<tr>
<td>35-39</td>
<td>371</td>
<td>2,356</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40-44</td>
<td>584</td>
<td>1,578</td>
<td></td>
<td></td>
</tr>
<tr>
<td>45-49</td>
<td>725</td>
<td>1,085</td>
<td></td>
<td></td>
</tr>
<tr>
<td>50-54</td>
<td>767</td>
<td>1,250</td>
<td></td>
<td></td>
</tr>
<tr>
<td>55-59</td>
<td>807</td>
<td>1,006</td>
<td></td>
<td></td>
</tr>
<tr>
<td>60-64</td>
<td>586</td>
<td>842</td>
<td></td>
<td></td>
</tr>
<tr>
<td>65-69</td>
<td>1,015</td>
<td>1,514</td>
<td></td>
<td></td>
</tr>
<tr>
<td>70-74</td>
<td>546</td>
<td>988</td>
<td></td>
<td></td>
</tr>
<tr>
<td>75-79</td>
<td>295</td>
<td>786</td>
<td></td>
<td></td>
</tr>
<tr>
<td>80+</td>
<td>359</td>
<td>638</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subtotal</td>
<td>29,195</td>
<td>53,444</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>82,639</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Healthcare USA of Missouri, LLC

Holding Company:
Coventry Health Care, Inc.

Main Administrative Office Mailing Address:
10 S. Broadway, Suite 1200
St. Louis MO 63102-1713
(314) 241-5300

Incorporated: January 31, 1995
Admitted to Missouri: June 13, 1995

Accreditation/Expiration Date: N/A
State of Domicile: Missouri
% of Missouri Business: 100.0%

Tax Status: For Profit

Missouri Counties in Service Area:

Kansas Counties in Service Area:
None

Illinois Counties in Service Area:
None

2009 Missouri Enrollment:
Total Missouri member months for the year: 2,233,781
Missouri members at the end of the year: 193,718

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 2,237,161
Plan Wide members at the end of the year: 193,718

2009 Year-End Officers:
President: Daniel R. Paquin
Secretary: Shirley Anne Roquemore Smith
Chief Financial Officer: Anita Mullins Schwing
Chief Medical Officer: Dr. Daniel Murphy

Other Officers:
John J. Ruhlman
Claudia Bjerre

2009 Year-End Directors:
Daniel Roland Paquin
Claudia Bjerre
Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

- Medicaid Average

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

Healthcare USA of Missouri, LLC

Medicaid Average
Healthcare USA of Missouri, LLC

Average Membership

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>6,419</td>
<td>5,966</td>
</tr>
<tr>
<td>01-04</td>
<td>20,421</td>
<td>19,431</td>
</tr>
<tr>
<td>05-09</td>
<td>21,392</td>
<td>20,614</td>
</tr>
<tr>
<td>10-14</td>
<td>17,927</td>
<td>17,337</td>
</tr>
<tr>
<td>15-19</td>
<td>12,726</td>
<td>14,847</td>
</tr>
<tr>
<td>20-24</td>
<td>519</td>
<td>7,788</td>
</tr>
<tr>
<td>25-29</td>
<td>729</td>
<td>7,176</td>
</tr>
<tr>
<td>30-34</td>
<td>658</td>
<td>4,854</td>
</tr>
<tr>
<td>35-39</td>
<td>582</td>
<td>2,990</td>
</tr>
<tr>
<td>40-44</td>
<td>416</td>
<td>1,528</td>
</tr>
<tr>
<td>45-49</td>
<td>295</td>
<td>869</td>
</tr>
<tr>
<td>50-54</td>
<td>156</td>
<td>333</td>
</tr>
<tr>
<td>55-59</td>
<td>60</td>
<td>84</td>
</tr>
<tr>
<td>60-64</td>
<td>19</td>
<td>13</td>
</tr>
<tr>
<td>65-69</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Average Age of Enrollees = 11.5
Percentage of Female Enrollees = 55.8%

Missouri Commercial Plans n/a
Missouri Medicare n/a
Missouri Medicaid 11.5

Missouri Membership Trends

Cumulative Member Months

- ▫ Cumulative Member Months
  - 2005: 2,094,812
  - 2006: 2,181,442
  - 2007: 2,079,940
  - 2008: 2,149,144
  - 2009: 2,233,781

- ▲ Total Membership
  - 2005: 162,470
  - 2006: 150,748
  - 2007: 170,180
  - 2008: 179,322
  - 2009: 193,718
Healthcare USA of Missouri, LLC

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age</th>
<th>Days Male</th>
<th>Admits Male</th>
<th>Days Female</th>
<th>Admits Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>16,106</td>
<td>3,484</td>
<td>12,457</td>
<td>2,636</td>
</tr>
<tr>
<td>1-4</td>
<td>3,487</td>
<td>1,492</td>
<td>2,755</td>
<td>1,176</td>
</tr>
<tr>
<td>5-9</td>
<td>2,576</td>
<td>890</td>
<td>1,444</td>
<td>593</td>
</tr>
<tr>
<td>10-14</td>
<td>3,076</td>
<td>943</td>
<td>2,853</td>
<td>882</td>
</tr>
<tr>
<td>15-19</td>
<td>3,073</td>
<td>921</td>
<td>9,473</td>
<td>3,436</td>
</tr>
<tr>
<td>20-24</td>
<td>114</td>
<td>55</td>
<td>16,891</td>
<td>6,157</td>
</tr>
<tr>
<td>25-29</td>
<td>309</td>
<td>105</td>
<td>11,560</td>
<td>4,542</td>
</tr>
<tr>
<td>30-34</td>
<td>270</td>
<td>101</td>
<td>6,073</td>
<td>2,441</td>
</tr>
<tr>
<td>35-39</td>
<td>205</td>
<td>104</td>
<td>3,369</td>
<td>1,312</td>
</tr>
<tr>
<td>40-44</td>
<td>331</td>
<td>112</td>
<td>1,632</td>
<td>582</td>
</tr>
<tr>
<td>45-49</td>
<td>243</td>
<td>71</td>
<td>762</td>
<td>300</td>
</tr>
<tr>
<td>50-54</td>
<td>89</td>
<td>45</td>
<td>289</td>
<td>127</td>
</tr>
<tr>
<td>55-59</td>
<td>11</td>
<td>6</td>
<td>46</td>
<td>20</td>
</tr>
<tr>
<td>60-64</td>
<td>14</td>
<td>5</td>
<td>14</td>
<td>3</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Subtotal | 29,904 | 8,334 | 69,618 | 24,207

Total | 99,522 | 32,541

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Encounters:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>16,106</td>
</tr>
<tr>
<td>1-4</td>
<td>3,487</td>
</tr>
<tr>
<td>5-9</td>
<td>2,576</td>
</tr>
<tr>
<td>10-14</td>
<td>3,076</td>
</tr>
<tr>
<td>15-19</td>
<td>3,073</td>
</tr>
<tr>
<td>20-24</td>
<td>114</td>
</tr>
<tr>
<td>25-29</td>
<td>309</td>
</tr>
<tr>
<td>30-34</td>
<td>270</td>
</tr>
<tr>
<td>35-39</td>
<td>205</td>
</tr>
<tr>
<td>40-44</td>
<td>331</td>
</tr>
<tr>
<td>45-49</td>
<td>243</td>
</tr>
<tr>
<td>50-54</td>
<td>89</td>
</tr>
<tr>
<td>55-59</td>
<td>11</td>
</tr>
<tr>
<td>60-64</td>
<td>14</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>16,106</td>
<td>12,457</td>
</tr>
<tr>
<td>1-4</td>
<td>3,487</td>
<td>2,755</td>
</tr>
<tr>
<td>5-9</td>
<td>2,576</td>
<td>1,444</td>
</tr>
<tr>
<td>10-14</td>
<td>3,076</td>
<td>2,853</td>
</tr>
<tr>
<td>15-19</td>
<td>3,073</td>
<td>9,473</td>
</tr>
<tr>
<td>20-24</td>
<td>114</td>
<td>16,891</td>
</tr>
<tr>
<td>25-29</td>
<td>309</td>
<td>11,560</td>
</tr>
<tr>
<td>30-34</td>
<td>270</td>
<td>6,073</td>
</tr>
<tr>
<td>35-39</td>
<td>205</td>
<td>3,369</td>
</tr>
<tr>
<td>40-44</td>
<td>331</td>
<td>1,632</td>
</tr>
<tr>
<td>45-49</td>
<td>243</td>
<td>762</td>
</tr>
<tr>
<td>50-54</td>
<td>89</td>
<td>289</td>
</tr>
<tr>
<td>55-59</td>
<td>11</td>
<td>46</td>
</tr>
<tr>
<td>60-64</td>
<td>14</td>
<td>14</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Subtotal | 29,904 | 8,334 | 69,618 | 24,207

Total | 99,522 | 32,541

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>16,106</td>
<td>12,457</td>
</tr>
<tr>
<td>1-4</td>
<td>3,487</td>
<td>2,755</td>
</tr>
<tr>
<td>5-9</td>
<td>2,576</td>
<td>1,444</td>
</tr>
<tr>
<td>10-14</td>
<td>3,076</td>
<td>2,853</td>
</tr>
<tr>
<td>15-19</td>
<td>3,073</td>
<td>9,473</td>
</tr>
<tr>
<td>20-24</td>
<td>114</td>
<td>16,891</td>
</tr>
<tr>
<td>25-29</td>
<td>309</td>
<td>11,560</td>
</tr>
<tr>
<td>30-34</td>
<td>270</td>
<td>6,073</td>
</tr>
<tr>
<td>35-39</td>
<td>205</td>
<td>3,369</td>
</tr>
<tr>
<td>40-44</td>
<td>331</td>
<td>1,632</td>
</tr>
<tr>
<td>45-49</td>
<td>243</td>
<td>762</td>
</tr>
<tr>
<td>50-54</td>
<td>89</td>
<td>289</td>
</tr>
<tr>
<td>55-59</td>
<td>11</td>
<td>46</td>
</tr>
<tr>
<td>60-64</td>
<td>14</td>
<td>14</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Subtotal | 29,904 | 8,334 | 69,618 | 24,207

Total | 99,522 | 32,541
HealthLink HMO, Inc. dba HealthLink HMO

Holding Company:
WellPoint, Inc.

Main Administrative Office Mailing Address:
1831 Chestnut Street
St. Louis MO 63103-2275
(314) 923-4444

Incorporated: July 29, 1992
Admitted to Missouri: January 14, 1993

Accreditation/Expiration Date: N/A
State of Domicile: Missouri

% of Missouri Business: 100.0%
Tax Status: For Profit

Missouri Counties in Service Area:

Kansas Counties in Service Area:
None

Illinois Counties in Service Area:
None

2009 Missouri Enrollment:
Total Missouri member months for the year: 261
Missouri members at the end of the year: 21

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 261
Plan Wide members at the end of the year: 21

2009 Year-End Officers:
President: Denis W. Casey
Secretary: Kathleen S. Kiefer
Chief Financial Officer: Wayne S. DeVeydt
Chief Medical Officer: Robert Sorrenti, M.D.

Other Officers:
David M. Henley
Catherine I. Kelaghan
Dennis A. Matheis
Wayne Scott DeVeydt
Dennis William Casey

Missouri Counties in Service Area:

Kansas Counties in Service Area:
None

Illinois Counties in Service Area:
None
$\textit{HealthLink HMO, Inc. dba HealthLink HMO}$  
- Commercial Product

$\textit{Missouri Costs Comparison}^{6,19}$

**Total Per Member Per Month (PMPM) Costs**

<table>
<thead>
<tr>
<th></th>
<th>Q109</th>
<th>Q209</th>
<th>Q309</th>
<th>Annual 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
</tbody>
</table>

**Prescription Drug PMPM Costs**

<table>
<thead>
<tr>
<th></th>
<th>Q109</th>
<th>Q209</th>
<th>Q309</th>
<th>Annual 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
</tbody>
</table>

**Mental Health PMPM Costs**

<table>
<thead>
<tr>
<th></th>
<th>Q109</th>
<th>Q209</th>
<th>Q309</th>
<th>Annual 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
</tbody>
</table>

**Average Cost per Encounter for Mental Health Services**

<table>
<thead>
<tr>
<th></th>
<th>Q109</th>
<th>Q209</th>
<th>Q309</th>
<th>Annual 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
</tbody>
</table>

**Emergency Room PMPM Costs**

<table>
<thead>
<tr>
<th></th>
<th>Q109</th>
<th>Q209</th>
<th>Q309</th>
<th>Annual 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
</tbody>
</table>

**Average Cost per Encounter for Emergency Room Services**

<table>
<thead>
<tr>
<th></th>
<th>Q109</th>
<th>Q209</th>
<th>Q309</th>
<th>Annual 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
<tr>
<td></td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
<td>$-$</td>
</tr>
</tbody>
</table>
### Average Membership

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>01-04</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>05-09</td>
<td>0 %</td>
<td>1 %</td>
</tr>
<tr>
<td>10-14</td>
<td>1 %</td>
<td>3 %</td>
</tr>
<tr>
<td>15-19</td>
<td>0 %</td>
<td>3 %</td>
</tr>
<tr>
<td>20-24</td>
<td>1 %</td>
<td>2 %</td>
</tr>
<tr>
<td>25-29</td>
<td>1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>30-34</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>35-39</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>40-44</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>45-49</td>
<td>2 %</td>
<td>0 %</td>
</tr>
<tr>
<td>50-54</td>
<td>2 %</td>
<td>0 %</td>
</tr>
<tr>
<td>55-59</td>
<td>1 %</td>
<td>0 %</td>
</tr>
<tr>
<td>60-64</td>
<td>1 %</td>
<td>2 %</td>
</tr>
<tr>
<td>65-69</td>
<td>0 %</td>
<td>1 %</td>
</tr>
<tr>
<td>70-74</td>
<td>0 %</td>
<td>1 %</td>
</tr>
<tr>
<td>75-79</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td>80 +</td>
<td>0 %</td>
<td>0 %</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>9</td>
<td>13</td>
</tr>
</tbody>
</table>

Average Age of Enrollees = 35.4
Percentage of Female Enrollees = 59.1%

Missouri Commercial Plans
- Commercial Plans = 35.4
- Missouri Commercial Plans = 59.1%

Missouri Medicare
- Missouri Medicare = n/a

Missouri Medicaid
- Missouri Medicaid = n/a

### Missouri Membership Trends

- Cumulative Member Months
  - 2005: 1,164
  - 2006: 1,164
  - 2007: 1,164
  - 2008: 264
  - 2009: 261
- Total Membership
  - 2005: 95
  - 2006: 95
  - 2007: 95
  - 2008: 22
  - 2009: 21
General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1-4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5-9</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10-14</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15-19</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>20-24</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>25-29</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>30-34</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>35-39</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>40-44</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>45-49</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>50-54</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>55-59</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>60-64</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Subtotal</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Encounters:</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1-4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5-9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>10-14</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>15-19</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>20-24</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>25-29</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>30-34</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>35-39</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>40-44</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>45-49</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>50-54</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>55-59</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>60-64</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>31</td>
<td>38</td>
</tr>
<tr>
<td>Subtotal</td>
<td>69</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield

Holding Company:
Anthem Holding Corporation

Main Administrative Office Mailing Address:
1831 Chestnut Street
St. Louis MO 63103-2275
(314) 923-4444

Incorporated: May 28, 1987
Admitted to Missouri: July 1, 1991

2009 Missouri Enrollment:
Total Missouri member months for the year: 1,079,366
Missouri members at the end of the year: 85,639

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 1,079,653
Plan Wide members at the end of the year: 85,639

Accreditation/Expiration Date: NCQA / December 24, 2010
State of Domicile: Missouri
% of Missouri Business: 8.4%
Tax Status: For Profit

President: Dennis Albert Matheis
Secretary: Kathleen Susan Kiefer
Chief Financial Officer: Wayne S. DeVeydt
Chief Medical Officer: Sam Nussbaum

2009 Year-End Officers:
Other Officers:
Other Officers:
2009 Year-End Directors:
Wayne Scott DeVeydt
Dennis William Matheis

Missouri Counties in Service Area:
Audrain, Barry, Barton, Boone, Callaway, Camden, Cedar, Chariton, Christian, Cole, Cooper, Crawford, Dade, Dallas, Douglas, Franklin, Gasconade, Greene, Hickory, Howard, Jasper, Jefferson, Laclede, Lawrence, Lincoln, Macon, Maries, McDonald, Miller, Moniteau, Monroe, Montgomery, Morgan, Newton, Osage, Ozark, Phelps, Pike, Polk, Pulaski, Randolph, St. Charles, St. Francois, St. Louis City, St. Louis County, Ste. Genevieve, Stone, Taney, Texas, Warren, Washington, Webster, Wright

Kansas Counties in Service Area:
None

Illinois Counties in Service Area:
Madison, Monroe, St. Clair
**Missouri Costs Comparison**

**Total Per Member Per Month (PMPM) Costs**

**Prescription Drug PMPM Costs**

**Mental Health PMPM Costs**

**Average Cost per Encounter for Mental Health Services**

**Emergency Room PMPM Costs**

**Average Cost per Encounter for Emergency Room Services**

---

HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield

Commercial Average
Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield

Medicare Average

Table of Contents
### Average Membership

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>413</td>
<td>407</td>
</tr>
<tr>
<td>01-04</td>
<td>1,845</td>
<td>1,766</td>
</tr>
<tr>
<td>05-09</td>
<td>2,588</td>
<td>2,471</td>
</tr>
<tr>
<td>10-14</td>
<td>2,791</td>
<td>2,731</td>
</tr>
<tr>
<td>15-19</td>
<td>3,131</td>
<td>2,997</td>
</tr>
<tr>
<td>20-24</td>
<td>2,939</td>
<td>2,873</td>
</tr>
<tr>
<td>25-29</td>
<td>3,067</td>
<td>2,991</td>
</tr>
<tr>
<td>30-34</td>
<td>3,137</td>
<td>2,763</td>
</tr>
<tr>
<td>35-39</td>
<td>3,384</td>
<td>3,236</td>
</tr>
<tr>
<td>40-44</td>
<td>3,431</td>
<td>3,541</td>
</tr>
<tr>
<td>45-49</td>
<td>4,030</td>
<td>4,245</td>
</tr>
<tr>
<td>50-54</td>
<td>3,850</td>
<td>4,269</td>
</tr>
<tr>
<td>55-59</td>
<td>3,558</td>
<td>3,755</td>
</tr>
<tr>
<td>60-64</td>
<td>2,568</td>
<td>2,652</td>
</tr>
<tr>
<td>65-69</td>
<td>859</td>
<td>776</td>
</tr>
<tr>
<td>70-74</td>
<td>369</td>
<td>326</td>
</tr>
<tr>
<td>75-79</td>
<td>171</td>
<td>144</td>
</tr>
<tr>
<td>80 +</td>
<td>86</td>
<td>114</td>
</tr>
</tbody>
</table>

Total: 42,217 (100%) Male, 42,057 (100%)

- **Average Age of Enrollees = 35.4**
- **Percentage of Female Enrollees = 49.9%**

#### Missouri Membership Trends

- **Cumulative Member Months**
  - 2005: 1,403,220
  - 2006: 1,580,567
  - 2007: 1,428,217
  - 2008: 1,234,352
  - 2009: 1,079,366

- **Total Membership**
  - 2005: 116,030
  - 2006: 132,247
  - 2007: 115,514
  - 2008: 98,199
  - 2009: 85,639
HMO Missouri, Inc. dba Anthem Blue Cross & Blue Shield

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>924</td>
<td>144</td>
<td>1,847</td>
<td>129</td>
</tr>
<tr>
<td>1-4</td>
<td>152</td>
<td>56</td>
<td>80</td>
<td>26</td>
</tr>
<tr>
<td>5-9</td>
<td>277</td>
<td>42</td>
<td>99</td>
<td>26</td>
</tr>
<tr>
<td>10-14</td>
<td>148</td>
<td>65</td>
<td>378</td>
<td>78</td>
</tr>
<tr>
<td>15-19</td>
<td>555</td>
<td>105</td>
<td>683</td>
<td>160</td>
</tr>
<tr>
<td>20-24</td>
<td>484</td>
<td>83</td>
<td>1,101</td>
<td>312</td>
</tr>
<tr>
<td>25-29</td>
<td>360</td>
<td>77</td>
<td>2,149</td>
<td>576</td>
</tr>
<tr>
<td>30-34</td>
<td>387</td>
<td>96</td>
<td>1,670</td>
<td>407</td>
</tr>
<tr>
<td>35-39</td>
<td>551</td>
<td>133</td>
<td>1,162</td>
<td>329</td>
</tr>
<tr>
<td>40-44</td>
<td>692</td>
<td>183</td>
<td>901</td>
<td>224</td>
</tr>
<tr>
<td>45-49</td>
<td>1,057</td>
<td>260</td>
<td>1,361</td>
<td>361</td>
</tr>
<tr>
<td>50-54</td>
<td>9,097</td>
<td>348</td>
<td>1,596</td>
<td>360</td>
</tr>
<tr>
<td>55-59</td>
<td>1,737</td>
<td>402</td>
<td>1,289</td>
<td>307</td>
</tr>
<tr>
<td>60-64</td>
<td>1,174</td>
<td>348</td>
<td>1,209</td>
<td>281</td>
</tr>
<tr>
<td>65-69</td>
<td>48</td>
<td>28</td>
<td>125</td>
<td>39</td>
</tr>
<tr>
<td>70-74</td>
<td>144</td>
<td>35</td>
<td>151</td>
<td>32</td>
</tr>
<tr>
<td>75-79</td>
<td>603</td>
<td>130</td>
<td>526</td>
<td>116</td>
</tr>
<tr>
<td>80+</td>
<td>10,035</td>
<td>348</td>
<td>4,129</td>
<td>229</td>
</tr>
</tbody>
</table>

Subtotal: 11,466 Male | 2,637 Female
Total: 28,022

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age</th>
<th>Male Encounters</th>
<th>Female Encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>8,725</td>
<td>8,472</td>
</tr>
<tr>
<td>1-4</td>
<td>13,558</td>
<td>11,786</td>
</tr>
<tr>
<td>5-9</td>
<td>12,186</td>
<td>11,384</td>
</tr>
<tr>
<td>10-14</td>
<td>12,456</td>
<td>12,107</td>
</tr>
<tr>
<td>15-19</td>
<td>11,883</td>
<td>18,348</td>
</tr>
<tr>
<td>20-24</td>
<td>9,097</td>
<td>21,279</td>
</tr>
<tr>
<td>25-29</td>
<td>12,027</td>
<td>29,885</td>
</tr>
<tr>
<td>30-34</td>
<td>15,066</td>
<td>28,262</td>
</tr>
<tr>
<td>35-39</td>
<td>17,757</td>
<td>32,785</td>
</tr>
<tr>
<td>40-44</td>
<td>20,257</td>
<td>35,251</td>
</tr>
<tr>
<td>45-49</td>
<td>27,761</td>
<td>45,427</td>
</tr>
<tr>
<td>50-54</td>
<td>32,050</td>
<td>48,295</td>
</tr>
<tr>
<td>55-59</td>
<td>33,204</td>
<td>44,050</td>
</tr>
<tr>
<td>60-64</td>
<td>28,613</td>
<td>35,270</td>
</tr>
<tr>
<td>65-69</td>
<td>10,035</td>
<td>10,452</td>
</tr>
<tr>
<td>70-74</td>
<td>4,773</td>
<td>4,129</td>
</tr>
<tr>
<td>75-79</td>
<td>1,829</td>
<td>1,820</td>
</tr>
<tr>
<td>80+</td>
<td>1,349</td>
<td>1,480</td>
</tr>
</tbody>
</table>

Subtotal: 272,626 Male | 400,482 Female
Total: 673,108
Humana Health Plan, Inc.

Holding Company: Humana, Inc.

Main Administrative Office Mailing Address: 321 West Main Street, 12th Floor
Louisville KY 40202
(502) 580-1000

Incorporated: August 23, 1982
Admitted to Missouri: July 1, 1991
Accreditation/Expiration Date: NCQA / December 15, 2009
State of Domicile: Kentucky
% of Missouri Business: 91.8%
Tax Status: For Profit

Missouri Counties in Service Area:
Bates, Buchanan, Caldwell, Carroll, Cass, Clay, Clinton, Henry, Jackson, Johnson, Lafayette, Platte, Ray

Kansas Counties in Service Area:
Atchison, Jefferson, Johnson, Linn, Leavenworth

Illinois Counties in Service Area:
None

2009 Missouri Enrollment:
Total Missouri member months for the year: 230,577
Missouri members at the end of the year: 19,369

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 4,688,908
Plan Wide members at the end of the year: 365,674

2009 Year-End Officers:
President: Michael B. McCallister
Secretary: Joan O. Lenahan
Chief Financial Officer: James H. Bloem
Chief Medical Officer: Melissa L. Weaver, M.D.

Other Officers: 2009 Year-End Directors:
Randa Lynn Anderson-Stice
Michael Benedict McCallister
Jeffrey Bergin Bringardner
James Elmer Murray
John Gregory Catron

2009 Missouri Enrollment:
Total Missouri member months for the year: 230,577
Missouri members at the end of the year: 19,369

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 4,688,908
Plan Wide members at the end of the year: 365,674
**Missouri Costs Comparison**

<table>
<thead>
<tr>
<th></th>
<th>Total Per Member Per Month (PMPM) Costs</th>
<th>Prescription Drug PMPM Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$-</td>
<td>$-</td>
</tr>
<tr>
<td></td>
<td>$100</td>
<td>$200</td>
</tr>
<tr>
<td></td>
<td>$200</td>
<td>$150</td>
</tr>
<tr>
<td></td>
<td>$300</td>
<td>$100</td>
</tr>
<tr>
<td></td>
<td>$400</td>
<td>$50</td>
</tr>
<tr>
<td></td>
<td>$500</td>
<td>$-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Q109 Q209 Q309 Annual 2009</th>
<th>Q109 Q209 Q309 Annual 2009</th>
</tr>
</thead>
</table>

**Mental Health PMPM Costs**

<table>
<thead>
<tr>
<th></th>
<th>$-</th>
<th>$-</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$5</td>
<td>$15</td>
</tr>
<tr>
<td></td>
<td>$10</td>
<td>$10</td>
</tr>
<tr>
<td></td>
<td>$15</td>
<td>$5</td>
</tr>
<tr>
<td></td>
<td>$20</td>
<td>$-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Q109 Q209 Q309 Annual 2009</th>
<th>Q109 Q209 Q309 Annual 2009</th>
</tr>
</thead>
</table>

**Emergency Room PMPM Costs**

<table>
<thead>
<tr>
<th></th>
<th>$-</th>
<th>$-</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$100</td>
<td>$200</td>
</tr>
<tr>
<td></td>
<td>$200</td>
<td>$150</td>
</tr>
<tr>
<td></td>
<td>$300</td>
<td>$100</td>
</tr>
<tr>
<td></td>
<td>$400</td>
<td>$50</td>
</tr>
<tr>
<td></td>
<td>$500</td>
<td>$-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Q109 Q209 Q309 Annual 2009</th>
<th>Q109 Q209 Q309 Annual 2009</th>
</tr>
</thead>
</table>

**Average Cost per Encounter for Mental Health Services**

<table>
<thead>
<tr>
<th></th>
<th>$-</th>
<th>$-</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$5</td>
<td>$15</td>
</tr>
<tr>
<td></td>
<td>$10</td>
<td>$10</td>
</tr>
<tr>
<td></td>
<td>$15</td>
<td>$5</td>
</tr>
<tr>
<td></td>
<td>$20</td>
<td>$-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Q109 Q209 Q309 Annual 2009</th>
<th>Q109 Q209 Q309 Annual 2009</th>
</tr>
</thead>
</table>

**Average Cost per Encounter for Emergency Room Services**

<table>
<thead>
<tr>
<th></th>
<th>$-</th>
<th>$-</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$100</td>
<td>$200</td>
</tr>
<tr>
<td></td>
<td>$200</td>
<td>$150</td>
</tr>
<tr>
<td></td>
<td>$300</td>
<td>$100</td>
</tr>
<tr>
<td></td>
<td>$400</td>
<td>$50</td>
</tr>
<tr>
<td></td>
<td>$500</td>
<td>$-</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Q109 Q209 Q309 Annual 2009</th>
<th>Q109 Q209 Q309 Annual 2009</th>
</tr>
</thead>
</table>

---

Humana Health Plan, Inc.  
Commercial Average
Missouri Costs Comparison

**Total Per Member Per Month (PMPM) Costs**

- Q109: $800
- Q209: $600
- Q309: $400
- Annual 2009: $600

**Prescription Drug PMPM Costs**

- Q109: $150
- Q209: $120
- Q309: $90
- Annual 2009: $60

**Mental Health PMPM Costs**

- Q109: $40
- Q209: $30
- Q309: $20
- Annual 2009: $10

**Average Cost per Encounter for Mental Health Services**

- Q109: $600
- Q209: $500
- Q309: $400
- Annual 2009: $300

**Emergency Room PMPM Costs**

- Q109: $150
- Q209: $120
- Q309: $90
- Annual 2009: $60

**Average Cost per Encounter for Emergency Room Services**

- Q109: $1,500
- Q209: $1,200
- Q309: $900
- Annual 2009: $300

---

Humana Health Plan, Inc.

Medicare Average
Humana Health Plan, Inc.

Average Membership

<table>
<thead>
<tr>
<th>Age Categories</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>21</td>
<td>19</td>
</tr>
<tr>
<td>01-04</td>
<td>249</td>
<td>250</td>
</tr>
<tr>
<td>05-09</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>10-14</td>
<td>279</td>
<td>213</td>
</tr>
<tr>
<td>15-19</td>
<td>290</td>
<td>287</td>
</tr>
<tr>
<td>20-24</td>
<td>120</td>
<td>127</td>
</tr>
<tr>
<td>25-29</td>
<td>100</td>
<td>109</td>
</tr>
<tr>
<td>30-34</td>
<td>144</td>
<td>168</td>
</tr>
<tr>
<td>35-39</td>
<td>201</td>
<td>258</td>
</tr>
<tr>
<td>40-44</td>
<td>252</td>
<td>324</td>
</tr>
<tr>
<td>45-49</td>
<td>340</td>
<td>448</td>
</tr>
<tr>
<td>50-54</td>
<td>410</td>
<td>514</td>
</tr>
<tr>
<td>55-59</td>
<td>442</td>
<td>512</td>
</tr>
<tr>
<td>60-64</td>
<td>1,182</td>
<td>1,611</td>
</tr>
<tr>
<td>65-69</td>
<td>1,273</td>
<td>1,769</td>
</tr>
<tr>
<td>70-74</td>
<td>1,192</td>
<td>1,737</td>
</tr>
<tr>
<td>75-79</td>
<td>1,278</td>
<td>2,158</td>
</tr>
<tr>
<td>80+</td>
<td>338</td>
<td>601</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>8,114</td>
<td>11,108</td>
</tr>
</tbody>
</table>

Average Age of Enrollees = 59.9
Percentage of Female Enrollees = 57.8%

Missouri Commercial Plans = 38.7
Missouri Medicare = 69.5
Missouri Medicaid = n/a

Missouri Membership Trends

Cumulative Member Months

- Cumulative Member Months: 375,118, 329,458, 289,430, 239,447, 230,577
- Total Membership: 31,812, 27,003, 25,077, 20,162, 19,369
Humana Health Plan, Inc.

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>49</td>
<td>18</td>
<td>40</td>
<td>17</td>
</tr>
<tr>
<td>1-4</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>5-9</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>10-14</td>
<td>35</td>
<td>8</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td>15-19</td>
<td>7</td>
<td>5</td>
<td>26</td>
<td>8</td>
</tr>
<tr>
<td>20-24</td>
<td>19</td>
<td>5</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>25-29</td>
<td>14</td>
<td>4</td>
<td>59</td>
<td>18</td>
</tr>
<tr>
<td>30-34</td>
<td>10</td>
<td>6</td>
<td>58</td>
<td>19</td>
</tr>
<tr>
<td>35-39</td>
<td>57</td>
<td>12</td>
<td>70</td>
<td>20</td>
</tr>
<tr>
<td>40-44</td>
<td>126</td>
<td>20</td>
<td>191</td>
<td>37</td>
</tr>
<tr>
<td>45-49</td>
<td>86</td>
<td>26</td>
<td>202</td>
<td>36</td>
</tr>
<tr>
<td>50-54</td>
<td>361</td>
<td>70</td>
<td>288</td>
<td>71</td>
</tr>
<tr>
<td>55-59</td>
<td>221</td>
<td>51</td>
<td>380</td>
<td>87</td>
</tr>
<tr>
<td>60-64</td>
<td>869</td>
<td>180</td>
<td>1,019</td>
<td>199</td>
</tr>
<tr>
<td>65-69</td>
<td>733</td>
<td>146</td>
<td>711</td>
<td>158</td>
</tr>
<tr>
<td>70-74</td>
<td>1,202</td>
<td>241</td>
<td>1,772</td>
<td>354</td>
</tr>
<tr>
<td>75-79</td>
<td>1,774</td>
<td>293</td>
<td>2,208</td>
<td>437</td>
</tr>
<tr>
<td>80+</td>
<td>2,311</td>
<td>460</td>
<td>4,071</td>
<td>805</td>
</tr>
<tr>
<td>Subtotal</td>
<td>7,880</td>
<td>1,548</td>
<td>11,116</td>
<td>2,275</td>
</tr>
</tbody>
</table>

Total Male: 18,996  Female: 3,823

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Encounters</th>
<th>Female Encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>263</td>
<td>218</td>
</tr>
<tr>
<td>1-4</td>
<td>520</td>
<td>370</td>
</tr>
<tr>
<td>5-9</td>
<td>704</td>
<td>592</td>
</tr>
<tr>
<td>10-14</td>
<td>1,250</td>
<td>911</td>
</tr>
<tr>
<td>15-19</td>
<td>957</td>
<td>1,348</td>
</tr>
<tr>
<td>20-24</td>
<td>315</td>
<td>604</td>
</tr>
<tr>
<td>25-29</td>
<td>546</td>
<td>824</td>
</tr>
<tr>
<td>30-34</td>
<td>590</td>
<td>1,367</td>
</tr>
<tr>
<td>35-39</td>
<td>1,059</td>
<td>2,695</td>
</tr>
<tr>
<td>40-44</td>
<td>1,607</td>
<td>3,111</td>
</tr>
<tr>
<td>45-49</td>
<td>2,486</td>
<td>4,793</td>
</tr>
<tr>
<td>50-54</td>
<td>3,957</td>
<td>6,515</td>
</tr>
<tr>
<td>55-59</td>
<td>4,436</td>
<td>7,281</td>
</tr>
<tr>
<td>60-64</td>
<td>12,767</td>
<td>18,120</td>
</tr>
<tr>
<td>65-69</td>
<td>10,969</td>
<td>16,319</td>
</tr>
<tr>
<td>70-74</td>
<td>18,487</td>
<td>27,794</td>
</tr>
<tr>
<td>75-79</td>
<td>20,954</td>
<td>30,969</td>
</tr>
<tr>
<td>80+</td>
<td>25,765</td>
<td>42,530</td>
</tr>
<tr>
<td>Subtotal</td>
<td>107,632</td>
<td>166,361</td>
</tr>
</tbody>
</table>

Total: 273,993
Mercy Health Plans of Missouri, Inc.

Holding Company:
Sisters of Mercy Health System

Main Administrative Office Mailing Address:
14528 S. Outer 40, Suite 300
Chesterfield MO 63017-5705
(314) 214-8100

Incorporated: October 17, 1994
Admitted to Missouri: March 14, 1996

Accreditation/Expiration Date: N/A
State of Domicile: Missouri

% of Missouri Business: 100.0%
Tax Status: For Profit

Missouri Counties in Service Area:

Kansas Counties in Service Area:
None

Illinois Counties in Service Area:
None

2009 Missouri Enrollment:
Total Missouri member months for the year: 439,718
Missouri members at the end of the year: 35,386

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 557,752
Plan Wide members at the end of the year: 36,896

2009 Year-End Officers:
President: Christopher M. Knackstedt
Secretary: Charles S. Gilham
Chief Financial Officer: George A. Schneider
Chief Medical Officer: Dr. Stephen Spurgeon
Other Officers: Ronald B. Ashworth, Lynn Britton, Margaret Denielle DeNarvaez

2009 Year-End Directors:
Ronald Broughton Ashworth, Margaret D. Denarvaez

Missouri Counties in Service Area:

Kansas Counties in Service Area:
None

Illinois Counties in Service Area:
None
Mercy Health Plans of Missouri, Inc.
- Commercial Product

Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

- 19
**Missouri Costs Comparison**

### Total Per Member Per Month (PMPM) Costs

- **Q1 2009**: $800, $600, $400, $200, $0
- **Q2 2009**: $800, $600, $400, $200, $0
- **Q3 2009**: $800, $600, $400, $200, $0
- **Annual 2009**: $800, $600, $400, $200, $0

### Prescription Drug PMPM Costs

- **Q1 2009**: $150, $120, $90, $60, $30
- **Q2 2009**: $150, $120, $90, $60, $30
- **Q3 2009**: $150, $120, $90, $60, $30
- **Annual 2009**: $150, $120, $90, $60, $30

### Mental Health PMPM Costs

- **Q1 2009**: $50, $40, $30, $20, $10
- **Q2 2009**: $50, $40, $30, $20, $10
- **Q3 2009**: $50, $40, $30, $20, $10
- **Annual 2009**: $50, $40, $30, $20, $10

### Average Cost per Encounter for Mental Health Services

- **Q1 2009**: $300, $600, $900, $1,200, $1,500
- **Q2 2009**: $300, $600, $900, $1,200, $1,500
- **Q3 2009**: $300, $600, $900, $1,200, $1,500
- **Annual 2009**: $300, $600, $900, $1,200, $1,500

### Emergency Room PMPM Costs

- **Q1 2009**: $90, $75, $60, $45, $30
- **Q2 2009**: $90, $75, $60, $45, $30
- **Q3 2009**: $90, $75, $60, $45, $30
- **Annual 2009**: $90, $75, $60, $45, $30

### Average Cost per Encounter for Emergency Room Services

- **Q1 2009**: $1,500, $1,200, $900, $600, $300
- **Q2 2009**: $1,500, $1,200, $900, $600, $300
- **Q3 2009**: $1,500, $1,200, $900, $600, $300
- **Annual 2009**: $1,500, $1,200, $900, $600, $300

---

**Medicare Average**

---

155
Mercy Health Plans of Missouri, Inc.

Average Membership

<table>
<thead>
<tr>
<th>Age</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>116</td>
<td>103</td>
</tr>
<tr>
<td>01-04</td>
<td>501</td>
<td>450</td>
</tr>
<tr>
<td>05-09</td>
<td>735</td>
<td>682</td>
</tr>
<tr>
<td>10-14</td>
<td>791</td>
<td>786</td>
</tr>
<tr>
<td>15-19</td>
<td>848</td>
<td>794</td>
</tr>
<tr>
<td>20-24</td>
<td>566</td>
<td>655</td>
</tr>
<tr>
<td>25-29</td>
<td>350</td>
<td>678</td>
</tr>
<tr>
<td>30-34</td>
<td>444</td>
<td>751</td>
</tr>
<tr>
<td>35-39</td>
<td>531</td>
<td>860</td>
</tr>
<tr>
<td>40-44</td>
<td>613</td>
<td>867</td>
</tr>
<tr>
<td>45-49</td>
<td>714</td>
<td>1,025</td>
</tr>
<tr>
<td>50-54</td>
<td>727</td>
<td>1,176</td>
</tr>
<tr>
<td>55-59</td>
<td>911</td>
<td>1,303</td>
</tr>
<tr>
<td>60-64</td>
<td>1,122</td>
<td>1,415</td>
</tr>
<tr>
<td>65-69</td>
<td>1,636</td>
<td>1,966</td>
</tr>
<tr>
<td>70-74</td>
<td>2,011</td>
<td>2,438</td>
</tr>
<tr>
<td>75-79</td>
<td>1,690</td>
<td>2,010</td>
</tr>
<tr>
<td>≥80</td>
<td>1,607</td>
<td>2,770</td>
</tr>
</tbody>
</table>

Total 15,913 100% 20,729 100%

Average Age of Enrollees = 53.2
Percentage of Female Enrollees = 56.6%

Missouri Commercial Plans 37.2 Missouri Commercial Plans 56.6%
Missouri Medicare 74.9 Missouri Medicare 56.5%
Missouri Medicaid n/a Missouri Medicaid n/a

Missouri Membership Trends

Cumulative Member Months

- ∙ Cumulative Member Months
- ▲ Total Membership

<table>
<thead>
<tr>
<th>Year</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Membership</td>
<td>67,728</td>
<td>57,973</td>
<td>51,122</td>
<td>42,282</td>
<td>35,386</td>
</tr>
<tr>
<td>Cumulative Member Months</td>
<td>844,329</td>
<td>729,884</td>
<td>633,894</td>
<td>525,235</td>
<td>439,718</td>
</tr>
</tbody>
</table>
**Mercy Health Plans of Missouri, Inc.**

**General Hospital/Acute Care Facility Utilization by Age and Gender**

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Days</th>
<th>Admits</th>
<th>Days</th>
<th>Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>461</td>
<td>111</td>
<td>354</td>
<td>112</td>
</tr>
<tr>
<td>1-4</td>
<td>47</td>
<td>17</td>
<td>19</td>
<td>8</td>
</tr>
<tr>
<td>5-9</td>
<td>16</td>
<td>8</td>
<td>33</td>
<td>12</td>
</tr>
<tr>
<td>10-14</td>
<td>22</td>
<td>9</td>
<td>44</td>
<td>9</td>
</tr>
<tr>
<td>15-19</td>
<td>205</td>
<td>39</td>
<td>108</td>
<td>27</td>
</tr>
<tr>
<td>20-24</td>
<td>108</td>
<td>21</td>
<td>173</td>
<td>55</td>
</tr>
<tr>
<td>25-29</td>
<td>14</td>
<td>5</td>
<td>305</td>
<td>123</td>
</tr>
<tr>
<td>30-34</td>
<td>110</td>
<td>26</td>
<td>337</td>
<td>124</td>
</tr>
<tr>
<td>35-39</td>
<td>89</td>
<td>26</td>
<td>205</td>
<td>81</td>
</tr>
<tr>
<td>40-44</td>
<td>124</td>
<td>40</td>
<td>204</td>
<td>71</td>
</tr>
<tr>
<td>45-49</td>
<td>179</td>
<td>60</td>
<td>197</td>
<td>80</td>
</tr>
<tr>
<td>50-54</td>
<td>226</td>
<td>49</td>
<td>431</td>
<td>115</td>
</tr>
<tr>
<td>55-59</td>
<td>487</td>
<td>131</td>
<td>583</td>
<td>161</td>
</tr>
<tr>
<td>60-64</td>
<td>842</td>
<td>173</td>
<td>805</td>
<td>196</td>
</tr>
<tr>
<td>65-69</td>
<td>1,480</td>
<td>351</td>
<td>1,534</td>
<td>343</td>
</tr>
<tr>
<td>70-74</td>
<td>1,914</td>
<td>454</td>
<td>2,644</td>
<td>547</td>
</tr>
<tr>
<td>75-79</td>
<td>2,539</td>
<td>512</td>
<td>2,808</td>
<td>592</td>
</tr>
<tr>
<td>80+</td>
<td>3,676</td>
<td>735</td>
<td>5,801</td>
<td>1,148</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>12,539</strong></td>
<td><strong>2,767</strong></td>
<td><strong>16,585</strong></td>
<td><strong>3,804</strong></td>
</tr>
</tbody>
</table>

**Ambulatory Utilization by Age and Gender**

<table>
<thead>
<tr>
<th>Encounters:</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>Days</td>
<td>Admits</td>
</tr>
<tr>
<td>&lt;1</td>
<td>157</td>
<td></td>
</tr>
<tr>
<td>1-4</td>
<td>556</td>
<td></td>
</tr>
<tr>
<td>5-9</td>
<td>2,968</td>
<td>2,573</td>
</tr>
<tr>
<td>10-14</td>
<td>3,133</td>
<td>2,884</td>
</tr>
<tr>
<td>15-19</td>
<td>3,210</td>
<td>3,837</td>
</tr>
<tr>
<td>20-24</td>
<td>1,612</td>
<td>3,458</td>
</tr>
<tr>
<td>25-29</td>
<td>1,201</td>
<td>4,615</td>
</tr>
<tr>
<td>30-34</td>
<td>1,830</td>
<td>5,718</td>
</tr>
<tr>
<td>35-39</td>
<td>2,322</td>
<td>6,039</td>
</tr>
<tr>
<td>40-44</td>
<td>2,975</td>
<td>6,217</td>
</tr>
<tr>
<td>45-49</td>
<td>3,925</td>
<td>7,784</td>
</tr>
<tr>
<td>50-54</td>
<td>4,430</td>
<td>9,855</td>
</tr>
<tr>
<td>55-59</td>
<td>7,076</td>
<td>12,609</td>
</tr>
<tr>
<td>60-64</td>
<td>10,234</td>
<td>15,324</td>
</tr>
<tr>
<td>65-69</td>
<td>15,983</td>
<td>19,818</td>
</tr>
<tr>
<td>70-74</td>
<td>21,703</td>
<td>27,355</td>
</tr>
<tr>
<td>75-79</td>
<td>21,114</td>
<td>24,269</td>
</tr>
<tr>
<td>80+</td>
<td>20,871</td>
<td>31,931</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>129,445</strong></td>
<td><strong>187,886</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>317,331</strong></td>
<td></td>
</tr>
</tbody>
</table>
Missouri Care, Inc.  

**Holding Company:**  
Aetna, Inc.

**Main Administrative Office Mailing Address:**  
2404 Forum Blvd  
Columbia MO 65203  
(573) 441-2100

**Incorporated:**  
July 27, 2006

**Admitted to Missouri:**  
March 8, 2007

**Accreditation/Expiration Date:**  
N/A

**State of Domicile:**  
Missouri

**% of Missouri Business:**  
85.6%

**Tax Status:**  
For Profit

**2009 Missouri Enrollment:**  
Total Missouri member months for the year: 488,028  
Missouri members at the end of the year: 47,318

**2009 Plan Wide Enrollment:**  
Total Plan Wide member months for the year: 507,325  
Plan Wide members at the end of the year: 46,140

**2009 Year-End Officers:**  
President: Thomas Kelly  
Secretary: Michele Matiski  
Chief Financial Officer: Brian Fischer  
Chief Medical Officer: Dr. Andrew Matera

**Other Officers:**  
Pamela Johnson

**2009 Year-End Directors:**  
Thomas Laurence Kelly  
Coleen Hines Kivlahan, M.D.

**Missouri Counties in Service Area:**

**Kansas Counties in Service Area:**
None

**Illinois Counties in Service Area:**
None
Missouri Care, Inc.
- Medicaid Product

Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

Missouri Care, Inc.

Medicaid Average
Missouri Care, Inc.

Average Membership

<table>
<thead>
<tr>
<th>Age</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>1,506</td>
<td>1,451</td>
</tr>
<tr>
<td>01-04</td>
<td>4,806</td>
<td>4,707</td>
</tr>
<tr>
<td>05-09</td>
<td>4,719</td>
<td>4,435</td>
</tr>
<tr>
<td>10-14</td>
<td>3,752</td>
<td>3,652</td>
</tr>
<tr>
<td>15-19</td>
<td>2,665</td>
<td>3,190</td>
</tr>
<tr>
<td>20-24</td>
<td>151</td>
<td>1,792</td>
</tr>
<tr>
<td>25-29</td>
<td>174</td>
<td>1,435</td>
</tr>
<tr>
<td>30-34</td>
<td>190</td>
<td>850</td>
</tr>
<tr>
<td>35-39</td>
<td>123</td>
<td>512</td>
</tr>
<tr>
<td>40-44</td>
<td>101</td>
<td>229</td>
</tr>
<tr>
<td>45-49</td>
<td>56</td>
<td>91</td>
</tr>
<tr>
<td>50-54</td>
<td>28</td>
<td>34</td>
</tr>
<tr>
<td>55-59</td>
<td>6</td>
<td>11</td>
</tr>
<tr>
<td>60-64</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Total: 18,278 100% 22,391 100%

Average Age of Enrollees = 10.8
Percentage of Female Enrollees = 55.1%

Missouri Commercial Plans = n/a
Missouri Medicare = n/a
Missouri Medicaid = 10.8

Missouri Membership Trends

Cumulative Member Months
- O - Cumulative Member Months: 408,420 365,604 336,648 455,378 488,028
- ▲ - Total Membership: 32,492 29,808 29,787 41,238 47,318

Total Membership
- 2005: 32,492
- 2006: 29,808
- 2007: 29,787
- 2008: 41,238
- 2009: 47,318

## Missouri Care, Inc.

### General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>5,580</td>
<td>1,411</td>
<td>4,013</td>
<td>1,264</td>
</tr>
<tr>
<td>1-4</td>
<td>419</td>
<td>199</td>
<td>664</td>
<td>208</td>
</tr>
<tr>
<td>5-9</td>
<td>253</td>
<td>90</td>
<td>271</td>
<td>72</td>
</tr>
<tr>
<td>10-14</td>
<td>134</td>
<td>55</td>
<td>199</td>
<td>75</td>
</tr>
<tr>
<td>15-19</td>
<td>258</td>
<td>82</td>
<td>1,544</td>
<td>569</td>
</tr>
<tr>
<td>20-24</td>
<td>5</td>
<td>3</td>
<td>3,143</td>
<td>1,252</td>
</tr>
<tr>
<td>25-29</td>
<td>152</td>
<td>19</td>
<td>1,673</td>
<td>655</td>
</tr>
<tr>
<td>30-34</td>
<td>23</td>
<td>12</td>
<td>742</td>
<td>300</td>
</tr>
<tr>
<td>35-39</td>
<td>32</td>
<td>13</td>
<td>538</td>
<td>177</td>
</tr>
<tr>
<td>40-44</td>
<td>62</td>
<td>21</td>
<td>183</td>
<td>53</td>
</tr>
<tr>
<td>45-49</td>
<td>97</td>
<td>33</td>
<td>51</td>
<td>12</td>
</tr>
<tr>
<td>50-54</td>
<td>19</td>
<td>7</td>
<td>29</td>
<td>11</td>
</tr>
<tr>
<td>55-59</td>
<td>6</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>60-64</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>7,040</strong></td>
<td><strong>1,946</strong></td>
<td><strong>13,055</strong></td>
<td><strong>4,650</strong></td>
</tr>
</tbody>
</table>

## Ambulatory Utilization by Age and Gender

### Encounters:

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>161</td>
<td>161</td>
</tr>
<tr>
<td>1-4</td>
<td>5,580</td>
<td>1,411</td>
</tr>
<tr>
<td>5-9</td>
<td>419</td>
<td>199</td>
</tr>
<tr>
<td>10-14</td>
<td>253</td>
<td>90</td>
</tr>
<tr>
<td>15-19</td>
<td>134</td>
<td>55</td>
</tr>
<tr>
<td>20-24</td>
<td>258</td>
<td>82</td>
</tr>
<tr>
<td>25-29</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>30-34</td>
<td>152</td>
<td>19</td>
</tr>
<tr>
<td>35-39</td>
<td>32</td>
<td>13</td>
</tr>
<tr>
<td>40-44</td>
<td>62</td>
<td>21</td>
</tr>
<tr>
<td>45-49</td>
<td>97</td>
<td>33</td>
</tr>
<tr>
<td>50-54</td>
<td>19</td>
<td>7</td>
</tr>
<tr>
<td>55-59</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>60-64</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>65-69</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>70-74</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>75-79</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>80+</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>338,324</strong></td>
<td><strong>338,324</strong></td>
</tr>
</tbody>
</table>

**Total**

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>338,324</td>
<td>338,324</td>
</tr>
</tbody>
</table>

Table of Contents
UnitedHealthcare of the Midwest, Inc.

Holding Company:
UnitedHealth Group Inc.

Main Administrative Office Mailing Address:
13655 Riverport Drive, PO Box 2560
Maryland Heights MO 63043-8560
(314) 592-7000

Incorporated: February 26, 1985
Admitted to Missouri: October 1, 1996
Accreditation/Expiration Date: NCQA / January 20, 2009
State of Domicile: Missouri
% of Missouri Business: 34.3%
Tax Status: For Profit

2009 Missouri Enrollment:
Total Missouri member months for the year: 530,874
Missouri members at the end of the year: 44,129

2009 Plan Wide Enrollment:
Total Plan Wide member months for the year: 715,249
Plan Wide members at the end of the year: 59,515

2009 Year-End Officers:
President: Holly Elizabeth Steinbrecher
Secretary: Christina Regina Palme-Krizak
Chief Financial Officer: Justin J Roth
Chief Medical Officer: Leonard Wilkerson DO

Other Officers:
Thomas Joseph Quirk
Keith Hallock
Juanita Valarae Bolland Luis

2009 Year-End Directors:
Justin J Roth
Steven Craig Walli

Missouri Counties in Service Area:
Anderson, Atchison, Douglas, Franklin, Jackson,

Kansas Counties in Service Area:
Anderson, Atchison, Douglas, Franklin, Jackson,

Illinois Counties in Service Area:
Bond, Calhoun, Clinton, Greene, Jersey, Macoupin, Madison, Monroe, Montgomery, Randolph, St. Clair, Williamson
UnitedHealthcare of the Midwest, Inc.
- Commercial Product

Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

UnitedHealthcare of the Midwest, Inc.

Commercial Average
Missouri Costs Comparison

Total Per Member Per Month (PMPM) Costs

Prescription Drug PMPM Costs

Mental Health PMPM Costs

Average Cost per Encounter for Mental Health Services

Emergency Room PMPM Costs

Average Cost per Encounter for Emergency Room Services

UnitedHealthcare of the Midwest, Inc.

Medicare Average
## Average Membership

<table>
<thead>
<tr>
<th>Age</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>47</td>
<td>56</td>
</tr>
<tr>
<td>01-04</td>
<td>293</td>
<td>292</td>
</tr>
<tr>
<td>05-09</td>
<td>476</td>
<td>422</td>
</tr>
<tr>
<td>10-14</td>
<td>549</td>
<td>507</td>
</tr>
<tr>
<td>15-19</td>
<td>625</td>
<td>577</td>
</tr>
<tr>
<td>20-24</td>
<td>320</td>
<td>316</td>
</tr>
<tr>
<td>25-29</td>
<td>187</td>
<td>273</td>
</tr>
<tr>
<td>30-34</td>
<td>305</td>
<td>393</td>
</tr>
<tr>
<td>35-39</td>
<td>417</td>
<td>538</td>
</tr>
<tr>
<td>40-44</td>
<td>539</td>
<td>678</td>
</tr>
<tr>
<td>45-49</td>
<td>708</td>
<td>809</td>
</tr>
<tr>
<td>50-54</td>
<td>820</td>
<td>898</td>
</tr>
<tr>
<td>55-59</td>
<td>806</td>
<td>920</td>
</tr>
<tr>
<td>60-64</td>
<td>783</td>
<td>861</td>
</tr>
<tr>
<td>65-69</td>
<td>2,589</td>
<td>3,318</td>
</tr>
<tr>
<td>70-74</td>
<td>3,061</td>
<td>3,986</td>
</tr>
<tr>
<td>75-79</td>
<td>3,264</td>
<td>4,309</td>
</tr>
<tr>
<td>80+</td>
<td>3,380</td>
<td>5,973</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>19,169</td>
<td>25,126</td>
</tr>
</tbody>
</table>

Average Age of Enrollees = 63.6
Percentage of Female Enrollees = 56.7%

Missouri Commercial Plans = 34.0
Missouri Medicare = 74.2
Missouri Medicaid = n/a

## Missouri Membership Trends

- **Cumulative Member Months**
  - 2005: 972,157
  - 2006: 837,030
  - 2007: 624,815
  - 2008: 595,765
  - 2009: 530,874

- **Total Membership**
  - 2005: 75,901
  - 2006: 66,392
  - 2007: 35,308
  - 2008: 57,119
  - 2009: 44,129
UnitedHealthcare of the Midwest, Inc.

General Hospital/Acute Care Facility Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Days</th>
<th>Male Admits</th>
<th>Female Days</th>
<th>Female Admits</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>9</td>
<td>6</td>
<td>14</td>
<td>14</td>
</tr>
<tr>
<td>1-4</td>
<td>5</td>
<td>3</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>5-9</td>
<td>22</td>
<td>8</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>10-14</td>
<td>29</td>
<td>10</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td>15-19</td>
<td>23</td>
<td>7</td>
<td>145</td>
<td>31</td>
</tr>
<tr>
<td>20-24</td>
<td>50</td>
<td>11</td>
<td>65</td>
<td>15</td>
</tr>
<tr>
<td>25-29</td>
<td>21</td>
<td>4</td>
<td>219</td>
<td>53</td>
</tr>
<tr>
<td>30-34</td>
<td>28</td>
<td>12</td>
<td>126</td>
<td>50</td>
</tr>
<tr>
<td>35-39</td>
<td>76</td>
<td>20</td>
<td>149</td>
<td>45</td>
</tr>
<tr>
<td>40-44</td>
<td>114</td>
<td>28</td>
<td>130</td>
<td>52</td>
</tr>
<tr>
<td>45-49</td>
<td>323</td>
<td>76</td>
<td>286</td>
<td>71</td>
</tr>
<tr>
<td>50-54</td>
<td>541</td>
<td>116</td>
<td>414</td>
<td>98</td>
</tr>
<tr>
<td>55-59</td>
<td>859</td>
<td>156</td>
<td>532</td>
<td>123</td>
</tr>
<tr>
<td>60-64</td>
<td>917</td>
<td>166</td>
<td>877</td>
<td>179</td>
</tr>
<tr>
<td>65-69</td>
<td>1,822</td>
<td>386</td>
<td>2,640</td>
<td>488</td>
</tr>
<tr>
<td>70-74</td>
<td>2,394</td>
<td>501</td>
<td>2,993</td>
<td>654</td>
</tr>
<tr>
<td>75-79</td>
<td>3,161</td>
<td>689</td>
<td>4,815</td>
<td>952</td>
</tr>
<tr>
<td>80+</td>
<td>4,675</td>
<td>921</td>
<td>7,445</td>
<td>1,576</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>15,069</strong></td>
<td><strong>3,120</strong></td>
<td><strong>20,872</strong></td>
<td><strong>4,412</strong></td>
</tr>
</tbody>
</table>

Total 35,941 7,532

Ambulatory Utilization by Age and Gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male Encounters</th>
<th>Female Encounters</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;1</td>
<td>637</td>
<td>671</td>
</tr>
<tr>
<td>1-4</td>
<td>1,468</td>
<td>1,550</td>
</tr>
<tr>
<td>5-9</td>
<td>1,768</td>
<td>1,589</td>
</tr>
<tr>
<td>10-14</td>
<td>2,054</td>
<td>1,783</td>
</tr>
<tr>
<td>15-19</td>
<td>2,136</td>
<td>2,812</td>
</tr>
<tr>
<td>20-24</td>
<td>714</td>
<td>1,234</td>
</tr>
<tr>
<td>25-29</td>
<td>615</td>
<td>1,853</td>
</tr>
<tr>
<td>30-34</td>
<td>946</td>
<td>2,736</td>
</tr>
<tr>
<td>35-39</td>
<td>1,625</td>
<td>3,807</td>
</tr>
<tr>
<td>40-44</td>
<td>2,252</td>
<td>4,618</td>
</tr>
<tr>
<td>45-49</td>
<td>3,315</td>
<td>5,343</td>
</tr>
<tr>
<td>50-54</td>
<td>4,282</td>
<td>7,455</td>
</tr>
<tr>
<td>55-59</td>
<td>5,025</td>
<td>6,477</td>
</tr>
<tr>
<td>60-64</td>
<td>5,468</td>
<td>7,011</td>
</tr>
<tr>
<td>65-69</td>
<td>8,928</td>
<td>12,841</td>
</tr>
<tr>
<td>70-74</td>
<td>10,975</td>
<td>13,914</td>
</tr>
<tr>
<td>75-79</td>
<td>13,058</td>
<td>18,127</td>
</tr>
<tr>
<td>80+</td>
<td>62,640</td>
<td>87,889</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>127,906</strong></td>
<td><strong>181,710</strong></td>
</tr>
</tbody>
</table>

Total 309,616
Enrollment by Regions & Metropolitan Statistical Areas (MSAs)

All regional enrollment data comes from the 2009 Annual Managed Care Supplemental filing unless otherwise noted.

This section presents enrollment in commercial HMO plans, commercial point-of-service (POS) plans, Medicare plans and Medicaid plans.

This information EXCLUDES:
1. enrollment of persons in preferred provider organizations (PPOs) and
2. enrollment of persons in self-funded employer plans for which HMOs or their affiliates provide administrative services.

POS plans differ from standard HMO service plans by providing members the option to receive services from providers that are outside the HMO’s designated provider network. In the 1990s, POS plans were generally more expensive because of the perception that access to non-participating providers was a luxury and an optional benefit. Over time, however, POS plans became a market necessity for HMOs to continue to be able to sell a product that appeals to consumers. In addition, POS plans came down in price because of the ability to impose higher co-payments, co-insurance requirements and/or limit covered benefits. In more recent years, enrollment in POS plans has typically been as great as or greater than enrollment in traditional HMO plans.

Medicare and Medicaid enrollees are Medicare and Medicaid beneficiaries who enroll in HMOs that have arranged for the provision of health care services under agreements with the Centers for Medicare & Medicaid Services (CMS) and/or the MO HealthNet Division.

Companies are allowed to report enrollment based either on enrollees’ residence or on enrollees’ place of employment (in the case of enrollment under an employer group contract), which is commonly referred to as the “Live or Work Rule”. Companies are required to report enrollment for the Managed Care Supplement in the same manner they reported enrollment for the annual financial statement.

However, total enrollment reported in the Managed Care Supplement filing will vary from total enrollment reported in the financial statement. The Managed Care Supplement is submitted to DIFP at a later date than the financial statement. Additional time between filings allows the companies to present the most updated enrollment numbers, accounting for additional information regarding new enrollees and dis-enrollments. DIFP requires an explanation of any variation between the financial statement and the Managed Care Supplement that exceeds 5 percent.

Metropolitan Statistical Areas are defined by the U.S. Office of Management and Budget. An MSA is: 1) a county or group of contiguous counties that contains at least one city of 50,000 inhabitants or more, or 2) an urbanized area of at least 50,000 inhabitants and a total MSA population of at least 100,000 inhabitants. The contiguous counties are included in an MSA if, according to certain criteria, they are essentially metropolitan in character and are socially and economically integrated with the central city or cities.
This map shows the Missouri Counties in which at least one HMO has approval to sell coverage. However, approval to sell coverage does not mean any HMO actually sells coverage. Page 169 shows a map with actual marketing activity. Pages 172 through 203 (Regions and MSAs) provide similar information by HMO.

<table>
<thead>
<tr>
<th>County</th>
<th># of HMO's</th>
<th>County</th>
<th># of HMO's</th>
<th>County</th>
<th># of HMO's</th>
<th>County</th>
<th># of HMO's</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adair</td>
<td>4</td>
<td>Clay</td>
<td>13</td>
<td>Iron</td>
<td>6</td>
<td>Montgomery</td>
<td>8</td>
</tr>
<tr>
<td>Andrew</td>
<td>6</td>
<td>Clinton</td>
<td>5</td>
<td>Jackson</td>
<td>13</td>
<td>Morgan</td>
<td>7</td>
</tr>
<tr>
<td>Atchison</td>
<td>3</td>
<td>Cole</td>
<td>10</td>
<td>Jasper</td>
<td>10</td>
<td>New Madrid</td>
<td>3</td>
</tr>
<tr>
<td>Audrain</td>
<td>7</td>
<td>Cooper</td>
<td>3</td>
<td>Jefferson</td>
<td>12</td>
<td>Newton</td>
<td>11</td>
</tr>
<tr>
<td>Barry</td>
<td>10</td>
<td>Crawford</td>
<td>9</td>
<td>Johnson</td>
<td>11</td>
<td>Nodaway</td>
<td>3</td>
</tr>
<tr>
<td>Barton</td>
<td>7</td>
<td>Dade</td>
<td>9</td>
<td>Knox</td>
<td>4</td>
<td>Oregon</td>
<td>3</td>
</tr>
<tr>
<td>Bates</td>
<td>6</td>
<td>Dallas</td>
<td>10</td>
<td>Laclede</td>
<td>9</td>
<td>Osage</td>
<td>8</td>
</tr>
<tr>
<td>Benton</td>
<td>5</td>
<td>Daviess</td>
<td>6</td>
<td>Lafayette</td>
<td>13</td>
<td>Ozark</td>
<td>6</td>
</tr>
<tr>
<td>Bolinger</td>
<td>1</td>
<td>DeKalb</td>
<td>6</td>
<td>Lawrence</td>
<td>11</td>
<td>Pemiscot</td>
<td>3</td>
</tr>
<tr>
<td>Boone</td>
<td>6</td>
<td>Dent</td>
<td>5</td>
<td>Lewis</td>
<td>3</td>
<td>Perry</td>
<td>6</td>
</tr>
<tr>
<td>Buchanan</td>
<td>9</td>
<td>Douglas</td>
<td>9</td>
<td>Lincoln</td>
<td>9</td>
<td>Pettis</td>
<td>7</td>
</tr>
<tr>
<td>Buchanan</td>
<td>9</td>
<td>Dunklin</td>
<td>2</td>
<td>Linn</td>
<td>5</td>
<td>Phelps</td>
<td>6</td>
</tr>
<tr>
<td>Caldwell</td>
<td>6</td>
<td>Franklin</td>
<td>10</td>
<td>Livingston</td>
<td>6</td>
<td>Pike</td>
<td>8</td>
</tr>
<tr>
<td>Callaway</td>
<td>8</td>
<td>Gasconade</td>
<td>8</td>
<td>Macon</td>
<td>7</td>
<td>Platte</td>
<td>13</td>
</tr>
<tr>
<td>Camden</td>
<td>8</td>
<td>Gentry</td>
<td>6</td>
<td>Madison</td>
<td>7</td>
<td>Polk</td>
<td>11</td>
</tr>
<tr>
<td>Cape Girardeau</td>
<td>2</td>
<td>Greene</td>
<td>11</td>
<td>Maries</td>
<td>7</td>
<td>Pulaski</td>
<td>6</td>
</tr>
<tr>
<td>Carroll</td>
<td>7</td>
<td>Grundy</td>
<td>6</td>
<td>Marion</td>
<td>4</td>
<td>Putnam</td>
<td>5</td>
</tr>
<tr>
<td>Carter</td>
<td>4</td>
<td>Harrison</td>
<td>6</td>
<td>McDonald</td>
<td>9</td>
<td>Rails</td>
<td>4</td>
</tr>
<tr>
<td>Cass</td>
<td>15</td>
<td>Henry</td>
<td>16</td>
<td>Mercer</td>
<td>5</td>
<td>Randolph</td>
<td>7</td>
</tr>
<tr>
<td>Cedar</td>
<td>9</td>
<td>Hickory</td>
<td>9</td>
<td>Miller</td>
<td>8</td>
<td>Ray</td>
<td>13</td>
</tr>
<tr>
<td>Chariton</td>
<td>7</td>
<td>Holt</td>
<td>4</td>
<td>Mississippi</td>
<td>2</td>
<td>Reynolds</td>
<td>5</td>
</tr>
<tr>
<td>Christian</td>
<td>11</td>
<td>Howard</td>
<td>7</td>
<td>Monroe</td>
<td>8</td>
<td>Ripley</td>
<td>3</td>
</tr>
<tr>
<td>Clark</td>
<td>3</td>
<td>Howell</td>
<td>5</td>
<td>Saline</td>
<td>8</td>
<td>Worth</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Wright</td>
<td>9</td>
</tr>
</tbody>
</table>
Missouri Counties with Active Commercial Marketing
(excluding Medicaid Companies)

This map shows the Missouri Counties in which at least one HMO is actually selling coverage. Pages 172 through 203 (Regions and MSAs) show similar information by HMO.

<table>
<thead>
<tr>
<th>County</th>
<th>County</th>
<th>County</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adair</td>
<td>Clay</td>
<td>Iron</td>
<td>Montgomery</td>
</tr>
<tr>
<td>Andrew</td>
<td>Clinton</td>
<td>Jackson</td>
<td>Morgan</td>
</tr>
<tr>
<td>Atchison</td>
<td>Cole</td>
<td>Jasper</td>
<td>New Madrid</td>
</tr>
<tr>
<td>Audrain</td>
<td>Cooper</td>
<td>Jefferson</td>
<td>Newton</td>
</tr>
<tr>
<td>Barry</td>
<td>Crawford</td>
<td>Johnson</td>
<td>Nodaway</td>
</tr>
<tr>
<td>Barton</td>
<td>Dade</td>
<td>Knox</td>
<td>Oregon</td>
</tr>
<tr>
<td>Bates</td>
<td>Dallas</td>
<td>Laclede</td>
<td>Osage</td>
</tr>
<tr>
<td>Benton</td>
<td>Daviess</td>
<td>Lafayette</td>
<td>Ozark</td>
</tr>
<tr>
<td>Bolinger</td>
<td>DeKalb</td>
<td>Lawrence</td>
<td>Pemiscot</td>
</tr>
<tr>
<td>Boone</td>
<td>Dent</td>
<td>Lewis</td>
<td>Perry</td>
</tr>
<tr>
<td>Buchanan</td>
<td>Douglas</td>
<td>Lincoln</td>
<td>Pettis</td>
</tr>
<tr>
<td>Butler</td>
<td>Dunklin</td>
<td>Linn</td>
<td>Phelps</td>
</tr>
<tr>
<td>Caldwell</td>
<td>Franklin</td>
<td>Livingston</td>
<td>Pike</td>
</tr>
<tr>
<td>Callaway</td>
<td>Gasconade</td>
<td>Macon</td>
<td>Platte</td>
</tr>
<tr>
<td>Camden</td>
<td>Gentry</td>
<td>Madison</td>
<td>Polk</td>
</tr>
<tr>
<td>Cape Girardeau</td>
<td>Greene</td>
<td>Maries</td>
<td>Pulaski</td>
</tr>
<tr>
<td>Carroll</td>
<td>Grundy</td>
<td>Marion</td>
<td>Putnam</td>
</tr>
<tr>
<td>Carter</td>
<td>Harrison</td>
<td>McDonald</td>
<td>Rails</td>
</tr>
<tr>
<td>Cass</td>
<td>Henry</td>
<td>Mercer</td>
<td>Randolph</td>
</tr>
<tr>
<td>Cedar</td>
<td>Hickory</td>
<td>Miller</td>
<td>Ray</td>
</tr>
<tr>
<td>Chariton</td>
<td>Holt</td>
<td>Mississippi</td>
<td>Reynolds</td>
</tr>
<tr>
<td>Christian</td>
<td>Howard</td>
<td>Monteau</td>
<td>Ripleys</td>
</tr>
<tr>
<td>Clark</td>
<td>Howell</td>
<td>Monroe</td>
<td>Saline</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(excluding Medicaid Companies)
Missouri Geographic Regions

Northwestern
North
Northeastern
Western
Central
Southwestern
Eastern
South Central
Southeastern
### Missouri Total Enrollment in Each Region<sup>5</sup>

*by Enrollment Classification*

<table>
<thead>
<tr>
<th>Region</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees&lt;sup&gt;2&lt;/sup&gt;</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>% of Missouri Market</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central</td>
<td>7,035</td>
<td>18,991</td>
<td>2,130</td>
<td>64,488</td>
<td>92,644</td>
<td>11.7%</td>
</tr>
<tr>
<td>Eastern</td>
<td>43,565</td>
<td>22,848</td>
<td>78,826</td>
<td>209,087</td>
<td>354,326</td>
<td>44.8%</td>
</tr>
<tr>
<td>Northeastern</td>
<td>123</td>
<td>722</td>
<td>24</td>
<td>7,160</td>
<td>8,029</td>
<td>1.0%</td>
</tr>
<tr>
<td>Northwestern</td>
<td>3,778</td>
<td>68</td>
<td>1,381</td>
<td>17</td>
<td>5,244</td>
<td>0.7%</td>
</tr>
<tr>
<td>South Central</td>
<td>2,543</td>
<td>555</td>
<td>338</td>
<td>109</td>
<td>3,545</td>
<td>0.4%</td>
</tr>
<tr>
<td>Southeastern</td>
<td>110</td>
<td>104</td>
<td>35</td>
<td>1,836</td>
<td>2,085</td>
<td>0.3%</td>
</tr>
<tr>
<td>Southwestern</td>
<td>20,425</td>
<td>21,664</td>
<td>12,296</td>
<td>15,109</td>
<td>69,494</td>
<td>8.8%</td>
</tr>
<tr>
<td>Western</td>
<td>95,248</td>
<td>6,108</td>
<td>12,262</td>
<td>124,250</td>
<td>237,868</td>
<td>30.1%</td>
</tr>
<tr>
<td>Non Missouri</td>
<td>15,331</td>
<td>2,084</td>
<td>539</td>
<td>83</td>
<td>18,037</td>
<td>2.3%</td>
</tr>
<tr>
<td><strong>TOTAL&lt;sup&gt;2&lt;/sup&gt;</strong></td>
<td><strong>188,158</strong></td>
<td><strong>73,144</strong></td>
<td><strong>107,831</strong></td>
<td><strong>422,139</strong></td>
<td><strong>791,272</strong></td>
<td><strong>100.0%</strong></td>
</tr>
<tr>
<td>% of Missouri Market&lt;sup&gt;2&lt;/sup&gt;</td>
<td>23.8%</td>
<td>9.2%</td>
<td>13.6%</td>
<td>53.3%</td>
<td>100.0%</td>
<td></td>
</tr>
</tbody>
</table>

![Missouri Total Enrollment in Each Region Chart](image-url)
### Central Region Counties

![Central Region Counties Map](image)

<table>
<thead>
<tr>
<th></th>
<th>Audrain</th>
<th>Benton</th>
<th>Callaway</th>
<th>Camden</th>
<th>Chariton</th>
<th>Cole</th>
<th>Cassadaga</th>
<th>Howard</th>
<th>Maries</th>
<th>Miller</th>
<th>Monticello</th>
<th>Monroe</th>
<th>Montgomery</th>
<th>Morgan</th>
<th>Osage</th>
<th>Pettis</th>
<th>Pulaski</th>
<th>Randolph</th>
<th>Saline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td></td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
<td>●</td>
<td></td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
<td>●</td>
<td></td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Commercial - Approved - marketing
- Commercial - Approved - not marketing
- Medicare - Approved - marketing
- Medicare - Approved - not marketing
- Medicaid - Approved - marketing
- Medicaid - Approved - not marketing

172
**Central Region Enrollment**

By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>0.0%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Molina Healthcare of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Blue-Advantage Plus</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc.</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba CIGNA Healthcare of Kansas/Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>77</td>
<td>24</td>
<td>13</td>
<td>0</td>
<td>114</td>
<td>0.1%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>3</td>
<td>9</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>0.0%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>161</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>161</td>
<td>0.2%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>91</td>
<td>357</td>
<td>256</td>
<td>0</td>
<td>704</td>
<td>0.8%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>117</td>
<td>117</td>
<td>0.1%</td>
</tr>
<tr>
<td>dba Harmony Health Plan of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>117</td>
<td>117</td>
<td>0.1%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>24,690</td>
<td>24,690</td>
<td>26.7%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>4,917</td>
<td>18,471</td>
<td>0</td>
<td>0</td>
<td>23,388</td>
<td>25.2%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>710</td>
<td>8</td>
<td>1,480</td>
<td>0</td>
<td>2,198</td>
<td>2.4%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>336</td>
<td>119</td>
<td>74</td>
<td>0</td>
<td>529</td>
<td>0.6%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>34,814</td>
<td>34,814</td>
<td>37.6%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>733</td>
<td>0</td>
<td>307</td>
<td>0</td>
<td>1,040</td>
<td>1.1%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>7,035</strong></td>
<td><strong>18,991</strong></td>
<td><strong>2,130</strong></td>
<td><strong>64,488</strong></td>
<td><strong>92,644</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

**Central Region Market Concentration**

The portion of the market controlled by the top 5 HMO's in terms of enrollment.

- 2005: 97.7%
- 2006: 97.6%
- 2007: 98.3%
- 2008: 99.9%
- 2009: 96.9%
### Eastern Region Counties

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>▲ ▲ ▲ ▲ ▲ ▲ ▲ ▲ ▲ ▲ ▲ ▲ ▲ ▲ ▲ ▲</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- ▲ - Commercial - Approved - marketing
- ▲ ▲ - Commercial - Approved - not marketing
- ■ - Medicare - Approved - marketing
- ■ ■ - Medicare - Approved - not marketing
- ▲ ▲ ▲ - Medicaid - Approved - marketing
- ▲ ▲ ▲ ▲ - Medicaid - Approved - not marketing
## Eastern Region Enrollment

By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>1,957</td>
<td>378</td>
<td>0</td>
<td>0</td>
<td>2,335</td>
<td>0.7%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>60,026</td>
<td>16.9%</td>
</tr>
<tr>
<td>dba Molina Healthcare of Missouri</td>
<td>0</td>
<td>0</td>
<td>60,026</td>
<td>60,026</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc.</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>dba Blue-Advantage Plus</td>
<td></td>
<td></td>
<td>16</td>
<td>16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc.</td>
<td>4</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>dba CIGNA Healthcare of Kansas/Missouri</td>
<td></td>
<td></td>
<td>198</td>
<td>198</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>198</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>17,400</td>
<td>4.9%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9</td>
<td>0.0%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>7,917</td>
<td>8,814</td>
<td>21,540</td>
<td>0</td>
<td>38,271</td>
<td>10.8%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16,076</td>
<td>4.9%</td>
</tr>
<tr>
<td>dba Harmony Health Plan of Missouri</td>
<td></td>
<td></td>
<td>1,166</td>
<td>17,242</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>128,299</td>
<td>36.2%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>20</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc.</td>
<td>20,446</td>
<td>10,265</td>
<td>18</td>
<td>0</td>
<td>30,729</td>
<td>8.7%</td>
</tr>
<tr>
<td>dba Anthem Blue Cross &amp; Blue Shield</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>552</td>
<td>1</td>
<td>950</td>
<td>0</td>
<td>1,503</td>
<td>0.4%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>4,248</td>
<td>3,267</td>
<td>6,703</td>
<td>0</td>
<td>14,218</td>
<td>4.0%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4,666</td>
<td>1.3%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>8,201</td>
<td>114</td>
<td>31,048</td>
<td>0</td>
<td>39,363</td>
<td>11.1%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>43,565</td>
<td>22,848</td>
<td>78,826</td>
<td>209,087</td>
<td>354,326</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Eastern Region Market Concentration

The portion of the market controlled by the top 5 HMO's in terms of enrollment.
### Northeastern Region Counties

<table>
<thead>
<tr>
<th></th>
<th>Adair</th>
<th>Clark</th>
<th>Knox</th>
<th>Lewis</th>
<th>Linn</th>
<th>Mason</th>
<th>Marion</th>
<th>Putnam</th>
<th>Schuyler</th>
<th>Scotland</th>
<th>Shelby</th>
<th>Sullivan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>△</td>
<td>△</td>
<td>△</td>
<td>△</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>△</td>
<td>△</td>
</tr>
</tbody>
</table>

- ▲ - Commercial - Approved - marketing
- ■ - Medicare - Approved - marketing
- △ - Medicaid - Approved - marketing
- ○ - Commercial - Approved - not marketing
- □ - Medicare - Approved - not marketing
- △ - Medicaid - Approved - not marketing
## Northeastern Region Enrollment

By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Molina Healthcare of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Blue-Advantage Plus</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Missouri, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba CIGNA Healthcare of Kansas/Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>9</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9</td>
<td>0.1%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>28</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>28</td>
<td>0.3%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Good Health HMO, Inc.</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>15</td>
<td>0.2%</td>
</tr>
<tr>
<td>dba Blue-Care, Inc.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0.0%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Harmony Health Plan of Missouri</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2,952</td>
<td>2,952</td>
<td>36.8%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc.</td>
<td>27</td>
<td>715</td>
<td>0</td>
<td>0</td>
<td>742</td>
<td>9.2%</td>
</tr>
<tr>
<td>dba Anthem Blue Cross &amp; Blue Shield</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>37</td>
<td>3</td>
<td>20</td>
<td>0</td>
<td>60</td>
<td>0.7%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>2</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>0.1%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3,387</td>
<td>3,387</td>
<td>42.2%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>5</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>8</td>
<td>0.1%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>123</td>
<td>722</td>
<td>24</td>
<td>7,160</td>
<td>8,029</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

The portion of the market controlled by the top 5 HMO's in terms of enrollment.
### Northwestern Region Counties

<table>
<thead>
<tr>
<th></th>
<th>Andrew</th>
<th>Atchison</th>
<th>Daviess</th>
<th>DeKalb</th>
<th>Gentry</th>
<th>Grundy</th>
<th>Harrison</th>
<th>Holt</th>
<th>Mercer</th>
<th>Nodaway</th>
<th>Worth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>○</td>
<td></td>
<td>○</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>●</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td></td>
<td>▲</td>
<td></td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
</tbody>
</table>

- ● - Commercial - Approved - marketing
- ■ - Medicare - Approved - marketing
- ▲ - Medicaid - Approved - marketing
- ○ - Commercial - Approved - not marketing
- □ - Medicare - Approved - not marketing
- △ - Medicaid - Approved - not marketing
### Northwestern Region Enrollment
By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>38</td>
<td>13</td>
<td>0</td>
<td>0</td>
<td>51</td>
<td>1.0%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>8</td>
<td>0.1%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>1,638</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,638</td>
<td>31.2%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>135</td>
<td>31</td>
<td>3</td>
<td>0</td>
<td>169</td>
<td>3.2%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>1,347</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,347</td>
<td>25.7%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0.1%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>614</td>
<td>20</td>
<td>1,378</td>
<td>0</td>
<td>2,012</td>
<td>38.4%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0.0%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>0.1%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>0.1%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>3,778</strong></td>
<td><strong>68</strong></td>
<td><strong>1,381</strong></td>
<td><strong>17</strong></td>
<td><strong>5,244</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

#### Northwestern Region Market Concentration

The portion of the market controlled by the top 5 HMO's in terms of enrollment.
### South Central Region Counties

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Douglas</th>
<th>Howell</th>
<th>Oregon</th>
<th>Ozark</th>
<th>Shannon</th>
<th>Texas</th>
<th>Wright</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Blue Anthem Cross &amp; Blue Shield</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

- **Commercial - Approved - marketing**
- **Medicare - Approved - marketing**
- **Medicaid - Approved - marketing**
- **Commercial - Approved - not marketing**
- **Medicare - Approved - not marketing**
- **Medicaid - Approved - not marketing**
## South Central Region Enrollment

By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>16</td>
<td>0</td>
<td>0.5%</td>
</tr>
<tr>
<td>dba Molina Healthcare of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Blue-Advantage Plus</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc.</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0.1%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba CIGNA Healthcare of Kansas/Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>6</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>0.2%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>152</td>
<td>112</td>
<td>0</td>
<td>0</td>
<td>264</td>
<td>7.4%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Harmony Health Plan of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>0.1%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>34</td>
<td>34</td>
<td>1.0%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc.</td>
<td>312</td>
<td>434</td>
<td>0</td>
<td>0</td>
<td>746</td>
<td>21.0%</td>
</tr>
<tr>
<td>dba Anthem Blue Cross &amp; Blue Shield</td>
<td>97</td>
<td>0</td>
<td>192</td>
<td>0</td>
<td>289</td>
<td>8.2%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>1,928</td>
<td>3</td>
<td>94</td>
<td>0</td>
<td>2,025</td>
<td>57.1%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>53</td>
<td>53</td>
<td>1.5%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>42</td>
<td>0</td>
<td>52</td>
<td>0</td>
<td>94</td>
<td>2.7%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2,543</td>
<td>555</td>
<td>338</td>
<td>109</td>
<td>3,545</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

The portion of the market controlled by the top 5 HMO's in terms of enrollment.

### South Central Region Market Concentration

- 2005: 98.6%
- 2006: 99.2%
- 2007: 99.0%
- 2008: 98.6%
- 2009: 96.4%

181
### Southeastern Region Counties

<table>
<thead>
<tr>
<th></th>
<th>Bollinger</th>
<th>Butler</th>
<th>Cape Girardeau</th>
<th>Carter</th>
<th>Dunklin</th>
<th>Mississippi</th>
<th>New Madrid</th>
<th>Pemiscot</th>
<th>Perry</th>
<th>Ripley</th>
<th>Scott</th>
<th>Stoddard</th>
<th>Wayne</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>▲</td>
<td>▲</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri, Inc.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
<td>❑</td>
</tr>
</tbody>
</table>

- ▲ - Commercial - Approved - marketing
- ❑ - Medicare - Approved - marketing
- ▲ - Medicaid - Approved - marketing
- ○ - Commercial - Approved - not marketing
- ■ - Medicare - Approved - not marketing
- △ - Medicaid - Approved - not marketing
# Southeastern Region Enrollment

By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Molina Healthcare of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc.</td>
<td>0</td>
<td>0</td>
<td>1,319</td>
<td>1,319</td>
<td>63.3%</td>
<td></td>
</tr>
<tr>
<td>dba Blue-Advantage Plus</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba CIGNA Healthcare of Kansas/Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0.1%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0.1%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>7</td>
<td>15</td>
<td>4</td>
<td>0</td>
<td>26</td>
<td>1.2%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>381</td>
<td>381</td>
<td>18.3%</td>
</tr>
<tr>
<td>dba Harmony Health Plan of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>381</td>
<td>381</td>
<td>18.3%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>77</td>
<td>77</td>
<td>3.7%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>37</td>
<td>86</td>
<td>0</td>
<td>0</td>
<td>123</td>
<td>5.9%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>6</td>
<td>0</td>
<td>22</td>
<td>0</td>
<td>28</td>
<td>1.3%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>4</td>
<td>0.2%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>59</td>
<td>59</td>
<td>2.8%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>36</td>
<td>0</td>
<td>8</td>
<td>0</td>
<td>64</td>
<td>3.1%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>110</strong></td>
<td><strong>104</strong></td>
<td><strong>35</strong></td>
<td><strong>1,836</strong></td>
<td><strong>2,085</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

**Southeastern Region Market Concentration**

The portion of the market controlled by the top 5 HMO's in terms of enrollment.
### Southwestern Region Counties

#### Alliance For Community Health, LLC dba Molina Healthcare of Missouri

<table>
<thead>
<tr>
<th>County</th>
<th>Approval Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barry</td>
<td>▲</td>
</tr>
<tr>
<td>Barton</td>
<td>▲</td>
</tr>
<tr>
<td>Christian</td>
<td>▲</td>
</tr>
<tr>
<td>Dodge</td>
<td>▲</td>
</tr>
<tr>
<td>Dallas</td>
<td>▲</td>
</tr>
<tr>
<td>Greene</td>
<td>▲</td>
</tr>
<tr>
<td>Hickory</td>
<td>▲</td>
</tr>
<tr>
<td>Jasper</td>
<td>▲</td>
</tr>
<tr>
<td>Laclede</td>
<td>▲</td>
</tr>
<tr>
<td>Lawrence</td>
<td>▲</td>
</tr>
<tr>
<td>McDonald</td>
<td>▲</td>
</tr>
<tr>
<td>Newton</td>
<td>▲</td>
</tr>
<tr>
<td>Polk</td>
<td>▲</td>
</tr>
<tr>
<td>St. Clair</td>
<td>▲</td>
</tr>
<tr>
<td>Stone</td>
<td>▲</td>
</tr>
<tr>
<td>Taney</td>
<td>▲</td>
</tr>
<tr>
<td>Webster</td>
<td>▲</td>
</tr>
</tbody>
</table>

- ▲ - Commercial - Approved - marketing
- ▲ - Medicaid - Approved - marketing
- ▲ - Medicare - Approved - marketing
- ▲ - Medicaid - Approved - not marketing
- ▲ - Medicare - Approved - not marketing
- ▲ - Commercial - Approved - not marketing

---

184
## Southwestern Region Enrollment

By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4,054</td>
<td>4,054</td>
<td>5.8%</td>
</tr>
<tr>
<td>dba Molina Healthcare of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>172</td>
<td>172</td>
<td>0.2%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4,016</td>
<td>4,016</td>
<td>5.8%</td>
</tr>
<tr>
<td>dba Blue-Advantage Plus</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>7</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba CIGNA Healthcare of Ohio, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0.0%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>345</td>
<td>304</td>
<td>5</td>
<td>654</td>
<td>654</td>
<td>9.9%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>2,688</td>
<td>2,453</td>
<td>0</td>
<td>0</td>
<td>5,141</td>
<td>7.4%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>83</td>
<td>0</td>
<td>0</td>
<td>83</td>
<td>83</td>
<td>1.1%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>4</td>
<td>3</td>
<td>3</td>
<td>10</td>
<td>10</td>
<td>0.0%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>16</td>
<td>16</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Harmony Health Plan of Missouri</td>
<td>a</td>
<td>a</td>
<td>a</td>
<td>a</td>
<td>a</td>
<td>a</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4,419</td>
<td>4,419</td>
<td>6.4%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc.</td>
<td>5,410</td>
<td>18,798</td>
<td>20</td>
<td>0</td>
<td>24,228</td>
<td>34.9%</td>
</tr>
<tr>
<td>dba Anthem Blue Cross &amp; Blue Shield</td>
<td>1,303</td>
<td>2</td>
<td>2,703</td>
<td>0</td>
<td>4,008</td>
<td>5.8%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>10,004</td>
<td>104</td>
<td>8,467</td>
<td>0</td>
<td>18,575</td>
<td>26.7%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2,432</td>
<td>2,432</td>
<td>3.5%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,678</td>
<td>1,678</td>
<td>2.4%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>580</td>
<td>0</td>
<td>1,098</td>
<td>0</td>
<td>1,678</td>
<td>2.4%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>20,425</td>
<td>21,664</td>
<td>12,296</td>
<td>15,109</td>
<td>69,494</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

The portion of the market controlled by the top 5 HMO's in terms of enrollment.
## Western Region Counties

<table>
<thead>
<tr>
<th>County</th>
<th>Buchanan</th>
<th>Caldwell</th>
<th>Carroll</th>
<th>Cass</th>
<th>Clay</th>
<th>Clinton</th>
<th>Henry</th>
<th>Jackson</th>
<th>Johnson</th>
<th>Lafayette</th>
<th>Livingston</th>
<th>Platte</th>
<th>Ray</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bates</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Buchanan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caldwell</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carroll</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cass</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clay</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clinton</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Henry</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jackson</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Johnson</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lafayette</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Livingston</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Platte</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ray</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- ● - Commercial - Approved - marketing
- ○ - Commercial - Approved - not marketing
- ■ - Medicare - Approved - marketing
- □ - Medicare - Approved - not marketing
- ▲ - Medicaid - Approved - marketing
- △ - Medicaid - Approved - not marketing
# Western Region Enrollment

By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>2,296</td>
<td>750</td>
<td>0</td>
<td>0</td>
<td>3,046</td>
<td>1.3%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>0</td>
<td>0</td>
<td>7,672</td>
<td>7,672</td>
<td>3.2%</td>
<td></td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>0</td>
<td>0</td>
<td>30,743</td>
<td>30,743</td>
<td>12.9%</td>
<td></td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>50,690</td>
<td>50,690</td>
<td>21.3%</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>710</td>
<td>21</td>
<td>0</td>
<td>731</td>
<td>0.3%</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>2,660</td>
<td>0</td>
<td>0</td>
<td>2,660</td>
<td>1.1%</td>
<td></td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>15,309</td>
<td>5,122</td>
<td>5,800</td>
<td>0</td>
<td>26,231</td>
<td>11.0%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>69,723</td>
<td>0</td>
<td>0</td>
<td>69,723</td>
<td>29.3%</td>
<td></td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>1</td>
<td>4</td>
<td>0</td>
<td>5</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>0</td>
<td>0</td>
<td>13</td>
<td>13</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>33,229</td>
<td>33,229</td>
<td>14.0%</td>
<td></td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>97</td>
<td>78</td>
<td>0</td>
<td>175</td>
<td>0.1%</td>
<td></td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>2,751</td>
<td>66</td>
<td>6,454</td>
<td>0</td>
<td>9,271</td>
<td>3.9%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>22</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>25</td>
<td>0.0%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>1,903</td>
<td>1,903</td>
<td>0.8%</td>
<td></td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>1,679</td>
<td>66</td>
<td>5</td>
<td>1,750</td>
<td>0.7%</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>95,248</strong></td>
<td><strong>6,108</strong></td>
<td><strong>12,262</strong></td>
<td><strong>124,250</strong></td>
<td><strong>237,868</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

**Western Region Market Concentration**

The portion of the market controlled by the top 5 HMO's in terms of enrollment.
## Missouri Total Enrollment in Each MSA

### by Enrollment Classification

<table>
<thead>
<tr>
<th>Region</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>% of Missouri Market</th>
</tr>
</thead>
<tbody>
<tr>
<td>Columbia</td>
<td>1,848</td>
<td>6,037</td>
<td>114</td>
<td>13,770</td>
<td>21,769</td>
<td>2.8%</td>
</tr>
<tr>
<td>Jefferson City</td>
<td>2,442</td>
<td>5,904</td>
<td>600</td>
<td>12,986</td>
<td>21,932</td>
<td>2.8%</td>
</tr>
<tr>
<td>Joplin</td>
<td>2,748</td>
<td>4,832</td>
<td>668</td>
<td>11</td>
<td>8,259</td>
<td>1.0%</td>
</tr>
<tr>
<td>Kansas City</td>
<td>93,383</td>
<td>5,903</td>
<td>11,505</td>
<td>117,527</td>
<td>228,318</td>
<td>28.9%</td>
</tr>
<tr>
<td>Springfield</td>
<td>10,841</td>
<td>10,879</td>
<td>8,664</td>
<td>4,189</td>
<td>34,573</td>
<td>4.4%</td>
</tr>
<tr>
<td>St. Joseph</td>
<td>7,951</td>
<td>181</td>
<td>381</td>
<td>32</td>
<td>8,545</td>
<td>1.1%</td>
</tr>
<tr>
<td>St. Louis</td>
<td>51,008</td>
<td>23,030</td>
<td>78,633</td>
<td>190,156</td>
<td>342,827</td>
<td>43.3%</td>
</tr>
<tr>
<td>Missouri/Non MSA</td>
<td>17,125</td>
<td>15,773</td>
<td>7,178</td>
<td>83,420</td>
<td>123,496</td>
<td>15.6%</td>
</tr>
<tr>
<td>Non Missouri/NonMSA</td>
<td>812</td>
<td>605</td>
<td>88</td>
<td>48</td>
<td>1,553</td>
<td>0.2%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>188,158</strong></td>
<td><strong>73,144</strong></td>
<td><strong>107,831</strong></td>
<td><strong>422,139</strong></td>
<td><strong>791,272</strong></td>
<td><strong>100.0%</strong></td>
</tr>
<tr>
<td>% of Missouri Market</td>
<td><strong>23.7%</strong></td>
<td><strong>9.2%</strong></td>
<td><strong>13.6%</strong></td>
<td><strong>53.3%</strong></td>
<td><strong>100.0%</strong></td>
<td></td>
</tr>
</tbody>
</table>

![Pie Chart showing Enrollment by Region](chart.png)
### Columbia MSA Counties

<table>
<thead>
<tr>
<th>Provider</th>
<th>Boone</th>
<th>Howard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>●</td>
<td>□</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

- **●** - Commercial - Approved - marketing
- **■** - Medicare - Approved - marketing
- **▲** - Medicaid - Approved - marketing
- **○** - Commercial - Approved - not marketing
- **□** - Medicare - Approved - not marketing
- **△** - Medicaid - Approved - not marketing
### Columbia MSA Enrollment

By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>0</td>
<td>0</td>
<td>397</td>
<td>397</td>
<td>1,894</td>
<td>1.8%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>8</td>
<td>12</td>
<td>0.0%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Good Health MO, Inc. dba Blue-Care, Inc.</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>22</td>
<td>0.0%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>19</td>
<td>51</td>
<td>84</td>
<td>0</td>
<td>154</td>
<td>0.7%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>6</td>
<td>0.0%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>4,180</td>
<td>4,180</td>
<td>8,360</td>
<td>19.2%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>1,573</td>
<td>5,894</td>
<td>0</td>
<td>0</td>
<td>7,467</td>
<td>34.3%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>26</td>
<td>0</td>
<td>27</td>
<td>0</td>
<td>53</td>
<td>0.2%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>107</td>
<td>88</td>
<td>1</td>
<td>0</td>
<td>196</td>
<td>0.9%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>9,186</td>
<td>9,186</td>
<td>18,372</td>
<td>42.2%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>113</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>115</td>
<td>0.5%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>1,848</strong></td>
<td><strong>6,037</strong></td>
<td><strong>114</strong></td>
<td><strong>13,770</strong></td>
<td><strong>21,769</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

**The portion of the market controlled by the top 5 HMO's in terms of enrollment.**

- 2005: 99.5%
- 2006: 99.2%
- 2007: 99.5%
- 2008: 98.4%
- 2009: 98.4%
Jefferson City MSA Counties

<table>
<thead>
<tr>
<th></th>
<th>Callaway</th>
<th>Cole</th>
<th>Moniteau</th>
<th>Osage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>●</td>
<td>●</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

- Commercial - Approved - marketing
- Medicare - Approved - marketing
- Medicaid - Approved - marketing
- Commercial - Approved - not marketing
- Medicare - Approved - not marketing
- Medicaid - Approved - not marketing
Jefferson City MSA Enrollment
By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Molina Healthcare of Missouri</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,209</td>
<td>1,209</td>
<td>5.5%</td>
</tr>
<tr>
<td>dba Blue-Advantage Plus</td>
<td></td>
<td></td>
<td></td>
<td>97</td>
<td>97</td>
<td>0.4%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9</td>
<td>9</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba CIGNA Healthcare of Kansas/Missouri</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>5</td>
<td>0.0%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0.0%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0.0%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>42</td>
<td>213</td>
<td>117</td>
<td>0</td>
<td>372</td>
<td>1.7%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>87</td>
<td>87</td>
<td>0.4%</td>
</tr>
<tr>
<td>dba Harmony Health Plan of Missouri</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5,611</td>
<td>5,611</td>
<td>25.6%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>1,837</td>
<td>5,671</td>
<td>0</td>
<td>0</td>
<td>7,508</td>
<td>34.2%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>216</td>
<td>2</td>
<td>475</td>
<td>0</td>
<td>693</td>
<td>3.2%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>32</td>
<td>15</td>
<td>1</td>
<td>0</td>
<td>68</td>
<td>0.3%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>5,973</td>
<td>5,973</td>
<td>27.2%</td>
</tr>
<tr>
<td>UnitedHealthCare of the Midwest, Inc.</td>
<td>290</td>
<td>0</td>
<td>6</td>
<td>0</td>
<td>296</td>
<td>1.3%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2,442</td>
<td>5,904</td>
<td>600</td>
<td>12,986</td>
<td>21,932</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

The portion of the market controlled by the top 5 HMO's in terms of enrollment.
### Joplin MSA Counties

<table>
<thead>
<tr>
<th>Company</th>
<th>Jasper</th>
<th>Newton</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance for Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>▲</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

- ● - Commercial - Approved - marketing
- ▲ - Medicaid - Approved - marketing
- ■ - Medicare - Approved - marketing
- △ - Medicaid - Approved - not marketing
- □ - Medicare - Approved - not marketing
- ○ - Commercial - Approved - not marketing
## Joplin MSA Enrollment

By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Molina Healthcare of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Blue-Advantage Plus</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc.</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba CIGNA Healthcare of Kansas/Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>42</td>
<td>147</td>
<td>1</td>
<td>0</td>
<td>190</td>
<td>2.3%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>102</td>
<td>77</td>
<td>0</td>
<td>0</td>
<td>179</td>
<td>2.2%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Harmony Health Plan of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc.</td>
<td>833</td>
<td>4,607</td>
<td>0</td>
<td>0</td>
<td>5,440</td>
<td>65.9%</td>
</tr>
<tr>
<td>dba Anthem Blue Cross &amp; Blue Shield</td>
<td>428</td>
<td>1</td>
<td>663</td>
<td>0</td>
<td>1,092</td>
<td>13.2%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>1,310</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1,312</td>
<td>15.9%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>26</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>27</td>
<td>0.3%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>2,748</strong></td>
<td><strong>4,832</strong></td>
<td><strong>668</strong></td>
<td><strong>11</strong></td>
<td><strong>8,259</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

The portion of the market controlled by the top 5 HMO's in terms of enrollment.

![Joplin MSA Region Market Concentration](chart.png)
# Kansas City MSA Counties

<table>
<thead>
<tr>
<th>Kansas Counties in MSA*</th>
<th>Franklin</th>
<th>Johnson</th>
<th>Leavenworth</th>
<th>Linn</th>
<th>Miami</th>
<th>Wyandotte</th>
</tr>
</thead>
</table>

### Table:

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Bates</th>
<th>Caldwell</th>
<th>Cass</th>
<th>Clay</th>
<th>Clinton</th>
<th>Jackson</th>
<th>Lafayette</th>
<th>Platte</th>
<th>Ray</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td></td>
<td>•</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td></td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td></td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>▲</td>
<td>▲</td>
<td></td>
<td></td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td></td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Health Plan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>•</td>
<td>•</td>
<td>•</td>
<td></td>
<td>•</td>
<td>•</td>
<td>•</td>
<td>•</td>
<td></td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td></td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td></td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td></td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td></td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>

* Licensing & Marketing data not available for these counties.

| - Commercial - Approved - marketing |       |
| - Medicare - Approved - marketing  |       |
| - Medicaid - Approved - marketing  |       |
| - Commercial - Approved - not marketing |       |
| - Medicare - Approved - not marketing |       |
| - Medicaid - Approved - not marketing |       |
**Kansas City MSA Enrollment**

By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>2,232</td>
<td>667</td>
<td>0</td>
<td>0</td>
<td>2,899</td>
<td>1.3%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Molina Healthcare of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Blue-Advantage Plus</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc.</td>
<td>702</td>
<td>21</td>
<td>0</td>
<td>0</td>
<td>48,422</td>
<td>21.2%</td>
</tr>
<tr>
<td>dba CIGNA Healthcare of Kansas/Missouri</td>
<td>702</td>
<td>21</td>
<td>0</td>
<td>0</td>
<td>48,422</td>
<td>21.2%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>304</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>304</td>
<td>0.1%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>14,698</td>
<td>5,013</td>
<td>5,773</td>
<td>0</td>
<td>25,484</td>
<td>11.2%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>2</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>0.0%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>71,335</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>71,335</td>
<td>31.2%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0.0%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9</td>
<td>0.0%</td>
</tr>
<tr>
<td>dba Harmony Health Plan of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9</td>
<td>0.0%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>31,332</td>
<td>13.7%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc.</td>
<td>99</td>
<td>65</td>
<td>0</td>
<td>0</td>
<td>164</td>
<td>0.1%</td>
</tr>
<tr>
<td>dba Anthem Blue Cross &amp; Blue Shield</td>
<td>99</td>
<td>65</td>
<td>0</td>
<td>0</td>
<td>164</td>
<td>0.1%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>2,359</td>
<td>66</td>
<td>5,724</td>
<td>0</td>
<td>8,149</td>
<td>3.6%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>22</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>23</td>
<td>0.0%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,702</td>
<td>0.7%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>1,629</td>
<td>65</td>
<td>7</td>
<td>0</td>
<td>1,701</td>
<td>0.7%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>93,383</strong></td>
<td><strong>5,903</strong></td>
<td><strong>11,505</strong></td>
<td><strong>117,527</strong></td>
<td><strong>228,318</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

**Kansas City MSA Region Market Concentration**

The portion of the market controlled by the top 5 HMO's in terms of enrollment.
Springfield MSA Counties

<table>
<thead>
<tr>
<th></th>
<th>Christian</th>
<th>Dallas</th>
<th>Greene</th>
<th>Polk</th>
<th>Webster</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td></td>
<td></td>
<td></td>
<td>▲</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>■</td>
<td>■</td>
<td>■</td>
<td>■</td>
<td>■</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>■</td>
<td>□</td>
<td>■</td>
<td>■</td>
<td>■</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

- ▲ - Commercial - Approved - marketing
- ▲ - Medicare - Approved - marketing
- ▲ - Medicaid - Approved - marketing
- □ - Commercial - Approved - not marketing
- □ - Medicare - Approved - not marketing
- □ - Medicaid - Approved - not marketing

198
### Springfield MSA Enrollment

By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>0</td>
<td>0</td>
<td>1,365</td>
<td>1,365</td>
<td>3.9%</td>
<td></td>
</tr>
<tr>
<td>dba Molina Healthcare of Missouri</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>7</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc.</td>
<td>0</td>
<td>0</td>
<td>1,484</td>
<td>1,484</td>
<td>4.3%</td>
<td></td>
</tr>
<tr>
<td>dba Blue-Advantage Plus</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>1,365</td>
<td>1,365</td>
<td>3.9%</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>dba CIGNA Healthcare of Kansas/Missouri</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>6</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>57</td>
<td>1</td>
<td>0</td>
<td>270</td>
<td>0.8%</td>
<td></td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>1,801</td>
<td>1,452</td>
<td>0</td>
<td>0</td>
<td>9.4%</td>
<td></td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>0</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc.</td>
<td>0</td>
<td>0</td>
<td>13</td>
<td>13</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>dba Harmony Health Plan of Missouri</td>
<td>0</td>
<td>0</td>
<td>13</td>
<td>13</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>HMO Missouri, Inc.</td>
<td>3,084</td>
<td>9,288</td>
<td>9</td>
<td>0</td>
<td>12,381</td>
<td>35.8%</td>
</tr>
<tr>
<td>dba Anthem Blue Cross &amp; Blue Shield</td>
<td>504</td>
<td>1</td>
<td>1,618</td>
<td>0</td>
<td>2,123</td>
<td>6.1%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>4,774</td>
<td>78</td>
<td>6,120</td>
<td>0</td>
<td>10,972</td>
<td>31.7%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>455</td>
<td>0</td>
<td>915</td>
<td>0</td>
<td>1,370</td>
<td>4.0%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>10,841</td>
<td>10,879</td>
<td>8,664</td>
<td>4,189</td>
<td>34,573</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

---

**Springfield MSA Region Market Concentration**

The portion of the market controlled by the top 5 HMO's in terms of enrollment.
St. Joseph MSA Counties

<table>
<thead>
<tr>
<th></th>
<th>Andrew</th>
<th>Buchanan</th>
<th>Dekalb</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>●</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>●</td>
<td>●</td>
<td>▲</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>●</td>
<td></td>
<td>□</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td></td>
<td>○</td>
<td></td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
</tbody>
</table>

● - Commercial - Approved - marketing
■ - Medicare - Approved - marketing
▲ - Medicaid - Approved - marketing
○ - Commercial - Approved - not marketing
□ - Medicare - Approved - not marketing
△ - Medicaid - Approved - not marketing

* Licensing & Marketing data not available for these counties.
### St. Joseph MSA Enrollment

By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>96</td>
<td>96</td>
<td>0</td>
<td>0</td>
<td>192</td>
<td>2.2%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>0.0%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>7</td>
<td>7</td>
<td>0.1%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>12</td>
<td>0.1%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Missouri</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Kansas/ Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>3,177</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>3,177</td>
<td>37.2%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>328</td>
<td>65</td>
<td>5</td>
<td>0</td>
<td>398</td>
<td>4.7%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0.0%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>4,073</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4,073</td>
<td>47.7%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>harmony Health Plan of Illinois, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>0</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0.0%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>274</td>
<td>15</td>
<td>373</td>
<td>0</td>
<td>662</td>
<td>7.7%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0.0%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9</td>
<td>9</td>
<td>0.1%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>7,951</strong></td>
<td><strong>181</strong></td>
<td><strong>381</strong></td>
<td><strong>32</strong></td>
<td><strong>8,545</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

**St. Joseph MSA Region Market Concentration**

The portion of the market controlled by the top 5 HMO's in terms of enrollment.
# St. Louis MSA Counties

<table>
<thead>
<tr>
<th></th>
<th>Franklin</th>
<th>Jefferson</th>
<th>Lincoln</th>
<th>St. Charles</th>
<th>St. Louis</th>
<th>St. Louis City</th>
<th>Warren</th>
<th>Washington</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td></td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alliance For Community Health, LLC dba Molina Healthcare of Missouri</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>●</td>
<td>○</td>
<td>○</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td></td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
<td>▲</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

### Table of Contents

<table>
<thead>
<tr>
<th>Illinois Counties in MSA*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bond</td>
</tr>
<tr>
<td>Calhoun</td>
</tr>
<tr>
<td>Clinton</td>
</tr>
<tr>
<td>Jersey</td>
</tr>
<tr>
<td>Macoupin</td>
</tr>
<tr>
<td>Madison</td>
</tr>
<tr>
<td>Monroe</td>
</tr>
<tr>
<td>St. Clair</td>
</tr>
</tbody>
</table>

* Licensing & Marketing data not available for these counties.
### St. Louis MSA Enrollment\(^5\)

By Company and Enrollment Classification

<table>
<thead>
<tr>
<th>Health Maintenance Organization</th>
<th>HMO Plan Enrollees</th>
<th>POS Plan Enrollees</th>
<th>Medicare Enrollees(^2)</th>
<th>Medicaid Enrollees</th>
<th>Total Members</th>
<th>Market Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health, Inc.</td>
<td>1,953</td>
<td>378</td>
<td>0</td>
<td>0</td>
<td>2,331</td>
<td>0.7%</td>
</tr>
<tr>
<td>Alliance For Community Health, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>dba Molina Healthcare of Missouri</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>52,474</td>
<td>52,474</td>
<td>15.3%</td>
</tr>
<tr>
<td>Blue-Advantage Plus of Kansas City, Inc. dba Blue-Advantage Plus</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>0.0%</td>
</tr>
<tr>
<td>Children's Mercy's Family Health Partners, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12</td>
<td>12</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of Ohio, Inc. dba CIGNA Healthcare of Kansas/Missouri</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>0.0%</td>
</tr>
<tr>
<td>CIGNA Healthcare of St. Louis, Inc.</td>
<td>198</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>198</td>
<td>0.1%</td>
</tr>
<tr>
<td>Community Health Plan</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Coventry Health Care of Kansas, Inc.</td>
<td>10</td>
<td>9</td>
<td>1</td>
<td>0</td>
<td>20</td>
<td>0.0%</td>
</tr>
<tr>
<td>Cox Health Systems HMO, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Essence Healthcare, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>17,400</td>
<td>17,400</td>
<td>5.1%</td>
</tr>
<tr>
<td>Good Health HMO, Inc. dba Blue-Care, Inc.</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>6</td>
<td>0.0%</td>
</tr>
<tr>
<td>Group Health Plan, Inc.</td>
<td>11,977</td>
<td>9,576</td>
<td>21,925</td>
<td>0</td>
<td>43,478</td>
<td>12.7%</td>
</tr>
<tr>
<td>Harmony Health Plan of Illinois, Inc. dba Harmony Health Plan of Missouri</td>
<td>0</td>
<td>0</td>
<td>1,165</td>
<td>15,024</td>
<td>16,189</td>
<td>4.7%</td>
</tr>
<tr>
<td>Healthcare USA of Missouri, LLC</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>120,437</td>
<td>120,437</td>
<td>35.1%</td>
</tr>
<tr>
<td>HealthLink HMO, Inc. dba HealthLink HMO</td>
<td>20</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>20</td>
<td>0.0%</td>
</tr>
<tr>
<td>HMO Missouri, Inc. dba Anthem Blue Cross &amp; Blue Shield</td>
<td>24,215</td>
<td>9,775</td>
<td>18</td>
<td>0</td>
<td>34,008</td>
<td>9.9%</td>
</tr>
<tr>
<td>Humana Health Plan, Inc.</td>
<td>542</td>
<td>1</td>
<td>922</td>
<td>0</td>
<td>1,465</td>
<td>0.4%</td>
</tr>
<tr>
<td>Mercy Health Plans of Missouri, Inc.</td>
<td>4,171</td>
<td>3,236</td>
<td>6,666</td>
<td>0</td>
<td>14,073</td>
<td>4.1%</td>
</tr>
<tr>
<td>Missouri Care, Inc.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2,205</td>
<td>2,205</td>
<td>0.6%</td>
</tr>
<tr>
<td>UnitedHealthcare of the Midwest, Inc.</td>
<td>7,912</td>
<td>55</td>
<td>30,536</td>
<td>0</td>
<td>38,503</td>
<td>11.2%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>51,008</td>
<td>23,030</td>
<td>78,633</td>
<td>190,156</td>
<td>342,827</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

#### St. Louis MSA Region Market Concentration

The portion of the market controlled by the top 5 HMO's in terms of enrollment.

- 2005: 84.2%
- 2006: 86.6%
- 2007: 86.3%
- 2008: 84.3%
- 2009: 84.3%
End-Notes

1. Source: HMO Annual Supplement Report for Each Year

2. Medicare activity in this publication reflects Medicare Advantage products sold by HMOs in Missouri. Under the federal rules for the Medicare Advantage program, both HMOs and insurance companies may offer Medicare Advantage. This publication reflects Medicare Advantage activity for HMOs only. Items such as market share and average market costs or premiums do not include any activity reflecting Medicare Advantage products sold by insurance companies. For information about both HMOs and insurance companies offering Medicare Advantage in Missouri, refer to the Web sites for the federal Centers for Medicare and Medicaid Services (CMS): [http://www.medicare.gov](http://www.medicare.gov) and [http://www.cms.hhs.gov](http://www.cms.hhs.gov).

3. Formula for calculating % changes = (Current Year Total - Previous Year Total) / Previous Year Total

4. Source: 2009 Annual Financial Statement

5. Source: 2009 HMO Annual Supplement Report

6. Items such as average member per month premiums and financial ratios for HealthLink HMO, Inc. are often significantly different from other HMOs due to HealthLink’s small volume of fully insured activity. D IFP reviewed the impact of HealthLink’s activity on market trends and averages. Any significant impact is noted.

7. Source: Annual Financial Statement for Each Year

8. Total Revenue is less than Net Premium due to drop in Premium Reserves for some years.

9. Hospital Costs include Inpatient Hospital, Outpatient Hospital and Emergency Room costs.

10. Source: HMO Service Area records filed with DIFP.


12. Source: Annual Report of Utilization Review Activities for each year

13. Source: Missouri Supplements to Annual Statements for each year

14. Source: 2009 Missouri Supplement to Annual Statements

15. This company has URAC accreditation, but not the type required for access plan purposes.

16. “Conditionally Approved” status was due entirely to the MC+ Expansion into a large group of new, rural counties.

17. Source: 2009 HMO Network Access Plans


19. Source: 2009 HMO Supplement Reports for Each Quarter

20. For companies with less than 5 years worth of data, percent change is calculated for the number of years for which data are available. For some items where the company reports $0 for either the first year or the last year, true percent change can’t be calculated. D IFP has used either ±100% as appropriate, or has used the years for which something other than $0 is reported, as appropriate.
21. Missouri Care, LC, was sold in 2006 to Schaller Anderson. In 2007, Schaller Anderson was purchased by Aetna, Inc. In order to effectuate these transactions, and also to switch the company to “for profit” tax status, the Missouri Care, LC, license was surrendered, and a new HMO named Missouri Care, Inc., was established. However, at the level of HMO operations, there were no changes in the personnel, the provider network, or in the contract with the MO HealthNet Division (formerly the Division of Medical Services). Therefore, the company is presented as though there was no change except for name and tax status. Historical data for Missouri Care, LC, is presented in conjunction with current data for Missouri Care, Inc. The only exception to this treatment is the company’s Estimated Liability of Unpaid Claims in the Prior Year.

22. Essence is not accredited, but has a contract with the Centers for Medicare and Medicaid Services (CMS) to provide a Medicare Advantage plan in the St. Louis area. Under the Missouri laws for HMO network adequacy, a contract with CMS is treated like accreditation. The HMO is not required to submit data for analysis, but is deemed to have an adequate network. The contract with CMS is perpetually renewable, unless and until CMS or the company chooses to terminate it. Essence’s only line of business is Medicare Advantage, unlike any other HMO in Missouri.

23. The values shown for “All HMOs” or “Totals” or “Averages” is not an average of the column, but are a calculations made using industry totals.

24. For associations with special exemptions as set forth in Missouri law at section 376.421, RSMo (HB 1827, 2006), Coventry Health Care of Kansas, Inc. reported:

<table>
<thead>
<tr>
<th>Enrollment Categories</th>
<th>Number of Contracts as of 12/31</th>
<th>Number of Enrollees as of 12/31</th>
<th>Number of Insured Employers</th>
<th>Direct Premiums Written</th>
<th>Direct Premiums Earned</th>
<th>Direct Losses Paid</th>
<th>Direct Losses Incurred</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1b) Small employers in associations with rate differentials not exceeding 20 percent</td>
<td>1</td>
<td>17</td>
<td>1</td>
<td>$49,580</td>
<td>$49,580</td>
<td>$79,701</td>
<td>$76,567</td>
</tr>
<tr>
<td>(2b) Large employers in associations with rate differentials not exceeding 20 percent</td>
<td>1</td>
<td>791</td>
<td>5</td>
<td>$0</td>
<td>$2,765,963</td>
<td>$2,145,061</td>
<td>$2,060,736</td>
</tr>
</tbody>
</table>

25. In 2007 HealthLink HMO, Inc. had received funds from providers in regards to previously issued claims payments that were originally paid in 2006.

26. HealthLink HMO, Inc. reported significant reinsurance recoveries on the 2009 Annual Financial Statement, causing the Medical & Hospital Expense PMPM to differ from that of the Managed Care Filing Total Medical and Hospital Expense PMPM.
Available from the Missouri Department of Insurance, Financial Institutions and Professional Registration

Other Publications: The Missouri Department of Insurance, Financial Institutions and Professional Registration, publishes many insurance related reports. A complete list of reports is available at: http://www.insurance.mo.gov/reports/index.htm

For additional information, contact the Life and Health Section at (573) 751-4363 or the Statistics Section at (573) 526-2945

Available from the Missouri Department of Health & Senior Services (DHSS)

The Missouri Department of Health and Senior Services publishes many managed care reports. For copies, please send a written request and payment to:

Missouri Department of Health and Senior Services
PO Box 570
Jefferson City, MO 65102-0570
(573) 522-9610
www.dhss.mo.gov/ManagedCare/
Insurance Consumer Hotline

Contact DIFP’s Insurance Consumer Hotline if you have questions about your insurance policy or to file a complaint against an insurance company or agent:

difp.mo.gov

800-726-7390