

HUMANA HEALTH PLAN, INC.

The certificate of authority was issued on 8/14/87 to Humana Health Plan of TN, Inc.
On 9/14/87 Humana Health Plan of TN, Inc. merged into this HMO.

101 East Main Street - Louisville, KY 40202 - (502) 580-2073

www.humana.com

Service Area by County

West Tennessee Area: Fayette, Shelby and Tipton
Middle Tennessee Area: Davidson, Dekalb, Fentress, Grundy, Macon, Pickett, Smith, Trousdale, and Wilson
East Tennessee Area: Anderson, Bledso, Blount, Bradley, Campbell, Carter, Cocke, Cocke, Grainger, Greene, Hamblen, Hamilton, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, McMinn, Marion, Meigs, Monroe, Morgan, Polk, Rhea, Roane, Scott, Sevier, Sullivan, Unicoi, Union and Washington

Humana was not marketing their HMO in Tennessee from 1987 to 2007.

In the year ending 12/31/09, 0 members requested an Independent Review of their grievance.

NUMBER OF GRIEVANCES/INQUIRIES FOR 2009 of the grievances reported 0% were resolved successfully
of the grievances reported **100%** were resolved adversely

CATEGORY	Number of Inquiries to the HMO	Number of written grievances	Number of resolved grievances	Number of adverse decisions	Number of successful resolutions
1) availability/delivery of service	0	0	0	0	0
2) claim payment/amount of payment	1	1	1	0	1
3) contract terms and conditions	3	0	0	0	0
4) other	0	0	0	0	0
TOTAL	4	1	1	0	1

1 YEAR MEMBER ENROLLMENT STATISTICS

Year	Individual Members	Medicare members	Group members	Number groups	TOTAL members	Average Annual
ending 12/31/09	0	0	1,083	56	1,083	283
ending 12/31/08	0	0	0	0	0	0

