

	CImNo-VClmNo	Loss Date	Receipt Date	Accept/Deny	Payment Date	Days to Process	Remarks
1	99255714-1-1-1	9/24/1999	10/4/1999	2/2/2000	2/2/2000	121	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
2	99070278-1-1-1	10/18/1999	10/4/1999	2/7/2000	2/7/2000	126	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
3	99158783-1-1-3	11/11/1999	11/4/1999	2/28/2000	2/28/2000	116	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
4	99071427-1-1-1	12/7/1999	12/27/1999	3/29/2000	3/29/2000	93	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
5	99053198-1-1-1	12/10/1999	12/21/1999	3/29/2000	3/29/2000	99	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
6	99044508-1-1-1	9/3/1999	1/24/2000	3/30/2000	3/30/2000	66	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
7	99748293-1-1-1	12/24/1999	1/25/2000	3/30/2000	3/30/2000	65	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
8	99741158-2-1-1	10/22/1999	2/4/2000	4/11/2000	4/11/2000	67	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
9	99733004-1-1-5	12/21/1999	2/7/2000	4/11/2000	4/11/2000	64	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
10	99107897-1-1-2	1/21/2000	2/8/2000	4/11/2000	4/11/2000	63	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
11	99735323-1-1-7	10/6/1999	12/10/1999	5/5/2000	5/5/2000	147	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status

12	99752878-1-4-4	9/22/1999	3/14/2000	5/12/2000	5/12/2000	59	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
13	99291234-1-1-2	2/19/2000	3/7/2000	5/16/2000	5/16/2000	70	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
14	99755305-1-1-1	3/13/2000	3/29/2000	5/26/2000	5/26/2000	58	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
15	99044477-1-3-2	3/21/2000	4/3/2000	5/26/2000	5/26/2000	53	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
16	99148722-1-4-3	12/21/1999	5/1/2000	6/30/2000	6/30/2000	60	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
17	99744594-1-1-6	11/30/1999	8/14/2000	10/12/2000	10/12/2000	59	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
18	99729462-1-1-8	11/8/1999	11/18/1999	3/1/2000	3/1/2000	104	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
19	99079498-1-1-1	8/26/1999	9/21/1999	3/3/2000	3/3/2000	164	Company failed to process claim in 30 working days, or advise claimant in writing of claim status
20	99239949-1-1-1	9/25/1999	1/14/2000	3/13/2000	3/13/2000	59	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
21	99729504-1-1-7	11/10/1999	12/7/1999	3/13/2000	3/13/2000	97	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
22	99744164-1-1-1	12/25/1999	1/11/2000	3/13/2000	3/13/2000	62	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
23	99737896-1-1-1	9/9/1999	11/2/1999	3/15/2000	3/15/2000	134	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status

24	99069121-1-2-2	9/17/1999	1/13/2000	3/16/2000	3/16/2000	63	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
25	99742026-1-2-1	11/11/1999	12/10/1999	3/20/2000	3/20/2000	101	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
26	99158784-1-1-2	1/12/2000	2/7/2000	4/11/2000	4/11/2000	64	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
27	99255212-1-1-1	9/14/1999	2/21/2000	5/17/2000	DENIED	86	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
28	99249971-1-1-1	11/1/1999	11/22/1999	5/17/2000	DENIED	177	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
29	99070309-1-1-1	11/24/1999	12/6/1999	2/15/2000	DENIED	71	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
30	99739260-1-2-1	11/22/1999	11/26/1999	4/19/2000	DENIED	145	Company failed to process claim in 30 working days, or advise claimant in writing of claim status
31	99739260-1-3-1	1/18/2000	1/27/2000	5/30/2000	DENIED	124	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
32	99712563-1-2-3	8/22/1999	3/20/2000	8/3/2000	DENIED	136	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
33	99262384-1-1-3	9/9/1999	9/27/1999	3/7/2000	DENIED	162	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status
34	99719020-1-2-1	9/27/1999	10/11/1999	4/19/2000	DENIED	191	Company failed to process claim in 40 calendar days, or advise claimant in writing of claim status

Co	CimNo-VCimNo	Loss Date	Receipt Date	Accept/Deny	Payment Date	Days to Process	Remarks
1	99729497-1-1-14	9/11/1999	2/21/2000	3/6/2000	3/6/2000	na	Charge amount was incorrectly entered in claim system by adjuster. As result of the this examination, an additional \$66.30 was paid on this claim.
2	99075465-1-1-1	10/13/1999	3/27/2000	3/27/2000	3/27/2000	0	Claim was denied in error. As a result of this examination, \$128.00 was paid on this claim.
3	99074924-1-1-1	9/20/1999	4/11/2000	6/19/2000	6/19/2000	69	Claim was denied in error. As a result of this examination, \$100.00 was paid on this claim.
4	R19180701	6/14/2000	6/21/2000	6/27/2000	6/27/2000	6	Claim was incorrectly applied to deductible by dental auto adjudication system. As a result of this examination, the Company was asked to reprocess the underpayment. Pending.
5	Q48912001	1/31/2000	2/15/2000	2/24/2000	2/24/2000	9	Claim was incorrectly applied to deductible. As a result of this examination, an additional \$25.00 was paid on this claim.
6	R52735701	6/23/2000	8/21/2000	8/29/2000	8/29/2000	8	Claim was incorrectly applied to deductible by dental auto adjudication system. As a result of this examination, \$39.00 was paid on this claim.
7	Q-581361-01	2/5/2000	6/28/2000	7/6/2000	7/6/2000	8	Claim was denied in error. Denied as a pre-existing condition. As a result of this examination, the Company was asked to reprocess the underpayment. Pending.

Co	CImNo-VCImNo	Loss Date	Receipt Date	Accept/Deny	Payment Date	Days to Process	Remarks
1	99052182-1-1-3	11/10/1999	5/1/2000	6/30/2000	6/30/2000	60	The Company's claim file failed to contain all documents, notes and work papers that pertain to the claim. Company could not reproduce a copy of the letter sent to the claimant and a copy was not placed in the claim file.

CCR 2695.3, subd. (a)
CIC 790.03, subd. (h)(3), (5)

MID-WEST
(Group Health)

EXHIBIT B-3

Co	ClnNo- VClnNo	Loss Date	Receipt Date	Accept/ Deny	Payment Date	to Proce	Remarks
1	R82684301	9/8/2000	10/16/2000	11/30/2000	11/30/2000	45	The Company failed to reimburse claims as soon as practical, but no later than 30 working days after receipt of the claim, and failed to pay interest on an uncontested claim after 30 working days. Claim was received on 10-16-00, and processed on 11-30-00.
2	Q17141502	11/29/1999	12/21/1999	2/15/2000	2/15/2000	56	The Company failed to reimburse claims as soon as practical, but no later than 30 working days after receipt of the claim, and failed to pay interest on an uncontested claim after 30 working days. Claim was received on 12-21-99, and processed on 2-15-00.
3	R82414001	5/18/2000	6/13/2000	1/16/2001	1/16/2001	217	The Company failed to reimburse claims as soon as practical, but no later than 30 working days after receipt of the claim, and failed to pay interest on an uncontested claim after 30 working days. Claim was received on 6-13-00, and processed on 1-16-01.

4	R99906501	10/27/2000	11/10/2000	1/15/2001	1/15/2001	66	The Company failed to reimburse claims as soon as practical, but no later than 30 working days after receipt of the claim, and failed to pay interest on an uncontested claim after 30 working days. Claim was received on 11/10/00, and processed on 1-15-01.
5	Q76301801	3/8/2000	3/30/2000	5/16/2000	5/16/2000	47	The Company failed to reimburse claims as soon as practical, but no later than 30 working days after receipt of the claim, and failed to pay interest on an uncontested claim after 30 working days. Claim was received on 3/30/00 and processed on 5/16/2000.
6	R04745602	1/7/2000	5/22/2000	8/3/2000	8/3/2000	73	The Company failed to reimburse claims as soon as practical, but no later than 30 working days after receipt of the claim, and failed to pay interest on an uncontested claim after 30 working days. Claim was received on 5/22/00 and processed on 8/3/2000.
7	R07842301	5/8/2000	5/24/2000	7/25/2000	7/25/2000	62	The Company failed to reimburse claims as soon as practical, but no later than 30 working days after receipt of the claim. (claim was denied.) Claim was received on 5/24/00, and processed on 7/25/00.
8	Q90409101	4/20/2000	4/27/2000	6/16/2000	6/16/2000	50	The Company failed to reimburse claims as soon as practical, but no later than 30 working days after receipt of the claim. (claim was denied.) Claim was received on 4/27/00, and processed on 6/16/00.
9	Q-964638-01	4/24/2000	5/9/2000	7/20/2000	7/20/2000	72	The Company failed to reimburse claims as soon as practical, but no later than 30 working days after receipt of the claim. (claim was denied). Claim was received on 5/9/00, and processed on 7/20/00.

10	Q-845218-01	3/21/2000	4/19/2000	6/8/2000	6/8/2000	50	The Company failed to reimburse claims as soon as practical, but no later than 30 working days after receipt of the claim, and failed to pay interest on an uncontested claim after 30 working days. Claim was received on 4/19/00, and processed on 6/8/00.
11	Q-773399-01	3/14/2000	4/5/2000	6/6/2000	6/6/2000	62	The Company failed to reimburse claims as soon as practical, but no later than 30 working days after receipt of the claim, and failed to pay interest on an uncontested claim after 30 working days. Claim was received on 4/5/00, and processed on 6/6/00.