

Year 2008 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2007 statistics

Insurance Provider	External Reviews Pursued	Decision Upheld	Decision Reversed	Decision Partially Reversed
Aetna Health, Inc.	1	0	1	0
Aetna Life Insurance Company	4	4	0	0
Boston Medical Center HealthNet Plan	1	1	0	0
Blue Cross and Blue Shield of Massachusetts, Inc.	45	29	14	2
Blue Cross and Blue Shield of Mass. HMO	87	64	21	2
CIGNA HealthCare of Massachusetts, Inc.				
Connecticut General Life Insurance Company (PPO, DPP, DPPO)				
ConnectiCare of Massachusetts, Inc.	1	1	0	0
(Consolidated Health Plans)				
Nationwide Life Insurance Company	0	0	0	0
Fallon Community Health Plan, Inc.	9	n/a	2	n/a
Fallon Health & Life Assurance Company	0	0	0	0
<i>Assurant Health</i>				
Time Insurance Company	0	0	0	0
Union Security Insurance Company	0	0	0	0
John Alden Life Insurance Company	0	0	0	0
Genworth Life and Health Insurance Company				
(The) Guardian Life Insurance Company of America	1	n/a	n/a	n/a
Harvard Pilgrim Health Care, Inc.	27	21	6	0
Harvard Pilgrim Insurance Company	27	21	6	0
Harvard Pilgrim Health Care of New England, Inc.				
Health New England, Inc.	11	6	1	0
Neighborhood Health Plan, Inc.	4	3	1	0

Neighborhood Commonwealth Care Plan	2	1	1	0
Pioneer Management Systems, Inc. on behalf of Markel Insurance Company	0	N/A	N/A	N/A
Combined Insurance Company				
Pioneer Health Network	1			
First Health Network	0			
Trustmark Insurance Company	0	N/A	N/A	N/A
Tufts Insurance Company	1	1	0	0
Tufts Associated Health Maintenance Organization, Inc.				
UNICARE Life and Health Insurance Company	1	0	1	0
United HealthCare Insurance Company	0	0	0	0
United Healthcare of New England, Inc.	2	1	1	0
Network Health	0	0	0	0