

Year 2008 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2007 statistics

Insurance Provider	Sources of Independent Studies Regarding satisfaction and quality of services
Aetna Health, Inc. Aetna Life Insurance Company	NCQA CHAPS HEDIS NCQA,
Boston Medical Center HealthNet Plan	CAHPS
Blue Cross and Blue Shield of Massachusetts, Inc. Blue Cross and Blue Shield of Mass. HMO	NCQA Health Plan Report Card Quality Compass A.M. Best Health Care NCAQ State of Health Care Quality Report
CIGNA HealthCare of Massachusetts, Inc.	
Connecticut General Life Insurance Company (PPO, DPP, DPPO)	
ConnectiCare of Massachusetts, Inc.	NCQA HEDIS 2007 CAHPS 3.0 Data Submission 2007 Consumer Assessment of Healthcare Providers and Systems (CAHPS) NCQA - HEDIS 2007 for Measurement Year
(Consolidated Health Plans) Nationwide Life Insurance Company	Self-administered annual satisfaction survey
Fallon Community Health Plan, Inc. Fallon Health & Life Assurance Company	NCQA Health Plan Report Card US New & World Report NCQ Health Plan Rankings N/A
<i>Assurant Health</i> Time Insurance Company Union Security Insurance Company John Alden Life Insurance Company	N/A N/A N/A
Genworth Life and Health Insurance Company	
(The) Guardian Life Insurance Company of America	Managed Care Organizations in

	Connecticut, published by Connecticut Insurance Department
Harvard Pilgrim Health Care, Inc.	NCAQ CAHPS HEDIS same as above
Harvard Pilgrim Insurance Company, Inc. Harvard Pilgrim Health Care of New England, Inc. Health New England, Inc.	CAHPS 4.0H conducted by The Myers Group CAHPS 4.0H CCC
Neighborhood Health Plan, Inc.	NCQA CAHPS NCQA HEDIS Effectiveness of Care
Neighborhood Commonwealth Care Plan	
Pioneer Management Systems, Inc. on behalf of Markel Insurance Company	N/A
Combined Insurance Company of America	N/A
Trustmark Insurance Company	N/A
Tufts Insurance Company	NCQA J.D. Power & Associates US News & World Report Same as above
Tufts Associated Health Maintenance Organization, Inc.	
UNICARE Life and Health Insurance Company	Dieringer Research Group, Milwaukee, WI
United HealthCare Insurance Company United Healthcare of New England, Inc.	CAHPS CAHPS
Network Health	Network Health Forward