

Year 2003 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2002 statistics

Insurance Provider	External Reviews Pursued	Decision Upheld	Decision Reversed	Decision Partially Reversed
Aetna Life Insurance Company	1	0	1	0
Aetna Health, Inc.	1	0	1	0
Altus Dental Insurance Company, Inc.	0	0	0	0
Ameritas Life Insurance Corp.	0	0	0	0
Reliance Standard Life Insurance Company	0	0	0	0
Baystate Health Systems (PPA)	0	0	0	0
Blue Cross and Blue Shield of Massachusetts, Inc.	113	49	39	25
CIGNA HealthCare of Massachusetts, Inc.	4	NA	NA	NA
Connecticut General Life Insurance Company (PPO, DPP, DPPO)	1	0	1	0
Columbian Life Insurance Company	0	0	0	0
ConnectiCare of Massachusetts, Inc.	0	0	0	0
(Consolidated Health Plans) OneBeacon America Insurance Company Guarantee Trust Life Insurance Company	NA	NA	NA	NA
Corvell (PPA for OHU-Compcare)	0	0	0	0

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Fallon Community Health Plan, Inc.	6	3	3	0
Fallon Health & Life Assurance Company	0	0	0	0
Fortis Insurance Company	0	0	0	0
Fortis Benefits Insurance Company	0	0	0	0
John Alden Life Insurance Company				
General Electric Group Life Assurance Company	NA	NA	NA	NA
Great West Life & Annuity Insurance Company	0	0	0	0
One Health Plan of Massachusetts, Inc.	0	0	0	0
New England Life Insurance Company	0	0	0	0
Metropolitan Life Insurance Company				
(The) Guardian Life Insurance Company of America	0	0	0	0

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Harvard Pilgrim Health Care, Inc.	12	7	4	1
Harvard Pilgrim Insurance Company	0	0	0	0
Harvard Pilgrim Health Care of New England, Inc.	0	0	0	0
Health New England, Inc.	7	7	0	0
Managed Comp (PPA)	0	0	0	0
(The) MEGA Life & Health Insurance Company	0	0	0	0
Mid-West National Life Insurance Company of Tennessee	0	0	0	0
Chesapeake Life Insurance Company	0	0	0	0
Mutual of Omaha Insurance Company	NA	NA	NA	NA
United of Omaha Life Insurance Company				
Neighborhood Health Plan, Inc.	NA	NA	NA	NA
Pioneer Health Network- The PPO	0	0	0	0
Pioneer Management Systems, Inc. on behalf of Markel Insurance Company	0	0	0	0
Combined Insurance Company of America	NA	NA	NA	NA

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Prudential Insurance Company of America	0	0	0	0
Trustmark Insurance Company	0	0	0	0
Tufts Associated Health Maintenance Organization, Inc.	65	49	14	2
UNICARE Life and Health Insurance Company	unavailable			
United HealthCare Insurance Company	0	0	0	0
UnitedHealthcare of New England, Inc.	0	0	0	0