

Year 2005 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2004 statistics

Insurance Provider	External Reviews Pursued	Decision Upheld	Decision Reversed	Decision Partially Reversed
Aetna Health, Inc.	0	0	0	0
Aetna Life Insurance Company	0	0	0	0
Altus Dental Insurance Company, Inc.	0	0	0	0
Boston Mutual Life Insurance Company	N / A	N / A	N / A	N / A
Blue Cross and Blue Shield of Massachusetts, Inc.	38	22	13	3
CIGNA HealthCare of Massachusetts, Inc.	10	4	5	1
Connecticut General Life Insurance Company (PPO, DPP, DPPO)	Included above	"	"	"
ConnectiCare of Massachusetts, Inc.	0	0	0	0
(Consolidated Health Plans)				
Guarantee Trust Life Insurance Company	0	0	0	0
Nationwide Life Insurance Company	0	0	0	0
Fallon Community Health Plan, Inc.	7	3	4	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	4	1	3	0

Year 2005 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2004 statistics

Insurance Provider	External Reviews Pursued	Decision Upheld	Decision Reversed	Decision Partially Reversed
General Electric Group Life Assurance Company	0	0	0	0
New England Life Insurance Company	0	0	0	0
Metropolitan Life Insurance Company	0	0	0	0
(The) Guardian Life Insurance Company of America	1	1	0	0
Harvard Pilgrim Health Care, Inc.	49	20	20	7
Harvard Pilgrim Insurance Company Harvard Pilgrim Health Care of New England, Inc.	0	0	0	0
Health New England, Inc.	7	3	4	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	N/A	N/A	N/A	N/A
United of Omaha Life Insurance Company	N/A	N/A	N/A	N/A
Neighborhood Health Plan, Inc.	1	1	0	0
Pioneer Management Systems, Inc. on behalf of Markel Insurance Company	0	0	0	0
Combined Insurance Company of America	0	0	0	0

Year 2005 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2004 statistics

Insurance Provider	External Reviews Pursued	Decision Upheld	Decision Reversed	Decision Partially Reversed
Trustmark Insurance Company	N / A	N / A	N / A	N / A
Tufts Insurance Company	0	0	0	0
Tufts Associated Health Maintenance Organization, Inc.	80	35	17	1
UNICARE Life and Health Insurance Company	0	0	0	0
United HealthCare Insurance Company	0	0	0	0
UnitedHealthcare of New England, Inc.	0	0	0	0