

Year 2003 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2002 statistics

Insurance Provider	Filed Grievances	# Internally Approved	# Internally Denied	# Withdrawn before Resolution
Aetna Life Insurance Company	2	1	1	0
Aetna Health, Inc.	458	223	203	0
Altus Dental Insurance Company, Inc.	10	8	2	0
Ameritas Life Insurance Corp.	NA	NA	NA	NA
Reliance Standard Life Insurance Company	NA	NA	NA	NA
Baystate Health Systems (PPA)	NA	NA	NA	NA
Blue Cross and Blue Shield of Massachusetts, Inc.	2953	1832	1121	0
CIGNA HealthCare of Massachusetts, Inc.	576	287	286	3
Connecticut General Life Insurance Company (PPO, DPP, DPPO)	239	129	111	0
Columbian Life Insurance Company	0	0	0	0
ConnectiCare of Massachusetts, Inc.	32	27	5	0
(Consolidated Health Plans) OneBeacon America Insurance Company Guarantee Trust Life Insurance Company	NA	NA	NA	NA
Corvell (PPA for OHU-Compcare)				

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Fallon Community Health Plan, Inc.	1140	786	339	15
Fallon Health & Life Assurance Company	0	0	0	0
Fortis Insurance Company	94	33	51	10
Fortis Benefits Insurance Company	62	29	32	1
John Alden Life Insurance Company	171	56	108	7
General Electric Group Life Assurance Company	NA	NA	NA	NA
Great West Life & Annuity Insurance Company	5	1	2	0
One Health Plan of Massachusetts, Inc.	0	0	0	0
New England Life Insurance Company	6	0	3	0
Metropolitan Life Insurance Company	NA	NA	NA	NA
(The) Guardian Life Insurance Company of America	18	18	0	0

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Harvard Pilgrim Health Care, Inc.	1164	660	456	48
Harvard Pilgrim Insurance Company	1	1	0	0
Harvard Pilgrim Health Care of New England, Inc.	1	1	0	0
Health New England, Inc.	401	181	220	0
Managed Comp (PPA)				
(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 United of Omaha Life Insurance Company	NA	NA	NA	NA
Neighborhood Health Plan, Inc.	58	27	31	0
Pioneer Health Network- The PPO				
Pioneer Management Systems, Inc. on behalf of Markel Insurance Company	0	0	0	0
Combined Insurance Company of America	1	0	1	0

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Prudential Insurance Company of America	0	0	0	0
Trustmark Insurance Company	2	2	0	0
Tufts Associated Health Maintenance Organization, Inc.	2575	1483	956	11
UNICARE Life and Health Insurance Company	14	5	9	1
United HealthCare Insurance Company	9	2	4	0
UnitedHealthcare of New England, Inc.	221	73	89	3