

Year 2005 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2004 statistics

Insurance Provider	Filed Grievances	# Internally Approved	# Internally Denied	# Withdrawn before Resolution
Aetna Health, Inc.	278	139	139	0
Aetna Life Insurance Company	92	67	23	2
Altus Dental Insurance Company, Inc.	13	9	4	0
Boston Mutual Life Insurance Company	N / A	N / A	N / A	N / A
Blue Cross and Blue Shield of Massachusetts, Inc.	2833	1712	631	490
CIGNA HealthCare of Massachusetts, Inc.	185	109	74	2
Connecticut General Life Insurance Company (PPO, DPP, DPPO)	373	189	154	4
ConnectiCare of Massachusetts, Inc.	141	97	44	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.	1273	394	305	29
Fallon Health & Life Assurance Company	19	6	7	2
Fortis Insurance Company	32	19	13	0
Fortis Benefits Insurance Company	Same as above	"	"	"
John Alden Life Insurance Company	150	290	59	1

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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	37	20	15	1
Harvard Pilgrim Health Care, Inc.	1576	1019	527	30
Harvard Pilgrim Insurance Company Harvard Pilgrim Health Care of New England, Inc.	3	3	0	0
Health New England, Inc.	472	234	238	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.	128	67	41	20
Pioneer Management Systems, Inc. on behalf of Markel Insurance Company	8	6	0	0
Combined Insurance Company of America	7	4	3	0

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Trustmark Insurance Company	0	0	0	0
Tufts Insurance Company	29	5	24	0
Tufts Associated Health Maintenance Organization, Inc.	1599	257	1316	25
UNICARE Life and Health Insurance Company	36	16	20	0
United HealthCare Insurance Company	105	59	43	0
UnitedHealthcare of New England, Inc.	332	177	140	1