

## Year 2004 Annual Reporting Requirements for Massachusetts Health Plans

\*information based on 2003 statistics

Insurance Provider	% of Physicians involuntarily terminating contracts	Top 3 reasons for contract termination
Aetna Health, Inc.	14.5%	1. Relocation 2. Non responder to credentialing 3. Retired
Aetna Life Insurance Company	8.4%	Same as above
Altus Dental Insurance Company, Inc.	N / A	N / A
Boston Mutual Life Insurance Company	0.08%	1. Administrative review 2. License revocation
Blue Cross and Blue Shield of Massachusetts, Inc.	0.05%	1. Suspension 2. Denial 3. Revocation
CIGNA HealthCare of Massachusetts, Inc.	N / A	N / A
Connecticut General Life Insurance Company (PPO, DPP, DPPO)	N / A	N / A
ConnectiCare of Massachusetts, Inc.	0.08%	N / A
(Consolidated Health Plans) Guarantee Trust Life Insurance Company Nationwide Life Insurance Company	0.10% Same as above	1. Failed to meet credentialing criteria 2. Quality of care issues
Fallon Community Health Plan, Inc.	0.2%	1. Contract terminations initiated by plan
Fallon Health & Life Assurance Company	0.1%	Same as above
Fortis Insurance Company	0.1%	1. Failed to meet re-credentialing standards 2. Quality of care issues
Fortis Benefits Insurance Company	Same as above	Same as above
John Alden Life Insurance Company	N / A	N / A

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General Electric Group Life Assurance Company	2.7% of total terminations	N / A
New England Life Insurance Company	2.7%	N / A
Metropolitan Life Insurance Company	Same as above	N / A
(The) Guardian Life Insurance Company of America	0.1%	1. Failed to meet recredentialing criteria 2. Quality of care issues
Harvard Pilgrim Health Care, Inc.	<1%	1. Massachusetts Board of Registration in Medicine licensing action
Harvard Pilgrim Insurance Company	Same as above	Same as above
Harvard Pilgrim Health Care of New England, Inc.		Same as above
Health New England, Inc.	1%	N / A
(The) MEGA Life & Health Insurance Company	N / A	N / A
Mid-West National Life Insurance Company of Tennessee	N / A	N / A
Chesapeake Life Insurance Company	N / A	N / A
Mutual of Omaha Insurance Company	2.7%	1. Provider failed to meet re-credentialing criteria 2. Quality of care issues
United of Omaha Life Insurance Company	Same as above	
Neighborhood Health Plan, Inc.	0.1%	1. Unable to locate physician 2. License revocation 3. Unable to verify license
Pioneer Management Systems, Inc. on behalf of Markel Insurance Company	0.10%	Same as above
Combined Insurance Company of America	Same as above	Same as above

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Trustmark Insurance Company	N / A	N / A
Tufts Insurance Company	1.05%	1. physicain decredentialed 2. contract terminated
Tufts Associated Health Maintenance Organization, Inc.	Same as above	Same as above
UNICARE Life and Health Insurance Company	0.1%	N / A
United HealthCare Insurance Company	N / A	N / A
UnitedHealthcare of New England, Inc.	N / A	N / A