

Year 2005 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2004 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	3.9%	Same as above
Altus Dental Insurance Company, Inc.	N / A	N / A
Boston Mutual Life Insurance Company	24 Providers total	1. Loss of license 2. Disciplinary Action 3. Immediate suspensions
Blue Cross and Blue Shield of Massachusetts, Inc.	0.15%	1. Suspension 2. Termination 3. Denial
CIGNA HealthCare of Massachusetts, Inc.	265	1. Health plan initiated - recredentialing
Connecticut General Life Insurance Company (PPO, DPP, DPPO)	Included in above terminations	2. Health plan initiated 3. Quality of care
ConnectiCare of Massachusetts, Inc.	0.17%	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.	0.1%	1. Contract terminations initiated by plan
Fallon Health & Life Assurance Company	0.1%	1. Failed to meet recred. Criteria 2. Quality of Care issues
Fortis Insurance Company	0.1%	1. Failed to meet re-credentialing standards
Fortis Benefits Insurance Company John Alden Life Insurance Company	Same as above 0%	2. Quality of care issues Same as above N / A

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General Electric Group Life Assurance Company	.05%	1. Provider failed to meet re-credentialing criteria 2. Quality of care issues
New England Life Insurance Company	0.05%	1. Provider failed to meet re-credentialing criteria 2. Quality of care
Metropolitan Life Insurance Company	Same as above	N / A
(The) Guardian Life Insurance Company of America	0.05%	1. Failed to meet recredentialing criteria 2. Quality of care issues
Harvard Pilgrim Health Care, Inc.	<1%	1. License board action - suspended license; cannot practice
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	1. Unable to locate provider 2. Failed credentialing criteria
Mid-West National Life Insurance Company of Tennessee	N / A	Same as above
Chesapeake Life Insurance Company	N / A	Same as above
Mutual of Omaha Insurance Company	0.05%	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. Noncompliance with credentialing process
Pioneer Management Systems, Inc. on behalf of Markel Insurance Company	N / A	N / A
Combined Insurance Company of America	Same as above	Same as above

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Trustmark Insurance Company	2.8% of those terminated were terminated involuntarily	1. Provider failed to meet re-credentialing criteria 2. Quality of care issues
Tufts Insurance Company	1.01%	1. Physician decredentialed 2. Contract terminated
Tufts Associated Health Maintenance Organization, Inc.	Same as above	Same as above
UNICARE Life and Health Insurance Company	0.05%	1. Provider failed to meet re-credentialing criteria 2. Quality of care issues
United HealthCare Insurance Company	N / A	N / A
UnitedHealthcare of New England, Inc.	N / A	N / A