

Year 2002 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2001 statistics

Insurance Provider	Sources of Independent Studies Regarding satisfaction and quality of services
AETNA Life Insurance Company Medical Dental AETNA U.S. Healthcare, Inc.	URAC's Directory of Accredited Organizations & Resource Guide NCQUA / HEDIS CAHPS 2.0H
Altus Dental Insurance Company	The Link Agency (March 2002)
Ameritas Life Insurance Corporation Reliance Standard Life Insurance Company	Study by outside research firm every 3 years. Next in 2003. None
Baystate Health Systems (PPA)	None
Blue Cross & Blue Shield of Massachusetts Blue Cross & Blue Shield of Rhode Island	NCQA A.M. Best Health Care Industry Consultants: Watson Wyatt Worldwide William M. Mercer, Hewitt Associates, and Towers-Perrin CAHPS
CIGNA Health Care of Massachusetts Conn. General Life Ins. (PPO, DPP, DPPO)	HEDIS/CAHPS 2.0H Member Satisfaction Survey, 2002 Gallup Organization performs satisfaction surveys
Columbian Life Ins. Company	None
ConnectiCare, Inc. & Associates	JD Power and Associates, 2001 RAND Corporation, Health Plan Performance Reports for 2002 NCQA HEDIS 2002 CAHPS 2.0H
Corvell (PPA for OHU-Compcare)	None

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Insurance Provider	Sources of Published Info. Re: satisfaction and quality of services
Delta Dental Plan of Massachusetts	None
Fallon Community Health Plan Fallon Health & Life Assurance Com.	New England HEDIS Coalition (www.nehedis.org) New England HEDIS Coalition (www.nehedis.org)
Fortis Insurance Company	None
Fortis Benefits Insurance Co.	None
John Alden Life Insurance Co.	None
GE Group Life Insurance Company (Medical) (Dental)	None None
Great West Life & Annuity Insurance Company One Health Plan of Massachusetts, Inc. New England Life Insurance Company Metropolitan Life Insurance Company	None None Their own 6 question customer service survey Same as above
Guardian	Managed care comparison Published by North Carolina and Connecticut Insurance Departments

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Harvard Pilgrim Health Care, Inc. Pilgrim Health Care, Inc. First Return Insurance, Inc. Harvard Pilgrim Insurance Company Harvard Pilgrim Health Care of New England	CAHPS HEDIS NCQA (www.ncqu.org for results) Same as above Same as above
Health New England	HEDIS CAHPS 2.0H
Managed Comp (PPA)	Will use NCQA guidelines to assess satisfaction and quality of service
MEGA Life & Health Insurance Company Mid-West National Life Insurance Company of Tennessee Chesapeake Life Insurance Company	Reviewed and Rated by: A.M. Best and Fitch (previously Duff&Phelps) Same as above Reviewed and Rated by: A.M. Best and Fitch (previously Duff&Phelps)
Metropolitan Life Insurance Company (Dental)	None
Neighborhood Health Plan	CAHPS 2.0H HEDIS
Pioneer Health Network- The PPO	Currently performing CAHPS
Combined Insurance Company of America Principal Life Insurance Company (Dental)	None None
ReliaStar Life Insurance Company (Superior Vision Plan)	None

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	Re: satisfaction and quality of services
Trustmark Insurance Company	None
Tufts Associated Health Maintenance Organization	CareData (a division of J.D. Power and Associates) NCQA Consumer Reports (August 1999)
UniCare	Marylander Marketing Research (for GIC) Directions Research (for non-GIC) A Comparison of MC Organizations in Conn. (by Insurance Dept.of Conn)
United Healthcare Insurance Company United Healthcare of New England Inc.	NCQA HEDIS 2001
Vision Services Plan Insurance Com.	None