

Year 2004 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2003 statistics

Insurance Provider	Sources of Independent Studies Regarding satisfaction and quality of services
Aetna Health, Inc.	NCQA / HEDIS CAHPS 2.0H
Aetna Life Insurance Company	URAC's Directory of Accredited Organizations and Resource Guide
Altus Dental Insurance Company, Inc.	N / A
Boston Mutual Life Insurance Company	N / A
Blue Cross and Blue Shield of Massachusetts, Inc.	NCQA Health Plan Report Card A.M. Best Health Care
CIGNA HealthCare of Massachusetts, Inc.	HEDIS CAHPS 3.0H Member Satisfaction Survey
Connecticut General Life Insurance Company (PPO, DPP, DPPO)	N / A
ConnectiCare of Massachusetts, Inc.	NCQA HEDIS 2004 CAHPS 3.0 Data Submission
(Consolidated Health Plans)	
Guarantee Trust Life Insurance Company	Self-administered annual satisfaction survey
Nationwide Life Insurance Company	Self-administered annual satisfaction survey
Fallon Community Health Plan, Inc.	New England HEDIS Coalition
Fallon Health & Life Assurance Company	Same as above
Fortis Insurance Company	N / A
Fortis Benefits Insurance Company	N / A
John Alden Life Insurance Company	N / A

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General Electric Group Life Assurance Company	N / A
New England Life Insurance Company	N / A
Metropolitan Life Insurance Company (The) Guardian Life Insurance Company of America	N / A
Harvard Pilgrim Health Care, Inc. Harvard Pilgrim Insurance Company, Inc. Harvard Pilgrim Health Care of New England, Inc.	Managed Care Organizations in Connecticut, published by Connecticut Insurance Department
Health New England, Inc.	NCQA CAHPS HEDIS Same as above Same as above
(The) MEGA Life & Health Insurance Company Mid-West National Life Insurance Company of Tennessee Chesapeake Life Insurance Company	CAHPS 3.0H conducted by The Myers Group
Mutual of Omaha Insurance Company	A.M. Best Health Care Fitch (previously Duff & Phelps) Standard & Poors Same as above
United of Omaha Life Insurance Company	Same as above
Neighborhood Health Plan, Inc.	CAHPS
Pioneer Management Systems, Inc. on behalf of Markel Insurance Company	Same as above
Combined Insurance Company of America	NCQA CAHPS 3.0H NCQA HEDIS Effectiveness of Care
	N / A
	A.M. Best Health Care

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	Regarding satisfaction and quality of services
Trustmark Insurance Company	N / A
Tufts Insurance Company	NCQA J.D. Power & Associates Managed Care Satisfaction Study Massachusetts Healthcare Purchaser Group HEDIS CAHPS
Tufts Associated Health Maintenance Organization, Inc.	
UNICARE Life and Health Insurance Company	N / A
United HealthCare Insurance Company UnitedHealthcare of New England, Inc.	CAHPS HEDIS 3.0H Same as above