

Year 2006 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2005 statistics

Insurance Provider	Sources of Independent Studies Regarding satisfaction and quality of services
Aetna Health, Inc.	NCQA using Quality Compass 2005
Aetna Life Insurance Company	URAC's using Health Utilization Management Standards Version 4.2
Altus Dental Insurance Company, Inc.	
Boston Mutual Life Insurance Company	
Blue Cross and Blue Shield of Massachusetts, Inc.	NCQA Health Plan Report Card A.M. Best Health Care NCAQ State of Health Care Quality Report
CIGNA HealthCare of Massachusetts, Inc. Connecticut General Life Insurance Company (PPO, DPP, DPPO)	HEDIS CAHPS 3.0H Member Satisfaction Survey same as above
ConnectiCare of Massachusetts, Inc.	NCQA HEDIS 2002 CAHPS 3.0 Data Submission 2005 Consumer Assessment of Healthcare Providers and Systems (CAHPS)
(Consolidated Health Plans) Guarantee Trust Life Insurance Company Nationwide Life Insurance Company	Self-administered annual satisfaction survey Self-administered annual satisfaction survey
Fallon Community Health Plan, Inc.	NCQA Health Plan Report Card Massachusetts Healthcare Purchaser Group
Fallon Health & Life Assurance Company	N/A
Fortis Insurance Company	
Fortis Benefits Insurance Company	
<i>Assurant Health</i> The Insurance Company Union Security Insurance Company John Alden Life Insurance Company	N/A N/A N/A
Genworth Life and Health Insurance Company	N/A
New England Life Insurance Company	
Metropolitan Life Insurance Company	

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(The) Guardian Life Insurance Company of America	Managed Care Organizations in Connecticut, published by Connecticut Insurance Department Managed Care Organizations in Connecticut,
Insurance Provider	Sources of Independent Studies
	Regarding satisfaction and quality of services
Harvard Pilgrim Health Care, Inc.	NCAQ CAHPS HEDIS same as above
Harvard Pilgrim Insurance Company, Inc. Harvard Pilgrim Health Care of New England, Inc.	
Health New England, Inc.	CAHPS 3.0H conducted by The Myers Group CAHPS 3.0H
(The) MEGA Life & Health Insurance Company	A.M. Best Health Care Fitch (previously Duff & Phelps) Standard & Poors same as above
Mid-West National Life Insurance Company of Tennessee Chesapeake Life Insurance Company	same as above
Mutual of Omaha Insurance Company	CAHPS
United of Omaha Life Insurance Company	same as above
Neighborhood Health Plan, Inc.	NCQA CAHPS NCQA HEDIS Effectiveness of Care
Pioneer Management Systems, Inc. on behalf of Markel Insurance Company	CAHPS 2.0 Questionnaire
Combined Insurance Company of America	
Trustmark Insurance Company	N/A
Tufts Insurance Company	NCQA J.D. Power & Associates US News & World Report Same as above
Tufts Associated Health Maintenance Organization, Inc.	
UNICARE Life and Health Insurance Company	Dieringer Research Group, Milwaukee, WI
United HealthCare Insurance Company UnitedHealthcare of New England, Inc.	CAHPS