

Year 2007 Annual Reporting Requirements for Massachusetts Health Plans

*information based on 2006 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
Boston Medical Center HealthNet Plan	CAHPS
Blue Cross and Blue Shield of Massachusetts, Inc.	NCQA Health Plan Report Card A.M. Best Health Care
Blue Cross and Blue Shield of Mass. HMO	NCAQ State of Health Care Quality Report
CIGNA HealthCare of Massachusetts, Inc.	HEDIS CAHPS 3.0H Member Satisfaction Survey
Connecticut General Life Insurance Company (PPO, DPP, DPPO)	same as above
ConnectiCare of Massachusetts, Inc.	NCQA HEDIS 2006 CAHPS 3.0 Data Submission 2006 Consumer Assessment of Healthcare Providers and Systems (CAHPS)
(Consolidated Health Plans) Nationwide Life Insurance Company	Self-administered annual satisfaction survey
Fallon Community Health Plan, Inc.	NCQA Health Plan Report Card US New & World Report NCQ Health Plan Rankings
Fallon Health & Life Assurance Company	N/A
<i>Assurant Health</i> The Insurance Company	N/A
Union Security Insurance Company	N/A
John Alden Life Insurance Company	N/A
Genworth Life and Health Insurance Company	N/A
(The) Guardian Life Insurance Company of America	Managed Care Organizations in Connecticut, published by Connecticut Insurance Department
Harvard Pilgrim Health Care, Inc.	NCAQ CAHPS

Harvard Pilgrim Insurance Company, Inc. Harvard Pilgrim Health Care of New England, Inc. Health New England, Inc.	HEDIS same as above
	CAHPS 3.0H conducted by The Myers Group CAHPS 3.0H
Mutual of Omaha Insurance Company Mutual of Omaha Life Insurance Company Neighborhood Health Plan, Inc.	Consumer Assesment of Health Plans CAHPS Comparison 2001-2006 same as above
Neighborhood Commonwealth Care Plan Pioneer Management Systems, Inc. on behalf of Markel Insurance Company	NCQA CAHPS NCQA HEDIS Effectiveness of Care same as above
Combined Insurance Company of America Trustmark Insurance Company	N/A N/A N/A
Tufts Insurance Company Tufts Associated Health Maintenance Organization, Inc.	NCQA J.D. Power & Associates US News & World Report Same as above
UNICARE Life and Health Insurance Company	Dieringer Research Group, Milwaukee, WI
United HealthCare Insurance Company UnitedHealthcare of New England, Inc.	CAHPS CAHPS
Network Health	N/A