

## 2009 Annual Reporting Requirements for Massachusetts Health Plans

\*information based on 2008 statistics

Insurance Provider	Sources of Independent Studies Regarding satisfaction and quality of services
Aetna Health, Inc.	NCQA CAHPS HEDIS NCQA
Aetna Life Insurance Company	
Boston Medical Center HealthNet Plan	CAHPS
Blue Cross Blue Shield of Massachusetts, Inc.	NCQA Health Plan Report Card Quality Compass A.M. Best Health Care NCQA State of Health Care Quality Report
Blue Cross Blue Shield of Mass. HMO	
CIGNA HealthCare of Massachusetts, Inc.	CAHPS 4.0
ConnectiCare of Massachusetts, Inc.	NCQA HEDIS 2007 CAHPS 3.0 Data Submission 2007 Consumer Assessment of Healthcare Providers and Systems (CAHPS) NCQA - HEDIS 2007 for Measurement Year
Nationwide Life Insurance Company	Consolidated Health Plans conducts annual survey
Fallon Community Health Plan, Inc.	NCQA Health Plan Report Card US New & World Report NCQA Health Plan Rankings N/A
Fallon Health & Life Assurance Company	
<i>Assurant Health</i>	
Time Insurance Company	N/A
Union Security Insurance Company	N/A
John Alden Life 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.	NCQA

<b>Harvard Pilgrim Insurance Company, Inc.</b> <b>Harvard Pilgrim Health Care of New England, Inc.</b> <b>Health New England, Inc.</b>	CAHPS HEDIS same as above
	CAHPS 4.0H conducted by The Myers Group NCQA
<b>Neighborhood Health Plan, Inc.</b>	NCQA CAHPS NCQA HEDIS Effectiveness of Care
<b>Markel Insurance Company</b>	N/A
<b>Combined Insurance Company of America</b>	N/A
<b>Trustmark Insurance Company</b>	N/A
<b>Tufts Insurance Company</b> <b>Tufts Associated Health Maintenance Organization, Inc.</b>	NCQA US News & World Report Same as above
<b>UNICARE Life and Health Insurance Company</b>	Dieringer Research Group, Milwaukee, WI
<b>United HealthCare Insurance Company</b> <b>UnitedHealthcare of New England, Inc.</b>	CAHPS CAHPS
<b>Network Health</b>	Meyers Group