

## Year 2008 Annual Reporting Requirements for Massachusetts Health Plans

\*information based on 2007 statistics

Insurance Provider	Filed Grievances	# Internally Approved	# Internally Denied	# Withdrawn before Resolution
Aetna Health, Inc.	311	78	179	0
Aetna Life Insurance Company	496	204	238	1
<i>Assurant Health</i> Time Insurance Company	0	0	0	0
Union Security Insurance Company	2	2	0	0
John Alden Life	6	5	1	0
Boston Medical Center HealthNet Plan	33	20	12	0
Blue Cross and Blue Shield of Massachusetts, Inc.	1454	730	477	0
Blue Cross and Blue Shield of Mass. HMO	2778	1428	963	387
CIGNA HealthCare of Massachusetts, Inc.				
Connecticut General Life Insurance Company (PPO, DPP, DPPO)				
ConnectiCare of Massachusetts, Inc.	13	3	10	0
(Consolidated Health Plans)				
Nationwide Life Insurance Company	0	0	0	0
Fallon Community Health Plan, Inc.	962	448	445	69
Fallon Health & Life Assurance Company	61	21	37	3
Genworth Life and Health Insurance Company				
(The) Guardian Life Insurance Company of America	36	24	11	0
Harvard Pilgrim Health Care, Inc.	1211	474	691	46
Harvard Pilgrim Insurance Company	1211	474	691	46
Harvard Pilgrim Health Care of New England, Inc.				
Health New England, Inc.	399	216	183	0
Neighborhood Health Plan, Inc.	45	20	25	0
Neighborhood Commonwealth Care Plan	30	3	27	0
Pioneer Management Systems, Inc. on behalf of	3	2	1	
Combined Insurance Company				
Pioneer Health Network	9	8		

<b>First Health Network</b>	<b>3</b>	<b>3</b>		
<b>Trustmark Insurance Company</b>	<b>4</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>
<b>Tufts Insurance Company</b>	<b>50</b>	<b>12</b>	<b>36</b>	<b>0</b>
<b>Tufts Associated Health Maintenance Organization, Inc.</b>	<b>1,531</b>	<b>450</b>	<b>1072</b>	<b>9</b>
<b>UNICARE Life and Health Insurance Company</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>0</b>
<b>United HealthCare Insurance Company</b>	<b>134</b>	<b>65</b>	<b>64</b>	<b>5</b>
<b>United Healthcare of New England, Inc.</b>	<b>318</b>	<b>148</b>	<b>162</b>	<b>8</b>
<b>Network Health</b>	<b>21</b>	<b>n/a</b>	<b>n/a</b>	<b>n/a</b>