

TABLE 1
Annual Report of Medicare Reconsideration Results:
National Summary of Final Decisions and Value of Contested Claims
for Cases Decided During 2008, by Service

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partly Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld	\$ Dismissed	\$ W/drawn
Practitioner Services	13999	5039	36.00	1223	8.74	167	1.19	7199	51.43	371	2.65	\$19,795,986	\$1,847,522	\$7,243,727	\$10180106	\$524,631
OPD Mental Health	145	79	54.48	12	8.28	2	1.38	47	32.41	5	3.45	\$245,426	\$22,004	\$135,407	\$79,552	\$8,463
Hospice Care	32	17	53.13	3	9.38	0	0.00	12	37.50	0	0.00	\$44,517	\$4,174	\$23,650	\$16,694	\$0
Non-Medicare Benefit	3446	2362	68.54	297	8.62	52	1.51	656	19.04	79	2.29	\$3,245,650	\$304,221	\$2,249,162	\$617,860	\$74,407
Emergency Room	1207	510	42.25	185	15.33	11	0.91	482	39.93	19	1.57	\$1,101,991	\$173,927	\$470,652	\$440,066	\$17,347
Inpatient Hospital	4663	1551	33.26	634	13.60	154	3.30	2210	47.39	114	2.44	\$48,448,663	\$7,387,304	\$16914953	\$22961944	\$1,184,462
Clinic (Lab, X-ray)	8862	2824	31.87	914	10.31	57	0.64	4851	54.74	216	2.44	\$8,062,559	\$857,477	\$2,595,176	\$4,413,391	\$196,515
Nursing Home Care	2548	1493	58.59	405	15.89	156	6.12	447	17.54	47	1.84	\$39,896,533	\$7,562,804	\$24598687	\$6,999,117	\$735,925
Therapies	1037	594	57.28	105	10.13	23	2.22	292	28.16	23	2.22	\$1,225,827	\$137,713	\$715,755	\$345,170	\$27,188
Ambulance	2720	1196	43.97	169	6.21	9	0.33	1284	47.21	62	2.28	\$3,363,878	\$214,571	\$1,484,682	\$1,587,948	\$76,677
Home Health Care	534	189	35.39	76	14.23	5	0.94	252	47.19	12	2.25	\$1,795,976	\$264,015	\$644,062	\$847,539	\$40,359
DME/Medical Supplies	4972	3148	63.31	445	8.95	47	0.95	1199	24.12	133	2.67	\$5,285,485	\$498,039	\$3,371,463	\$1,274,597	\$141,386
TOTAL All Services	44165	19002	43.02	4468	10.12	683	1.55	18931	42.86	1081	2.45	\$132,512,491	\$19273770	\$60447376	\$49763985	\$3,027,359

Dollar figures are estimates based on records received during 2008 with cost data. Mean values by service category are applied to all records with that service. Partial overturn decisions have the dollar value apportioned to the appropriate category, equally divided between \$ Upheld and \$ Overturned.

TABLE 2
Annual Report of Medicare Reconsideration Results:
National Summary of Final Decisions and Value of Contested Claims
for Cases Decided During 2008, by Region

Region	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld	\$ Dismissed	\$ W/drawn
01: Boston	1459	963	66.00	131	8.98	30	2.06	298	20.42	37	2.54	\$4,826,984	\$642,950	\$3,404,152	\$672,683	\$107,199
02: New York	3303	1310	39.66	506	15.32	48	1.45	1340	40.57	99	3.00	\$10,143,806	\$1,671,620	\$4,600,445	\$3,653,127	\$218,614
03: Philadelphia	3973	2054	51.70	420	10.57	83	2.09	1337	33.65	79	1.99	\$14,002,316	\$2,077,564	\$7,017,149	\$4,543,104	\$364,499
04: Atlanta	9407	1571	16.70	616	6.55	91	0.97	6966	74.05	163	1.73	\$25,689,892	\$3,336,291	\$4,897,657	\$16878442	\$577,502
05: Chicago	1495	990	66.22	330	22.07	24	1.61	123	8.23	28	1.87	\$6,209,070	\$2,109,579	\$3,660,694	\$354,237	\$84,560
06: Dallas	899	508	56.51	77	8.57	13	1.45	287	31.92	14	1.56	\$2,076,185	\$275,587	\$1,064,387	\$710,354	\$25,856
07: Kansas City	5773	2398	41.54	618	10.71	56	0.97	2622	45.42	79	1.37	\$11,422,424	\$1,518,177	\$4,465,975	\$5,233,714	\$204,559
08: Denver	2405	804	33.43	244	10.15	25	1.04	1272	52.89	60	2.49	\$6,698,514	\$988,171	\$2,458,720	\$3,014,879	\$236,744
09: San Francisco	13081	6859	52.43	1227	9.38	265	2.03	4392	33.58	338	2.58	\$43,454,350	\$5,237,912	\$23703701	\$13762343	\$750,394
10: Seattle	2370	1545	65.19	299	12.62	48	2.03	294	12.41	184	7.76	\$7,988,950	\$1,415,919	\$5,174,496	\$941,102	\$457,433
TOTAL All Regions	44165	19002	43.02	4468	10.12	683	1.55	18931	42.86	1081	2.45	\$132,512,491	\$19273770	\$60447376	\$49763985	\$3,027,359

Dollar figures are estimates based on records received during 2008 with cost data. Mean values by service category are applied to all records with that service. Partial overturn decisions have the dollar value apportioned to the appropriate category, equally divided between \$ Upheld and \$ Overturned.

TABLE 3
Annual Report of Medicare Reconsideration Results:
National Summary of Final Decisions and Value of Contested Claims
for Cases Decided During 2008, by Region and Service

Region=01: Boston

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld
TOTAL All Services	1459	963	66.00	131	8.98	30	2.06	298	20.42	37	2.54	\$4,826,984	\$642,950	\$3,404,152
Practitioner Services	425	306	72.00	37	8.71	6	1.41	67	15.76	9	2.12	\$600,992	\$56,564	\$436,957
OPD Mental Health	5	4	80.00	1	20.00	0	0.00	0	0.00	0	0.00	\$8,463	\$1,693	\$6,770
Non-Medicare Benefit	170	138	81.18	10	5.88	4	2.35	13	7.65	5	2.94	\$160,116	\$11,302	\$131,860
Emergency Room	28	24	85.71	1	3.57	0	0.00	3	10.71	0	0.00	\$25,564	\$913	\$21,912
Inpatient Hospital	99	65	65.66	9	9.09	2	2.02	19	19.19	4	4.04	\$1,028,612	\$103,900	\$685,741
Clinic (Lab, X-ray)	251	91	36.25	33	13.15	1	0.40	116	46.22	10	3.98	\$228,357	\$30,478	\$83,246
Nursing Home Care	151	104	68.87	18	11.92	16	10.60	11	7.28	2	1.32	\$2,364,355	\$407,107	\$1,753,694
Therapies	36	29	80.56	4	11.11	0	0.00	3	8.33	0	0.00	\$42,555	\$4,728	\$34,281
Ambulance	147	105	71.43	11	7.48	1	0.68	28	19.05	2	1.36	\$181,798	\$14,222	\$130,474
Home Health Care	13	7	53.85	2	15.38	0	0.00	4	30.77	0	0.00	\$43,722	\$6,727	\$23,543
DME/Medical Supplies	134	90	67.16	5	3.73	0	0.00	34	25.37	5	3.73	\$142,449	\$5,315	\$95,675

Region=02: New York

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld
TOTAL All Services	3303	1310	39.66	506	15.32	48	1.45	1340	40.57	99	3.00	\$10,143,806	\$1,671,620	\$4,600,445
Practitioner Services	880	255	28.98	81	9.20	8	0.91	510	57.95	26	2.95	\$1,244,408	\$120,199	\$366,252
OPD Mental Health	19	9	47.37	2	10.53	0	0.00	7	36.84	1	5.26	\$32,159	\$3,385	\$15,233
Non-Medicare Benefit	278	164	58.99	58	20.86	6	2.16	44	15.83	6	2.16	\$261,837	\$57,453	\$157,291
Emergency Room	32	17	53.13	2	6.25	0	0.00	13	40.63	0	0.00	\$29,216	\$1,826	\$15,521
Inpatient Hospital	298	91	30.54	34	11.41	8	2.68	160	53.69	5	1.68	\$3,096,226	\$394,821	\$987,052
Clinic (Lab, X-ray)	916	292	31.88	168	18.34	3	0.33	414	45.20	39	4.26	\$833,368	\$154,209	\$267,023

Dollar figures are estimates based on records received during 2008 with cost data. Mean values by service category are applied to all records with that service. Partial overturn decisions have the dollar value apportioned to the appropriate category, equally divided between \$ Upheld and \$ Overturned.

TABLE 3
Annual Report of Medicare Reconsideration Results:
National Summary of Final Decisions and Value of Contested Claims
for Cases Decided During 2008, by Region and Service

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld
Nursing Home Care	244	146	59.84	42	17.21	13	5.33	39	15.98	4	1.64	\$3,820,547	\$759,412	\$2,387,842
Therapies	63	37	58.73	10	15.87	0	0.00	13	20.63	3	4.76	\$74,472	\$11,821	\$43,737
Ambulance	105	29	27.62	7	6.67	1	0.95	66	62.86	2	1.90	\$129,856	\$9,275	\$36,483
Home Health Care	54	14	25.93	20	37.04	0	0.00	18	33.33	2	3.70	\$181,616	\$67,265	\$47,086
DME/Medical Supplies	414	256	61.84	82	19.81	9	2.17	56	13.53	11	2.66	\$440,103	\$91,954	\$276,925

Region=03: Philadelphia

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld
TOTAL All Services	3973	2054	51.70	420	10.57	83	2.09	1337	33.65	79	1.99	\$14,002,316	\$2,077,564	\$7,017,149
Practitioner Services	824	355	43.08	83	10.07	16	1.94	356	43.20	14	1.70	\$1,165,218	\$128,683	\$513,318
OPD Mental Health	12	7	58.33	2	16.67	0	0.00	2	16.67	1	8.33	\$20,311	\$3,385	\$11,848
Non-Medicare Benefit	493	407	82.56	25	5.07	5	1.01	49	9.94	7	1.42	\$464,337	\$25,901	\$385,692
Emergency Room	92	53	57.61	16	17.39	1	1.09	21	22.83	1	1.09	\$83,996	\$15,065	\$48,846
Inpatient Hospital	640	236	36.88	83	12.97	17	2.66	284	44.38	20	3.13	\$6,649,613	\$950,687	\$2,540,360
Clinic (Lab, X-ray)	624	175	28.04	86	13.78	6	0.96	348	55.77	9	1.44	\$567,709	\$80,971	\$161,943
Nursing Home Care	241	152	63.07	37	15.35	22	9.13	24	9.96	6	2.49	\$3,773,573	\$751,583	\$2,552,251
Therapies	218	127	58.26	21	9.63	7	3.21	58	26.61	5	2.29	\$257,696	\$28,961	\$154,263
Ambulance	255	164	64.31	14	5.49	1	0.39	74	29.02	2	0.78	\$315,364	\$17,932	\$203,440
Home Health Care	41	17	41.46	6	14.63	0	0.00	17	41.46	1	2.44	\$137,893	\$20,180	\$57,175
DME/Medical Supplies	533	361	67.73	47	8.82	8	1.50	104	19.51	13	2.44	\$566,606	\$54,216	\$388,013

Dollar figures are estimates based on records received during 2008 with cost data. Mean values by service category are applied to all records with that service. Partial overturn decisions have the dollar value apportioned to the appropriate category, equally divided between \$ Upheld and \$ Overturned.

TABLE 3
Annual Report of Medicare Reconsideration Results:
National Summary of Final Decisions and Value of Contested Claims
for Cases Decided During 2008, by Region and Service

Region=04: Atlanta

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld
TOTAL All Services	9407	1571	16.70	616	6.55	91	0.97	6966	74.05	163	1.73	\$25,689,892	\$3,336,291	\$4,897,657
Practitioner Services	3756	460	12.25	134	3.57	13	0.35	3100	82.53	49	1.30	\$5,311,360	\$198,681	\$659,678
OPD Mental Health	14	3	21.43	1	7.14	0	0.00	10	71.43	0	0.00	\$23,696	\$1,693	\$5,078
Non-Medicare Benefit	343	158	46.06	20	5.83	7	2.04	151	44.02	7	2.04	\$323,058	\$22,134	\$152,110
Emergency Room	65	7	10.77	1	1.54	2	3.08	55	84.62	0	0.00	\$59,345	\$1,826	\$7,304
Inpatient Hospital	1201	202	16.82	190	15.82	38	3.16	740	61.62	31	2.58	\$12,478,414	\$2,171,514	\$2,296,194
Clinic (Lab, X-ray)	2638	383	14.52	113	4.28	7	0.27	2104	79.76	31	1.18	\$2,400,026	\$105,991	\$351,634
Nursing Home Care	220	61	27.73	37	16.82	10	4.55	106	48.18	6	2.73	\$3,444,756	\$657,635	\$1,033,427
Therapies	164	53	32.32	14	8.54	5	3.05	87	53.05	5	3.05	\$193,863	\$19,504	\$65,606
Ambulance	474	81	17.09	70	14.77	1	0.21	300	63.29	22	4.64	\$586,205	\$87,189	\$100,793
Home Health Care	132	20	15.15	11	8.33	2	1.52	94	71.21	5	3.79	\$443,949	\$40,359	\$70,628
DME/Medical Supplies	400	143	35.75	25	6.25	6	1.50	219	54.75	7	1.75	\$425,220	\$29,765	\$155,205

Region=05: Chicago

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld
TOTAL All Services	1495	990	66.22	330	22.07	24	1.61	123	8.23	28	1.87	\$6,209,070	\$2,109,579	\$3,660,694
Practitioner Services	409	253	61.86	99	24.21	10	2.44	37	9.05	10	2.44	\$578,367	\$147,066	\$364,838
OPD Mental Health	8	6	75.00	0	0.00	0	0.00	1	12.50	1	12.50	\$13,541	\$0	\$10,156
Hospice Care	2	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00	\$2,782	\$1,391	\$1,391
Non-Medicare Benefit	157	125	79.62	10	6.37	3	1.91	15	9.55	4	2.55	\$147,872	\$10,831	\$119,145
Emergency Room	7	5	71.43	0	0.00	0	0.00	1	14.29	1	14.29	\$6,391	\$0	\$4,565
Inpatient Hospital	104	60	57.69	33	31.73	0	0.00	7	6.73	4	3.85	\$1,080,562	\$342,871	\$623,401

Dollar figures are estimates based on records received during 2008 with cost data. Mean values by service category are applied to all records with that service. Partial overturn decisions have the dollar value apportioned to the appropriate category, equally divided between \$ Upheld and \$ Overturned.

TABLE 3
Annual Report of Medicare Reconsideration Results:
National Summary of Final Decisions and Value of Contested Claims
for Cases Decided During 2008, by Region and Service

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld
Clinic (Lab, X-ray)	227	159	70.04	45	19.82	1	0.44	18	7.93	4	1.76	\$206,522	\$41,395	\$145,112
Nursing Home Care	242	130	53.72	92	38.02	9	3.72	10	4.13	1	0.41	\$3,789,231	\$1,510,995	\$2,105,998
Therapies	36	29	80.56	4	11.11	0	0.00	3	8.33	0	0.00	\$42,555	\$4,728	\$34,281
Ambulance	44	35	79.55	5	11.36	0	0.00	4	9.09	0	0.00	\$54,416	\$6,184	\$43,285
Home Health Care	5	4	80.00	0	0.00	0	0.00	1	20.00	0	0.00	\$16,816	\$0	\$13,453
DME/Medical Supplies	254	183	72.05	41	16.14	1	0.39	26	10.24	3	1.18	\$270,015	\$44,117	\$195,070

Region=06: Dallas

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld
TOTAL All Services	899	508	56.51	77	8.57	13	1.45	287	31.92	14	1.56	\$2,076,184	\$275,587	\$1,064,387
Practitioner Services	320	183	57.19	39	12.19	8	2.50	84	26.25	6	1.88	\$452,512	\$60,806	\$264,437
OPD Mental Health	1	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00	\$1,693	\$0	\$1,693
Non-Medicare Benefit	83	58	69.88	7	8.43	0	0.00	18	21.69	0	0.00	\$78,174	\$6,593	\$54,628
Emergency Room	10	6	60.00	1	10.00	0	0.00	3	30.00	0	0.00	\$9,130	\$913	\$5,478
Inpatient Hospital	67	24	35.82	2	2.99	1	1.49	39	58.21	1	1.49	\$696,131	\$25,975	\$254,555
Clinic (Lab, X-ray)	143	43	30.07	8	5.59	2	1.40	87	60.84	3	2.10	\$130,100	\$8,188	\$40,031
Nursing Home Care	26	14	53.85	9	34.62	2	7.69	1	3.85	0	0.00	\$407,107	\$156,580	\$234,870
Therapies	19	11	57.89	2	10.53	0	0.00	6	31.58	0	0.00	\$22,460	\$2,364	\$13,003
Ambulance	39	19	48.72	0	0.00	0	0.00	20	51.28	0	0.00	\$48,232	\$0	\$23,498
Home Health Care	12	6	50.00	2	16.67	0	0.00	4	33.33	0	0.00	\$40,359	\$6,727	\$20,180
DME/Medical Supplies	179	143	79.89	7	3.91	0	0.00	25	13.97	4	2.23	\$190,286	\$7,441	\$152,016

Dollar figures are estimates based on records received during 2008 with cost data. Mean values by service category are applied to all records with that service. Partial overturn decisions have the dollar value apportioned to the appropriate category, equally divided between \$ Upheld and \$ Overturned.

TABLE 3
Annual Report of Medicare Reconsideration Results:
National Summary of Final Decisions and Value of Contested Claims
for Cases Decided During 2008, by Region and Service

Region=07: Kansas City

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld
TOTAL All Services	5773	2398	41.54	618	10.71	56	0.97	2622	45.42	79	1.37	\$11,422,424	\$1,518,177	\$4,465,975
Practitioner Services	2047	742	36.25	205	10.01	24	1.17	1045	51.05	31	1.51	\$2,894,663	\$306,860	\$1,066,231
OPD Mental Health	25	12	48.00	0	0.00	0	0.00	13	52.00	0	0.00	\$42,315	\$0	\$20,311
Hospice Care	9	5	55.56	2	22.22	0	0.00	2	22.22	0	0.00	\$12,521	\$2,782	\$6,956
Non-Medicare Benefit	518	358	69.11	52	10.04	9	1.74	92	17.76	7	1.35	\$487,883	\$53,215	\$341,424
Emergency Room	197	54	27.41	19	9.64	2	1.02	119	60.41	3	1.52	\$179,861	\$18,260	\$50,215
Inpatient Hospital	387	121	31.27	59	15.25	6	1.55	192	49.61	9	2.33	\$4,020,938	\$644,181	\$1,288,362
Clinic (Lab, X-ray)	1656	660	39.86	174	10.51	5	0.30	800	48.31	17	1.03	\$1,506,612	\$160,578	\$602,736
Nursing Home Care	80	37	46.25	11	13.75	5	6.25	25	31.25	2	2.50	\$1,252,638	\$211,383	\$618,490
Therapies	101	58	57.43	9	8.91	2	1.98	31	30.69	1	0.99	\$119,391	\$11,821	\$69,743
Ambulance	155	35	22.58	7	4.52	0	0.00	111	71.61	2	1.29	\$191,692	\$8,657	\$43,285
Home Health Care	34	9	26.47	6	17.65	0	0.00	19	55.88	0	0.00	\$114,351	\$20,180	\$30,269
DME/Medical Supplies	564	307	54.43	74	13.12	3	0.53	173	30.67	7	1.24	\$599,560	\$80,260	\$327,951

Region=08: Denver

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld
TOTAL All Services	2405	804	33.43	244	10.15	25	1.04	1272	52.89	60	2.49	\$6,698,514	\$988,171	\$2,458,720
Practitioner Services	654	202	30.89	56	8.56	4	0.61	367	56.12	25	3.82	\$924,821	\$82,018	\$288,476
OPD Mental Health	2	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00	\$3,385	\$0	\$1,693
Hospice Care	4	2	50.00	0	0.00	0	0.00	2	50.00	0	0.00	\$5,565	\$0	\$2,782
Non-Medicare Benefit	183	119	65.03	19	10.38	2	1.09	42	22.95	1	0.55	\$172,360	\$18,837	\$113,023
Emergency Room	87	48	55.17	24	27.59	1	1.15	11	12.64	3	3.45	\$79,431	\$22,369	\$44,281

Dollar figures are estimates based on records received during 2008 with cost data. Mean values by service category are applied to all records with that service. Partial overturn decisions have the dollar value apportioned to the appropriate category, equally divided between \$ Upheld and \$ Overturned.

TABLE 3
Annual Report of Medicare Reconsideration Results:
National Summary of Final Decisions and Value of Contested Claims
for Cases Decided During 2008, by Region and Service

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld
Inpatient Hospital	266	79	29.70	43	16.17	6	2.26	125	46.99	13	4.89	\$2,763,745	\$477,941	\$851,982
Clinic (Lab, X-ray)	333	96	28.83	43	12.91	0	0.00	188	56.46	6	1.80	\$302,960	\$39,121	\$87,340
Nursing Home Care	93	46	49.46	13	13.98	10	10.75	21	22.58	3	3.23	\$1,456,192	\$281,844	\$798,557
Therapies	52	20	38.46	6	11.54	0	0.00	25	48.08	1	1.92	\$61,469	\$7,093	\$23,642
Ambulance	422	48	11.37	9	2.13	0	0.00	362	85.78	3	0.71	\$521,896	\$11,130	\$59,363
Home Health Care	34	15	44.12	6	17.65	0	0.00	13	38.24	0	0.00	\$114,351	\$20,180	\$50,449
DME/Medical Supplies	275	128	46.55	25	9.09	2	0.73	115	41.82	5	1.82	\$292,339	\$27,639	\$137,133

Region=09: San Francisco

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld
TOTAL All Services	13081	6859	52.43	1227	9.38	265	2.03	4392	33.58	338	2.58	\$43,454,350	\$5,237,912	\$23703701
Practitioner Services	4075	1938	47.56	401	9.84	66	1.62	1533	37.62	137	3.36	\$5,762,457	\$613,719	\$2,787,191
OPD Mental Health	46	27	58.70	4	8.70	2	4.35	13	28.26	0	0.00	\$77,859	\$8,463	\$47,393
Hospice Care	17	9	52.94	0	0.00	0	0.00	8	47.06	0	0.00	\$23,650	\$0	\$12,521
Non-Medicare Benefit	873	552	63.23	78	8.93	12	1.37	205	23.48	26	2.98	\$822,244	\$79,116	\$525,558
Emergency Room	664	281	42.32	118	17.77	5	0.75	251	37.80	9	1.36	\$606,232	\$110,017	\$258,836
Inpatient Hospital	1490	618	41.48	163	10.94	76	5.10	615	41.28	18	1.21	\$15,481,130	\$2,088,394	\$6,815,853
Clinic (Lab, X-ray)	1709	715	41.84	188	11.00	26	1.52	729	42.66	51	2.98	\$1,554,831	\$182,868	\$662,327
Nursing Home Care	960	614	63.96	96	10.00	50	5.21	188	19.58	12	1.25	\$15,031,661	\$1,894,616	\$10005449
Therapies	272	183	67.28	25	9.19	5	1.84	55	20.22	4	1.47	\$321,528	\$32,507	\$219,278
Ambulance	944	594	62.92	28	2.97	3	0.32	304	32.20	15	1.59	\$1,167,464	\$36,483	\$736,467
Home Health Care	194	90	46.39	19	9.79	3	1.55	78	40.21	4	2.06	\$652,471	\$68,947	\$307,737
DME/Medical Supplies	1837	1238	67.39	107	5.82	17	0.93	413	22.48	62	3.38	\$1,952,823	\$122,782	\$1,325,092

Dollar figures are estimates based on records received during 2008 with cost data. Mean values by service category are applied to all records with that service. Partial overturn decisions have the dollar value apportioned to the appropriate category, equally divided between \$ Upheld and \$ Overturned.

TABLE 3
Annual Report of Medicare Reconsideration Results:
National Summary of Final Decisions and Value of Contested Claims
for Cases Decided During 2008, by Region and Service

Region=10: Seattle

Appealed Service	Recons Decided 2008	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$	\$ Overturned	\$ Upheld
TOTAL All Services	2370	1545	65.19	299	12.62	48	2.03	294	12.41	184	7.76	\$7,988,950	\$1,415,919	\$5,174,496
Practitioner Services	609	345	56.65	88	14.45	12	1.97	100	16.42	64	10.51	\$861,187	\$132,925	\$496,349
OPD Mental Health	13	9	69.23	2	15.38	0	0.00	0	0.00	2	15.38	\$22,004	\$3,385	\$15,233
Non-Medicare Benefit	348	283	81.32	18	5.17	4	1.15	27	7.76	16	4.60	\$327,767	\$18,837	\$268,430
Emergency Room	25	15	60.00	3	12.00	0	0.00	5	20.00	2	8.00	\$22,825	\$2,739	\$13,695
Inpatient Hospital	111	55	49.55	18	16.22	0	0.00	29	26.13	9	8.11	\$1,153,292	\$187,020	\$571,451
Clinic (Lab, X-ray)	365	210	57.53	56	15.34	6	1.64	47	12.88	46	12.60	\$332,073	\$53,678	\$193,785
Nursing Home Care	291	189	64.95	50	17.18	19	6.53	22	7.56	11	3.78	\$4,556,472	\$931,650	\$3,108,109
Therapies	76	47	61.84	10	13.16	4	5.26	11	14.47	4	5.26	\$89,839	\$14,185	\$57,922
Ambulance	135	86	63.70	18	13.33	2	1.48	15	11.11	14	10.37	\$166,957	\$23,498	\$107,595
Home Health Care	15	7	46.67	4	26.67	0	0.00	4	26.67	0	0.00	\$50,449	\$13,453	\$23,543
DME/Medical Supplies	382	299	78.27	32	8.38	1	0.26	34	8.90	16	4.19	\$406,085	\$34,549	\$318,383

Dollar figures are estimates based on records received during 2008 with cost data. Mean values by service category are applied to all records with that service. Partial overturn decisions have the dollar value apportioned to the appropriate category, equally divided between \$ Upheld and \$ Overturned.

TABLE 4
Annual Report of Medicare Reconsideration Results:
National Summary of Final Decisions and Value of Contested Claims
for Cases Decided During 2008, by Appeal Priority and Service

Priority=Standard Service Denial

Appealed Service	Recons Decided 2008	% of All Cases	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$
Practitioner Services	2173	4.92	1420	65.35	316	14.54	48	2.21	289	13.30	100	4.60	\$3,072,839
OPD Mental Health	31	0.07	22	70.97	2	6.45	2	6.45	4	12.90	1	3.23	\$52,470
Hospice Care	1	0.00	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00	\$1,391
Non-Medicare Benefit	869	1.97	599	68.93	103	11.85	11	1.27	132	15.19	24	2.76	\$818,476
Inpatient Hospital	24	0.05	6	25.00	0	0.00	0	0.00	17	70.83	1	4.17	\$249,360
Clinic (Lab, X-ray)	1104	2.50	489	44.29	217	19.66	7	0.63	337	30.53	54	4.89	\$1,004,408
Nursing Home Care	21	0.05	10	47.62	0	0.00	0	0.00	11	52.38	0	0.00	\$328,818
Therapies	394	0.89	265	67.26	51	12.94	10	2.54	55	13.96	13	3.30	\$465,743
Ambulance	81	0.18	45	55.56	2	2.47	0	0.00	33	40.74	1	1.23	\$100,174
Home Health Care	131	0.30	71	54.20	23	17.56	2	1.53	29	22.14	6	4.58	\$440,586
DME/Medical Supplies	2747	6.22	1918	69.82	256	9.32	25	0.91	458	16.67	90	3.28	\$2,920,198
Priority	7576	17.15	4845		970		105		1366		290		\$9,454,465

Priority=Standard Claim Denial

Appealed Service	Recons Decided 2008	% of All Cases	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$
Practitioner Services	11332	25.66	3280	28.94	808	7.13	108	0.95	6890	60.80	246	2.17	\$16,024,581
OPD Mental Health	110	0.25	53	48.18	10	9.09	0	0.00	43	39.09	4	3.64	\$186,185
Hospice Care	31	0.07	17	54.84	3	9.68	0	0.00	11	35.48	0	0.00	\$43,126
Non-Medicare Benefit	2454	5.56	1677	68.34	169	6.89	40	1.63	518	21.11	50	2.04	\$2,311,324
Emergency Room	1207	2.73	510	42.25	185	15.33	11	0.91	482	39.93	19	1.57	\$1,101,991
Inpatient Hospital	4105	9.29	1251	30.48	506	12.33	148	3.61	2108	51.35	92	2.24	\$42,651,032
Clinic (Lab, X-ray)	7327	16.59	2093	28.57	559	7.63	44	0.60	4500	61.42	131	1.79	\$6,666,031
Nursing Home Care	1236	2.80	679	54.94	147	11.89	92	7.44	301	24.35	17	1.38	\$19,353,263
Therapies	556	1.26	267	48.02	40	7.19	8	1.44	232	41.73	9	1.62	\$657,242
Ambulance	2619	5.93	1137	43.41	165	6.30	8	0.31	1248	47.65	61	2.33	\$3,238,970

TABLE 4
Annual Report of Medicare Reconsideration Results:
National Summary of Final Decisions and Value of Contested Claims
for Cases Decided During 2008, by Appeal Priority and Service

Appealed Service	Recons Decided 2008	% of All Cases	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$
Home Health Care	337	0.76	89	26.41	25	7.42	2	0.59	215	63.80	6	1.78	\$1,133,415
DME/Medical Supplies	2026	4.59	1084	53.50	158	7.80	18	0.89	728	35.93	38	1.88	\$2,153,739
Priority	33340	75.49	12137		2775		479		17276		673		\$95,520,901

Priority=Expedited Appeal

Appealed Service	Recons Decided 2008	% of All Cases	Recons Upheld	%	Recons Overturned	%	Recons Partially Overturned	%	Recons Dismissed	%	Recons Withdrawn	%	Total \$
Practitioner Services	494	1.12	339	68.62	99	20.04	11	2.23	20	4.05	25	5.06	\$698,565
OPD Mental Health	4	0.01	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00	\$6,770
Non-Medicare Benefit	123	0.28	86	69.92	25	20.33	1	0.81	6	4.88	5	4.07	\$115,849
Inpatient Hospital	534	1.21	294	55.06	128	23.97	6	1.12	85	15.92	21	3.93	\$5,548,271
Clinic (Lab, X-ray)	431	0.98	242	56.15	138	32.02	6	1.39	14	3.25	31	7.19	\$392,119
Nursing Home Care	1291	2.92	804	62.28	258	19.98	64	4.96	135	10.46	30	2.32	\$20,214,452
Therapies	87	0.20	62	71.26	14	16.09	5	5.75	5	5.75	1	1.15	\$102,842
Ambulance	20	0.05	14	70.00	2	10.00	1	5.00	3	15.00	0	0.00	\$24,734
Home Health Care	66	0.15	29	43.94	28	42.42	1	1.52	8	12.12	0	0.00	\$221,975
DME/Medical Supplies	199	0.45	146	73.37	31	15.58	4	2.01	13	6.53	5	2.51	\$211,547
Priority	3249	7.36	2020		723		99		289		118		\$27,537,125
	44165	100.00	19002		4468		683		18931		1081		\$132,512,491

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

Region=01: BOSTON

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WithDr
H0318: AETNA HEALTH INC.	936	4.27	4	0	3	75.00	0	0.00	0	0.00	1	25.00	0	0.00
H0322: AETNA LIFE INSURANCE COMPANY	300	3.33	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0346: PACE VERMONT, INC.	22	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H0523: AETNA HEALTH OF CALIFORNIA, INC.	27,857	1.90	53	0	41	77.36	3	5.66	0	0.00	8	15.09	1	1.89
H0768: AETNA LIFE INSURANCE COMPANY	131	45.80	6	0	4	66.67	0	0.00	0	0.00	1	16.67	1	16.67
H0901: AETNA HEALTH INC.	128	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H0902: AETNA LIFE INSURANCE COMPANY	46	43.48	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H1109: AETNA HEALTH INC.(GEORGIA)	1,065	0.94	1	0	0	0.00	0	0.00	0	0.00	0	0.00	1	100.00
H1110: AETNA LIFE INSURANCE COMPANY	191	5.24	1	0	0	0.00	0	0.00	1	100.00	0	0.00	0	0.00
H1419: AETNA HEALTH OF ILLINOIS, INC.	1,038	2.89	3	0	2	66.67	0	0.00	1	33.33	0	0.00	0	0.00
H1420: AETNA LIFE INSURANCE COMPANY	394	7.61	3	0	2	66.67	0	0.00	0	0.00	1	33.33	0	0.00
H2047: AETNA LIFE INSURANCE COMPANY	70	28.57	2	0	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00
H2112: AETNA HEALTH INC. (MARYLAND)	4,942	5.67	28	0	16	57.14	1	3.57	0	0.00	10	35.71	1	3.57
H2206: HARVARD PILGRIM HEALTH CARE	-	-	4	0	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00
H2218: HARBOR HEALTH SERVICES	265	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2219: FALLON COMMUNITY HEALTH PLAN	477	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2220: UPHAMS CORNER HEALTH COMMITTEE, INC.	130	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2221: ELDER SRVC PLN/CAMBRIDGE HEALTH ALLIANCE	182	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2222: ELDER SERVICE PLAN OF THE NORTH SHORE	519	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2223: ELDER SVC PLN/E BOSTON HEALTH CENTER	306	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2224: SENIOR WHOLE HEALTH, LLC	4,262	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2225: COMMONWEALTH CARE ALLIANCE, INC.	1,510	0.66	1	0	0	0.00	0	0.00	1	100.00	0	0.00	0	0.00
H2229: TUFTS ASSOCIATED HMO, INC.	3,488	0.29	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H2230: BLUE CROSS AND BLUE SHIELD OF MA HMO BLUE, INC.	897	5.57	5	0	3	60.00	1	20.00	1	20.00	0	0.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H2256: TUFTS ASSOCIATED HMO, INC.	72,605	1.76	128	0	112	87.50	6	4.69	1	0.78	4	3.13	5	3.91
H2258: PILGRIM HEALTH CARE, INC.	-	-	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H2261: BLUE CROSS AND BLUE SHIELD OF MA HMO BLUE, INC.	32,116	1.96	63	0	47	74.60	10	15.87	1	1.59	3	4.76	2	3.17
H2411: FALLON COMMUNITY HEALTH PLAN	438	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3011: BLUE CROSS AND BLUE SHIELD OF MASS. HMO BLUE, INC.	306	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3051: MATTHEW THORNTON HEALTH PLAN	-	-	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3057: TUFTS ASSOCIATED HEALTH MAINTENANCE ORGANIZATION,	656	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3152: AETNA HEALTH, INC.	33,673	3.56	120	0	64	53.33	9	7.50	3	2.50	41	34.17	3	2.50
H3312: AETNA HEALTH INC.	13,397	4.40	59	0	37	62.71	6	10.17	0	0.00	15	25.42	1	1.69
H3597: AETNA HEALTH	497	2.01	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H3623: AETNA HEALTH, INC.	1,873	4.27	8	0	7	87.50	0	0.00	0	0.00	1	12.50	0	0.00
H3624: AETNA LIFE INSURANCE COMPANY	116	8.62	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3931: AETNA HEALTH INC	40,076	2.72	109	0	75	68.81	9	8.26	2	1.83	20	18.35	3	2.75
H4105: PACE ORGANIZATION OF RHODE ISLAND	110	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4152: BLUE CROSS AND BLUE SHIELD OF RHODE ISLAND	40,163	5.83	234	0	114	48.72	26	11.11	5	2.14	85	36.32	4	1.71
H4362: AETNA LIFE INSURANCE COMPANY	186	5.38	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H4523: AETNA HEALTH INC.	3,519	1.42	5	0	1	20.00	1	20.00	0	0.00	3	60.00	0	0.00
H4524: AETNA LIFE INSURANCE COMPANY	1,142	1.75	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H4781: AETNA LIFE INSURANCE COMPANY	16	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4910: AETNA HEALTH INC.	242	16.53	4	0	1	25.00	0	0.00	0	0.00	3	75.00	0	0.00
H4911: AETNA LIFE INSURANCE COMPANY	203	9.85	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5414: AETNA HEALTH INC.	1,808	5.53	10	0	6	60.00	0	0.00	0	0.00	3	30.00	1	10.00
H5437: AETNA LIFE INSURANCE COMPANY	543	7.37	4	0	2	50.00	0	0.00	0	0.00	2	50.00	0	0.00
H5510: AETNA LIFE INSURANCE COMPANY	3,769	6.90	26	0	17	65.38	2	7.69	0	0.00	6	23.08	1	3.85

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H5512: AETNA LIFE INSURANCE COMPANY	8,164	8.45	69	0	46	66.67	7	10.14	2	2.90	11	15.94	3	4.35
H5521: AETNA LIFE INSURANCE COMPANY	10,745	3.54	38	0	27	71.05	4	10.53	1	2.63	6	15.79	0	0.00
H5527: UNITED HEALTHCARE INS. COMPA	-	-	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5531: AETNA LIFE INSURANCE COMPANY	901	4.44	4	0	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5591: MARTINS POINT GENERATIONS, LLC	1,016	0.98	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5736: AETNA LIFE INSURANCE COMPANY	196,271	1.03	203	0	135	66.50	11	5.42	2	0.99	52	25.62	3	1.48
H5793: AETNA HEALTH INC.	573	6.98	4	0	1	25.00	1	25.00	0	0.00	1	25.00	1	25.00
H5813: AETNA HEALTH, INC	649	3.08	2	0	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00
H5832: AETNA HEALTH INC.	90	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5838: COMMONWEALTH CARE ALLIANCE	203	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5949: SENIOR WHOLE HEALTH, LLC	423	4.73	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5950: AETNA HEALTH INC.	66	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5992: SENIOR WHOLE HEALTH, LLC	546	3.66	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H7226: HARVARD PILGRIM HEALTH CARE INC.	25,003	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7908: AETNA HEALTH	275	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H9001: FALLON COMMUNITY HEALTH PLAN	30,078	7.58	228	0	168	73.68	29	12.72	9	3.95	16	7.02	6	2.63
H9418: UNITED HEALTHCARE INSURANCE	-	-	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
R5595: AETNA LIFE INSURANCE COMPANY	1,368	7.31	10	0	8	80.00	1	10.00	0	0.00	1	10.00	0	0.00

Region=02: NEW YORK

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
E6036: ASOCIACION DE MAESTROS DE PUERTO RICO	1,841	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H0423: METROPLUS HEALTH PLAN, INC.	760	1.32	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H1777: CATHOLIC SPECIAL NEEDS PLAN, LLC	252	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2291: PROSALUD HMO, CORP.	470	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H3109: HORIZON HEALTHCARE OF NJ,INC	-	-	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H3154: HORIZON HEALTHCARE OF NEW JERSEY, INC.	53,855	4.88	263	0	124	47.15	78	29.66	3	1.14	44	16.73	14	5.32
H3214: FIRST MEDICAL HEALTH PLAN (OF FLORIDA)	38	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3240: AMERIGROUP NEW JERSEY, INC.	674	28.19	19	0	0	0.00	0	0.00	0	0.00	19	100.00	0	0.00
H3304: EXCELLUS HEALTH PLAN, INC.	72	13.89	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3305: ROCHESTER AREA HMO/ DBA PREFERRED CARE	68,177	1.51	103	0	76	73.79	12	11.65	4	3.88	8	7.77	3	2.91
H3314: HIP OF GREATER NEW YORK	1,736	1.73	3	0	0	0.00	1	33.33	0	0.00	1	33.33	1	33.33
H3321: INDEPENDENT LIVING SRVCS OF CENTRAL NY	349	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3322: SENIOR CARE CONNECTION, INC.	107	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3327: TOUCHSTONE HEALTH HMO, INC.	6,120	1.47	9	0	4	44.44	0	0.00	1	11.11	2	22.22	2	22.22
H3328: NEW YORK STATE CATHOLIC HLTH PLAN INC	2,285	3.06	7	0	4	57.14	1	14.29	0	0.00	2	28.57	0	0.00
H3329: COMPREHENSIVE CARE MANAGEMENT CORP.	1,929	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3330: HIP OF GREATER NEW YORK	127,754	5.25	671	0	201	29.96	89	13.26	11	1.64	344	51.27	26	3.87
H3331: INDEPENDENT LIVING FOR SENIORS, INC.	285	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3335: EXCELLUS HEALTH PLAN, INC.	21,100	4.60	97	0	63	64.95	32	32.99	0	0.00	1	1.03	1	1.03
H3336: NEIGHBORHOOD HEALTH PROVIDERS LLC	2,473	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3337: LIBERTY HEALTH ADVANTAGE, INC.	1,950	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3338: NATIONAL HEALTH PLAN NETWORK INC.	146	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3344: INDEPENDENT HEALTH BENEFITS CORP	2,764	0.72	2	0	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00
H3346: ROCHESTER AREA HEALTH MAINTENANCE ORG.	647	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3347: ELDERPLAN, INC.	834	22.78	19	0	13	68.42	0	0.00	0	0.00	4	21.05	2	10.53
H3351: EXCELLUS HEALTH PLAN, INC.	47,020	4.47	210	0	135	64.29	57	27.14	6	2.86	7	3.33	5	2.38
H3356: EXCELLUS HEALTH PLAN, INC.	4,125	0.97	4	0	0	0.00	3	75.00	0	0.00	1	25.00	0	0.00
H3359: MANAGED HEALTH, INC.	73,604	3.15	232	0	59	25.43	45	19.40	4	1.72	118	50.86	6	2.59
H3362: INDEPENDENT HEALTH ASSOCIATION, INC.	45,414	1.01	46	0	41	89.13	5	10.87	0	0.00	0	0.00	0	0.00
H3366: TOUCHSTONE HEALTH HMO, INC.	4,152	10.12	42	0	4	9.52	4	9.52	0	0.00	33	78.57	1	2.38

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
MCO														
H3384: HEALTHNOW NEW YORK INC	35,266	1.70	60	0	38	63.33	18	30.00	1	1.67	2	3.33	1	1.67
H3388: CAPITAL DISTRICT PHYSICIANS' HEALTH PLAN, INC.	19,291	5.55	107	0	72	67.29	14	13.08	2	1.87	18	16.82	1	0.93
H3528: CONNECTICARE, INC.	2,725	5.50	15	0	5	33.33	5	33.33	0	0.00	2	13.33	3	20.00
H4003: MMM HEALTHCARE, INC.	121,642	1.45	176	0	111	63.07	44	25.00	3	1.70	13	7.39	5	2.84
H4004: PREFERRED MEDICARE CHOICE, INC.	48,113	1.10	53	0	34	64.15	11	20.75	3	5.66	4	7.55	1	1.89
H4005: TRIPLE-S, INC.	25,985	0.96	25	0	14	56.00	4	16.00	1	4.00	3	12.00	3	12.00
H4006: MCS ADVANTAGE INC.	38,776	1.32	51	0	33	64.71	9	17.65	0	0.00	9	17.65	0	0.00
H4009: SDM HEALTHCARE MANAGEMENT, INC.	5,876	1.36	8	0	5	62.50	3	37.50	0	0.00	0	0.00	0	0.00
H4011: FIRST MEDICAL HEALTH PLAN, INC.	9,429	0.42	4	0	1	25.00	0	0.00	0	0.00	3	75.00	0	0.00
H4012: TRIPLE-S, INC.	31,188	2.28	71	0	52	73.24	17	23.94	0	0.00	1	1.41	1	1.41
H4729: GROUP HEALTH, INC.	17	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5042: CDPHP UNIVERSAL BENEFITS, INC.	671	1.49	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5526: HEALTHNOW NEW YORK INC.	14,924	1.41	21	0	10	47.62	9	42.86	0	0.00	1	4.76	1	4.76
H5528: GROUP HEALTH INCORPORATED	13,484	6.38	86	0	31	36.05	12	13.95	2	2.33	40	46.51	1	1.16
H5549: VNS CHOICE	1,446	11.07	16	0	8	50.00	4	25.00	3	18.75	1	6.25	0	0.00
H5577: MCS ADVANTAGE INC.	31,908	0.81	26	0	19	73.08	3	11.54	0	0.00	4	15.38	0	0.00
H5711: QMEDCARE OF NEW JERSEY, INC	-	-	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H5732: AUXILIO PLATINO, INC.	1,610	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5746: AMERIGROUP NEW MEXICO, INC.	161	12.42	2	0	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00
H5760: COOPERATIVA DE SEGUROS DE VIDA DE PUERTO RICO	5,620	0.71	4	0	2	50.00	2	50.00	0	0.00	0	0.00	0	0.00
H5774: AMERICAN HEALTH, INC.	21,638	0.05	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5817: AMERIGROUP TEXAS, INC.	4,996	9.61	48	0	6	12.50	4	8.33	0	0.00	38	79.17	0	0.00
H5821: MAPFRE LIFE INSURANCE COMPANY	14,681	0.07	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H5887: FIRST MEDICAL HEALTH PLAN, INC.	1,124	1.78	2	0	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00
H5896: AMERIGROUP MARYLAND, INC.	660	19.70	13	0	1	7.69	0	0.00	0	0.00	11	84.62	1	7.69

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H5989: COMPREHENSIVE CARE MANAGEMENT CORP.	17	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5991: AFFINITY HEALTH PLAN, INC.	1,110	3.60	4	0	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00
H6181: AMERIGROUP NEW YORK, LLC	309	16.18	5	0	0	0.00	1	20.00	0	0.00	4	80.00	0	0.00
H6331: BORO MEDICAL CENTER	2,015	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6334: NY HOTEL TRADES COUNCIL and HOTEL ASSN OF NYC	3,797	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6497: MENNONITE GENERAL HOSPITAL, INC.	320	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6504: CONNECTICARE INSURANCE COMPANY, INC.	59	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6806: ROCHESTER AREA HEALTH MAINTENANCE ORGANIZATION	17,474	0.29	5	0	2	40.00	1	20.00	0	0.00	1	20.00	1	20.00
H6864: GUILDNET, INC.	44	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7015: HEALTHFIRST HEALTH PLAN OF NEW JERSEY, INC.	1,311	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7200: AMERIGROUP TENNESSEE, INC.	613	11.42	7	0	0	0.00	0	0.00	0	0.00	6	85.71	1	14.29
H8606: PREFERRED HEALTH INC.	35	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H8991: AMERIGROUP FLORIDA, INC.	628	4.78	3	0	0	0.00	0	0.00	0	0.00	3	100.00	0	0.00
H9101: ELDERPLAN, INC. - SHMO	16,129	45.94	741	0	124	16.73	14	1.89	3	0.40	586	79.08	14	1.89
H9519: INDEPENDENT HEALTH BENEFITS CORPORATION	774	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H9859: MVP HEALTH PLAN, INC,	4,323	3.70	16	0	9	56.25	1	6.25	0	0.00	2	12.50	4	25.00

Region=03: PHILADELPHIA

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
90091: UNITED MINE WORKERS OF AMERICA HEALTH & RETIREMENT	38,173	0.31	12	0	9	75.00	0	0.00	2	16.67	1	8.33	0	0.00
H0097: QCC INSURANCE COMPANY	266	11.28	3	0	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00
H0245: UNISON HEALTH PLAN OF TENNESSEE, INC.	18	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H1254: UPMC HEALTH BENEFITS, INC.	8,909	3.82	34	0	11	32.35	4	11.76	0	0.00	19	55.88	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H1643: HM HEALTH INSURANCE COMPANY	318	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2102: M.D. - IPA, INC.	-	-	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H2108: BRAVO HEALTH MID- ATLANTIC INC.	10,732	38.86	417	0	36	8.63	6	1.44	3	0.72	359	86.09	13	3.12
H2109: JOHNS HOPKINS HEALTH SYSTEM, INC.	123	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2110: AETNA HEALTH INC.	-	-	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H2386: APPALACHIAN AGENCY FOR SENIOR CITIZENS, INC.	11	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2699: LIFE AT HOME, LLC	33	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2941: SENTARA LIFE CARE CORPORATION, INC	109	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3112: AMERIHEALTH HMO_INC	4,589	1.53	7	0	6	85.71	0	0.00	0	0.00	1	14.29	0	0.00
H3156: AMERIHEALTH HMO_INC	1,812	12.69	23	0	14	60.87	4	17.39	2	8.70	2	8.70	1	4.35
H3672: HOMETOWN HEALTH PLAN	8,075	2.11	17	0	13	76.47	2	11.76	1	5.88	1	5.88	0	0.00
H3907: UNIVERSITY OF PITTSBURGH MEDICAL CENTER	64,728	3.96	256	0	73	28.52	27	10.55	3	1.17	153	59.77	0	0.00
H3908: TRUSTEES OF THE UNIVERSITY OF PENNSYLVANIA	326	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3909: INDEPENDENCE BLUE CROSS	18,826	3.72	70	0	45	64.29	11	15.71	5	7.14	6	8.57	3	4.29
H3916: HIGHMARK, INC.	61,157	6.33	387	0	281	72.61	60	15.50	6	1.55	33	8.53	7	1.81
H3917: PITTSBURGH CARE PARTNERSHIP, INC.	273	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3918: LIVING INDEPENDENCE FOR THE ELDERLY	271	3.69	1	0	0	0.00	0	0.00	1	100.00	0	0.00	0	0.00
H3919: ST AGNES MEDICAL CENTER	218	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3920: UNISON HEALTH PLAN OF PENNSYLVANIA, INC.	14,215	3.66	52	0	27	51.92	8	15.38	2	3.85	14	26.92	1	1.92
H3923: CAPITAL ADVANTAGE INSURANCE COMPANY	7,816	4.35	34	0	25	73.53	3	8.82	4	11.76	0	0.00	2	5.88
H3924: GEISINGER INDEMNITY INSURANCE COMPANY	30	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3925: PENNSYLVANIA PACE, INC.	122	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3949: BRAVO HEALTH PENNSYLVANIA INC.	15,978	16.59	265	0	40	15.09	8	3.02	1	0.38	207	78.11	9	3.40
H3952: KEYSTONE HEALTH PLAN EAST, INC.	127,933	4.79	613	0	415	67.70	74	12.07	13	2.12	95	15.50	16	2.61
H3954: GEISINGER HEALTH PLAN	34,715	1.99	69	0	45	65.22	9	13.04	0	0.00	13	18.84	2	2.90
H3957: KEYSTONE HEALTH PLAN WEST, INC.	176,536	5.00	883	0	693	78.48	101	11.44	20	2.27	55	6.23	14	1.59

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H3962: KEYSTONE HEALTH PLAN CENTRAL, INC.	18,785	4.79	90	0	53	58.89	9	10.00	4	4.44	24	26.67	0	0.00
H3964: SENIOR PARTNERS BY BRAVO HEALTH	23,026	5.47	126	0	53	42.06	8	6.35	1	0.79	62	49.21	2	1.59
H3972: ELDER HEALTH PENNSYLVANIA, I	-	-	6	0	1	16.67	0	0.00	1	16.67	4	66.67	0	0.00
H4528: BRAVO HEALTH TEXAS, INC.	8,244	31.42	259	0	18	6.95	2	0.77	0	0.00	235	90.73	4	1.54
H4906: C AND O EMPLOYEES' HOSPITAL ASSOCIATION	2,939	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4908: OPTIMA HEALTH INSURANCE COMPANY	2,804	1.78	5	0	2	40.00	1	20.00	0	0.00	2	40.00	0	0.00
H4950: PRUDENTIAL HEALTH CARE PLAN	-	-	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5037: MOUNTAIN EMPIRE OLDER CITIZENS, INCX.	18	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5102: HEALTH PLAN OF THE UPPER OHI	-	-	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5106: HIGHMARK HEALTH INSURANCE COMPANY	6,988	4.15	29	0	23	79.31	6	20.69	0	0.00	0	0.00	0	0.00
H5151: HEALTH PLAN OF THE UPPER OHIO VALLEY	9,309	3.22	30	0	24	80.00	5	16.67	0	0.00	1	3.33	0	0.00
H5189: UNISON HEALTH PLAN OF TENNESSEE, INC.	35	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5533: UPMC HEALTH NETWORK	1,767	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5539: MARYLAND CARE - MEDICARE, INC.	70	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5665: CARE IMPROVEMENT PLUS OF MARYLAND, INC.	3,609	19.95	72	0	15	20.83	33	45.83	8	11.11	15	20.83	1	1.39
H5812: GEISINGER INDEMNITY INSURANCE COMPANY	1,032	23.26	24	0	13	54.17	3	12.50	0	0.00	8	33.33	0	0.00
H5932: GATEWAY HEALTH PLAN, INC.	23,880	3.06	73	0	44	60.27	16	21.92	3	4.11	9	12.33	1	1.37
H5998: UNISON HEALTH PLAN OF TENNESSEE, INC.	2,263	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6421: BRAVO HEALTH MID- ATLANTIC INC.	219	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6621: THP INSURANCE COMPANY	10	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7406: BRAVO HEALTH INSURANCE COMPANY, INC.	608	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H8031: GATEWAY HEALTH PLAN OF OHIO, INC.	25	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H8604: THP INSURANCE COMPANY	117	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H8655: RIVERSIDE RETIREMENT SERVICES, INC.	48	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H9793: HIGHMARK, INC.	19,340	3.15	61	0	50	81.97	6	9.84	0	0.00	5	8.20	0	0.00
H9882: VIRGINIA PREMIER HEALTH PLAN, INC.	177	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
R3444: CARE IMPROVEMENT PLUS SOUTH CENTRAL INSURANCE CO.	11,068	0.90	10	0	3	30.00	2	20.00	1	10.00	3	30.00	1	10.00
R6801: CARE IMPROVEMENT PLUS OF TEXAS INSURANCE COMPANY	18,834	0.74	14	0	5	35.71	6	42.86	1	7.14	1	7.14	1	7.14
R9896: CARE IMPROVEMENT PLUS SOUTH CENTRAL INSURANCE CO	31,520	0.82	26	0	12	46.15	4	15.38	1	3.85	8	30.77	1	3.85

Region=04: ATLANTA

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0104: BLUE CROSS AND BLUE SHIELD OF ALABAMA	39,819	3.21	128	0	47	36.72	38	29.69	3	2.34	32	25.00	8	6.25
H0117: WELLCARE OF OHIO, INC.	1,162	64.54	75	0	8	10.67	1	1.33	0	0.00	65	86.67	1	1.33
H0154: VIVA HEALTH, INC.	26,817	2.20	59	0	32	54.24	16	27.12	3	5.08	8	13.56	0	0.00
H0712: WELLCARE OF CONNECTICUT, INC.	3,747	66.99	251	0	13	5.18	7	2.79	4	1.59	224	89.24	3	1.20
H0913: WELLCARE HEALTH PLANS OF NEW JERSEY, INC.	1,406	30.58	43	0	2	4.65	0	0.00	0	0.00	41	95.35	0	0.00
H0967: WELLCARE HEALTH INSURANCE OF ILLINOIS, INC.	371	2.70	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0979: AMERICA'S 1ST CHOICE INSURANCE COMPANY OF NC, INC.	92	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H1016: AVMED, INC	18,785	1.92	36	0	21	58.33	8	22.22	0	0.00	5	13.89	2	5.56
H1026: HEALTH OPTIONS, INC	24,028	13.23	318	0	160	50.31	21	6.60	9	2.83	115	36.16	13	4.09
H1032: WELL CARE OF FLORIDA, INC.	76,914	33.93	2,610	0	242	9.27	110	4.21	16	0.61	2189	83.87	53	2.03
H1035: FLORIDA HEALTH CARE PLAN, INC.	15,460	10.03	155	0	86	55.48	66	42.58	1	0.65	2	1.29	0	0.00
H1037: CHOICE CARE HEALTH PLAN	3,790	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H1043: FLORIDA PACE CENTERS, INC.	150	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H1045: PREFERRED CARE PARTNERS INC.	22,117	42.00	929	0	148	15.93	49	5.27	6	0.65	721	77.61	5	0.54
H1054: PRUDENTIAL INSURANCE CO.	-	-	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H1073: PRUDENTIAL HLTH CARE PLAN, I	-	-	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H1087: CIGNA HEALTHCARE OF FLORIDA,	-	-	1	0	0	0.00	0	0.00	1	100.00	0	0.00	0	0.00
H1099: HEALTH FIRST HEALTH PLANS, INC.	22,495	8.45	190	0	91	47.89	11	5.79	1	0.53	78	41.05	9	4.74
H1112: WELLCARE OF GEORGIA, INC.	4,324	71.23	308	0	13	4.22	4	1.30	1	0.32	274	88.96	16	5.19
H1216: HARMONY HEALTH PLAN OF ILLINOIS, INC.	1,026	38.01	39	0	8	20.51	2	5.13	0	0.00	29	74.36	0	0.00
H1264: WELLCARE OF TEXAS, INC.	3,162	26.88	85	0	5	5.88	1	1.18	0	0.00	79	92.94	0	0.00
H1340: WELLCARE HEALTH INSURANCE OF ARIZONA, INC.	57,444	0.07	4	0	3	75.00	0	0.00	1	25.00	0	0.00	0	0.00
H1416: HARMONY HEALTH PLAN OF ILLINOIS, INC.	11,815	31.82	376	0	49	13.03	14	3.72	2	0.53	305	81.12	6	1.60
H1657: HARMONY HEALTH PLANS OF ILLINOIS, INC.	1,086	76.43	83	0	16	19.28	2	2.41	1	1.20	62	74.70	2	2.41
H1807: UNIVERSITY HEALTH CARE, INC.	9,347	0.75	7	0	2	28.57	3	42.86	0	0.00	2	28.57	0	0.00
H1851: ADVANTAGE CARE, INC.	-	-	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H1903: WELLCARE OF LOUISIANA, INC.	4,248	55.56	236	0	21	8.90	8	3.39	1	0.42	202	85.59	4	1.69
H3292: WELLCARE HEALTH INSURANCE OF ARIZONA, INC.	44	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3361: WELLCARE_OF NEW YORK, INC.	25,265	63.41	1,602	0	166	10.36	94	5.87	15	0.94	1303	81.34	24	1.50
H3404: PARTNERS NATIONAL HEALTH PLANS OF NC INC	2,735	2.56	7	0	6	85.71	0	0.00	0	0.00	1	14.29	0	0.00
H3449: PARTNERS NATIONAL HEALTH PLANS OF NC, INC.	39,604	2.85	113	0	48	42.48	12	10.62	3	2.65	43	38.05	7	6.19
H3518: BLUE CROSS BLUE SHIELD OF FLORIDA, INC.	1,281	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3942: ELDERHAUS INC.	-	-	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H4203: PALMETTO HEALTH ALLIANCE	349	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4204: INSTIL HEALTH INSURANCE COMPANY	7,186	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4205: BLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA	2,532	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4206: INSTIL HEALTH INSURANCE COMPANY	58	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4207: BLUE CROSS BLUE SHIELD OF SOUTH CAROLINA	519	3.85	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H4209: BLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA	910	2.20	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H4402: ALEXIAN BROTHERS COMMUNITY SERVICES	303	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4577: WELLCARE HEALTH INSURANCE OF ILLINOIS, INC.	37,136	0.13	5	0	2	40.00	1	20.00	2	40.00	0	0.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H5402: QUALITY HEALTH PLANS, INC.	8,984	86.26	775	0	83	10.71	18	2.32	3	0.39	669	86.32	2	0.26
H5404: UNIVERSAL HEALTH CARE, INC.	18,607	12.36	230	0	101	43.91	52	22.61	2	0.87	74	32.17	1	0.43
H5407: CITRUS HEALTH CARE, INC.	22,702	0.88	20	0	9	45.00	6	30.00	2	10.00	3	15.00	0	0.00
H5420: MEDICA HEALTHCARE PLANS, INC.	12,052	29.12	351	0	26	7.41	11	3.13	2	0.57	312	88.89	0	0.00
H5427: FREEDOM HEALTH PLAN, INC.	19,186	7.14	137	0	79	57.66	19	13.87	3	2.19	34	24.82	2	1.46
H5429: UNIVERSAL HEALTH CARE, INC.	1,599	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5431: HEALTHSUN HEALTH PLANS, INC.	2,622	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5434: BLUE CROSS AND BLUE SHIELD OF FLORIDA, INC.	7,110	0.42	3	0	1	33.33	0	0.00	0	0.00	2	66.67	0	0.00
H5436: AVMED, INC.	120	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5594: OPTIMUM HEALTHCARE, INC.	3,438	9.60	33	0	17	51.52	4	12.12	1	3.03	11	33.33	0	0.00
H5696: PHYSICIANS UNITED PLAN, INC.	10,642	0.19	2	0	1	50.00	0	0.00	0	0.00	0	0.00	1	50.00
H5729: MD MEDICARE CHOICE	15,942	0.63	10	0	1	10.00	2	20.00	0	0.00	7	70.00	0	0.00
H5820: UNIVERSAL HEALTH CARE INSURANCE COMPANY	32,954	0.09	3	0	1	33.33	1	33.33	1	33.33	0	0.00	0	0.00
H5884: BLUECROSS BLUESHIELD OF TENNESSEE	17,603	9.03	159	0	46	28.93	33	20.75	7	4.40	69	43.40	4	2.52
H5934: HOPE HOSPICE AND COMMUNITY SERVICES, INC.	27	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5938: CAPITAL HEALTH PLAN	8,292	1.69	14	0	12	85.71	0	0.00	0	0.00	2	14.29	0	0.00
H6499: WELLCARE HEALTH INSURANCE OF NEW YORK, INC.	4,346	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6934: UAHC HEALTH PLAN OF TENNESSEE, INC.	838	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7917: BLUE CROSS BLUE SHIELD OF TENNESSEE	153	6.54	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H9720: AMERICA'S 1ST CHOICE HEALTH PLANS, INC.	488	0.00	0	0	0	-	0	-	0	-	0	-	0	-
R5553: INSTIL HEALTH INSURANCE COMPANY	1,378	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

Region=05: CHICAGO

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WithDr
H0087: HEALTH ALLIANCE MEDICAL PLANS	17	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H0141: COMMUNITY CHOICE MICHIGAN	22	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H0540: UNICARE LIFE AND HEALTH INS. COMPANY	152,810	0.65	99	0	42	42.42	36	36.36	0	0.00	19	19.19	2	2.02
H0564: BLUE CROSS OF CALIFORNIA	19,995	2.50	50	0	24	48.00	23	46.00	0	0.00	2	4.00	1	2.00
H0974: HMO MINNESOTA D/B/A BLUE PLUS	306	3.27	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H1417: HEALTH ALLIANCE MEDICAL PLANS	2,227	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H1463: HEALTH ALLIANCE MEDICAL PLANS	6,839	2.92	20	0	18	90.00	2	10.00	0	0.00	0	0.00	0	0.00
H1472: UNITED HEALTHCARE PLAN OF TH	-	-	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H1511: ANTHEM INSURANCE COMPANIES, INC.	97	10.31	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H1517: ANTHEM INSURANCE COMPANIES, INC.	432	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H1553: THE M PLAN, INC.	6,581	0.76	5	0	4	80.00	1	20.00	0	0.00	0	0.00	0	0.00
H1555: ARNETT HMO	4,770	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H1558: WELBORN HEALTH PLAN	2,675	2.62	7	0	5	71.43	1	14.29	0	0.00	1	14.29	0	0.00
H1607: ANTHEM INSURANCE COMPANIES, INC.	2,254	3.11	7	0	4	57.14	2	28.57	0	0.00	1	14.29	0	0.00
H1689: ANTHEM INSURANCE COMPANIES, INC.	32,622	0.31	10	0	2	20.00	4	40.00	0	0.00	3	30.00	1	10.00
H1849: ANTHEM HEALTH PLANS OF KENTUCKY, INC.	7,719	1.68	13	0	4	30.77	1	7.69	0	0.00	6	46.15	2	15.38
H2237: INDEPENDENT CARE HEALTH PLAN, INC.	2,478	0.40	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H2312: HEALTH ALLIANCE PLAN OF MICHIGAN	22,812	1.40	32	0	27	84.38	4	12.50	1	3.13	0	0.00	0	0.00
H2318: HENRY FORD HEALTH SYSTEM	191	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2319: BLUE CROSS BLUE SHIELD OF MICHIGAN	251,635	0.98	246	0	189	76.83	29	11.79	2	0.81	20	8.13	6	2.44
H2320: PRIORITY HEALTH	8,955	0.89	8	0	6	75.00	2	25.00	0	0.00	0	0.00	0	0.00
H2322: ALLIANCE HEALTH AND LIFE INSURANCE, CO	1,781	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2323: FIDELIS SECURECARE OF MICHIGAN	1,143	7.00	8	0	1	12.50	7	87.50	0	0.00	0	0.00	0	0.00
H2354: HEALTHPLUS OF MICHIGAN	3,541	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2407: UCARE MINNESOTA	601	1.66	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H2409: MEDICA INSURANCE COMPANY	274	7.30	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H2410: MEDICA HEALTH PLANS	2,397	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2416: PRIMEWEST HEALTH SYSTEM	2,084	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2417: ITASCA MEDICAL CARE	468	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2419: SOUTH COUNTRY HEALTH ALLIANCE	1,902	1.05	2	0	1	50.00	0	0.00	0	0.00	0	0.00	1	50.00
H2422: GROUP HEALTH	2,608	2.30	6	0	5	83.33	0	0.00	0	0.00	1	16.67	0	0.00
H2424: FIRST PLAN OF MINNESOTA	987	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2425: BLUE PLUS	10,018	2.20	22	0	10	45.45	4	18.18	0	0.00	8	36.36	0	0.00
H2450: MEDICA INSURANCE COMPANY	48,370	1.03	50	0	38	76.00	10	20.00	1	2.00	1	2.00	0	0.00
H2456: UCARE MINNESOTA	7,835	0.13	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H2457: METROPOLITAN HEALTH PLAN	755	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2458: MEDICA HEALTH PLANS	8,308	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2459: UCARE MINNESOTA	43,282	1.11	48	0	31	64.58	8	16.67	2	4.17	5	10.42	2	4.17
H2461: BLUE CROSS BLUE SHIELD OF MINNESOTA	808	3.71	3	0	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H2462: HEALTHPARTNERS	34,510	1.16	40	0	32	80.00	5	12.50	0	0.00	1	2.50	2	5.00
H2613: HEALTHY ALLIANCE LIFE INSURANCE COMPANY	4,270	0.23	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H2926: PRIMEWEST HEALTH SYSTEM	89	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2997: ROCKY MOUNTAIN HOSPITAL AND MEDICAL SERVICES, INC.	301	3.32	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3044: NHP OF INDIANA, LLC	875	1.14	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3342: EMPIRE HEALTHCHOICE ASSURANCE, INC.	3,352	2.09	7	0	4	57.14	3	42.86	0	0.00	0	0.00	0	0.00
H3370: EMPIRE HEALTHCHOICE HMO, INC.	70,629	5.25	371	0	265	71.43	90	24.26	5	1.35	7	1.89	4	1.08
H3613: CONCORDIA CARE	234	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3614: TRIHEALTH SENIORLINK	381	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3620: MCKINLEY LIFE INSURANCE COMPANY	848	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3653: PARAMOUNT CARE, INC	14,857	1.75	26	0	15	57.69	5	19.23	0	0.00	6	23.08	0	0.00
H3655: COMMUNITY INSURANCE COMPANY	79,533	0.98	78	0	35	44.87	28	35.90	3	3.85	9	11.54	3	3.85

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H3656: AETNA U.S. HEALTHCARE, INC.	-	-	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H3660: SUMMACARE INC.	15,065	1.99	30	0	22	73.33	7	23.33	1	3.33	0	0.00	0	0.00
H3664: MCKINLEY LIFE INSURANCE COMPANY	17,097	1.70	29	0	21	72.41	6	20.69	0	0.00	0	0.00	2	6.90
H3668: MT. CARMEL HEALTH PLAN, INC.	24,728	2.55	63	0	44	69.84	3	4.76	4	6.35	11	17.46	1	1.59
H4036: ANTHEM INSURANCE COMPANIES, INC.	155	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4270: UCARE WISCONSIN, INC.	897	2.23	2	0	0	0.00	1	50.00	0	0.00	1	50.00	0	0.00
H4836: MEDICAL MUTUAL OF OHIO	6,578	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4909: ANTHEM HEALTH PLANS OF VIRGINIA, INC.	988	2.02	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5204: CARE WISCONSIN HEALTH PLAN, INC.	248	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5206: PARTNERSHIP HEALTH PLAN, INC.	1,386	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5207: COMMUNITY CARE HEALTH PLAN, INC	232	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5209: CARE WISCONSIN HEALTH PLAN, INC.	635	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5211: SECURITY HEALTH PLAN OF WISCONSIN, INC	13,929	0.72	10	0	10	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5212: COMMUNITY CARE, INC.	751	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5215: NETWORK HEALTH INSURANCE CORPORATION	12,450	1.37	17	0	12	70.59	3	17.65	1	5.88	1	5.88	0	0.00
H5262: GUNDERSEN LUTHERAN HEALTH PLAN	10,607	3.02	32	0	16	50.00	14	43.75	1	3.13	1	3.13	0	0.00
H5263: NETWORK HEALTH PLAN	-	-	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5264: DEAN HEALTH PLAN, INC.	7,814	1.28	10	0	7	70.00	2	20.00	0	0.00	1	10.00	0	0.00
H5304: EMPIRE HEALTHCHOICE ASSURANCE, INC.	1,728	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5419: BLUE CROSS OF CALIFORNIA	9,281	0.22	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H5422: BLUE CROSS BLUE SHIELD OF GEORGIA	1,523	3.94	6	0	2	33.33	3	50.00	0	0.00	1	16.67	0	0.00
H5485: MCKINLEY LIFE INSURANCE COMPANY	352	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5508: ADVANTAGE HEALTH SOLUTIONS, INC.	1,922	3.64	7	0	2	28.57	2	28.57	1	14.29	2	28.57	0	0.00
H5529: COMMUNITY INSURANCE COMPANY	8,704	1.15	10	0	8	80.00	1	10.00	0	0.00	1	10.00	0	0.00
H5530: ANTHEM HEALTH PLANS OF KENTUCKY, INC.	1,450	0.69	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5575: FIDELIS SECURECARE OF NORTH CAROLINA	601	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H5610: CARE RESOURCES, INC.	95	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5679: HMO COLORADO, INC.	188	5.32	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5685: MIDWEST HEALTH PLAN, INC.	265	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5703: SOUTH COUNTRY HEALTH ALLIANCE	676	1.48	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5750: METROPOLITAN HEALTH PLAN	132	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5854: ANTHEM HEALTH PLANS, INC	2,076	9.15	19	0	15	78.95	4	21.05	0	0.00	0	0.00	0	0.00
H5883: BLUE CARE NETWORK OF MICHIGAN	23,489	1.62	38	0	23	60.53	7	18.42	2	5.26	5	13.16	1	2.63
H5893: CARE WISCONSIN HEALTH PLAN, INC.	13	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5980: FIDELIS SECURECARE OF TEXAS, INC.	202	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6110: NETWORK HEALTH INSURANCE CORPORATION	103	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6140: WABASH MEM. HOSPITAL	1,796	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6141: SIDNEY HILLMAN HC	982	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6142: UNION HEALTH SERVICES, INC.	1,476	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6143: UNION MEDICAL CENTER	741	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6178: CARESOURCE	80	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6184: COMPCARE HEALTH SERVICES INSURANCE CORPORATION	40	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6717: UNITED HEALTHCARE INSURANCE	-	-	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H7526: MEDICA HEALTH PLAN	107	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H8201: METROPOLITAN HEALTH PLAN	3,963	1.26	5	0	4	80.00	0	0.00	0	0.00	1	20.00	0	0.00
H8836: MENNONITE MUTUAL AID ASSOCIATION	56	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H9005: GROUP HEALTH PLAN, INC.	1,631	1.23	2	0	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00
H9313: MEDICAL MUTUAL OF OHIO	2,020	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H9452: ROCKY MOUNTAIN HOSPITAL AND MEDICAL SERVICES, INC.	856	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H9466: HMO MISSOURI, INC.	35	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H9931: HEALTHPARTNERS INSURANCE COMPANY	99	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H9951: FIRSTSOLUTIONS DBA FIRST PLAN OF MINNESOTA	17	0.00	0	0	0	-	0	-	0	-	0	-	0	-
R5941: ANTHEM INSURANCE COMPANIES, INC.	15,944	1.00	16	0	12	75.00	2	12.50	0	0.00	2	12.50	0	0.00
R9943: ANTHEM BLUE CROSS LIFE AND HEALTH INSURANCE CO.	35,318	0.57	20	0	11	55.00	6	30.00	0	0.00	3	15.00	0	0.00

Region=06: DALLAS

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0320: ARCADIAN HEALTH PLAN, INC.	2,911	0.34	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0332: KS PLAN ADMINISTRATORS, LLC	3,227	3.72	12	0	8	66.67	0	0.00	0	0.00	4	33.33	0	0.00
H0908: BUCKEYE COMMUNITY HEALTH PLAN, INC.	63	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H1904: PACE GREATER NEW ORLEANS	43	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H1961: TENET CHOICES, INC. / PEOPLES HEALTH NETWORK	39,738	5.96	237	0	141	59.49	21	8.86	4	1.69	70	29.54	1	0.42
H2899: ARCADIAN HEALTH PLAN OF NORTH CAROLINA, INC.	2,906	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3059: PHYSICIANS HEALTH CHOICE OF NEW MEXICO	457	2.19	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H3204: PRESBYTERIAN HEALTH PLAN	19,531	3.43	67	0	58	86.57	7	10.45	0	0.00	1	1.49	1	1.49
H3206: PRESBYTERIAN INSURANCE COMPANY, INC.	4,215	4.03	17	0	14	82.35	1	5.88	1	5.88	1	5.88	0	0.00
H3207: LOVELACE INSURANCE COMPANY	393	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3208: HCSC INSURANCE SERVICES COMPANY	1,947	5.65	11	0	7	63.64	0	0.00	1	9.09	2	18.18	1	9.09
H3251: LOVELACE HEALTH SYSTEM, INC.	26,059	2.26	59	0	49	83.05	6	10.17	0	0.00	3	5.08	1	1.69
H3333: AMERICAN PROGRESSIVE LIFE/HLTH INS.	52,573	0.04	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3706: GLOBALHEALTH, INC.	6,210	6.60	41	0	21	51.22	3	7.32	0	0.00	16	39.02	1	2.44
H3708: SELECTCARE OF OKLAHOMA, INC.	153	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3709: HCSC INSURANCE SERVICES COMPANY	1,700	10.00	17	0	13	76.47	2	11.76	0	0.00	2	11.76	0	0.00
H3755: COMMUNITY CARE HMO, INC	25,698	7.20	185	0	68	36.76	15	8.11	0	0.00	100	54.05	2	1.08

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H4125: ARCADIAN HEALTH PLAN	853	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4506: SELECTCARE OF TEXAS, L.L.C.	42,377	2.48	105	0	51	48.57	14	13.33	4	3.81	32	30.48	4	3.81
H4517: AMARILLO MULTISVC CTR FR THE AGING INC	131	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4518: BIENVIVIR SENIOR HEALTH SERVICES	693	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4525: SHA, L.L.C	1,532	1.31	2	0	0	0.00	0	0.00	0	0.00	2	100.00	0	0.00
H4527: PSO HEALTH SERVICES, LLC	11,593	4.05	47	0	14	29.79	1	2.13	0	0.00	32	68.09	0	0.00
H4529: ARCADIAN HEALTH PLAN, INC.	12,098	0.08	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H4531: HCSC INSURANCE SERVICES COMPANY	670	5.97	4	0	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H4556: CONSOLIDATED ASSOC OF RAILROAD EMPLOYEES HC	5,397	1.11	6	0	3	50.00	0	0.00	2	33.33	1	16.67	0	0.00
H4564: SCOTT AND WHITE HEALTH PLAN	23,506	0.26	6	0	6	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5213: TOTAL COMMUNITY CARE, L.L.C.	334	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5294: SUPERIOR HEALTH PLAN, INC.	39	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5301: PENNSYLVANIA LIFE INSURANCE COMPANY	147	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5416: ARCADIAN HEALTH PLAN	3,726	1.07	4	0	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5421: PYRAMID LIFE INSURANCE COMPANY	127,903	0.05	7	0	5	71.43	1	14.29	0	0.00	1	14.29	0	0.00
H5501: TENET CHOICES, INC. / PEOPLES HEALTH NETWORK	597	13.40	8	0	6	75.00	2	25.00	0	0.00	0	0.00	0	0.00
H5576: VANTAGE HEALTH PLAN, INC.	2,272	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5578: ARCADIAN HEALTH PLAN OF GEORGIA, INC.	2,756	0.36	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5590: BRIDGEWAY HEALTH SOLUTIONS	72	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5611: AMERICAN PIONEER HEALTH PLAN	-	-	5	0	0	0.00	0	0.00	0	0.00	5	100.00	0	0.00
H5619: ARCADIAN HEALTH PLAN, INC.	2,003	1.00	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H5656: SELECTCARE HEALTH PLANS, INC.	2,551	2.35	6	0	1	16.67	1	16.67	0	0.00	4	66.67	0	0.00
H5700: ARKANSAS COMMUNITY CARE	6,682	0.60	4	0	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00
H5783: ARCADIAN HEALTH PLAN, INC.	4,846	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H5849: ARKANSAS BLUE CROSS AND BLUE SHIELD, A MUTUAL INS.	1,321	4.54	6	0	4	66.67	0	0.00	0	0.00	1	16.67	1	16.67
H5909: AMERICAN PROGRESSIVE LIFE AND HEALTH OF NEW YORK	82	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5936: AMERICAN PIONEER HEALTH PLAN	-	-	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H7179: ARCADIAN HEALTH PLAN OF LOUISIANA, INC.	3,147	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7357: MARQUETTE NATIONAL LIFE INSURANCE COMPANY	7,808	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7845: CHESAPEAKE LIFE INSURANCE COMPANY	11,712	1.45	17	0	15	88.24	1	5.88	1	5.88	0	0.00	0	0.00
H8742: ABRI HEALTH PLAN, INC	3,054	5.57	17	0	7	41.18	0	0.00	0	0.00	8	47.06	2	11.76

Region=07: KANSAS CITY

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0307: HUMANA HEALTH PLAN, INC.	9,911	14.93	148	0	31	20.95	21	14.19	1	0.68	92	62.16	3	2.03
H0317: HUMANA INSURANCE COMPANY	2,145	10.26	22	0	8	36.36	0	0.00	0	0.00	14	63.64	0	0.00
H0354: CIGNA HEALTHCARE OF ARIZONA, INC.	31,296	2.11	66	0	44	66.67	3	4.55	2	3.03	16	24.24	1	1.52
H0623: HUMANA INSURANCE COMPANY	1,825	18.63	34	0	9	26.47	3	8.82	0	0.00	22	64.71	0	0.00
H1019: CARE PLUS HEALTH PLAN	56,948	8.34	475	0	203	42.74	73	15.37	3	0.63	189	39.79	7	1.47
H1036: HUMANA MEDICAL PLAN, INC	254,775	5.84	1,488	0	654	43.95	163	10.95	10	0.67	649	43.62	12	0.81
H1406: HUMANA HEALTH PLAN, INC.	27,373	3.29	90	0	21	23.33	8	8.89	0	0.00	60	66.67	1	1.11
H1418: HUMANA INSURANCE COMPANY	2,212	13.11	29	0	10	34.48	0	0.00	0	0.00	17	58.62	2	6.90
H1468: OSF HEALTHPLANS, INC.	1,612	1.86	3	0	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00
H1510: HUMANA INSURANCE COMPANY	1,600	5.00	8	0	3	37.50	0	0.00	0	0.00	5	62.50	0	0.00
H1651: MEDICAL ASSOCIATES HEALTH PLAN, INC.	7,848	0.25	2	0	0	0.00	2	100.00	0	0.00	0	0.00	0	0.00
H1714: VIA CHRISTI HEALTHCARE OUTREACH PROGRAM FOR ELDERS	178	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H1716: HUMANA INSURANCE COMPANY	5,532	7.05	39	0	6	15.38	2	5.13	2	5.13	28	71.79	1	2.56
H1804: HUMANA INSURANCE COMPANY	680,848	1.20	814	0	539	66.22	125	15.36	16	1.97	116	14.25	18	2.21
H1806: HUMANA INSURANCE COMPANY	9,692	3.30	32	0	8	25.00	2	6.25	1	3.13	21	65.63	0	0.00
H1837: ESSENCE L.L.P.	1,682	0.59	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H1906: HUMANA HEALTH BENEFIT PLAN OF LA, INC.	5,364	0.19	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H1951: HUMANA HEALTH BENEFIT PLAN OF LOUISIANA INC	56,207	4.80	270	0	55	20.37	16	5.93	2	0.74	193	71.48	4	1.48
H2029: HUMANA INSURANCE OF PUERTO RICO, INC.	1,589	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2486: HUMANA MEDICAL PLAN OF UTAH	400	10.00	4	0	1	25.00	1	25.00	0	0.00	2	50.00	0	0.00
H2609: ALEXIAN BROTHERS COMMUNITY SERVICES	164	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2610: ESSENCE L.L.P.	15,247	0.59	9	0	2	22.22	2	22.22	0	0.00	4	44.44	1	11.11
H2611: MERCY HEALTH PLANS	2,601	0.38	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H2649: HUMANA HEALTH PLAN, INC.	20,751	4.39	91	0	13	14.29	9	9.89	2	2.20	62	68.13	5	5.49
H2667: MERCY HEALTH PLANS OF MISSOURI INC.	18,112	1.71	31	0	20	64.52	10	32.26	0	0.00	1	3.23	0	0.00
H2762: CONNECTICUT GENERAL LIFE INSURANCE COMPANY	2,306	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2949: HUMANA HEALTH PLAN, INC.	26,291	8.03	211	0	133	63.03	18	8.53	0	0.00	50	23.70	10	4.74
H3405: HUMANA INSURANCE COMPANY	187	10.70	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3619: HUMANA INSURANCE COMPANY	12,383	5.09	63	0	26	41.27	5	7.94	2	3.17	30	47.62	0	0.00
H4007: HUMANA HEALTH PLANS OF PUERTO RICO INC	12,204	4.10	50	0	21	42.00	11	22.00	1	2.00	17	34.00	0	0.00
H4008: HUMANA INSURANCE OF PUERTO RICO, INC	327	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4408: HUMANA INSURANCE COMPANY	1,380	3.62	5	0	2	40.00	0	0.00	0	0.00	3	60.00	0	0.00
H4461: CARITEN HEALTH PLAN IN	46,381	9.16	425	0	91	21.41	27	6.35	0	0.00	305	71.76	2	0.47
H4510: HUMANA HEALTH PLAN OF TEXAS, INC.	28,308	5.93	168	0	30	17.86	14	8.33	1	0.60	122	72.62	1	0.60
H4520: HUMANA INSURANCE COMPANY	13,111	14.72	193	0	39	20.21	5	2.59	4	2.07	144	74.61	1	0.52
H4606: HUMANA INSURANCE COMPANY	7,749	2.71	21	0	12	57.14	3	14.29	0	0.00	6	28.57	0	0.00
H5179: CIGNA HEALTHCARE OF ARIZONA, INC.	423	2.36	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H5214: HUMANA INSURANCE COMPANY	6,881	6.83	47	0	20	42.55	4	8.51	1	2.13	22	46.81	0	0.00
H5216: HUMANA INSURANCE COMPANY	1,235	8.10	10	0	5	50.00	2	20.00	0	0.00	3	30.00	0	0.00
H5256: MEDICAL ASSOCIATES CLINIC HEALTH PLAN	2,494	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5291: HUMANA HEALTH PLAN, INC.	547	23.77	13	0	1	7.69	0	0.00	0	0.00	12	92.31	0	0.00
H5415: HUMANA HEALTH INSURANCE COMPANY OF FL, INC.	1,187	20.22	24	0	9	37.50	0	0.00	1	4.17	14	58.33	0	0.00
H5426: METCARE HEALTH PLANS, INC.	7,395	10.82	80	0	46	57.50	15	18.75	0	0.00	17	21.25	2	2.50
H5523: CARITEN INSURANCE COMPANY	61	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5525: OSF HEALTHPLANS, INC.	12,362	3.56	44	0	38	86.36	4	9.09	0	0.00	1	2.27	1	2.27
H5657: HUMANA INSURANCE COMPANY OF NEW YORK	3,470	0.58	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5822: MIDLAND CARE CONNECTION	31	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5868: HUMANA INSURANCE COMPANY	602	6.64	4	0	1	25.00	1	25.00	0	0.00	2	50.00	0	0.00
H6411: HUMANA INSURANCE COMPANY	33	30.30	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H7188: HUMANA INSURANCE COMPANY	1,209	2.48	3	0	1	33.33	0	0.00	1	33.33	1	33.33	0	0.00
H8644: HUMANA INSURANCE COMPANY	2,487	3.62	9	0	2	22.22	0	0.00	0	0.00	7	77.78	0	0.00
H8707: HUMANA INSURANCE COMPANY	424	9.43	4	0	1	25.00	0	0.00	0	0.00	3	75.00	0	0.00
H8778: ESSENCE L.L.P.	1,340	0.00	0	0	0	-	0	-	0	-	0	-	0	-
R5566: BLUE CROSS BLUE SHIELD NORTHERN PLAINS ALLIANCE	26,223	2.29	60	0	31	51.67	16	26.67	2	3.33	11	18.33	0	0.00
R5826: HUMANA INSURANCE COMPANY	79,120	8.53	675	0	252	37.33	52	7.70	4	0.59	360	53.33	7	1.04

Region=08: DENVER

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
E5088: DESERET HEALTHCARE EMPLOYEE BENEFITS TRUST	11,167	3.40	38	0	12	31.58	3	7.89	0	0.00	23	60.53	0	0.00
H0150: HEALTHSPRING OF ALABAMA, INC.	28,170	20.84	587	0	89	15.16	22	3.75	6	1.02	461	78.53	9	1.53

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0602: ROCKY MOUNTAIN HEALTH PLANS	22,797	3.11	71	0	41	57.75	8	11.27	0	0.00	19	26.76	3	4.23
H0613: TOTAL LONGTERM CARE, INC.	1,220	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H0621: COLORADO ACCESS	2,603	7.68	20	0	4	20.00	0	0.00	0	0.00	16	80.00	0	0.00
H0657: COLORADO CHOICE HEALTH PLANS	585	6.84	4	0	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0747: EDUCATORS MUTUAL INSURANCE ASSOCIATION	1,073	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H0806: ALTIUS HEALTH PLANS, INC. (WYOMING)	28	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H0846: FIRST HEALTH LIFE AND HEALTH INSURANCE COMPANY	195,686	0.54	105	0	75	71.43	18	17.14	1	0.95	11	10.48	0	0.00
H1013: VISTA HEALTHPLAN OF SOUTH FLORIDA, INC.	9,661	4.76	46	0	32	69.57	8	17.39	0	0.00	5	10.87	1	2.17
H1076: VISTA HEALTHPLAN, INC.	4,462	5.15	23	0	15	65.22	3	13.04	1	4.35	3	13.04	1	4.35
H1415: HEALTHSPRING, INC.	8,836	8.94	79	0	24	30.38	7	8.86	1	1.27	43	54.43	4	5.06
H1608: COVENTRY HEALTH AND LIFE INS COMPANY	657	4.57	3	0	1	33.33	1	33.33	0	0.00	1	33.33	0	0.00
H1609: COVENTRY HEALTH CARE OF IOWA, INC.	4,624	4.33	20	0	15	75.00	4	20.00	1	5.00	0	0.00	0	0.00
H1850: WINDSOR HEALTH PLAN, INC.	26	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2663: GROUP HEALTH PLAN, INC.	24,724	1.82	45	0	39	86.67	6	13.33	0	0.00	0	0.00	0	0.00
H2672: COVENTRY HEALTH CARE OF KANSAS, INC.	8,474	5.31	45	0	19	42.22	10	22.22	1	2.22	15	33.33	0	0.00
H2701: NEW WEST HEALTH SERVICES	1,685	4.75	8	0	7	87.50	1	12.50	0	0.00	0	0.00	0	0.00
H2745: ANTHEM INSURANCE COMPANIES, INC.	498	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3415: DAVITA VILLAGEHEALTH, INC.	67	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3503: HEART OF AMERICA HMO	497	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3959: HEALTHAMERICA PENNSYLVANIA, INC.	37,544	6.50	244	0	142	58.20	68	27.87	4	1.64	14	5.74	16	6.56
H4407: HEALTHSPRING OF TENNESSEE, INC.	1,800	14.44	26	0	3	11.54	1	3.85	0	0.00	21	80.77	1	3.85
H4454: HEALTHSPRING OF TENNESSEE, INC.	49,117	3.58	176	0	58	32.95	12	6.82	4	2.27	100	56.82	2	1.14
H4513: TEXAS HEALTHSPRING LLC	39,131	8.54	334	0	51	15.27	12	3.59	2	0.60	263	78.74	6	1.80
H4521: VALLEY BAPTIST INSURANCE COMPANY	2,830	1.77	5	0	2	40.00	2	40.00	0	0.00	1	20.00	0	0.00
H4652: UNION PACIFIC RR EMPLOYEES HEALTH SYS	11,744	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5031: DAVITA VILLAGEHEALTH, INC.	21	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H5227: COVENTRY HEALTH AND LIFE INSURANCE COMPANY	45,189	0.60	27	0	21	77.78	5	18.52	0	0.00	1	3.70	0	0.00
H5302: COVENTRY HEALTH CARE OF GEORGIA, INC.	644	3.11	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H5410: LEON MEDICAL CENTERS HEALTH PLANS, INC	27,108	11.14	302	0	64	21.19	29	9.60	2	0.66	197	65.23	10	3.31
H5449: DAVITA VILLAGEHEALTH, INC.	12	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5509: COVENTRY HEALTH AND LIFE INS. COMPANY	17,742	2.76	49	0	31	63.27	3	6.12	0	0.00	13	26.53	2	4.08
H5517: COVENTRY HEALTH AND LIFE INS. COMPANY	1,576	3.81	6	0	4	66.67	0	0.00	0	0.00	2	33.33	0	0.00
H5522: HEALTH ASSURANCE PENNSYLVANIA, INC.	6,273	3.67	23	0	7	30.43	10	43.48	0	0.00	3	13.04	3	13.04
H5586: SOUTH DAKOTA STATE MEDICAL HOLDING COMPANY, INC.	4,464	1.12	5	0	4	80.00	0	0.00	1	20.00	0	0.00	0	0.00
H5588: MOLINA HEALTHCARE OF NEVADA, INC.	668	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5608: DENVER HEALTH MEDICAL PLAN, INC.	2,192	0.46	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5628: MOLINA HEALTHCARE OF UTAH, INC.	2,069	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5698: WINDSOR HEALTH PLANS, INC.	24,742	3.07	76	0	17	22.37	1	1.32	0	0.00	57	75.00	1	1.32
H5769: BLUE CROSS OF CALIFORNIA	273	3.66	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H5810: MOLINA HEALTHCARE OF CALIFORNIA	1,453	0.69	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H5823: MOLINA HEALTHCARE OF WASHINGTON, INC.	916	1.09	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5850: SUMMIT HEALTH PLAN, INC.	11,051	1.81	20	0	11	55.00	5	25.00	1	5.00	2	10.00	1	5.00
H5926: MOLINA HEALTHCARE OF MICHIGAN	1,466	2.05	3	0	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00
H5952: CAMBRIDGE LIFE INSURANCE COMPANY	1,036	0.97	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H6145: DAVITA VILLAGEHEALTH, INC.	27	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7149: COVENTRY HEALTH CARE OF NEBRASKA, INC.	974	4.11	4	0	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H7206: FIRST HEALTH LIFE AND HEALTH INSURANCE CO	214	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7289: UNICARE LIFE AND HEALTH INSURANCE, INC.	2,276	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7301: PERSONAL CARE INSURANCE OF ILLINOIS	351	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7568: DAVITA VILLAGEHEALTH, INC.	38	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7678: MOLINA HEALTHCARE OF TEXAS, INC.	422	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H8393: COVENTRY HEALTH AND LIFE INSURANCE CO. (NEBRASKA)	172	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H8468: GEISINGER INDEMNITY INSURANCE COMPANY	255	7.84	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H8649: ALTIUS HEALTH PLANS, INC. (UTAH)	1,011	1.98	2	0	0	0.00	2	100.00	0	0.00	0	0.00	0	0.00
H9082: MOLINA HEALTHCARE OF NEW MEXICO, INC.	152	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H9956: ANTHEM HEALTH PLANS OF NEW HAMPSHIRE, INC.	25	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Region=09: SAN FRANCISCO

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0151: UNITED HEALTHCARE OF ALABAMA, INC.	33,874	3.16	107	0	29	27.10	10	9.35	2	1.87	65	60.75	1	0.93
H0251: UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY, INC.	5,136	3.31	17	0	11	64.71	1	5.88	0	0.00	5	29.41	0	0.00
H0302: SUN HEALTH MEDISUN, INC.	18,558	5.44	101	0	78	77.23	4	3.96	0	0.00	11	10.89	8	7.92
H0303: PACIFICARE OF ARIZONA, INC	92,920	4.84	450	0	297	66.00	34	7.56	9	2.00	102	22.67	8	1.78
H0313: PACIFICARE OF ARIZONA	-	-	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H0316: UNITEDHEALTHCARE OF ARIZONA INC	4,835	7.24	35	0	14	40.00	1	2.86	0	0.00	20	57.14	0	0.00
H0319: UNITED HEALTHCARE INSURANCE COMPANY	7,653	4.31	33	0	10	30.30	1	3.03	1	3.03	19	57.58	2	6.06
H0321: ARIZONA PHYSICIANS IPA, INC.	14,440	1.04	15	0	7	46.67	3	20.00	0	0.00	5	33.33	0	0.00
H0401: UNITEDHEALTHCARE OF ARKANSAS, INC.	517	3.87	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0408: UNITED HEALTHCARE INSURANCE COMPANY	86	11.63	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H0410: UNITED HEALTHCARE INSURANCE COMPANY	314	6.37	2	0	0	0.00	1	50.00	0	0.00	1	50.00	0	0.00
H0502: CONTRA COSTA HEALTH PLAN	719	2.78	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0504: CALIFORNIA PHYSICIANS' SERVICE	37,531	5.49	206	0	139	67.48	34	16.50	8	3.88	18	8.74	7	3.40
H0505: LOS PADRES GROUP HEALTH	-	-	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0524: KAISER FOUNDATION HP, INC.	681,147	4.10	2,791	0	1444	51.74	247	8.85	81	2.90	987	35.36	32	1.15

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0532: WESTERN HEALTH ADVANTAGE	1,138	6.15	7	0	5	71.43	0	0.00	0	0.00	2	28.57	0	0.00
H0542: ALTAMED HEALTH SERVICES CORPORATION	389	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H0543: PACIFICARE OF CALIFORNIA/SECURE HORIZONS	333,158	5.40	1,798	0	1243	69.13	156	8.68	30	1.67	320	17.80	49	2.73
H0544: CAREMORE HEALTH PLAN	27,741	5.23	145	0	118	81.38	6	4.14	2	1.38	15	10.34	4	2.76
H0545: INTER VALLEY HEALTH PLAN, INC.	12,025	2.08	25	0	20	80.00	4	16.00	1	4.00	0	0.00	0	0.00
H0549: FRENCH HOSPITAL AND HEALTH P	-	-	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H0571: CHINESE COMMUNITY HEALTH PLAN	7,069	3.25	23	0	18	78.26	2	8.70	0	0.00	3	13.04	0	0.00
H0609: PACIFICARE OF COLORADO, INC	58,811	4.32	254	0	165	64.96	21	8.27	3	1.18	58	22.83	7	2.76
H0620: UNITED HEALTHCARE INSURANCE COMPANY	2,160	1.39	3	0	1	33.33	0	0.00	0	0.00	1	33.33	1	33.33
H0624: UNITED HEALTHCARE INSURANCE COMPANY	3,882	5.92	23	0	11	47.83	4	17.39	0	0.00	6	26.09	2	8.70
H0630: KAISER FOUNDATION HP OF CO	61,090	1.67	102	0	80	78.43	4	3.92	1	0.98	17	16.67	0	0.00
H0710: UNITED HEALTHCARE INSURANCE COMPANY	4,381	72.13	316	0	258	81.65	26	8.23	19	6.01	10	3.16	3	0.95
H0752: OXFORD HEALTH PLANS (CT), INC.	1,252	18.37	23	0	9	39.13	2	8.70	1	4.35	10	43.48	1	4.35
H0838: HMO CALIFORNIA	1,006	14.91	15	0	6	40.00	0	0.00	0	0.00	8	53.33	1	6.67
H1080: UNITED HEALTHCARE OF FL, INC.	22,771	4.52	103	0	28	27.18	8	7.77	3	2.91	62	60.19	2	1.94
H1108: UNITED HEALTHCARE INSURANCE COMPANY	10,061	0.70	7	0	4	57.14	0	0.00	0	0.00	2	28.57	1	14.29
H1111: UNITED HEALTHCARE OF GEORGIA, INC.	1,485	4.71	7	0	2	28.57	1	14.29	0	0.00	4	57.14	0	0.00
H1170: KAISER FOUNDATION HP OF GA, INC.	14,513	4.75	69	0	23	33.33	17	24.64	1	1.45	26	37.68	2	2.90
H1200: KAISER FOUNDATION HP, INC.	348	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H1230: KAISER FOUNDATION HP, INC.	21,975	0.73	16	0	13	81.25	2	12.50	1	6.25	0	0.00	0	0.00
H1251: HAWAII MED. SRVC. ASSN.	38,032	0.18	7	0	5	71.43	2	28.57	0	0.00	0	0.00	0	0.00
H1286: UNITED HEALTHCARE INSURANCE COMPANY	1,824	4.39	8	0	4	50.00	1	12.50	0	0.00	3	37.50	0	0.00
H1303: UNITED HEALTHCARE INSURANCE COMPANY	2,508	5.18	13	0	6	46.15	2	15.38	0	0.00	5	38.46	0	0.00
H1509: UNITED HEALTHCARE INSURANCE COMPANY	5,067	4.74	24	0	6	25.00	5	20.83	0	0.00	12	50.00	1	4.17
H1717: UNITED HEALTHCARE INSURANCE COMPANY	569	10.54	6	0	1	16.67	0	0.00	0	0.00	5	83.33	0	0.00
H1944: UNITED HEALTHCARE INSURANCE COMPANY	141	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H2001: UNITED HEALTHCARE INSURANCE COMPANY	1,246	4.82	6	0	2	33.33	3	50.00	0	0.00	1	16.67	0	0.00
H2003: UNITED HEALTHCARE INSURANCE COMPANY	105	9.52	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H2111: UNITED HEALTHCARE INSURANCE COMPANY	5,654	1.06	6	0	4	66.67	0	0.00	0	0.00	2	33.33	0	0.00
H2150: KAISER FNDN HP OF THE MID-ATLANTIC STS	33,357	4.71	157	0	84	53.50	18	11.46	3	1.91	42	26.75	10	6.37
H2226: UNITED HEALTHCARE INSURANCE COMPANY	2,979	1.01	3	0	1	33.33	0	0.00	0	0.00	2	66.67	0	0.00
H2228: UNITED HEALTHCARE INSURANCE COMPANY	10,354	2.12	22	0	8	36.36	1	4.55	0	0.00	13	59.09	0	0.00
H2406: UNITED HEALTHCARE INSURANCE COMPANY	2,058	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2408: UNITED HEALTHCARE INSURANCE COMPANY	19,727	2.53	50	0	21	42.00	1	2.00	0	0.00	28	56.00	0	0.00
H2643: L. A. CARE HEALTH PLAN	42	23.81	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H2654: UNITED HEALTHCARE OF THE MIDWEST, INC.	43,060	3.95	170	0	56	32.94	17	10.00	1	0.59	92	54.12	4	2.35
H2802: UNITED HEALTHCARE OF THE MIDLANDS, INC.	5,016	3.19	16	0	6	37.50	2	12.50	0	0.00	7	43.75	1	6.25
H2803: UNITED HEALTHCARE INSURANCE COMPANY	4,910	3.26	16	0	6	37.50	1	6.25	1	6.25	7	43.75	1	6.25
H2905: SIERRA HEALTH AND LIFE INSURANCE COMPANY, INC.	506	11.86	6	0	3	50.00	2	33.33	0	0.00	1	16.67	0	0.00
H2906: HOMETOWN HEALTH PLAN	150	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H2931: HEALTH PLAN OF NEVADA, INC.	1,155	1.73	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H2960: HOMETOWN HEALTH PLAN	4,782	2.93	14	0	10	71.43	3	21.43	1	7.14	0	0.00	0	0.00
H2961: HEALTH PLAN OF NEVADA, INC.	54,836	7.55	414	0	242	58.45	95	22.95	10	2.42	57	13.77	10	2.42
H3107: OXFORD HEALTH PLANS (NJ), INC.	18,186	13.69	249	0	85	34.14	24	9.64	1	0.40	134	53.82	5	2.01
H3113: OXFORD HEALTH PLANS OF NEW JERSEY, INC	740	2.70	2	0	0	0.00	1	50.00	0	0.00	1	50.00	0	0.00
H3132: AIDS HEALTHCARE FOUNDATION MCO OF FLORIDA, INC.	47	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3164: AMERICHOICE OF NEW JERSEY, INC	2,373	2.95	7	0	0	0.00	6	85.71	0	0.00	1	14.29	0	0.00
H3209: UNITED HEALTHCARE INSURANCE COMPANY	441	2.27	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H3307: OXFORD HEALTH PLANS (NY) INC.	68,636	8.38	575	0	287	49.91	71	12.35	7	1.22	192	33.39	18	3.13
H3379: UNITED HEALTHCARE OF NEW YORK, INC.	10,128	6.52	66	0	24	36.36	7	10.61	1	1.52	33	50.00	1	1.52
H3387: AMERICHOICE OF NEW YORK, INC	585	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H3435: UNITED HEALTHCARE INSURANCE COMPANY	170	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3456: UNITED HEALTHCARE OF NORTH CAROLINA	52,624	3.29	173	0	68	39.31	14	8.09	0	0.00	85	49.13	6	3.47
H3659: UNITED HEALTHCARE OF OHIO, INC.	52,653	4.63	244	0	89	36.48	18	7.38	3	1.23	128	52.46	6	2.46
H3749: PACIFICARE OF OKLAHOMA, INC.	19,951	4.71	94	0	59	62.77	2	2.13	1	1.06	31	32.98	1	1.06
H3805: PACIFICARE OF OREGON, INC.	20,949	4.68	98	0	60	61.22	9	9.18	4	4.08	20	20.41	5	5.10
H3812: UNITED HEALTHCARE INSURANCE COMPANY	3,539	6.50	23	0	15	65.22	0	0.00	0	0.00	8	34.78	0	0.00
H3815: CITIZENS CHOICE HEALTHPLAN	5,247	4.38	23	0	20	86.96	2	8.70	0	0.00	0	0.00	1	4.35
H3887: UNITED HEALTHCARE INSURANCE COMPANY	2,326	2.58	6	0	3	50.00	0	0.00	0	0.00	3	50.00	0	0.00
H3912: UNITED HEALTHCARE INSURANCE COMPANY	2,450	1.63	4	0	0	0.00	0	0.00	0	0.00	3	75.00	1	25.00
H3921: UNITED HEALTHCARE INSURANCE COMPANY	243	12.35	3	0	1	33.33	0	0.00	0	0.00	2	66.67	0	0.00
H4102: UNITED HEALTH PLANS OF NEW ENGLAND, INC.	18,635	4.56	85	0	33	38.82	7	8.24	2	2.35	41	48.24	2	2.35
H4106: UNITED HEALTHCARE INSURANCE COMPANY	1,622	1.23	2	0	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00
H4406: UNITED HEALTHCARE OF TENNESSEE, INC.	1,448	9.67	14	0	3	21.43	1	7.14	0	0.00	7	50.00	3	21.43
H4449: SIERRA HEALTH AND LIFE INSURANCE COMPANY, INC.	1,351	3.70	5	0	3	60.00	0	0.00	0	0.00	2	40.00	0	0.00
H4456: UNITED HEALTHCARE PLAN OF THE RIVER VALLEY, INC.	33,820	2.31	78	0	53	67.95	16	20.51	4	5.13	3	3.85	2	2.56
H4514: EVERCARE OF TEXAS, LLC	15,765	4.57	72	0	21	29.17	4	5.56	0	0.00	45	62.50	2	2.78
H4522: UNITED HEALTHCARE INSURANCE COMPANY	7,940	3.02	24	0	9	37.50	1	4.17	0	0.00	14	58.33	0	0.00
H4590: PACIFICARE OF TEXAS, INC.	126,423	2.58	326	0	201	61.66	30	9.20	3	0.92	77	23.62	15	4.60
H4604: UNITEDHEALTHCARE OF UTAH, INC.	6,488	3.85	25	0	11	44.00	3	12.00	6	24.00	4	16.00	1	4.00
H4720: UNITED HEALTHCARE INSURANCE COMPANY OF NEW YORK	18	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4779: UNITED HEALTHCARE INSURANCE COMPANY	162	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H4971: UNITED HEALTHCARE INSURANCE COMPANY	52	57.69	3	0	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00
H5005: PACIFICARE OF WASHINGTON, INC.	34,805	7.01	244	0	138	56.56	25	10.25	5	2.05	66	27.05	10	4.10
H5008: UNITED HEALTHCARE INSURANCE COMPANY	3,853	3.89	15	0	7	46.67	1	6.67	0	0.00	7	46.67	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H5087: EASY CHOICE HEALTH PLAN INC.	843	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5253: UNITED HEALTHCARE OF WISCONSIN, INC	22,419	2.94	66	0	19	28.79	5	7.58	0	0.00	41	62.12	1	1.52
H5403: ON LOK SENIOR HEALTH SERVICES	975	1.03	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5405: CENTER FOR ELDERS INDEPENDENCE	367	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5406: SUTTER HEALTH SACRAMENTO SIERRA REGION	167	5.99	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5417: UNITED HEALTHCARE INSURANCE COMPANY	26,751	4.26	114	0	59	51.75	11	9.65	5	4.39	36	31.58	3	2.63
H5424: UNITED HEALTHCARE INSURANCE COMPANY	5,473	1.83	10	0	4	40.00	2	20.00	1	10.00	3	30.00	0	0.00
H5425: SCAN HEALTH PLAN	21,887	4.02	88	0	70	79.55	7	7.95	1	1.14	5	5.68	5	5.68
H5428: SAN MATEO HEALTH COMMISSION	7,364	7.47	55	0	16	29.09	2	3.64	2	3.64	35	63.64	0	0.00
H5430: CARE1ST HEALTH PLAN OF ARIZONA	1,571	93.57	147	0	27	18.37	27	18.37	1	0.68	89	60.54	3	2.04
H5433: ORANGE COUNTY HEALTH AUTHORITY	7,967	8.28	66	0	31	46.97	3	4.55	0	0.00	30	45.45	2	3.03
H5435: UNITED HEALTHCARE INSURANCE COMPANY	76,750	2.06	158	0	74	46.84	9	5.70	2	1.27	73	46.20	0	0.00
H5440: UNITED HEALTHCARE INSURANCE COMPANY	945	8.47	8	0	1	12.50	0	0.00	0	0.00	7	87.50	0	0.00
H5507: UNITED HEALTHCARE INS. COMPANY, INC.	4,155	3.61	15	0	4	26.67	1	6.67	1	6.67	7	46.67	2	13.33
H5516: UNITED HEALTHCARE INS. COMPANY, INC.	1,967	3.56	7	0	2	28.57	0	0.00	1	14.29	4	57.14	0	0.00
H5532: UNITED HEALTHCARE INSURANCE COMPANY	1,064	3.76	4	0	2	50.00	0	0.00	0	0.00	2	50.00	0	0.00
H5554: SANTA CLARA COUNTY HEALTH AUTHORITY	2,620	1.15	3	0	2	66.67	0	0.00	0	0.00	1	33.33	0	0.00
H5580: SOUTHWEST CATHOLIC HEALTH NETWORK CORPORATION	14,533	42.66	620	0	49	7.90	16	2.58	1	0.16	543	87.58	11	1.77
H5587: HEALTH CHOICE ARIZONA, INC.	3,352	49.82	167	0	22	13.17	11	6.59	0	0.00	134	80.24	0	0.00
H5598: UNITED HEALTHCARE INSURANCE COMPANY	99	10.10	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H5609: GEMCARE HEALTH PLAN INC.	6,032	0.99	6	0	3	50.00	3	50.00	0	0.00	0	0.00	0	0.00
H5629: COMMUNITY ELDERCARE OF SAN DIEGO	19	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5640: IEHP HEALTH ACCESS	1,994	1.00	2	0	0	0.00	1	50.00	0	0.00	1	50.00	0	0.00
H5649: CENTRAL HEALTH PLAN OF CALIFORNIA, INC.	3,235	0.31	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5652: UNITED HEALTHCARE INSURANCE COMPANY	918	1.09	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5678: UNITED HEALTHCARE INSURANCE COMPANY	110	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H5697: UNITED HEALTHCARE INSURANCE COMPANY	758	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5749: UNITED HEALTHCARE INSURANCE COMPANY	214	4.67	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5754: UNITED HEALTHCARE INSURANCE COMPANY	399	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5782: SOLANO-NAPA-YOLO COMMISSION ON MEDICAL CARE	2,601	1.92	5	0	2	40.00	3	60.00	0	0.00	0	0.00	0	0.00
H5811: MEDCORE HP	1,799	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5852: AIDS HEALTHCARE FOUNDATION	690	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5895: CONTRA COSTA CO MED SVCS DBA CONTRA COSTA HEALTH	77	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5908: SUN HEALTH MEDISUN, INC.	43	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5918: UNITED HEALTHCARE INSURANCE COMPANY	431	4.64	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H5928: CARE1ST HEALTH PLAN	11,120	4.05	45	0	14	31.11	1	2.22	1	2.22	29	64.44	0	0.00
H5943: SCAN HEALTH PLAN	416	2.40	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H5948: ARTA MEDICARE HEALTH PLAN, INC.	567	7.05	4	0	3	75.00	0	0.00	0	0.00	0	0.00	1	25.00
H5969: ALOHACARE	1,103	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5985: ABRAZO ADVANTAGE HEALTH PLAN	3,209	41.13	132	0	24	18.18	13	9.85	1	0.76	93	70.45	1	0.76
H6050: KAISER FOUNDATION HP, INC.	1,521	3.29	5	0	2	40.00	2	40.00	0	0.00	1	20.00	0	0.00
H6052: KAISER FOUNDATION HP, INC.	5,234	2.29	12	0	8	66.67	1	8.33	0	0.00	3	25.00	0	0.00
H6053: SANTE FE EMPLOYEES HOSPITAL ASSN.	580	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6228: UNITED HEALTHCARE INSURANCE COMPANY	83	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6360: KAISER FOUNDATION HP OF OHIO	20,162	1.54	31	0	18	58.06	2	6.45	2	6.45	9	29.03	0	0.00
H6793: UNITED HEALTHCARE INSURANCE COMPANY	49	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H6952: GREAT LAKES HEALTH PLAN, INC.	168	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7086: COMMUNITY HEALTH GROUP	360	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7146: SAN MIGUEL HEALTH PLAN, INC.	1,670	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7187: UNITED HEALTHCARE INSURANCE COMPANY	1,419	4.23	6	0	0	0.00	1	16.67	1	16.67	4	66.67	0	0.00
H7274: UNITED HEALTHCARE INSURANCE COMPANY	82	0.00	0	0	0	-	0	-	0	-	0	-	0	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H7292: ALAMEDA ALLIANCE JOINT POWERS AUTHORITY (JPA)	518	1.93	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H7352: UPH/MIHS VENTURES L.L.C.	743	9.42	7	0	1	14.29	0	0.00	0	0.00	4	57.14	2	28.57
H7698: UNITED HEALTHCARE INSURANCE COMPANY	10	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7731: MD CARE, INC.	1,876	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H7949: PACIFICARE/UHC OF NEVADA	1,207	4.14	5	0	5	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H9003: KAISER FOUNDATION HP OF THE N W	48,975	4.14	203	0	133	65.52	8	3.94	4	1.97	44	21.67	14	6.90
H9011: UNITED HEALTHCARE OF FLORIDA INC.	4,316	11.82	51	0	14	27.45	6	11.76	0	0.00	28	54.90	3	5.88
H9103: KAISER FOUNDATION HP OF THE N W	3,187	3.14	10	0	7	70.00	2	20.00	0	0.00	0	0.00	1	10.00
H9104: SCAN HEALTH PLAN	83,252	5.92	493	0	335	67.95	71	14.40	13	2.64	31	6.29	43	8.72
H9385: SCAN HEALTH PLAN OF ARIZONA	831	2.41	2	0	1	50.00	0	0.00	0	0.00	0	0.00	1	50.00
R3175: UNITED HEALTHCARE INSURANCE COMPANY	2,091	1.43	3	0	1	33.33	1	33.33	0	0.00	1	33.33	0	0.00
R5287: UNITED HEALTHCARE INSURANCE COMPANY	47,865	6.54	313	0	161	51.44	18	5.75	11	3.51	117	37.38	6	1.92
R5342: UNITED HEALTHCARE INSURANCE COMPANY OF NEW YORK	11,272	6.65	75	0	25	33.33	3	4.00	1	1.33	44	58.67	2	2.67
R5674: SIERRA HEALTH AND LIFE INSURANCE COMPANY, INC.	2,483	11.68	29	0	14	48.28	9	31.03	0	0.00	6	20.69	0	0.00

Region=10: SEATTLE

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0351: HEALTH NET OF ARIZONA, INC.	57,794	2.98	172	0	94	54.65	15	8.72	3	1.74	54	31.40	6	3.49
H0562: HEALTH NET_OF CA	119,268	5.19	619	0	355	57.35	60	9.69	9	1.45	60	9.69	135	21.81
H0755: HEALTH NET OF CONNECTICUT	53,625	7.16	384	0	215	55.99	72	18.75	14	3.65	74	19.27	9	2.34
H1302: BLUE CROSS OF IDAHO HLTH SERVICES INC	201	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H1304: REGENCE BLUE SHIELD OF IDAHO	4,183	0.24	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H1349: REGENCE BLUESHIELD OF IDAHO.	432	2.31	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H1350: BLUE CROSS OF IDAHO HEALTH SERVICES, INC	18,159	5.12	93	0	73	78.49	15	16.13	3	3.23	2	2.15	0	0.00
H2174: TRILLIUM COMMUNITY HEALTH PLAN	2,468	4.05	10	0	7	70.00	0	0.00	0	0.00	3	30.00	0	0.00
H3809: PROVIDENCE HEALTH SYSTEM - OREGON	729	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H3810: MID ROGUE INDEPENDENT PHYSICIAN ASSOCIATION	3,171	1.89	6	0	3	50.00	0	0.00	0	0.00	1	16.67	2	33.33
H3811: SAMARITAN HEALTH PLANS, INC.	4,282	2.57	11	0	7	63.64	1	9.09	0	0.00	2	18.18	1	9.09
H3813: ODS HEALTH PLAN, INC.	4,089	5.62	23	0	13	56.52	8	34.78	0	0.00	2	8.70	0	0.00
H3814: ATRIO HEALTH PLANS	4,433	1.80	8	0	4	50.00	2	25.00	0	0.00	2	25.00	0	0.00
H3817: REGENCE BLUECROSS BLUESHIELD OF OR	52,875	1.13	60	0	47	78.33	9	15.00	2	3.33	0	0.00	2	3.33
H3818: FAMILYCARE HEALTH PLANS, INC.	2,007	0.50	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3851: REGENCE BLUE CROSS BLUE SHIELD OF OREGON	2,981	1.68	5	0	4	80.00	0	0.00	0	0.00	0	0.00	1	20.00
H3864: CLEAR CHOICE HEALTH PLANS, INC.	11,201	4.46	50	0	29	58.00	12	24.00	2	4.00	7	14.00	0	0.00
H4605: REGENCE BLUECROSS BLUESHIELD OF UT	17,494	0.86	15	0	8	53.33	3	20.00	1	6.67	0	0.00	3	20.00
H5006: STERLING LIFE INSURANCE COMPANY	102,688	3.53	363	0	304	83.75	19	5.23	4	1.10	29	7.99	7	1.93
H5007: PROVIDENCE HEALTH SYSTEM	271	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5009: REGENCE BLUESHIELD	14,042	1.92	27	0	20	74.07	5	18.52	0	0.00	0	0.00	2	7.41
H5010: ASURIS NORTHWEST HEALTH	1,043	0.96	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5050: GROUP HEALTH COOPERATIVE	55,981	2.20	123	0	101	82.11	6	4.88	6	4.88	4	3.25	6	4.88
H5439: HEALTH NET LIFE INSURANCE COMPANY	645	3.10	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H5520: HEALTH NET LIFE INSURANCE COMPANY	21,306	7.65	163	0	111	68.10	14	8.59	2	1.23	34	20.86	2	1.23
H5606: STERLING LIFE INSURANCE COMPANY	123	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5721: HEALTH NET INSURANCE OF NEW YORK, INC.	5,595	0.18	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H5826: COMMUNITY HEALTH PLAN OF WASHINGTON	2,175	2.76	6	0	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67
H5839: STERLING LIFE INSURANCE COMPANY (MT)	245	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5859: HEALTH PLAN OF CAREOREGON, INC.	5,232	2.87	15	0	9	60.00	4	26.67	0	0.00	2	13.33	0	0.00
H5862: BLUE CROSS OF IDAHO HEALTH SERVICES, INC.	766	1.31	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5 - 2008
Annual Report of Medicare Reconsideration Activity:
Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
MCO														
H5962: STERLING LIFE INSURANCE COMPANY	176	0.00	0	0	0	-	0	-	0	-	0	-	0	-
H5995: MARION POLK COMMUNITY HEALTH PLAN ADVANTAGE, INC.	3,798	6.32	24	0	18	75.00	5	20.83	0	0.00	0	0.00	1	4.17
H5996: HEALTH NET LIFE INSURANCE COMPANY, INC.	16,712	1.14	19	0	11	57.89	6	31.58	0	0.00	1	5.26	1	5.26
H9047: PROVIDENCE HEALTH PLAN	35,084	4.42	155	0	98	63.23	36	23.23	2	1.29	15	9.68	4	2.58
H9302: PUGET SOUND HEALTH PARTNERS, INC.	4,181	1.44	6	0	2	33.33	3	50.00	0	0.00	1	16.67	0	0.00
R5863: HEALTH NET LIFE INSURANCE COMPANY	4,332	1.15	5	0	4	80.00	0	0.00	0	0.00	0	0.00	1	20.00
TOTAL	10,039,544	4.40	44,165	0	19002	43.03	4468	10.12	683	1.55	18931	42.86	1081	2.45

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

Region=01: BOSTON

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H0318: AETNA HEALTH INC.	936	4.27	4	4	0	0.00	0.00
H0322: AETNA LIFE INSURANCE COMPANY	300	3.33	1	1	0	0.00	0.00
H0346: PACE VERMONT, INC.	22	0.00	0	0	0	0.00	-
H0523: AETNA HEALTH OF CALIFORNIA, INC.	27,857	1.90	53	53	3	0.11	5.66
H0768: AETNA LIFE INSURANCE COMPANY	131	45.80	6	6	0	0.00	0.00
H0901: AETNA HEALTH INC.	128	0.00	0	0	0	0.00	-
H0902: AETNA LIFE INSURANCE COMPANY	46	43.48	2	2	1	21.74	50.00
H1109: AETNA HEALTH INC.(GEORGIA)	1,065	0.94	1	1	0	0.00	0.00
H1110: AETNA LIFE INSURANCE COMPANY	191	5.24	1	1	1	5.24	100.00
H1419: AETNA HEALTH OF ILLINOIS, INC.	1,038	2.89	3	3	1	0.96	33.33
H1420: AETNA LIFE INSURANCE COMPANY	394	7.61	3	3	0	0.00	0.00
H2047: AETNA LIFE INSURANCE COMPANY	70	28.57	2	2	0	0.00	0.00
H2112: AETNA HEALTH INC. (MARYLAND)	4,942	5.67	28	28	1	0.20	3.57
H2206: HARVARD PILGRIM HEALTH CARE	-	-	4	4	1	-	25.00
H2218: HARBOR HEALTH SERVICES	265	0.00	0	0	0	0.00	-
H2219: FALLON COMMUNITY HEALTH PLAN	477	0.00	0	0	0	0.00	-
H2220: UPHAMS CORNER HEALTH COMMITTEE, INC.	130	0.00	0	0	0	0.00	-
H2221: ELDER SRVC PLN/CAMBRIDGE HEALTH ALLIANCE	182	0.00	0	0	0	0.00	-
H2222: ELDER SERVICE PLAN OF THE NORTH SHORE	519	0.00	0	0	0	0.00	-
H2223: ELDER SVC PLN/E BOSTON HEALTH CENTER	306	0.00	0	0	0	0.00	-
H2224: SENIOR WHOLE HEALTH, LLC	4,262	0.00	0	0	0	0.00	-
H2225: COMMONWEALTH CARE ALLIANCE, INC.	1,510	0.66	1	1	1	0.66	100.00
H2229: TUFTS ASSOCIATED HMO, INC.	3,488	0.29	1	1	1	0.29	100.00
H2230: BLUE CROSS AND BLUE SHIELD OF MA HMO BLUE, INC.	897	5.57	5	5	2	2.23	40.00
H2256: TUFTS ASSOCIATED HMO, INC.	72,605	1.76	128	128	7	0.10	5.47

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H2258: PILGRIM HEALTH CARE, INC.	-	-	1	1	0	-	0.00
H2261: BLUE CROSS AND BLUE SHIELD OF MA HMO BLUE, INC.	32,116	1.96	63	63	11	0.34	17.46
H2411: FALLON COMMUNITY HEALTH PLAN	438	0.00	0	0	0	0.00	-
H3011: BLUE CROSS AND BLUE SHIELD OF MASS. HMO BLUE, INC.	306	0.00	0	0	0	0.00	-
H3051: MATTHEW THORNTON HEALTH PLAN	-	-	1	1	0	-	0.00
H3057: TUFTS ASSOCIATED HEALTH MAINTENANCE ORGANIZATION,	656	0.00	0	0	0	0.00	-
H3152: AETNA HEALTH, INC.	33,673	3.56	120	120	12	0.36	10.00
H3312: AETNA HEALTH INC.	13,397	4.40	59	59	6	0.45	10.17
H3597: AETNA HEALTH	497	2.01	1	1	0	0.00	0.00
H3623: AETNA HEALTH, INC.	1,873	4.27	8	8	0	0.00	0.00
H3624: AETNA LIFE INSURANCE COMPANY	116	8.62	1	1	0	0.00	0.00
H3931: AETNA HEALTH INC	40,076	2.72	109	109	11	0.27	10.09
H4105: PACE ORGANIZATION OF RHODE ISLAND	110	0.00	0	0	0	0.00	-
H4152: BLUE CROSS AND BLUE SHIELD OF RHODE ISLAND	40,163	5.83	234	234	31	0.77	13.25
H4362: AETNA LIFE INSURANCE COMPANY	186	5.38	1	1	1	5.38	100.00
H4523: AETNA HEALTH INC.	3,519	1.42	5	5	1	0.28	20.00
H4524: AETNA LIFE INSURANCE COMPANY	1,142	1.75	2	2	0	0.00	0.00
H4781: AETNA LIFE INSURANCE COMPANY	16	0.00	0	0	0	0.00	-
H4910: AETNA HEALTH INC.	242	16.53	4	4	0	0.00	0.00
H4911: AETNA LIFE INSURANCE COMPANY	203	9.85	2	2	0	0.00	0.00
H5414: AETNA HEALTH INC.	1,808	5.53	10	10	0	0.00	0.00
H5437: AETNA LIFE INSURANCE COMPANY	543	7.37	4	4	0	0.00	0.00
H5510: AETNA LIFE INSURANCE COMPANY	3,769	6.90	26	26	2	0.53	7.69
H5512: AETNA LIFE INSURANCE COMPANY	8,164	8.45	69	69	9	1.10	13.04
H5521: AETNA LIFE INSURANCE COMPANY	10,745	3.54	38	38	5	0.47	13.16
H5527: UNITED HEALTHCARE INS. COMPA	-	-	1	1	0	-	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H5531: AETNA LIFE INSURANCE COMPANY	901	4.44	4	4	0	0.00	0.00
H5591: MARTINS POINT GENERATIONS, LLC	1,016	0.98	1	1	0	0.00	0.00
H5736: AETNA LIFE INSURANCE COMPANY	196,271	1.03	203	203	13	0.07	6.40
H5793: AETNA HEALTH INC.	573	6.98	4	4	1	1.75	25.00
H5813: AETNA HEALTH, INC	649	3.08	2	2	0	0.00	0.00
H5832: AETNA HEALTH INC.	90	0.00	0	0	0	0.00	-
H5838: COMMONWEALTH CARE ALLIANCE	203	0.00	0	0	0	0.00	-
H5949: SENIOR WHOLE HEALTH, LLC	423	4.73	2	2	0	0.00	0.00
H5950: AETNA HEALTH INC.	66	0.00	0	0	0	0.00	-
H5992: SENIOR WHOLE HEALTH, LLC	546	3.66	2	2	0	0.00	0.00
H7226: HARVARD PILGRIM HEALTH CARE INC.	25,003	0.00	0	0	0	0.00	-
H7908: AETNA HEALTH	275	0.00	0	0	0	0.00	-
H9001: FALLON COMMUNITY HEALTH PLAN	30,078	7.58	228	228	38	1.26	16.67
H9418: UNITED HEALTHCARE INSURANCE	-	-	1	1	0	-	0.00
R5595: AETNA LIFE INSURANCE COMPANY	1,368	7.31	10	10	1	0.73	10.00

Region=02: NEW YORK

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
E6036: ASOCIACION DE MAESTROS DE PUERTO RICO	1,841	0.00	0	0	0	0.00	-
H0423: METROPLUS HEALTH PLAN, INC.	760	1.32	1	1	0	0.00	0.00
H1777: CATHOLIC SPECIAL NEEDS PLAN, LLC	252	0.00	0	0	0	0.00	-
H2291: PROSALUD HMO, CORP.	470	0.00	0	0	0	0.00	-
H3109: HORIZON HEALTHCARE OF NJ,INC	-	-	1	1	1	-	100.00
H3154: HORIZON HEALTHCARE OF NEW JERSEY, INC.	53,855	4.88	263	263	81	1.50	30.80
H3214: FIRST MEDICAL HEALTH PLAN (OF FLORIDA)	38	0.00	0	0	0	0.00	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H3240: AMERIGROUP NEW JERSEY, INC.	674	28.19	19	19	0	0.00	0.00
H3304: EXCELLUS HEALTH PLAN, INC.	72	13.89	1	1	0	0.00	0.00
H3305: ROCHESTER AREA HMO/ DBA PREFERRED CARE	68,177	1.51	103	103	16	0.23	15.53
H3314: HIP OF GREATER NEW YORK	1,736	1.73	3	3	1	0.58	33.33
H3321: INDEPENDENT LIVING SRVCS OF CENTRAL NY	349	0.00	0	0	0	0.00	-
H3322: SENIOR CARE CONNECTION, INC.	107	0.00	0	0	0	0.00	-
H3327: TOUCHSTONE HEALTH HMO, INC.	6,120	1.47	9	9	1	0.16	11.11
H3328: NEW YORK STATE CATHOLIC HLTH PLAN INC	2,285	3.06	7	7	1	0.44	14.29
H3329: COMPREHENSIVE CARE MANAGEMENT CORP.	1,929	0.00	0	0	0	0.00	-
H3330: HIP OF GREATER NEW YORK	127,754	5.25	671	671	100	0.78	14.90
H3331: INDEPENDENT LIVING FOR SENIORS, INC.	285	0.00	0	0	0	0.00	-
H3335: EXCELLUS HEALTH PLAN, INC.	21,100	4.60	97	97	32	1.52	32.99
H3336: NEIGHBORHOOD HEALTH PROVIDERS LLC	2,473	0.00	0	0	0	0.00	-
H3337: LIBERTY HEALTH ADVANTAGE, INC.	1,950	0.00	0	0	0	0.00	-
H3338: NATIONAL HEALTH PLAN NETWORK INC.	146	0.00	0	0	0	0.00	-
H3344: INDEPENDENT HEALTH BENEFITS CORP	2,764	0.72	2	2	0	0.00	0.00
H3346: ROCHESTER AREA HEALTH MAINTENANCE ORG.	647	0.00	0	0	0	0.00	-
H3347: ELDERPLAN, INC.	834	22.78	19	19	0	0.00	0.00
H3351: EXCELLUS HEALTH PLAN, INC.	47,020	4.47	210	210	63	1.34	30.00
H3356: EXCELLUS HEALTH PLAN, INC.	4,125	0.97	4	4	3	0.73	75.00
H3359: MANAGED HEALTH, INC.	73,604	3.15	232	232	49	0.67	21.12
H3362: INDEPENDENT HEALTH ASSOCIATION, INC.	45,414	1.01	46	46	5	0.11	10.87
H3366: TOUCHSTONE HEALTH HMO, INC.	4,152	10.12	42	42	4	0.96	9.52
H3384: HEALTHNOW NEW YORK INC	35,266	1.70	60	60	19	0.54	31.67
H3388: CAPITAL DISTRICT PHYSICIANS' HEALTH PLAN, INC.	19,291	5.55	107	107	16	0.83	14.95
H3528: CONNECTICARE, INC.	2,725	5.50	15	15	5	1.83	33.33

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H4003: MMM HEALTHCARE, INC.	121,642	1.45	176	176	47	0.39	26.70
H4004: PREFERRED MEDICARE CHOICE, INC.	48,113	1.10	53	53	14	0.29	26.42
H4005: TRIPLE-S, INC.	25,985	0.96	25	25	5	0.19	20.00
H4006: MCS ADVANTAGE INC.	38,776	1.32	51	51	9	0.23	17.65
H4009: SDM HEALTHCARE MANAGEMENT, INC.	5,876	1.36	8	8	3	0.51	37.50
H4011: FIRST MEDICAL HEALTH PLAN, INC.	9,429	0.42	4	4	0	0.00	0.00
H4012: TRIPLE-S, INC.	31,188	2.28	71	71	17	0.55	23.94
H4729: GROUP HEALTH, INC.	17	0.00	0	0	0	0.00	-
H5042: CDPHP UNIVERSAL BENEFITS, INC.	671	1.49	1	1	0	0.00	0.00
H5526: HEALTHNOW NEW YORK INC.	14,924	1.41	21	21	9	0.60	42.86
H5528: GROUP HEALTH INCORPORATED	13,484	6.38	86	86	14	1.04	16.28
H5549: VNS CHOICE	1,446	11.07	16	16	7	4.84	43.75
H5577: MCS ADVANTAGE INC.	31,908	0.81	26	26	3	0.09	11.54
H5711: QMEDCARE OF NEW JERSEY, INC	-	-	1	1	1	-	100.00
H5732: AUXILIO PLATINO, INC.	1,610	0.00	0	0	0	0.00	-
H5746: AMERIGROUP NEW MEXICO, INC.	161	12.42	2	2	0	0.00	0.00
H5760: COOPERATIVA DE SEGUROS DE VIDA DE PUERTO RICO	5,620	0.71	4	4	2	0.36	50.00
H5774: AMERICAN HEALTH, INC.	21,638	0.05	1	1	0	0.00	0.00
H5817: AMERIGROUP TEXAS, INC.	4,996	9.61	48	48	4	0.80	8.33
H5821: MAPFRE LIFE INSURANCE COMPANY	14,681	0.07	1	1	0	0.00	0.00
H5887: FIRST MEDICAL HEALTH PLAN, INC.	1,124	1.78	2	2	1	0.89	50.00
H5896: AMERIGROUP MARYLAND, INC.	660	19.70	13	13	0	0.00	0.00
H5989: COMPREHENSIVE CARE MANAGEMENT CORP.	17	0.00	0	0	0	0.00	-
H5991: AFFINITY HEALTH PLAN, INC.	1,110	3.60	4	4	1	0.90	25.00
H6181: AMERIGROUP NEW YORK, LLC	309	16.18	5	5	1	3.24	20.00
H6331: BORO MEDICAL CENTER	2,015	0.00	0	0	0	0.00	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H6334: NY HOTEL TRADES COUNCIL and HOTEL ASSN OF NYC	3,797	0.00	0	0	0	0.00	-
H6497: MENNONITE GENERAL HOSPITAL, INC.	320	0.00	0	0	0	0.00	-
H6504: CONNECTICARE INSURANCE COMPANY, INC.	59	0.00	0	0	0	0.00	-
H6806: ROCHESTER AREA HEALTH MAINTENANCE ORGANIZATION	17,474	0.29	5	5	1	0.06	20.00
H6864: GUILDNET, INC.	44	0.00	0	0	0	0.00	-
H7015: HEALTHFIRST HEALTH PLAN OF NEW JERSEY, INC.	1,311	0.00	0	0	0	0.00	-
H7200: AMERIGROUP TENNESSEE, INC.	613	11.42	7	7	0	0.00	0.00
H8606: PREFERRED HEALTH INC.	35	0.00	0	0	0	0.00	-
H8991: AMERIGROUP FLORIDA, INC.	628	4.78	3	3	0	0.00	0.00
H9101: ELDERPLAN, INC. - SHMO	16,129	45.94	741	741	17	1.05	2.29
H9519: INDEPENDENT HEALTH BENEFITS CORPORATION	774	0.00	0	0	0	0.00	-
H9859: MVP HEALTH PLAN, INC,	4,323	3.70	16	16	1	0.23	6.25

Region=03: PHILADELPHIA

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
90091: UNITED MINE WORKERS OF AMERICA HEALTH & RETIREMENT	38,173	0.31	12	12	2	0.05	16.67
H0097: QCC INSURANCE COMPANY	266	11.28	3	3	1	3.76	33.33
H0245: UNISON HEALTH PLAN OF TENNESSEE, INC.	18	0.00	0	0	0	0.00	-
H1254: UPMC HEALTH BENEFITS, INC.	8,909	3.82	34	34	4	0.45	11.76
H1643: HM HEALTH INSURANCE COMPANY	318	0.00	0	0	0	0.00	-
H2102: M.D. - IPA, INC.	-	-	1	1	0	-	0.00
H2108: BRAVO HEALTH MID- ATLANTIC INC.	10,732	38.86	417	417	9	0.84	2.16
H2109: JOHNS HOPKINS HEALTH SYSTEM, INC.	123	0.00	0	0	0	0.00	-
H2110: AETNA HEALTH INC.	-	-	1	1	1	-	100.00
H2386: APPALACHIAN AGENCY FOR SENIOR CITIZENS, INC.	11	0.00	0	0	0	0.00	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H2699: LIFE AT HOME, LLC	33	0.00	0	0	0	0.00	-
H2941: SENTARA LIFE CARE CORPORATION, INC	109	0.00	0	0	0	0.00	-
H3112: AMERIHEALTH HMO_INC	4,589	1.53	7	7	0	0.00	0.00
H3156: AMERIHEALTH HMO_INC	1,812	12.69	23	23	6	3.31	26.09
H3672: HOMETOWN HEALTH PLAN	8,075	2.11	17	17	3	0.37	17.65
H3907: UNIVERSITY OF PITTSBURGH MEDICAL CENTER	64,728	3.96	256	256	30	0.46	11.72
H3908: TRUSTEES OF THE UNIVERSITY OF PENNSYLVANIA	326	0.00	0	0	0	0.00	-
H3909: INDEPENDENCE BLUE CROSS	18,826	3.72	70	70	16	0.85	22.86
H3916: HIGHMARK, INC.	61,157	6.33	387	387	66	1.08	17.05
H3917: PITTSBURGH CARE PARTNERSHIP, INC.	273	0.00	0	0	0	0.00	-
H3918: LIVING INDEPENDENCE FOR THE ELDERLY	271	3.69	1	1	1	3.69	100.00
H3919: ST AGNES MEDICAL CENTER	218	0.00	0	0	0	0.00	-
H3920: UNISON HEALTH PLAN OF PENNSYLVANIA, INC.	14,215	3.66	52	52	10	0.70	19.23
H3923: CAPITAL ADVANTAGE INSURANCE COMPANY	7,816	4.35	34	34	7	0.90	20.59
H3924: GEISINGER INDEMNITY INSURANCE COMPANY	30	0.00	0	0	0	0.00	-
H3925: PENNSYLVANIA PACE, INC.	122	0.00	0	0	0	0.00	-
H3949: BRAVO HEALTH PENNSYLVANIA INC.	15,978	16.59	265	265	9	0.56	3.40
H3952: KEYSTONE HEALTH PLAN EAST, INC.	127,933	4.79	613	613	87	0.68	14.19
H3954: GEISINGER HEALTH PLAN	34,715	1.99	69	69	9	0.26	13.04
H3957: KEYSTONE HEALTH PLAN WEST, INC.	176,536	5.00	883	883	121	0.69	13.70
H3962: KEYSTONE HEALTH PLAN CENTRAL, INC.	18,785	4.79	90	90	13	0.69	14.44
H3964: SENIOR PARTNERS BY BRAVO HEALTH	23,026	5.47	126	126	9	0.39	7.14
H3972: ELDER HEALTH PENNSYLVANIA, I	-	-	6	6	1	-	16.67
H4528: BRAVO HEALTH TEXAS, INC.	8,244	31.42	259	259	2	0.24	0.77
H4906: C AND O EMPLOYEES' HOSPITAL ASSOCIATION	2,939	0.00	0	0	0	0.00	-
H4908: OPTIMA HEALTH INSURANCE COMPANY	2,804	1.78	5	5	1	0.36	20.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H4950: PRUDENTIAL HEALTH CARE PLAN	-	-	2	2	0	-	0.00
H5037: MOUNTAIN EMPIRE OLDER CITIZENS, INCX.	18	0.00	0	0	0	0.00	-
H5102: HEALTH PLAN OF THE UPPER OHI	-	-	1	1	0	-	0.00
H5106: HIGHMARK HEALTH INSURANCE COMPANY	6,988	4.15	29	29	6	0.86	20.69
H5151: HEALTH PLAN OF THE UPPER OHIO VALLEY	9,309	3.22	30	30	5	0.54	16.67
H5189: UNISON HEALTH PLAN OF TENNESSEE, INC.	35	0.00	0	0	0	0.00	-
H5533: UPMC HEALTH NETWORK	1,767	0.00	0	0	0	0.00	-
H5539: MARYLAND CARE - MEDICARE, INC.	70	0.00	0	0	0	0.00	-
H5665: CARE IMPROVEMENT PLUS OF MARYLAND, INC.	3,609	19.95	72	72	41	11.36	56.94
H5812: GEISINGER INDEMNITY INSURANCE COMPANY	1,032	23.26	24	24	3	2.91	12.50
H5932: GATEWAY HEALTH PLAN, INC.	23,880	3.06	73	73	19	0.80	26.03
H5998: UNISON HEALTH PLAN OF TENNESSEE, INC.	2,263	0.00	0	0	0	0.00	-
H6421: BRAVO HEALTH MID- ATLANTIC INC.	219	0.00	0	0	0	0.00	-
H6621: THP INSURANCE COMPANY	10	0.00	0	0	0	0.00	-
H7406: BRAVO HEALTH INSURANCE COMPANY, INC.	608	0.00	0	0	0	0.00	-
H8031: GATEWAY HEALTH PLAN OF OHIO, INC.	25	0.00	0	0	0	0.00	-
H8604: THP INSURANCE COMPANY	117	0.00	0	0	0	0.00	-
H8655: RIVERSIDE RETIREMENT SERVICES, INC.	48	0.00	0	0	0	0.00	-
H9793: HIGHMARK, INC.	19,340	3.15	61	61	6	0.31	9.84
H9882: VIRGINIA PREMIER HEALTH PLAN, INC.	177	0.00	0	0	0	0.00	-
R3444: CARE IMPROVEMENT PLUS SOUTH CENTRAL INSURANCE CO.	11,068	0.90	10	10	3	0.27	30.00
R6801: CARE IMPROVEMENT PLUS OF TEXAS INSURANCE COMPANY	18,834	0.74	14	14	7	0.37	50.00
R9896: CARE IMPROVEMENT PLUS SOUTH CENTRAL INSURANCE CO	31,520	0.82	26	26	5	0.16	19.23

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

Region=04: ATLANTA

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H0104: BLUE CROSS AND BLUE SHIELD OF ALABAMA	39,819	3.21	128	128	41	1.03	32.03
H0117: WELLCARE OF OHIO, INC.	1,162	64.54	75	75	1	0.86	1.33
H0154: VIVA HEALTH, INC.	26,817	2.20	59	59	19	0.71	32.20
H0712: WELLCARE OF CONNECTICUT, INC.	3,747	66.99	251	251	11	2.94	4.38
H0913: WELLCARE HEALTH PLANS OF NEW JERSEY, INC.	1,406	30.58	43	43	0	0.00	0.00
H0967: WELLCARE HEALTH INSURANCE OF ILLINOIS, INC.	371	2.70	1	1	0	0.00	0.00
H0979: AMERICA'S 1ST CHOICE INSURANCE COMPANY OF NC, INC.	92	0.00	0	0	0	0.00	-
H1016: AVMED, INC	18,785	1.92	36	36	8	0.43	22.22
H1026: HEALTH OPTIONS, INC	24,028	13.23	318	318	30	1.25	9.43
H1032: WELL CARE OF FLORIDA, INC.	76,914	33.93	2,610	2,610	126	1.64	4.83
H1035: FLORIDA HEALTH CARE PLAN, INC.	15,460	10.03	155	155	67	4.33	43.23
H1037: CHOICE CARE HEALTH PLAN	3,790	0.00	0	0	0	0.00	-
H1043: FLORIDA PACE CENTERS, INC.	150	0.00	0	0	0	0.00	-
H1045: PREFERRED CARE PARTNERS INC.	22,117	42.00	929	929	55	2.49	5.92
H1054: PRUDENTIAL INSURANCE CO.	-	-	1	1	0	-	0.00
H1073: PRUDENTIAL HLTH CARE PLAN, I	-	-	1	1	0	-	0.00
H1087: CIGNA HEALTHCARE OF FLORIDA,	-	-	1	1	1	-	100.00
H1099: HEALTH FIRST HEALTH PLANS, INC.	22,495	8.45	190	190	12	0.53	6.32
H1112: WELLCARE OF GEORGIA, INC.	4,324	71.23	308	308	5	1.16	1.62
H1216: HARMONY HEALTH PLAN OF ILLINOIS, INC.	1,026	38.01	39	39	2	1.95	5.13
H1264: WELLCARE OF TEXAS, INC.	3,162	26.88	85	85	1	0.32	1.18
H1340: WELLCARE HEALTH INSURANCE OF ARIZONA, INC.	57,444	0.07	4	4	1	0.02	25.00
H1416: HARMONY HEALTH PLAN OF ILLINOIS, INC.	11,815	31.82	376	376	16	1.35	4.26
H1657: HARMONY HEALTH PLANS OF ILLINOIS, INC.	1,086	76.43	83	83	3	2.76	3.61
H1807: UNIVERSITY HEALTH CARE, INC.	9,347	0.75	7	7	3	0.32	42.86

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H1851: ADVANTAGE CARE, INC.	-	-	1	1	0	-	0.00
H1903: WELLCARE OF LOUISIANA, INC.	4,248	55.56	236	236	9	2.12	3.81
H3292: WELLCARE HEALTH INSURANCE OF ARIZONA, INC.	44	0.00	0	0	0	0.00	-
H3361: WELLCARE_OF NEW YORK, INC.	25,265	63.41	1,602	1,602	109	4.31	6.80
H3404: PARTNERS NATIONAL HEALTH PLANS OF NC INC	2,735	2.56	7	7	0	0.00	0.00
H3449: PARTNERS NATIONAL HEALTH PLANS OF NC, INC.	39,604	2.85	113	113	15	0.38	13.27
H3518: BLUE CROSS BLUE SHIELD OF FLORIDA, INC.	1,281	0.00	0	0	0	0.00	-
H3942: ELDERHAUS INC.	-	-	1	1	0	-	0.00
H4203: PALMETTO HEALTH ALLIANCE	349	0.00	0	0	0	0.00	-
H4204: INSTIL HEALTH INSURANCE COMPANY	7,186	0.00	0	0	0	0.00	-
H4205: BLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA	2,532	0.00	0	0	0	0.00	-
H4206: INSTIL HEALTH INSURANCE COMPANY	58	0.00	0	0	0	0.00	-
H4207: BLUE CROSS BLUE SHIELD OF SOUTH CAROLINA	519	3.85	2	2	1	1.93	50.00
H4209: BLUE CROSS AND BLUE SHIELD OF SOUTH CAROLINA	910	2.20	2	2	1	1.10	50.00
H4402: ALEXIAN BROTHERS COMMUNITY SERVICES	303	0.00	0	0	0	0.00	-
H4577: WELLCARE HEALTH INSURANCE OF ILLINOIS, INC.	37,136	0.13	5	5	3	0.08	60.00
H5402: QUALITY HEALTH PLANS, INC.	8,984	86.26	775	775	21	2.34	2.71
H5404: UNIVERSAL HEALTH CARE, INC.	18,607	12.36	230	230	54	2.90	23.48
H5407: CITRUS HEALTH CARE, INC.	22,702	0.88	20	20	8	0.35	40.00
H5420: MEDICA HEALTHCARE PLANS, INC.	12,052	29.12	351	351	13	1.08	3.70
H5427: FREEDOM HEALTH PLAN, INC.	19,186	7.14	137	137	22	1.15	16.06
H5429: UNIVERSAL HEALTH CARE, INC.	1,599	0.00	0	0	0	0.00	-
H5431: HEALTHSUN HEALTH PLANS, INC.	2,622	0.00	0	0	0	0.00	-
H5434: BLUE CROSS AND BLUE SHIELD OF FLORIDA, INC.	7,110	0.42	3	3	0	0.00	0.00
H5436: AVMED, INC.	120	0.00	0	0	0	0.00	-
H5594: OPTIMUM HEALTHCARE, INC.	3,438	9.60	33	33	5	1.45	15.15

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H5696: PHYSICIANS UNITED PLAN, INC.	10,642	0.19	2	2	0	0.00	0.00
H5729: MD MEDICARE CHOICE	15,942	0.63	10	10	2	0.13	20.00
H5820: UNIVERSAL HEALTH CARE INSURANCE COMPANY	32,954	0.09	3	3	2	0.06	66.67
H5884: BLUECROSS BLUESHIELD OF TENNESSEE	17,603	9.03	159	159	40	2.27	25.16
H5934: HOPE HOSPICE AND COMMUNITY SERVICES, INC.	27	0.00	0	0	0	0.00	-
H5938: CAPITAL HEALTH PLAN	8,292	1.69	14	14	0	0.00	0.00
H6499: WELLCARE HEALTH INSURANCE OF NEW YORK, INC.	4,346	0.00	0	0	0	0.00	-
H6934: UAHC HEALTH PLAN OF TENNESSEE, INC.	838	0.00	0	0	0	0.00	-
H7917: BLUE CROSS BLUE SHIELD OF TENNESSEE	153	6.54	1	1	0	0.00	0.00
H9720: AMERICA'S 1ST CHOICE HEALTH PLANS, INC.	488	0.00	0	0	0	0.00	-
R5553: INSTIL HEALTH INSURANCE COMPANY	1,378	0.00	0	0	0	0.00	-

Region=05: CHICAGO

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H0087: HEALTH ALLIANCE MEDICAL PLANS	17	0.00	0	0	0	0.00	-
H0141: COMMUNITY CHOICE MICHIGAN	22	0.00	0	0	0	0.00	-
H0540: UNICARE LIFE AND HEALTH INS. COMPANY	152,810	0.65	99	99	36	0.24	36.36
H0564: BLUE CROSS OF CALIFORNIA	19,995	2.50	50	50	23	1.15	46.00
H0974: HMO MINNESOTA D/B/A BLUE PLUS	306	3.27	1	1	0	0.00	0.00
H1417: HEALTH ALLIANCE MEDICAL PLANS	2,227	0.00	0	0	0	0.00	-
H1463: HEALTH ALLIANCE MEDICAL PLANS	6,839	2.92	20	20	2	0.29	10.00
H1472: UNITED HEALTHCARE PLAN OF TH	-	-	1	1	0	-	0.00
H1511: ANTHEM INSURANCE COMPANIES, INC.	97	10.31	1	1	1	10.31	100.00
H1517: ANTHEM INSURANCE COMPANIES, INC.	432	0.00	0	0	0	0.00	-
H1553: THE M PLAN, INC.	6,581	0.76	5	5	1	0.15	20.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H1555: ARNETT HMO	4,770	0.00	0	0	0	0.00	-
H1558: WELBORN HEALTH PLAN	2,675	2.62	7	7	1	0.37	14.29
H1607: ANTHEM INSURANCE COMPANIES, INC.	2,254	3.11	7	7	2	0.89	28.57
H1689: ANTHEM INSURANCE COMPANIES, INC.	32,622	0.31	10	10	4	0.12	40.00
H1849: ANTHEM HEALTH PLANS OF KENTUCKY, INC.	7,719	1.68	13	13	1	0.13	7.69
H2237: INDEPENDENT CARE HEALTH PLAN, INC.	2,478	0.40	1	1	0	0.00	0.00
H2312: HEALTH ALLIANCE PLAN OF MICHIGAN	22,812	1.40	32	32	5	0.22	15.63
H2318: HENRY FORD HEALTH SYSTEM	191	0.00	0	0	0	0.00	-
H2319: BLUE CROSS BLUE SHIELD OF MICHIGAN	251,635	0.98	246	246	31	0.12	12.60
H2320: PRIORITY HEALTH	8,955	0.89	8	8	2	0.22	25.00
H2322: ALLIANCE HEALTH AND LIFE INSURANCE, CO	1,781	0.00	0	0	0	0.00	-
H2323: FIDELIS SECURECARE OF MICHIGAN	1,143	7.00	8	8	7	6.12	87.50
H2354: HEALTHPLUS OF MICHIGAN	3,541	0.00	0	0	0	0.00	-
H2407: UCARE MINNESOTA	601	1.66	1	1	0	0.00	0.00
H2409: MEDICA INSURANCE COMPANY	274	7.30	2	2	0	0.00	0.00
H2410: MEDICA HEALTH PLANS	2,397	0.00	0	0	0	0.00	-
H2416: PRIMEWEST HEALTH SYSTEM	2,084	0.00	0	0	0	0.00	-
H2417: ITASCA MEDICAL CARE	468	0.00	0	0	0	0.00	-
H2419: SOUTH COUNTRY HEALTH ALLIANCE	1,902	1.05	2	2	0	0.00	0.00
H2422: GROUP HEALTH	2,608	2.30	6	6	0	0.00	0.00
H2424: FIRST PLAN OF MINNESOTA	987	0.00	0	0	0	0.00	-
H2425: BLUE PLUS	10,018	2.20	22	22	4	0.40	18.18
H2450: MEDICA INSURANCE COMPANY	48,370	1.03	50	50	11	0.23	22.00
H2456: UCARE MINNESOTA	7,835	0.13	1	1	1	0.13	100.00
H2457: METROPOLITAN HEALTH PLAN	755	0.00	0	0	0	0.00	-
H2458: MEDICA HEALTH PLANS	8,308	0.00	0	0	0	0.00	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H2459: UCARE MINNESOTA	43,282	1.11	48	48	10	0.23	20.83
H2461: BLUE CROSS BLUE SHIELD OF MINNESOTA	808	3.71	3	3	0	0.00	0.00
H2462: HEALTHPARTNERS	34,510	1.16	40	40	5	0.14	12.50
H2613: HEALTHY ALLIANCE LIFE INSURANCE COMPANY	4,270	0.23	1	1	0	0.00	0.00
H2926: PRIMEWEST HEALTH SYSTEM	89	0.00	0	0	0	0.00	-
H2997: ROCKY MOUNTAIN HOSPITAL AND MEDICAL SERVICES, INC.	301	3.32	1	1	0	0.00	0.00
H3044: NHP OF INDIANA, LLC	875	1.14	1	1	0	0.00	0.00
H3342: EMPIRE HEALTHCHOICE ASSURANCE, INC.	3,352	2.09	7	7	3	0.89	42.86
H3370: EMPIRE HEALTHCHOICE HMO, INC.	70,629	5.25	371	371	95	1.35	25.61
H3613: CONCORDIA CARE	234	0.00	0	0	0	0.00	-
H3614: TRIHEALTH SENIORLINK	381	0.00	0	0	0	0.00	-
H3620: MCKINLEY LIFE INSURANCE COMPANY	848	0.00	0	0	0	0.00	-
H3653: PARAMOUNT CARE, INC	14,857	1.75	26	26	5	0.34	19.23
H3655: COMMUNITY INSURANCE COMPANY	79,533	0.98	78	78	31	0.39	39.74
H3656: AETNA U.S. HEALTHCARE, INC.	-	-	1	1	1	-	100.00
H3660: SUMMACARE INC.	15,065	1.99	30	30	8	0.53	26.67
H3664: MCKINLEY LIFE INSURANCE COMPANY	17,097	1.70	29	29	6	0.35	20.69
H3668: MT. CARMEL HEALTH PLAN, INC.	24,728	2.55	63	63	7	0.28	11.11
H4036: ANTHEM INSURANCE COMPANIES, INC.	155	0.00	0	0	0	0.00	-
H4270: UCARE WISCONSIN, INC.	897	2.23	2	2	1	1.11	50.00
H4836: MEDICAL MUTUAL OF OHIO	6,578	0.00	0	0	0	0.00	-
H4909: ANTHEM HEALTH PLANS OF VIRGINIA, INC.	988	2.02	2	2	0	0.00	0.00
H5204: CARE WISCONSIN HEALTH PLAN, INC.	248	0.00	0	0	0	0.00	-
H5206: PARTNERSHIP HEALTH PLAN, INC.	1,386	0.00	0	0	0	0.00	-
H5207: COMMUNITY CARE HEALTH PLAN, INC	232	0.00	0	0	0	0.00	-
H5209: CARE WISCONSIN HEALTH PLAN, INC.	635	0.00	0	0	0	0.00	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H5211: SECURITY HEALTH PLAN OF WISCONSIN, INC	13,929	0.72	10	10	0	0.00	0.00
H5212: COMMUNITY CARE, INC.	751	0.00	0	0	0	0.00	-
H5215: NETWORK HEALTH INSURANCE CORPORATION	12,450	1.37	17	17	4	0.32	23.53
H5262: GUNDERSEN LUTHERAN HEALTH PLAN	10,607	3.02	32	32	15	1.41	46.88
H5263: NETWORK HEALTH PLAN	-	-	1	1	0	-	0.00
H5264: DEAN HEALTH PLAN, INC.	7,814	1.28	10	10	2	0.26	20.00
H5304: EMPIRE HEALTHCHOICE ASSURANCE, INC.	1,728	0.00	0	0	0	0.00	-
H5419: BLUE CROSS OF CALIFORNIA	9,281	0.22	2	2	1	0.11	50.00
H5422: BLUE CROSS BLUE SHIELD OF GEORGIA	1,523	3.94	6	6	3	1.97	50.00
H5485: MCKINLEY LIFE INSURANCE COMPANY	352	0.00	0	0	0	0.00	-
H5508: ADVANTAGE HEALTH SOLUTIONS, INC.	1,922	3.64	7	7	3	1.56	42.86
H5529: COMMUNITY INSURANCE COMPANY	8,704	1.15	10	10	1	0.11	10.00
H5530: ANTHEM HEALTH PLANS OF KENTUCKY, INC.	1,450	0.69	1	1	0	0.00	0.00
H5575: FIDELIS SECURECARE OF NORTH CAROLINA	601	0.00	0	0	0	0.00	-
H5610: CARE RESOURCES, INC.	95	0.00	0	0	0	0.00	-
H5679: HMO COLORADO, INC.	188	5.32	1	1	0	0.00	0.00
H5685: MIDWEST HEALTH PLAN, INC.	265	0.00	0	0	0	0.00	-
H5703: SOUTH COUNTRY HEALTH ALLIANCE	676	1.48	1	1	0	0.00	0.00
H5750: METROPOLITAN HEALTH PLAN	132	0.00	0	0	0	0.00	-
H5854: ANTHEM HEALTH PLANS, INC	2,076	9.15	19	19	4	1.93	21.05
H5883: BLUE CARE NETWORK OF MICHIGAN	23,489	1.62	38	38	9	0.38	23.68
H5893: CARE WISCONSIN HEALTH PLAN, INC.	13	0.00	0	0	0	0.00	-
H5980: FIDELIS SECURECARE OF TEXAS, INC.	202	0.00	0	0	0	0.00	-
H6110: NETWORK HEALTH INSURANCE CORPORATION	103	0.00	0	0	0	0.00	-
H6140: WABASH MEM. HOSPITAL	1,796	0.00	0	0	0	0.00	-
H6141: SIDNEY HILLMAN HC	982	0.00	0	0	0	0.00	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H6142: UNION HEALTH SERVICES, INC.	1,476	0.00	0	0	0	0.00	-
H6143: UNION MEDICAL CENTER	741	0.00	0	0	0	0.00	-
H6178: CARESOURCE	80	0.00	0	0	0	0.00	-
H6184: COMPCARE HEALTH SERVICES INSURANCE CORPORATION	40	0.00	0	0	0	0.00	-
H6717: UNITED HEALTHCARE INSURANCE	-	-	1	1	0	-	0.00
H7526: MEDICA HEALTH PLAN	107	0.00	0	0	0	0.00	-
H8201: METROPOLITAN HEALTH PLAN	3,963	1.26	5	5	0	0.00	0.00
H8836: MENNONITE MUTUAL AID ASSOCIATION	56	0.00	0	0	0	0.00	-
H9005: GROUP HEALTH PLAN, INC.	1,631	1.23	2	2	0	0.00	0.00
H9313: MEDICAL MUTUAL OF OHIO	2,020	0.00	0	0	0	0.00	-
H9452: ROCKY MOUNTAIN HOSPITAL AND MEDICAL SERVICES, INC.	856	0.00	0	0	0	0.00	-
H9466: HMO MISSOURI, INC.	35	0.00	0	0	0	0.00	-
H9931: HEALTHPARTNERS INSURANCE COMPANY	99	0.00	0	0	0	0.00	-
H9951: FIRSTSOLUTIONS DBA FIRST PLAN OF MINNESOTA	17	0.00	0	0	0	0.00	-
R5941: ANTHEM INSURANCE COMPANIES, INC.	15,944	1.00	16	16	2	0.13	12.50
R9943: ANTHEM BLUE CROSS LIFE AND HEALTH INSURANCE CO.	35,318	0.57	20	20	6	0.17	30.00

Region=06: DALLAS

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H0320: ARCADIAN HEALTH PLAN, INC.	2,911	0.34	1	1	0	0.00	0.00
H0332: KS PLAN ADMINISTRATORS, LLC	3,227	3.72	12	12	0	0.00	0.00
H0908: BUCKEYE COMMUNITY HEALTH PLAN, INC.	63	0.00	0	0	0	0.00	-
H1904: PACE GREATER NEW ORLEANS	43	0.00	0	0	0	0.00	-
H1961: TENET CHOICES, INC. / PEOPLES HEALTH NETWORK	39,738	5.96	237	237	25	0.63	10.55
H2899: ARCADIAN HEALTH PLAN OF NORTH CAROLINA, INC.	2,906	0.00	0	0	0	0.00	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H3059: PHYSICIANS HEALTH CHOICE OF NEW MEXICO	457	2.19	1	1	0	0.00	0.00
H3204: PRESBYTERIAN HEALTH PLAN	19,531	3.43	67	67	7	0.36	10.45
H3206: PRESBYTERIAN INSURANCE COMPANY, INC.	4,215	4.03	17	17	2	0.47	11.76
H3207: LOVELACE INSURANCE COMPANY	393	0.00	0	0	0	0.00	-
H3208: HCSC INSURANCE SERVICES COMPANY	1,947	5.65	11	11	1	0.51	9.09
H3251: LOVELACE HEALTH SYSTEM, INC.	26,059	2.26	59	59	6	0.23	10.17
H3333: AMERICAN PROGRESSIVE LIFE/HLTH INS.	52,573	0.04	2	2	0	0.00	0.00
H3706: GLOBALHEALTH, INC.	6,210	6.60	41	41	3	0.48	7.32
H3708: SELECTCARE OF OKLAHOMA, INC.	153	0.00	0	0	0	0.00	-
H3709: HCSC INSURANCE SERVICES COMPANY	1,700	10.00	17	17	2	1.18	11.76
H3755: COMMUNITY CARE HMO, INC	25,698	7.20	185	185	15	0.58	8.11
H4125: ARCADIAN HEALTH PLAN	853	0.00	0	0	0	0.00	-
H4506: SELECTCARE OF TEXAS, L.L.C.	42,377	2.48	105	105	18	0.42	17.14
H4517: AMARILLO MULTISVC CTR FR THE AGING INC	131	0.00	0	0	0	0.00	-
H4518: BIENVIVIR SENIOR HEALTH SERVICES	693	0.00	0	0	0	0.00	-
H4525: SHA, L.L.C	1,532	1.31	2	2	0	0.00	0.00
H4527: PSO HEALTH SERVICES, LLC	11,593	4.05	47	47	1	0.09	2.13
H4529: ARCADIAN HEALTH PLAN, INC.	12,098	0.08	1	1	0	0.00	0.00
H4531: HCSC INSURANCE SERVICES COMPANY	670	5.97	4	4	0	0.00	0.00
H4556: CONSOLIDATED ASSOC OF RAILROAD EMPLOYEES HC	5,397	1.11	6	6	2	0.37	33.33
H4564: SCOTT AND WHITE HEALTH PLAN	23,506	0.26	6	6	0	0.00	0.00
H5213: TOTAL COMMUNITY CARE, L.L.C.	334	0.00	0	0	0	0.00	-
H5294: SUPERIOR HEALTH PLAN, INC.	39	0.00	0	0	0	0.00	-
H5301: PENNSYLVANIA LIFE INSURANCE COMPANY	147	0.00	0	0	0	0.00	-
H5416: ARCADIAN HEALTH PLAN	3,726	1.07	4	4	0	0.00	0.00
H5421: PYRAMID LIFE INSURANCE COMPANY	127,903	0.05	7	7	1	0.01	14.29

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H5501: TENET CHOICES, INC. / PEOPLES HEALTH NETWORK	597	13.40	8	8	2	3.35	25.00
H5576: VANTAGE HEALTH PLAN, INC.	2,272	0.00	0	0	0	0.00	-
H5578: ARCADIAN HEALTH PLAN OF GEORGIA, INC.	2,756	0.36	1	1	0	0.00	0.00
H5590: BRIDGEWAY HEALTH SOLUTIONS	72	0.00	0	0	0	0.00	-
H5611: AMERICAN PIONEER HEALTH PLAN	-	-	5	5	0	-	0.00
H5619: ARCADIAN HEALTH PLAN, INC.	2,003	1.00	2	2	1	0.50	50.00
H5656: SELECTCARE HEALTH PLANS, INC.	2,551	2.35	6	6	1	0.39	16.67
H5700: ARKANSAS COMMUNITY CARE	6,682	0.60	4	4	1	0.15	25.00
H5783: ARCADIAN HEALTH PLAN, INC.	4,846	0.00	0	0	0	0.00	-
H5849: ARKANSAS BLUE CROSS AND BLUE SHIELD, A MUTUAL INS.	1,321	4.54	6	6	0	0.00	0.00
H5909: AMERICAN PROGRESSIVE LIFE AND HEALTH OF NEW YORK	82	0.00	0	0	0	0.00	-
H5936: AMERICAN PIONEER HEALTH PLAN	-	-	1	1	0	-	0.00
H7179: ARCADIAN HEALTH PLAN OF LOUISIANA, INC.	3,147	0.00	0	0	0	0.00	-
H7357: MARQUETTE NATIONAL LIFE INSURANCE COMPANY	7,808	0.00	0	0	0	0.00	-
H7845: CHESAPEAKE LIFE INSURANCE COMPANY	11,712	1.45	17	17	2	0.17	11.76
H8742: ABRI HEALTH PLAN, INC	3,054	5.57	17	17	0	0.00	0.00

Region=07: KANSAS CITY

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H0307: HUMANA HEALTH PLAN, INC.	9,911	14.93	148	148	22	2.22	14.86
H0317: HUMANA INSURANCE COMPANY	2,145	10.26	22	22	0	0.00	0.00
H0354: CIGNA HEALTHCARE OF ARIZONA, INC.	31,296	2.11	66	66	5	0.16	7.58
H0623: HUMANA INSURANCE COMPANY	1,825	18.63	34	34	3	1.64	8.82
H1019: CARE PLUS HEALTH PLAN	56,948	8.34	475	475	76	1.33	16.00
H1036: HUMANA MEDICAL PLAN, INC	254,775	5.84	1,488	1,488	173	0.68	11.63

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H1406: HUMANA HEALTH PLAN, INC.	27,373	3.29	90	90	8	0.29	8.89
H1418: HUMANA INSURANCE COMPANY	2,212	13.11	29	29	0	0.00	0.00
H1468: OSF HEALTHPLANS, INC.	1,612	1.86	3	3	1	0.62	33.33
H1510: HUMANA INSURANCE COMPANY	1,600	5.00	8	8	0	0.00	0.00
H1651: MEDICAL ASSOCIATES HEALTH PLAN, INC.	7,848	0.25	2	2	2	0.25	100.00
H1714: VIA CHRISTI HEALTHCARE OUTREACH PROGRAM FOR ELDERS	178	0.00	0	0	0	0.00	-
H1716: HUMANA INSURANCE COMPANY	5,532	7.05	39	39	4	0.72	10.26
H1804: HUMANA INSURANCE COMPANY	680,848	1.20	814	814	141	0.21	17.32
H1806: HUMANA INSURANCE COMPANY	9,692	3.30	32	32	3	0.31	9.38
H1837: ESSENCE L.L.P.	1,682	0.59	1	1	0	0.00	0.00
H1906: HUMANA HEALTH BENEFIT PLAN OF LA, INC.	5,364	0.19	1	1	0	0.00	0.00
H1951: HUMANA HEALTH BENEFIT PLAN OF LOUISIANA INC	56,207	4.80	270	270	18	0.32	6.67
H2029: HUMANA INSURANCE OF PUERTO RICO, INC.	1,589	0.00	0	0	0	0.00	-
H2486: HUMANA MEDICAL PLAN OF UTAH	400	10.00	4	4	1	2.50	25.00
H2609: ALEXIAN BROTHERS COMMUNITY SERVICES	164	0.00	0	0	0	0.00	-
H2610: ESSENCE L.L.P.	15,247	0.59	9	9	2	0.13	22.22
H2611: MERCY HEALTH PLANS	2,601	0.38	1	1	0	0.00	0.00
H2649: HUMANA HEALTH PLAN, INC.	20,751	4.39	91	91	11	0.53	12.09
H2667: MERCY HEALTH PLANS OF MISSOURI INC.	18,112	1.71	31	31	10	0.55	32.26
H2762: CONNECTICUT GENERAL LIFE INSURANCE COMPANY	2,306	0.00	0	0	0	0.00	-
H2949: HUMANA HEALTH PLAN, INC.	26,291	8.03	211	211	18	0.68	8.53
H3405: HUMANA INSURANCE COMPANY	187	10.70	2	2	0	0.00	0.00
H3619: HUMANA INSURANCE COMPANY	12,383	5.09	63	63	7	0.57	11.11
H4007: HUMANA HEALTH PLANS OF PUERTO RICO INC	12,204	4.10	50	50	12	0.98	24.00
H4008: HUMANA INSURANCE OF PUERTO RICO, INC	327	0.00	0	0	0	0.00	-
H4408: HUMANA INSURANCE COMPANY	1,380	3.62	5	5	0	0.00	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H4461: CARITEN HEALTH PLAN IN	46,381	9.16	425	425	27	0.58	6.35
H4510: HUMANA HEALTH PLAN OF TEXAS, INC.	28,308	5.93	168	168	15	0.53	8.93
H4520: HUMANA INSURANCE COMPANY	13,111	14.72	193	193	9	0.69	4.66
H4606: HUMANA INSURANCE COMPANY	7,749	2.71	21	21	3	0.39	14.29
H5179: CIGNA HEALTHCARE OF ARIZONA, INC.	423	2.36	1	1	0	0.00	0.00
H5214: HUMANA INSURANCE COMPANY	6,881	6.83	47	47	5	0.73	10.64
H5216: HUMANA INSURANCE COMPANY	1,235	8.10	10	10	2	1.62	20.00
H5256: MEDICAL ASSOCIATES CLINIC HEALTH PLAN	2,494	0.00	0	0	0	0.00	-
H5291: HUMANA HEALTH PLAN, INC.	547	23.77	13	13	0	0.00	0.00
H5415: HUMANA HEALTH INSURANCE COMPANY OF FL, INC.	1,187	20.22	24	24	1	0.84	4.17
H5426: METCARE HEALTH PLANS, INC.	7,395	10.82	80	80	15	2.03	18.75
H5523: CARITEN INSURANCE COMPANY	61	0.00	0	0	0	0.00	-
H5525: OSF HEALTHPLANS, INC.	12,362	3.56	44	44	4	0.32	9.09
H5657: HUMANA INSURANCE COMPANY OF NEW YORK	3,470	0.58	2	2	0	0.00	0.00
H5822: MIDLAND CARE CONNECTION	31	0.00	0	0	0	0.00	-
H5868: HUMANA INSURANCE COMPANY	602	6.64	4	4	1	1.66	25.00
H6411: HUMANA INSURANCE COMPANY	33	30.30	1	1	0	0.00	0.00
H7188: HUMANA INSURANCE COMPANY	1,209	2.48	3	3	1	0.83	33.33
H8644: HUMANA INSURANCE COMPANY	2,487	3.62	9	9	0	0.00	0.00
H8707: HUMANA INSURANCE COMPANY	424	9.43	4	4	0	0.00	0.00
H8778: ESSENCE L.L.P.	1,340	0.00	0	0	0	0.00	-
R5566: BLUE CROSS BLUE SHIELD NORTHERN PLAINS ALLIANCE	26,223	2.29	60	60	18	0.69	30.00
R5826: HUMANA INSURANCE COMPANY	79,120	8.53	675	675	56	0.71	8.30

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

Region=08: DENVER

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
E5088: DESERET HEALTHCARE EMPLOYEE BENEFITS TRUST	11,167	3.40	38	38	3	0.27	7.89
H0150: HEALTHSPRING OF ALABAMA, INC.	28,170	20.84	587	587	28	0.99	4.77
H0602: ROCKY MOUNTAIN HEALTH PLANS	22,797	3.11	71	71	8	0.35	11.27
H0613: TOTAL LONGTERM CARE, INC.	1,220	0.00	0	0	0	0.00	-
H0621: COLORADO ACCESS	2,603	7.68	20	20	0	0.00	0.00
H0657: COLORADO CHOICE HEALTH PLANS	585	6.84	4	4	0	0.00	0.00
H0747: EDUCATORS MUTUAL INSURANCE ASSOCIATION	1,073	0.00	0	0	0	0.00	-
H0806: ALTIUS HEALTH PLANS, INC. (WYOMING)	28	0.00	0	0	0	0.00	-
H0846: FIRST HEALTH LIFE AND HEALTH INSURANCE COMPANY	195,686	0.54	105	105	19	0.10	18.10
H1013: VISTA HEALTHPLAN OF SOUTH FLORIDA, INC.	9,661	4.76	46	46	8	0.83	17.39
H1076: VISTA HEALTHPLAN, INC.	4,462	5.15	23	23	4	0.90	17.39
H1415: HEALTHSPRING, INC.	8,836	8.94	79	79	8	0.91	10.13
H1608: COVENTRY HEALTH AND LIFE INS COMPANY	657	4.57	3	3	1	1.52	33.33
H1609: COVENTRY HEALTH CARE OF IOWA, INC.	4,624	4.33	20	20	5	1.08	25.00
H1850: WINDSOR HEALTH PLAN, INC.	26	0.00	0	0	0	0.00	-
H2663: GROUP HEALTH PLAN, INC.	24,724	1.82	45	45	6	0.24	13.33
H2672: COVENTRY HEALTH CARE OF KANSAS, INC.	8,474	5.31	45	45	11	1.30	24.44
H2701: NEW WEST HEALTH SERVICES	1,685	4.75	8	8	1	0.59	12.50
H2745: ANTHEM INSURANCE COMPANIES, INC.	498	0.00	0	0	0	0.00	-
H3415: DAVITA VILLAGEHEALTH, INC.	67	0.00	0	0	0	0.00	-
H3503: HEART OF AMERICA HMO	497	0.00	0	0	0	0.00	-
H3959: HEALTHAMERICA PENNSYLVANIA, INC.	37,544	6.50	244	244	72	1.92	29.51
H4407: HEALTHSPRING OF TENNESSEE, INC.	1,800	14.44	26	26	1	0.56	3.85
H4454: HEALTHSPRING OF TENNESSEE, INC.	49,117	3.58	176	176	16	0.33	9.09
H4513: TEXAS HEALTHSPRING LLC	39,131	8.54	334	334	14	0.36	4.19

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H4521: VALLEY BAPTIST INSURANCE COMPANY	2,830	1.77	5	5	2	0.71	40.00
H4652: UNION PACIFIC RR EMPLOYES HEALTH SYS	11,744	0.00	0	0	0	0.00	-
H5031: DAVITA VILLAGEHEALTH, INC.	21	0.00	0	0	0	0.00	-
H5227: COVENTRY HEALTH AND LIFE INSURANCE COMPANY	45,189	0.60	27	27	5	0.11	18.52
H5302: COVENTRY HEALTH CARE OF GEORGIA, INC.	644	3.11	2	2	1	1.55	50.00
H5410: LEON MEDICAL CENTERS HEALTH PLANS, INC	27,108	11.14	302	302	31	1.14	10.26
H5449: DAVITA VILLAGEHEALTH, INC.	12	0.00	0	0	0	0.00	-
H5509: COVENTRY HEALTH AND LIFE INS. COMPANY	17,742	2.76	49	49	3	0.17	6.12
H5517: COVENTRY HEALTH AND LIFE INS. COMPANY	1,576	3.81	6	6	0	0.00	0.00
H5522: HEALTH ASSURANCE PENNSYLVANIA, INC.	6,273	3.67	23	23	10	1.59	43.48
H5586: SOUTH DAKOTA STATE MEDICAL HOLDING COMPANY, INC.	4,464	1.12	5	5	1	0.22	20.00
H5588: MOLINA HEALTHCARE OF NEVADA, INC.	668	0.00	0	0	0	0.00	-
H5608: DENVER HEALTH MEDICAL PLAN, INC.	2,192	0.46	1	1	0	0.00	0.00
H5628: MOLINA HEALTHCARE OF UTAH, INC.	2,069	0.00	0	0	0	0.00	-
H5698: WINDSOR HEALTH PLANS, INC.	24,742	3.07	76	76	1	0.04	1.32
H5769: BLUE CROSS OF CALIFORNIA	273	3.66	1	1	1	3.66	100.00
H5810: MOLINA HEALTHCARE OF CALIFORNIA	1,453	0.69	1	1	0	0.00	0.00
H5823: MOLINA HEALTHCARE OF WASHINGTON, INC.	916	1.09	1	1	0	0.00	0.00
H5850: SUMMIT HEALTH PLAN, INC.	11,051	1.81	20	20	6	0.54	30.00
H5926: MOLINA HEALTHCARE OF MICHIGAN	1,466	2.05	3	3	1	0.68	33.33
H5952: CAMBRIDGE LIFE INSURANCE COMPANY	1,036	0.97	1	1	0	0.00	0.00
H6145: DAVITA VILLAGEHEALTH, INC.	27	0.00	0	0	0	0.00	-
H7149: COVENTRY HEALTH CARE OF NEBRASKA, INC.	974	4.11	4	4	0	0.00	0.00
H7206: FIRST HEALTH LIFE AND HEALTH INSURANCE CO	214	0.00	0	0	0	0.00	-
H7289: UNICARE LIFE AND HEALTH INSURANCE, INC.	2,276	0.00	0	0	0	0.00	-
H7301: PERSONAL CARE INSURANCE OF ILLINOIS	351	0.00	0	0	0	0.00	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H7568: DAVITA VILLAGEHEALTH, INC.	38	0.00	0	0	0	0.00	-
H7678: MOLINA HEALTHCARE OF TEXAS, INC.	422	0.00	0	0	0	0.00	-
H8393: COVENTRY HEALTH AND LIFE INSURANCE CO. (NEBRASKA)	172	0.00	0	0	0	0.00	-
H8468: GEISINGER INDEMNITY INSURANCE COMPANY	255	7.84	2	2	0	0.00	0.00
H8649: ALTIUS HEALTH PLANS, INC. (UTAH)	1,011	1.98	2	2	2	1.98	100.00
H9082: MOLINA HEALTHCARE OF NEW MEXICO, INC.	152	0.00	0	0	0	0.00	-
H9956: ANTHEM HEALTH PLANS OF NEW HAMPSHIRE, INC.	25	0.00	0	0	0	0.00	-

Region=09: SAN FRANCISCO

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H0151: UNITED HEALTHCARE OF ALABAMA, INC.	33,874	3.16	107	107	12	0.35	11.21
H0251: UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY, INC.	5,136	3.31	17	17	1	0.19	5.88
H0302: SUN HEALTH MEDISUN, INC.	18,558	5.44	101	101	4	0.22	3.96
H0303: PACIFICARE OF ARIZONA, INC	92,920	4.84	450	450	43	0.46	9.56
H0313: PACIFICARE OF ARIZONA	-	-	1	1	0	-	0.00
H0316: UNITEDHEALTHCARE OF ARIZONA INC	4,835	7.24	35	35	1	0.21	2.86
H0319: UNITED HEALTHCARE INSURANCE COMPANY	7,653	4.31	33	33	2	0.26	6.06
H0321: ARIZONA PHYSICIANS IPA, INC.	14,440	1.04	15	15	3	0.21	20.00
H0401: UNITEDHEALTHCARE OF ARKANSAS, INC.	517	3.87	2	2	0	0.00	0.00
H0408: UNITED HEALTHCARE INSURANCE COMPANY	86	11.63	1	1	0	0.00	0.00
H0410: UNITED HEALTHCARE INSURANCE COMPANY	314	6.37	2	2	1	3.18	50.00
H0502: CONTRA COSTA HEALTH PLAN	719	2.78	2	2	0	0.00	0.00
H0504: CALIFORNIA PHYSICIANS' SERVICE	37,531	5.49	206	206	42	1.12	20.39
H0505: LOS PADRES GROUP HEALTH	-	-	1	1	0	-	0.00
H0524: KAISER FOUNDATION HP, INC.	681,147	4.10	2,791	2,791	328	0.48	11.75

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H0532: WESTERN HEALTH ADVANTAGE	1,138	6.15	7	7	0	0.00	0.00
H0542: ALTAMED HEALTH SERVICES CORPORATION	389	0.00	0	0	0	0.00	-
H0543: PACIFICARE OF CALIFORNIA/SECURE HORIZONS	333,158	5.40	1,798	1,798	186	0.56	10.34
H0544: CAREMORE HEALTH PLAN	27,741	5.23	145	145	8	0.29	5.52
H0545: INTER VALLEY HEALTH PLAN, INC.	12,025	2.08	25	25	5	0.42	20.00
H0549: FRENCH HOSPITAL AND HEALTH P	-	-	1	1	0	-	0.00
H0571: CHINESE COMMUNITY HEALTH PLAN	7,069	3.25	23	23	2	0.28	8.70
H0609: PACIFICARE OF COLORADO, INC	58,811	4.32	254	254	24	0.41	9.45
H0620: UNITED HEALTHCARE INSURANCE COMPANY	2,160	1.39	3	3	0	0.00	0.00
H0624: UNITED HEALTHCARE INSURANCE COMPANY	3,882	5.92	23	23	4	1.03	17.39
H0630: KAISER FOUNDATION HP OF CO	61,090	1.67	102	102	5	0.08	4.90
H0710: UNITED HEALTHCARE INSURANCE COMPANY	4,381	72.13	316	316	45	10.27	14.24
H0752: OXFORD HEALTH PLANS (CT), INC.	1,252	18.37	23	23	3	2.40	13.04
H0838: HMO CALIFORNIA	1,006	14.91	15	15	0	0.00	0.00
H1080: UNITED HEALTHCARE OF FL, INC.	22,771	4.52	103	103	11	0.48	10.68
H1108: UNITED HEALTHCARE INSURANCE COMPANY	10,061	0.70	7	7	0	0.00	0.00
H1111: UNITED HEALTHCARE OF GEORGIA, INC.	1,485	4.71	7	7	1	0.67	14.29
H1170: KAISER FOUNDATION HP OF GA, INC.	14,513	4.75	69	69	18	1.24	26.09
H1200: KAISER FOUNDATION HP, INC.	348	0.00	0	0	0	0.00	-
H1230: KAISER FOUNDATION HP, INC.	21,975	0.73	16	16	3	0.14	18.75
H1251: HAWAII MED. SRVC. ASSN.	38,032	0.18	7	7	2	0.05	28.57
H1286: UNITED HEALTHCARE INSURANCE COMPANY	1,824	4.39	8	8	1	0.55	12.50
H1303: UNITED HEALTHCARE INSURANCE COMPANY	2,508	5.18	13	13	2	0.80	15.38
H1509: UNITED HEALTHCARE INSURANCE COMPANY	5,067	4.74	24	24	5	0.99	20.83
H1717: UNITED HEALTHCARE INSURANCE COMPANY	569	10.54	6	6	0	0.00	0.00
H1944: UNITED HEALTHCARE INSURANCE COMPANY	141	0.00	0	0	0	0.00	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H2001: UNITED HEALTHCARE INSURANCE COMPANY	1,246	4.82	6	6	3	2.41	50.00
H2003: UNITED HEALTHCARE INSURANCE COMPANY	105	9.52	1	1	0	0.00	0.00
H2111: UNITED HEALTHCARE INSURANCE COMPANY	5,654	1.06	6	6	0	0.00	0.00
H2150: KAISER FNDN HP OF THE MID-ATLANTIC STS	33,357	4.71	157	157	21	0.63	13.38
H2226: UNITED HEALTHCARE INSURANCE COMPANY	2,979	1.01	3	3	0	0.00	0.00
H2228: UNITED HEALTHCARE INSURANCE COMPANY	10,354	2.12	22	22	1	0.10	4.55
H2406: UNITED HEALTHCARE INSURANCE COMPANY	2,058	0.00	0	0	0	0.00	-
H2408: UNITED HEALTHCARE INSURANCE COMPANY	19,727	2.53	50	50	1	0.05	2.00
H2643: L. A. CARE HEALTH PLAN	42	23.81	1	1	1	23.81	100.00
H2654: UNITED HEALTHCARE OF THE MIDWEST, INC.	43,060	3.95	170	170	18	0.42	10.59
H2802: UNITED HEALTHCARE OF THE MIDLANDS, INC.	5,016	3.19	16	16	2	0.40	12.50
H2803: UNITED HEALTHCARE INSURANCE COMPANY	4,910	3.26	16	16	2	0.41	12.50
H2905: SIERRA HEALTH AND LIFE INSURANCE COMPANY, INC.	506	11.86	6	6	2	3.95	33.33
H2906: HOMETOWN HEALTH PLAN	150	0.00	0	0	0	0.00	-
H2931: HEALTH PLAN OF NEVADA, INC.	1,155	1.73	2	2	0	0.00	0.00
H2960: HOMETOWN HEALTH PLAN	4,782	2.93	14	14	4	0.84	28.57
H2961: HEALTH PLAN OF NEVADA, INC.	54,836	7.55	414	414	105	1.91	25.36
H3107: OXFORD HEALTH PLANS (NJ), INC.	18,186	13.69	249	249	25	1.37	10.04
H3113: OXFORD HEALTH PLANS OF NEW JERSEY, INC	740	2.70	2	2	1	1.35	50.00
H3132: AIDS HEALTHCARE FOUNDATION MCO OF FLORIDA, INC.	47	0.00	0	0	0	0.00	-
H3164: AMERICHOICE OF NEW JERSEY, INC	2,373	2.95	7	7	6	2.53	85.71
H3209: UNITED HEALTHCARE INSURANCE COMPANY	441	2.27	1	1	0	0.00	0.00
H3307: OXFORD HEALTH PLANS (NY) INC.	68,636	8.38	575	575	78	1.14	13.57
H3379: UNITED HEALTHCARE OF NEW YORK, INC.	10,128	6.52	66	66	8	0.79	12.12
H3387: AMERICHOICE OF NEW YORK, INC	585	0.00	0	0	0	0.00	-
H3435: UNITED HEALTHCARE INSURANCE COMPANY	170	0.00	0	0	0	0.00	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H3456: UNITED HEALTHCARE OF NORTH CAROLINA	52,624	3.29	173	173	14	0.27	8.09
H3659: UNITED HEALTHCARE OF OHIO, INC.	52,653	4.63	244	244	21	0.40	8.61
H3749: PACIFICARE OF OKLAHOMA, INC.	19,951	4.71	94	94	3	0.15	3.19
H3805: PACIFICARE OF OREGON, INC.	20,949	4.68	98	98	13	0.62	13.27
H3812: UNITED HEALTHCARE INSURANCE COMPANY	3,539	6.50	23	23	0	0.00	0.00
H3815: CITIZENS CHOICE HEALTHPLAN	5,247	4.38	23	23	2	0.38	8.70
H3887: UNITED HEALTHCARE INSURANCE COMPANY	2,326	2.58	6	6	0	0.00	0.00
H3912: UNITED HEALTHCARE INSURANCE COMPANY	2,450	1.63	4	4	0	0.00	0.00
H3921: UNITED HEALTHCARE INSURANCE COMPANY	243	12.35	3	3	0	0.00	0.00
H4102: UNITED HEALTH PLANS OF NEW ENGLAND, INC.	18,635	4.56	85	85	9	0.48	10.59
H4106: UNITED HEALTHCARE INSURANCE COMPANY	1,622	1.23	2	2	0	0.00	0.00
H4406: UNITED HEALTHCARE OF TENNESSEE, INC.	1,448	9.67	14	14	1	0.69	7.14
H4449: SIERRA HEALTH AND LIFE INSURANCE COMPANY, INC.	1,351	3.70	5	5	0	0.00	0.00
H4456: UNITED HEALTHCARE PLAN OF THE RIVER VALLEY, INC.	33,820	2.31	78	78	20	0.59	25.64
H4514: EVERCARE OF TEXAS, LLC	15,765	4.57	72	72	4	0.25	5.56
H4522: UNITED HEALTHCARE INSURANCE COMPANY	7,940	3.02	24	24	1	0.13	4.17
H4590: PACIFICARE OF TEXAS, INC.	126,423	2.58	326	326	33	0.26	10.12
H4604: UNITEDHEALTHCARE OF UTAH, INC.	6,488	3.85	25	25	9	1.39	36.00
H4720: UNITED HEALTHCARE INSURANCE COMPANY OF NEW YORK	18	0.00	0	0	0	0.00	-
H4779: UNITED HEALTHCARE INSURANCE COMPANY	162	0.00	0	0	0	0.00	-
H4971: UNITED HEALTHCARE INSURANCE COMPANY	52	57.69	3	3	1	19.23	33.33
H5005: PACIFICARE OF WASHINGTON, INC.	34,805	7.01	244	244	30	0.86	12.30
H5008: UNITED HEALTHCARE INSURANCE COMPANY	3,853	3.89	15	15	1	0.26	6.67
H5087: EASY CHOICE HEALTH PLAN INC.	843	0.00	0	0	0	0.00	-
H5253: UNITED HEALTHCARE OF WISCONSIN, INC	22,419	2.94	66	66	5	0.22	7.58
H5403: ON LOK SENIOR HEALTH SERVICES	975	1.03	1	1	0	0.00	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H5405: CENTER FOR ELDERS INDEPENDENCE	367	0.00	0	0	0	0.00	-
H5406: SUTTER HEALTH SACRAMENTO SIERRA REGION	167	5.99	1	1	0	0.00	0.00
H5417: UNITED HEALTHCARE INSURANCE COMPANY	26,751	4.26	114	114	16	0.60	14.04
H5424: UNITED HEALTHCARE INSURANCE COMPANY	5,473	1.83	10	10	3	0.55	30.00
H5425: SCAN HEALTH PLAN	21,887	4.02	88	88	8	0.37	9.09
H5428: SAN MATEO HEALTH COMMISSION	7,364	7.47	55	55	4	0.54	7.27
H5430: CARE1ST HEALTH PLAN OF ARIZONA	1,571	93.57	147	147	28	17.82	19.05
H5433: ORANGE COUNTY HEALTH AUTHORITY	7,967	8.28	66	66	3	0.38	4.55
H5435: UNITED HEALTHCARE INSURANCE COMPANY	76,750	2.06	158	158	11	0.14	6.96
H5440: UNITED HEALTHCARE INSURANCE COMPANY	945	8.47	8	8	0	0.00	0.00
H5507: UNITED HEALTHCARE INS. COMPANY, INC.	4,155	3.61	15	15	2	0.48	13.33
H5516: UNITED HEALTHCARE INS. COMPANY, INC.	1,967	3.56	7	7	1	0.51	14.29
H5532: UNITED HEALTHCARE INSURANCE COMPANY	1,064	3.76	4	4	0	0.00	0.00
H5554: SANTA CLARA COUNTY HEALTH AUTHORITY	2,620	1.15	3	3	0	0.00	0.00
H5580: SOUTHWEST CATHOLIC HEALTH NETWORK CORPORATION	14,533	42.66	620	620	17	1.17	2.74
H5587: HEALTH CHOICE ARIZONA, INC.	3,352	49.82	167	167	11	3.28	6.59
H5598: UNITED HEALTHCARE INSURANCE COMPANY	99	10.10	1	1	0	0.00	0.00
H5609: GEMCARE HEALTH PLAN INC.	6,032	0.99	6	6	3	0.50	50.00
H5629: COMMUNITY ELDERCARE OF SAN DIEGO	19	0.00	0	0	0	0.00	-
H5640: IEHP HEALTH ACCESS	1,994	1.00	2	2	1	0.50	50.00
H5649: CENTRAL HEALTH PLAN OF CALIFORNIA, INC.	3,235	0.31	1	1	0	0.00	0.00
H5652: UNITED HEALTHCARE INSURANCE COMPANY	918	1.09	1	1	0	0.00	0.00
H5678: UNITED HEALTHCARE INSURANCE COMPANY	110	0.00	0	0	0	0.00	-
H5697: UNITED HEALTHCARE INSURANCE COMPANY	758	0.00	0	0	0	0.00	-
H5749: UNITED HEALTHCARE INSURANCE COMPANY	214	4.67	1	1	0	0.00	0.00
H5754: UNITED HEALTHCARE INSURANCE COMPANY	399	0.00	0	0	0	0.00	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H5782: SOLANO-NAPA-YOLO COMMISSION ON MEDICAL CARE	2,601	1.92	5	5	3	1.15	60.00
H5811: MEDCORE HP	1,799	0.00	0	0	0	0.00	-
H5852: AIDS HEALTHCARE FOUNDATION	690	0.00	0	0	0	0.00	-
H5895: CONTRA COSTA CO MED SVCS DBA CONTRA COSTA HEALTH	77	0.00	0	0	0	0.00	-
H5908: SUN HEALTH MEDISUN, INC.	43	0.00	0	0	0	0.00	-
H5918: UNITED HEALTHCARE INSURANCE COMPANY	431	4.64	2	2	1	2.32	50.00
H5928: CARE1ST HEALTH PLAN	11,120	4.05	45	45	2	0.18	4.44
H5943: SCAN HEALTH PLAN	416	2.40	1	1	1	2.40	100.00
H5948: ARTA MEDICARE HEALTH PLAN, INC.	567	7.05	4	4	0	0.00	0.00
H5969: ALOHACARE	1,103	0.00	0	0	0	0.00	-
H5985: ABRAZO ADVANTAGE HEALTH PLAN	3,209	41.13	132	132	14	4.36	10.61
H6050: KAISER FOUNDATION HP, INC.	1,521	3.29	5	5	2	1.31	40.00
H6052: KAISER FOUNDATION HP, INC.	5,234	2.29	12	12	1	0.19	8.33
H6053: SANTE FE EMPLOYEES HOSPITAL ASSN.	580	0.00	0	0	0	0.00	-
H6228: UNITED HEALTHCARE INSURANCE COMPANY	83	0.00	0	0	0	0.00	-
H6360: KAISER FOUNDATION HP OF OHIO	20,162	1.54	31	31	4	0.20	12.90
H6793: UNITED HEALTHCARE INSURANCE COMPANY	49	0.00	0	0	0	0.00	-
H6952: GREAT LAKES HEALTH PLAN, INC.	168	0.00	0	0	0	0.00	-
H7086: COMMUNITY HEALTH GROUP	360	0.00	0	0	0	0.00	-
H7146: SAN MIGUEL HEALTH PLAN, INC.	1,670	0.00	0	0	0	0.00	-
H7187: UNITED HEALTHCARE INSURANCE COMPANY	1,419	4.23	6	6	2	1.41	33.33
H7274: UNITED HEALTHCARE INSURANCE COMPANY	82	0.00	0	0	0	0.00	-
H7292: ALAMEDA ALLIANCE JOINT POWERS AUTHORITY (JPA)	518	1.93	1	1	0	0.00	0.00
H7352: UPH/MIHS VENTURES L.L.C.	743	9.42	7	7	0	0.00	0.00
H7698: UNITED HEALTHCARE INSURANCE COMPANY	10	0.00	0	0	0	0.00	-
H7731: MD CARE, INC.	1,876	0.00	0	0	0	0.00	-

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H7949: PACIFICARE/UHC OF NEVADA	1,207	4.14	5	5	0	0.00	0.00
H9003: KAISER FOUNDATION HP OF THE N W	48,975	4.14	203	203	12	0.25	5.91
H9011: UNITED HEALTHCARE OF FLORIDA INC.	4,316	11.82	51	51	6	1.39	11.76
H9103: KAISER FOUNDATION HP OF THE N W	3,187	3.14	10	10	2	0.63	20.00
H9104: SCAN HEALTH PLAN	83,252	5.92	493	493	84	1.01	17.04
H9385: SCAN HEALTH PLAN OF ARIZONA	831	2.41	2	2	0	0.00	0.00
R3175: UNITED HEALTHCARE INSURANCE COMPANY	2,091	1.43	3	3	1	0.48	33.33
R5287: UNITED HEALTHCARE INSURANCE COMPANY	47,865	6.54	313	313	29	0.61	9.27
R5342: UNITED HEALTHCARE INSURANCE COMPANY OF NEW YORK	11,272	6.65	75	75	4	0.35	5.33
R5674: SIERRA HEALTH AND LIFE INSURANCE COMPANY, INC.	2,483	11.68	29	29	9	3.62	31.03

Region=10: SEATTLE

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H0351: HEALTH NET OF ARIZONA, INC.	57,794	2.98	172	172	18	0.31	10.47
H0562: HEALTH NET_OF CA	119,268	5.19	619	619	69	0.58	11.15
H0755: HEALTH NET OF CONNECTICUT	53,625	7.16	384	384	86	1.60	22.40
H1302: BLUE CROSS OF IDAHO HLTH SERVICES INC	201	0.00	0	0	0	0.00	-
H1304: REGENCE BLUE SHIELD OF IDAHO	4,183	0.24	1	1	0	0.00	0.00
H1349: REGENCE BLUESHIELD OF IDAHO.	432	2.31	1	1	1	2.31	100.00
H1350: BLUE CROSS OF IDAHO HEALTH SERVICES, INC	18,159	5.12	93	93	18	0.99	19.35
H2174: TRILLIUM COMMUNITY HEALTH PLAN	2,468	4.05	10	10	0	0.00	0.00
H3809: PROVIDENCE HEALTH SYSTEM - OREGON	729	0.00	0	0	0	0.00	-
H3810: MID ROGUE INDEPENDENT PHYSICIAN ASSOCIATION	3,171	1.89	6	6	0	0.00	0.00
H3811: SAMARITAN HEALTH PLANS, INC.	4,282	2.57	11	11	1	0.23	9.09
H3813: ODS HEALTH PLAN, INC.	4,089	5.62	23	23	8	1.96	34.78

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 5A - 2008
Annual Report of Medicare Reconsideration Activity:
Rate of Appeals During 2008, and Rate of Overturns per 1,000 Members
by Region and Managed Care Organization

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Completed	Recons Overturned	Rate Overturn per 1,000 Members	Percent Recons Overturned
H3814: ATRIO HEALTH PLANS	4,433	1.80	8	8	2	0.45	25.00
H3817: REGENCE BLUECROSS BLUESHIELD OF OR	52,875	1.13	60	60	11	0.21	18.33
H3818: FAMILYCARE HEALTH PLANS, INC.	2,007	0.50	1	1	0	0.00	0.00
H3851: REGENCE BLUE CROSS BLUE SHIELD OF OREGON	2,981	1.68	5	5	0	0.00	0.00
H3864: CLEAR CHOICE HEALTH PLANS, INC.	11,201	4.46	50	50	14	1.25	28.00
H4605: REGENCE BLUECROSS BLUESHIELD OF UT	17,494	0.86	15	15	4	0.23	26.67
H5006: STERLING LIFE INSURANCE COMPANY	102,688	3.53	363	363	23	0.22	6.34
H5007: PROVIDENCE HEALTH SYSTEM	271	0.00	0	0	0	0.00	-
H5009: REGENCE BLUESHIELD	14,042	1.92	27	27	5	0.36	18.52
H5010: ASURIS NORTHWEST HEALTH	1,043	0.96	1	1	0	0.00	0.00
H5050: GROUP HEALTH COOPERATIVE	55,981	2.20	123	123	12	0.21	9.76
H5439: HEALTH NET LIFE INSURANCE COMPANY	645	3.10	2	2	1	1.55	50.00
H5520: HEALTH NET LIFE INSURANCE COMPANY	21,306	7.65	163	163	16	0.75	9.82
H5606: STERLING LIFE INSURANCE COMPANY	123	0.00	0	0	0	0.00	-
H5721: HEALTH NET INSURANCE OF NEW YORK, INC.	5,595	0.18	1	1	0	0.00	0.00
H5826: COMMUNITY HEALTH PLAN OF WASHINGTON	2,175	2.76	6	6	1	0.46	16.67
H5839: STERLING LIFE INSURANCE COMPANY (MT)	245	0.00	0	0	0	0.00	-
H5859: HEALTH PLAN OF CAREOREGON, INC.	5,232	2.87	15	15	4	0.76	26.67
H5862: BLUE CROSS OF IDAHO HEALTH SERVICES, INC.	766	1.31	1	1	1	1.31	100.00
H5962: STERLING LIFE INSURANCE COMPANY	176	0.00	0	0	0	0.00	-
H5995: MARION POLK COMMUNITY HEALTH PLAN ADVANTAGE, INC.	3,798	6.32	24	24	5	1.32	20.83
H5996: HEALTH NET LIFE INSURANCE COMPANY, INC.	16,712	1.14	19	19	6	0.36	31.58
H9047: PROVIDENCE HEALTH PLAN	35,084	4.42	155	155	38	1.08	24.52
H9302: PUGET SOUND HEALTH PARTNERS, INC.	4,181	1.44	6	6	3	0.72	50.00
R5863: HEALTH NET LIFE INSURANCE COMPANY	4,332	1.15	5	5	0	0.00	0.00
TOTAL	10,039,544	4.40	44,165	44,165	5,151	0.51	11.66

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 6 - 2008 EXPEDITED APPEALS
Annual Report of Medicare Reconsideration Activity:
Expedited Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

Region=01: BOSTON

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
MCO														
H0523: AETNA HEALTH OF CALIFORNIA,INC.	27,857	0.61	17	0	14	82.35	1	5.88	0	0.00	2	11.76	0	0.00
H0902: AETNA LIFE INSURANCE COMPANY	46	21.74	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H2047: AETNA LIFE INSURANCE COMPANY	70	28.57	2	0	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00
H2112: AETNA HEALTH INC. (MARYLAND)	4,942	0.40	2	0	0	0.00	0	0.00	0	0.00	1	50.00	1	50.00
H2256: TUFTS ASSOCIATED HMO, INC.	72,605	0.55	40	0	31	77.50	2	5.00	1	2.50	2	5.00	4	10.00
H2261: BLUE CROSS AND BLUE SHIELD OF MA HMO BLUE, INC.	32,116	0.65	21	0	16	76.19	4	19.05	0	0.00	0	0.00	1	4.76
H3152: AETNA HEALTH, INC.	33,673	0.56	19	0	12	63.16	4	21.05	0	0.00	1	5.26	2	10.53
H3312: AETNA HEALTH INC.	13,397	1.42	19	0	15	78.95	3	15.79	0	0.00	1	5.26	0	0.00
H3623: AETNA HEALTH, INC.	1,873	1.07	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3931: AETNA HEALTH INC	40,076	0.22	9	0	4	44.44	2	22.22	2	22.22	0	0.00	1	11.11
H4152: BLUE CROSS AND BLUE SHIELD OF RHODE ISLAND	40,163	0.37	15	0	8	53.33	4	26.67	1	6.67	2	13.33	0	0.00
H4523: AETNA HEALTH INC.	3,519	0.28	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H4910: AETNA HEALTH INC.	242	8.26	2	0	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00
H4911: AETNA LIFE INSURANCE COMPANY	203	4.93	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5510: AETNA LIFE INSURANCE COMPANY	3,769	1.06	4	0	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00
H5512: AETNA LIFE INSURANCE COMPANY	8,164	1.22	10	0	6	60.00	1	10.00	0	0.00	1	10.00	2	20.00
H5521: AETNA LIFE INSURANCE COMPANY	10,745	0.28	3	0	1	33.33	1	33.33	0	0.00	1	33.33	0	0.00
H5531: AETNA LIFE INSURANCE COMPANY	901	1.11	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5736: AETNA LIFE INSURANCE COMPANY	196,271	0.07	13	0	9	69.23	1	7.69	1	7.69	2	15.38	0	0.00
H5793: AETNA HEALTH INC.	573	1.75	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H5813: AETNA HEALTH, INC	649	1.54	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H9001: FALLON COMMUNITY HEALTH PLAN	30,078	1.60	48	0	32	66.67	10	20.83	4	8.33	1	2.08	1	2.08
R5595: AETNA LIFE INSURANCE COMPANY	1,368	0.73	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 6 - 2008 EXPEDITED APPEALS
Annual Report of Medicare Reconsideration Activity:
Expedited Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

Region=02: NEW YORK

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H3109: HORIZON HEALTHCARE OF NJ,INC	-	-	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H3154: HORIZON HEALTHCARE OF NEW JERSEY, INC.	53,855	1.04	56	0	30	53.57	19	33.93	3	5.36	1	1.79	3	5.36
H3305: ROCHESTER AREA HMO/ DBA PREFERRED CARE	68,177	0.56	38	0	28	73.68	4	10.53	3	7.89	2	5.26	1	2.63
H3327: TOUCHSTONE HEALTH HMO, INC.	6,120	0.16	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H3330: HIP OF GREATER NEW YORK	127,754	0.99	126	0	69	54.76	42	33.33	3	2.38	5	3.97	7	5.56
H3335: EXCELLUS HEALTH PLAN, INC.	21,100	1.14	24	0	15	62.50	9	37.50	0	0.00	0	0.00	0	0.00
H3347: ELDERPLAN, INC.	834	9.59	8	0	5	62.50	0	0.00	0	0.00	1	12.50	2	25.00
H3351: EXCELLUS HEALTH PLAN, INC.	47,020	1.04	49	0	27	55.10	17	34.69	1	2.04	2	4.08	2	4.08
H3359: MANAGED HEALTH, INC.	73,604	0.58	43	0	21	48.84	12	27.91	0	0.00	9	20.93	1	2.33
H3362: INDEPENDENT HEALTH ASSOCIATION, INC.	45,414	0.11	5	0	3	60.00	2	40.00	0	0.00	0	0.00	0	0.00
H3366: TOUCHSTONE HEALTH HMO, INC.	4,152	0.48	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H3384: HEALTHNOW NEW YORK INC	35,266	0.40	14	0	8	57.14	5	35.71	0	0.00	1	7.14	0	0.00
H3388: CAPITAL DISTRICT PHYSICIANS' HEALTH PLAN, INC.	19,291	1.30	25	0	19	76.00	3	12.00	1	4.00	1	4.00	1	4.00
H4003: MMM HEALTHCARE, INC.	121,642	0.33	40	0	23	57.50	15	37.50	1	2.50	0	0.00	1	2.50
H4004: PREFERRED MEDICARE CHOICE, INC.	48,113	0.21	10	0	7	70.00	1	10.00	0	0.00	1	10.00	1	10.00
H4006: MCS ADVANTAGE INC.	38,776	0.08	3	0	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00
H4009: SDM HEALTHCARE MANAGEMENT, INC.	5,876	0.17	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H5042: CDPHP UNIVERSAL BENEFITS, INC.	671	1.49	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5526: HEALTHNOW NEW YORK INC.	14,924	0.27	4	0	2	50.00	2	50.00	0	0.00	0	0.00	0	0.00
H5528: GROUP HEALTH INCORPORATED	13,484	1.41	19	0	11	57.89	3	15.79	1	5.26	3	15.79	1	5.26
H5577: MCS ADVANTAGE INC.	31,908	0.09	3	0	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00
H5817: AMERIGROUP TEXAS, INC.	4,996	0.80	4	0	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00
H6806: ROCHESTER AREA HEALTH MAINTENANCE ORGANIZATION	17,474	0.06	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 6 - 2008 EXPEDITED APPEALS
Annual Report of Medicare Reconsideration Activity:
Expedited Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H9101: ELDERPLAN, INC. - SHMO	16,129	1.74	28	0	18	64.29	6	21.43	2	7.14	1	3.57	1	3.57
H9859: MVP HEALTH PLAN, INC,	4,323	0.69	3	0	2	66.67	0	0.00	0	0.00	0	0.00	1	33.33

Region=03: PHILADELPHIA

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H2108: BRAVO HEALTH MID- ATLANTIC INC.	10,732	0.75	8	0	4	50.00	2	25.00	0	0.00	1	12.50	1	12.50
H3156: AMERIHEALTH HMO_INC	1,812	0.55	1	0	0	0.00	0	0.00	0	0.00	0	0.00	1	100.00
H3672: HOMETOWN HEALTH PLAN	8,075	0.12	1	0	0	0.00	0	0.00	1	100.00	0	0.00	0	0.00
H3907: UNIVERSITY OF PITTSBURGH MEDICAL CENTER	64,728	0.19	12	0	8	66.67	4	33.33	0	0.00	0	0.00	0	0.00
H3909: INDEPENDENCE BLUE CROSS	18,826	0.85	16	0	9	56.25	1	6.25	1	6.25	3	18.75	2	12.50
H3916: HIGHMARK, INC.	61,157	1.36	83	0	51	61.45	18	21.69	2	2.41	8	9.64	4	4.82
H3918: LIVING INDEPENDENCE FOR THE ELDERLY	271	3.69	1	0	0	0.00	0	0.00	1	100.00	0	0.00	0	0.00
H3920: UNISON HEALTH PLAN OF PENNSYLVANIA, INC.	14,215	0.42	6	0	0	0.00	5	83.33	1	16.67	0	0.00	0	0.00
H3923: CAPITAL ADVANTAGE INSURANCE COMPANY	7,816	0.64	5	0	3	60.00	0	0.00	2	40.00	0	0.00	0	0.00
H3949: BRAVO HEALTH PENNSYLVANIA INC.	15,978	0.63	10	0	7	70.00	3	30.00	0	0.00	0	0.00	0	0.00
H3952: KEYSTONE HEALTH PLAN EAST, INC.	127,933	0.75	96	0	57	59.38	20	20.83	4	4.17	13	13.54	2	2.08
H3954: GEISINGER HEALTH PLAN	34,715	0.20	7	0	5	71.43	2	28.57	0	0.00	0	0.00	0	0.00
H3957: KEYSTONE HEALTH PLAN WEST, INC.	176,536	1.35	239	0	178	74.48	34	14.23	8	3.35	14	5.86	5	2.09
H3962: KEYSTONE HEALTH PLAN CENTRAL,INC.	18,785	0.37	7	0	4	57.14	1	14.29	2	28.57	0	0.00	0	0.00
H3964: SENIOR PARTNERS BY BRAVO HEALTH	23,026	0.52	12	0	6	50.00	5	41.67	0	0.00	0	0.00	1	8.33
H4950: PRUDENTIAL HEALTH CARE PLAN	-	-	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5106: HIGHMARK HEALTH INSURANCE COMPANY	6,988	0.43	3	0	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5151: HEALTH PLAN OF THE UPPER OHIO VALLEY	9,309	0.43	4	0	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5665: CARE IMPROVEMENT PLUS OF MARYLAND, INC.	3,609	1.94	7	0	4	57.14	3	42.86	0	0.00	0	0.00	0	0.00
H5812: GEISINGER INDEMNITY INSURANCE COMPANY	1,032	2.91	3	0	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 6 - 2008 EXPEDITED APPEALS
Annual Report of Medicare Reconsideration Activity:
Expedited Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H5932: GATEWAY HEALTH PLAN, INC.	23,880	0.29	7	0	2	28.57	3	42.86	1	14.29	0	0.00	1	14.29
H9793: HIGHMARK, INC.	19,340	0.16	3	0	1	33.33	0	0.00	0	0.00	2	66.67	0	0.00
R3444: CARE IMPROVEMENT PLUS SOUTH CENTRAL INSURANCE CO.	11,068	0.27	3	0	2	66.67	0	0.00	0	0.00	0	0.00	1	33.33
R6801: CARE IMPROVEMENT PLUS OF TEXAS INSURANCE COMPANY	18,834	0.21	4	0	0	0.00	3	75.00	1	25.00	0	0.00	0	0.00
R9896: CARE IMPROVEMENT PLUS SOUTH CENTRAL INSURANCE CO	31,520	0.25	8	0	6	75.00	1	12.50	0	0.00	1	12.50	0	0.00

Region=04: ATLANTA

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0104: BLUE CROSS AND BLUE SHIELD OF ALABAMA	39,819	1.13	45	0	27	60.00	9	20.00	1	2.22	3	6.67	5	11.11
H0154: VIVA HEALTH, INC.	26,817	0.37	10	0	9	90.00	1	10.00	0	0.00	0	0.00	0	0.00
H1016: AVMED, INC	18,785	0.48	9	0	6	66.67	1	11.11	0	0.00	1	11.11	1	11.11
H1026: HEALTH OPTIONS, INC	24,028	0.33	8	0	5	62.50	3	37.50	0	0.00	0	0.00	0	0.00
H1032: WELL CARE OF FLORIDA, INC.	76,914	0.18	14	0	5	35.71	6	42.86	0	0.00	2	14.29	1	7.14
H1035: FLORIDA HEALTH CARE PLAN, INC.	15,460	0.13	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H1045: PREFERRED CARE PARTNERS INC.	22,117	0.95	21	0	11	52.38	9	42.86	1	4.76	0	0.00	0	0.00
H1099: HEALTH FIRST HEALTH PLANS, INC.	22,495	0.13	3	0	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H1112: WELLCARE OF GEORGIA, INC.	4,324	0.46	2	0	0	0.00	1	50.00	0	0.00	1	50.00	0	0.00
H1216: HARMONY HEALTH PLAN OF ILLINOIS, INC.	1,026	0.97	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H1416: HARMONY HEALTH PLAN OF ILLINOIS, INC.	11,815	0.17	2	0	0	0.00	0	0.00	0	0.00	2	100.00	0	0.00
H1807: UNIVERSITY HEALTH CARE, INC.	9,347	0.11	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H1903: WELLCARE OF LOUISIANA, INC.	4,248	0.47	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H3361: WELLCARE_OF NEW YORK, INC.	25,265	0.83	21	0	3	14.29	9	42.86	0	0.00	8	38.10	1	4.76
H3449: PARTNERS NATIONAL HEALTH PLANS OF NC, INC.	39,604	0.25	10	0	4	40.00	4	40.00	1	10.00	0	0.00	1	10.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 6 - 2008 EXPEDITED APPEALS
Annual Report of Medicare Reconsideration Activity:
Expedited Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H5402: QUALITY HEALTH PLANS, INC.	8,984	1.56	14	0	11	78.57	1	7.14	1	7.14	0	0.00	1	7.14
H5407: CITRUS HEALTH CARE, INC.	22,702	0.04	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5427: FREEDOM HEALTH PLAN, INC.	19,186	0.05	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5729: MD MEDICARE CHOICE	15,942	0.06	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H5884: BLUECROSS BLUESHIELD OF TENNESSEE	17,603	0.40	7	0	0	0.00	3	42.86	1	14.29	3	42.86	0	0.00
H5938: CAPITAL HEALTH PLAN	8,292	0.36	3	0	2	66.67	0	0.00	0	0.00	1	33.33	0	0.00

Region=05: CHICAGO

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0540: UNICARE LIFE AND HEALTH INS. COMPANY	152,810	0.02	3	0	1	33.33	2	66.67	0	0.00	0	0.00	0	0.00
H0564: BLUE CROSS OF CALIFORNIA	19,995	0.50	10	0	6	60.00	4	40.00	0	0.00	0	0.00	0	0.00
H1463: HEALTH ALLIANCE MEDICAL PLANS	6,839	0.29	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H1849: ANTHEM HEALTH PLANS OF KENTUCKY, INC.	7,719	0.26	2	0	0	0.00	1	50.00	0	0.00	1	50.00	0	0.00
H2312: HEALTH ALLIANCE PLAN OF MICHIGAN	22,812	0.18	4	0	1	25.00	3	75.00	0	0.00	0	0.00	0	0.00
H2319: BLUE CROSS BLUE SHIELD OF MICHIGAN	251,635	0.01	3	0	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H2425: BLUE PLUS	10,018	0.10	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H2459: UCARE MINNESOTA	43,282	0.12	5	0	2	40.00	2	40.00	1	20.00	0	0.00	0	0.00
H3342: EMPIRE HEALTHCHOICE ASSURANCE, INC.	3,352	1.49	5	0	2	40.00	3	60.00	0	0.00	0	0.00	0	0.00
H3370: EMPIRE HEALTHCHOICE HMO, INC.	70,629	2.89	204	0	121	59.31	75	36.76	1	0.49	3	1.47	4	1.96
H3653: PARAMOUNT CARE, INC	14,857	0.40	6	0	5	83.33	1	16.67	0	0.00	0	0.00	0	0.00
H3655: COMMUNITY INSURANCE COMPANY	79,533	0.20	16	0	7	43.75	7	43.75	0	0.00	1	6.25	1	6.25
H3656: AETNA U.S. HEALTHCARE, INC.	-	-	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H3660: SUMMACARE INC.	15,065	0.80	12	0	7	58.33	4	33.33	1	8.33	0	0.00	0	0.00
H3664: MCKINLEY LIFE INSURANCE COMPANY	17,097	0.12	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H3668: MT. CARMEL HEALTH PLAN, INC.	24,728	0.28	7	0	4	57.14	0	0.00	3	42.86	0	0.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 6 - 2008 EXPEDITED APPEALS
Annual Report of Medicare Reconsideration Activity:
Expedited Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H5215: NETWORK HEALTH INSURANCE CORPORATION	12,450	0.16	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5262: GUNDERSEN LUTHERAN HEALTH PLAN	10,607	1.13	12	0	4	33.33	7	58.33	1	8.33	0	0.00	0	0.00
H5264: DEAN HEALTH PLAN, INC.	7,814	0.13	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H5529: COMMUNITY INSURANCE COMPANY	8,704	0.23	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H5854: ANTHEM HEALTH PLANS, INC	2,076	1.93	4	0	2	50.00	2	50.00	0	0.00	0	0.00	0	0.00
H5883: BLUE CARE NETWORK OF MICHIGAN	23,489	0.04	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H8201: METROPOLITAN HEALTH PLAN	3,963	0.25	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H9005: GROUP HEALTH PLAN, INC.	1,631	0.61	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
R5941: ANTHEM INSURANCE COMPANIES, INC.	15,944	0.19	3	0	2	66.67	0	0.00	0	0.00	1	33.33	0	0.00
R9943: ANTHEM BLUE CROSS LIFE AND HEALTH INSURANCE CO.	35,318	0.17	6	0	4	66.67	2	33.33	0	0.00	0	0.00	0	0.00

Region=06: DALLAS

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0332: KS PLAN ADMINISTRATORS, LLC	3,227	0.93	3	0	2	66.67	0	0.00	0	0.00	1	33.33	0	0.00
H1961: TENET CHOICES, INC. / PEOPLES HEALTH NETWORK	39,738	0.13	5	0	4	80.00	1	20.00	0	0.00	0	0.00	0	0.00
H3204: PRESBYTERIAN HEALTH PLAN	19,531	0.15	3	0	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00
H3251: LOVELACE HEALTH SYSTEM, INC.	26,059	0.31	8	0	6	75.00	2	25.00	0	0.00	0	0.00	0	0.00
H3755: COMMUNITY CARE HMO, INC	25,698	0.23	6	0	4	66.67	2	33.33	0	0.00	0	0.00	0	0.00
H4506: SELECTCARE OF TEXAS, L.L.C.	42,377	0.21	9	0	5	55.56	1	11.11	0	0.00	1	11.11	2	22.22
H4527: PSO HEALTH SERVICES, LLC	11,593	0.17	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H4564: SCOTT AND WHITE HEALTH PLAN	23,506	0.13	3	0	3	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5416: ARCADIAN HEALTH PLAN	3,726	0.27	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5700: ARKANSAS COMMUNITY CARE	6,682	0.45	3	0	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 6 - 2008 EXPEDITED APPEALS
Annual Report of Medicare Reconsideration Activity:
Expedited Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

Region=07: KANSAS CITY

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0307: HUMANA HEALTH PLAN, INC.	9,911	0.10	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H0354: CIGNA HEALTHCARE OF ARIZONA, INC.	31,296	0.19	6	0	4	66.67	1	16.67	1	16.67	0	0.00	0	0.00
H1019: CARE PLUS HEALTH PLAN	56,948	0.70	40	0	26	65.00	13	32.50	0	0.00	1	2.50	0	0.00
H1036: HUMANA MEDICAL PLAN, INC	254,775	0.02	5	0	3	60.00	1	20.00	0	0.00	1	20.00	0	0.00
H1406: HUMANA HEALTH PLAN, INC.	27,373	0.04	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H1804: HUMANA INSURANCE COMPANY	680,848	0.01	4	0	1	25.00	1	25.00	2	50.00	0	0.00	0	0.00
H1951: HUMANA HEALTH BENEFIT PLAN OF LOUISIANA INC	56,207	0.05	3	0	1	33.33	1	33.33	0	0.00	1	33.33	0	0.00
H2610: ESSENCE L.L.P.	15,247	0.07	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H2649: HUMANA HEALTH PLAN, INC.	20,751	0.05	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H2949: HUMANA HEALTH PLAN, INC.	26,291	0.99	26	0	18	69.23	3	11.54	0	0.00	1	3.85	4	15.38
H4007: HUMANA HEALTH PLANS OF PUERTO RICO INC	12,204	0.16	2	0	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00
H4461: CARITEN HEALTH PLAN IN	46,381	0.09	4	0	3	75.00	0	0.00	0	0.00	1	25.00	0	0.00
H4520: HUMANA INSURANCE COMPANY	13,111	0.08	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H5214: HUMANA INSURANCE COMPANY	6,881	0.15	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H5426: METCARE HEALTH PLANS, INC.	7,395	0.41	3	0	0	0.00	3	100.00	0	0.00	0	0.00	0	0.00
H5525: OSF HEALTHPLANS, INC.	12,362	0.40	5	0	4	80.00	0	0.00	0	0.00	1	20.00	0	0.00
R5566: BLUE CROSS BLUE SHIELD NORTHERN PLAINS ALLIANCE	26,223	0.08	2	0	1	50.00	0	0.00	1	50.00	0	0.00	0	0.00
R5826: HUMANA INSURANCE COMPANY	79,120	0.05	4	0	3	75.00	0	0.00	0	0.00	1	25.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 6 - 2008 EXPEDITED APPEALS
Annual Report of Medicare Reconsideration Activity:
Expedited Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

Region=08: DENVER

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0150: HEALTHSPRING OF ALABAMA, INC.	28,170	0.25	7	0	7	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0602: ROCKY MOUNTAIN HEALTH PLANS	22,797	0.09	2	0	1	50.00	0	0.00	0	0.00	0	0.00	1	50.00
H0621: COLORADO ACCESS	2,603	0.38	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0846: FIRST HEALTH LIFE AND HEALTH INSURANCE COMPANY	195,686	0.03	6	0	3	50.00	1	16.67	0	0.00	2	33.33	0	0.00
H2663: GROUP HEALTH PLAN, INC.	24,724	0.12	3	0	1	33.33	2	66.67	0	0.00	0	0.00	0	0.00
H2672: COVENTRY HEALTH CARE OF KANSAS, INC.	8,474	0.24	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3959: HEALTHAMERICA PENNSYLVANIA, INC.	37,544	0.69	26	0	13	50.00	9	34.62	1	3.85	2	7.69	1	3.85
H4454: HEALTHSPRING OF TENNESSEE, INC.	49,117	0.24	12	0	8	66.67	1	8.33	3	25.00	0	0.00	0	0.00
H4513: TEXAS HEALTHSPRING LLC	39,131	0.18	7	0	7	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5227: COVENTRY HEALTH AND LIFE INSURANCE COMPANY	45,189	0.02	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5302: COVENTRY HEALTH CARE OF GEORGIA, INC.	644	3.11	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H5410: LEON MEDICAL CENTERS HEALTH PLANS, INC	27,108	1.48	40	0	14	35.00	16	40.00	0	0.00	6	15.00	4	10.00
H5509: COVENTRY HEALTH AND LIFE INS. COMPANY	17,742	0.23	4	0	3	75.00	0	0.00	0	0.00	1	25.00	0	0.00
H5517: COVENTRY HEALTH AND LIFE INS. COMPANY	1,576	0.63	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H5698: WINDSOR HEALTH PLANS, INC.	24,742	0.04	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5850: SUMMIT HEALTH PLAN, INC.	11,051	0.27	3	0	0	0.00	2	66.67	0	0.00	0	0.00	1	33.33
H7149: COVENTRY HEALTH CARE OF NEBRASKA, INC.	974	1.03	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00

Region=09: SAN FRANCISCO

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0151: UNITED HEALTHCARE OF ALABAMA, INC.	33,874	0.06	2	0	0	0.00	0	0.00	0	0.00	2	100.00	0	0.00
H0303: PACIFICARE OF ARIZONA, INC	92,920	0.69	64	0	46	71.88	8	12.50	1	1.56	7	10.94	2	3.13

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 6 - 2008 EXPEDITED APPEALS
Annual Report of Medicare Reconsideration Activity:
Expedited Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0316: UNITEDHEALTHCARE OF ARIZONA INC	4,835	0.21	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0319: UNITED HEALTHCARE INSURANCE COMPANY	7,653	0.26	2	0	0	0.00	1	50.00	1	50.00	0	0.00	0	0.00
H0410: UNITED HEALTHCARE INSURANCE COMPANY	314	3.18	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H0504: CALIFORNIA PHYSICIANS' SERVICE	37,531	1.17	44	0	26	59.09	8	18.18	3	6.82	7	15.91	0	0.00
H0505: LOS PADRES GROUP HEALTH	-	-	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0524: KAISER FOUNDATION HP, INC.	681,147	0.18	126	0	101	80.16	12	9.52	6	4.76	7	5.56	0	0.00
H0543: PACIFICARE OF CALIFORNIA/SECURE HORIZONS	333,158	0.67	223	0	148	66.37	27	12.11	6	2.69	38	17.04	4	1.79
H0544: CAREMORE HEALTH PLAN	27,741	0.29	8	0	6	75.00	1	12.50	0	0.00	1	12.50	0	0.00
H0545: INTER VALLEY HEALTH PLAN, INC.	12,025	0.50	6	0	4	66.67	1	16.67	1	16.67	0	0.00	0	0.00
H0571: CHINESE COMMUNITY HEALTH PLAN	7,069	0.28	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0609: PACIFICARE OF COLORADO, INC	58,811	0.29	17	0	11	64.71	3	17.65	1	5.88	2	11.76	0	0.00
H0620: UNITED HEALTHCARE INSURANCE COMPANY	2,160	0.93	2	0	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00
H0630: KAISER FOUNDATION HP OF CO	61,090	0.10	6	0	6	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0710: UNITED HEALTHCARE INSURANCE COMPANY	4,381	0.23	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H0752: OXFORD HEALTH PLANS (CT), INC.	1,252	5.59	7	0	1	14.29	2	28.57	0	0.00	3	42.86	1	14.29
H1080: UNITED HEALTHCARE OF FL, INC.	22,771	0.04	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H1170: KAISER FOUNDATION HP OF GA, INC.	14,513	0.41	6	0	4	66.67	1	16.67	0	0.00	1	16.67	0	0.00
H1251: HAWAII MED. SRVC. ASSN.	38,032	0.05	2	0	1	50.00	1	50.00	0	0.00	0	0.00	0	0.00
H1303: UNITED HEALTHCARE INSURANCE COMPANY	2,508	0.40	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H2001: UNITED HEALTHCARE INSURANCE COMPANY	1,246	0.80	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H2111: UNITED HEALTHCARE INSURANCE COMPANY	5,654	0.18	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H2150: KAISER FNDN HP OF THE MID-ATLANTIC STS	33,357	0.57	19	0	13	68.42	4	21.05	1	5.26	0	0.00	1	5.26
H2228: UNITED HEALTHCARE INSURANCE COMPANY	10,354	0.19	2	0	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00
H2408: UNITED HEALTHCARE INSURANCE COMPANY	19,727	0.05	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H2654: UNITED HEALTHCARE OF THE MIDWEST, INC.	43,060	0.12	5	0	1	20.00	2	40.00	0	0.00	2	40.00	0	0.00
H2802: UNITED HEALTHCARE OF THE MIDLANDS, INC.	5,016	0.60	3	0	1	33.33	0	0.00	0	0.00	2	66.67	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 6 - 2008 EXPEDITED APPEALS
Annual Report of Medicare Reconsideration Activity:
Expedited Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H2961: HEALTH PLAN OF NEVADA, INC.	54,836	0.26	14	0	10	71.43	4	28.57	0	0.00	0	0.00	0	0.00
H3107: OXFORD HEALTH PLANS (NJ), INC.	18,186	2.09	38	0	27	71.05	8	21.05	0	0.00	2	5.26	1	2.63
H3307: OXFORD HEALTH PLANS (NY) INC.	68,636	1.94	133	0	92	69.17	29	21.80	1	0.75	4	3.01	7	5.26
H3379: UNITED HEALTHCARE OF NEW YORK, INC.	10,128	0.10	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H3456: UNITED HEALTHCARE OF NORTH CAROLINA	52,624	0.06	3	0	2	66.67	0	0.00	0	0.00	0	0.00	1	33.33
H3659: UNITED HEALTHCARE OF OHIO, INC.	52,653	0.40	21	0	7	33.33	1	4.76	0	0.00	10	47.62	3	14.29
H3749: PACIFICARE OF OKLAHOMA, INC.	19,951	0.35	7	0	7	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3805: PACIFICARE OF OREGON, INC.	20,949	0.33	7	0	1	14.29	2	28.57	0	0.00	3	42.86	1	14.29
H3812: UNITED HEALTHCARE INSURANCE COMPANY	3,539	0.28	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3815: CITIZENS CHOICE HEALTHPLAN	5,247	0.19	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3887: UNITED HEALTHCARE INSURANCE COMPANY	2,326	0.43	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H3912: UNITED HEALTHCARE INSURANCE COMPANY	2,450	0.41	1	0	0	0.00	0	0.00	0	0.00	0	0.00	1	100.00
H4102: UNITED HEALTH PLANS OF NEW ENGLAND, INC.	18,635	0.38	7	0	3	42.86	0	0.00	0	0.00	4	57.14	0	0.00
H4456: UNITED HEALTHCARE PLAN OF THE RIVER VALLEY, INC.	33,820	0.24	8	0	3	37.50	3	37.50	1	12.50	0	0.00	1	12.50
H4522: UNITED HEALTHCARE INSURANCE COMPANY	7,940	0.25	2	0	0	0.00	0	0.00	0	0.00	2	100.00	0	0.00
H4590: PACIFICARE OF TEXAS, INC.	126,423	0.38	48	0	30	62.50	7	14.58	0	0.00	9	18.75	2	4.17
H5005: PACIFICARE OF WASHINGTON, INC.	34,805	0.95	33	0	17	51.52	7	21.21	0	0.00	9	27.27	0	0.00
H5008: UNITED HEALTHCARE INSURANCE COMPANY	3,853	0.52	2	0	1	50.00	0	0.00	0	0.00	1	50.00	0	0.00
H5253: UNITED HEALTHCARE OF WISCONSIN, INC	22,419	0.09	2	0	0	0.00	0	0.00	0	0.00	2	100.00	0	0.00
H5417: UNITED HEALTHCARE INSURANCE COMPANY	26,751	0.11	3	0	1	33.33	0	0.00	1	33.33	1	33.33	0	0.00
H5425: SCAN HEALTH PLAN	21,887	0.14	3	0	2	66.67	0	0.00	0	0.00	1	33.33	0	0.00
H5428: SAN MATEO HEALTH COMMISSION	7,364	0.14	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H5433: ORANGE COUNTY HEALTH AUTHORITY	7,967	0.13	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H5435: UNITED HEALTHCARE INSURANCE COMPANY	76,750	0.01	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5507: UNITED HEALTHCARE INS. COMPANY, INC.	4,155	0.72	3	0	2	66.67	0	0.00	0	0.00	1	33.33	0	0.00
H5640: IEHP HEALTH ACCESS	1,994	0.50	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 6 - 2008 EXPEDITED APPEALS
Annual Report of Medicare Reconsideration Activity:
Expedited Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H5928: CARE1ST HEALTH PLAN	11,120	0.09	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5943: SCAN HEALTH PLAN	416	2.40	1	0	0	0.00	1	100.00	0	0.00	0	0.00	0	0.00
H5985: ABRAZO ADVANTAGE HEALTH PLAN	3,209	0.93	3	0	0	0.00	2	66.67	1	33.33	0	0.00	0	0.00
H6050: KAISER FOUNDATION HP, INC.	1,521	0.66	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H6360: KAISER FOUNDATION HP OF OHIO	20,162	0.15	3	0	2	66.67	1	33.33	0	0.00	0	0.00	0	0.00
H7949: PACIFICARE/UHC OF NEVADA	1,207	1.66	2	0	2	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H9003: KAISER FOUNDATION HP OF THE N W	48,975	0.08	4	0	4	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H9011: UNITED HEALTHCARE OF FLORIDA INC.	4,316	0.70	3	0	0	0.00	1	33.33	0	0.00	2	66.67	0	0.00
H9104: SCAN HEALTH PLAN	83,252	0.64	53	0	29	54.72	11	20.75	3	5.66	4	7.55	6	11.32
R5287: UNITED HEALTHCARE INSURANCE COMPANY	47,865	0.13	6	0	2	33.33	1	16.67	0	0.00	3	50.00	0	0.00
R5342: UNITED HEALTHCARE INSURANCE COMPANY OF NEW YORK	11,272	0.27	3	0	1	33.33	0	0.00	0	0.00	2	66.67	0	0.00

Region=10: SEATTLE

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H0351: HEALTH NET OF ARIZONA, INC.	57,794	0.22	13	0	7	53.85	3	23.08	1	7.69	1	7.69	1	7.69
H0562: HEALTH NET_OF CA	119,268	0.32	38	0	26	68.42	9	23.68	0	0.00	2	5.26	1	2.63
H0755: HEALTH NET OF CONNECTICUT	53,625	1.12	60	0	43	71.67	15	25.00	0	0.00	2	3.33	0	0.00
H1304: REGENCE BLUE SHIELD OF IDAHO	4,183	0.24	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H1350: BLUE CROSS OF IDAHO HEALTH SERVICES, INC	18,159	0.55	10	0	6	60.00	3	30.00	1	10.00	0	0.00	0	0.00
H2174: TRILLIUM COMMUNITY HEALTH PLAN	2,468	0.41	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3817: REGENCE BLUECROSS BLUESHIELD OF OR	52,875	0.26	14	0	9	64.29	3	21.43	0	0.00	0	0.00	2	14.29
H3851: REGENCE BLUE CROSS BLUE SHIELD OF OREGON	2,981	0.34	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H3864: CLEAR CHOICE HEALTH PLANS, INC.	11,201	0.89	10	0	3	30.00	5	50.00	1	10.00	1	10.00	0	0.00

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.

TABLE 6 - 2008 EXPEDITED APPEALS
Annual Report of Medicare Reconsideration Activity:
Expedited Reconsiderations Received During 2008, and Distribution of Final
Decisions, by Region and Plan

MCO	Mid-Yr Enroll	Rate/ 1,000	Recons Received 2008	Recons Not Yet Decided	Recons Upheld	% Uphld	Recons Overturned	% Overt	Recons Partially Overturned	% PrtOv	Recons Dismissed	% Dismiss	Recons Withdrawn	% WthDr
H4605: REGENCE BLUECROSS BLUESHIELD OF UT	17,494	0.34	6	0	3	50.00	2	33.33	0	0.00	0	0.00	1	16.67
H5006: STERLING LIFE INSURANCE COMPANY	102,688	0.04	4	0	3	75.00	1	25.00	0	0.00	0	0.00	0	0.00
H5009: REGENCE BLUESHIELD	14,042	0.43	6	0	4	66.67	1	16.67	0	0.00	0	0.00	1	16.67
H5010: ASURIS NORTHWEST HEALTH	1,043	0.96	1	0	1	100.00	0	0.00	0	0.00	0	0.00	0	0.00
H5050: GROUP HEALTH COOPERATIVE	55,981	0.57	32	0	26	81.25	3	9.38	1	3.13	1	3.13	1	3.13
H5520: HEALTH NET LIFE INSURANCE COMPANY	21,306	0.23	5	0	2	40.00	2	40.00	0	0.00	1	20.00	0	0.00
H5859: HEALTH PLAN OF CAREOREGON, INC.	5,232	0.19	1	0	0	0.00	0	0.00	0	0.00	1	100.00	0	0.00
H9047: PROVIDENCE HEALTH PLAN	35,084	0.34	12	0	10	83.33	2	16.67	0	0.00	0	0.00	0	0.00
TOTAL	10,039,544	0.32	3,249	0	2020	62.17	723	22.25	99	3.05	289	8.90	118	3.63

Percentages reflect decided cases only, including those that are withdrawn and dismissed. RATE is the rate of reconsiderations per 1,000 members, and is calculated as the sum of appeals received during 2008 divided by the mid-year enrollment, times 1,000.