

MASSACHUSETTS INSURANCE COMPANY COST ESTIMATORS

INSURANCE COMPANY	CONTACT INFORMATION	COST ESTIMATOR PROGRAM
<p><i>Aetna Health, Inc. and Aetna Life Insurance Company</i></p>	<p>Website: www.Aetna.com</p> <p>Phone: Number on member's ID card</p>	<p>Available 10/1/2013: Aetna's members may go to the <i>Member Payment Estimator</i> at the Aetna website or call the toll-free number on their ID cards to obtain real-time estimates for many services. For other specific services not on the <i>Member Payment Estimator</i>, members may use a questionnaire to request estimates of any specific service.</p>
<p><i>Blue Cross and Blue Shield of Massachusetts, Inc. and Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc.</i></p>	<p>Website: www.bluecrossma.com/costestimates</p> <p>Phone: Number on member's ID card</p>	<p>Available on 10/1/2013: Blue Cross Blue Shield's members may go to the website or call the toll-free number on their ID cards to request estimates that will be fulfilled within 2 business days of receipt of all information needed to fulfill the request .</p> <p>Planned for 10/1/2014: Blue Cross will provide the estimates in real-time.</p>
<p><i>Boston Medical Center Health Plan, Inc.</i></p>	<p>Website: www.bmchp.org</p> <p>Phone: 1-877-492-6967</p>	<p>Available on 10/1/2013: BMCHP's members may go to the website for general information and may call the toll-free number to obtain cost estimates within 2 business days of receipt of all information needed to fulfill the request.</p> <p>Planned for 2014: <i>The Treatment Cost Estimator</i> will provide a web based solution to provide cost estimates by utilizing real-time benefit and provider information and content regarding member eligibility, plan benefits, deductibles and pricing information for services.</p>

<p><i>CeltiCare Health Plan of Massachusetts, Inc.</i></p>	<p>Website: www.celticarehealthplan.com</p> <p>Phone: 1-877-264-6520</p>	<p>Available on 10/1/2013: CeltiCare Health’s members may request consumer cost estimates on the website or by calling the toll-free number. Members may receive estimates immediately based on the information available to CeltiCare Health at the time the request is made.</p> <p>Planned for 1/1/2015: An interactive web portal will be available to provide estimates immediately.</p>
<p><i>ConnectiCare of Massachusetts, Inc.</i></p>	<p>Website: www.connecticare.com</p> <p>Phone: 1- 800-251-7722</p>	<p>Available on 10/1/2013: ConnectiCare’s members may go to the website to obtain real-time estimates using the <i>Treatment Cost Calculator (TCC)</i>. Members may also call the toll-free number to obtain assistance with <i>TCC</i> navigation and understanding the information presented on the <i>TCC</i>.</p>
<p><i>Connecticut General Life Insurance Company and CIGNA Health and Life Insurance Company</i></p>	<p>Website: www.myCigna.com</p> <p>Phone: Number on member’s ID card</p>	<p>Available on 10/1/2013: Cigna’s members may go to the <i>Customer Cost of Care Estimator</i> on the website or call the toll-free phone number on their ID cards to obtain estimates immediately for over 200 procedures.</p> <p>Cigna also provides a <i>Health Care Provider Cost of Care Estimator</i> online for health care professionals.</p>
<p><i>Fallon Community Health Plan, Inc. and Fallon Health & Life Assurance Company, Inc.</i></p>	<p>Website: www.fchp.org</p> <p>Phone: 1-800-868-5200</p>	<p>Available on 10/1/2013: Fallon’s members may go to the Fallon website or call the toll-free number to obtain general information or to obtain a form to complete, (including procedure code) to obtain estimates within 2 business days of receipt of all information needed to fulfill the request.</p> <p>Planned for 10/1/2014: Fallon will provide a web-based process which will make a much broader range of data readily available to members in real time.</p>

<p>Harvard Pilgrim Health Care, Inc. and HPHC Insurance Company, Inc.</p>	<p>Website: www.harvardpilgrim.org</p> <p>Phone: 1 - 888-333-4742</p>	<p>Available in December 2013: Harvard Pilgrim members in select products may obtain immediate estimates using <i>NowIknow</i> which is accessible through <i>HPHConnect</i>. All members may call the toll free number to obtain an estimate within 2 business days.</p> <p>Planned for the future: <i>NowIknow</i> will be available to all members in the future.</p>
<p>Health New England, Inc.</p>	<p>Website: www.HNEDirect.com</p> <p>Phone: 1-800-310-2835</p>	<p>Available on 10/1/2013: Health New England's members may go to the website or the toll-free number to obtain estimates within 2 business days of receipt of all information needed to fulfill the request.</p> <p>Planned for Third Quarter 2014: Health New England plans to develop a web-based program to provide real-time on-line estimates.</p>
<p>Minuteman Health, Inc.</p>	<p>Website: www.MinuteManHealthDirect.org</p> <p>Phone: 1-855-MHI-1776</p>	<p>Available on 1/1/2014: Minuteman's members may go to the website or call the toll-free number and ask for a <i>Cost of Care</i> estimate to obtain estimates within 2 business days of receipt of all information needed to fulfill the request.</p> <p>Planned for 2014: Minuteman Health plans to develop a web-based program to provide real-time on-line estimates.</p>
<p>Monumental Life Insurance Companies</p>	<p>Website: www.bollingercolleges.com</p> <p>Phone: 1-866-297--0092</p>	<p>Available on 12/1/2013: Students or their authorized representatives may call the claims area at the toll-free number or visit the website. The claims representative will determine the benefits payable and contact the insured within 2 business days to provide the estimated or maximum allowable amount for the service and the estimated amount the insured will be responsible to pay.</p>

<p><i>Neighborhood Health Plan, Inc.</i></p>	<p>Website: www.NHP.org</p> <p>Phone: 1-866-414-5533</p>	<p>Available on 10/1/2013: Neighborhood’s members may go to the NHP Member portal or call the toll-free number to complete a form with information on the provider or facility, and procedure to obtain estimates within 2 business days of receipt of all information needed to fulfill the request.</p> <p>Planned for 7/1/2014: Neighborhood Health Plan intends to develop a web-based program as well as a phone program to provide real-time estimates.</p>
<p><i>Network Health, LLC</i></p>	<p>Website: www.network-health.org</p> <p>Phone: 1-888-257-1985</p>	<p>Available on 10/1/2013: Network Health’s members may go to the Network Health Plan website and submit a request for a cost estimate or call 1-888-257-1985 to obtain estimates on the most common services provided within 2 business days of receipt of all information needed to fulfill the request.</p> <p>Planned for 10/1/2014: Network Health is working on a more comprehensive, immediate response to be made available through an on-line process.</p>
<p><i>Tufts Insurance Company and Tufts Associated Health Maintenance Organization, Inc.</i></p>	<p>Website: www.tuftshealthplan.com</p> <p>Phone: 1-877-214-8688</p>	<p>Available on 10/1/2013: Tufts’ members may go to the Tufts Health Plan Member portal or call the toll-free number to obtain estimates within 2 business days of receipt of all information needed to fulfill the request.</p> <p>Planned by 10/1/2014: Tufts will provide a real-time automated solution through the Tufts Health Plan member portal and toll-free number</p>

<p><i>Unicare Life & Health Insurance Co.</i></p>	<p>Website: www.unicarestatplan.com/yourCostComparison.html</p> <p>Phone: (800) 442-9300</p>	<p>Available on 10/1/2013: Unicare’s members may go to <i>Your Cost Comparison</i> at its website to obtain estimates within 2 business days of receipt of all information needed to fulfill the request.</p> <p>Planned for 9/30/2014: Unicare is developing enhanced capabilities for <i>Your Cost Comparison</i> that will include immediate response time.</p>
<p><i>Unimerica Insurance Company</i></p>	<p>Website: The member will access the website provided in the member material (which varies depending on the plan).</p> <p>Phone: The member will call the number provided in the member material (which varies depending on the plan).</p>	<p>Available on 10/1/2013: Unimerica’s insureds may call the toll-free customer service number for “real time” cost estimates.</p> <p>Planned for 12/20/2013: Unimerica plans to deploy “myHealthCostEstimator” for “real time” cost estimates, except as noted below.</p> <p>Planned for 3/31/2014: Unimerica plans to deploy “myHealthCostEstimator” for “real time” cost estimates for mental health and substance use disorder services.</p>
<p><i>United Healthcare Insurance Company</i></p>	<p>website: www.myUHC.com to access myHealthcareCostEstimator</p> <p>Phone: Number on member’s ID card</p>	<p>Available on 10/1/2013: United’s members may go to <i>myHealthcareCostEstimator</i> or call the toll-free numbers on their ID cards to obtain estimates immediately on over 400 services, except as noted below.</p> <p>Planned for 3/31/2014: United plans to add additional services to the estimator including inpatient and behavioral health services.</p>