

Employee Benefit & Managed Care Briefs

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Harvard Pilgrim redesigns website, adds online tools

Members of Harvard Pilgrim Health Care can now use a half-dozen new online tools to help them improve their health, understand their coverage and costs, and compare their care options.

Harvard Pilgrim's newly designed website, at www.harvardpilgrim.org, has expanded the features of HPHConnect for Members, the health plan's groundbreaking online service. Harvard Pilgrim members can now:

- View their prescription drug history.
- Check the status of doctors' and hospitals' bills (claims).
- Check the status of referrals and authorizations for care.
- Compare hospitals using information about quality, patient safety and other criteria that are important to them.
- Understand and compare treatment options for health care they may need.
- Communicate with Harvard Pilgrim using a secure message center. □

Fine against Cigna is largest ever levied by Maine Bureau

AUGUSTA — The Maine Bureau of Insurance has fined Cigna Healthcare of Maine Inc. and Cigna Behavioral Health \$900,000 for multiple violations of state law. The fine, assessed as part of a consent decree with the companies, is the largest ever levied by the bureau.

"This is one of the most significant actions we've taken, and I think the amount of the fine is illustrative of that," Bureau of Insurance Superintendent Alessandro Iuppa said.

Cigna spokeswoman Lindsay Shearer said the company acknowledges it had serious service problems in the past. "Since 2001 and 2002, we've made great progress in improving our service," she said.

The Bureau says Cigna, a health maintenance organization, violated Maine law by failing to pay claims on time, failing to pay interest, failing to keep supporting claim documentation and failing to have adequate procedures to find and correct errors in a timely manner. □