



**COMMONWEALTH OF MASSACHUSETTS**  
**Office of Consumer Affairs and Business Regulation**  
**DIVISION OF INSURANCE**  
 One South Station • Boston, MA 02110-2208  
 (617) 521-7794 • <http://www.mass.gov/doi>

**DEVAL L. PATRICK**  
GOVERNOR

**TIMOTHY P. MURRAY**  
LIEUTENANT GOVERNOR

**GREGORY BIALECKI**  
SECRETARY OF HOUSING AND  
ECONOMIC DEVELOPMENT

**BARBARA ANTHONY**  
UNDERSECRETARY OF CONSUMER AFFAIRS  
AND BUSINESS REGULATION

**JOSEPH G. MURPHY**  
ACTING COMMISSIONER OF INSURANCE

**To: Persons Interested in Health Plan Informational Hearings Beginning November 9, 2009**  
**From: Kevin Beagan, Deputy Commissioner of Health Care Access Bureau**  
**Re: Suggestions Regarding Questions to Health Plans**  
**Date: November 2, 2009**

**The Division has scheduled Health Plan Informational Hearings to begin November 9, 2009 and has distributed the schedule of topics and health plans to present testimony in the weeks beginning November 9, 2009. The Division intends to make available questions, specific to each topic, one week before that topic’s scheduled hearings.**

The Division is holding statewide hearings in the week of November 2 through November 6 in order to afford all interested persons an opportunity to provide oral and/or written comment regarding questions the Division should consider in advance of the Health Plan Informational Hearings. The Division also has established a hearing docket, G2009-07, and will continue to accept all comments from interested persons who wish to submit written comment to include within the docket.

The Division has created a dedicated e-mail address - [Smallgrouprates@state.ma.us](mailto:Smallgrouprates@state.ma.us) - for interested persons to use in order to send specific questions that they would suggest the Division to consider asking during the Health Plan Hearings. When sending questions to the above-listed e-mail address, please consider noting the week to which the questions apply and forward them according to the timeline below in order to permit the Division to consider them during the development of questions.

	Date for Public To Submit Questions	Date Questions Are Made Available	Hearings Begin On Questions
Week 2			
Hlth Ben/Marketing	November 4	November 9	November 16
Week 3			
Cons/Fin/Reg Affairs	November 10	November 16	November 23
Week 4			
Gen Mgt/Claims Admin	November 18	November 23	November 30
Week 5			
Prov Cont/Networks	November 20	November 30	December 7
Week 6			
Util/Claims Mgmt	December 2	December 7	December 14
Week 7			
Prem Dev	December 9	December 14	December 21