

Massachusetts supplemental notice for 2018

We are required by law to provide you with the Massachusetts disenrollment rate.

Dental

The voluntary disenrollment rate for insured persons is 0 percent. The involuntary disenrollment rate for insured persons is 0 percent. If you need a printed copy of this notice, call the number on your ID card.

Vision

The voluntary disenrollment rate for insured persons is 0 percent. The involuntary disenrollment rate for insured persons is 0 percent. If you need a printed copy of this notice, call the number on your ID card.

For the purposes of 211 CMR 52.14(1)(c), the term “voluntary disenrollment” means that an insured has terminated coverage with the carrier for nonpayment of premium.

For the purposes of 211 CMR 52.14(1)(c), the term “involuntary disenrollment” means that a carrier has terminated the coverage of the insured due to any of the reasons contained in 211 CMR 52.13(3)(j)2 and 3:

- Misrepresentation or fraud on the part of the insured
- Commission of acts of physical or verbal abuse by the insured which pose a threat to providers or other insureds of the carrier and which are unrelated to the physical or mental condition of the insured, provided that the commissioner prescribes or approves the procedures for the implementation of the provisions of 211 CMR 52.13(3)(i)3.

If you have any questions concerning the data disclosed above, please contact the Massachusetts Office of Patient Protection by:

- Calling them toll free at **1-800-436-7757**
- Faxing your question to **617-624-5046**
- Visiting **mass.gov/orgs/office-of-patient-protection**

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. Dental benefits and dental insurance plans are underwritten and/or administered by Aetna Life Insurance Company, 151 Farmington Avenue, Hartford, CT 06156.

