

EXHIBIT 13b: NARRATIVE SUMMARY

Company Name:	Aetna Life
NAIC Code:	60054
SERFF Tracking #:	AETN-132826364
Market Segment:	Small Group

Aetna is filing revisions to premium rates for Small Group policies that will be sold in New York during 2022. The rates in this filing will apply to small group policies that are renewed or sold at policy anniversary beginning on January 1, 2022. These rate changes will impact approximately 8,400 policyholders and 15,000 members.

The requested rate changes for Aetna's Small Group plans are directly related to two main drivers: the overall rising cost of health care services in New York, and an adjustment to reflect changes in the type and quantity of medical services used by our members which results in increased claim expenses.

Utilization trends were based on a review of small group data over the period January 2019 – December 2019. Unit cost and other trend was based on information available through December 2020. The table below reflects our cost trends:

Utilization Trend	Unit Cost Trend	Other Trend	Total Trend
4.1%	4.9%	1.2%	10.5%

Utilization represents the number of services per member per year across all medical expense categories. Unit Cost represents the dollar amount per service. Increases in Unit Cost reflect changes in our contracted rates and prescription drug costs as well as the price escalation due to usage of more intensive services or expensive technologies. Hospital unit cost is projected to increase at 6.2%, physician unit cost is projected to increase at 2.0%, and pharmacy unit cost is projected to increase at 7.1%.

Other Trend represents deductible leveraging. Deductible leveraging occurs when the rate of change in deductibles is less than the rate of change in total medical costs. This results in the rate of change in insurer plan cost exceeding the rate of change in total medical costs. The deductible leveraging adds 1.2% to our total trend.

New York state law requires that at least 82% of premium must be used to pay medical member costs. The remaining 18% is used for administrative expenses, profit, and taxes. Administrative costs include

(but are not limited to) customer service, processing and paying claims, medical management programs, maintaining our provider networks, and complying with State and Federal regulations.

Aetna takes our commitment to our customers seriously. We have taken a number of steps to try to keep our products as affordable as possible, such as:

- Developing innovative new relationships with health care providers that compensate them for the quality of care they provide, and not the quantity.
- Creating medical management programs which address potential health issues for members earlier, improving health outcomes and reducing the need for high-cost health care services.

We are also dedicated to increasing transparency within the health care system, as well as helping our members best utilize the plans that they have. Members can access Aetna Navigator, our secure member website, which allows members to research their specific plan benefits, health care providers in a given area, and in some locations, the cost of certain health care services. Additionally, Aetna's Plan for Your Health website aims to educate all consumers —not just Aetna members— on how to take advantage of their health care benefits.

This narrative (exhibit 13) will be posted on Aetna.com, which is open to the public.

<http://www.aetna.com/individuals-families-health-insurance/member-guidelines/stateprocess.html>

Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability. We provide free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator,
P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779),
1-800-648-7817, TTY: 711,
Fax: 859-425-3379 (CA HMO customers: 860-262-7705), CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).