

**STATE OF CONNECTICUT**  
*INSURANCE DEPARTMENT*

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**In The Matter Of:** :  
**MUTUAL OF OMAHA** : **Docket No LH 11-15**  
**INSURANCE COMPANY** :  
**Medicare Supplement Insurance** :  
-----X


**ORDER**

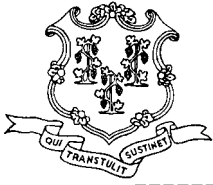
I, Thomas B. Leonardi, Acting Insurance Commissioner of the State of Connecticut, having read the record, do hereby adopt the findings and recommendations of Danny K. Albert, Hearing Officer in the above matter and issue the following order, to wit:

The Medicare supplement rate increase request submitted by Mutual of Omaha Insurance Company, for its individual standardized Medicare supplement policy form M374 (Plan G) is disapproved as submitted. However, this form is granted a 10% rate increase. The approval of the smaller rate increase is based on the fact that the loss ratio originally filed for this form was 79% and the nationwide inception to-date loss ratio is 76.3%.

The company's proposal to maintain its current rates on its individual standardized Medicare supplement forms M181 (Plan A), M182 (Plan C), M278 (Plan D), M183 (Plan F) and M184 (Plan I) with no rate change, is also approved as submitted.

Dated at Hartford, Connecticut, this 11<sup>th</sup> day of March, 2011.

  
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Thomas B. Leonardi  
Acting Insurance Commissioner



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### PROPOSED FINAL DECISION

#### 1. INTRODUCTION

The Insurance Commissioner of the State of Connecticut is empowered to review rates charged for individual and group Medicare supplement policies sold to any resident of this State who is eligible for Medicare. The source for this regulatory authority is contained in Chapter 700c and Section 38a-495a of the Connecticut General Statutes.

After due notice a hearing was held at the Insurance Department in Hartford on February 23, 2011 to consider whether or not the rate increase requested by Mutual of Omaha Insurance Company on its individual standardized supplement business should be approved.

No members from the general public attended the hearing.

No company representatives attended the hearing.

The hearing was conducted in accordance with the requirements of Section 38a-474, Connecticut General Statutes, the Uniform Administrative Procedures Act, Chapter 54 of the Connecticut General Statutes, and the Insurance Department Rules of Practice, Section 38a-8-1 et seq. of the Regulations of Connecticut State Agencies.

A Medicare supplement (or Medigap) policy is a private health insurance policy sold on an individual or group basis which provides benefits that are additional to the benefits provided by Medicare. For many years Medicare supplement policies have been highly regulated under both state and federal law to protect the interests of persons eligible for Medicare who depend on these policies to provide additional coverage for the costs of health care.

Effective December 1, 2005, Connecticut amended its program of standardized Medicare supplement policies in accordance with Section 38a-495a of the Connecticut General Statutes, and Sections 38a-495a-1 through 38a-495a-21 of the Regulations of Connecticut Agencies. This program, which conforms to federal requirements, provides that all insurers offering Medicare supplement policies for sale in the state must offer the basic "core" package of benefits known as Plan A. Insurers may also offer any one or more of eleven other plans (Plans B through L).

Effective January 1, 2006, in accordance with Section 38a-495c of the Connecticut General Statutes (as amended by Public Act 05-20) premiums for all Medicare supplement policies in the state must use community rating. Rates for Plans A through L must be computed without regard to age, gender, previous claims history or the medical condition of any person covered by a Medicare supplement policy or certificate.

The statute provides that coverage under Plan A through L may not be denied on the basis of age, gender, previous claims history or the medical condition of any covered person. Insurers may exclude benefits for losses incurred within six months from the effective date of coverage based on a pre-existing condition.

Effective October 1, 1998, carriers that offer Plan B or Plan C must make these plans as well as Plan A, available to all persons eligible for Medicare by reason of disability.

Insurers must also make the necessary arrangements to receive notice of all claims paid by Medicare for their insureds so that supplemental benefits can be computed and paid without requiring insureds to file claim forms for such benefits. This process of direct notice and automatic claims payment is commonly referred to as “piggybacking” or “crossover”.

Sections 38a-495 and 38a-522 of the Connecticut General Statutes, and Section 38a-495a-10 of the Regulations of Connecticut Agencies, state that individual and group Medicare supplement policies must have anticipated loss ratios of 65% and 75%, respectively. Under Sections 38a-495-7 and 38a-495a-10 of the Regulations of Connecticut Agencies, filings for rate increases must demonstrate that actual and expected losses in relation to premiums meet these standards, and anticipated loss ratios for the entire future period for which the requested premiums are calculated to provide coverage must be expected to equal or exceed the appropriate loss ratio standard.

Section 38a-473 of the Connecticut General Statutes provides that no insurer may incorporate in its rates for Medicare supplement policies factors for expenses that exceed 150% of the average expense ratio for that insurer’s entire written premium for all lines of health insurance for the previous calendar year.

## II. FINDING OF FACT

After reviewing the exhibits entered into the record of this proceeding, the testimony of the witnesses, and utilizing the experience, technical competence and specialized knowledge of the Insurance Department, the undersigned makes the following findings of fact:

1. Mutual of Omaha has requested the approval of a 20% rate increase for its individual standardized Medicare supplement policy form Plan G and no rate change for Plans A, C, D, F and I.

The increase would go into effect on 5/1/2010.

2. The following are estimated 9/30/2010 in-force counts in Connecticut and on a nationwide basis:

<u>Plan</u>	<u>Connecticut</u>	<u>Nationwide</u>
A	5	1,906
C	20	7,094
D	145	10,935
F	369	98,094
G	296	19,688
I	10	157
Total	845	137,874

3. The following are the last rate increases approved for these policies with corresponding effective dates:

<u>Plan</u>	<u>Increase</u>	<u>Effective Date</u>
A	15.0%	5/1/2010
C	9.0%	5/1/2010
D	15.0%	5/1/2009
F	15.0%	5/1/2009
G	20.0%	5/1/2010
I	10.0%	5/1/2007

4. The subject policies were agent solicited. This is a closed block of business.
5. Mutual of Omaha certified that their expense factors are in compliance with section 38a-473, C.G.S.
6. Mutual of Omaha has conformed to subsection (e) of section 38a-495c, C.G.S. regarding the automatic processing of Part A and B claims.
7. The proposed rates are designed to satisfy the Connecticut regulatory loss ratio of 65%.
8. Below are the estimated loss ratios in Connecticut for 2009, 2010 (estimated through year-end) and from inception-to-date:

<u>Plan</u>	<u>2009</u>	<u>2010</u>	<u>Inception-to-date</u>
A	83.5%	67.7%	139.1%
C	60.6%	62.5%	76.9%
D	53.9%	56.1%	75.2%
F	57.5%	59.9%	68.0%
G	101.4%	92.7%	101.9%
I	43.6%	53.5%	63.0%
Total	75.0%	70.3%	75.9%

9. Below are the estimated loss ratios on a nationwide basis for 2009, 2010 (estimated through year-end) and from inception-to-date:

<u>Plan</u>	<u>2009</u>	<u>2010</u>	<u>Inception-to-date</u>
A	64.1%	72.5%	65.2%
C	67.9%	75.1%	71.6%
D	72.7%	76.9%	69.0%
F	65.2%	71.9%	68.5%
G	79.9%	81.3%	76.3%
I	57.0%	61.5%	67.3%

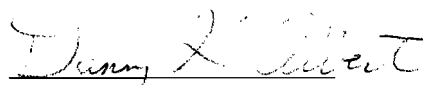
10. Trend of 9% was used to project future claims for all plans.
11. Mutual of Omaha's 2011 Medicare supplement rate filing proposal is in compliance with the requirements of regulation 38a-474 as it applies to the contents of the rate submission as well as the actuarial memorandum.

### III. RECOMMENDATION

The undersigned recommends that the requested rate increase for Plan G be disapproved as submitted and limited to 10%. The basis for this reduction is the fact that the originally filed loss ratio for Plan G was 79% and the nationwide actual experience from inception-to-date is 76.3%.

Also recommend that the rate stay the same for Plans A, C, D, F and I as requested.

Dated at Hartford, Connecticut, this 7<sup>th</sup> of March, 2011.

  
Danny K. Albert  
Hearing Officer