

**EXHIBIT 3  
NARRATIVE SUMMARY**

Company Name:	<b>CDPHP</b>
NAIC Code:	<b>95491</b>
SERFF Tracking #:	<b>CAPD-132409119</b>
Market Segment:	<b>Large Group</b>

Capital District Physicians’ Health Plan, Inc. (CDPHP®) offers a health maintenance organization (HMO) product on a community-rated basis to employer groups with 101 or more full-time employees.

CDPHP has filed a request for approval by the New York State Department of Financial Services for a change to the premium for this product. Policyholders will receive rate adjustments upon their renewal in 2021. The weighted average single premium rate increase is 3.0%. 59,599 members and 28,876 policyholders are affected by this request.

Large group HMO policyholders will receive the rate adjustments on the policyholder’s next anniversary, on or after January 1, 2021.

2021	Renewals Effective			
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Proposed Rate Adjustment*	2.9%	3.6%	3.4%	2.3%
Groups	67	9	39	6
Policyholders Affected	24,504	1,264	2,691	417
Members Affected	50,726	2,179	6,158	536

\*Based on current benefits

As a not-for-profit health plan, CDPHP takes seriously its responsibility to control rising health care costs and be a good steward of your premium dollars. However, we continue to battle the rising cost of care, driven primarily by state and federal regulations and taxes, specialty drugs, provider consolidation — and most recently, the harmful impact to our economy and health care system of the COVID-19 pandemic. These factors have resulted in the need to increase insurance premiums. We are working hard to alleviate these cost increases in a variety of ways, such as:

- The CDPHP Enhanced Primary Care (EPC) program, a nationally-recognized patient-centered medical home that encourages high-quality, cost-effective services at the primary care level.
- Our innovative hospital experience program which connects CDPHP nurses and service staff to assist patients at the bedside, improving members’ experience of care while reducing costs and unnecessary readmissions to hospitals.
- Dedicating resources to improving the overall health of our membership.
- More convenient access to care through our telemedicine (live video doctor visits) partners, Doctor On Demand and ER Anywhere.

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- CDPHP Price Check, a cost transparency tool that provides members estimated costs on a range of health care services.
- Movement of services to more cost-effective outpatient settings, such as freestanding surgical centers.
- Case management and medication therapy management services, available at no out-of-pocket cost.
- Mental health and substance use programs, including access to a 24-hour crisis line.

The 2021 expected change in medical and pharmacy costs due to trends is +5.75%.

Profit assumptions were reduced from the previous year filing from 1.5% to 1% of premium.

CDPHP is required by New York state insurance law to meet a minimum medical loss ratio (MLR) standard of 85%. This means that 85% of premiums must be used to cover health care costs. CDPHP will exceed this minimum requirement in 2021 with an MLR of 87.1%.