

EXHIBIT 13b: NARRATIVE SUMMARY

Company Name:	<u>CDPHP</u>
NAIC Code:	<u>95491</u>
SERFF Tracking #:	<u>CAPD-132341192</u>
Market Segment:	<u>Small Group</u>

Capital District Physicians' Health Plan, Inc. (CDPHP®) offers a health maintenance organization (HMO) on a community-rated basis to small groups.

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 effective January 1, 2021. Policyholders will receive rate adjustments upon their renewal in 2021. The weighted average rate adjustment is 7.4%. 10,977 members and 6,982 policyholders are affected by this request.

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.
- 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 +6.1%. Federal Risk Adjustment is a program that requires insurance carriers with low-risk members to pay into a fund that covers high-risk members. As a result of the anticipated payable from this program, the rates have decreased 4.0%.

HNY Stop Loss is a reinsurance program offered by New York state that limits the plan's liability for claims which exceed a certain threshold. As a result of the anticipated receivable from this program, the rates are impacted +0.5%.

Federal ACA fees were removed for 2021 and will have a favorable impact of 1.0%.

CDPHP is required by New York state insurance law to meet a minimum medical loss ratio (MLR) standard of 82%. This means that 82% of premiums must be used to cover health care costs. CDPHP will exceed this minimum requirement in 2021 with an MLR of 87.5%.

EXHIBIT 13a: NUMERICAL SUMMARY AND RATE INDICATION CALCULATION

NUMERICAL SUMMARY

Company: CDPHP
 NAIC Code: 95491
 SERFF Tracking #: CAPD-132341192
 Market Segment: Small Group

- 1 Please complete the Numerical Summary below as well as the Narrative Summary (a separate attachment) for each market segment for which a rate filing is being submitted.
- 2 The Narrative Summary must be in plain English and should clearly and simply explain the reasons for the requested rate adjustment (This should be included in the provided blank template "2021 Exhibit 13b - Narrative Summary.docx")
- 3 The purpose of the Narrative Summary is to provide a written explanation to the company's policyholders to help them understand the reasons why a rate increase is needed.
- 4 The purpose of the Numerical Summary is to provide a clear and simple overview of the requested rate adjustment.
- 5 These Summaries (with the exception of the Rate Indication Calculation Section) will be public documents and will be posted on DFS's website and furnished by DFS to the public upon request.
- 6 The company should submit these Summaries to DFS ten (10) days before submitting a rate adjustment filing.
- 7 A draft of these Summaries and of the Initial Notice must be included in a "Prior Approval Pre-filing" submitted to DFS via SERFF.
- 8 Once reviewed by DFS, these Summaries must be posted to a location on its website that is publicly available and accessible without the need for a user ID/password.
- 9 Links should be provided on key pages of the company's website so that the information may be easily located.
- 10 Any change(s) made to the Narrative Summary/Numerical Summary subsequent to the posting must be submitted to DFS with the specific change(s) identified.
- 11 Rate Change Adjustment calculations between Year 2020 and 2021 should be based on the DFS Membership Survey data as of 3/31/2020.
- 12 This exhibit must be submitted as an Excel file and as a PDF file.

A. Average 2020 and 2021 Premium Rates:

- 1 Weighted Average Monthly Base Premium Rates are as calculated in Row 32 of the appropriate columns in Exhibit 13c (Columns L-P for 2020 and Columns U-Y for 2021)
- 2 Premium Rates for 2021 should be consistent with the Premium Rates reflected in Exhibit 23.

	Average Individual Rate Platinum	Average Individual Rate Gold	Average Individual Rate Silver	Average Individual Rate Bronze	Average Individual Rate Catastrophic
2020 Weighted Average Base Premium Rates		\$ 550.20	\$ 489.41		
2021 Weighted Average Base Premium Rates		\$ 581.59	\$ 529.49		

B. Weighted Average Annual Percentage Requested Adjustments:

	2020 to 2021	2020 Weighted Average PMPM Rate All - Metals	2021 Weighted Average PMPM Rate All - Metals
Requested Rate Adjustment	7.38012%	\$ 453.19	\$ 486.64

From Cells Q-74 and Z-74 of Exhibit 13c

C. Weighted Average Annual Percentage Adjustments for each of the Past Two Years [If Applicable]*:

	2018 to 2019	2019 to 2020
Average Rate Adjustment Requested	6.73173%	4.27071%
Average Rate Adjustment Approved	0.00438%	4.27071%

D. Average Medical Loss Ratios [MLR] for All Policies Impacted [Ratios of Incurred Claims to Earned Premiums] [If Applicable]*:

	2017	2018	2019
MLR	90.7%	82.0%	89.9%

E. Claim Trend Rates and Average Ratios to Earned Premiums [Per Exhibit 19 for 2019-2021 and Comparable Exhibits for 2019] [If Applicable]*:

	2019	2020	2021
Annual Claim Trend Rates	11.2%	6.0%	6.1%
Expense Ratios	15.4%	11.9%	11.5%
Pre Tax Profit Ratios	1.0%	1.0%	1.0%

* If no products were offered in a particular year, indicate "N/A" in the applicable box.