

## EXHIBIT 13b: NARRATIVE SUMMARY

Company Name:	<b>CDPHP</b>
NAIC Code:	<b>95491</b>
SERFF Tracking #:	<b>CAPD-132804716</b>
Market Segment:	<b>Individual</b>

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

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, 2022. Policyholders will receive rate adjustments upon their renewal in 2022. The weighted average premium adjustment is 11.4%. 6,725 members and 4,771 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.
- Reduce Emergency and Urgent Care visits by expanding telemedicine to include all network providers with payment parity.
- 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, Valera Health and ApsiHealth.

The 2022 expected change in medical and pharmacy costs due to trend is +6.5%. 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 decrease in the anticipated receivable from this program, the impact on the rates is 0.4%.

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 2022 with an MLR of 85.8%.