

**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT'S EXPENSE ALLOCATION  
REPORT - DESCRIPTION OF ALLOCATION METHODOLOGY - 217  
60054 - Aetna Life Ins Co**

Line	Explanation
01 Description of allocation methodology	<p>Aetna Life Insurance Company's (the "Company's") Supplemental Health Care Exhibit for the year ended December 31, 2010 (the "Exhibit") has been prepared in accordance with the instructions to this new Exhibit to the extent possible. Certain information required in the Exhibit either was not maintained by the Company in the normal course of business or is not readily available due to the manner in which the Company managed its business in 2010. As a result, in certain situations the Company is not able to categorize premium, claim, membership and other information for 2010 directly by column definition ("MLR pool") and/or jurisdiction in accordance with the Exhibit instructions. Therefore, the preparation of the Exhibit required the use of estimates and allocation methodologies based on the best information available at the time this Exhibit was prepared. The process used to prepare the Exhibit was applied consistently for each of the forms included in the Exhibit for the Com</p>

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REPORT - DESC OF QUALITY IMPROVEMENT EXPENSES - 217  
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	Line	Expense Type from Part 3	New	Detailed Description of Expense
01.0001	Improve Health Outcomes:	Case Management	X	Case Management programs, Disease Management programs (35 disease states), outpatient assessments, including amounts paid to third party vendors to provide these services to Aetna members.
01.0002		Quality of Care	X	Quality Management, Quality Reviews, Healthcare disparities management, as well as drug interaction reviews, including initiatives targeting a reduction in adverse events (e.g., post heart attack). Also includes work in setting standards and directing members to Institutes of Excellence.
01.0003		Review of service appropriateness	X	Review of service appropriateness within clinically acceptable guidelines.
01.0004		Precertification focused on Safety	X	Portion of the precertification activities that assesses patient safety of various treatments sought by members or prescribed by providers or pharmacies, based on evidence-based medical protocols
01.0005		HEDIS Compliance and Accreditation		Expenses related to ensuring tracking, reporting, and compliance with HEDIS quality measures and costs of being an accredited plan
01.0006		Program Support		Expenses related to supporting new and existing Case, Disease and Wellness management programs, focused on tracking results and identifying areas for improvement and further development
				Expenses related to development of and training around

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01.0007		Policy Development and Training		<p>policies that reflect evidence-based medical research and protocols, in order to support Disease, Case and Wellness management programs, provider communications, and member support activities.</p>
02.0001	Activities to Prevent Hospital Readmission:	Discharge Planning	X	<p>Planning supporting discharges of patients from inpatient settings, including transition plans, family education, medication reviews and follow-up outreach protocols intended to prevent hospital readmissions or further illnesses. This includes acting as the liaison/advocate between the member and provider as well as family members when necessary.</p>
02.0002		Management of Hospital Readmission Prevention	X	<p>Management of all programs that lead to potential reduction in hospital readmissions, including various discharge planning protocols</p>
03.0001	Improve Patient Safety and Reduce Medical Errors:	eProvider Services	X	<p>Various programs supporting education and the provision of information to providers and pharmacies, including information related to evidence-based medical protocols, member drug interaction and care alert information.</p>
04.0001	Wellness and Health Promotion Activities:	Wellness program delivery	X	<p>Includes expenses related to wellness program development and management, clinical integration, communications, coaching, incentive and rewards management, tracking results, etc. related to specific wellness programs such as adult and childhood obesity, and post heart attack management. This includes amounts paid to third party vendors to provide these services to the Company's members.</p>

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04.0002		Women's Health	X	Programs including education and management of members and providers on general and 'high risk' pregnancies, fertility and genetic counseling, and racial/ethnic disparity trends.
04.0003		Informed Health Line	X	Portion of the 24-hour nurse line expenses dedicated to supporting members' ability to access and navigate appropriate health care services, or to provide member counseling and education on various disease states in order to appropriately guide members to needed services.
04.0004		Other Member health education programs	X	Costs related to preventive care, coaching and monitoring reminders to members on such activities as cholesterol screening, controlling hypertension and flu vaccination. This category also includes member wellness promotion, awareness, and engagement activities.
05.0001	HIT Expenses for Health Care Quality Improvements:	Reporting and Analytics		Data, extraction, analysis, and reporting related to end to end condition analysis and other activities in Improving Health Outcomes, preventing hospital readmissions, improving patient safety, supporting wellness and health promotion activities, and new quality program development.
05.0002		Technology and Applications		Technical architecture, collection and data distribution costs supporting reporting and analytics and HIT expenses, as well as other specific programs and functions qualifying as QIA.

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**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT - PART 1 - 216**  
**60054 - Aetna Life Ins Co**  
**for Louisiana**

	Line	State Code	Individual	Small Group Employer	Large Group Employer	Government Business (excluded by statute)	Other Business (excluded by statute)	Other Health	Subtotal (Cols 1 thru 6)	Uninsured Plans	Total (Cols 7 + 8)
01.1	Health premiums earned (from Part 2, Line 1.8) (premium)	LA	7,175,112	1,022,961	16,397,527	19,821,678	5,145,113	2,798,671	52,361,061		52,361,061
01.10	Other adjustments due to MLR calculations - premiums (premium)	LA	0	0	0	0	0	0	0		0
01.11	Risk revenue (premium)	LA	0	0	0	0	0	0	0		0
01.12	Net adjusted premiums earned after reinsurance (Lines 1.8+1.9+1.10+1.11) (premium)	LA	5,574,643	584,813	12,786,286	18,481,131	3,937,135	1,714,389	43,078,398		43,078,398
01.2	Federal high risk pools (premium)	LA	0	0	0	0	0	0	0		0
01.3	State high risk pools (premium)	LA	-18,869	-566	-46,079	0	-12,972	-1,486	-79,973		-79,973
01.4	Premiums earned including state and federal high risk programs (Lines 1.1 + 1.2 + 1.3) (premium)	LA	7,156,243	1,022,395	16,351,448	19,821,678	5,132,141	2,797,185	52,281,088		52,281,088
01.5	Federal taxes and federal assessments (premium)	LA	275,573	222,361	472,007	1,310,937	684,566	424,804	3,390,249	0	3,390,249
01.6	State insurance, premium and other taxes (similar local taxes of \$47764) (premium)	LA	167,773	18,548	302,657	25,842	56,794	63,221	634,834	0	634,834
01.7	Regulatory authority licenses and fees (premium)	LA	7,697	3,412	28,002	3,767	14,415	5,653	62,946	0	62,946
01.8	Adjusted premiums earned (Lines 1.4 - 1.5 - 1.6 - 1.7) (premium)	LA	6,705,199	778,074	15,548,782	18,481,131	4,376,367	2,303,507	48,193,060		48,193,060
01.9	Net assumed less ceded reinsurance premiums earned (premium)	LA	1,130,556	-193,261	-2,762,495	0	-439,231	-589,118	-5,114,662		-5,114,662
02.1	Incurred claims excluding prescription drugs (claims)	LA	4,920,454	222,689	10,779,009	8,059,093	3,149,945	3,868,149	30,999,339		30,999,339
02.2	Prescription drugs (claims)	LA	604,157	142,171	2,616,202	8,546,890	294,301	19,859	12,223,581		12,223,581
02.3	Pharmaceutical rebates (claims)	LA	70,024	14,236	259,637	1,681,254	21,632	2,418	2,049,201		2,049,201
02.4	State stop loss, market stabilization and claim/census based assessments (claims)	LA	-22	0	-2,191	0	-637	-284	-3,134		-3,134
	Incurred medical										

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03	incentive pools and bonuses	LA	0	0	0	0	0	0	0	0	0
04	Deductible fraud and abuse detection/recovery expenses (for MLR use only)	LA	0	69	1,096	0	0	0	1,165	0	1,165
05.0	Total incurred claims (Lines 2.1 + 2.2 - 2.3 - 2.4 + 3) (From Part 2, Line 2.10)	LA	5,454,609	350,624	13,137,766	14,924,729	3,423,251	3,885,875	41,176,853		41,176,853
05.1	Net assumed less ceded reinsurance claims incurred	LA	-929,641	-79,970	-2,408,151	0	-666,467	2,909,675	-6,993,905		-6,993,905
05.2	Other adjustments due to MLR calculations - claims	LA	0	0	0	0	0	0	0		0
05.3	Rebates paid	LA	0	0	0	0	0	0	0		0
05.4	Estimated rebates unpaid prior year	LA	0	0	0	0	0	0	0		0
05.5	Estimated rebates unpaid current year	LA	0	0	0	0	0	0	0		0
05.6	Fee for service and co-pay revenue	LA	0	0	0	0	0	0	0		0
05.7	Net incurred claims after reinsurance (Lines 5.0+5.1+5.2+5.3-5.4+5.5-5.6)	LA	4,524,968	270,654	10,729,614	14,924,729	2,756,784	976,200	34,182,948		34,182,948
06.1	Type A. Expenses for health improvements other than Health Information Technology (improving health care quality expenses incurred)	LA	22,306	8,773	138,474	158,799	1,841	459	330,653	0	330,653
06.2	Type B. Health Information Technology expenses related to health improvement (improving health care quality expenses incurred)	LA	1,464	370	7,600	6,018	52	42	15,547	0	15,547
06.3	Total of defined expenses incurred for improving health care quality (Lines 6.1 + 6.2)	LA	23,770	9,143	146,074	164,817	1,893	502	346,199	0	346,199
07	Preliminary medical loss ratio: MLR (Lines 4 + 5.0 + 6.3)/Line 1.8	LA	1	0	1						
08.1	Cost containment expenses not included in quality of care expenses in Line 6.3 (claims adjustment expenses)	LA	64,778	3,406	55,075	78,473	37,251	33,838	272,820	0	272,820
	All other claims adjustment										

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08.2	expenses (claims adjustment expenses)	LA	93,037	13,185	211,350	255,626	41,129	36,081	650,409	0	650,409
08.3	Total claims adjustment expenses (Lines 8.1 + 8.2)	LA	157,815	16,591	266,424	334,100	78,380	69,919	923,230	0	923,230
09	Claims adjustment expense ratio (Line 8.3 divided by Line 1.8)	LA	0	0	0	0	0	0			
10.1	Direct sales salaries and benefits (general and administrative expenses)	LA	19,667	2,787	44,678	54,037	8,694	7,627	137,491	0	137,491
10.2	Agents and brokers fees and commissions (general and administrative expenses)	LA	145,345	20,599	330,176	399,346	64,253	56,367	1,016,086	0	1,016,086
10.3	Other taxes (excluding taxes on Lines 1.5 through 1.7 and Line 14 below) (general and administrative expenses)	LA	203	29	461	558	90	79	1,420	0	1,420
10.4	Other general and administrative expenses (general and administrative expenses)	LA	377,198	53,457	856,866	1,036,376	166,748	146,282	2,636,927	0	2,636,927
10.5	Total general and administrative (Lines 10.1 + 10.2 + 10.3 + 10.4)	LA	542,414	76,872	1,232,182	1,490,318	239,785	210,355	3,791,925	0	3,791,925
11	Underwriting gain/(loss) (Lines 1.12 - 5.7 - 6.3 - 8.3 - 10.5)	LA	325,677	211,553	411,992	1,567,167	860,294	457,414	3,834,096		3,834,096
12	Income from fees of uninsured plans	LA								0	0
13	Net investment and other gain/(loss)	LA							834,522		834,522
14	Federal income taxes (excluding taxes on Line 1.5 above)	LA	0	0	0	0	167,292	0	167,292	0	167,292
15	Net gain or (loss) (Lines 11 + 12 + 13 - 14)	LA							4,501,326		4,501,326
16	ICD-10 implementation expenses (informational only; already included in general expenses)	LA	18,719	2,653	42,523	51,432	8,275	7,260	130,862	0	130,862

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**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT - PART 1 - OTHER  
INDICATORS - 216  
60054 - Aetna Life Ins Co  
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Line	State Code	Individual	Small Group Employer	Large Group Employer	Government Business (excluded by statute)	Other Business (excluded by statute)	Other Health	Subtotal (Cols 1 thru 6)	Uninsured Plans	Total (Cols 7 + 8)
01	LA	2,272	62	1,701	4,597	4,201	4,816	17,649	0	17,649
02	LA	3,135	114	2,789	4,642	5,631	5,966	22,277	0	22,277
03	LA		14	12	74	901	59	1,060	0	1,060
04	LA	40,695	1,418	44,556	57,668	68,653	86,505	299,495	0	299,495

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**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT - PART 2 - 216**  
**60054 - Aetna Life Ins Co**  
**for Louisiana**

	Line	State Code	Individual	Small Group Employer	Large Group Employer	Government Business (excluded by statute)	Other Business (excluded by statute)	Other Health	Total
01.1	Direct premiums written (health premiums earned)	LA	7,216,186	1,022,961	16,404,816	19,857,014	3,192,404	2,801,993	50,495,375
01.10	Net assumed less ceded premiums earned from affiliates (health premiums earned)	LA	0	0	0	0	0	-554,561	-554,561
01.11	Ceded premiums earned to non-affiliates (health premiums earned)	LA	1,130,556	193,261	2,762,495	0	440,507	34,718	4,561,537
01.12	Other adjustments due to MLR calculation - premiums (health premiums earned)	LA	0	0	0	0	0	0	0
01.13	Net premiums earned (Lines 1.8 + 1.9 + 1.10 - 1.11 - 1.12)	LA	6,044,556	829,700	13,635,031	19,821,678	4,705,882	2,209,553	47,246,399
01.2	Unearned premium prior year (health premiums earned)	LA	154,491	0	0	648	2,706,073	6,195	2,867,406
01.3	Unearned premium current year (health premiums earned)	LA	190,708	0	0	0	753,364	9,216	953,289
01.4	Change in unearned premium (Lines 1.2 - 1.3) (health premiums earned)	LA	-36,218	0	0	648	1,952,709	-3,021	1,914,117
01.5	Reserve for rate credits prior year (health premiums earned)	LA							
01.6	Reserve for rate credits current year (health premiums earned)	LA							
01.7	Change in reserve for rate credits (Lines 1.5 - 1.6) (health premiums earned)	LA							
01.8	Total direct premiums earned (Lines 1.1 + 1.4 less \$48431 write offs) (health premiums earned)	LA	7,175,112	1,022,961	16,397,527	19,821,678	5,145,113	2,798,671	52,361,061
01.9	Assumed premiums earned from non-affiliates (health premiums earned)	LA	0	0	0	0	1,275	161	1,437
02.1	Paid claims during the year (direct claims incurred)	LA	5,307,874	398,996	13,658,229	14,999,223	3,321,293	3,209,435	40,895,051
02.10	Total incurred claims (Lines 2.1 + 2.2 - 2.3 + 2.4 - 2.5 + 2.6 - 2.7 + 2.8 - 2.9)	LA	5,454,609	350,624	13,137,766	14,924,729	3,423,251	3,885,875	41,176,853
02.11	Assumed incurred claims from non-affiliates (direct claims incurred)	LA	0	0	0	0	0	1,881	1,881
02.12	Net assumed less ceded incurred claims from affiliates (direct claims incurred)	LA	0	0	0	0	0	-2,911,556	-2,911,556
02.13	Ceded incurred claims to non-affiliates (direct claims incurred)	LA	929,641	79,970	2,408,151	0	666,467	0	4,084,230
02.14	Other adjustments due to MLR calculation - claims (direct claims incurred)	LA	0	0	0	0	0	0	0
02.15	Net incurred claims (Lines 2.10 + 2.11 + 2.12 - 2.13 - 2.14)	LA	4,524,968	270,654	10,729,614	14,924,729	2,756,784	976,200	34,182,948
02.2	Direct claim liability current year (direct claims incurred)	LA	799,279	37,130	1,621,855	959,535	707,881	144,865	4,270,545
02.3	Direct claim liability prior year (direct claims incurred)	LA	709,016	84,170	2,114,796	911,949	605,927	163,671	4,589,529
02.4	Direct claim reserves current year (direct claims incurred)	LA	1,184	0	0	5,427	54,426	12,309,352	12,370,389

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2010 SUPPLEMENTAL HEALTH CARE EXHIBIT - PART 2 - 216

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02.5	Direct claim reserves prior year (direct claims incurred)	LA	1,311	0	0	1,658	51,695	11,701,383	11,756,047
02.6	Direct contract reserves current year (direct claims incurred)	LA	283,461	492	21,600	0	5,079	408,016	718,647
02.7	Direct contract reserves prior year (direct claims incurred)	LA	219,638	535	26,172	0	5,614	320,582	572,541
02.8	Incurred medical incentive pools and bonuses (Lines 2.8A + 2.8B - 2.8C) (direct claims incurred)	LA	0	0	0	0	0	0	0
02.8A	Paid medical incentive pools and bonuses current year	LA	0	0	0	0	0	0	0
02.8B	Accrued medical incentive pools and bonuses current year	LA	0	0	0	0	0	0	0
02.8C	Accrued medical incentive pools and bonuses prior year	LA	0	0	0	0	0	0	0
02.9	Net healthcare receivables (Lines 2.9A - 2.9B) (direct claims incurred)	LA	7,223	1,289	22,951	125,849	2,192	157	159,661
02.9A	Healthcare receivables current year	LA	7,223	1,289	22,951	125,849	2,192	157	159,661
02.9B	Healthcare receivables prior year	LA	0	0	0	0	0	0	0
03	Fraud and abuse recoveries that reduced PAID claims in Line 2.1 above (informational only)	LA	0	2,786	105,835	0	35,733	0	144,404

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**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT - PART 3A - 216**  
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Line	State Code	Improve Health Outcomes	Activities to Prevent Hospital Readmissions	Improve Patient Safety and Reduce Medical Errors	Wellness and Health Promotion Activities	HIT Expenses	Total (Cols. 1 to 5)	Cost Containment Expenses	Other Claims Adjustment Expenses	General Administrative Expenses	Total Expenses (Cols. 6 to 9)
01.1	LA	14,226	1,277	648	1,464	1,156	18,770	51,153	73,469	269,901	413,293
01.10	LA	18,016	1,617	820	1,853	1,464	23,770	64,778	93,037	542,210	723,998
01.11	LA	0	0	0	0	0	0	483	0	0	483
01.2	LA	2,044	184	93	210	166	2,698	7,351	10,559	133,141	153,749
01.3	LA	0	0	0	0	0	1	2	2	37,627	37,631
01.4	LA	459	41	21	47	37	606	1,652	2,373	-6,129	-1,498
01.5	LA	7					7	20	28	901	956
01.6	LA	1,198	108	55	123	98	1,581	4,308	6,187	106,769	118,845
01.7	LA	17,935	1,609	817	1,845	1,457	23,663	64,486	92,618	542,210	722,977
01.8	LA	81		7	4	8	7	107	292	419	819

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01.9	(individual comprehensive coverage expenses)	LA											203
02.1	Salaries (including \$0 for affiliated services) (small group comprehensive coverage expenses)	LA	5,407	457	480	584	293	7,220	2,690	10,412	38,251	58,573	
02.10	Total (2.7 to 2.9) (small group comprehensive coverage expenses)	LA	6,847	578	608	740	370	9,143	3,406	13,185	76,843	102,607	
02.11	Total fraud and abuse detection/recovery expenses included in Column 7 (informational only)	LA	0	0	0	0	0	0	69	0	0	69	
02.2	Outsourced services (small group comprehensive coverage expenses)	LA	777	66	69	84	42	1,038	387	1,496	18,869	21,790	
02.3	EDP equipment and software (including \$0 for affiliated services) (small group comprehensive coverage expenses)	LA	0	0	0	0	0	0	0	0	5,333	5,333	
02.4	Other equipment (excluding EDP) (including \$0 for affiliated services) (small group comprehensive coverage expenses)	LA	175	15	16	19	9	233	87	336	-869	-212	
02.5	Accreditation and certification (including \$0 for affiliated services) (small group comprehensive coverage expenses)	LA	3					3	1	4	128	136	
02.6	Other expenses (including \$0 for affiliated services) (small group comprehensive coverage expenses)	LA	455	38	40	49	25	608	226	877	15,132	16,843	
02.7	Subtotal before reimbursements and taxes (2.1 to 2.6)	LA	6,817	575	605	736	369	9,102	3,391	13,126	76,843	102,462	
02.8	Reimbursements by uninsured plans and fiscal intermediaries (small group comprehensive coverage expenses)	LA	31	3	3	3	2	41	15	59	0	116	
02.9	Taxes, licenses and fees (in total, for tying purposes) (small group comprehensive coverage expenses)	LA											29

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	coverage expenses)												
03.1	Salaries (including \$0 for affiliated services (large group comprehensive coverage expenses)	LA	88,015	7,250	6,784	7,300	6,002	115,351	43,491	166,896	613,125	938,864	
03.10	Total (3.7 to 3.9) (large group comprehensive coverage expenses)	LA	111,466	9,178	8,588	9,242	7,601	146,076	55,075	211,350	1,231,720	1,644,682	
03.11	Total fraud and abuse detection/recovery expenses included in Column 7 (informational only)	LA	0	0	0	0	0	0	1,096	0	0	1,096	
03.2	Outsourced services (large group comprehensive coverage expenses)	LA	12,649	1,042	975	1,049	863	16,578	6,250	23,986	302,451	349,265	
03.3	EDP equipment and software (including \$0 for affiliated services (large group comprehensive coverage expenses)	LA	3	0	0	0	0	4	1	6	85,475	85,486	
03.4	Other equipment (excluding EDP) (including \$0 for affiliated services (large group comprehensive coverage expenses)	LA	2,842	234	219	236	194	3,725	1,405	5,390	-13,923	-3,403	
03.5	Accreditation and certification (including \$0 for affiliates services (large group comprehensive coverage expenses)	LA	44					44	17	64	2,047	2,173	
03.6	Other expenses (including \$0 for affiliated services) (large group comprehensive coverage expenses)	LA	7,410	611	571	615	508	9,714	3,663	14,055	242,544	269,975	
03.7	Subtotal before reimbursements and taxes (3.1 to 3.6)	LA	110,964	9,137	8,550	9,200	7,566	145,417	54,826	210,397	1,231,720	1,642,360	
03.8	Reimbursements by uninsured plans and fiscal intermediaries (large group comprehensive coverage expenses)	LA	503	41	39	42	34	659	248	953	0	1,860	
03.9	Taxes, licenses and fees (in total, for tying purposes) (large group comprehensive coverage expenses)	LA										461	

**2010 SUPPLEMENTAL HEALTH CARE EXHIBIT - PART 3B - 216**  
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**for Louisiana**

Line	State Code	Improve Health Outcomes	Activities to Prevent Hospital Readmissions	Improve Patient Safety and Reduce Medical Errors	Wellness and Health Promotion Activities	Total (Cols. 1 to 4)
01.1	LA	1,182	106	54	122	1,464
01.2	LA	18,016	1,617	820	1,853	22,306
02.1	LA	289	24	26	31	370
02.2	LA	6,847	578	608	740	8,773
03.1	LA	6,118	504	471	507	7,600
03.2	LA	111,466	9,178	8,588	9,242	138,474
04.1	LA	7,589	634	551	660	9,434
04.2	LA	136,329	11,373	10,016	11,835	169,553
04.3	LA	143,918	12,007	10,567	12,495	178,987

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