

1. GENERAL INFORMATION

Cigna is filing rates for individual medical plans in Indiana effective January 2024 through December 2024. The proposed rate increases exceed the “subject to review” threshold in 45 CFR § 154.200. In accordance with the requirements in 45 CFR § 154.215, this document describes the justification for the rate increases.

2. SCOPE AND RANGE OF RATE INCREASE

Cigna estimates that 2,240 customers will be impacted by this rate increase. On average, customers will see an increase of 17.1%, excluding the impact of aging, with a range of increases from 16.8% to 17.4%. In addition to the factors described below, each customer’s rate increase depends on factors such as where they live and what plan they are enrolled in.

3. SIGNIFICANT FACTORS

The most significant factors causing the rate increase are:

- **Changes in Medical Service Costs:** The increasing cost of medical and pharmacy services and supplies accounts for a sizeable portion of the premium rate increases. Cigna anticipates that the cost of medical and pharmacy services and supplies in 2024 will increase over the 2022 level because the prices charged by doctors, hospitals, and other providers are increasing. Additionally, the more frequent use of medical services by customers also increases Cigna's costs. The recent increase in Consumer Price Index (CPI) inflation is adding additional inflationary pressure for network contracts and provider payment mechanisms.
- **Changes for the healthiness of the population:** The health exchanges for individual plans continue to evolve, following the introduction of the Patient Protection and Affordable Care Act. The overall health of the population is significantly impacted by changes in:
 - enrollment decreases from year to year, as this tends to increase the average healthcare cost of the remaining market enrollees
 - anticipated changes to regulations regarding things like Short Term Medical and Association Health Plans that will impact the Affordable Care Act population are likely to attract healthier consumers away from the individual market, which increases the average healthcare cost per customer
- **Plan design changes and benefit modifications:** Changes have been made to plans regarding the mandated restricted actuarial values for metal tiers that are resulting in an increase in expected cost share and therefore an increase to premium. All plan designs conform to actuarial value and essential health benefit requirements.

The anticipated effects of these changes when combined with previous regulatory changes and overall Cigna claims experience in recent years suggest that it is appropriate to increase the premiums for individual plans reflecting the expected total claims increase in Indiana.

4. EXPERIENCE & PROJECTIONS

Individual plans subject to the changes brought about by Affordable Care Act have been effective since January 1, 2014. Our claim experience indicates that the ratio of claims to premiums for Cigna’s individual plans in Indiana will be in excess of the federally defined minimum loss ratio threshold of 80%. The proposed 2024 rate increase is expected to bring loss ratios in line with Cigna's target level. Even with the proposed 2024 rate increase, we expect the loss ratios for our individual plans to be higher than the federally defined minimum loss ratio threshold of 80%, thereby ensuring that the amount of premium spent on claims and quality improvement activities is more than required by the Affordable Care Act. Cigna is committed to using the premiums received from consumers to ensure quality healthcare coverage at an affordable price.

5. ADMINISTRATIVE COSTS AND ANTICIPATED PROFITS

In addition to the cost of medical services, there are a number of indirect medical and non-medical costs that Cigna pays to maintain day to day operations. These costs include taxes and fees that must be paid to federal, state or local governments, as well as assessments that states charge to pay for public health programs (like childhood vaccines for instance). In addition, Cigna also sponsors programs that promote quality care and health for our members. Additional costs include but aren’t limited to: financial examinations by the government, prevention of healthcare fraud, and other business costs such as employees’ salaries, building maintenance, electricity bills,

etc. The administrative costs required to maintain both the short and long term viability of the segment contribute to the overall premium a customer has to pay. Cigna is committed to using the premiums it collects to further its mission of creating a sustainable and affordable healthcare system.

6. Cigna's COMMITMENT TO THE PEOPLE WE SERVE

One of Cigna's key objectives is to provide high quality, affordable healthcare services, with a focus on the individual, is closely aligned with the company's mission and strategy for a sustainable and affordable healthcare system. The increased premiums will help Cigna achieve this mission as Cigna continues to reinvest into the health and well-being of the people and markets we serve. Cigna believes that investing in our consumer's affordability and well-being through partnerships with hospitals and provider networks will drive quality healthcare solutions and sustain the long term viability of Cigna's involvement in the health exchanges.

Cigna's product offerings in the individual and family plan market reflect its principles, and Cigna's plans are designed to help individuals:

- Deliver valuable, cost-effective care for Cigna customers.
- Find the right family doctor from local networks by building up innovative partnerships with high-performing, value-based physician networks
- Easily access information. Cigna's nurses, customer service, and important health, benefit, and plan information are there when customers need them: 24 hours a day, 365 days a year. Cigna's support team has never been easier to reach, either by phone, Cigna's website, or on mobile devices using Cigna's user friendly apps.

These capabilities are available to all of Cigna's customers. The continued investment in these capabilities ensures that Cigna can continue to improve health outcomes, while pushing down the cost of healthcare services for its customers.

In the individual and family plan market, Cigna is making a dedicated effort to engage its customers. Through this outreach Cigna is increasingly helping more people find quality care providers who use best practices while remaining cost efficient. For example, Cigna helps those who require prescription medications to identify cheaper generic equivalent medications which can help save these consumers hundreds of dollars annually. Furthermore, for those who may have a chronic illness, Cigna puts those customers in touch with medical management nurses to help them access the system with personalized assistance to ensure quality healthcare for an affordable price.

As our understanding of the specific needs and preferences of the health exchanges becomes more refined, Cigna continues to improve its product offerings so that they are more closely aligned with the health, well-being and sense of security of the communities we serve.