

# **Consumer Narrative**

## **AllWays Health Partners**

### **Massachusetts Merged Market Rate Filing**

#### **Scope and Range of the Rate Increase**

The average requested first quarter 2022 rate increase for the AllWays Health Partners suite of products is 2.35%. The actual rate change realized by a group or individual will vary depending on age composition, geographic location, benefit plan design and size. This filing impacts 23,142 members currently enrolled with a renewal date in the first quarter 2022.

#### **Financial Experience of the product**

As demonstrated in the 2019 Medical Loss Ratio ("MLR") Rebate Calculation Form, AllWays Health Partners Medical Loss Ratio is above the legal requirements of a loss ratio of 88.0%. The loss ratio in this filing is anticipated to be 89.7%.

#### **Changes in Medical Service Costs**

The rate increases are also driven by increases in medical unit costs and utilization. We base our claims trend assumptions on historical claims experience, research, general industry knowledge regarding recent trends in medical inflation and emerging therapeutics, and unit cost increases with our contracted providers. Medical service costs also reflect changes in our provider network, including reimbursement level, care management protocols, and contracts with CVS Caremark for prescription drugs.

#### **Changes in Benefits**

A consideration in the rate filing process is the changes in benefit plan design by product. The changes are typically made to keep a product affordable, meaning a lower premium a member will pay. Benefit plan design changes were made for the first quarter 2022, including the Standard plan designs mandated by the Massachusetts Health Connector.

#### **Changes in administrative expenses, taxes, and fees**

Administrative expenses, including ACA related administrative expenses, taxes, and fees have stayed same as a percent of premium.

This narrative supports the AllWays Health Partners merged market rate filing in Massachusetts. This information may not be appropriate, and should not be used, for other purposes.