



Department of Consumer & Business Services  
Insurance Division — 2  
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**Network Adequacy  
Annual Summary**

Network adequacy annual summary for 2002.

Due on June 30 for previous calendar year. FOR 2003 ONLY: DUE ON JULY 31, 2003

An insurer offering managed health insurance or preferred provider organization (PPO) insurance shall file an annual summary of the scope and adequacy of the provider network and of its ongoing monitoring that all covered services are reasonably accessible to enrollees. ORS 743.817, OAR 836-053-1190.

1. Company name: Aetna Life Insurance Company Filing date: June 23, 2003
2. Company address: 413 Pine Street, Suite 200  
City, state, ZIP: Seattle, WA 98101
3. Company Web site: Aetna.com
4. Name, e-mail address, and phone number of the person completing this form:  
Sanford Howie, HowieSD@aetna.com, 818 932-6362
5. Name, title, and department of manager responsible for oversight communication, and monitoring of network adequacy:  
Suzanne Daly, Executive Director, Network Management
6. Phone number, address, or Web site at which enrollees can express concerns regarding network adequacy:  
Numerous toll-free/800 numbers are available. Members can look on their ID card for the specific phone number and address which applies to them. Web site: Aetna.com
7. URL of provider directory for enrollees: Aetna.com, select DocFind (http://www.aetna.com/docfind/DocFind?this\_page=enter\_welcome.jsp&site\_id=docfind&langpref=en)  
How often is this Web page updated? Three times per week
8. Does the provider directory indicate which providers speak languages other than English?  
 No  Yes Specify languages available besides English: \_\_\_\_\_  
URL, or the publication title, date, and page: \_\_\_\_\_
9. Does the company mail a provider directory to enrollees upon request?  
 No  Yes Phone number for enrollee request of directory: See response to #6
10. How often does the company inform enrollees of changes to the provider network by the following means?  
Newsletter, mailer, or insert: As necessary Phone call: \_\_\_\_\_ E-mail message \_\_\_\_\_  
Other; specify means and frequency: Enrollees of terminated Primary Care Physicians are notified via letter. All provider changes are updated on the web site three times per week.
11. Total number of enrollee communications of any kind that the company has received during the year expressing



**Aetna requires contracted physicians to provide 24/7 coverage; in addition, contracted hospitals are required to provide 24/7 care.**

- Area 1: Clackamas, Multnomah, Washington, and Yamhill counties ..... **Same as Area 1**
- Area 2: Benton, Lane, and Linn counties..... **Same as Area 1**
- Area 3: Marion and Polk counties..... **Same as Area 1**
- Area 4: Deschutes, Klamath, and Lake counties ..... **Same as Area 1**
- Area 5: Clatsop, Columbia, Coos, Curry, Lincoln, and Tillamook counties ..... **Same as Area 1**
- Area 6: Baker, Crook, Gilliam, Grant, Harney, Hood River, Jefferson, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, and Wheeler counties ..... **Same as Area 1**
- Area 7: Douglas, Jackson, and Josephine counties ..... **Same as Area 1**

16. How often does the company conduct a formal review of network adequacy?  
 Never  Monthly  Quarterly  Annually  Other: \_\_\_\_\_

17. Specify how the company uses information from formal reviews to improve client access to providers:  
**Zip codes that do not have sufficient providers are evaluated for recruitment opportunities, and physicians are added if possible.**  
**The company will not actively market its products and services in specific areas where access and availability standards are not met.**

18. Which company officials receive regular reports on network adequacy?  
 None  Senior management  Board of directors  Other: **Network Management Managers**

19. Does the company keep information on which physicians are accepting new patients?  
 No  Yes How often is this information updated?  
 Daily  Weekly  Monthly  Quarterly  Annually  Other: **as received; website is updated 3 times/week**

20. Describe how enrollees can find out which physicians are accepting patients:  
**This information is available on Aetna.com, DocFind path.**