

on behalf of an enrollee, as defined in ORS 743.730(14), containing certain information. OAR 8236-080-0085(2)(a) requires the report to contain all clean claims that were finally disposed of during the immediately preceding year. OAR 826-080-0085(2)(b) requires the report to contain all clean claims that were finally disposed of during the immediately preceding year more than 30 days after the insurer received the claims. On 2/29/08, the director received from Aetna Life its prompt pay report for 2007. The report contained information about one claim that was finally disposed of in 2008 and information about seven claims that were finally disposed of during the immediately preceding year 30 days or less after Aetna Life received the claims.

Action

Pursuant to ORS 731.988, Aetna Life is assessed a civil penalty of \$2,000.00. The payment shall be made in the form of a check payable to the "Department of Consumer and Business Services" for the full amount due. The payment shall be delivered to the Insurance Division at the Labor and Industries Building, 350 Winter Street NE, Room 440 (4th Floor), Salem, Oregon; or mailed to the Insurance Division at PO Box 14480, Salem, OR 97309-0405. The payment shall be *received* by the Insurance Division by the date of the final order.

Dated 10/7/08

/s/ Reina Galanes

[Signature of Representative]

Reina Galanes

[Printed Name of Representative]

Regional Compliance Director

[Printed Title of Representative]

Aetna Life Insurance Company

FINAL ORDER

The director incorporates herein the above stipulation, adopts it as the director's final decision in this proceeding, and orders that the action stated therein be taken.

Dated 11/4/08

/s/ Cory Streisinger

Cory Streisinger

Director

Department of Consumer and Business Services