



director to select a statistically valid sample of all claims previously reported by the insurer pursuant to OAR 836-080-0085(2)(c), and send to the insurer a list of the sampled claims. OAR 836-080-0085(4) requires an insurer to file with the director a report containing certain information about the sampled claims. OAR 836-080-0085(4)(b) and (c) require an insurer to include in its report of sampled claims the date on which the insurer requested and received, respectively, additional information about each claim. On 6/11/10, Aetna Life filed its report of sampled claims for 2009. Aetna Life did not include in its report of sampled claims for 2009 the date on which Aetna Life requested additional information about 34 claims and received additional information about 16 claims.

### **Action**

Pursuant to ORS 731.988(1), Aetna Life is assessed a civil penalty of \$4,000.00. 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 or mailed to the Insurance Division at the Labor and Industries Building, 350 Winter Street NE Room 300, Salem, Oregon 97301-3880; 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 October 19, 2010

/s/ Ranae' Radke  
[Signature of Representative]  
Ranae' Radke  
[Printed Name of Representative]  
Regulatory Compliance Consultant  
[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 November 1, 2010

/s/ Cory Streisinger  
Cory Streisinger  
Director  
Department of Consumer and Business Services