June 24, 2010

Re: Health Care Reform Update – Enrollment Protocol for Aetna Student Health Enrollee Dependents

Dear Aetna Student Health Customers:

As you may know, provisions of the Patient Protection and Affordable Care Act (PPACA) require affected health plans to permit eligible dependent enrollment up to age 26 beginning on or after September 23, 2010 (depending upon the health plan’s effective / renewal date). This communication confirms how Aetna Student Health (ASH) policies will manage this health care reform provision.

While it is not yet clear as a result of health care reform how student insurance and benefits programs will be regulated in the future, ASH has determined it will voluntarily comply with this important health care reform provision, effective for the 2010 – 2011 academic year. We believe that implementing this benefit supports the intent of reform and is good public policy. Given that the average age of our insured population is 25, we anticipate relatively few dependent enrollments in this age cohort.

During the normal policy open enrollment / waiver period, eligible students will be permitted to enroll eligible dependents up to age 26 through normal policy dependent enrollment protocol:

- Normal policy enrollment provisions still apply;
- Dependents may not enroll for coverage without the eligible student enrolled;
- This policy update does not require schools that do not currently offer dependent coverage to begin doing so;
- Coverage for these eligible dependents will remain in effect until the end of the policy year for which they are enrolled or the end of the term for which they paid premium (eligible dependents will not be removed from the policy when they turn 26).

Related, we recognize that as a result of this health care reform provision, some student enrollees may become eligible as dependents under family policies for which they were not previously eligible sometime during the 2010 – 2011 academic year. While it is currently common to permit premium refunds beyond the first 30 days of the policy only in the instance of withdrawing from school in order to enter the armed forces, we are carefully evaluating how best to manage student refunds for those who may become eligible for family coverage as a result of this health care reform provision. Importantly, because the majority of ASH customers pay premium to ASH on behalf of students, this analysis takes in to account the limitations of college
and university bursar systems and schools’ ability to issue student refunds ASH may credit to the
school for qualifying mid-year voluntary policy cancellations.

We expect to document and communicate our protocol regarding qualifying mid-year voluntary
policy cancellations soon. Please contact your account management team with questions.

You may also contact me with any and all questions by phone at 617.218.8448 or by e-mail at
bsthilaire@aetna.com.

Very truly yours,

[Signature]

Brian St. Hilaire
Aetna Student Health