

November 7, 2013

**VIA HAND DELIVERY**

The Honorable Charles E. Grassley  
Ranking Member  
Committee on the Judiciary  
152 Dirksen Senate Office Building  
Washington, DC 20510

The Honorable Orrin G. Hatch  
Ranking Member  
Committee on Finance  
219 Dirksen Senate Office Building  
Washington, DC 20510

Dear Senators:

On behalf of Aetna Inc., we write in response to your October 24, 2013 letter regarding enrollment under the Patient Protection and Affordable Care Act ("PPACA"). As you likely know, Aetna acquired Coventry Health Care, Inc. earlier this year and this response will also serve as the response for Coventry.

As of the date of your letter, Aetna has not received any enrollment files from residents of D.C. because the D.C. Exchange is collecting each applicant's first premium contribution before transmitting enrollment files to carriers. With respect to other exchanges, we can provide additional information regarding Aetna's national enrollment numbers, but given their proprietary nature and material impact on the company, it is important that the information remain confidential or absolutely non-identifiable as Aetna's enrollment numbers.

Since the roll-out of the Federally Facilitated Marketplace ("FFM") on October 1, 2013, persistent glitches related to the FFM website have limited enrollment volume nationally. Aetna is not aware of any request to not publicize its enrollment data. The FFM's difficulties have caused Aetna to experience a number of specific technical and operational challenges, including but not limited to, issues related to multiple transactions received for the same subscriber or family on the same file, cancelled applications with an incorrect cancellation date, dependents appearing ahead of subscribers in the FFM file sequence, and incorrect phone numbers posted for Aetna call centers on the FFM site. Representatives from Aetna are working with CMS and

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other federal officials to remedy these issues, but it is unclear when important milestones will be reached.

Sincerely,

A handwritten signature in dark ink, consisting of a series of loops and a long horizontal stroke, identifying the sender as Steven R. Ross.

Steven R. Ross