



**DEPARTMENT OF COMMERCE & INSURANCE**

P.O. Box 690, Jefferson City, Mo. 65102-0690

*In Re:*

AETNA LIFE INSURANCE  
COMPANY (NAIC #60054)

)  
)  
)  
)

**Market Conduct Investigation No. 410163**

**ORDER OF THE DIRECTOR**

NOW, on this 28<sup>th</sup> day of May, 2024, Director, Chlora Lindley-Myers, after consideration and review of the Stipulation of Settlement and Voluntary Forfeiture (hereinafter “Stipulation”) entered into by the Division of Insurance Market Regulation (hereinafter “Division”), and Aetna Life Insurance Company (NAIC #60054) (hereinafter “Aetna Life”), relating to the market conduct investigation no. 410163, does hereby issue the following orders:

This order, issued pursuant to §374.046.15<sup>1</sup> and §374.280 is in the public interest.

**IT IS THEREFORE ORDERED** that Aetna Life and the Division having agreed to the Stipulation, the Director does hereby approve and agree to the Stipulation.

**IT IS FURTHER ORDERED** that Aetna Life shall not engage in any of the violations of statutes and regulations set forth in the Stipulation, shall implement procedures to place it in full compliance with the requirements in the Stipulation and the statutes and regulations of the State of Missouri, shall maintain those corrective actions at all times, and shall fully comply with all terms of the Stipulation.

**IT IS SO ORDERED.**

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<sup>1</sup> All references, unless otherwise noted, are to Revised Statutes of Missouri 2016.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of my office in Jefferson City, Missouri, this 28<sup>th</sup> day of May, 2024.



*Chlora Lindley Myers*  
Chlora Lindley-Myers  
Director

**IN THE DEPARTMENT OF COMMERCE AND INSURANCE  
STATE OF MISSOURI**

*In Re:* )  
 )  
AETNA LIFE INSURANCE ) **Market Conduct Investigation No. 410163**  
COMPANY (NAIC #60054) )

**STIPULATION OF SETTLEMENT**

It is hereby stipulated and agreed by the Division of Insurance Market Regulation (hereinafter the “Division”), and Aetna Life Insurance Company (hereinafter “Aetna”), as follows:

**WHEREAS**, the Division is a unit of the Missouri Department of Commerce and Insurance (hereinafter the “Department”), an agency of the State of Missouri, created and established for administering and enforcing all laws in relation to insurance companies doing business in the State of Missouri;

**WHEREAS**, Aetna has been granted a certificate of authority to transact the business of insurance in the State of Missouri;

**WHEREAS**, the Division conducted a market conduct investigation of Aetna, investigation no. 410163; and

**WHEREAS**, based on the market conduct investigation of Aetna, the Division alleges that:

1. Aetna did not notify providers of the approval of the providers’ credentialing applications, in violation of § 376.1578.3, RSMo.<sup>1</sup>

2. Aetna did not provide access to a provider web portal that allows the practitioner to receive notice of the status of an electronically submitted application, in violation of § 376.1578.1.

**WHEREAS**, the Division and Aetna have agreed to resolve the issues raised in the market conduct investigation as follows:

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<sup>1</sup> All statutory references, unless otherwise noted, are to the 2016 Revised Statutes of Missouri.

A. **Scope of Agreement.** This Stipulation of Settlement (hereinafter “Stipulation”) embodies the entire agreement and understanding of the signatories with respect to the subject matter contained herein. The signatories hereby declare and represent that no promise, inducement or agreement not herein expressed has been made, and acknowledge that the terms and conditions of this agreement are contractual and not a mere recital.

B. **Remedial Action.** Aetna agrees to take remedial action bringing it into compliance with the statutes and regulations of Missouri and agrees to maintain those remedial actions at all times. Such remedial actions shall include the following:

1. Aetna agrees to comply with the provisions of § 376.1578, including, but not limited to, timely notifying practitioners of the decision to approve or deny the practitioners’ credentialing application.

2. Aetna agrees to develop a provider web portal that allows practitioners who electronically submitted their credentialing application to receive notice of the status of the application.

C. **Compliance.** Aetna agrees to file documentation pursuant to § 374.190 with the Division, in a format acceptable to the Division, within 90 days of the entry of an Order approving this Stipulation, of any remedial action taken to implement compliance with the terms of this Stipulation.

D. **Non-Admission.** Nothing in this Stipulation shall be construed as an admission by Aetna, this Stipulation being part of a compromise settlement to resolve disputed factual and legal allegations arising out of the above referenced market conduct investigation.

E. **Waivers.** Aetna, after being advised by legal counsel, does hereby voluntarily and knowingly waive any and all rights to procedural requirements, including notice and an opportunity for a hearing, and review or appeal by any trial or appellate court, which may have

otherwise applied to the market conduct investigation no. 410163.

F. **Amendments.** No amendments to this Stipulation shall be effective unless made in writing and agreed to by authorized representatives of the Division and Aetna.

G. **Governing Law.** This Stipulation shall be governed and construed in accordance with the laws of the State of Missouri.

H. **Authority.** The signatories below represent, acknowledge and warrant that they are authorized to sign this Stipulation, on behalf of the Division and Aetna, respectively.

I. **Counterparts.** This Stipulation may be executed in multiple counterparts, each of which shall be deemed an original and all of which taken together shall constitute a single document. Execution by facsimile or by electronically transmitted signature shall be fully and legally effective and binding.

J. **Effect of Stipulation.** This Stipulation shall not become effective until entry of an Order by the Director of the Department (hereinafter "Director") approving this Stipulation.

K. **Request for an Order.** The signatories below request that the Director issue an Order approving this Stipulation and ordering the relief agreed to in the Stipulation, and consent to the issuance of such Order.

DATED: May 17, 2024

  
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Teresa Kroll  
Chief Market Conduct Examiner  
Division of Insurance Market Regulation

DATED: May 6, 2024

  
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Name: Edward C. Lee  
Title: Vice President and Secretary  
Aetna Life Insurance Company