



GOVERNMENT OF PUERTO RICO
OFFICE OF THE COMMISSIONER OF INSURANCE

February 7, 2012

RULING LETTER NO.: 2012-140-AV

TO ALL DISABILITY INSURERS AND HEALTH SERVICES ORGANIZATIONS
WHICH WRITE HEALTH BENEFITS PLANS AND MEDICARE SUPPLEMENT
PLANS IN PUERTO RICO

**MANDATORY USE OF SERFF FOR RATES SUBMISSIONS RELATING TO
HEALTH BENEFITS PLANS AND MEDICARE SUPPLEMENT PLANS**

Ladies and Gentlemen:

Pursuant to Section 2.03(2) of the Insurance Code of Puerto Rico, 26 P.R.L.A., sec. 203(2), the Commissioner shall oversee for the enforcement of the public policy to be aimed at achieving the highest criteria of excellence and efficiency, properly protecting the public interest, tending to the needs of the times and the changes occurring in the insurance industry and in its regulations. The Office of the Commissioner of Insurance of Puerto Rico is committed to enhancing speed to market for the rates relating to the health benefits plans and Medicare supplement plans, and the best way to achieve this goal is through the System for Electronic Rate and Form Filing ("SERFF").

Effective June 1, 2012, the Office of the Commissioner of Insurance of Puerto Rico will no longer be accepting rates paper filings pertaining to health benefits plans and Medicare supplement plans. All of such filings must be submitted through SERFF. Any paper filing received on or after June 1, 2012 will be rejected and returned without review.

SERFF is an internet application designed to provide an efficient process for the rates and forms filings, which permits to create and submit a filing in a centralized database located at the National Association of Insurance Commissioner ("NAIC"). Subsequently, the files are directed to the appropriate jurisdiction (Puerto Rico) for the corresponding evaluation. Some of the benefits of SERFF are the availability of electronic aid that guide step by step in the process to create a file, reduction in the costs



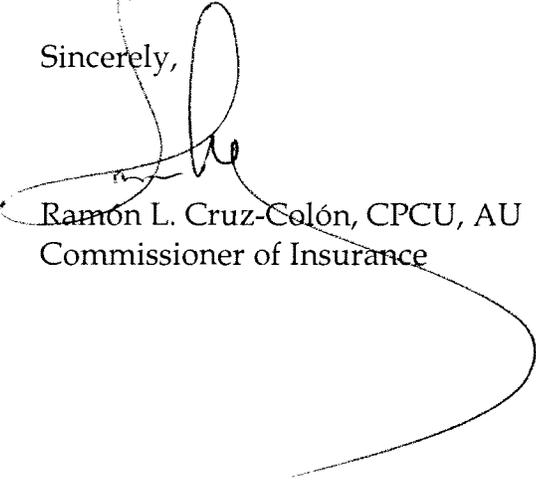
of photocopies, postage expenses and long distance telephone calls, minimal storage cost and paperless, among others.

The disability insurers and health services organizations which write health benefit plans and Medicare supplement plans may sign up for SERFF, contacting to the SERFF Marketing Team at (816) 783-8787 or via e-mail at serffmktg@naic.org. More information about SERFF may be found on the SERFF website at www.serff.com.

Although the mandatory deadline is June 1, 2012, we strongly encouraged to immediately begin making arrangements to use SERFF and to take formal training in order to fully utilize the SERFF system. Contact information regarding training can be found on the SERFF website. We would also encourage companies that use authorized filers to make filings on their behalf, to immediately notify those entities so that they can make arrangements to be SERFF compliant prior to the deadline.

Strict compliance with the dispositions of this ruling letter is hereby required.

Sincerely,



Ramón L. Cruz-Colón, CPCU, AU
Commissioner of Insurance