

# DRAFT - MCAS Ratios

---

## Other Health

Ratio 1. **The number of claims denied, rejected or returned to the total number of claims ~~paid, denied, rejected or returned closed~~**

$$\left( \frac{[\# \text{ of claim denied, rejected or returned } (68)]}{[\# \text{ of claims pending at beginning of period } (66) + \# \text{ of claims received } (67)] - \# \text{ of claims pending at end of period } (74)} \right)$$

Ratio 2. **Pre-existing Condition Denials to Total Denials**

$$\left( \frac{[\# \text{ of claim denied, rejected or returned as subject to pre – existing condition exclusion } (70)]}{[\# \text{ of claims denied, rejected or returned } (68)]} \right)$$

Ratio 2a. **Inadequate Documentation Denials to Total Denials**

$$\left( \frac{[\# \text{ of claim denied, rejected or returned due to failure to provide adequate documentation } (71)]}{[\# \text{ of claims denied, rejected or returned } (68)]} \right)$$

~~Ratio 3. **Median Number of Days from Receipt of Claims to Decision for Approved Claims**~~

~~(Median Number of Days from Receipt of Claims to Decision for Approved Claims (77))~~

~~Ratio 4. **Median Number of Days from Receipt of Claims to Decision for Denied Claims**~~

~~(Median Number of Days from Receipt of Claims to Decision for Denied Claims (75))~~

Ratio 5. **Cancellations During Free Look Period**

$$\left( \frac{[\# \text{ of policies/certificates cancelled during free look period } (55)]}{[\text{total } \# \text{ of policies issued during the period } (50)]} \right)$$

## DRAFT - MCAS Ratios

---

Ratio 6. **Loss Ratio**

$$\left( \frac{[\text{Total Dollar Amount of Paid Claims During the Period (80)}]}{[\text{Direct Written Premium (45)}]} \right)$$

Ratio 7. **Number of Complaints received per 1,000 Policies/Certificates In Force During the Period**

$$\left( \frac{[\text{\# of complaints received by company (83) + complaints received through DOI (84)}]}{[(\text{policies/certificates in force at beginning (47) + policies/certificates issued (50) })/1,000]} \right)$$

Ratio 8. **Percentage of Lawsuits Closed with Consideration for the Consumer**

$$\left( \frac{[\text{\# of lawsuits closed with consideration for the consumer (89)}]}{[\text{\# of lawsuits closed during the period (88)}]} \right)$$

Ratio 9. **Lawsuits opened per 1,000 Policies/Certificates In Force During the Period**

$$\left( \frac{[\text{\# of lawsuits opened during the period (87)}]}{[(\text{policies/certificates in force at beginning (47) + policies/certificates issued (50) })/1,000]} \right)$$

Ratio 10. **Average Commission**

$$\left( \frac{[\text{Commissions Paid during the Reporting Period (101) - Unearned Commissions Returned to Company on Policies Sold During the Period (102)}]}{[(\text{\# of new policies/certificates issued during the period (50) }]} \right)$$