

Aetna Life Insurance Company (Aetna)
RFP # 270-20220830TPAS
Third Party Administrative Services
September 30, 2022

Request for Clarification #3

1. **Minimum Requirement #4:** In response to Clarification #2, Aetna submitted a SOC1 assertion for the ACAS business application/line of business (LOB) system. The SOC1 assertion is an assessment of internal control over financial reporting and does not address the sufficiency of Aetna’s security standards, tools, technologies, and procedures in providing TPA Services. Also, Aetna named 20 systems that it uses to collect, sort, transmit, or exchange the Plan’s data in its response to Clarification #2.

The Plan requests Aetna to (1) clarify whether the SOC 2 provided for the MWDC covers the 20 business applications listed in response to Clarification #2, and (2) clarify whether the ACAS is the only system used to provide the Plan’s TPA services, and (3) provide a Third Party security assertion for all other business applications or LOB systems used to provide the Plan’s TPA services. If materials responsive to (3) above are unavailable, the Plan requests Aetna to (4) explain what compensating controls are in place such as Cyber Security Liability Insurance or Internal Audit Reports and provide copies of these documents.

Answer:

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



Offeror: Aetna Life Insurance Company

Authorized Signature:

Name and Titled (Typed): Tami Polsonetti, Assistant Vice President

Date: 9/30/22