



Pratt Institute  
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Office of the President

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July 21, 2010

Mr. Ronald A. Williams  
Chairman and CEO  
Aetna  
151 Farmington Avenue  
Hartford, CT 06156

Dear Mr. Williams:

Pratt Institute is an art and design college located in Brooklyn, NY serving over 4,700 undergraduate and graduate students and employing nearly 1,500 individuals in various capacities. Aetna has been the primary medical carrier for Pratt employees for over 13 years.

The recent removal of Continuum Health Partners from the Aetna network has caused a furor among our employees as a large number of them live within the five boroughs, especially Brooklyn, and thus utilize Continuum providers to a great extent. As I'm sure you can appreciate and understand as a healthcare executive, the relationship between physician and patient is far more than a business transaction. Over time employees and their families develop strong and trusting relationships with their medical providers and are understandably distressed when confronted with the prospect of having to find a new doctor or hospital or paying substantially more to continue visiting the same providers. This presents something of a bind for employees, particularly in lean economic times when healthcare costs continue to rise.

It is understood that this is not solely Aetna's responsibility and that myriad factors have contributed to the failure to reach an agreement on reimbursement rates with Continuum. However as a longstanding and loyal customer of Aetna, we urge you to make every effort to reach an agreement that would restore Continuum to the Aetna network. It is encouraging to hear that talks are continuing and we remain hopeful that a resolution can be reached very soon.

Absent such a resolution, Pratt will have to seriously consider alternative carriers that include Continuum when we renew our coverage for 2011 in order to provide optimal coverage for our employees.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Thomas F. Schutte".

Thomas F. Schutte  
President