

**North Carolina Department of Insurance - Life & Health Division**  
**Health Insurance Rate Change Requests for 2024 for Individual Policies (APPROVED)**

[NCDOI Public Viewing Portal Link](#)

The North Carolina Department of Insurance (NCDOI) performs reviews on rates filed by insurance companies, Hospital/Medical Service Corporations, and health maintenance organizations (HMOs) for individual and small group policyholders. Below is a listing of insurers who submitted annual rate filings in the INDIVIDUAL market effective January 1, 2024. NCDOI has completed its review and the approved rate changes are shown below.

1. Insurer Name	2. Participating in the Federally Facilitated Marketplace in 2023? (Yes/No)	3. Approved Average Rate Change (Annualized)	4. Is Insurer Required to Provide a Consumer-Friendly Summary? (Yes/No)	5. SERFF Filing Tracking Number
Aetna Health, Inc.	Yes	2.44%	No	AETN-133662195
Ambetter of North Carolina, Inc.	Yes	0.96%	No	CECO-133659962
AmeriHealth Caritas North Carolina, Inc.	Yes	0.00%	No	AHCR-133629069
Blue Cross & Blue Shield of North Carolina	Yes	-4.04%	No	BCNC-133672026
CareSource North Carolina Co.	Yes	-3.39%	No	CASO-133653620
Celtic Insurance Company	Yes	6.20%	No	CELT-133659113
CIGNA HealthCare of North Carolina, Inc.	Yes	7.23%	No	CCGH-133661048
Oscar Health Plan of North Carolina, Inc.	Yes	5.5%	No	OHIN-133664869
UnitedHealthcare of North Carolina, Inc.	Yes	-8.16%	No	UHLC-133658615

To obtain a copy of the public parts of the rate change requests above, please send an email to [L&Hinbox@ncdoi.gov](mailto:L&Hinbox@ncdoi.gov). Include the name of the insurer, the market (individual or small group) and the filing tracking number. The Life & Health Division will return via email a copy of the information in the rate filing which is publicly accessible. As insurers are permitted under NC law to mark information in their rate change requests as trade secret, information available to the public may be limited in some cases.

**Notes:**

Open enrollment for the 2024 Plan Year will be from November 1, 2023 through January 15, 2024. Individuals wishing to purchase individual health insurance coverage or to change their current health insurance coverage must enroll or make those changes during open enrollment.

By statute, rates must not be excessive, inadequate, or unfairly discriminatory, and must bear a reasonable relationship to the benefits provided.

Approved changes in rates for insurers who were in the individual market in 2023 on average range from -8.16 to 7.23%.

Since an insurer may not refuse to issue coverage based upon an individual's health status, individuals who purchase their own health insurance coverage may wish to compare insurance plans within and across a number of insurers to identify the plan that best suits their health care needs, including premiums, benefits, and provider networks. North Carolina's licensed agents/brokers are available to assist individuals in identifying the plan that best suits their needs.

Health insurance rates are impacted by increases in health care claim costs (for hospitals, doctors, and prescription drugs, etc.), medical inflation, changes in insurers network arrangements, and increases in utilization of health care services or more expensive care.

Insurers whose filings contained any product with any plan with an approved rate change of 15% or more are required by federal law to provide a consumer-friendly explanation of the rate change. Such information may be obtained at the federal Rate Review area of [Healthcare.gov](https://www.healthcare.gov) (link found on page 2) as well as on each rate filing which can be accessed from NCDOI's public viewing portal (linked above and on page 2).

Consumers needing one-to-one, enrollment assistance for individual coverage may visit the Get Covered America website (link on page 2) to set up an appointment to discuss their health insurance options.

Consumers may submit comments relating to their health insurance premiums at the Department's website (link on page 2).

See page 2 for explanation of columns and web links of interest.

## North Carolina Department of Insurance - Life & Health Division Explanation of Data & Weblinks

Column 1 - Name of insurance company

Column 2 - Indicates if the insurer is participating on the Federally Facilitated Marketplace (FFM) or FF-SHOP in 2024

Column 3 - Contains the average rate change approved by NCDOI.

Column 4 - Insurers whose filings contained any product with any plan with an approved rate change of 15% or more are required by federal law to provide a consumer-friendly explanation of the rate change. Such information may be obtained from the federal Rate Review area on Healthcare.gov (also linked below) or by request via email to [L&Hinbox@ncdoi.gov](mailto:L&Hinbox@ncdoi.gov) .

Column 5 - The tracking number which identifies the rate change request in NCDOI systems.

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### Weblinks of Interest

Provide Public Comment on Comprehensive Health Insurance Rate Filings [Rate Information for North Carolina Consumers | NC DOI](#)

(Select "Provide Public Comments on Comprehensive Health Insurance Rate Filings" from menu)

Healthcare.gov Rate Review <https://ratereview.healthcare.gov/>