

SNR Denton US LLP
601 South Figueroa Street
Suite 2500
Los Angeles, CA 90017-5704 USA

Felix Woo
Partner
felix.woo@snrdenton.com
D +1 213 892 5083
T +1 213 623 9300
F +1 213 623 9924
snrdenton.com

September 19, 2012

Hon. Ruth S. Astle
Office of Administrative Hearings
1515 Clay Street, Suite 206
Oakland, CA 94612

Re: PacifiCare - OAH No. 2009061395, Case No. UPA 2007-00004

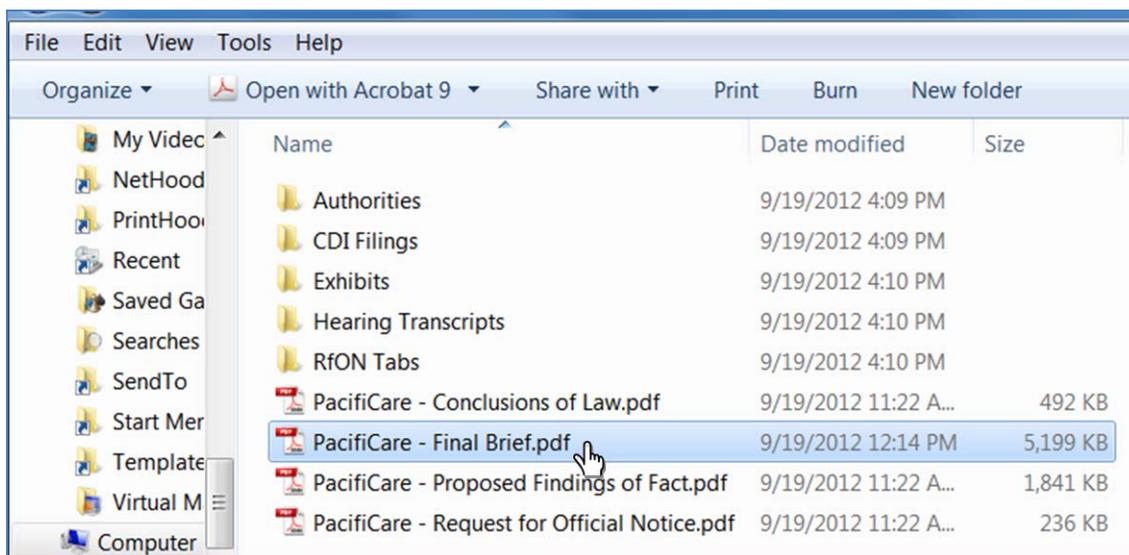
Dear Judge Astle:

For Your Honor and her law clerks' convenience, enclosed are three (3) copies of flash drives and two (2) DVDs containing the electronic, "linked" versions of PacifiCare's Brief on the Merits, Proposed Findings of Fact, and Proposed Conclusions of Law. We are providing the materials on separate forms of media so Your Honor and any other readers can have separate copies and also use whichever form of media is most appropriate for that reader's computer system.

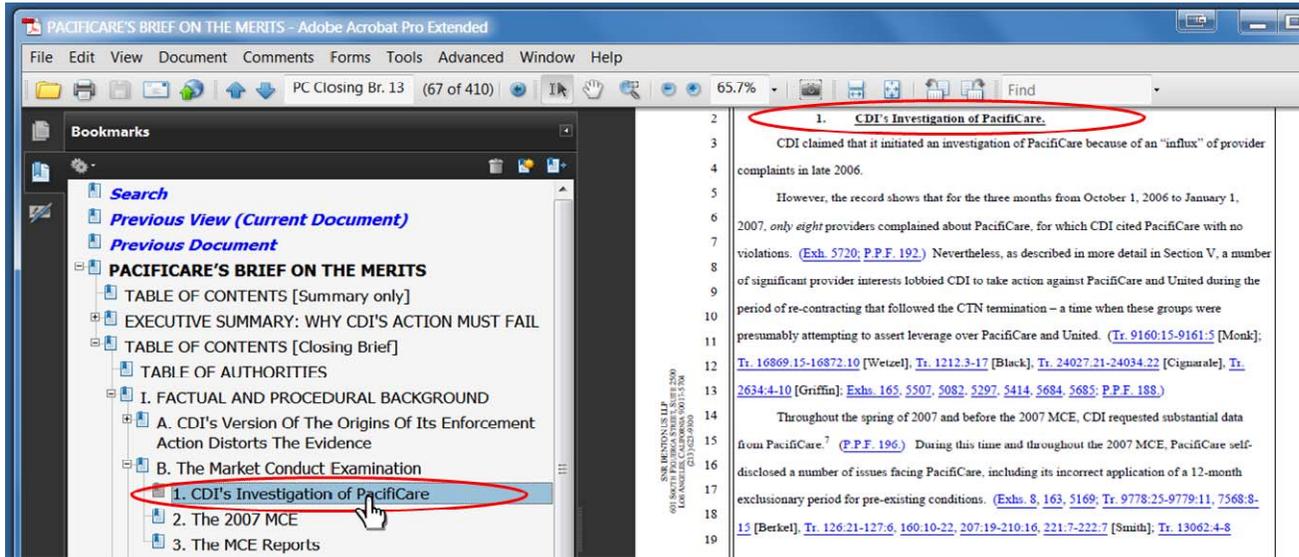
1. Using the Electronically Linked Materials

When the flash drive or DVD is inserted into the computer, click on the drive associated with that media reader (usually D: for DVDs, and E: for flash drives).

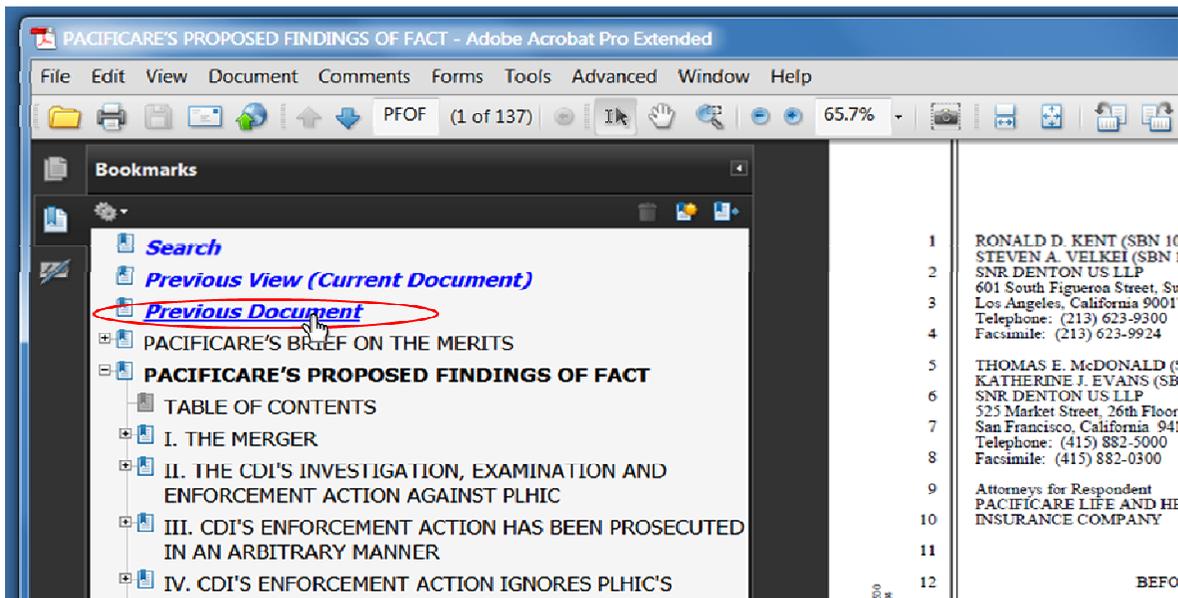
Doing so will bring up a screen showing the top level folder containing the PDF files for PacifiCare's submissions and the folders containing the supporting materials, which looks like this:



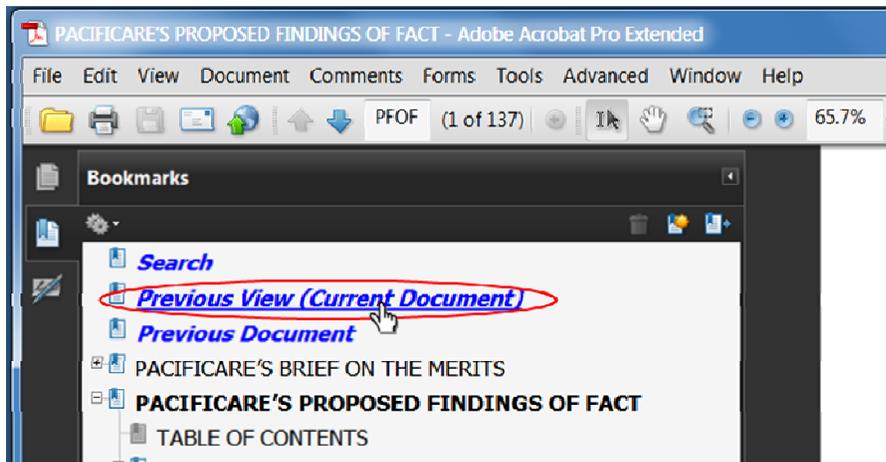
Clicking on any of the PDFs will bring the reader to the first page of that submission. For example, clicking on “PacifiCare - Final Brief” on the prior screen will bring the reader to the first page of that submission. This action will also open up on the left hand side of the screen a set of Bookmarks as shown below in the next screen shot. The bookmarks allow the reader to move around within the submission using the navigable table of contents within that document, as shown below:



In the body of each of the submissions, clicking any blue colored citation navigates the reader to the cited document. Links to the record transcript and case citations navigate directly to the first page and line. Links to exhibits, statutes and other material will navigate to either the document's first page or a specifically cited page. The reader can always return to the page of the submission they were reviewing prior to clicking on a blue colored citation link by clicking the large blue “Previous Document” bookmark that is always located at the top of the bookmarks, as shown below:



If a reader is reading one page of the Brief and navigates to another section of the Brief, and wants to return to the prior section, the reader can click on the large blue "**Previous View - Current Document**" bookmark that is located in the bookmarks, as shown in the screen shot below. Also as shown in the screen shot below, when any of PDFs for PacifiCare's submissions has been opened, the bookmark pane allows the reader to access the other submissions (in the example below, PacifiCare's Brief on the Merits and Proposed Findings of Fact are shown in the bookmarks) without having to exit the Acrobat screen simply by clicking on the bookmarks for the other submissions.



Additional helpful tips for the readers are:

- Clicking the large blue "**Search**" bookmark opens a search box permitting readers to search the text of one or more documents, including exhibits and transcripts. Search terms can include exact phrases or a list of optional search terms.
- Where possible, the PDF documents include text that can be selected, copied and pasted for use in other documents.

2. Corrections to Inadvertently Mistyped Citations

In the course of preparing the electronic versions of these submissions, we discovered that some of the citations in PacifiCare's Brief and Proposed Findings of Fact were incorrectly typed into the documents. We have corrected these in the linked materials by placing a small, yellow box next to the exhibit cited showing the correct exhibit number or Bates number. The specific corrections are described in a concurrently submitted Notice of Errata.

Sincerely,

Felix Woo

cc: CDI; counsel
FW/jam
Enclosures