From: Smith, Nicoleta
Sent: Wednesday, April 11, 2007 12:57 PM
To: Brunelle, Steven; Masters,Robert; Love, Barbara
Subject: FW: Final Pre-Ex/COCC Report
FYI. Steve, please include this in your part of the LSR as per our discussion yesterday.

-----Original Message-----
From: Smith, Nicoleta
Sent: Friday, April 06, 2007 10:18 AM
To: 'Henggeler, Laura D'
Subject: RE: Final Pre-Ex/COCC Report

Hi, Laura.

As per our discussion, we request that PacifiCare Life and Health Insurance Company send notification to every consumer/provider who received additional payment due to the COCC pre-ex rework. The language that needs to be included is:

> The California Department of Insurance has requested that PacifiCare Life and Health Insurance Company complete a self audit which has resulted in the reversal of unpaid claims with interest.
> You were one of the recipients of such a payment which was sent to you within the past two months. If you feel your claim is still paid incorrectly please contact PacifiCare Life and Health Insurance Company in writing at (get company address where these claims should go) providing supporting documentation or call 1-866-316-9776.
>
> In the event the dispute is still not resolved to your satisfaction you may contact the:
>
> California Department of Insurance
> Consumer Services Division
> 300 South Spring Street
> Los Angeles, CA 90013
> Toll Free Number (800) 927-4357
> Phone Number (213) 897-8921
> TDD (800) 482-4833
> Web site www.insurance.ca.gov

If you have any questions regarding this notification, please let me know.

Thank you.

Nicoleta Smith

> -----Original Message-----
> **From:** Henggeler, Laura D [mailto:Laura.Henggeler@phs.com]
> **Sent:** Tuesday, April 03, 2007 5:35 PM
> **To:** Smith, Nicoleta
> **Subject:** Final Pre-Ex/COCC Report
>
> Hi Nicoleta:
>
> I have attached the final version of the COCC pre-ex report. The first sheet includes a Table of Contents that I think will be helpful to you in navigating the report. Please let me know if you have questions or would like additional information.
>
> I look forward to meeting with you in person on Friday. I can come to your office anytime for our meeting , please let me know what time works best for you.

Thanks Nicoleta,

Laura

From: Henggeler, Laura D
Sent: Tuesday, April 03, 2007 10:59 AM
To: 'Smith, Nicoleta'
Subject: RE: Re-worked pre-ex claims

Hi Nicoleta:

I know I have several outstanding to get to you and will have a status update for you later this afternoon. But in the meantime, I wanted to let you know that I would be happy to meet with you in your office anytime this Friday. Please let me know what time is best for you and I will be sure to be there.

Again, I will provide you with some updates this afternoon, but wanted to make sure we had some time set up for Friday before you scheduled becomes booked.

Laura

From: Smith, Nicoleta [mailto:SmithN@insurance.ca.gov]
Sent: Thursday, March 29, 2007 3:57 PM
To: Henggeler, Laura D
Cc: Diaz, Jean
Subject: RE: Re-worked pre-ex claims

Hi, Laura.

Thank you for this e-mail and your voice mail. I would like the pre-ex claims re-work as soon as possible.

Please have Jean Diaz send the SleepQuest response to my attention tomorrow morning as discussed. Is it possible to have it by 9 am so I can review it from home and forward it on? I would really appreciate that.

I am still working on Dr. Griffin's info to you. It will have to wait until Monday.

We have example of PLAC that we can show you next week. I also have IMR info for you, which brings me to the next point. We need to set up a day/time for our meeting next week. I would prefer next Friday. Please let me know. Thank you.

Nicoleta

> -----Original Message-----
> **From:** Henggeler, Laura D [mailto:Laura.Henggeler@phs.com]
> **Sent:** Thursday, March 29, 2007 8:38 AM
> **To:** Smith, Nicoleta
> **Subject:** RE: Re-worked pre-ex claims
>
> Good Morning Nicoleta:
>
> I am finishing up the report for pre-ex claims re-work. IT has run the report, but I have a few questions on the report before I send it to you. I am working on this now and will make sure you

get the report ASAP.

Also, Jean Diaz and I are working on a written update/response for you on SleepQuest. For this week's SleepQuest update, we will send you a written response as we discussed earlier this week. For Dr. Michael Griffin, we are still waiting to hear about what his particular concerns are (as our records indicate that there are no outstanding issues for this provider).

I hope you had a nice few days off. **I am actually out of the office tomorrow, but will make sure that you have (#1) this pre-ex report and (#2) the SleepQuest written update. Does this work for you?**

I am also working directly with the A&G Director (Katrina Pelto) for a response to Steve on the case that he contacted me on yesterday; and of course, there are a list of items to give you updates on next week.

Thank you!
Laura

From: Smith, Nicoleta [mailto:SmithN@insurance.ca.gov]
Sent: Monday, March 26, 2007 8:45 AM
To: Henggeler, Laura D
Subject: Re-worked pre-ex claims

Hi, Laura.

Before anything goes out on the re-worked pre-ex claims I would like to have the Department review your company's proposed mailer along with possibly adding some language that the Department requests you to send out. Perhaps we can discuss this either today or Thurs. I would like to get some input from my deputy commissioner first so I'll call you as soon as I have word.

Hope your weekend was great.

Thanks.

Nicoleta

> -----Original Message-----
> **From:** Henggeler, Laura D [mailto:Laura.Henggeler@phs.com]
> **Sent:** Friday, March 23, 2007 2:54 PM
> **To:** Smith, Nicoleta
> **Subject:** RE: Meeting Today
>
> Hi Nicoleta:
>
> I met with our IT Department today regarding the updated report for claims reworked (with interest amounts calculated) for pre-ex conditions. I have been informed that this report will be ready by Wednesday, March 28th. I will make sure to send it to you as soon as I receive it from IT.
>
> Also, we did not send out any additional communication with the EOBs on the claims that

were re-worked for the pre-ex condition payments. The customer service telephone number (1-866-316-9776) for both members and providers is listed on the EOBs/EOPs. This is the phone number that members and/or providers would call with questions. However, to answer your specific question, there was no additional communications sent with these EOBs. I will work with our claims department on the possibility of sending out additional communications and will report the progress of this to you at our next meeting (or sooner, if possible).

Thank you Nicoleta. It was nice speaking with you earlier today. Have a nice weekend and enjoy your days off with your children next week!

Laura

From: Henggeler, Laura D
Sent: Friday, March 23, 2007 8:49 AM
To: 'Smith, Nicoleta'
Subject: Meeting Today

Good Morning Nicoleta:

Hope your morning is going well. It is beautiful here in Cypress, looks like it will be a nice weekend.

For today's meeting, I would like to provide you with status updates on the following--

1. Template EOBS language changes (CDI address/phone/website; "underwritten by"). See attachment for language changes which are in progress and will be included on EOBs as of 4/8/07;
2. Discussion on my findings and information on Customer Service/Provider phone number (866-316-9776) issues. See attachment for general phone options which we can be used as a base for our discussion;
3. Updated CAP specific to COCCS issues (as we discussed briefly on the phone, CAP is being expanded at this time to include the new inquiries/requests from your 3/20 e-mail); and,
4. Also attached are the letters sent to brokers and employers notifying them of pre-existing language timeframe change to no longer than 6 months.

We will have a great deal more materials to review when we meet the week of April 2nd, but I thought that the above information would be relevant for today's discussion. I hope you agree.

I look forward to meeting with you.

Laura

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