Masters,Robert

From: Girion, Woody
Sent: Friday, April 06, 2007 2:28 PM
To: Stolls, David
Cc: Cignarale, Anthony; Smith, Nicoleta; Masters,Robert
Subject: RE: CSB 6233273 Sleep Quest vs PacifiCare

Thanks to all of you. Good work. -Woody

-----Original Message-----
From: Stolls, David
Sent: Friday, April 06, 2007 2:12 PM
To: Girion, Woody
Cc: Cignarale, Anthony; Smith, Nicoleta; Masters,Robert
Subject: CSB 6233273 Sleep Quest vs PacifiCare

Please see message following for weekly status of Sleep Quest complaint - CSB 6233273
Handling officer Bob Masters will be out of the office until next Wednesday, 4/11/07.

This is the weekly status on the PacifiCare complaint the Commissioner has a personal interest in.

As I type this Laura from PacifiCare is meeting with Nicoleta Smith and Barbara Love on a variety of claims related matters including Sleep Quest.

The first settlement check has been issued in the amount of $5,274.02. The second check, covering the 52 readjusted claims, in the amount of approximately $7,709 (plus interest), is in the process of being issued.

Please refer to the electronic file in Oracle or advise if further details are needed.

Thanks to Bob and Nicoleta for their efforts.

Everyone have a terrific Easter weekend.

Dave

Dave Stolls, CPCU
Chief, Claims Services Bureau
(213) 346-6571
stollsd@insurance.ca.gov

-----Original Message-----
From: Smith, Nicoleta
Sent: Friday, April 06, 2007 10:07 AM
To: Stolls, David
Cc: Masters,Robert; Cignarale, Anthony
Subject: FW: Request for updates and additional information

Hi, Dave.

Here is the weekly update on Sleep Quest for Woody and the Commissioner. Thanks.

Nicoleta

-----Original Message-----
From: Henggeler, Laura D [mailto:Laura.Henggeler@phs.com]
Sent: Friday, April 06, 2007 9:42 AM
To: Smith, Nicoleta
Subject: RE: Request for updates and additional information

Hi Nicoleta:

I wanted to get you an update on Sleep Quest before our meeting today. As you know, a settlement payment was reached with SleepQuest. For claims that were received outside of the settlement dates, we did a re-work project. Here is an update on the status of the project:

> **Status of Claim Project**: The claim project was completed on 4/2/07. There were 52 claims adjusted. There was an additional $7,709.80 paid, $82.69 additional in interest that was paid and $105.60 that was overpaid. This information will be sent to the provider this week.
>
> **Status of Sleep Quest Contract**: UHC proposal has been reviewed by provider and we are waiting for their counter.

See you at 1:00.

Laura Henggeler

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