Alleged Violations related to PacifiCare's Merger?

PacifiCare®
Life and Health Insurance Company

Alleged Violation Category	Yes	No
Provider Acknowledgements letters sent and letters retained?		X
Member Explanation of Benefits and Independent Medical Review language?		X
Provider Explanation of Payments missing CDI information?		X
Interest Payments?		X
6 vs. 12 month Pre-Ex period?		X

Alleged Violations related to PacifiCare's Merger?

PacifiCare®
Life and Health Insurance Company

Alleged Violation Category	Yes	No
Timely Claims Payments?	X	X
COCC Routing and Updating?	X	X
Claims Overpayment Recoveries?	X	X
Member Acknowledgements letters sent?	X	