



August 7, 2013

Via Web Portal Filing

DMHC Filing Clerk
Department of Managed Health Care
980 Ninth Street
Sacramento, California 95814-2725

Re: The Local Initiative Health Authority for Los Angeles County d.b.a. L.A. Care Health Plan's ("L.A. Care") Response to Final Report of the Routine Medical Survey

Dear HCSP Filing Clerk:

On behalf of L.A. Care, please find enclosed for filing L.A. Care's Amendment to its original Knox-Keene License ("Amendment") as a full service health care service plan under the Knox-Keene Act in compliance with the Regulations.

L.A. Care wishes to append a brief statement to the Final Report as permitted by Section 1380(h)(5) of the Health and Safety Code.

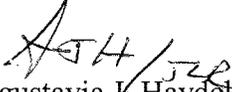
L.A. Care is permitted as part of the Routine Medical Survey Audit process to attach this statement in response to the Department of Managed Health Care's ("DMHC") Final Report of the Routine Medical Survey Audit for 2012 of L.A. Care. L.A. Care initiated and implemented a corrective action plan for each of the three deficiencies found in the Department of Managed Health Care's Routine Medical Survey for 2012, promptly after receiving the Preliminary Report of Routine Medical Survey Audit of L.A. Care from DMHC.

While DMHC has described the status of the corrective action plans for each deficiency as "Not Corrected," DMHC did not identify any substantive shortcomings in the corrective action plans proposed by L.A. Care. More specifically, DMHC stated only that insufficient time has passed for DMHC to assess whether deficiencies have been fully corrected and that the corrective action plans have been completed.

L.A. Care will internally audit the deficiency areas to ensure that corrective actions have been implemented and are effective. Further, L.A. Care will continuously monitor the appropriate areas for ongoing compliance. L.A. Care is fully committed to correcting the deficiencies found in the DMHC's Routine Medical Survey and ensuring that they not recur. As a public agency, L.A. Care is required to conduct its business as a health plan in a public, transparent and accountable manner.

We appreciate the Department's professional courtesy and cooperation regarding this matter. Please contact either Steven Goby at (213) 694-1250, extension 4293 (e-mail, sgoby@lacare.org) or me at extension 4226 (e-mail, ahaydel@lacare.org), should you have any questions regarding the foregoing, or if we may be of further assistance.

Very truly yours,


Augustavia J. Haydel
General Counsel

AJH/SK/ng
Enclosures

cc: Howard A. Kahn, Chief Executive Officer