



STATE OF CALIFORNIA  
Arnold Schwarzenegger, Governor  
Business, Transportation and Housing Agency

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Department of Managed Health Care  
Office of Enforcement  
980 Ninth Street, Suite 500  
Sacramento, CA 95814  
916-323-0435 phone  
916-323-0438 fax

March 3, 2004

**DELIVERED VIA FACSIMILE TO (510) 267-2128 & U.S. MAIL**

Marlene S. Ma, Counsel  
Kaiser Foundation Health Plan, Inc.  
One Kaiser Plaza, Suite 21L  
Oakland, CA 94612

**RE: Kaiser Foundation Health Plan, Inc.  
Violation of California Code of Regulation title 28, section 1300.68,  
subdivision (g)(4)  
Grievance Case No. 129091  
(Enforcement Matter Number 03-423)**

Dear Ms. Ma:

**LETTER OF AGREEMENT**

The Office of Enforcement of the Department of Managed Health Care (the "Department") completed its investigation of Kaiser Foundation Health Plan's violation of California Code of Regulation, title 28, section 1300.68, subdivision (g)(4), in the above enforcement matter. Specifically, Kaiser Foundation Health Plan failed to provide a copy of the cover page and all relevant pages of the enrollee's Evidence of Coverage (EOC), with the specific applicable sections underlined. Kaiser Foundation Health Plan has acknowledged its failure to provide the required information in its initial response.

Marlene Ma  
March 3, 2004  
Page 2

The Department has determined that an administrative penalty of \$2,500.00 is warranted in this matter. Kaiser Foundation Health Plan has agreed to pay the penalty.

Sincerely,

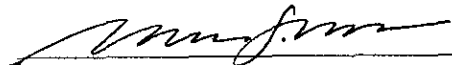


G. Lewis Chartrand  
General Counsel  
Office of Enforcement

SCS/cna

**Assessed Penalty Accepted by Kaiser Foundation Health Plan, Inc.**

DATE: 3.17.2004



Marlene S. Ma, Counsel  
Kaiser Foundation Health Plan, Inc.