

Arnold Schwarzenegger, Governor  
State of California  
Business, Transportation and Housing Agency

---

**Department of Managed Health Care**  
980 Ninth Street, Suite 500  
Sacramento, CA 95814-2725  
(916) 323-0435 -Phone  
(916) 323-0438 -Fax  
enforcement@dmhc.ca.gov

July 7, 2005

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

RE: Kaiser Foundation Health Plan, Inc.  
Grievance Case No. 234953  
Enforcement Matter No. 05-188

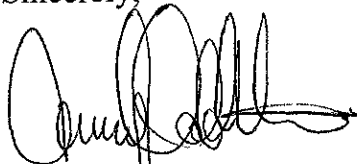
### **LETTER OF AGREEMENT**

The Office of Enforcement of the Department of Managed Health Care (the "Department") completed its investigation of Kaiser Foundation Health Plan's (the "Plan" or "Kaiser") violation of Health and Safety Code section 1368.01, subdivision (a), and California Code of Regulations, title 28, section 1300.68, subdivision (d)(3), in the above referenced-matter. Specifically, Kaiser failed to resolve this grievance within the statutory time frame of thirty (30) days, and did not notify the complainant of the status of his grievance within that same time. Kaiser has acknowledged its failure to resolve this grievance, and failure to notify the complainant in this case of their decision within the mandatory time periods.

Marlene S. Ma  
July 7, 2005  
Page 2

The Department has determined that an administrative penalty in the amount of \$5,000.00 is warranted in this matter. Kaiser has agreed to pay the penalty. The Department agrees that execution of this Letter of Agreement and payment of the penalty will settle this enforcement matter.

Sincerely,

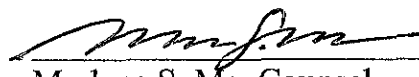


Amy L. Dobberteen  
Assistant Deputy Director  
Office of Enforcement

SCS:kts

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

Date: 7.14.2005



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