



**DEPARTMENT OF INSURANCE, FINANCIAL
INSTITUTIONS AND PROFESSIONAL REGISTRATION**

P.O. Box 690, Jefferson City, Mo. 65102-0690

TO: Office of the President
Anthem Blue Cross Blue Shield
1831 Chestnut St.
St. Louis, MO 63103-2275

RE: Missouri Market Conduct Examination 0612-61-TGT
HMO Missouri, Inc. f/k/a BlueChoice (NAIC #95358)

**AMENDMENT TO THE STIPULATION OF SETTLEMENT
AND VOLUNTARY FORFEITURE DATED OCTOBER 29, 2012**

John M. Huff, Director of the Missouri Department of Insurance, Financial Institutions and Professional Registration (hereafter referred to as "Director") and HMO Missouri, Inc., formerly known as BlueChoice, (hereafter referred to as the "Company"), hereby agree to amend the Stipulation of Settlement and Voluntary Forfeiture dated October 29, 2012, regarding the Company's market conduct examination 0612-61-TGT (hereafter referred to as the "Stipulation") by deleting all of the paragraph numbered 8 on page 4 of the Stipulation and inserting in lieu thereof the following:

8. The Company agrees to develop a process that: (1) requires its network providers to collect copayments from members that do not exceed the 50% limitation set forth in 20 CSR 400-7.100 regardless of the copayment amount shown on the members' identification cards; (2) facilitates providers' ability to calculate and collect correct copayments at the time of service; (3) requires providers to make refunds to members of any copayments erroneously collected in excess of the 50% limitation set forth in 20 CSR 400-7.100 within 30 days of receipt of the Company's remittance advice; and (4) requires a provider audit and corrective action when the

Company receives information that a provider may not be complying with the Company's administrative requirements for compliance with the 50% limitation on copayments set forth in 20 CSR 400-7.100. The Company agrees to submit a written report outlining the details of this process on or before July 1, 2013.

All other provisions of the Stipulation will remain unchanged and continue in full force and effect.

The Company understands and agrees that the Director will issue a separate Order approving and agreeing to this amendment to the Stipulation.

IN WITNESS WHEREOF, the Company does hereby indicate its agreement to this amendment to the Stipulation by the signature of its president on the date noted below.

DATED: 5/30/2013



President
Anthem Blue Cross Blue Shield
HMO Missouri, Inc. f/k/a BlueChoice