

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

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

TO: Office of the President  
Community Health Plan  
137 North Belt Highway  
St. Joseph, MO 64506

RE: Missouri Market Conduct Examination #0405-45-PPE  
Community Health Plan (NAIC #95145)

**STIPULATION OF SETTLEMENT  
AND VOLUNTARY FORFEITURE**

It is hereby stipulated and agreed by W. Dale Finke, Director of the Missouri Department of Insurance, Financial Institutions, and Professional Registration, hereinafter referred to as "Director," and Community Health Plan, hereinafter referred to as "CHP," as follows:

WHEREAS, W. Dale Finke is the Director of the Department of Insurance, Financial Institutions, and Professional Registration, an agency of the State of Missouri, created and established for administering and enforcing all laws in relation to insurance companies doing business CHP has been granted certificate(s) of authority to transact the business of insurance in the State of Missouri; and

WHEREAS, the Department conducted a Market Conduct Examination of CHP and prepared report number 0405-45-PPE; and

WHEREAS, the report of the Market Conduct Examination has revealed that:

1. In some instances, CHP failed to pay interest on claims that were paid after 45 days as required by §376.383.5, RSMo.
2. In some instances, CHP failed to properly investigate and thus improperly denied claims, thereby violating §375.1007(1) and (6), RSMo.

3. In some instances, CHP improperly denied claims for emergency treatment, thereby violating §376.1367(1), RSMo.

4. In some instances, CHP inappropriately allowed its provider to balance bill its patient, thereby violating §354.606.2, RSMo.

WHEREAS, CHP hereby agrees to take remedial action bringing CHP into compliance with the statutes and regulations of the State of Missouri and agrees to maintain those corrective actions at all times, including, but not limited to, the following;

1. CHP agrees to take corrective action to assure that the errors noted in the market conduct examination report do not recur; and

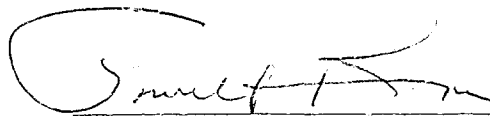
2. CHP agrees to review all claims filed electronically between January 1, 2002, and the date an Order is entered in this matter by the Director, that were paid after 45 days of receipt and send interest payment to the claimants with a letter stating that the interest payments are being paid "as a result of findings from a market conduct examination performed by the Missouri Department of Insurance, Financial Institutions, and Professional Registration." Additionally evidence should be provided to the Department, within 90 days of payment, that such interest payments have been made.

WHEREAS, CHP, after being advised by legal counsel, does hereby voluntarily and knowingly waive any and all rights for procedural requirements, including notice and an opportunity for a hearing, which may have otherwise applied to the above referenced Market Conduct Examination.

WHEREAS, CHP hereby agrees to the imposition of the ORDER of the Director and as a result of Market Conduct Examination #0405-45-PPE further agrees, voluntarily and knowingly to surrender and forfeit the sum of \$6,000.

NOW, THEREFORE, in lieu of the institution by the Director of any action for the SUSPENSION or REVOCATION of the Certificate(s) of Authority of CHP to transact the business of insurance in the State of Missouri or the imposition of other sanctions, CHP does hereby voluntarily and knowingly waive all rights to any hearing, does consent to the ORDER of the Director and does surrender and forfeit the sum of \$6,000, such sum payable to the Missouri State School Fund, in accordance with §374.280, RSMo.

DATED: 12/1/06



President  
Community Health Plan