

## Health Net Settlement Step-by-Step Compliance Dispute Procedure

Listed below are the steps to take to challenge HealthNet's violation of the terms of Section 7 of the Settlement Agreement. Section 7 lists the business practice changes to which Health Net has committed.

1. Any physician who has not opted out of the Settlement may file a compliance dispute with the Compliance Dispute Facilitator (the "Facilitator"), Cameron C. Staples. Compliance disputes must be filed within 90 calendar days of the date the dispute arose or was reasonably discovered.
2. Signatory and Additional Signatory Medical Societies are able to assist physicians from any state on these settlements, and will file on their behalf. For a list of these societies, see [www.hmosettlements.com](http://www.hmosettlements.com). These societies can also file disputes on behalf of all class members who belong to their societies.
3. The compliance dispute form and a description of the business practice changes required by the Settlement Agreement are available on this website ([npmlaw.com](http://npmlaw.com)) as well as at [www.hmosettlements.com](http://www.hmosettlements.com).
4. The form must be completed by the physician or his or her office staff, and must include the **physician's signature**. The physician should describe, using specific facts, the health plan's conduct which he or she believes constitutes a material breach of the health plan's obligation under the Settlement Agreement. The physician should also specify which provision of the Settlement has been breached, and describe how he or she has been harmed by the breach.
5. The physician should attach to the form any supporting documentation, including any correspondence between the physician and the health plan, and any records which the physician believes are relevant for the Facilitator to determine the merits of the complaint.
6. The completed form and attachments should be mailed or faxed to the Compliance Dispute Facilitator at the address below. **No fee is required.**
7. After the Facilitator receives the compliance dispute form, the Facilitator will contact the physician to advise whether the form is properly completed, and whether, in the Facilitator's opinion, the alleged wrongful conduct is a compliance dispute.
8. The Facilitator will prosecute the dispute on the physician's behalf **without charge**, and keep the physician informed as the compliance dispute process takes its course.
9. The address for the Facilitator is:

Cameron C. Staples  
Neubert Pepe & Monteith, PC  
195 Church Street, 13<sup>th</sup> Floor  
New Haven, CT 06510  
Telephone: 203-821-2000  
Fax: 203-821-2008  
Email: [healthnetcomplaint@npmlaw.com](mailto:healthnetcomplaint@npmlaw.com)