

claimant to receive prior authorization before receiving the services. The Insurance Division received a complaint from a consumer and contacted Health Net about the complaint. Health Net has taken corrective and remedial action.

Action

Pursuant to ORS 731.988(1), Health Net is assessed a civil penalty of \$5,000.00. The payment shall be made in the form of a check payable to the "Department of Consumer and Business Services" for the full amount due. The payment shall be delivered or mailed to the Insurance Division at the Labor and Industries Building, 350 Winter Street NE Room 300, Salem, Oregon 97301-3880; or mailed to the Insurance Division at PO Box 14480, Salem, OR 97309-0405. The payment shall be *received* by the Insurance Division by the date of the final order.

Dated July 21, 2011

/s/ Chris Ellertson
[Signature of Representative]
Chris Ellertson
[Printed Name of Representative]
President
[Printed Title of Representative]

Health Net Health Plan of Oregon, Inc.

FINAL ORDER

The director incorporates herein the above stipulation, adopts it as the director's final decision in this proceeding, and orders that the action stated therein be taken.

Dated August 11, 2011

/s/ Scott L. Harra
Scott L. Harra
Acting Director
Department of Consumer and Business Services

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