## IN THE CIRCUIT COURT OF THE SECOND JUDICIAL CIRCUIT, IN AND FOR LEON COUNTY, FLORIDA

State Of Florida, ex rel., The Department Of Financial Services Of The State Of Florida,

Relator,

٧.

QUALITY HEALTH PLANS, INC.,

Respondent.

CASE NO .: 2011-CA-00245 E

## FLORIDA DEPARTMENT OF FINANCIAL SERVICES PETITION FOR ORDER TO SHOW CAUSE, INJUNCTION, AND NOTICE OF AUTOMATIC STAY FOR PURPOSES OF LIQUIDATION AND REQUEST FOR EXPEDITED HEARING

The Florida Department of Financial Services (hereinafter the "Department") hereby petitions this Court pursuant to Sections 631.031 and 631.061, Florida Statutes, for the entry of an Order to Show Cause, Injunction, and Notice of Automatic Stay on the appointment of the Department as Receiver of Quality Health Plans, Inc., (hereinafter "Quality" or "Respondent") for purposes of liquidation. In support of its Petition, the Department states:

1. This Court has jurisdiction pursuant to Section 631.021(1), Florida Statutes, and venue is proper pursuant to Section 631.021(2), Florida Statutes.

2. Respondent is a corporation authorized pursuant to the Florida Insurance Code to transact business in the state of Florida as a health maintenance organization with approximately 10,000 policyholders. Respondent's principal place of business is located at 4010 Gunn Highway, Suite 220, Tampa, Florida 33618.

3. Section 631.021(3), Florida Statutes, provides that a delinquency proceeding pursuant to Chapter 631, Florida Statutes, constitutes the sole and

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ס <del>ה</del> exclusive method of liquidating, rehabilitating, reorganizing, or conserving a Florida domiciled health maintenance organization.

4. Pursuant to Section 631.031 and 631.061, Florida Statutes, the Department is empowered to apply to this Court for an Order directing the Respondent to show cause why the Department should not be appointed Receiver of Respondent for purposes of liquidation under any of the following grounds set out in Section 631.061, Florida Statutes.

5. Pursuant to Section 631.031(1), Florida Statutes, Kevin McCarty, the Commissioner of the Office of Insurance Regulation ("Office"), has written a letter to the Chief Financial Officer Jeff Atwater stating grounds for the initiation of delinquency proceedings against Respondent. A copy of the letter is attached as Composite Exhibit "A1."

6. Based on the documentation received from the Office, the Department has determined that grounds for Respondent's liquidation exist pursuant to Section 631.061, Florida Statutes. The basis for the determination is summarized as follows:

a. On January 25, 2011, Quality filed its monthly financial statement for the month ending December 31, 2010 (hereinafter referred to as "December Monthly Statement" or Exhibit "A").

b. On May 6, 2011, Quality submitted its 2010 Audited Financial Statement (hereinafter referred to as "2010 Audited Statement" or Exhibit "B") to the Office which stands in sharp contrast to its December Monthly Statement (Exhibit A). In its 2010 Audited Financial Statement, Quality was insolvent by \$5,139,674.

c. Quality indicated in an April 29, 2011 email that it had received an additional capital infusion of \$10,165,836 in the form of an account set up with Lincoln Reserve Group (Exhibit C).

d. As part of the normal course of business, the Office verifies that monetary accounts in financial institutions are free from any hypothecations, pledges or other encumbrances, and that the funds are available for the payment of those losses and claims.

e. On May 10, 2011, the Office notified Quality that it would need written confirmation from Lincoln Reserve Group regarding the account balance and whether there were any hypothecations, pledges or other encumbrances to the account (Exhibit D).

f. After several communications with Quality, the Office was never able to satisfactorily confirm that the funds existed unencumbered.

g. On July 22, 2011, the Office told Quality to move the \$10,165,836 to an account in a Florida bank (Exhibit E).

h. On August 1, 2011, the Office received a fax that was purported to be from Bank of America confirming that these funds were free from hypothecations, pledges or other encumbrances (Exhibit F).

i. The office was unable to confirm the authenticity of the confirmation, and has since referred the matter to the Division of Insurance Fraud.

j. On August 11, 2011, a subpoena was issued to Bank of America requiring Bank of America to provide a response as to the authenticity of the August 1, 2011 communication (Exhibit G).

k. The Office has reason to believe that the \$10,165,836 is a falsified asset, and therefore the \$10,165,836 is a non-admitted asset and renders Quality insolvent.

I. The Office informed Quality, by letter dated July 15, 2011, that it must non-admit certain assets totaling \$5,242,746, because these assets were not available to pay claims and losses (Exhibit H). As of the date of this affidavit, Quality has failed to replace the majority of these assets, rendering Quality further insolvent.

m. In a meeting with the Office on August 10, 2011, Quality provided financial statements for its Parent QHP Group which reflected that QHP Group has negative equity (Exhibit I).

n. Based on the above findings, the Office has determined that Quality Health Plans is an unsound financial condition and has insufficient capital to assure prompt payment of losses and claims in this state in the future. Thus, grounds for issuing an Order for entry into receivership exist under Sections 631.051(1) and 631.051(3), Florida Statutes.

7. In addition, the Department has determined that grounds for Respondent's liquidation exist under Section 631.061, Florida Statutes, in that Respondent is found by the Department to be in such condition, as to render its further transaction of insurance hazardous to its policyholders, creditors, stockholders, or the public. The basis for this determination is summarized as follows:

a. The Respondent is insolvent as detailed in Paragraph 6 above.

b. Respondent has materially misrepresented its financial condition to the Office of Insurance Regulation. See Exhibit A1 and composite Exhibits A-I attached hereto.

c. In contravention of applicable law, assets held and reported by Respondent were falsified, rendering \$10,165,836 as a non-admitted asset and Respondent insolvent. See Exhibit A1 and composite Exhibits A-I attached hereto.

d. Respondent has further failed to replace certain non-admitted assets totaling \$5,242,746 rendering Respondent further insolvent. See Exhibit A1 and composite Exhibits A-I attached hereto.

e. Respondent provided financial statements for its Parent QHP Group which reflected that QHP Group has negative equity. See Exhibit A1 and composite Exhibit I attached hereto.

8. Section 631.041, (1), Florida Statutes, provides that the Department's Petition for an Order to Show Cause operates as an automatic stay of certain actions. Notice of the automatic stay should be contained within the order to show cause. However, the Court order should provide that regulatory actions against Respondent by any regulatory body shall not be stayed. Section 631.041(3) and 63.041(4), Florida Statutes, authorize this Court to enter certain injunctions to preserve the remaining assets of the insurer.

9. It is in the best interest of Respondent, its creditors and insureds that the relief requested in this Petition be granted.

10. Due to the time sensitive nature of the filing of this Petition and the imperative need for uninterrupted healthcare coverage of the Respondent's estimated 10,000 current members, the Department requests that this Court consider this an emergency matter and set the appropriate hearing as expeditiously as possible to avoid further delay. If the allegations herein are ultimately confirmed by the Court, Respondent is insolvent by an amount in

excess of ten million dollars. Delay in reaching this determination and the appointment of a Receiver could potentially adversely affect Respondent insureds' ability to obtain treatment and to schedule necessary surgeries, as well as payments to providers. In the event that the Department is appointed Receiver, prompt action will be necessary to protect the interests of Respondent's insureds. To that effect, the Department has attached a proposed Order to Show Cause, Injunction and Notice of Automatic Stay to this Petition for this Court's consideration as Exhibit "B." The Department requests that consideration of this Petition be expedited, and if an Order to Show Cause is entered, to schedule the hearing on same no more than forty-five (45) days from entry of the Order.

**WHEREFORE**, the Florida Department of Financial Services respectfully moves this Court for an Order:

A. Directing Respondent to appear before this Court on a day certain and show good cause, if any, as to why the Department should not be appointed Receiver of Respondent for purposes of liquidation under the provisions of Chapter 631, Florida Statutes.

B. Requiring Respondent to file a written response along with any defenses it may have to the Department's allegations no later than twenty (20) days after the service of any Order to Show Cause issued by this Court and at least fifteen (15) days prior to hearing.

C. Directing that in order to protect the interests of policyholders, creditors, and the public generally, pending the adjudication of this matter and to protect and preserve the assets, books, and records of Respondent pending hearing on the Department's petition pursuant to Section 631.041(3) and 631.041(4), Florida Statutes,

all persons, firms, corporations, associations and Respondent's affiliates as defined by Section 631.011, Florida Statutes, all persons, and all other persons or entities within the jurisdiction of this Court, including, but not limited to, Respondent and its officers, directors, stockholders, trustees, members, agents, and employees to be enjoined and restrained from removing, destroying, or otherwise disposing of any documents, books, records, or assets of Respondent (or pertaining to Respondent), from doing, through acts of commission or omission, or permitting to be done any action which might waste or otherwise dispose of the books, records, and assets of, or directly or indirectly relating to, the Respondent; from denying the Department access to the books, records, and assets of, or directly or indirectly relating to, the Respondent; from in any manner interfering with the Department or the conduct of these proceedings, from the removal, concealment or other disposition of the property, books, records, and accounts of, or directly or indirectly relating to, the Respondent; from commencement or prosecution of any actions against the Respondent, or the obtaining of preferences, judgments, writs of attachment or execution against Respondent or its property or assets. However, regulatory actions against Respondent by any regulatory body should not be stayed or enjoined;

D. Directing that the Department be given authorization to conduct, at its discretion, either an investigation authorized by Section 631.391, Florida Statutes, of Respondent and its affiliates, as defined above, to uncover and make fully available to the Court the true state of Respondent's financial affairs. In furtherance of this investigation, Respondent and its parent corporation, its subsidiaries, affiliates including but not limited to the Respondent's affiliates as set out above, should be required to make all books, documents, accounts, records, and affairs, which either belong to or

pertain to the Respondent, wherever located, available for full, free and unhindered inspection and examination by the Department during normal business hours (8:00 a.m. to 5:00 p.m.) Monday through Friday, from the date of this Order. This investigation should include a full complete examination of any and all reviews, compilations, audits or any other work of whatever nature performed by any accounting firm to include all work papers, on behalf of, related to or in any way connected with Respondent, its affiliates and/or Respondent's corporate structure and affiliations. Respondent and its affiliates should be ordered and enjoined to cooperate with the Department to the fullest extent required by Section 631.391, Florida Statutes. Such cooperation should include, but not be limited to, the taking of oral testimony under oath of Respondent's officers, directors, managers, trustees, agents, adjusters, employees, or independent contractor of Respondent is affiliates and any other person who possesses any executive authority over, or who exercises any control over, any segment of the affairs of Respondent in both their official, representative and individual capacities and the production of all documents that are calculated to disclose the true state of Respondent's affairs.

E. Directing that any officer, director, manager, trustee, agent, accountants, adjuster, employee, or independent contractor of Respondent and any other person who possess any executive authority over, or who exercises any control over, any segment of the affairs of Respondent to fully cooperate with the Department as required by Section 631.391, Florida Statutes, and as set out in the preceding paragraph.

F. Directing that the failure of Respondent and its affiliates and all other persons or entities within the jurisdiction of this Court, to cooperate with the Department's investigations as required by Section 631.391, Florida Statutes, and that

failure to comply with any Order to Show Cause issued by this Court shall result in the immediate entry of an order of liquidation.

G. Giving notice of the automatic stay provisions of Section 631.041(1), Florida Statutes.

H. Directing the Officers and Directors of Respondent to comply with the provisions of Section 626.9541(1)(w), Florida Statutes; and

I. Granting such other relief as the Court deems appropriate.

**AND FURTHER,** at hearing or on consent of Respondent, if this Court determines that a receiver should be appointed, the Department moves this Court for entry of its Order of Liquidation attached to this Petition as Exhibit "C".

**RESPECTFULLY SUBMITTED** on this  $\int_{1}^{1} day$  of August, 2011.

WILLIAM A. SPILLIAS. CHIEF ATTORNEY Florida Bar No. 909769 ROBERT V. ELIAS, DEPUTY CHIEF ATTORNEY Florida Bar No. 530107 Steven G. Brangaccio SENIOR ATTORNEY Florida Bar No. 71773 Jennifer M. Ferris SENIOR ATTORNEY Florida Bar No. 58576 Florida Department of Financial Services Division of Rehabilitation and Liquidation 2020 Capital Circle SE, Suite 310 Tallahassee, Florida 32301 (850) 413-4413 - Telephone (850) 413-3992 - Facsimile



OFFICE OF INSURANCE REGULATION

KEVIN M. MCCARTY COMMISSIONER

August 16, 2011

The Honorable Jeff Atwater Chief Financial Officer Department of Financial Services The Capitol, PL-11 Tallahassee, FL 32399 Via Email

Re: Quality Health Plans

Dear Chief Financial Officer Atwater:

Please be advised that the Office of Insurance Regulation (hereinafter referred to as the "OFFICE") has determined that one or more grounds exist for the initiation of delinquency proceedings, pursuant to Chapter 631, Florida Statutes, against Quality Health Plans (hereinafter referred to as "QUALITY"). QUALITY is a health-maintenance organization licensed in the State of Florida, and is authorized to sell Medicare HMO products. As specified in Section 631.051, Florida Statutes, among the grounds that allow a petition for an order appointing the Department of Financial Services (hereinafter referred to as the "DEPARTMENT") as receiver;

(1) Is impaired or insolvent.

The OFFICE finds for the reasons set forth in the attached documents that QUALITY has insufficient assets to pay all outstanding obligations and therefore, is insolvent.

(2) Is found by the OFFICE to be in such condition or is using or has been subject to such methods or practices in the conduct of its business, as to render its further transaction of insurance presently or prospectively hazardous to its policyholders, creditors, stockholders, or the public;

QUALITY's insolvency poses a serious danger to the financial safety of the policyholders, subscribers, claimants, creditors and citizens of the State of Florida.

KEVIN M. McCARTY • COMMISSIONER 200 EAST GAINES STREET • TALLAHASSEE, FLORIDA 32399-0305 • (850) 413-5914 • FAX (850) 488-3334 WEBSITE: WWW.FLOIR.COM • EMAIL: KEVIN.MCCARTY@FLOIR.COM

## Af COMPOSITE EXHIBIT "A1"

FINANCIAL SERVICES COMMISSION

RICK SCOTT GOVERNOR

JEFF ATWATER CHIEF FINANCIAL OFFICER

PAM BONDI ATTORNEY GENERAL

ADAM PUTNAM COMMISSIONER OF AGRICULTURE The Honorable Jeff Atwater August 16, 2011 Page 2

The OFFICE has determined that QUALITY is currently insolvent. As such, I am advising you of that determination so that delinquency proceedings can be initiated by the Division of Rehabilitation and Liquidation. The following documents are attached in support of such determination:

Exhibit 1 – Affidavit of Toma Wilkerson, Acting Director Life & Health Financial Oversight, with Exhibits A - I.

As always, the OFFICE stands ready to provide any additional information or assistance the DEPARTMENT needs in order for this matter to proceed as expeditiously as possible. Thank you for your attention to this matter.

Sincerely, Kevin M. Mc

cc: PK Jameson, General Counsel Department of Financial Services

Sha'Ron James, Division Director Division of Rehabilitation and Liquidation Department of Financial Services

## AFFIDAVIT OF TOMA L. WILKERSON

**BEFORE ME**, the undersigned authority, personally appeared Toma L. Wilkerson, Acting Director of Life & Health Financial Oversight, Office of Insurance Regulation, who after being duly sworn, deposes and says:

1. I, Toma L. Wilkerson, am over the age of eighteen (18), sui juris, and I am competent to testify to and have personal knowledge of the facts contained herein.

2. I, Toma L. Wilkerson, currently hold the position of Acting Director with Life & Health Financial Oversight, Office of Insurance Regulation (hereinafter referred to as the "Office"). I graduated from the University of West Florida in 1995 with a Bachelor of Science degree in Management. I have been employed by the Office for approximately 14 years.

3. Quality Health Plans, Inc. (hereinafter referred to as "Quality") was licensed on October 11, 2002 in the State of Florida as a health maintenance organization and was authorized to sell the Medicare HMO product. Quality has only sold Medicare since it began writing business in 2003.

4. The Office has determined that grounds exist for the Department of Financial Services (hereinafter referred to as the "Department") to petition for an order, under Section 631.051(1), Florida Statutes, directing the Department to initiate delinquency proceedings against Quality. The basis for this determination is summarized as follows:

(a) On January 25, 2011, Quality filed its monthly financial statement for the month ending December 31, 2010 (hereinafter referred to as "December Monthly Statement" or Exhibit A). Quality reported in its December Monthly Statement that it had \$3,762,198 in capital and surplus. The aforementioned capital and surplus was \$53,612 in excess of the statutorily required minimum level of surplus that health maintenance organizations are required to have on hand by Section 641.225, Florida Statutes.

(b) On May 6, 2011, Quality submitted its 2010 Audited Financial Statement (hereinafter referred to as "2010 Audited Statement" or Exhibit B) to the Office which stands in sharp contrast to its December Monthly Statement (Exhibit A). In its 2010 Audited Financial Statement, Quality was insolvent by \$5,139,674.

(c) Quality indicated in an April 29, 2011 Email that it had received an additional capital infusion of \$10,165,836 in the form of an account set up with Lincoln Reserve Group (Exhibit C).

(d) As part of the normal course of business, the Office verifies that monetary accounts in financial institutions are free from any hypothecations, pledges or other encumbrances, and that the funds are available for the payment of losses and claims.

(e) On May 10, 2011, the Office notified Quality that it would need written confirmation from Lincoln Reserve Group regarding the account balance and whether there were any hypothecations, pledges or other encumbrances to the account (Exhibit D).

(f) After several communications with Quality, the Office was never able to satisfactorily confirm that the funds existed unencumbered.

(g) On July 22, 2011, the Office told Quality to move the \$10,165,836 to an account in a Florida bank (Exhibit E).

(h) On August 1, 2011, the Office received a fax that was purported to be from Bank of America confirming that an account had been opened for Quality in an amount of \$10,165,836, and that these funds were free from hypothecations, pledges or other encumbrances (Exhibit F).

(i) The Office was unable to confirm the authenticity of the confirmation, and has since referred the matter to the Division of Insurance Fraud.

(j) On August 11, 2011, a subpoena was issued to Bank of America requiring Bank of America to provide a response as to the authenticity of the August 1, 2011 communication (Exhibit G).

(k) The Office has reason to believe that the \$10,165,836 is a falsified asset, and therefore the \$10,165,836 is a non-admitted asset and renders Quality insolvent.

(1) The Office informed Quality, by letter dated July 15, 2011, that it must non-admit certain assets totaling \$5,242,746, because these assets were not available to pay claims and losses (Exhibit H). As of the date of this affidavit, Quality has failed to replace the majority of these assets, rendering Quality further insolvent.

(m) In a meeting with the Office on August 10, 2011, Quality provided financial statements for its Parent QHP Group which reflected that QHP Group has negative equity (Exhibit I).

5. Based on the above findings, the Office has determined that Quality Health Plans is in an unsound financial condition and has insufficient capital to assure prompt payment of losses of claims in this state in the future. Thus, grounds for issuing an Order for entry into receivership exist under Sections 631.051(1) and 631.051(3), Florida Statutes.

## FURTHER AFFIANT SAYETH NOT.

ior

Toma L. Wilkerson, Acting Director Life & Health Financial Oversight Office of Insurance Regulation

STATE OF Lisrida COUNTY OF Lin

The foregoing instrument was acknowle	edged	before me this <u>//</u>	day of <u>Aug</u> 2011,
by Toma L. Willierson	as	Acting Din	ector 1
(name of person)		2	(type of authority
e.g. officer, trustee attorney in fact)			
for OIR Life and Health Fin	<u>anc)</u> a	( oversight	
(company name)		•	
		O	PC

TH (Signature of the Notary) DEBRA L. SEYMOUR MY COMMISSION # DD 878693

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EXPIRES: August 8, 2013 Bonded Thru Notary Public Underwriters (Print, Type or Stamp Commissioned Name of Notary)

Personally Known	OR Produced Identification
Type of Identification Produ	ıced

## Exhibit A

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## QUARTERLY STATEMENT AS OF DECEMBER 31, 2010 OF THE CONDITION AND AFFAIRS OF THE

## QUALITY HEALTH PLANS, INC.

NAIC Group Code	0000	0000	NAIC Company Coo	in 11519	Employer's I	O Number 5	59-3751408
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Organized under the Laws	s of	Florida	·	State of Domici	te or Port of Entry	Fior	ide
Country of Domicile			1	United States			
Licensed as business type	e: Life, Accident 8	Health [ ]	Property/Casual	by [ ]	Hospital, Medical i	Dental Service	or Indemnity [ ]
		Corporation [ ]	Vision Service C	arporation ( )	Health Maintenand	e Organization []	×1
	Other [ ]		is HMO, Federa				
Incorporated/Organized	08/2	7/2001	Commenced B	usiness		01/01/2003	
Statutory Home Office		1010 Gunn Highwi	y, Sulle 220			FL 33618-8744	
		(Streat and N				late and Tip Code)	
Main Administrative Office	≜ <u>4010 G</u>	unn Highway, Suit (Street and feamber)	e 220	(City or Town	FL 33818-8744 State and Zip Code)		(Telephone Number)
Mail Address	4010 Gunz	Highway, Suke 2	20	10470-1046	Temps, FL :		Complete Continent
	(Sireet an	d Number or P.O. Sou)	· · ·		(City or Yown, Sta	(e and Z/p Code)	
Primary Location of Book	s and Records	4010 Gunn H	ghway, Suite 220	Ten	pa, FL 33618-8744	813-	74-1840-104
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Statutory Statement Cont	act	AND IT A T A				hone Number) (Extensi	(no
skha	n@qualityhealthp				813-961-31	54	
	(E-Mail Address)			-	(Fax Number	3	
			OFFICE				
Name		Title		Nan			
SABIHA HAIDER K		VICE PRESI		NAZEER MAI	DER KHAN	CHIEF EXECU	TIVE OFFICER
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		DIRI	ECTORS OR '	RUSTEE	9		
SABIHA HAIDER K	HAN	HAIDER AU		NAZEER HAI			
State of	FLORIDA		a .				
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<ul> <li>ompieted in eccordance wi</li> <li>that state rules or regulation</li> </ul>	In the NAIC Annual	Statement Instruction	is and Accounting Practic	ces and Procedure	to manual except to the	extent their (1) statu of their information	trowlarice and bellat
(aspectively, Furthermore, I	he scoce of this site	siation by the descri	bed officers also include	s the related corre	sconding electronic film	g with the NAIC, wh	en nequined, thet is an
exact copy (except for forme	alting diliterences du	to electronic filing) (	of the enclosed statement	it. The electronic fi	ling may be requested b	y various regulations	in tim of or in addition
to the enclosed statement.							
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·			Current Statement Date		4
		1	2	3	December 31
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		Assels	Nonadmitted Astela	(Cois, 1-2)	Admitted Assets
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2.	Stocks:				
	2.1 Preferred stocks		-	G	0
	2.2 Common alocks				o
•	Morloage loans on real estate:	******			
					_
	3.1 First liens				······································
	3.2 Other than first fiens	*****		L	D
4.	Real estate:				,
	4.1 Properties occupied by the company (less			1	
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	4.2 Properties held for the production of Income				
	(less \$			•V	
	4.3 Properties held for sale (less			[	
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5.	Celh (\$				
	cash equivalents (\$				3
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	and short-term investments (#				
	Derivatives				1
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9.	Receivebles for accurities				
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14.	Title plants less \$				
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13.	Investment income due and accrued				
14,	Premiums and considerations:				
	14.1 Uncollected premiums and agents' balances in the course of		1		
	collection	1, 375, 660		566,641	
	14.2 Deterred premiums, egents' belances and installments booked but		1		
	deterred and ribi yat due (including 5				
				1.	
	bul unbilled premiuma)				
	14.3 Accrued retraspective promiums				8.544.610
15.	Reinsurance:				1
	15.1 Amounts recoverable from reinsurers				2,272.360
	15.2 Funds held by or deposited with reinsured companies		129,162	5,218,903	1,071,911
	15.3 Other amounts receivable under reinsurance contracts			0	1
18.	Amounts receivable relating to uninsured plans			499 ,723	
	Current federal and foreign income tax recoverable and interest thereon			1,128,000	
	· · · · ·				
	i Net delessed tax asset				
	Guaranty funds receivable or on deposit			ļ0	
	Electronic data processing equipment and software			L	
20.	Furniture and equipment, including health care delivery assets		1	1	1
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21.	Net adjustment in assets and itabilities due to foreign exchange rates				
	Receivables from parent, subsidiarios and affiliates				
	Health care (\$				1,796,642
	Aggregate write-ine for other than invested assets			0	
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<b>4</b> 9.	Total assess excluding superate Accounts, segregated Accounts and Protected Call Accounts (Lines 11 to 24)	49 640 128	8 792 071	40.848.057	38,969,430
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	Summary of remaining write-ine tor Line 10 from overflow page	h	1		
	Totals (Lines 1001 through 1003 plus 1098)(Line 10 above)	0		<b>0</b>	
	Deposits				
2402.	Prepaid Expenses	156,933			
2403.	R . Nisc				
2498.	Summary of remaining write-ins for Line 24 from overflow page	1 .005 .020	1,006,020		
	Totals (Lines 2401 through 2403 plus 2498)(Line 24 above)	1, 175, 213			
		1. 110,610	-I	V	A

ASSETS

## LIABILITIES, CAPITAL AND SURPLUS

<u> </u>	LIABILITIES, CAP		Current Period		Prior Year
		1 Covered	2 Uncovered	3 Total	4 Totel
1.	Cielms unpeld (less \$	31,993,398			29,108,286
	Accrued medical incentive pool and bonus amounts				
	Unpaid claims adjustment appenses				
	Aggregate health policy reserves				
	Aggregate life policy reserves				
	Properly/casually unerread premium reserve				
	Apgregate health cleim reserves				
8.	Premiums raceived in advance				
	General expenses due or accrued				
	Current tederal and foreign income tax payable and interest inarean (including				
	\$				
	Not deferred lax Kability				
	Ceded reinsurance premiums payable			2.290.512	
	Amounts withheld at letelned for the account of others				
	Remitances and items not allocated annumentation of the social statement of th				
			,	nen an terrenen ander U	
	Borrowed money (including \$				
	S and an				
	Amounts due to parent, aubsidiaries and affiliates				
	Peysble for securities			····	Ø
	Funds held under reinsurance treaties (with \$				
	สมรับก่วยรู้ เข้ารุ่มเรียง อายุ 3				
	(4515)				0
	Reinsurance in unauthorized companies				0
	Net adjustments in assets and liabilities due to foreign exchange rates				β
21.	Lisbility for smounts held under uninsured plans		·		
35	Aggregate write-ins for other Labilities (including \$				
	current)		D		
	Total Rabitiles (Lines ) to 22).				
24.	Aggregate write-ins for special surplus funds				
25.	Common capital slock				
26.	Preferred capital stock				
27.	Gross paid in and contributed supplys				
28.	Surplus notes	XXX			
29.	Aggregate write-ins for other than special surplus funds				و
	Unseigned funde (surplus)				
31	Less lineasury slock, at cost				
:	31.1				
:	st.2shares preferred (value included in Line 26)				
			XXX		^
\$2,	Tolai cepital and surplus (Lines 24 to 30 minus Line 31)	XXX	XXX		6.074.402
	Total fabilities, capital and surplus (Lines 23 and 32)	XXX	XXX	40,848,057	38,969,430
	DETALLS OF WRITE-INS				
2202.					
2203.			*****		
	Summery of remaining write-ine for Line 22 from overflow page				یروال ۱۹۹۹ ها برمانده داده و ایندا ۱۹ در در مار ۱ ه
	Totala (Lines 2201 through 2203 plus 2298) (Line 22 shows)	1		P	
2401.			0	0	0
2401. 2402.				<u>}</u>	
2402. 2403.					•
	Summary of remaining write ins for Line 24 from overflow page		XXX		
				······	
	Totals (Lings 2401 through 2403 pkg 2408) (Line 24 abaye)	XXX		0	0
2901.	ng - May 1, may appy py 14.5 m 64 kanana any 1 m 64 m 64 m 74 m 74 m 74 m 74 m 74 m 74				<b>4</b> , • • • • • • • • • • • • • • • • • • •
2902.					
2903.		XXX			Maa
	Summary of remaining write-ins for Line 29 from overflow page	XXX			
2999,	Tolsis (Lines 2901 through 2903 plus 2908) (Line 29 above)	XXX	XXX	0	0

## STATEMENT OF REVENUE AND EXPENSES

Unreliable         Unreliable         Total         Total			Curren To C	)ato	Prior Year To Data	Prior Year Ended December 31
2         Net gamme moores genologing			1 Uncavored	2 Tojai	3 Totel	4 Total
2. Neg provide score geoders 1	٤.	Member Manths.	A COLUMN TWO IS NOT THE OWNER.			
9. Origin in stand granted space spore for ris ording					140,097,969	142,804,713
4. Factoreance (and of 4						
6. Filt memory         XXX		Fee-(onservice (not of \$			0	
6. Aggraphs white his to other hadd, can related revenues	5.					
7.       Aggingsbe withe init too 20 m rochestic (reprints)       JXX					ß	۵
b         Total revenue (Lines 2 to 7)	7.					Ø
8. trogetimetical termine	B	Talsi revenues (Lines 2 to 7)	XXX			
10.       Other professional services       11.28.541       7.451.287       0.707.187         11.       Datable refersion       7.671.72       6.385.610       6.346.01         12.       Emergency on and out-of-states       22.765.214       0.00       11.0744       11.2.26.621       6.335.610       11.0744       11.2.26.21       0.00       0.00         13.       Prescription drugs       0.01.0724       0.00       0.0	_	•			70 000 000	N/ \$46 74F
11       Outsis referuity       - 7,07.72       -6,355,60       -6,365,60         12       Empartory room and out-detune       -13,359,70       -11,276,44       -12,254,         13       Separate within the first hought and medical       -0       -0       -0         14       Aggesplat within the first hought and medical       -0       -0       -0       -0         15       Incertify could be dischatted and medical       -0       -11,70,010       -1,555,70		•				
12. Emergency room and out of size       13. 359, 760       1.1 (27) 443       22, 253, 24, 253, 25, 253, 25, 253, 254, 253, 254, 253, 254, 253, 254, 255, 254, 255, 254, 255, 256, 254, 255, 256, 255, 256, 256, 256, 256, 256						
13.       Prescription drugs						
14. Aggragate write-ins for other hospital and medical.						
15       Incentive pool, withhold adjustments and bonus amounts						
16.       Subscal (Lines 9 to 15)						
Lets:         5.60,755         11.683.566         12.002.           17. Net entition resource recoveries						478 000 04"
17. Met existuance reconstite       6,650,755       11,683,565	16.	Subicial (Lines 9 10 15)				
19.       Non-health crackes (reg)	17.		a laundra plana an anairt 19 Abhan			
20. Claims a distribute segmenes, including 1 1,578,514	18.	Total hospital and medical (Lines 15 minus 17)				
21. General administrative expenses.       15.974.332	19,					
22.         Increase in reserves for tile and accident and beach contracts (including	20.	Claims adjustment expenses, including \$ 1,578,514	1 -1 -1 - 1 - 1 - 1 - 1 - 1 - 1			
8         Increase in reserves for file only         0	21.	General administrative expenses.				
23. Total underwriting diductions (Unes 16 through 22)	22.	Increase in reserves for the and accident and health contracts (including				
24. Net underwriting pâth or (foos) (Lines 8 minus 23,		\$			D	A
23. Net investment income seried	23,	Total underwhiling deductions (Lines 18 through 22)	L			148.801,023
28. Net restined capital gains (losses) less capital gains tax of 8.       0       0         27. Not twestment gains (losses) (Lines 26 glus 28)       0       0         28. Ned gains (losses) (not agents' or premium balances charged off (lamount incovered       0       0         5       0       0       0       0         29. Appropriate write-ins for other income or expenses       0       0       0         20. Mel income or (loss) infer capital gains tax and before all other tades income taxes (Lines 2.00x)       (1, 146, 713)       0       0         31. Peoclem and foreign income taxes incurred	24.	Net underwriting gain or (loss) (Lines 8 minus 23)				
27. Net tweatment gains (cosces) (Lines 26 plus 28)	23,	Net investment income samed any second secon				
28. Mel gáh or (Joss) from sigando' or premium balancee charged off ((anouni recovered	26,					
6	27.	Not imastment gains (losses) (Lines 25 plus 28)	l			
29. Aggregala write-ins for other income or expenses	28.	Net gain or (loss) from agenta' or premium balances charged off ((amount recovered				
30. Met income or (ioss) after capital gains tax and before all other tederal income taxes (Lines 24 plus 27 plus 270 plus 200					·0	
24 μlus 27 plus 28 plus 29	29.		D	D	Ø	
31. Paderel and foreign knoome takes incurred       xxx       (1,146,713)       0       (1,265,         32. Net income (loss) (Litics 30 minus 31)       xxx       (4,727,551)       (2,034,231)       (4,627,         DETALS OF WRITE 448       xxx       0       (4,627,       0       0         0601. Other income       xxx       0       (4,627,       0       0         0602.       xxx       0       (4,627,       0       0       0         0603.       xxx       0       (4,627,       0	30.	Net income or (loss) after capital gains tax and before all other laderal income taxes (Lines		tr an an a	10 004 004	16 000 0101
32. Net income (loss) (Lines 30 minus 31)       XX       (4,727,551)       (2,034,231)       (4,827, 02,034,231)         001. Differ income       XXX       0       0         0002.       XXX       0       0         0003.       XXX       0       0         000402.       XXX       0       0         0003.       XXX       0       0         000402.       XXX       0       0         000503.       XXX       0       0         000504.       XXX       0       0         000505.       XXX       0       0         00701.       XXX       0       0         00702       XXX       0       0         00703.       XXX       0       0         0792.       Totals (Lings of 01 through 0705 plus 0786) (Ling 7 above)       XXX       0         0793.       Totals (Lings 101 through 0705 plus 0786) (Ling 7 above)       XXX       0       0         1402.	••					
DETALS OF WRITE-INS         xxx         0           6601         Other Income         xxx         0           6602         xxx         0         xxx           6603         xxx         0         0           6604         Summary of remaining write-ins for Line 6 Brom overflow page         xxx         0         0           6605         Totals (Line 0 8001 through 0003 plus 00980) (Line 6 shore)         xxx         0         0         0           6606         Totals (Line 0 8001 through 0003 plus 00980) (Line 6 shore)         xxx         0         0         0           6603         Summary of remaining write-ins for Line 7 from overflow page         xxx         0         0         0           6704         xxx         0         0         0         0         0         0           6705         Totals (Lines 0701 through 0703 plus 0728) (Line 7 shore)         xxx         0		-				
6601. Other Income       XXX       D         6602.       XXX       D         6603.       XXX       D         6604.       XXX       D         6605.       XXX       D         6607.       XXX       D         6609.       Totals (Line 0801 through 002 plua 0928) (Line 6 above)       XXX         6701.       XXX       D         6702.       XXX       D         6703.       XXX       D         6704.       XXX       D         6705.       Totals (Line 7 from overflow page       XXX         6798.       Summary of remaining write-ins for Line 7 from overflow page       XXX         6798.       Totals (Line 6 701 through 0702 plus 0788) (Line 7 above)       XXX         6793.       Call through 0703 plus 0788) (Line 7 above)       XXX         6794.       D       D       D         6795.       Totals (Line 3 4 from overflow page <td< td=""><td></td><td></td><td><u></u></td><td>(4,77,391)</td><td>[2,034,231]</td><td>(4,021,048)</td></td<>			<u></u>	(4,77,391)	[2,034,231]	(4,021,048)
6002       XXX       XXX         0603       XXX       D         0603       Summary of remaining write-ins for Line 6 from overflow page       XXX       D         0609       Totals (Line 0.201 through 0.000 glua 0.000) (Line 6 showe)       XXX       D       D         0701       XXX       0       D       D       D         0701       XXX       0       D       D       D         0703       XXX       0       D       XXX       D       D         0704       XXX       XXX       D				•	_	
0663.         XXX         D           0598.         Summary of namskining write-ins for Line 8 it om overflow page         XXX         D           0701.         XXX         D         D           0703.         XXX         D         D           0704.         XXX         D         D           0705.         XXX         D         D           0706.         XXX         D         D           0702.         XXX         D         D           0703.         XXX         D         D           0704.         XXX         D         D           0705.         XXX         D         D           0708.         Summary of remaining write-ins for Line 7 from overflow page         XXX         D           0798.         Totals (Lines 701 through 0705 plus 0788) (Line 7 ebove)         XXX         D         D           1400.         Reliteuronce Expense.         D         D         D         D           1402.					V	
C0593       Summary of remaining write-ins for Line 6 from overflow page       XXX       0       0         C0599       Totals (Line 0.801 through 0.003 glua 0.0988) (Line 6 shove)       XXX       0       0         C0701       XXX       0       0       0         C0702       XXX       0       0       0         C0703       XXX       0       0       0         C0704       XXX       0       0       0         C0705       XXX       0       0       0         C0706       XXX       0       0       0         C0703       XXX       0       0       0         C0704       XXX       0       0       0         C0705       XXX       0       0       0         C0706       XXX       0       0       0         C0707       XXX       0       0       0         C0708       Summary of remaining write-ins for Line 7 from overflow page       XXX       0       0         C010       Relinsurance Expenses       0       0       0       0         C02       XXX       0       0       0       0       0         C03		***************************************				
Observe         Totals (Line a 0201 through 2000 glue 0098) (Line 8 showe)         XXX         0         0           0701         XXX         XXX         XXX         0         0           0702         XXX         XXX         XXX         0         0           0703         XXX         XXX         XXX         0         0           0704         XXX         XXX         XXX         0         0           0798         Totals (Lines of the 0789) (Line 7 front overflow page         XXX         0         0         0           1402         XXX         0         0         0         0         0           1403         XXX         XXX         0						
0701.       XXX         0702       XXX         0703.       XXX         0704.       XXX         0705.       XXX         0706.       XXX         0707.       XXX         0708.       Summary of remaining write-ins for Line 7 from overflow page         0799.       Togles (Lines 701 through 0703 plus 0788) (Line 7 stove)         1401.       Relinsurance Expense.         1402.       D         1403.       D         1404.       D         1405.       Summary of remaining write-ins for Line 14 from overflow page         1402.       D         1403.       D         1404.       D         1405.       D         1406.       D         1407.       D         1408.       Summary of remaining write-ins for Line 14 from overflow page         1409.       D         1488.       Yotabg (Lines 1401 through) 1403 plus 1498) (kine 14 store)         2001.       D         2002.       D         2003.       D         2004.       D         2005.       D         2006.       D         2007.       D <td></td> <td></td> <td></td> <td></td> <td><b>1</b></td> <td></td>					<b>1</b>	
0702         XXX         XXXX         XXX         XXX         XXX<					<u>├</u> /	0
0703.       XXX       0         0798.       Summary of remaining write-ins for Line 7 from overflow page       XXX       0         0799.       Totals (Ling e 9701 through 0703 plus 0789) (Ling 7 above)       XXX       0       0         1401.       Relinsurance Expense.       0       0       0         1402.		δημητιμή τη για τη που τα του				
0798. Summary of remaining write-ins for Line 7 from overflow page      XXX      D      D         0799. Tojejs (Line 0701 through 0703 plus 0798) (Line 7 above)      XXX      D      D         1401. Relinsurance Expense.      D      D      D      D         1402.				1 a - 1 a - 1 a - 1 a - 1 a - 1 a - 1 a - 1 a - 1 a - 1 a - 1 a - 1 a - 1 a - 1 a - 1 a - 1 a - 1 a - 1 a - 1 a		·····
1401. Relinsurance Expense.         0           1402.         0           1403.         0           1404.         0           1405.         0           1406.         0           1407.         0           1408.         Summery of remaining write-the for Line 14 from overflow page.           1409.         0	0708	Eliminan of same bins wetter for for the 7 Ann standay same	······	A	-	*****
1401. Relinsurance Expense.         0           1402.         0           1403.         0           1404.         0           1405.         0           1406.         0           1407.         0           1408.         Summery of remaining write-the for Line 14 from overflow page.           1409.         0	0700	Totals II loss 0701 (horses) 0703 plus 07031 / fan 7 should			A	
1402			<u> </u>	<sup>w</sup>	×	
1403.		1) 9 1 1 2 9 1 1 2 9 1 2 4 5 1 2 4 5 1 2 4 5 1 2 4 5 1 2 5 1		· · · · · · · · · · · · · · · · · · ·	ļP	**************************************
1488. Summery of remaining write-ins for Line 14 from overflow page		1 · · · · · · · · · · · · · · · · · · ·		· · · · · · · · · · · · · · · · · · ·	t	1
1438. Totals (Lines 14:01 through 14:03 pkgs 1498) (Line 14 sbore)         0         0         0         0           2801.		Summary of completeneouslation in the for the state of the second second	n	•		
2901.				n n	,	h
2802		Tromb leaves rans much leave but a leave if the id another	t&	<u>}</u>	<u> </u>	
2003						
2098. Summery of remaining write-ins for Line 29 from overflow page						····
		Summery of remainion will be for the 20 from another as a	A	A		
2999. Toleis (Lines 2001 through 2003 plus 2098) (Line 20 above) 0 0 0 0		Contenting or remaining white his continue to nom overnow page				F

	STATEMENT OF REVENUE AND EX	PENSES	Continued	2
		t Current Year to Date	2 Prior Year to Date	s Pdor Year
	CAPITAL AND BURPLUS ACCOUNT:			
33.	Capital and surplus prior reporting year			
34.	Net income or (loss) from Line 32		(2.034.231)	
35.	Change in veivalion basis of aggregale policy and claim reserves		D	
36.	Change in net unrealized capital gains (losses) less capital gains (ax of \$	9 7 1 1969 bill band a skalaget að bar P a gör börraða svað bankars í k		
37.	Change in net unrestized foreign exchange capital gain or (lost)	V.P.14		
38.	Change in nel deferred income tax			
39.	Change to non-admitted assets			
40.	Change in unsubinized reinsurance			
41.	Change in kessury stock	1983 198 17-11 PF 97 1 96 18 Parasa	· · · · · · · · · · · · · · · · · · ·	
42	Change In surplus noide			
43,	Cumulative effect of changes in accounting principles	an in anna 61256 air feo at 215 ann a' 1940 ann a -		
<b>`44</b> ,	Capilel Changes:			
	44.1 Pold in	. 18 88 68 60 60 - 1 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2		
	44.2 Transferred from surplus (Stock Dividend)			
	44.3 Transferred to surplus		l	
45.	Surplus adjustmenta:			
	45.1 Pold in ,			
	45.2 Transferred to Capital (Stook Dividenci)	٩٩		D
	45.3 Transferred from capital moments and an and a second structure state to a second structure of the			¢
46.	Dividends to stockholders		·	
47.	Aggregate write-ins for geine or (losses) in surplus			
48.	Nel change in capital and supplie (Lines 34 to 47)			
49.	Capital and surplus and of reporting pariod (Line 30 plus 45)	3,762,198	5,686,532	B,074,402
	DETAILS OF WRITE-INS			
4701.	Other gains in surplus.			
4702,				)) H W 4 8 7 W 191 11 PF 11 PF 90 W 11 PF 11 W 18 7 L .
4703,				
4798.	Semmary of remaining write-ins for Line 47 from overflow page	•		
4799.	Totals (Lines 4701 Ukough 4703 plus 4798) (Line 47 above)	0	1(0)	(3)

## STATEMENT OF REVENUE AND EXPENSES (Continued)

	CASH FLUW			
		1 Current Year To Date	2 Prior Year To Date	3 Prior Year Ended December 31
	Cash (rom Operations	458 000 144	144.919,473	144 489 850
1.	Premiums collected det of reinsurance.		144.818,473	000,009, 141,
	Nel Investment income	304,04		
	Miscelieneous income.	156.332.095	145.021.879	144.571.062
	Total (Lines 1 to 0)			
5.	Benefit and loss related payments			
6.	Net transfere to Septrate Accounts, Segregated Accounts and Protected Cell Accounts	A+ P38 TAA	00 310 504	00 210 004
-	Commissions, expenses paid and aggregate write-ins for deductions	······································	2,310,231	
0.	Dividends peid to policyholders		.,U	p
μ.	People and lotelge income taxes part (recovered) net or 2	14 005 Ten	(1,091,000)	{1,091,000
	gains (losses)	[1,265,713]	[1,097,000]	
	Total (Lines 6 through 9)	167,751,908	132,595,061	134,727,132
11.	Net cash from operations (Line 4 minus Line 10)	(11,419,812)	12,428,818	0,843,930
	Cash from investments			
12.	Proceeds from investments sold, matured or repaid:		• •	
	12.1 Bonds			
	12.2 Slocks			
	12,3 Morigage loans			
	12.4 Real entale			
	12.5 Other invested assets	Q		
	12.6 Nel gains or (losses) on cash, cash equivalents and short-term investments			
	12.7 Miscellaneous processes	0	0	0
	12.6 Total investment proceeds (Lines 12.1 to 12.7)			
13.	Coal of investments acquired (long-term only);			
	13.1 Bonds			
	13.2 Slocke			
	13.3 Norigage loans			
	13.4 Real esizie			······
	13.5 Other invested assets			
	13.6 Miscellaneous applications		0	
	13.7 Total Investments acquired (Lines 13.1 to 13.6).	0	Ú	· · · · · · · · · · · · · · · · · · ·
н.	Net increase (or decrease) in contract toens and premium notes		0	
15.	Net cash from investments (Line 12.8 minus Line 13.7 and Line 14)	0	0	6
	Cash from Financing and Miscellaneous Sources			
18.	Citish provided (applied);			
	16.1 Surplus notes, capital notes	QQ		4,384,532
	18.2 Capital and paid in surplus, less treasury slock			
	16.3 Borrowsd funds			
	18.4 Net deposits on deposit-type contracts and other insurance liabilities			
	16.5 Dividends to stockholders			ļ.,
	18.6 Other cash provided (applied)	(2,884,643)	(148,528)	2.434.061
17,	Nei cash from financing and miscellaneous sources (Line 18.1 through Line 18.4 minus Line 18.5 minus Line 18.5	A 445 MET	4.960.704	7.543.593
	Plus Line 18.6). RECONCILIATION OF CASH, CASH EQUIVALENTS AND SHORT-TERM INVESTMENTS	2,415.357	4,900,/04	/_543,593
18		10 001		
40.	Net change in cash, cash equivalents and short-term investments (Line 11, plus Lines 15 and 17)		J	
т#.	Cash, oach equivalente and short-terra investments:			
	19.1 Beginning of year.			
-	19.2 End of period (Line 18 glus Line 19.1)	14,248,548	23,253,002	23,253,003

## CASH FLOW

	EXHIBI		REMIUMS,	ENROLL	T OF PREMIUMS, ENROLLMENT AND UTILIZATION	ID UTILIZ	ATION			
		Comprehensive	eriente Menteriente	Ŧ	s	80	1	8	G)	ç.
	ļ	3		Medicare	Ş Ç		Federal Employees Health Brinelt Plan	Title XVIII	Tride XIX Medicald	Other
Total Members at and of:		anomana a	dane -	TICHING AND	6112					
	24 PS6	a	-0	a	6	8		20.11	9	A,612
	17 678		2	Ċ	9	a	9	- 193), Y.	g	2,956
	905 23			9		0	9	219'H	9	2,664
	16.3							H, 374	•	2.420
5. Current Year	16. <i>1</i> 75							13,940		2.25
8 Current Year Mention Months	204.817							173,008		31,719
Total Member Ambelatory Encounters for Period:										
2. Physician	196,134							- 491'364		
R. Mon.Physician	16,443							16,440		
9 Tritel		0	10	g	9	0	0	10, 88	0	0
11. Literbal Dollars Data between								21,636		
14. Diversion of incention Administration	872.1							4.528		
17. Available of a particular for the second s	158.087.074							353,144,765		4,533, 139
13. Life Predictive Direct.	0									
14. Property/Canady Premiums Witten	۵									
15. Health Premions Eamed	158,097,874							52.141.ESL		4,953,151
16. Property/Casualty Premiums Earned	0									
17. Amount Paid for Prevision of Health Care Services	106.989.741							140,976,131		0//25.0
18. Amount thoursed for Provision of Health Care Services	144,630,717	-						137,630,134		1.000.1
(a) For headth premiums writtern earrount of Medicare Title XVM control from static izones of b	count from state trace	or lees \$	1,097.874							

(a) For health primiting with Ĺ

## **OVERFLOW PAGE FOR WRITE-INS**

MQ002 Addillonal Aggregala Lines for Page 02 Line 24. *ASSET8				
	1	2	3	4
			Net Admitted	1
		Nonadmitted	Assela	Prior Year Net
	Assets	Assola	(Cols. 1 - 2)	Admitted Assets
2404. Note Receivable	76.020		0	
2405. AR . Other				
2497. Summary of remaining write-ins for Line 24 from Page 02	1,008,020	1,006,020	0	0

	۱.	2	3	ository Balarice 4	8	Book E Monih	Selance at End of During Current Q	Sach Varier
	Decestory	Code	Rate of interest	Amount of Interest Received During Current Quarter	Amount of Interest Accrued at Current Statement Date	6 First Month	During Current Q 7 Second Month	8 Third Monun
ANK OF ANERICA	FLORIDA				······································			
IF FM TILLED BAK	FLORIDA FLORIDA JET YORK				N	·····		
IFTH THIRD BASK	FLORIDA							100.000
RALD BANK	NAMES AND ADDRESS OF A DESCRIPTION OF A						• • • • • • • • • • • • • • • • • • •	
WALLY ADDIXINA	FLORIDA		0.200		****			504.419
AN OL BREALDARY	C) (Q) (1)			,			······	
FTH THIRD MAX	FLORIDA.					*****************		41)
THI THIRD BAKK		1						100
UN OF ABERICA	FLORIDA FLORIDA FLORIDA							2 310 000 27 030 3 038 202
	FLORIDA.					*****		
IT IN DIRU WAR	CONTRACTOR OF A DESCRIPTION OF A DESCRIP		a marine	and the Classes market that	Managaran and a state of the st		CONTRACTOR OF THE OWNER	
historood 8000011 becase for [see instri	the allowable limit in any one depository actions) - Open Depositorios Devositorias	XIX	XXX					
199999 Totals - Open	Depositorias	m	XXX	B6	10,969		1	14,248,048
149°8'491 - Batabas Shina waaaaaa				*****				
ومور ب <b>جناعت و</b> دادر در و در <b>و وا محرّد دا د.</b> د	featar is an a she a she and the second s	**	k		·····			
	• 1999 • 1999 • 19				·····			1
			L		L	L		ſ.,
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## SCHEDULE E - PART 1 - CASH

## SCHEDULE E - PART 2 - CASH EQUIVALENTS

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SUPPLEMENT FOR THE QUARTER ENDING DECEMBER 31, 2010 OF THE QUALITY HEALTH PLANS, INC.

## MEDICARE PART D COVERAGE SUPPLEMENT

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	1 insured	2 Uninsured	3 Insured	4 Uninsured	Total Cesh
1. Premiums Collected	4,355,717	XXX			4.365.71
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## SCHEDULE E PART 3 - SPECIAL DEPOSITS

## DEC 31, 2010 ANNUAL STATEMENT FOR THE VEAR 2009 OF THE QUALITY HEALTH PLANS, INC.

## EXHIBIT 2 - ACCIDENT AND HEALTH PREMIUMS DUE AND UNPAID

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DEC 31, 2010 ANNUAL STATEMENT FOR THE YEAR 2009 OF THE QUALITY HEALTH PLANS, INC.

## **EXHIBIT 3 - HEALTH CARE RECEIVABLES**

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	0799999 Gross health care receivables	53.154	1.302 /31	22.22	1377.245.02	102.020,0	Mo-00712

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## **EXHIBIT 7 PART 1 - SUMMARY OF TRANSACTIONS WITH PROVIDERS**

Capitation Presmonts:	Eccente					
	Pawtnent	Total Pavenents	Members Covered	as a % of Total Members	Expenses Pario to Affinated Providens	Expenses Paid to Non-Addiated Providers
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# EXHIBIT 7 - PART 2 - SUMMARY OF TRANSACTIONS WITH INTERMEDIARIES

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## Exhibit B

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## QUALITY HEALTH PLANS, INC.

Statutory Financial Statements December 31, 2010 and 2009

## QUALITY HEALTH PLANS, INC.

## **Table of Contents**

Page	•
aport of Independent Certified Public Accountants1	
atutory Financial Statements	
Statutory Statements of Admitted Assets, Liabilities, and Capital and Surplus (Deficit)	
Statutory Statements of Revenues and Expenses	•
Statutory Statements of Changes In Capital and Surplus (Deficit)	
Statutory Statements of Cash Flows	ì
Notes to Statutory Financial Statements	,
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## **Report of Independent Certified Public Accountants**

Board of Directors Quality Health Plans, Inc. Tampa, Florida

We have audited the accompanying statutory statements of admitted assets, liabilities, and capital and surplus of Quality Health Plans, Inc. (the "Company") as of December 31, 2010 and 2009 and the related statutory statements of revenues and expenses, changes in capital and surplus (deficit), and cash flows for the years then ended. These statutory financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on these statutory financial statements based on our audits.

We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform our audits to obtain reasonable assurance about whether the statutory financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the statutory financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall statutory financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

As described more fully in Note 1, these statutory financial statements were prepared in conformity with the accounting practices prescribed or permitted by the Florida Department of Financial Services, Office of Insurance Regulation, which practices differ from accounting principles generally accepted in the United States of America. The effects on the statutory financial statements of the variances between statutory accounting practices and accounting principles generally accepted in the United States of America, although not reasonably determinable, are presumed to be material.

In our opinion, because of the significance of the matter discussed in the preceding paragraph, the statutory financial statements referred to above do not present fairly, in conformity with accounting principles generally accepted in the United States of America, the financial position of Quality Health Plans, Inc. as of December 31, 2010 and 2009, or the results of its operations or its cash flows for the veare then ended.

However, in our opinion, the statutory financial statements referred to above present fairly, in all material respects, the admitted assets, liabilities and capital and surplus (deficit) of Quality Health Plans, Inc. as of December 31, 2010 and 2009, and the results of its operations and its cash flows for the years then ended in conformity with accounting practices prescribed or permitted by the Florida Department of Financial Services, Office of Insurance Regulation.

Chang, Bakant & Holland, L.L.P.

Tampa, Florida May 6, 2011

## QUALITY HEALTH PLANS, INC.

## Statutory Statements of Admitted Assets, Liabilities, and Capital and Surplus (Deficit)

	Decemb	er 31,
	2010	2009
ADMITTED ASSETS		
Admitted assets		
Cash and cash equivalents, including restricted cash of		
\$2,310,000 (2010) and \$1,310,000 (2009)	\$ 14,450,148	\$ 23,253,002
Reinsurance balances recoverable	911,207	2,272,360
Health care and other amounts receivable	17,214,722	12,170,137
Tax sharing receivable	1,400,000	1,265,000
Other current assets	10,969	8,931
Total admitted assets	\$ 33,987,046	\$ 38,969,430
LIABILITIES AND CAPITAL AND SURPL	US (DEFICIT)	
Covered liabilities		
Health care costs payable	\$ 32,904,398	\$ 29,106,286
Aggregated health policy reserves	1,776,935	1,057,968
Liability for amounts held under uninsured plans	359,366	1,720,491
Accounts payable and accrued expenses	4,086,021	1,010,282
Total covered liabilities	39,126,720	32,895,027
Commitments and contingencies (Note 12)	-	-
Capital and surplus (deficit)		
Common stock, \$1 par value; 700,000 shares		
authorized, 100 shares issued and outstanding at		
December 31, 2010 and 2009	100	100
Additional paid-in capital	30,124,900	24,824,900
Surplus notes	6,039,532	6,039,532
Unassigned deficit	(41,304,206)	(24,790,129)
Total capital and surplus (deficit)	(5,139,674)	6,074,403
Total liabilities and capital and surplus (deficit)	\$ 33,987,046	\$ 38,969,430

See notes to statutory financial statements.

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## QUALITY HEALTH PLANS, INC.

## Statutory Statements of Revenues and Expenses

	Years Ended	December 31,
	2010	2009
Revenues:		
Premiums earned, net	\$ 142,580,112	\$ 142,804,713
Net investment income	101,020	104,262
Total revenues	142,681,132	142,908,975
Operating expenses:		
Physician and provider services	135,290,127	126,901,520
General and administrative expenses	27,430,115	21,899,502
Total operating expenses	162,720,242	148,801,022
Loss before income tax benefit	(20,039,110)	(5,892,047)
Income tax benefit associated with tax sharing		
receivable	1,420,713	1,265,000
Net loss	\$ (18,618,397)	\$ (4,627,047)

See notes to statutory financial statements.

3 ′
#### Statutory Statements of Changes in Capital and Surplus (Deficit) Years Ended December 31, 2010 and 2009

<i>;</i>	Commo Shares	 ck ount	Additional Paid-in Capital	Surplus Notes	Unassigned Deficit	Total
Capital and surplus, January 1, 2009	100	\$ 100	\$ 24,099,900	\$ 1,655,000	\$ (22,597,141)	\$ 3,157,859
Capital, paid-in	•	-	725,000	, <b>-</b>	-	725,000
Net loss for the year	-		•	-	(4,627,047)	(4,627,047)
issuance of Surplus Notes		-	-	4,384,532	•	4,384,532
Change in non-admitted assets	-	 		<u> </u>	2,434,059	2,434,059
Capital and surplus, December 31, 2009	100	100	24,824,900	6,03 <b>9,5</b> 32	(24,790,129)	6,074,403
Capital, paid-in	-	•	5,300,000	-	•	5,300,000
Net loss for the year	•	•	-	-	(18,618,397)	(18,618,397)
Change In non-admitted assets	<u> </u>	 	<u> </u>	. <u></u>	2,104,320	2,104,320
Capital and deficit, December 31, 2010	100	\$ 100	<b>\$ 30,124,900</b>	\$ 6,039,532	\$ (41,304,206)	\$ (5,139,674)

See notes to statutory financial statements.

#### **Statutory Statements of Cash Flows**

	Years Ended December 31,		
	2010	2009	
Operating activities:			
Premiums and revenues collected, net	\$ 151,509,043	\$ 144,468,656	
Physician and provider services paid	(142,490,703)	(113,506,038)	
General and administrative expenses paid	(26,540,056)	(22,221,338)	
Cash flows from underwriting	(17,521,716)	8,741,280	
Federal income taxes, tax sharing receipts	1,285,713	1,091,000	
Net interest income	98,982	102,406	
Net cash flows from operating activities	(16,137,021)	9,934,686	
Financing and miscellaneous activities:			
Decrease in health care and other receivables			
(non-admitted)	2,450,300	2,317,336	
Decrease (increase) in prepaid assets (non-admitted)	(22,552)	68,912	
Purchase of furniture and equipment (non-admitted)	(18,121)	(42,944)	
Increase in due from related party (non-admitted)	(375,460)	-	
Proceeds from capital, paid-in	5,300,000	725,000	
Proceeds from surplus notes	• •	4,384,532	
Net cash flows from financing and miscellaneous			
activities:	7,334,167	7,452,838	
Net change in cash and cash equivalents	(8,802,854)	17,387,522	
Cash and cash equivalents, beginning of year	23,253,002	5,865,480	
Cash and cash equivalents, end of year	\$ 14,450,148	<b>\$ 23,253,002</b>	

See notes to statutory financial statements.

#### Notes to Statutory Financial Statements Years Ended December 31, 2010 and 2009

#### Note 1 - Organization and Summary of Significant Accounting Policies

Organization and Description of Company – Quality Health Plans, Inc. (the "Company") was incorporated in the state of Florida in August 2001. The Company received its Certificate of Authority issued by the Florida Office of Insurance Regulation in October 2002 to operate as a health maintenance organization ("HMO") pursuant to Chapter 641, Part 1, Florida Statutes, for the limited purpose of providing Medicare Advantage program services as authorized by the United States Department of Health and Human Services, Centers for Medicare and Medicaid Services ("CMS"), pursuant to Chapter 42 CFR, Part 422, Code of Federal Regulations.

The Company provides comprehensive health care services on a prepaid basis for Medicare Parts A, B and D approved members in Florida. On December 31, 2008, the Company sold its Medicare PDP Part D line of business (See Note 8). During the year ended December 31, 2010 the sale of the Company's Part D line of business was rescinded and canceled. The Company is subject to competition from other HMOs and other entities providing similar services. Additionally, the Company is subject to oversight by certain regulatory agencies and undergoes periodic examinations by those regulatory agencies.

Basis of Presentation – The accompanying statutory basis financial statements have been prepared in accordance with statements of statutory accounting principles ("SSAP") prescribed or permitted by the Florida Office of Insurance Regulation (the "Office"). Such statutory practices require preparation of the statutory financial statements in accordance with the National Association of Insurance Commissioners' ("NAIC") Accounting Practices and Procedures Manual subject to deviations prescribed by the Office. SSAP is a comprehensive basis of accounting other than generally accepted accounting principles in the United States of America ("GAAP"). Such practices vary in certain respects from those under GAAP. The Company's significant accounting practices and the variances from GAAP are summarized below:

- Certain assets designated as "nonadmitted," principally billed receivables in excess of three months past due, prepaid expenses, furniture and equipment, leasehold improvements, and other assets not specifically identified as an admitted asset within the NAIC Accounting Practices and Procedures Manual, are excluded from the accompanying statements of admitted assets, liabilities, and capital and surplus and are charged directly to unassigned deficit. Under GAAP, such assets are included in the balance sheet at net realizable values.
- Cash in the statements of cash flows represent cash and cash equivalents with remaining
  maturities of one year or less. Under GAAP, the corresponding caption of cash and cash
  equivalents includes cash balances and investments with initial maturities of three months
  or less. Additionally, the statements of cash flows are presented using the direct method of
  reporting; however, these statements omit the reconciliation of net loss to net cash flows
  from operating activities and the separate section of investing activities which is a
  requirement under GAAP.
- Surplus notes issued by the Company to related parties are classified as capital and surplus on a statutory basis if the surplus notes are in a form acceptable to the Office. Additionally, accrued interest on surplus notes are not recorded until payment is approved by the Office. Under GAAP, such notes payable would be classified as liabilities and accrued interest would be recorded as incurred.

#### Notes to Statutory Financial Statements Years Ended December 31, 2010 and 2009

#### Note 1 - Organization and Summary of Significant Accounting Policies (continued)

- Recoverable amounts receivable, if any, on unpaid claims under reinsurance agreements are netted against health care costs payable and not reported as an asset.
- Certain other reported amounts are classified or presented differently in the statutory financial statements prepared on the basis of SSAP than they would be under GAAP. Statutory requirements require that the statutory financial statements of the Company be filed with the state regulatory authorities. Accordingly, the statutory financial statements are presented in a format similar to the filed annual statement, which differs from the format of financial statements presented under GAAP. Required statutory disclosures that are not applicable to the Company are not included in the notes to these statutory financial statements.

#### Other significant accounting polic ies are as follows:

Cash and Cash Equivalents – Cash and cash equivalents include cash or demand deposits with financial institutions and deposits in highly liquid money market securities with original maturities of three months or less, and certificates of deposit with remaining maturities of one year or less.

Health Care and Other Amounts Receivable – Health care and other amounts receivable primarily represent the following amounts:

- CMS Receivables CMS receivables are amounts due from CMS for (1) retroactive enrollment and (2) risk adjustment amounts. Retroactive enrollment receivables are amounts due from CMS related to unfunded premiums for enrollment applications which are in process or sent back to the Company for additional documentation or clarification. Risk adjustment amounts receivable are based on the Company's assessment of estimated retroactive CMS risk adjustment factors not included in previous premium payments from CMS. The retroactive enrollment and risk adjustment amounts receivable represent significant estimates established by management. The amount ultimately collected may differ from this estimate and that difference could be material.
- Provider Receivables Provider receivables are amounts due from various doctors, networks and servicers of the Company's members and include (1) claim overpayments, (2) risk sharing receivables, and (3) pharmaceutical rebates receivables. Claim overpayment receivables may occur as a result of several events, including but not limited to claim payments made in error to the provider. Risk sharing receivables are based on contractual terms due from health care providers ("risk providers"). Under contractual terms, the risk providers receive an allocation of covered members' premiums. On a quarterly basis the Company is required to calculate the operating profit or loss related to the members enrolled through the risk providers. If the Company incurs an operating deficit, the risk provider is required to pay the Company the full amount of the deficit. If the Company recognizes a surplus, the Company is required to pay the risk providers the full amount of the surplus. Pharmaceutical rebates receivable include amounts due according to arrangements with pharmaceutical companies based on drug utilization of the Company's subscribers at participating pharmacies. These receivables represent significant estimates established by management. While management believes the amounts to be fully collectable, the amount ultimately collected may differ from this estimate and that difference could be material.

#### Notes to Statutory Financial Statements Years Ended December 31, 2010 and 2009

### Note 1 – Organization and Summary of Significant Accounting Policies (continued)

Other Receivables – Other receivables are amounts due from (1) members for their portion
of insurance premiums and (2) amounts due from a former Medicare Part D servicer (see
Note 8). While management believes the amounts to be fully collectable, the amount
ultimately collected may differ from this estimate and that difference could be material.

Health Care Costs Payable – Health care costs payable includes the accrual for claims and contracted medical services incurred but not paid and the estimated liability for claims incurred but not reported. The liability for claims incurred but not reported is determined based on historical evaluations and statistical analysis of paid claims and represents an estimate of the unpaid liabilities incurred through December 31, 2010 and 2009. The liability is determined by an independent actuary. Although considerable variability is inherent in such estimates, management believes that the liability for unpaid claims is adequate. The estimate is continually reviewed and adjusted, as necessary, as experience develops or new information becomes known; such adjustments are included in current operations. Actual results may differ from management's estimates and such differences may be significant.

Recognition of Premium Revenues – Premiums are billed monthly and are recognized as revenue over the period in which the Company is obligated to provide services to members. Premiums collected in advance are recorded as unearned premiums liability until earned. The premium is a predetermined amount on a per member per month basis. CMS determines the amount based on the county in which the member resides and other factors. Member census is subject to audit and retroactive adjustments and such adjustments, when determinable, are included in current operations. Retroactive adjustments are accrued on an estimated basis in the period the related services are provided and adjusted in future periods as final settlements are determined. Premium revenue is reported net of the cost of stop loss reinsurance premiums.

Physician and Provider Services – Physician and provider services expense includes amounts paid to health care providers, claims reported but not paid and estimated costs of claims incurred but not reported. The Company contracts with related parties (see Note 9) and certain physicians and health care facilities on a capitated, fee for service, or other basis to provide health care services to members. Capitated agreements are paid on a per member per month basis and capitation expense is accrued in the period in which the member is entitled to services. The cost of the noncapitated services. Physician and provider services expense is recorded net of stop loss reinsurance recoverable and includes prescription drug costs.

Advertising Expense – Advertising costs are expensed as incurred. For the years ended December 31, 2010 and 2009, advertising expense was approximately \$158,000 and \$845,000, respectively, and is included in general and administrative expenses in the accompanying statutory statements of revenues and expenses.

Income Taxes – On January 1, 2008, in connection with all of the Company's issued and outstanding shares being contributed to QHP Group, Inc. ("QHPG") by the former sole shareholder, the Company no longer qualified as an S corporation under the Internal Revenue Code and began being taxed as a C corporation.

#### Notes to Statutory Financial Statements Years Ended December 31, 2010 and 2009

#### Note 1 - Organization and Summary of Significant Accounting Policies (continued)

Effective January 1, 2008, the Company elected to memorialize its tax sharing arrangement by participating in an Intercompany Tax Sharing Agreement (the "Agreement") with QHPG, Health Management Services of America, Inc. ("HMS"), QHP Insurance Co., Inc. ("QHPI"), and Mid-America IPA, Inc. ("Mid-America"). HMS, QHPI, and Mid-America are entitles also owned 100 percent by QHPG. Beginning with the 2008 tax year, QHPG filed a consolidated federal tax return that includes the operations of the Company, QHPG, HMS, QHPI, and Mid-America.

Under terms of the Agreement, each company shall be responsible for and shall reimburse, or be reimbursed by, QHPG for its separately calculated share of the consolidated tax expense or benefit, respectively. Further, per the Agreement, each company shall pay promptly to QHPG estimated quarterly tax payments and any final adjustments to payments within five days following a statement furnished by QHPG. Alternatively, tax benefits utilized by QHPG and profitable subsidiaries which are attributable to losses generated by the Company are reimbursed to the Company within 90 days of QHPG filing its annual consolidated federal income tax return. These amounts are recognized in the statutory statement of admitted assets, liabilities and capital and surplus as "tax sharing receivable".

Deferred income tax assets and liabilities are determined based on differences between the financial statement and tax bases of assets and liabilities as measured by the enacted tax laws and rates applicable to the periods in which the differences are expected to affect taxable income.

Concentrations of Credit Risk – The Company's financial instruments exposed to concentrations of credit risk consist primarily of its cash and cash equivalents, restricted cash, health care and other amounts receivable, and reinsurance balances recoverable.

The Company maintains its cash and cash equivalents and short-term investments with institutions in the United States. The Federal Deposit Insurance Corporation ("FDIC") provides deposit insurance of \$250,000 for substantially all depository accounts and temporarily provides unlimited coverage through December 31, 2012 for certain qualifying and participating non-interest bearing transaction accounts. As of December 31, 2010, the Company had approximately \$12,656,000 in cash and cash equivalents and restricted cash that exceeded am ounts covered by FDIC insurance.

Membership is concentrated in geographic locations in the state of Florida. The Company's membership base consists exclusively of qualified Medicare Parts A, B, and D members in 32 counties, and 99% of premium revenue was obtained from CMS in both 2010 and 2009. The Company has a contract with CMS, which expires each December and automatically renews for successive one-year periods. The contract was renewed by CMS for 2011. See Note 3 for receivable concentrations.

Use of Estimates – The preparation of statutory basis financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the statutory basis financial statements and the reported amounts of revenues and expenses during the reporting period. Such estimates and assumptions could change in the future as more information becomes known, which could materially impact the amounts reported and described in the statutory financial statements.

Subsequent Events – Management has considered subsequent events through May 6, 2011 in connection with the preparation of these statutory basis financial statements, which is the date the statutory basis financial statements were available to be issued.

#### Notes to Statutory Financial Statements Years Ended December 31, 2010 and 2009

#### Note 2 - Regulatory Requirements

As an HMO licensed in Florida, the Company is required under Florida Statutes, Section 641.225, to maintain minimum net worth of the greater of \$1,500,000, 10% of total liabilities, or 2% of annualized premiums. As of December 31, 2010 and 2009, the minimum surplus requirement was approximately \$3,900,000 and \$3,290,000, respectively. The Company's statutory surplus was approximately \$6,074,000 as of December 31, 2009. The Company had a statutory deficit in the amount of approximately \$5,140,000 as of December 31, 2010. In April 2011, the Company received a capital contribution from the Company's parent of approximately \$10,166,000.

The Company is required to maintain a deposit pursuant to Florida Statutes to help secure payment of claims. As of December 31, 2010 and 2009, cash and cash equivalents of \$2,310,000 and \$1,310,000, respectively, have been assigned to the Office to satisfy this requirement (classified as Restricted cash in the statutory statements of admitted assets, liabilities and capital and surplus).

In May 2010, the Company was notified by CMS that it was suspended from marketing to or enrolling new members because of deficiencies in the Company's pharmacy benefit administrative and contract management practices and that new member marketing and enrollment would only be permitted when CMS was satisfied that those deficiencies had been remedied. CMS also proposed civil penalties of approximately \$587,000. The Company engaged attorneys and consultants with regulatory expertise to assist with responding to CMS regarding issues relating to these sanctions. In December 2010, CMS and the Company entered into a settlement agreement for a reduced civil monetary penalty of \$509,000, to be paid in installments through March 2011. The Company believes it has corrected the root causes of the deficiencies and has submitted a corrective action plan to CMS, as well as additional documentation they have requested. The Company anticipates the marketing sanctions will be relieved upon CMS review and approval of the information submitted by the Company.

#### Note 3 - Health Care and Other Amounts Receivable

Heath Care and Other Amounts Receivable consist of the following:

	December 31,			\$,
		2010		2009
CMS receivables				
Risk adjustments receivable	\$	3,060,117	\$	8,544,610
Retroactive enrollment receivables		276,908		708, <b>029</b>
Provider receivables				
Risk sharing receivables (from three provider				
networks in 2010)		7,257,517		1,750,393
Claim overpayments		571,523		46,250
Pharmaceutical rebates receivable		1,378,629		-
Other				
Member receivables		10,427		48,944
Due from Envision (Note 8)		4,659,601		1,071,911
Total healthcare and other amount receivable	\$	17,214,722	\$	12,170,137

#### Notes to Statutory Financial Statements Years Ended December 31, 2010 and 2009

#### Note 3 – Health Care and Other Amounts Receivable (continued)

*Risk Sharing Receivable* – The Company had \$7,257,517 in risk sharing receivables as of December 31, 2010. The Company estimates its risk sharing receivables by calculating the surplus or deficits for each provider agreement based on the terms of the respective agreements. None of the risk sharing balances as of December 31, 2010 have been invoiced as of that date or as of May 6, 2011, the date these financial statement were available to be issued, because these receivables are not required by SSAP to be billed until eight months after the end of the annual contract periods, which range from October through December 2010. No amounts have been collected from providers under these risk sharing agreements as of May 6, 2011, the date these financial statement were available to be issued.

*Pharmaceutical Rebates Receivable* – The Company had \$1,378,629 in pharmaceutical rebates receivable as of December 31, 2010. The Company estimates its pharmaceutical rebates receivable based on actual prescriptions filled during the period and the expected rebates earned. Of the total pharmaceutical rebates receivable, \$1,157,840 was involced as of December 31, 2010.

#### Note 4 - Health Care Costs Payable

The liability for health care costs payable includes claims received and in process, as well as management's estimate of the cost of claims incurred but not reported, totaling approximately \$22,951,000 and \$9,953,000, respectively, as of December 31, 2010 and \$21,464,000 and \$7,642,000, respectively, as of December 31, 2009. The provision for claims incurred but not yet reported is actuarially determined based on historical claims payment experience and other statistics. This liability is subject to the impact of changes in claim severity and frequency, as well as numerous other factors. Management balieves that the recorded liability is adequate, but the variance between the estimate and the ultimate net cost of settling this liability could be material.

Changes in the balance of health care cost payable during the periods are as follows:

	Year Ended December 31,		
	2010	2009	
Beginning health care costs payable	\$ 29,106,286	\$ 18,427,872	
Health care payments			
Payments related to current year	(99,325,723)	(95,362, <b>155</b> )	
Payments related to prior periods	(32,166,291)	(20,860,950)	
	(131,492,014)	(116,223,105)	
Physician and provider services expense			
Expenses related to current year	132,230,121	124,138,946	
Expenses related to prior periods	3,060,005	2,762,573	
	135,290,126	126,901,519	
Ending health care costs payable	\$ 32,904,398	\$ 29,106,286	

Expenses recorded related to prior year claims is primarily due to the difference in actual experience versus that estimated at the end of the prior year.

#### Notes to Statutory Financial Statements Years Ended December 31, 2010 and 2009

#### Note 5 - Aggregated Health policy Reserves and Liability for Amounts held Under Uninsured Plans

In accordance with CMS regulations, at the end of each contract year, Medicare Part D sponsors settle with CMS the difference in reinsurance costs paid for members in the catastrophic phase of benefits and costs for deductibles, co-payments and other benefits for low income enrollees compared to the amount of subsidies received from CMS. As of December 31, 2010 and 2009, the Company estimates a liability due to CMS of \$360,000 and \$1,720,000, respectively, which is included in Liability for amounts held under uninsured plans.

Under the Medicare Part D program, the Company participates in risk sharing with CMS to limit the plan's exposure to unexpected expenses not already included in the reinsurance subsidy or taken into account through health status risk adjustment. CMS and the Company share the profits or losses resulting from expenses within predefined risk corridors. The risk sharing payment can be positive, negative or zero. The settlement has been estimated based on an actuarial analysis of Part D membership, prescription drug, and pricing data. At December 31, 2010 and 2009, the Company estimates a liability of approximately \$1,777,000 and \$1,058,000, respectively, reported within Aggregated health policy reserves in the accompanying statutory statements of admitted assets, liabilities and capital and surplus.

#### Note 6 - Income Taxes

Deferred income tax benefits are provided for certain income and expenses that are recognized in different periods for tax and financial reporting purposes. Net deferred tax assets as of December 31, 2010 and 2009 are as follows:

	2010	 2009	
Net deferred tax assets (non-admitted asset)	\$ 8,205,000	\$ 3,300,000	
Net deferred tax assets (admitted portion)	-	 	
Deferred tax assets	\$ 8,205,000	\$ 3,300,000	

Deferred tax assets as of December 31, 2010 and 2009 consisted primarily of the tax effects associated with net operating loss carryforwards. The Company's net operating loss carryforward available to offset future taxable income of approximately \$17,900,000 will begin to expire in 2027. In accordance with Statement of Statutory Accounting Principle ("SSAP") 10, Income Taxes, the deferred tax assets as of December 31, 2010 and 2009 were accounted for as a nonadmitted asset.

#### Notes to Statutory Financial Statements Years Ended December 31, 2010 and 2009

#### Note 6 - Income Taxes (continued)

The provision for federal income taxes for the years ended December 31, 2010 and 2009 differs from that which would be obtained by applying the statutory Federal income tax rate to income before income taxes. The significant items causing this difference are as follows:

	Year Ended December 31,			nber 31,
		2010		2009
Benefit computed at statutory rate	\$	6,800,000	\$	2,000,000
State tax benefit, net of federal benefit		725,000		210,000
Permanent differences		(198,000)		(28,000)
Other		352,713		(17,000)
Total deferred tax benefit		7,679,713		2,165,000
Change in net deferred tax asset - non-admitted Total statutory income tax benefit (associated with		(6,259,000)		(900,000)
aggregate write-ins for other than invested assets)	\$	1,420,713	\$	1,265,000

#### Note 7 - Reinsurance

The Company reinsures certain "excess" risks with a reinsurance company by ceding portions of risks and premiums. Reinsurance does not discharge the Company from its liability to members for defined coverages. In the event that the reinsurance company was unable to meet its obligation under the existing reinsurance agreement, the Company would be liable for such amounts. Management only reinsures with a highly rated reinsurance company. The reinsurer is obligated to the Company for the excess health care costs as defined in the reinsurance agreement.

The reinsurance agreement generally provides for reimbursement of 90% of "eligible expanses" in excess of \$175,000 and \$100,000 per member per year for the years ended December 31, 2010 and 2009, respectively. The maximum reinsurance coverage provided under the agreement for all eligible services is \$1,500,000 per member per policy period. Net reinsurance premiums under the agreement for the years ended December 31, 2010 and 2009 totaled approximately \$1,780,000 and \$2,255,000, respectively, and are reported as a reduction of premiums earned in the accompanying statutory statements of revenues and expenses.

Losses ceded under the agreement were approximately \$2,370,000 and \$3,599,000 during the years ended December 31, 2010 and 2009, respectively, and are reported as a reduction of physician and provider services in the accompanying statutory statements of revenues and expenses.

As discussed in Note 8, the Company also had a reinsurance agreement with Envision Insurance Company from January 1, 2009 through May 31, 2010. Net reinsurance premiums under the agreement for the years ended December 31, 2010 and 2009 totaled approximately \$1,718,000 and \$7,953,000, respectively, and are reported as a reduction of premiums earned in the accompanying statutory statements of revenues and expanses.

Losses ceded under the agreement were approximately \$2,189,000 and \$8,403,000 during the years ended December 31, 2010 and 2009, respectively, and are reported as a reduction of physician and provider services in the accompanying statutory statements of revenues and expenses.

#### Notes to Statutory Financial Statements Years Ended December 31, 2010 and 2009

#### Note 8 - Discontinued Operations

The Company's Medicare PDP program was acquired in 2008 by Envision Insurance Company ("Envision") however, the transaction required the approval of the Office and novation by CMS. The Company entered into a reinsurance agreement with Envision effective January 1, 2009 that reimburses the Company 100% of all Medicare losses incurred in the Part D program from January 1, 2009 through the date of the Office's approval not to go beyond December 31, 2011. Effective June 1, 2010, Envision Insurance Company terminated their Reinsurance Agreement and Asset Purchase Agreement with QHP. In light of this termination, the Company elected not to renew the stand alone PDP contract with CMS for year 2011.

In accordance with SSAP No. 24, Discontinued Operations and Extraordinary Items, the reporting of discontinued operations shall be included in the reporting of continuing operations in the accompanying statutory statements of revenues and expenses. Admitted assets and liabilities of discontinued operations as of December 31, 2010 and 2009 are summarized below:

	 2010		2009
Admitted assets: Health care and other amounts receivable Total admitted assets	\$ 4,994,068 4,994,068	\$ \$	1,071,000 1,071,000
Liabilities: Health care costs payable Aggregate health policy reserves Liability for amounts held under insured plans Total liabilities	\$ 477,705 368,077 236,227 1,082,009	\$	601,578 470,334 1,071,912

The results of the discontinued operations for the years ended December 31, 2010 and 2009 are summarized below:

	2010	2009
Premiums earned, net	\$ 2,508,182	\$ 1,129,116
Physician and provider services	(2,567,917)	60,093
General and administrative expenses	(1,926,813)	(3,972,450)
Net loss from discontinued operations	\$ (1,986,548)	\$ (2,783,241)

#### Note 9 - Related Party and Affiliated Transactions

Management Fees – The Company has a management agreement with Health Management Services of America, Inc. ("HMS") effective January 1, 2008, whereby HMS provides claim administration, management information systems, and other third party administrative services. HMS's sole shareholder also owns 100% of the Company. Fees pursuant to this agreement are \$35 and \$5 per member per month for all members in the MAPD and PDP plans, respectively. Expenses under this agreement totaled approximately \$6,090,000 and \$5,550,000 for the years ended December 31, 2010 and 2009, respectively, and are included in general and administrative expenses in the accompanying statutory statements of revenues and expenses.

#### Notes to Statutory Financial Statements Years Ended December 31, 2010 and 2009

#### Note 9 - Related Party and Affiliated Transactions (continued)

*Provider Agreement* - The Company also has an agreement with Mid-America IPA, Inc. ("Mid-America"), a physician provider network whereby Mid-America contracts with primary care provider groups (PCP Groups) to provide primary care services to certain Company members. Mid-America is owned 100% by the sole shareholder of the Company. Several of the PCP Groups with whom Mid-America has contracted are related through common control. Under the terms of the agreement, the Company pays the applicable PCP Group based on contractual rates. The PCP Group agreements also include incentive arrangement terms that reward the PCP Groups for achieving certain goals. Total administrative fees paid to Mid-America for managing the PCP groups totaled approximately \$1,740,000 and \$1,586,000 during the years ended December 31, 2010 and 2009, r espectively.

Administrative Fees – The Company has an administrative services agreement with Quality Health Plans of New York, Inc. ("QHPNY") effective January 1, 2010, whereby QHPNY provides certain administrative services to the Company. QHPNY is related to the Company through common control. Management fee Income pursuant to this agreement is \$8 per member per month, subject to certain adjustments based on actual expenses incurred for all of the Company's enrolled members. The Company recorded approximately \$1,007,000 in administrative expenses for the year ended December 31, 2010, which is included in general and administrative expenses in the 2010 statutory statement of revenues and expenses. The management agreement has no stated expiration date.

Other Related Party Transactions – Effective January 1, 2009, the Company entered into a sublease agreement for its facilities with its sole shareholder. The lease requires monthly payments of approximately \$26,000 plus sales taxes, includes annual increases and expires on December 31, 2013. Rental expense under this related party sublease was approximately \$312,000 in both of the years ended December 31, 2010 and 2009 and is included in general and administrative expenses in the statutory statements of revenues and expenses.

Due from Related Party – Due from related party includes approximately \$385,000 due from QHPNY for an overpayment of administrative fees for services performed by QHPNY in accordance with the administrative services agreement noted above. This receivable is a non-admitted asset and therefore is not included in the statutory statement of admitted assets, liabilities, and capital and surplus (deficit) as of December 31, 2010. This receivable was collected from QHPNY in March 2011.

#### Note 10 - Subordinated Surplus Notes

The Company has issued five subordinated surplus notes payable to QHPG which remained outstanding at December 31, 2010 and 2009.

Any payment of interest or repayment of principal, as determined by the Company's Board of Directors, is subject to approval by the Office. Interest expense on the surplus notes is not charged to operations until the Office approves its payment. As of December 31, 2010, the Office has not approved repayment of the surplus notes, and the accompanying statutory financial statements do not include the effects of interest expense or accrued interest on these surplus notes. Payment of interest or repayment of principal may be paid only if the Company meets its minimum surplus requirements.

#### Notes to Statutory Financial Statements Years Ended December 31, 2010 and 2009

#### Note 10 - Subordinated Surplus Notes (continued)

A summary of the terms and balances of the surplus notes follows:

Surplus Note	Date Issued	Interest Rate	Par Value (Face Amount of Notes)	Principal Amount of Note Outstanding	Unapproved Interest
<u> </u>	9/12/2005	8%	\$ 1,200,000	\$ 1,200,000	\$ 514,000
11	10/27/2005	8%	75,000	75,000	<b>31,0</b> 00
111	12/22/2005	8%	380,000	380,000	154,000
IV	11/2/2009	8%	3,384,532	3,384,532	315,000
V	12/31/2009	8%	1,000,000	1,000,000	80,000
Total			\$ 6,039,532	\$ 6,039,532	\$ 1,094,000

The repayment of the principal and any interest accrued is subject, and is subordinate, to the prior payment in full of all other liabilities of the Company, and no payment of any kind shall be made until any claims of subscribers or general creditors of the Company have been paid or otherwise discharged (unless approved by the Office). The Company has not pledged any assets or otherwise provided any collateral to support the repayment of the surplus notes.

#### Note 11 - Employee Benefits

The Company established a salary deferral plan ("the Plan") under Section 401(k) of the Internal Revenue Code which allows eligible employees to defer a portion of their compensation, ranging from 1% to 100%. Such deferrals accumulate on a tax deferred basis until the employee withdraws the funds. The Company may, at its sole discretion, match a portion of the employees' contribution. The employer contributions to the Plan were approximately \$104,000 and \$96,000 for the years ended December 31, 2010 and 2009, respectively.

#### Note 12 - Commitments and Contingencies

Operating Lease - The Company has entered into operating leases for office space and certain office equipment rentals that expire through 2014.

The total future commitments under these operating leases at December 31, 2010 are as follows:

Year 2011	\$ 360,278
Year 2012	343,157
Year 2013	 6,979
	\$ 710,414

Rent expense was approximately \$475,000 and \$505,000 for the years ended December 31, 2010 and 2009, respectively, and is included in general and administrative expenses in the accompanying statutory statements of revenues and expenses.

Regulatory - The Company has a \$3,000,000 outstanding bank letter of credit that expires in July 2011. This letter of credit is for the benefit of a provider subject to a related provider agreement, and subsequent to December 31, 2010, \$750,000 was drawn on the letter of credit by the provider.

#### Notes to Statutory Financial Statements Years Ended December 31, 2010 and 2009

#### Note 12 - Commitments and Contingencies (continued)

Regulatory - The Company is subject to extensive federal and state health care and insurance regulations designed primarily to protect enrollees, particularly with respect to government-sponsored enrollees. Such regulations govern many aspects of the Company's business affairs and typically empower state agencies to review management agreements with health care plans for, among other things, reasonableness of charges. Among the other areas regulated by federal and state law are licensure requirements, premium rate increases, new product offerings, procedures for quality assurance, and the financial condition, including cash reserve requirements. Changes in federal or state governmental regulation could affect the Company's operations, cash flows, and business prospects. There can be no assurances that the Company will maintain federal qualifications or state licensure.

Litigation - As of December 31, 2010, the Company is a respondent and plaintiff in legal matters with a former primary care service provider. The Company and the service provider entered into a risk assuming agreement on April 1, 2008 and terminated the agreement effective June 30, 2009. In July 2009, the service provider filed suit against the Company claiming damages of approximately \$4,400,000 plus a currently undetermined amount of attorney fees and punitive damages. In August 2009, the Company filed a counterclaim against the service provider seeking damages related to the service provider's breach of the agreement, attorney fees and injunctive relief. During 2010, the Company's motion for injunctive relief was granted, and the service provider's March 2010 appeal of that decision was denied by the Florida District Court of Appeals in January 2011. Additionally, in March 2010, the service provider sought to amend its damage complaint by asserting conspiracy against the Company, seeking to add a new third party defendant and reserving their right to add a punitive damage claim. The service provider's motion to amend was denied without prejudice by the Court in July 2010. The Company intends to vigorously defend these claims and pursue its counterclaim against the service provider and believes the ultimate outcome of the matter will be favorable to the Company. However, there can be no assurance to that effect. No liability, if any, that might result from the outcome of this litigation has been recorded in the statutory financial statements.

Arbitration Proceeding – During 2010, the Company received a notice of default and demand for approximately \$2,311,000 from its Medicare Part D program reinsurer, Envision Insurance Company ("Envision"), wherein Envision alleged certain breaches of the reinsurance contract by the Company. Subsequently, Envision sought to have the matter submitted to arbitration and further asserted certain claims of offset of funds held by Envision that belonged to the Company and claimed aggregate damages of \$3,000,000. The Company responded to the arbitration demand by denying that Envision was entitled to the amounts sought and counterclaimed that Envision had wrongfully converted certain funds rightfully belonging to the Company, had not paid certain arrearages in unpaid Part D settlements and other damages for a total damage counterclaim of \$5,000,000 against Envision. In December 2010, the Company initiated arbitration proceedings with the American Arbitration Association ("AAA") against Envision wherein it claimed damages in excess of \$40,000,000. Envision has counterclaimed for compensatory damages of \$65,700,000. In January 2011, the Company sought to consolidate all claims and counterclaims of the respective parties before the AAA. In addition to claims for damages, all parties have also asserted claims for attorney fees.

While the Company's management believes these matters will be successfully resolved in the Company's favor, there can be no assurance to that effect. No liability, if any, which might result from the outcome of this matter has been recorded in the statutory financial statements.



#### Report of Independent Certified Public Accountants on Internal Control

Board of Directors Quality Health Plans, Inc. Tampa, Florida

We have audited the statutory-based financial statements of Quality Health Plans, Inc. as of December 31, 2010 and for the year then ended and have issued our report thereon dated May 6, 2011.

We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the statutory financial statements are free of material misstatement.

The management of Quality Health Plans, Inc. is responsible for establishing and maintaining internal controls. In fulfilling this responsibility, estimates and judgments by management are required to assess the expected benefits and related costs of internal control. The objectives of internal controls are to provide management with reasonable, but not absolute, assurance that assets are safeguarded against loss from unauthorized use or disposition, and that transactions are executed in accordance with management's authorization and recorded properly to permit preparation of financial statements in accordance with the statutory basis of accounting.

Because of inherent limitations in any internal controls, errors or irregularities, or instances of noncompliance might nevertheless occur and not be detected. Also, projection of any evaluation to future periods is subject to the risk that procedures might become inadequate because of changes in conditions or that the effectiveness of the design and operation of policies and procedures may deteriorate.

In planning and performing our audit of the statutory financial statements of Quality Health Plans, Inc. for the year ended December 31, 2010, we considered its internal controls in order to determine our auditing procedures for the purpose of expressing our opinion on the statutory financial statements and not to provide assurance on the internal controls of the Company. Accordingly, we do not express an opinion on the effectiveness of the Company's internal control.

A control deficiency exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct misstatements on a timely basis. A significant deficiency is a control deficiency, or combination of control deficiencies, that adversely affects the entity's ability to initiate, authorize, record, process, or report financial data reliably such that there is more than a remote likelihood that a misstatement of the entity's statutory financial statements that is more than inconsequential will not be prevented or detected by the entity's internal control.

A material weakness is a significant deficiency, or combination of significant deficiencies, that results in more than a remote likelihood that a material misstatement of the statutory financial statements will not be prevented or detected by the entity's internal control.

Our consideration of the Company's internal controls would not necessarily disclose all deficiencies in internal control that might be significant deficiencies or material weaknesses. We did not identify any deficiencies in internal control that we consider to be material weaknesses, as defined above.

This report is intended solely for the Board of Directors and management of Quality Health Plans, Inc. and the Florida Department of Financial Services, Office of Insurance Regulation. We sincerely appreciate the courtesy and cooperation the Company's management and employees extended to us during the audit.

Cherry, Bakaent & Holland, L.L.P.

Tampa, Florida May 6, 2011

### Exhibit C

#### Joe Erhart

From: Sent: To: Cc: Subject: Toma Wilkerson Friday, April 29, 2011 5:08 PM Frances Tay Joe Erhart RE: QHP Amended filing and capital contribution

We need to ask questions. Let's get together on Monday morning.

**From:** Frances Tay **Sent:** Friday, April 29, 2011 4:56 PM **To:** Toma Wilkerson **Cc:** Joe Erhart **Subject:** FW: QHP Amended filing and capital contribution

Toma:

is this acceptable? If not, let me know what you need to show capital infusion to QHP. Thanks

Frances

From: David Sherwin [mailto:dsherwin@qualityhealthplans.com] Sent: Friday, April 29, 2011 4:53 PM To: Frances Tay Cc: Sabiha Khan; Nazeer Khan; Leslie Donovan Subject: QHP Amended filing and capital contribution

Frances – I filed an amended Annual health blank to NAIC today and I am attaching to this e-mail a document showing QHP's recent receipt of additional capital contribution of \$10,165,836. Thank you Frances and have a great week-end!!

David Sherwin, C.P.A. <u>Director of Finance</u> Quality Health Plans, Inc. 4010 Gunn Hwy, Stc.220 Tampa, FL, 33618-8744 **\***: 813-574-1640 Ext. 104 **\***: 813-402-1911 String dynamic string s 44C) 2U I I

#### Lincoln Reserva Group Members



#### Secure Members Area

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Quality Health Plans,		150-251-7331		As of: Auril 22, 201 s
Opening Amount	Account Rep	YTD Interest	Closing Amount	VTD Dansail
\$10,165,836,00	L Person	\$0.00		

#### DISCLAIMER NOTICE

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The information contained in this Website is provided only as an aid and service to our customers. The information does not take into account the wealth protection/investment objectives, financial circumstances or wealth protection/investment needs of any particular investor/client. Therefore all investors/clients must assess whether it is appropriate in light of their own individual financial circumstances before making a decision based on the information provided herein.

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# Exhibit D

#### Joe Erhart

From: Sent: To: Cc: Subject: Frances Tay Tuesday, May 10, 2011 4:23 PM 'David Sherwin' Sabiha Khan; Nazeer Khan; Leslie Donovan; Joe Erhart; Torna Wilkerson RE: QHP Amended filing and capital contribution

David,

In furtherance of this morning conference call, the Office would like to understand more about the investment account which shows an amount of \$10,165,836 that was being used as a capital contribution from Quality Health Plan of New York, Inc. (see e-mail below) to Quality Health Plans, Inc.

Please note that the Office will draft a letter to Lincoln Reserve Group to provide the account balance and a description of the hypothecation, pledges or compensating balances for this investment account. This letter will need the signature of a representative of the Office and a signature of an officer of Quality Health Plans in order to request that the bank provide the above mentioned information. In order to draft this letter, please provide the following information:

- 1) Please confirm that Lincoln Reserve Group (LRG) is where QHPNY has the new investment account.
- 2) Please provide the mailing address of Lincoln Reserve Group.
- 3) The contact person at LRG in order for the Office to verify the account balance, and also, request a description of the hypothecation, pledges, or compensating balances.

Please let me know by tomorrow afternoon if possible. Your help in this matter is much appreciated.

#### Frances Tay

Frances S. L. Tay, MBA Financial Examiner/Analyst II Office of insurance Regulation L & H Financial Oversight Tel: 850-413-2462 Fax: 850-488-7061 e-mail: <u>frances.tay@floir.com</u> website: www.floir.com

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From: David Sherwin [mailto:dsherwin@qualityhealthplans.com] Sent: Thursday, May 05, 2011 8:43 AM To: Frances Tay Cc: Sabiha Khan; Nazeer Khan; Leslie Donovan Subject: RE: QHP Amended filing and capital contribution

Frances -- I've been out for a few days. I believe Sabiha sent an update to Toma on Monday and Tuesday of this week. Please let me know if you need anything else in this regard. Thanks!!

#### David Sherwin, C.P.A.

Director of Finance Quality Health Plans, Inc. 4010 Gunn Hwy, Ste.220 Tampa, FL. 33618-8744 2: 813-574-1640 Ext. 104 3: 813-402-1911 S: dsherwin@qualityhealthplans.com

From: Frances Tay [mallto:Frances.Tay@floir.com] Sent: Friday, April 29, 2011 5:11 PM To: David Sherwin Cc: Sabiha Khan; Nazeer Khan; Leslie Donovan Subject: RE: QHP Amended filing and capital contribution

David,

Can you give me a summary as to why the annual statement needs to be amended? Also, can you explain the reason(s) for this infusion. I am sure when I forward it to management, there will be some questions. Your help in this area will be much appreciated. Thanks David.

#### Frances Tay

Frances S. L. Tay, MBA Financial Examiner/Analyst II Office of Insurance Regulation L & H Financial Oversight Tel: 850-413-2462 Fax: 850-488-7061 e-mall: <u>frances.tay@floir.com</u> website: www.floir.com

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From: David Sherwin [mallto:dsherwin@qualityhealthplans.com] Sent: Friday, April 29, 2011 4:53 PM To: Frances Tay Cc: Sabiha Khan; Nazeer Khan; Leslle Donovan Subject: OHP Amended filing and capital contribution

# Exhibit E

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#### **Joe Erhart**

From:	Joe Erhart
Sent:	Friday, July 22, 2011 5:21 PM
To:	Nazeer Khan
Cc:	Sabiha Khan; Torna Wilkerson; Frances Tay
Subject:	Quality Health Plans
Subject: Attachments:	Quality Health Plans Lincoln Reserve. Letter.pdf; 4-2011 Capital Contribution Lincoln Reserve 10 166M.pdf; QHP May2011 Finitr.sent to company.pdf

Importance:

High

#### Dear Dr. Nazeer Khan,

The Florida Office of Insurance Regulation (Office) has received the documentation sent by fax yesterday (attachment included) from Lincoln Reserve Group after months of attempting to secure confirmation from Lincoln Reserve Group regarding the account established in the name of Quality Health Plans on April 22, 2011 (attachment included) that said account was unencumbered and available for Quality Health Plans to access to pay claims and losses. However, as of the date of this e-mail the Office has not been able to authenticate that the account with Lincoln Reserve Group is in actuality unencumbered and that Quality Health Plans can access said funds to pay its claims and losses.

Without this asset Quality Health Plans is insolvent, in unsound financial condition and is using such methods and practices in the conduct of its business as to render its further transaction of insurance in this state hazardous or injurious to its policyholders or to the public. Therefore, the Office is hereby providing Quality Health Plans notice that within five (5) business days you must move the funds held at Lincoln Reserve Group to a bank located in Florida and provide verification that the asset is unencumbered and available for Quality Health Plans to access to pay claims and losses or the Office will be forced to take further action.

Furthermore, the Office has expressed concerns over several receivables that Quality Health Plans has been reporting as admitted assets and has recently sent a letter dated July 15, 2011 (attachment included), that these receivables are not available for the payment of claims and losses and are therefore not admissible as assets. The Office must have confirmation that these assets have been replaced by acceptable assets by August 15, 2011, or the Office will be forced to take further action.

1

Joe Erhart Florida Office of Insurance Regulation (850) 413-5066

### Lincoln Reserve Group Inc.

888.318.6167 | www.lincoinreservegroup.com

LINCOLN Remaining Group

# fax

TO:	Ms. Frances Tay	FROM	; Accounts		
FAX:	850-488-7061	PAGE	PAGES: 2		
PHONE:		QATE	7/21/2021		
RE:	Quality Health Plans I	nc. CC:			
🗋 Urgel	nt 🛛 For Review	🗔 Flease Comment	🗇 Please Reply	🖸 Please Recycle	

Comments:

JUL-20-2011 03:27P FROM: LINCOLN GROUP

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P.2

### Lincoln Reserve Group, Inc.

(74) (889) 314-9187 Can (761) 452-331 WWW.lingsings.org.com.

July 20, 2011

Account Holder Name: Quality Health Plans, Inc. Account Holder Address: 4010 Gunn Hwy., Suite 220, Tampa, FL 33818 Account Number: 150-251-7331

To Frances S. L. Tay, Office of Insurance Regulation, State of Fiorida:

Regarding our account holder listed above, this latter confirms that they are a customer in good standing with Lincoin Reserve Group, inc., and we further confirm that as of the above date that there is currently a balance of \$10,166,638.00 (Ten million one hundred sixty five thousand eight hundred thirty six dollars) in their account.

Lincoin Reserve Group Inc., has no knowledge or understanding of Quality Health Plans, Inc. transferring, pledging, hypothecating or otherwise disposing of account number 150-251-7331 as of July 20, 2011.

Signed this 20<sup>th</sup> day of July, 2011.

LINCOLN RESERVE GROUP, Inc.

Jehnifer Johnson, Contract Administrator

Contact Information: 868-318-6167 Jennifer Johnson – x708 James Bertolli – x711 By James Bartall

James Bartolli - VP

co: File

JJ: Ib

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#### Lincoin Reserve Group Members



#### Secure Members Area

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Quality Health Plans,	A192	150-251-7331	A	
Opening Amount	Account Rep	YTD Interest	Closing Amount	YTD Deposits
\$10,165.836.00	L. Beracz	\$0.00	\$10,165,836.00	<0.00

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#### OFFICE OF INSURANCE REGULATION

KEVIN M. MCCARTY COMMISSIONER FINANCIAL SERVICES COMMISSION

RICK SCOTT GOVERNOR

JEFF ATWATER CHIEF FINANCIAL OFFICER

PAM BONDI ATTORNEY GENERAL

ADAM PUTNAM COMMISSIONER OF AGRICULTURE

July 15, 2011

Ms. Sabiha Haider Khan, Vice President Quality Health Plans, Inc. 4010 Gunn Highway, Suite 220 Tampa, Florida 33618

RE: Quality Health Plans, Inc. (QHP) May 31, 2011 monthly statements

Dear Ms. Khan:

The Office completed its initial review of the company's letters dated June 15, 2011 and June 22, 2011 regarding the December annual and March quarterly financial statements, respectively, including the May monthly statements. Based on these reviews, the Company needs to address the following issues:

- Company reported \$158,640 under Uncollected premiums and agents' balances in the course of collection, Line 15.1. According to your letter, the above mentioned amount referred only to the 2009 CMS unfunded receivables and will be non admitted in the June monthly statements as indicated in your letter of June 15, 2011, under item no. 1.b. Please confirm that these 2009 CMS unfunded receivables will be non-admitted.
- 2. The company has been stating that Evergreen is reviewing the 2009 reinsurance receivables; however, no documentation has been submitted to the Office to show collectability from OneBeacon. Therefore, the Office directs the company to non-admit \$424,505 relating to the 2009 amount in the June monthly statements as specified in the Office's letter dated June 1, 2011 under item 2.f.
- 3. The company terminated the agreement with Envision on June 1, 2010. Since the termination, a year has passed and the parties are still waiting to select a final date; therefore, the Office does not consider this receivable to be qualified as an admitted asset and directs the company to non-admit the amount of \$4,659,601 in the June quarterly statement.

• FRANCES S. L. TAY • FINANCIAL ANALYST/ EXAMINER II • LIFE & HEALTH FINANCIAL OVERSIGHT • 200 EAST GAINES STREET • TALLAHASSEE, FLORIDA 32399-0327 • (\$50) 413-2462 • FAX (\$50)488-7061 website: www.floir.com • frances.tay @floir.com

Affirmative Action / Equal Opportunity Employer

Ms. Sabiha Khan July 15, 2011 Page 2 of 2

4. Referencing items no. 1 through 3 noted above, the Office has determined that these receivables do not qualify as an admitted asset per Section 641.35(1)(h), Florida Statutes, since they are not available for payment of losses and claims. Therefore, the Office is directing the company to non-admit the amount of \$5,242,746 (\$158,640 + \$424,505 + \$4,659,601). Non-admitting these amounts would cause the company to be insolvent. Therefore, this letter is providing the company with the 30 days notice referenced in Section 641.35(1), Florida Statutes to replace these receivables with admissible assets on or before the filing of the June quarterly statement which is due on August 15, 2011. Noncompliance of this directive would result in the company filing an insolvent financial statement requiring the Office to take administrative action.

Please provide a response via the REFS system using 1/D# 128455 no later than July 25, 2011. If you have any questions, please call me at (850) 413-2462.

Sincerely, Frances S. I

# Exhibit F

Joe Erhart

From:Joe ErhartSent:Monday, August 01, 2011 4:32 PMTo:Wenceslao Troncoso; Catharine SchoeneckerCc:Mary Beth Senkewicz; Al Willis; Toma WilkersonSubject:FW: [Image File] Joe,KMBT362, #228Attachments:KMBT36220110801162023.pdf

Importance:

High

FYI - we just received this fax from Bank of America.

1

-----Original Message-----From: LHFO@FLOIR.COM [mailto:LHFO@FLOIR.COM] Sent: Monday, August 01, 2011 4:20 PM To: Joe Erhart Subject: [Image File] Joe,KMBT362, #228

FROM:

Image data has been attached to the E-Mail.

### Bankof America

BANK OF AMERICA, M.A. P.O BOX SPITS Sun Francisco, CA 84157-8178

July 29, 2011

Office of Insurance Regulation Acting Director Florida Office of Insurance Regulation Life & Health Flanncial Oversight 200 East Gaines Street Talishasses, FL 32399-0327

Ret Quality Health Plans, Inc. - FEIN 59-3751408

Dear Ms Willowood

This is to confirm Quality Health Plans has opened an account at Bank of America, account number 03517-41034, with an initial deposit of \$10,165,836.00. Activity since that time has brought the current balance to \$10,167,352.41.

Quality Health Plans has no loans, lines of credit or any other indebtedness as of this date with Bank of America.

There are no hypothecations, pledges or compensating balance on this account or in the name of Quality Health Plans. Inc.

We are unaware of any indabtedness, liens, pledges, guarantees or obligations of any type, future or contingent obligations which have attached at may attach the assets of Quality Health Plans by Bank of America.

Please feal free to call me if you have any questions at (310) 220-6483.

Sincerdy,

PATRICK JONES BRANCH MANAGER (310) 220-6483 PH (310) 220-6485 FX

WILLIAM BUCHANAN FINANCIAL SERVICES SPECIALIST (310) 220-6483 PH (310) 220-6485 FX

# Exhibit G



Division of Insurance Fraud 200 East Gaines Street Tallahassee, Florida 32399-0324 (850) 413-3115

### FAX TRANSMITTAL Date: 08/11/2011

To: Fax #: From: Phone: Email: Pages:

Bank of America Legal Order Processing 404/532-3209 <u>Michael G. Smith, Detective</u> (850) 413-4038 <u>Michael Smith@myfloridacfo.com</u> Three Sent and time to:

404/532-3705

Comments:

Please acknowledge receipt by calling or email.

Note the attached letter from BOA which is in question as well as the bank account information. Please advise where to send the original copy of the subpoena and letter.

#### IN THE COURT OF THE SECOND JUDICIAL CIRCUIT, IN AND FOR LEON COUNTY, FLORIDA.

#### STATE OF FLORIDA

CASE NO. DIF 11-3998 SPN

VS.

#### \*\*<u>SUBPOENA DUCES TECUM</u>\*\*

#### Defendant(s)/

#### THE STATE OF FLORIDA:

TO: Bank of America

Legal Orders Processing 1425 NW 62<sup>nd</sup> Street Ft. Lauderdale, Florida 33309 Fax: 404/532-3209

YOU ARE HEREBY COMMANDED to appear before Honorable State Attorney's Office, Second Judicial Circuit, 301 South Monroe Street, 4th Floor, Leon County Courthouse, Tallahassee to testify in the above-styled cause and to have with you at said time and place the following:

Reference Loan # 03517-41034 for Quality Health Plans, Inc. FEIN 59-3751408; please provide -

- 1. any and all information pertaining to account number 03517-41034, to include; authorized signatures, monthly statements from 01/01/2010 thru present, and deposit slips from 01/01/2011 thru present.
- 2 any and all accounts in the name of Quality Health Plans, inc., FEIN 59-37511408

3 authenticity of the attached correspondence which was officially provided. \*\*Please contact Det. Michael G. Smith (850) 413-4038 or

Michael.Smith@myfloridacfo.com when records are ready for pick-up\*\*

#### PURSUANT TO AN OFFICIAL CRIMINAL INVESTIGATION OF A SUSPECTED FELONY, YOU ARE NOT TO DISCLOSE THE EXISTENCE OF THIS REQUEST

You are subpoended to appear by the following attorneys and unless excused from this subpoend by these attorneys or the Court, you shall respond to this subpoend as directed.

8/11/11 DATED on

Assistant State Attorney For the Court State Attorney's Office Jan Fuels

## Exhibit H


#### OFFICE OF INSURANCE REGULATION

KEVIN M. MCCARTY Commissioner

#### July 15, 2011 .

Ms. Sabiha Haider Khan, Vice President Quality Health Plans, Inc. 4010 Gunn Highway, Suite 220 Tampa, Florida 33618

#### RE: Quality Health Plans, Inc. (QHP) May 31, 2011 monthly statements

#### Dear Ms. Khan:

The Office completed its initial review of the company's letters dated June 15, 2011 and June 22, 2011 regarding the December annual and March quarterly financial statements, respectively, including the May monthly statements. Based on these reviews, the Company needs to address the following issues:

- Company reported \$158,640 under Uncollected premiums and agents' balances in the course of collection, Line 15.1. According to your letter, the above mentioned amount referred only to the 2009 CMS unfunded receivables and will be non admitted in the June monthly statements as indicated in your letter of June 15, 2011, under item no. 1.b. Please confirm that these 2009 CMS unfunded receivables will be non-admitted.
- 2. The company has been stating that Evergreen is reviewing the 2009 reinsurance receivables; however, no documentation has been submitted to the Office to show collectability from OneBeacon. Therefore, the Office directs the company to non-admit \$424,505 relating to the 2009 amount in the June monthly statements as specified in the Office's letter dated June 1, 2011 under item 2.f.
- 3. The company terminated the agreement with Bavision on June 1, 2010. Since the termination, a year has passed and the parties are still waiting to select a final date; therefore, the Office does not consider this receivable to be qualified as an admitted asset and directs the company to non-admit the amount of \$4,659,601 in the June quarterly statement.

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FINANCIAL SERVICES COMMISSION

ALCK SCOTT

JIPP ATWATER CHIEF FRANCIAL OFFICER

PAM BONDI ATTORNEY GENERAL

ADAM PUTNAM COMMISSIONER OF ADRICULTURE Ms. Sabiha Khan July 15, 2011 Page 2 of 2

4. Referencing items no. 1 through 3 noted above, the Office has determined that these receivables do not qualify as an admitted asset per Section 541.35(1)(h), Florida Statutes, since they are not available for payment of losses and claims. Therefore, the Office is directing the company to non-admit the amount of \$5,242,746 (\$158,640 + \$424,505 + \$4,659,601). Non-admitting these amounts would cause the company to be insolvent. Therefore, this letter is providing the company with the 30 days notice referenced in Section 641.35(1), Florida Statutes to replace these receivables with admissible assets on or before the filing of the June quarterly statement which is due on August 15, 2011. Noncompliance of this directive would result in the company filing an insolvent financial statement requiring the Office to take administrative action.

Please provide a response via the REFS system using 1/D# 128455 no later than July 25, 2011. If you have any questions, please call me at (850) 413-2462.

Sincerely, Frankes S. I

# Exhibit I

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GROUP, INC.

Preferinsry Financial Statements Unaucified Management Use Only

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 $ezrov_{\rm c}$  LLC income statement receipts presented through date of easts, kpcR 26, 2011

Prepared 7/20/11

## IN THE CIRCUIT COURT OF THE SECOND JUDICIAL CIRCUIT, IN AND FOR LEON COUNTY, FLORIDA

State of Florida, ex rel., the Department of Financial Services of the State of Florida,

Relator,

V.

CASE NO: 2011-CA-\_\_\_\_

QUALITY HEALTH PLANS, INC.,

Respondent,

## ORDER TO SHOW CAUSE, INJUNCTION, AND NOTICE OF AUTOMATIC STAY

THIS CAUSE was considered on the Petition of the State of Florida, Department of Financial Services (hereinafter the "Department") for an Order to Show Cause on the appointment of a Receiver of Quality Health Plans Inc., (hereinafter the "Respondent") for purposes of liquidation. The Court, having considered the matter set forth in said Petition and otherwise being fully informed in the premises, finds as follows:

1. The Department has made a prima facie showing that Respondent meets one or more of the statutory grounds for the appointment of the Florida Department of Financial Services as Receiver by this Court.

2. That Respondent is or is about to become insolvent, in violation of Sections 631.061, Florida Statutes.

Respondent shall appear before the Honorable \_\_\_\_\_\_\_,
Circuit Court Judge, in Room \_\_\_\_\_\_, Leon County Courthouse, Tallahassee, Florida,
at \_\_\_\_\_\_ on \_\_\_\_\_\_, 2011, to show good cause if any, as to why the
Florida Department of Financial Services should not be appointed Receiver of

Respondent for the purposes of liquidation in accordance with Chapter 631, Part I, Florida Statutes. Respondent shall file its written response, along with any defenses it may have, to the Department's allegations no later than twenty (20) days after the service of this ORDER. Should the hearing date fall within thirty-five (35) days after the service of this ORDER, then Respondent's defenses are due fifteen (15) days prior to the hearing date set by this ORDER. Said response shall include a list of all witnesses; a summary of the testimony of each witness and dates when those witnesses will be available for deposition by the Department; and any and all evidence and copies of all documents to be presented on behalf of Respondent at the hearing.

3. Pursuant to Sections 631.041(3) and 631.041(4), Florida Statutes, all persons, firms, corporations, associations and Respondent's affiliates as defined by Section 631.011, Florida Statutes, and all other persons or entities within the jurisdiction of this Court, including but not limited to, Respondent and its officers, directors, stockholders, trustees, members, agents, and employees shall be enjoined and restrained from removing, destroying, or otherwise disposing of any documents, books, records, or assets of Respondent (or pertaining to Respondent); from doing, through acts of commission or omission, or permitting to be done any action which might waste or otherwise dispose of the books, records, and assets of, or directly or indirectly relating to the Respondent; from in any manner interfering with the Department or the conduct of these proceedings; from the removal, concealment or other disposition of the Respondent; and accounts of, or directly or indirectly relating to, the Respondent; and from the commencing or prosecuting of any actions against the Respondent, or the obtaining of preferences, judgments, writs of attachment or

execution against Respondent or its property or assets. However, regulatory actions against Respondent by any regulatory body shall not be stayed or enjoined.

The Department is hereby authorized to conduct, at its discretion, an 4. investigation authorized by Section 631.391, Florida Statutes of Respondent and its affiliates, to uncover and make fully available to the Court the true state of Respondent's financial affairs. In furtherance of this investigation, Respondent and its parent corporation(s), its subsidiaries, and affiliates should be required to make all books, documents, accounts, records, and affairs, which either belong to or pertain to the Respondent, wherever located, available for full, free and unhindered inspection and examination by the Department during normal business hours (8:00 a.m. to 5:00 p.m.) Monday through Friday, from the date of this Order. This investigation shall include a full and complete examination of any and all reviews, compilations, audits or any other work of whatever nature performed by any accounting firm to include all work papers, on behalf of, related to or in any way connected with Respondent, its affiliates and/or Respondent's corporate structure and affiliations. Respondent and its affiliates are hereby ordered and enjoined to cooperate with the Department to the fullest extent required by Section 631.391, Florida Statutes. Such cooperation shall include, but not be limited to, the taking of oral testimony under oath of Respondent's officers, directors, managers, trustees, agents, adjusters, employees, or independent contractors of Respondent, its affiliates, and any other person who possesses any executive authority over, or who exercises any control over, any segment of the affairs of Respondent in both their official, representative and individual capacities and the production of all documents that are calculated to disclose the true state of Respondent's affairs.

5. Any officer, director, manager, trustee, agent, accountants, adjuster, employee, or independent contractor of Respondent, and any other person who possesses any executive authority over, or who exercises any control over, any segment of the affairs of Respondent shall fully cooperate with the Department as required by Section 631.391, Florida Statutes, and as set out in the preceding paragraph.

6. The failure of Respondent and its affiliates, and all other persons or entities within the jurisdiction of this Court, to cooperate with the Department's investigations as required by Section 631.391, Florida Statutes, or the failure to comply with this Order to Show Cause issued by this Court, shall result in the immediate entry of an order of rehabilitation.

7. Notice is hereby given that, pursuant to Section 631.041(1), Florida Statutes, the filing of the Department's initial petition herein operates as an automatic stay applicable to all persons and entities, other than the Receiver and other regulatory bodies, which shall be permanent and survive the entry of the order, and which prohibits:

a. The commencement or continuation of judicial, administrative or other action proceeding against the insurer or against its assets or any part thereof;

b. The enforcement of a judgment against the insurer or an affiliate, provided that such affiliate is owned by or constitutes an asset of Respondent, obtained either before or after the commencement of the delinquency proceeding;

c. Any act to obtain possession of property of the insurer;

d. Any act to create, perfect or enforce a lien against property of the insurer, except a secured claim as defined in Section 631.011(21), Florida Statutes.

e. Any action to collect, assess or recover a claim against the insurer, except claims as provided for under Chapter 631; and

f. The set-off for offset of any debt owing to this insurer except offsets as provided in Section 631.281, Florida Statutes.

8. All Sheriffs and all law enforcement officials of this state shall cooperate with and assist the Receiver in the implementation of this Order.

9. The Officers and Directors of Respondent shall comply with the provisions of Section 626.9541(1)(w), Florida Statutes.

**DONE and ORDERED** in Chambers at the Leon County Courthouse in Tallahassee, Leon County, Florida this \_\_\_\_\_ day of \_\_\_\_\_, 2011.

CIRCUIT JUDGE

## IN THE CIRCUIT COURT OF THE SECOND JUDICIAL CIRCUIT, IN AND FOR LEON COUNTY, FLORIDA

State of Florida, ex rel., the Department of Financial Services of the State of Florida,

Relator,

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CASE NO: 2011-CA-\_\_\_\_

QUALITY HEALTH PLANS, INC.,

Respondent,

### ORDER APPOINTING THE FLORIDA DEPARTMENT OF FINANCIAL SERVICES AS RECEIVER FOR PURPOSES OF LIQUIDATION, INJUNCTION, AND NOTICE OF AUTOMATIC STAY

THIS CAUSE was considered on the Petition of the State of Florida, Department of Financial Services (hereinafter the "Department") for an Order to Show Cause on the appointment of a Receiver of Quality Health Plans, Inc., (hereinafter the "Respondent") for purposes of liquidation. The Court having reviewed the pleadings of record, having heard presentation and argument of counsel, and otherwise being fully informed in the premises, finds:

1. This Court has jurisdiction pursuant to Section 631.021(1), Florida Statutes, and venue is proper pursuant to Section 631.021(2), Florida Statutes.

2. Respondent is a corporation authorized pursuant to the Florida Insurance Code to transact business in the state of Florida as a health maintenance organization. Respondent's principal place of business is 4010 Gunn Highway, Suite 220, Tampa, Florida 33618.

3. Section 631.021(3), Florida Statutes, provides that a delinquency proceeding pursuant to Chapter 631, Florida Statutes, constitutes the sole and

exclusive method of liquidating, rehabilitating, reorganizing, or conserving a Florida domiciled health maintenance organization.

4. Pursuant to Sections 631.031 and 631.061, Florida Statutes, the Department is authorized to apply to this Court for an Order directing the Respondent to show cause why the Department should not be appointed Receiver of Respondent for purposes of liquidation under any of the grounds set out in Section 631.061, Florida Statues. The Department filed its Petition for Order to Show Cause, Injunction and Automatic Stay for Purposes of Liquidation ("Petition") on August 17, 2011.

5. Pursuant to Section 631.031(1), on August 15, 2011, Kevin McCarty, Commissioner of the Florida Office of Insurance Regulation, advised by letter to Florida's Chief Financial Officer Jeff Atwater that the Office had concluded grounds existed for the initiation of delinquency proceedings against Respondent.

6. Pursuant to Chapter 631 and this Court's Order to Show Cause, Injunction and Automatic Stay, a hearing was conducted on \_\_\_\_\_\_, 2011, wherein the Department and Respondent appeared to present evidence and argument related to the Department's allegations contained in its Petition.

 Respondent is a health maintenance organization and has approximately 10,000 policyholders.

8. Pursuant to Section 631.061, Florida Statutes, this Court finds that it is in the best interests of Respondent, its creditors, and its members that the relief requested in the Petition be granted.

9. Respondent must be liquidated to protect the remaining assets of Respondent for the benefit of its policyholders, creditors and the public.

10. Accordingly, Respondent shall be placed into liquidation effective at \_\_\_\_\_\_ a.m./p.m. on \_\_\_\_\_\_, 2011.

## THEREFORE, IT IS ORDERED AND ADJUDGED as follows:

11. The Department of Financial Services of the State of Florida is appointed Receiver of Respondent effective \_\_\_\_\_\_, 2011, at \_\_\_\_\_a.m./p.m. for purposes of liquidation.

12. The Receiver shall be authorized and directed to:

A. Conduct the business of Respondent and take all steps, as the Court may direct, toward the removal of the causes and conditions which have made this Order of Liquidation necessary and to take such further action, as the Receiver deems necessary or appropriate, to reform and revitalize the Respondent.

B. Take immediate possession of all the property, assets, and estate, and all other property of every kind whatsoever and wherever located, belonging to Respondent, pursuant to Sections 631.101 and 631.141, Florida Statutes, including but not limited to: offices maintained by the Respondent, rights of action, books, papers, evidences of debt, bank accounts, savings accounts, certificates of deposit, stocks, bonds, debentures and other securities, mortgages, furniture, fixtures, office supplies and equipment, and all real property of Respondent, wherever situated, whether in the possession of Respondent or its officers, directors, trustees, employees, consultants, attorneys, agents, affiliates, or other persons.

C. Employ and authorize the compensation of legal counsel, actuaries, accountants, clerks, consultants, and such assistants as it deems necessary, purchase or lease personal or real property as it deems necessary, and authorize the payment of

the expenses of these proceedings and the necessary incidents thereof, as approved by the Court, to be paid out of the funds or assets of the Respondent in the possession of the Receiver or coming into its possession.

D. Reimburse such employees, from the funds of this receivership, for their actual necessary and reasonable expenses incurred while traveling on the business of this receivership.

E. Not defend or accept service of process on legal actions wherein the Respondent, the Receiver, or the insured is a party defendant, commenced either prior to or subsequent to the order, without authorization of this Court; except, however, in actions where Respondent is a nominal party, as in certain foreclosure actions, and the action does not affect a claim against or adversely affect the assets of Respondent, the Receiver may file appropriate pleadings in its discretion.

F. Commence and maintain all legal actions necessary, wherever necessary, for the proper administration of this receivership proceeding.

G. Collect all debts that are economically feasible to collect which are due and owing to the Respondent.

H. Deposit funds and maintain bank accounts in accordance with Section 631.221, Florida Statutes.

I. Take possession of all Respondent's securities and certificates of deposit on deposit with the Chief Financial Officer of Florida, if any, and convert to cash as much as may be necessary, in its judgment, to pay the expenses of administration of this receivership or otherwise best benefit the estate.

J. Apply to this Court for further instructions in the discharge of its duties as may be necessary.

K. For purposes of this Order, the term "affiliate" shall be defined in accordance with Section 631.011(1), Florida Statutes.

#### IT IS FURTHER ORDERED AND DIRECTED:

13. Any officer, director, manager, trustee, administrator, attorney, agent, accountant, actuary, broker, employee, adjuster, independent contractor, or affiliate of Respondent and any other person who possesses or possessed any executive authority over, or who exercises or exercised any control over, any segment of Respondent's affairs or the affairs of its affiliates is required to fully cooperate with the Receiver, pursuant to Section 631.391, Florida Statutes. Any person who fails to cooperate with the Receiver, interferes with the Receiver, or fails to follow the instructions of the Receiver, may be excluded from the building where the Respondent's offices are located at the Receiver's discretion.

14. Title to all property, real or personal, all contracts, rights of action and all books and records of Respondent, wherever located, is vested in the Receiver pursuant to Section 631.141, Florida Statutes.

15. The Receiver is granted all of the powers of the Respondent's directors, officers, and managers, whose authority shall be suspended, except as such powers are re-delegated in writing by the Receiver. The Receiver has full power to direct and manage the affairs of Respondent, to hire and discharge employees, and to deal with the property and business of the Respondent.

16. All attorneys employed by Respondent as of the date of the Order, within ten (10) days of receiving notice of this Order, are required to report to the Receiver on the name, company claim number and status of each file they are handling on behalf of the Respondent. Said report should also include an accounting of any funds received from or on behalf of the Respondent. All attorneys employed by Respondent are advised that pursuant to Sections 631.011(17) and 631.011(21), Florida Statutes, a claim based on mere possession does not create a secured claim and all attorneys employed by Respondent, pursuant to <u>In Re the Receivership of Syndicate Two</u>, Inc., 538 So.2d 945 (Fla. 1<sup>st</sup> DCA 1989), who are in possession of litigation files or other material, documents or records belonging to or relating to work performed by the attorney on behalf of Respondent are required to deliver such litigation files, material, documents or records intact and without purging to the Receiver, on request, notwithstanding any claim of a retaining lien which, if otherwise valid, should not be extinguished by the delivery of these documents.

17. All agents, brokers or other persons having sold policies of insurance and/or collected premiums on behalf of the Respondent are required to account for and pay all premiums and commissions unearned due to cancellation of policies in the normal course of business owed to the Respondent directly to the Receiver within thirty (30) days of demand by the Receiver or appear before this Court to show cause, if any they may have, as to why they should not be required to account to the Receiver or be held in contempt of Court for violation of the provisions of the Order. No agent, broker, premium finance company or other person should use premium monies owed to the

Respondent for refund of unearned premium or for any purpose other than payment to the Receiver.

18. Any premium finance company, which has entered into a contract to finance a premium for a policy, which has been issued by the Respondent, is required to pay any premium owed to the Respondent directly to the Receiver.

19. Reinsurance premiums due to or payable by the Respondent shall be remitted to, or disbursed by, the Receiver. The Receiver shall handle reinsurance losses recoverable or payable by the Respondent. All correspondence concerning reinsurance shall be between the Receiver and the reinsuring company or intermediary.

20. Upon request by the Receiver, any company providing telephonic services to the Respondent is directed to provide a reference of calls from the number presently assigned to the Respondent to any such number designated by the Receiver or perform any other services or changes necessary to the conduct of the receivership.

21. Any bank, savings and loan association, financial institution or other person which has on deposit, in its possession, custody or control any funds, accounts and any other assets of the Respondent is directed to immediately transfer title, custody and control of all such funds, accounts and other assets to the Receiver. The Receiver shall be authorized to change the name of such accounts and other assets, withdraw them from such bank, savings and loan association or other financial institution, or take any lesser action necessary for the proper conduct of this receivership. No bank, savings and loan association or other financial institution to exercise any form of set-off, alleged set-off, lien, any form of self-help whatsoever, or refuse to transfer any funds or assets to the Receiver's control without permission of this Court.

22. Any entity furnishing telephone, water, electric, sewage, garbage or trash removal services to the Respondent is required to maintain such service and transfer any such accounts to the Receiver as of the date of the Order, unless instructed to the contrary by the Receiver.

23. Any data processing service, which has custody or control of any data processing information and records including but not limited to source documents, data processing cards, input tapes, all types of storage information, master tapes or any other recorded information relating to the Respondent is directed to transfer custody and control of such records to the Receiver. The Receiver shall be authorized to compensate any such entity for the actual use of hardware and software, which the Receiver finds to be necessary to this proceeding. Compensation should be based upon the monthly rate provided for in contracts or leases with Respondent which was in effect when this proceeding was instituted, or based upon such contract as may be negotiated by the Receiver, for the actual time such equipment and software is used by the Receiver.

24. The United States Postal Service shall be directed to provide any information requested by the Receiver regarding the Respondent and to handle future deliveries of Respondent's mail as directed by the Receiver.

25. All insurance policies, bonds or similar contracts of coverage issued by the Respondent shall remain in full force and effect until they are cancelled.

26. All affiliated companies and associations shall make their books and records available to the Receiver, to include all records located in any premises occupied by said affiliate, whether corporate records or not, and to provide copies of

any records requested by the Receiver whether or not such records are related to Respondent. The Receiver shall have title to all policy files and other records of, and relating to Respondent, whether such documents are kept in offices occupied by an affiliate company or any other person, corporation, or association. The Receiver shall be authorized to take possession of any such records, files, and documents, and to remove them to any location in the Receiver's discretion. Any disputed records shall not be withheld from the Receiver's review, but should be safeguarded and presented to this Court for review prior to removal by the Receiver.

27. The Receiver shall have complete access to and administrative control of all information technology resources of the Respondent and its affiliates at all times including, but not limited to, Respondent's computer hardware, software and peripherals. Each affiliate shall be given reasonable access to such records for the purpose of carrying out its business operations.

28. Any person, firm, corporation or other entity having notice of the Order that fails to abide by its terms is directed to appear before this Court to show good cause, if any they may have, as to why they should not be held in contempt of Court for violation of the provisions of this Order.

29. Pursuant to Sections 631.041(3) and (4), Florida Statutes, all persons, firms, corporations and associations within the jurisdiction of this Court, including, but not limited to, Respondent and its officers, directors, stockholders, members, subscribers, agents and employees, are enjoined and restrained from the further transaction of the insurance business of the Respondent; from doing, doing through omission, or permitting to be done any action which might waste or dispose of the

books, records and assets of the Respondent; from in any means interfering with the Receiver or these proceedings; from the transfer of property and assets of Respondent without the consent of the Receiver; from the removal, concealment, or other disposition of Respondent's property, books, records, and accounts; from the commencement or prosecution of any actions against the Respondent or the Receiver together with its agents or employees, the service of process and subpoenas, or the obtaining of preferences, judgments, writs of attachment or garnishment or other liens; and, from the making of any levy or execution against Respondent or any of its property or assets. Notwithstanding the provisions of this paragraph, the Receivers should be permitted to accept and be subpoenaed for non-party production of claims files in its possession, including medical records, which may be contained therein. In such cases, the requesting party must submit an affidavit to the Receiver stating that notice of the nonparty production was appropriately issued and provided to the patient and that the patient was given the opportunity to object and either did not object to the non-party production, or objected and the Court overruled the objection, in which case a copy of the Court's ruling must be attached to the affidavit. The Receiver should be authorized to impose a charge for copies of such claim files pursuant to the provisions of Sections 119.07(1)(a), and 624.501, Florida Statutes.

30. All subsidiaries, affiliates, parent corporations, ultimate parent corporations, and any other business entity affiliated with Respondent agree to fully cooperate with the Receiver in the effort to rehabilitate Respondent.

31. All subsidiaries, affiliates, parent corporations, ultimate parent corporations, and any other business entity affiliated with Respondent having any

interest in the building located at 4010 Gunn Highway, Suite 220, Tampa, Florida 33618 or any other facility in which Respondent may operate, agree to make available, at that location and at no charge to the Receiver or to Respondent, office space, and related facilities (telephone service, copiers, computer equipment and software, office supplies, parking, etc.) to the extent deemed necessary by the Receiver in its sole discretion.

32. All subsidiaries, affiliates, parent corporations, ultimate parent corporations, and any other business entity affiliated with Respondent having any interest in the computer equipment and software currently used by or for Respondent shall make such computer equipment and software available to the Receiver at no charge to the Receiver or Respondent to the extent deemed necessary by the Receiver in its sole discretion.

33. Except for contracts of insurance, all executory contracts to which the Respondent was a party shall be cancelled and stand cancelled unless specifically adopted by the Receiver within ninety (90) days of the date of this Order or from the date of the Receiver's actual knowledge of the existence of such contract, whichever is later. "Actual Knowledge" means the Receiver has in its possession the original of a written contract to which the Respondent is a party, and the Receiver has notified the vendor in writing acknowledging the existence of the contract. Any vendor, including but not limited to, any and all employees / contractors of insurer, claiming the existence of a contractual relationship with the insurer shall provide notice to the Receiver of such relationship. This notice shall include any and all documents and information regarding the terms and conditions of the contract, including a copy of the written contract between the vendor and the insurer, if any, what services or goods were

provided pursuant to the contract, any current, future and/or past due amounts owing under the contract, and any supporting documentation for third party services or goods provided. Failure to provide the required information may result in vendors' contractual rights not being recognized by the Receiver. The rights of the parties to any such contracts are fixed as of the date of the Order and any cancellation under this provision shall not be treated as an anticipatory breach of such contracts.

#### **CONTINUATION OF INVESTIGATION**

The Receiver shall be authorized to conduct an investigation as 34. authorized by Section 631.391, Florida Statutes, of Respondent and its affiliates, as defined above, to uncover and make fully available to the Court the true state of Respondent's financial affairs. In furtherance of this investigation, Respondent's parent corporations, its subsidiaries, and affiliates are required to make all books, documents, accounts, records, and affairs, which either belong to or pertain to the Respondent, available for full, free and unhindered inspection and examination by the Receiver during normal business hours (8:00 a.m. to 5:00 p.m.) Monday through Friday, from the date of the Order. Respondent and the above-specified entities are required to cooperate with the Receiver to the fullest extent required by Section 631.391, Florida Statutes. Such cooperation should include, but not be limited to, the taking of oral testimony under oath of Respondent's officers, directors, managers, trustees, agents, adjusters, employees, or independent contractors of Respondent, its affiliates and any other person who possesses any executive authority over, or who exercises any control over, any segment of the affairs of Respondent in both their official, representative and individual capacities and the production of all documents that are calculated to disclose the true state of Respondent's affairs.

35. Any officer, director, manager, trustee, administrator, attorney, agent, accountant, actuary, broker, employee, adjuster, independent contractor, or affiliate of Respondent and any other person who possesses or possessed any executive authority over, or who exercises or exercised any control over, any segment of the affairs of Respondent or its affiliates is directed to fully cooperate with the Receiver as required by Section 631.391, Florida Statutes, and as set out in the preceding paragraph. Upon receipt of a certified copy of the Order, any bank or financial institution is directed to immediately disclose to the Receiver the existence of any accounts of Respondent and any funds contained therein and any and all documents in its possession relating to Respondent for the Receiver's inspection and copying.

36. All Sheriffs and all law enforcement officials of this state shall cooperate with and assist the Receiver in the implementation of this Order.

37. In the event the Receiver determines that reorganization, consolidation, conversion, reinsurance, merger, or other transformation of the Respondent is appropriate, the Receiver shall prepare a plan to effect such changes and submit the plan to this Court for consideration.

38. Upon petition by the Receiver stating that further efforts to rehabilitate Respondent would be useless, this Court will consider entry of an order of liquidation of Respondent.

#### NOTICE OF AUTOMATIC STAY

39. Notice is hereby given that, pursuant to Section 631.041(1), Florida Statutes, the filing of the Department's initial petition herein operates as an automatic stay applicable to all persons and entities, other than the Receiver, which shall be permanent and survive the entry of the order, and which prohibits:

A. The commencement or continuation of judicial, administrative or other action or proceeding against the insurer or against its assets or any part thereof;

B. The enforcement of a judgment against the insurer or an affiliate obtained either before or after the commencement of the delinquency proceeding;

C. Any act to obtain possession of property of the insurer;

D. Any act to create, perfect or enforce a lien against property of the insurer, except a secured claim as defined in Section 631.011(21), Florida Statutes;

E. Any action to collect, assess or recover a claim against the insurer, except claims as provided for under Chapter 631;

F. The set-off or offset of any debt owing to the insurer except offsets as provided in Section 631.281, Florida Statutes.

40. This Court retains jurisdiction of this cause for the purpose of granting such other and further relief as from time to time shall be deemed appropriate.

**DONE and ORDERED** in Chambers at the Leon County Courthouse in Tallahassee, Leon County, Florida this \_\_\_\_\_ day of \_\_\_\_\_, 2011.

CIRCUIT JUDGE