



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

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

TO: Office of the President  
CIGNA  
Routing 359  
3101 W. Martin Luther King Jr. Blvd., Suite 200  
Tampa, FL 33607

RE: Missouri Market Conduct Examination 0612-50-TGT  
CIGNA HealthCare of Ohio, Inc. d/b/a CIGNA HealthCare of KS/MO (NAIC #95209)

**STIPULATION OF SETTLEMENT  
AND VOLUNTARY FORFEITURE**

It is hereby stipulated and agreed by Douglas M. Ommen, Director of the Missouri Department of Insurance, Financial Institutions and Professional Registration, hereinafter referred to as "Director," and CIGNA HealthCare of Ohio, Inc. d/b/a CIGNA HealthCare of Kansas/Missouri, (hereafter referred to as "CHC-KSMO"), as follows:

WHEREAS, Douglas M. Ommen is the Director of the Missouri Department of Insurance, Financial Institutions and Professional Registration (hereafter referred to as "the Department"), an agency of the State of Missouri, created and established for administering and enforcing all laws in relation to insurance companies doing business in the State in Missouri; and

WHEREAS, CHC-KSMO has been granted a certificate of authority to transact the business of insurance in the State of Missouri; and

WHEREAS, the Department conducted a Market Conduct Examination of CHC-KSMO and prepared report number 0612-50-TGT; and

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

1. In some instances, CHC-KSMO failed to maintain its books, records, documents, and other business records and to provide relevant materials, files, and documentation in such a way to allow the examiners to sufficiently ascertain the rating and underwriting and claims handling practices of the Company, thereby violating §§374.205.2(2), 376.1389, RSMo, and 20 CSR 300-2.200(2) and (3).

2. In some instances, CHC-KSMO inappropriately limited the number of visits available for chiropractic care and for short-term rehabilitation, thereby violating §376.1230(1), RSMo.

3. In some instances, CHC-KSMO inappropriately denied payment of benefits, in violation of §§354.400 and 375.1007(3), (4), and (6), RSMo.

4. In some instances, CHC-KSMO inaccurately paid interest due on electronically-filed health care claims, in violation of §376.383.5, RSMo.

5. In some instances, CHC-KSMO improperly denied coverage, failed to properly investigate claims prior to issuing the initial denials, failed to accurately pay claims, and failed to promptly pay claims once it determined the claims were payable, in violation of §§375.1007(3), (4), and (6), 376.1382, RSMo, and 20 CSR 400-7.100.

6. In one instance, the Company failed to timely acknowledge the receipt of a complaint as required by 20 CSR 100-1.030(1) and 400-7.110(2)(C)1.

WHEREAS, CHC-KSMO hereby agrees to take remedial action bringing it into compliance with the statutes and regulations of Missouri and agrees to maintain those corrective actions at all times, including, but not limited to, taking the following actions:

1. CHC-KSMO agrees to take corrective action to reasonably assure that the errors noted in the above-referenced market conduct examination reports do not recur;

2. CHC-KSMO agrees to file documentation of all remedial actions taken by it to implement compliance with the terms of this Stipulation and to assure that the errors noted in the examination report do not recur, including explaining the steps taken and the results of such actions, with the Director within 90 days of the entry of a final Order closing this examination;

WHEREAS, CHC-KSMO neither admits nor denies the findings or violations set forth above and enumerated in the examination report; and

WHEREAS, CHC-KSMO is of the position that this Stipulation of Settlement and Voluntary Forfeiture is a compromise of disputed factual and legal allegations, and that payment of a forfeiture is merely to resolve the disputes and avoid litigation; and

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

WHEREAS, CHC-KSMO hereby agrees to the imposition of the ORDER of the Director and as a result of Market Conduct Examination #0612-50-TGT further agrees, voluntarily and knowingly to surrender and forfeit the sum of \$14,591.57.

NOW, THEREFORE, in lieu of the institution by the Director of any action for the SUSPENSION or REVOCATION of the Certificate(s) of Authority of CHC-KSMO to transact the business of insurance in the State of Missouri or the imposition of other sanctions, CHC-KSMO does hereby voluntarily and knowingly waive all rights to any hearing, does consent to the ORDER of the Director and does surrender and forfeit the sum of \$14,591.57, such sum payable to the Missouri State School Fund, in accordance with §374.280, RSMo.

DATED: 4/25/08

  
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President  
CIGNA HealthCare of Ohio, Inc.  
d/b/a CIGNA HealthCare of Kansas/Missouri