

August 28, 2015



Department of Managed Health Care
Ms. Nadine Hintz
Health Care Service Plan Analyst
Division of Plan Surveys
980 9th Street, Suite 500
Sacramento, CA 95814-2725

Lesa Paige, MHA, MBA, MBIT, CWP, MCM
Cigna Behavioral Health of California, Inc.
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Re: RESPONSE TO FINAL REPORT OF ROUTINE EXAMINATION OF CIGNA BEHAVIORAL HEALTH OF CALIFORNIA, INC. ROUTINE BEHAVIORAL HEALTH SURVEY ("ROUTINE SURVEY")
File No.: 933-0298

Dear Ms. Hintz:

Cigna Behavioral Health of California, Inc. (the "Plan") is in receipt of the Final Report of the Routine Behavioral Health Survey, issued by the Department of Managed Health Care ("Department") on August 20, 2015 (the "Final Report"). The Final Report covers the exam period from September 1, 2011 to September 30, 2013, and it includes the Department's finding and the corrective action required.

The Plan is committed to continually improving the quality of service we provide to our members, providers and customers, and appreciate the feedback provided during the exam.

Thank you for the opportunity to respond to the Final Report.

Sincerely,

A handwritten signature in black ink, appearing to read "Lesa Paige", written over a light blue horizontal line.

Lesa Paige
State Compliance Manager-West Region