

1 **BEFORE THE INSURANCE COMMISSIONER**  
2 **OF THE STATE OF CALIFORNIA**  
3 **SACRAMENTO**

4  
5 In the Matter of the Certificate of  
6 Authority of:

7 **BLUE SHIELD OF CALIFORNIA LIFE**  
8 **AND HEALTH INSURANCE CO.,**

9 Respondent.

File No. UPA-2011-00001

OAH No. 2011080142

**ORDER**

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13 WHEREAS, on or about July 12, 2011, the California Department of Insurance hereafter  
14 (“Department”) served upon BLUE SHIELD OF CALIFORNIA LIFE AND HEALTH  
15 INSURANCE COMPANY (hereafter “BLUE SHIELD”) an Order to Show Cause and Statement  
16 of Charges; Notice of Monetary Penalty; Notice of Filing with Agency (hereafter “OSC”). Said  
17 OSC is incorporated herein by reference and alleged that BLUE SHIELD engaged in acts or  
18 practices in violation of California Insurance Code §§790.03, 10144.5, 10169, 10123.13 and the  
19 Fair Claims Settlement Regulations at 10 Ca. Code Regs §§2695. et seq; and,

20 WHEREAS, Respondent has executed a Settlement Agreement in which it waived its  
21 rights to a hearing in this matter, and any and all other rights which may be accorded pursuant to  
22 the provisions of the California Administrative Procedure Act ( Government Code §§11500-  
23 11528) and the California Insurance Code, and has consented to the entry of this Order. The  
24 Settlement Agreement is incorporated herein by reference.

25 GOOD CAUSE APPEARING,

26 IT IS HEREBY ORDERED that BLUE SHIELD execute all of the terms contained in the  
27 Settlement Agreement without delay and in good faith;

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IT IS FURTHER ORDERED that this Order shall become effective immediately upon the date set forth below.

IN WITNESS WHEREOF, I have set my hand and affixed my official seal, this 31<sup>st</sup> day of January 2012.

DAVE JONES  
Insurance Commissioner

By:   
TERESA R. CAMPBELL  
Assistant Chief Counsel