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November 14, 2011

VIA EMAIL AND U.S. MAIL

Susan Ezalarab, CIE, CPCU, FLMI, MCM  
Director, Bureau of Market Regulation  
Wisconsin Office of the Commissioner of Insurance  
125 S. Webster Street, 2<sup>nd</sup> floor  
Madison, WI 53707

Re: Network Health Plan (NHP), Market Conduct Examination Response  
January 18, 2011 – January 26, 2011

Dear Ms. Ezalarab:

Thank you for the opportunity to provide your office with our response to the final Market Conduct Examination report received by our office on November 11, 2011.

NHP is committed to correcting all matters identified in the examination report and has rectified most of the recommendations as of the date of this report. A detailed explanation of all corrective actions taken in response to the recommendations will be submitted to the OCI within ninety (90) days of the date of the Order.

NHP strives to adhere to ongoing regulatory changes in order to achieve full compliance in all areas of the company. Thank you for affording us the opportunity to improve our business practices and to provide better service to our members.

Sincerely,

Heidi Swan, RN  
Director, Regulatory Compliance  
Network Health Plan  
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HMO plans underwritten by Network Health Plan  
POS plans underwritten by Network Health Insurance Corporation and Network Health Plan

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