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Attorneys for Plaintiff on behalf of herself and all others similarly situated

**SUPERIOR COURT OF CALIFORNIA**  
**COUNTY OF LOS ANGELES**

MONIQUE BRAVO, an individual, on behalf  
of herself and all others similarly situated,

Plaintiff,

v.

OPTUM CARE, INC., a California  
Corporation, and DOES 1 through 25,

Defendants.

**CASE NO.: 23STCV17426**

**REPRESENTATIVE ACTION COMPLAINT**  
**FOR:**

**PENALTIES PURSUANT TO LABOR CODE  
§ 2699(f) FOR VIOLATIONS OF LABOR CODE  
§ 2802 AND LABOR CODE § 2699(a)**

1 Plaintiff MONIQUE BRAVO (“Plaintiff”), by and through her attorneys of record, brings this  
2 Representative Action Complaint, on behalf of herself and all other aggrieved employees of Defendant  
3 OPTUM CARE, INC., and DOES 1 through 25, inclusive, (collectively, “Defendant”). Plaintiff hereby  
4 alleges, on information and belief, except for information based on personal knowledge, which  
5 allegations are likely to have evidentiary support after further investigation and discovery, as follows:

6 **NATURE OF THE ACTION**

7 1. This case is brought as a “Representative Action” arising from Defendant’s violations of  
8 the Private Attorney General Act (“PAGA”) of 2004, California Labor Code § 2698, *et seq.*, and is filed  
9 on behalf of Plaintiff and all Nurse Case Managers who are employed by, or formerly were employed  
10 by, Defendant within the State of California during the relevant time period, defined as one (1) year  
11 from the date of service of Notice on the California Labor and Workforce Development Agency  
12 (“LWDA”) and on the agent for service of process of OPTUM CARE, INC., and DOES 1 through 25,  
13 inclusive, as provided by Labor Code § 2699.3(a), until commencement of trial in this matter  
14 (“aggrieved employees”).

15 2. This action is commenced by Plaintiff on behalf of herself and other aggrieved  
16 employees of Defendant(s) in California, who, during the relevant time period were not reimbursed for  
17 necessary expenditures and losses incurred, including internet charges (Labor Code §2802), throughout  
18 the relevant time period.

19 3. The related prior filed action, *Bravo v. Optumcare Management, LLC*, (case number  
20 22STCV12240), similarly alleges that aggrieved employees were not reimbursed necessarily incurred  
21 business expenses, among other Labor Code violations, and seeks penalties under PAGA against  
22 Optumcare Management, LLC. Upon information and belief, as identified through discovery,  
23 Optumcare Management, LLC employed aggrieved employees until approximately December 2022, at  
24 which time aggrieved employees (including Plaintiff) have been employed by Defendant Optum Care,  
25 Inc. Thus, Plaintiff brings this Complaint on behalf of herself and other aggrieved employees against  
26 Optum Care, Inc. Concurrently with this Complaint, Plaintiff files a notice of related action and seeks to  
27 relate the two actions.

4. Plaintiff brings this case as a “Representative Action” seeking penalties for the State of California in a representative capacity, as provided by PAGA to the extent permitted by law, as aggrieved employees who allege that Defendant violated Labor Code § 2802 to which PAGA applies under Labor Code § 2699.5, and seeks compensation for penalties when allowed, and other relief, and reasonable attorneys’ fees and costs.

5. On **May 19, 2023**, Plaintiff sent notice via online filing to the California LWDA and a certified letter to Defendant's agent for service of process in California, and also to the Legal Departments of Defendant Optum Care, Inc.'s principal address in Minnetonka, Minnesota. A true and correct copy of the notice is attached hereto as **Exhibit "A,"** and is incorporated herein by this reference. The notice has been sent pursuant to Labor Code § 2699.3(a) of PAGA, which provides, in subsection (2)(A): "The agency shall notify the employer and the aggrieved employee or representative by certified mail that it does not intend to investigate the alleged violation within 60 calendar days of the postmark date of the notice received pursuant to paragraph (1). Upon receipt of that notice or if no notice is provided within 65 calendar days of the postmark date of the notice given pursuant to paragraph (1), the aggrieved employee may commence a civil action pursuant to Section 2699." By serving the notice before one year from any date of separation from the employer, Plaintiff's claim under PAGA is timely and within the applicable statute of limitations.

6. As of the date of this complaint, the LWDA has not responded to Plaintiff's notice. Accordingly, Plaintiff files this action as a "Representative Action" as provided by California Code of Civil Procedure and as specifically permitted and authorized by Labor Code § 2699.3(a)(2)(A).

## JURISDICTION AND VENUE

7. Venue is proper in this judicial district, because upon information and belief, Plaintiff has been employed by Defendant within this judicial district. Further, Defendant conducts substantial business and commits Labor Code violations in Los Angeles County, California, and is within the jurisdiction of this Court for service of process purposes. The unlawful acts alleged have a direct effect on Plaintiff and other employees within the State of California and Los Angeles County and to employees in Defendant's locations within the state of California. Defendant employs numerous

employees in Los Angeles County and surrounding counties.

8. Jurisdiction of this Court is proper as Plaintiff alleges that this entire action arises solely under state law of the State of California, as the claims herein are based solely on the California PAGA statute. Plaintiff alleges, on information and belief, that no federal question is raised warranting removal of the action to federal court.

### **PARTIES**

9. Plaintiff MONIQUE BRAVO is currently a resident of Phelan, California. From approximately March 2019 to the present, Plaintiff has been employed with Optumcare Management, LLC, and subsequently Defendant, Optum Care, Inc., as a Nurse Case Manager. Plaintiff worked at Optumcare Management's office in Arcadia, California, and then remotely in Phelan, California. As a Nurse Case Manager, Plaintiff was classified as exempt. Upon information and belief, on or about February 2022, the Nurse Case Manger position was reclassified as non-exempt.

10. Plaintiff is informed and believes, and on that basis alleges, that OPTUM CARE, INC., is a California Corporation, who employed aggrieved employees during the relevant time period. Upon information and belief, Optum Care, Inc. has employed aggrieved employees since approximately December 2022. Optum Care, Inc. is headquartered in Minnetonka, Minnesota.

11. Plaintiff is currently unaware of the true names and capacities, whether individual, corporate, associate, or otherwise, of the defendants sued herein under fictitious names Does 1 through 25, inclusive, and therefore sue such defendants by such fictitious names. Plaintiff will seek leave to amend this complaint to allege the true names and capacities of said fictitiously named defendants when their true names and capacities have been ascertained. Plaintiff is informed and believes and thereon alleges that each of the fictitiously named defendants is legally responsible in some manner for the events and occurrences alleged herein, and for penalties owed to Plaintiff and the aggrieved employees.

12. Plaintiff is informed and believes and thereon alleges that all defendants, including the fictitious Doe defendants, were at all relevant times acting as actual agents, conspirators, partners and/or joint ventures and/or employees of all other defendants, and that all acts alleged herein occurred within the course and scope of said agency, employment, partnership, and joint venture, conspiracy or enterprise, and with the express and/or implied permission, knowledge, consent, authorization and

1 ratification of their co-defendants.

2 **FACTS**

3 13. During the relevant time period asserted hereto, Plaintiff and other aggrieved employees  
4 have been employees of Defendant within the meaning of the California Labor Code in the State of  
5 California. Plaintiff suffered damages and legally cognizable harm due to Defendant's policies and  
6 practices and has standing to bring this case individually and as a representative for other similarly  
7 impacted employees.

8 14. From March 2019 to present, Plaintiff has been employed by Optumcare Management,  
9 LLC, and subsequently by Defendant, Optum Care, Inc., as a Nurse Case Manager.

10 15. Since the start of the COVID-19 pandemic, in approximately spring 2020, Plaintiff and  
11 other aggrieved employees have been required to use their personal internet while working from home.  
12 Plaintiff and aggrieved employees have not been reimbursed for all internet expenses.

13 16. Plaintiff and other aggrieved employees have incurred necessary expenditures and losses  
14 in direct consequence of the discharge of their employment duties and their obedience to the directions  
15 of Defendant. Expenses include, but are not limited to, internet charges. Defendant failed to reimburse  
16 Plaintiff and other aggrieved employees for those expenses, in violation of Labor Code § 2802.

17 17. Upon information and belief, the above-mentioned unlawful employment practices by  
18 Defendant(s) were applied the same to all Nurse Case Managers in all facilities in the State of  
19 California.

20 18. Defendant's policies and/or practices and/or other unlawful conduct resulted in  
21 Defendant's failure to reimburse Plaintiff and other aggrieved employees for necessary expenditures and  
22 losses occurred in violation of California Labor Code §2802, to which penalties under PAGA apply  
23 pursuant to California Labor Code § 2699.5.

24 //

25 //

26 //

27 //

**FIRST CAUSE OF ACTION**  
**VIOLATION OF THE PRIVATE ATTORNEYS GENERAL ACT OF 2004**  
**(California Labor Code § 2698, *et seq.*)**  
**(Against all Defendants)**

19. Plaintiff re-alleges and incorporates all preceding paragraphs as if fully set forth herein.

20. Defendant's failure to reimburse Plaintiff and other aggrieved employees for necessary expenditures and losses occurred in violation of Labor Code §2802. Plaintiff is an aggrieved employee with standing to bring an action under the PAGA.

21. Plaintiff has satisfied all prerequisites to serve as a representative of the general public to enforce California's labor laws, including, without limitation, the notice requirement identified in Labor Code § 2699.3(a) (Exhibit "A"). Since Plaintiff received no notice from the LWDA that it intends to investigate Plaintiff's allegations within 65 calendar days from the postmarked date of Plaintiff's notices, Plaintiff, as a representative of the people of the State of California, will seek any and all penalties otherwise capable of being collected by the Labor Commission and/or the Department of Labor Standards Enforcement ("DLSE"). This representative action is proper, because Labor Code § 2699.5 provides that penalties under PAGA apply to any alleged violation of sections of California Labor Code §§ 2802, et seq.

22. Plaintiff is informed and believes that Defendant has violated and continues to violate provisions of the California Labor Code related to Defendants' failure to reimburse Plaintiff and other aggrieved employees for necessary business expenses incurred throughout the relevant time period. As of the date of this Complaint, the LWDA has not advised whether it intends to pursue this matter. Therefore, by operation of law, Plaintiff is entitled to commence this cause of action in the California Superior Court as a representative action under PAGA on behalf of the state of California.

23. Plaintiff, as a personal representative of the general public, will and does seek to recover any and all penalties for each and every violation shown to exist or to have occurred during the one-year period before Plaintiff filed Notice with the LWDA of Plaintiff's intent to bring this action, in an amount according to proof, as to those penalties that are otherwise only available to public agency enforcement actions. Funds recovered will be distributed in accordance with PAGA, with at least 75% of the penalties recovered being reimbursed to the State of California through the LWDA.

**PRAYER FOR RELIEF**

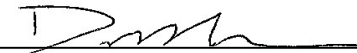
WHEREFORE, Plaintiff, on behalf of herself and all other aggrieved employees Plaintiff seeks to represent, prays for relief as follows:

- A. For penalties for each violation of the Private Attorney General Act;
- B. Pre-Judgment and Post-Judgment interest, as provided by law;
- C. Attorneys' fees and costs of suit; and
- D. Such other legal equitable relief as this Court deems necessary, just, equitable and proper.

**THE MARKHAM LAW FIRM**

Dated: July 25, 2023

By:

  
David R. Markham  
Maggie Realin  
Lisa Brevard

**UNITED EMPLOYEES LAW GROUP**  
Walter L. Haines

Attorneys for Plaintiff

# Exhibit A

# THE MARKHAM LAW FIRM

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- 888 Prospect Street, Suite 200 • La Jolla, California 92037 •
- Phone: (619) 399-3995 • Fax: (619) 615-2067 •
- Email: *contact@markham-law.com*

May 19, 2023

**Via Online Filing:**

<https://dir.tfaforms.net/308> Labor and Workforce Development Agency  
Attn. PAGA Administrator  
800 Capitol Mall, Suite 5000  
Sacramento, CA 95814

**NOTICE OF LABOR CODE VIOLATIONS PURSUANT TO LABOR CODE §2699.3**

Re: Wage/Hour Claims of Monique Bravo (“Employee”) against Optumcare Management, LLC, a California Company and Optum Care, Inc., a California Corporation (collectively, “Employers” or “Optumcare”)

To: PAGA Administrator, California Labor and Workforce Development Agency (“LWDA”)

From: Monique Bravo, who was subjected to the wage and hour practices set forth below

The Employee submits this Notice, pursuant to and in compliance with the requirements of California Labor Code §2699.3(a) and alleges as follows:

Ms. Monique Bravo is a resident of the State of California. During the applicable time period, Ms. Bravo has been employed in California by Optumcare. Ms. Bravo began working for Optumcare in or about March 2019 as a Nurse Case Manager. She was misclassified as an exempt employee until approximately February 2022, when Optumcare reclassified the position as non-exempt. As an exempt employee, she worked an average of 45 to 50 hours per week, and routinely worked through her meal and rest breaks in the course of business. While employed by Optumcare, Ms. Bravo earned a fixed salary which she was paid regardless of the hours she worked.

In order to hold the position, Ms. Bravo was required by Optumcare to be licensed as a vocational nurse or LVN. Ms. Bravo’s job duties were to work with different health and insurance companies and provide explanations for the referrals for treatments and other medical services, which often required research regarding medical and/or insurance claims. Ms. Bravo had no authority to hire or fire employees, and she did not have any authority to order treatment, nor to eliminate, deny, suspend, or modify any treatment ordered by a physician.

Optumcare Management, LLC, employs numerous employees in the State of California and has headquarters in El Segundo, California. Optum Care, Inc. employs numerous employees in the State of California and is headquartered in Minnetonka, Minnesota. During the relevant time period, the Employers utilized consistent policies and procedures regarding Ms. Bravo, and others similarly situated, in violation of Labor Code sections 201-203, 204, 226, 226.7, 510, 512, 1174, 1198, and 2802.

### **Violation of California Labor Codes 226.7 and 512**

California Labor Code section 512 provides no employer shall employ any person for a work period of more than five (5) hours without a duty-free meal period of not less than 30 minutes. Under IWC Wage Orders, California Code of Regulations, and California Labor Code section 226.7, if an employer fails to provide an employee a duty-free meal period in accordance with this section, the employer shall pay the employee one (1) hour of pay at the employee's regular rate of compensation for each workday the meal period is not provided.

During the applicable time period, approximately February 2021 to February 2022, Ms. Bravo and other aggrieved employees were improperly classified as exempt employees, and Optumcare intentionally and improperly denied and failed to permit duty-free meal periods. To the extent Ms. Bravo was able to take meal periods, they were always interruptible, because Optumcare would often send critical emails requiring an immediate response, no later than within one hour of being sent. Because of this requirement, Ms. Bravo had to constantly check her emails, including on her meal periods. Optumcare did this systematically and maintained and implemented a non-compliant practice and/or policy for the classification of employees as exempt, resulting in non-provision of meal periods and non-payment of meal period premiums.

Similarly, under applicable IWC Wage Orders and California Code of Regulations require employers authorize and permit all employees to take rest periods at the rate of ten (10) minutes for every four (4) hours of work, or major fraction thereof. The Wage Orders and Regulations also state if an employer fails to provide an employee rest periods in accordance with this section, the employer shall pay the employee one (1) hour of pay at the employee's regular rate of compensation for each workday the rest period was not provided. These remedies are codified under California Labor Code section 226.7.

Ms. Bravo and other aggrieved employees were improperly classified as exempt employees and Optumcare intentionally and improperly denied and failed to permit and authorize duty-free rest periods during the applicable time period, or between approximately February 2021 and February 2022. Rest periods were discouraged due to Optumcare's strict quota requirements regarding the number of processed referral or treatment reviews, and constant monitoring. Any "gap" in time Ms. Bravo had during the day was analyzed, flagged, and had to be explained. This non-compliant practice and/or policy was executed by Optumcare on a system-wide basis and resulted in non-provision of rest period premiums and non-payment of rest period premiums.

Ms. Bravo and other aggrieved employees are entitled to seek and recover reasonable attorneys' fees and costs pursuant to California Labor Code sections 218.5, 218.6, and 1194, and penalties pursuant to California Labor Code sections 203, 226.7, and 558.

### **Violation of California Labor Code § 510 and 1198**

Labor Code establishes fundamental right of all employees in California to be paid wages for their work in a timely fashion. Under section 510(a) and 1198 of the California Labor Code, and an applicable Wage Order, non-exempt employees are to be paid 1.5 times their regular rate of pay for all hours worked in excess of eight (8) hours per workday and/or forty (40) hours per workweek.

During the relevant time period, approximately February 2021 to February 2022, Ms. Bravo worked an average of 5 to 10 hours of uncompensated overtime per week while misclassified as an exempt employee. Optumcare required Ms. Bravo and other aggrieved employees to meet a quota of 35 reviews per day. Further, Optumcare would threaten Ms. Bravo and other aggrieved employees that if they did not meet their daily quota, they would be ineligible for the stipend pay they provided for additional work performed on the weekends. Some reviews took longer than others which caused Ms. Bravo to work up to two hours after her shift was scheduled to end. Optumcare failed to pay Ms. Bravo for all hours worked, including 1.5-times her hourly rate for her work performed over 8 hours in a day, and/or 40 hours in a week.

Optumcare willfully, and on a systematic and company-wide basis, maintained and implemented a non-compliant practice and/or policy for the payment of straight wages and overtime. Specifically, Optumcare misclassified Ms. Bravo and all other aggrieved employees and failed to pay all straight time and overtime wages owed to them at the correct rate of pay.

Ms. Bravo and other aggrieved employees are entitled to recover civil penalties, attorney's fees, costs, and interest thereon, pursuant to Labor Code sections 558, 218.5, 218.6, 1194, and/or 2699(a), (f)-(g).

### **Violation of California Labor Code § 226 and 1174**

California Labor Code section 226(a) provides that every employer is required to furnish each employee with accurate itemized statements in writing showing, in part, "gross wages earned," (§226(a)(1)), "net wages earned" (§226(a)(5)), "all applicable hourly rates in effect during the pay period and the corresponding number of hours worked at each hourly rate by the employee..." (§226(a)(9)) and "the inclusive dates of the period for which the employee is paid." (§226(a)(6).)

Labor Code Section 226(e) provides if an employer fails to comply with providing an employee with properly itemized wages statements as set forth in 226(a), then the employee is entitled to recover the greater of all actual damages or \$50 for the initial pay period in which a violation occurs, and \$100 per employee for each violation in any subsequent pay period, not to exceed

\$4,000. Further, Labor Code section 226.3 provides that any employer who violates section 226(a) shall be subject to a civil penalty in the amount of \$250 per employee per violation in an initial citation and \$1,000 per employee for each violation in a subsequent citation, for which the employer fails to provide the employee a wage statement or fails to keep the required records pursuant to Section 226(a).

During the relevant time period, approximately February 2021 to February 2022, Optumcare knowingly and intentionally provided Ms. Bravo and other aggrieved employees with uniform, incomplete, and inaccurate wage statements. By virtue of misclassifying aggrieved employees as exempt, Optumcare knowingly and intentionally omitted required information from the wage statements of Ms. Bravo and the aggrieved employees. For instance, the wage statements issued to Ms. Bravo and other aggrieved employees failed to itemize the number of regular and overtime hours worked during the pay period, the rate of pay for regular and overtime wages, and the meal and rest break premiums owed to the aggrieved employees, among other required information.

Labor Code section 1174(d) provides that [e]very person employing labor in this state shall... [k]eep, at a central location in the state or at the plants or establishments at which employees are employed, payroll records showing the hours worked daily by and the wages paid to, and the number of piece-rate units earned by and any applicable piece rate paid to, employees employed at the respective plants..." Labor Code Section 1174.5 provides that employers are subject to a \$500 civil penalty if they fail to maintain accurate and complete records as required by section 1174(d). During the relevant time period, and in violation of Labor Code section 1174(d), Optumcare willfully failed to maintain accurate payroll records for Ms. Bravo and other aggrieved employees by improperly classifying them as exempt employees, failing to correctly list regular and overtime rates of pay, and failing to correctly list the gross wages and net wages, and meal and rest break premiums earned by them.

Because Optumcare failed to list the correct classification status, regular and overtime rates of pay, gross wages earned, net wages, and meal and rest break premiums earned on wage statements, Ms. Bravo and other aggrieved employees have been prevented from verifying, solely from information on the wage statements, that they were paid correctly and in full.

Ms. Bravo and other aggrieved employees are entitled to recover civil penalties, attorney's fees, costs, and interest thereon, pursuant to Labor Code sections 226(e), 226.3, 1174.5, and/or 2699(a), (f)-(g).

### **Violation of California Labor Code § 204**

California Labor Code section 204 requires all wages earned by any person in any employment between the 1st and 15th days, inclusive, of any calendar month, other than those wages due upon termination of an employee, are due and payable between the 16th and the 26th day of the month during which the labor was performed, and all wages earned by any person in any

employment between the 16th and the last day, inclusive, of any calendar month, other than those wages due upon termination of an employee are due and payable between the 1st and 10th day of the following month. California Labor Code section 204 also requires all wages earned for labor in excess of the normal work period shall be paid no later than the payday for the next regular payroll period. Alternatively, California Labor Code section 204 provides that the requirements of this section are deemed satisfied by the payment of wages for weekly, biweekly, or semimonthly payroll if the wages are paid not more than seven calendar days following the close of the payroll period.

During the relevant time period, approximately February 2021 to February 2022, Optumcare failed to pay Ms. Bravo and other aggrieved employees all wages due to them within the time period specified by section 204—specifically, meal and rest break premium wages and regular and overtime wages not paid as a result of failing to properly classify them as non-exempt employees.

Ms. Bravo and other aggrieved employees are entitled to recover penalties, attorney's fees, costs, and interest thereon, pursuant to Labor Code sections 210 and/or 2699(a), (f)-(g).

### **Violation of California Labor Code §§ 201-203**

Pursuant to Labor Code sections 201-203, aggrieved employees are entitled to thirty days of wages at their regular rate of pay for the Employers' failure to pay all wages due upon separation of employment. Here, because Optumcare failed to pay regular and overtime wages, and meal and rest break premiums, while Nurse Case Managers were misclassified as exempt employees, Ms. Bravo alleges that Employers have violated Labor Code sections 201-203, and the former employees of Optumcare are entitled to waiting time penalties.

### **Violation of California Labor Code § 2802**

During the applicable statutory period, February 2021 to the present day, Ms. Bravo and other aggrieved employees incurred necessary expenditures and losses in direct consequence of the discharge of their employment duties and their obedience to the directions of Optumcare. Expenses include, but are not limited to, internet charges, as Ms. Bravo was required to use and upgrade her personal internet service while working from home since the start of the Covid-19 pandemic. Employers' practice of failing to reimburse necessarily incurred business expenses has continued after Nurse Case Managers were reclassified as non-exempt employees. This violates California Labor Code section 2802, which provides that the "[E]mployer shall indemnify his or her employee for all necessary expenditures or losses incurred by the employee in direct consequence of the discharge of his or her duties."

Ms. Bravo, as an aggrieved employee and on behalf of herself and all other current or former Optumcare Management, LLC, employees, seeks all penalties or remedies as may be allowed under PAGA, and by this letter give written notice of their PAGA claim pursuant to Labor Code

section 2699.3(a/c)(2)(A). Please advise within sixty (60) calendar days of the filing/postmark date of this Notice whether the LWDA intends to investigate the violations alleged above. We understand that if we do not receive a response within sixty-five (65) calendar days of the filing/postmark date of this Notice that the LWDA intends to investigate these allegations, the aggrieved Employees may immediately thereafter commence a civil action against the Employers pursuant to Labor Code §2699.

The Markham Law Firm and United Employees Law Group represent Ms. Bravo in this matter.

Very truly yours,

**THE MARKHAM LAW FIRM**



David Markham  
Maggie Realin  
Lisa Brevard

**cc: (via Certified Mail)**

*Agent for Service of Process for Optumcare  
Management, LLC.*

CT Corporation System  
330 N Brand Blvd.  
Glendale, CA 92013

*Agent for Service of Process for  
Optum Care, Inc.*

CT Corporation System  
330 N Brand Blvd.  
Glendale, CA 92013

Optumcare Management, LLC  
Attn: Legal Department  
2175 Park Place  
El Segundo, CA 90245

Optum Care, Inc.  
Attn: Legal Department  
800 Capitol Mall, Suite 5000 (MIC-55)  
Sacramento, CA 95814

Cc: (via Electronic Mail)  
Walter L. Haines

7018 1130 0001 7573 2152

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Extra Services & Fees (check box, add fee as appropriate)

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|--------------------------------------------------------------|----|
| <input type="checkbox"/> Return Receipt (hardcopy)           | \$ |
| <input type="checkbox"/> Return Receipt (electronic)         | \$ |
| <input type="checkbox"/> Certified Mail Restricted Delivery  | \$ |
| <input type="checkbox"/> Adult Signature Required            | \$ |
| <input type="checkbox"/> Adult Signature Restricted Delivery | \$ |

Postmark  
Here

Postage

Total Postage

Sent To

Street and Apt.

City, State, ZIP

PS Form 38

Agent for Service of Process for  
Optum Care, Inc.  
CT Corporation System  
330 N Brand Blvd.  
Glendale, CA 92013

See Reverse for Instructions

COMPLETE THIS SECTION

Items 1, 2, and 3.  
name and address on the reverse  
can return the card to you.  
s card to the back of the mailpiece,  
front if space permits.

COMPLETE THIS SECTION

A. Signature

X

B. Received by (Print)

D. Is delivery address  
If YES, enter delivery

MAY

3. Service Type

☐ Adult Signature  
☐ Adult Signature Restricted  
☐ Certified Mail®  
☐ Certified Mail Restricted  
☐ Collect on Delivery  
☐ Collect on Delivery Restrict  
☐ Insured Mail  
☐ Mail Restricted D



9590 9402 8082 2349 3362 99

2. Article Number (Transfer from service label)

7018 1130 0001 7573 2152

PS Form 3811, July 2020 PSN 7530-02-000-9053

U.S. Postal Service™  
CERTIFIED MAIL® RECEIPT  
Domestic Mail Only

For delivery information, visit our website at [www.usps.com](http://www.usps.com)®.

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Certified Mail Fee

Extra Services & Fees (check box, add fee as appropriate)

|                                                              |    |
|--------------------------------------------------------------|----|
| <input type="checkbox"/> Return Receipt (hardcopy)           | \$ |
| <input type="checkbox"/> Return Receipt (electronic)         | \$ |
| <input type="checkbox"/> Certified Mail Restricted Delivery  | \$ |
| <input type="checkbox"/> Adult Signature Required            | \$ |
| <input type="checkbox"/> Adult Signature Restricted Delivery | \$ |

Postmark  
Here

Postage

Total Postage

Sent To

Street and Apt.

City, State, ZIP

PS Form 3800, April 2015 PSN 7530-02-000-9047

Agent for Service of Process for  
Optumcare Management, LLC.  
CT Corporation System  
330 N Brand Blvd.  
Glendale, CA 92013

See Reverse for Instructions

SENDER: COMPLETE THIS SECTION

Complete items 1, 2, and 3.  
Print your name and address on the reverse  
so that we can return the card to you.  
Attach this card to the back of the mailpiece,  
or on the front if space permits.

Article Addressed to:  
Agent for Service of Process for  
Optumcare Management, LLC.  
CT Corporation System  
330 N Brand Blvd.  
Glendale, CA 92013



9590 9402 8082 2349 3362 82

2. Article Number (Transfer from service label)

7018 1130 0001 7573 2183

PS Form 3811, July 2020 PSN 7530-02-000-9053

COMPLETE THIS SECTION

A. Signature

X

B. Received by (Print)

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If YES, enter delivery

MAY 2

3. Service Type

☐ Adult Signature  
☐ Adult Signature Restricted  
☐ Certified Mail®  
☐ Certified Mail Restricted  
☐ Collect on Delivery  
☐ Collect on Delivery Restrict  
☐ Mail  
☐ Mail Restricted D