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SUPERIOR COURT OF THE STATE OF CALIFORNIA

IN AND FOR THE COUNTY OF TULARE

NAYELI ARROYO, on behalf of the State of
California, as a private attorney general,

Plaintiff,

vs.

CIGNA HEALTH AND LIFE INSURANCE
COMPANY, a Corporation; EVERNORTH
DIRECT HEALTH, LLC, a Limited Liability
Company; EVERNORTH BEHAVIORAL
HEALTH OF CALIFORNIA, INC., a
Corporation; EVERNORTH BEHAVIORAL
HEALTH, INC., a Corporation; EVERNORTH
CARE SOLUTIONS, INC., a Corporation;
EVERNORTH SALES OPERATIONS, INC., a
Corporation; and DOES 1 through 50, inclusive,

Defendants.

Case No. VCU312956

**REPRESENTATIVE ACTION
COMPLAINT FOR:**

1. Civil Penalties Pursuant to Labor Code
§ 2699, *et seq.* for violations of Labor
Code §§ 201, 202, 203, 204 *et seq.*, 210,
218, 221, 226(a), 226.7, 227.3, 246, 510,
512, 558(a)(1)(2), 1194, 1197, 1197.1,
1198, 2802, California Code of
Regulations, Title 8, Section 11040,
Subdivision 5(A)-(B), California Code of
Regulations, Title 8, Section 11070(14)
(Failure to Provide Seating), and the
applicable Wage Order(s).

Assigned to Judicial Officer
David C Mathias

For All Purposes

1 Plaintiff Nayeli Arroyo (“PLAINTIFF”), on behalf of the people of the State of
2 California and as an “aggrieved employee” acting as a private attorney general under the Labor
3 Code Private Attorney General Act of 2004, § 2699, *et seq.* (“PAGA”) only, alleges on
4 information and belief, except for her own acts and knowledge which are based on personal
5 knowledge, the following:

6 **INTRODUCTION**

7 1. PLAINTIFF brings this action against defendants Cigna Health and Life
8 Insurance Company, Evernorth Direct Health, LLC, Evernorth Behavioral Health of California,
9 Inc., Evernorth Behavioral Health, Inc., Evernorth Care Solutions, Inc. and Evernorth Sales
10 Operations, Inc. (referred to as “DEFENDANT”) seeking only to recover PAGA civil penalties
11 on behalf of all current and former aggrieved employees that worked for DEFENDANT.
12 PLAINTIFF does **not seek to recover anything other than penalties as permitted by**
13 **California Labor Code § 2699**. To the extent that statutory violations are mentioned for wage
14 violations, PLAINTIFF does not seek underlying general and/or special damages for those
15 violations, but simply the civil penalties permitted by California Labor Code § 2699.

16 2. California has enacted the PAGA which permits PLAINTIFF to bring an action
17 on behalf of herself and on behalf of others for PAGA penalties *only*, which is the precise and
18 sole nature of this action.

19 3. Accordingly, PLAINTIFF seeks to obtain all applicable relief for
20 DEFENDANT’s violations under PAGA and solely for the relief as permitted by PAGA – that
21 is, penalties and any other relief the Court deems proper pursuant to the PAGA. Nothing in this
22 complaint should be construed as attempting to obtain any relief that would not be available in
23 a PAGA-only action.

24 4. PLAINTIFF is not suing in her individual capacity; she is proceeding
25 herein solely under the PAGA, on behalf of the State of California for all aggrieved employees,
26 including herself and other aggrieved employees. Nothing in this complaint should be
27 construed as PLAINTIFF suing in her individual capacity.

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1 **THE PARTIES**

2 5. Cigna Health and Life Insurance Company is a Corporation that at all relevant
3 times mentioned herein conducted and continues to conduct substantial business in California.

4 6. Evernorth Direct Health, LLC is a limited liability company that at all relevant
5 times mentioned herein conducted and continues to conduct substantial business in California.

6 7. Evernorth Behavioral Health of California, Inc. is a corporation that at all
7 relevant times mentioned herein conducted and continues to conduct substantial business in
8 California.

9 8. Evernorth Behavioral Health, Inc. is a corporation that at all relevant times
10 mentioned herein conducted and continues to conduct substantial business in California.

11 9. Evernorth Care Solutions, Inc. is a corporation that at all relevant times
12 mentioned herein conducted and continues to conduct substantial business in California.

13 10. Evernorth Sales Operations, Inc. is a corporation that at all relevant times
14 mentioned herein conducted and continues to conduct substantial business in California.

15 11. Cigna Health and Life Insurance Company, Evernorth Direct Health, LLC,
16 Evernorth Behavioral Health of California, Inc., Evernorth Behavioral Health, Inc., Evernorth
17 Care Solutions, Inc. and Evernorth Sales Operations, Inc. were the joint employers of
18 PLAINTIFF as evidenced by paycheck, standardized company employment handbooks, by
19 standardized policies and procedures, by the company PLAINTIFF performed work for
20 respectively and by the California Secretary of State Business Information which includes but
21 is not limited the same agent for service of process, and are therefore jointly responsible as
22 employers for the conduct alleged herein, and are therefore collectively referred to herein as
23 (“DEFENDANT”).

24 12. DEFENDANT offers health insurance plans such as medical and dental to
25 individuals and employers in California.

26 13. PLAINTIFF was employed by DEFENDANT in California from September of
27 2016 to November of 2023. PLAINTIFF was at all times classified by DEFENDANT as a
28 non-exempt employee, paid on an hourly basis, and entitled to the legally required meal and rest

1 periods and payment of minimum and overtime wages due for all time worked.

2 14. PLAINTIFF, and such persons that may be added from time to time who satisfy
3 the requirements and exhaust the administrative procedures under the Private Attorney General
4 Act, brings this Representative Action on behalf of the State of California with respect to herself
5 and all individuals who are or previously were employed by Cigna Health and Life Insurance
6 Company and/or Evernorth Direct Health, LLC and/or Evernorth Behavioral Health of
7 California, Inc. and/or Evernorth Behavioral Health, Inc. and/or Evernorth Care Solutions, Inc.
8 and/or Evernorth Sales Operations, Inc. in California, including any employees staffed with
9 Cigna Health and Life Insurance Company and/or Evernorth Direct Health, LLC and/or
10 Evernorth Behavioral Health of California, Inc. and/or Evernorth Behavioral Health, Inc. and/or
11 Evernorth Care Solutions, Inc. and/or Evernorth Sales Operations, Inc. by a third party, and
12 classified as non-exempt employees ("AGGRIEVED EMPLOYEES") during the time period
13 of June 26, 2023 until a date as determined by the Court (the "PAGA PERIOD").

14 15. PLAINTIFF, on behalf of herself and all AGGRIEVED EMPLOYEES
15 presently or formerly employed by DEFENDANT during the PAGA PERIOD, brings this
16 representative action pursuant to Labor Code § 2699, *et seq.* seeking fixed civil penalties for
17 DEFENDANT's violation of California Labor Code §§ 201, 202, 203, 204 *et seq.*, 210, 218,
18 221, 226(a), 226.7, 227.3, 246, 510, 512, 558(a)(1)(2), 1194, 1197, 1197.1, 1198, 2802,
19 California Code of Regulations, Title 8, Section 11040, Subdivision 5(A)-(B), California
20 Code of Regulations, Title 8, Section 1 1070(14) (Failure to Provide Seating), and the
21 applicable Wage Order(s). Based upon the foregoing, PLAINTIFF and all AGGRIEVED
22 EMPLOYEES are aggrieved employees within the meaning of Labor Code § 2699, *et seq.*

23 16. The true names and capacities, whether individual, corporate, subsidiary,
24 partnership, associate or otherwise of defendants DOES 1 through 50, inclusive, are
25 presently unknown to PLAINTIFF who therefore sues these Defendants by such fictitious
26 names pursuant to Cal. Civ. Proc. Code § 474. PLAINTIFF will seek leave to amend this
27 Complaint to allege the true names and capacities of Does 1 through 50, inclusive, when
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1 they are ascertained. PLAINTIFF is informed and believes, and based upon that information
2 and belief alleges, that the Defendants named in this Complaint, including DOES 1 through
3 50, inclusive, are responsible in some manner for one or more of the events and happenings
4 that proximately caused the injuries and damages hereinafter alleged.

5 17. The agents, servants and/or employees of the Defendants and each of them
6 acting on behalf of the Defendants acted within the course and scope of his, her or its
7 authority as the agent, servant and/or employee of the Defendants, and personally
8 participated in the conduct alleged herein on behalf of the Defendants with respect to the
9 conduct alleged herein. Consequently, the acts of each Defendant are legally attributable to
10 the other Defendants and all Defendants are jointly and severally liable to PLAINTIFF and
11 all the AGGRIEVED EMPLOYEES, for the loss sustained as a proximate result of the
12 conduct of the Defendants' agents, servants and/or employees.

13 14 **THE CONDUCT**

15 18. Pursuant to the Industrial Welfare Commission Wage Orders, DEFENDANT
16 was required to pay PLAINTIFF and the AGGRIEVED EMPLOYEES for all their time
17 worked, meaning the time during which an employee is subject to the control of an
18 employer, including all the time the employee is suffered or permitted to work.
19 DEFENDANT requires PLAINTIFF and the AGGRIEVED EMPLOYEES to work without
20 paying them for all the time they are under DEFENDANT's control. Among other things,
21 DEFENDANT requires PLAINTIFF to work while clocked out during what is supposed to
22 be PLAINTIFF's off-duty meal break. PLAINTIFF was from time to time interrupted by
23 work assignments while clocked out for what should have been PLAINTIFF's off-duty meal
24 break. DEFENDANT, as a matter of established company policy and procedure,
25 administers a uniform practice of rounding the actual time worked and recorded by
26 PLAINTIFF and the AGGRIEVED EMPLOYEES, always to the benefit of DEFENDANT,
27 so that during the course of their employment, PLAINTIFF and the AGGRIEVED
28 EMPLOYEES are paid less than they would have been paid had they been paid for actual

1 recorded time rather than “rounded” time. Additionally, DEFENDANT engages in the
2 practice of requiring PLAINTIFF and the AGGRIEVED EMPLOYEES to perform work off
3 the clock in that DEFENDANT, as a condition of employment, required these employees to
4 submit to mandatory temperature checks and symptom questionnaires for COVID-19
5 screening prior to clocking into DEFENDANT’s timekeeping system for the workday. As a
6 result, PLAINTIFF and the AGGRIEVED EMPLOYEES forfeit minimum wage, overtime
7 wage compensation, and off-duty meal breaks by working without their time being correctly
8 recorded and without compensation at the applicable rates. DEFENDANT’s policy and
9 practice not to pay PLAINTIFF and the AGGRIEVED EMPLOYEES for all time worked, is
10 evidenced by DEFENDANT’s business records.

11 19. State law provides that employees must be paid overtime and meal and rest
12 break premiums at one-and-one-half times their “regular rate of pay.” PLAINTIFF and the
13 AGGRIEVED EMPLOYEES are compensated at an hourly rate plus incentive pay that is
14 tied to specific elements of an employee’s performance.

15 20. The second component of PLAINTIFF’s and the AGGRIEVED
16 EMPLOYEES’ compensation is DEFENDANT’s non-discretionary incentive program that
17 paid PLAINTIFF and the AGGRIEVED EMPLOYEES incentive wages based on their
18 performance for DEFENDANT. The non-discretionary incentive program provided all
19 employees paid on an hourly basis with incentive compensation when the employees met the
20 various performance goals set by DEFENDANT. However, when calculating the regular
21 rate of pay in order to pay overtime and meal and rest break premiums to PLAINTIFF and
22 the AGGRIEVED EMPLOYEES, DEFENDANT failed to include the incentive
23 compensation as part of the employees’ “regular rate of pay” for purposes of calculating
24 overtime pay and meal and rest break premium pay. Management and supervisors described
25 the incentive program to potential and new employees as part of the compensation package.
26 As a matter of law, the incentive compensation received by PLAINTIFF and the
27 AGGRIEVED EMPLOYEES must be included in the “regular rate of pay.” The failure to
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1 do so has resulted in a underpayment of overtime compensation and meal and rest break
2 premiums to PLAINTIFF and the AGGRIEVED EMPLOYEES by DEFENDANT.

3 21. As a result of their rigorous work schedules, PLAINTIFF and the
4 AGGRIEVED EMPLOYEES were from time to time unable to take thirty (30) minute off
5 duty meal breaks and were not fully relieved of duty for their meal periods. PLAINTIFF
6 and the AGGRIEVED EMPLOYEES were required from time to time to perform work as
7 ordered by DEFENDANT for more than five (5) hours during some shifts without receiving
8 a meal break. Further, DEFENDANT from time to time failed to provide PLAINTIFF and
9 AGGRIEVED EMPLOYEES with a second off-duty meal period for some workdays in
10 which these employees were required by DEFENDANT to work ten (10) hours of work.
11 DEFENDANT also engaged in the practice of rounding the meal period times to avoid
12 paying penalties to PLAINTIFF and the AGGRIEVED EMPLOYEES. PLAINTIFF and the
13 AGGRIEVED EMPLOYEES therefore forfeit meal breaks without additional compensation
14 and in accordance with DEFENDANT's corporate policy and practice.

15 22. During the PAGA PERIOD, PLAINTIFF and the AGGRIEVED
16 EMPLOYEES were also required from time to time to work in excess of four (4) hours
17 without being provided ten (10) minute rest periods. Further, these employees were denied
18 their first rest periods of at least ten (10) minutes for some shifts worked of at least two (2)
19 to four (4) hours from time to time, a first and second rest period of at least ten (10) minutes
20 for some shifts worked of between six (6) and eight (8) hours from time to time, and a first,
21 second and third rest period of at least ten (10) minutes for some shifts worked of ten (10)
22 hours or more from time to time. PLAINTIFF and the AGGRIEVED EMPLOYEES were
23 also not provided with one hour wages in lieu thereof. Additionally, the applicable
24 California Wage Order requires employers to provide employees with off-duty rest periods,
25 which the California Supreme Court defined as time during which an employee is relieved
26 from all work related duties and free from employer control. In so doing, the Court held that
27 the requirement under California law that employers authorize and permit all employees to
28 take rest period means that employers must relieve employees of all duties and relinquish

1 control over how employees spend their time which includes control over the locations
2 where employees may take their rest period. Employers cannot impose controls that prohibit
3 an employee from taking a brief walk - five minutes out, five minutes back. Here,
4 DEFENDANT's policy restricted PLAINTIFF and the AGGRIEVED EMPLOYEES from
5 unconstrained walks and is unlawful based on DEFENDANT's rule which states
6 PLAINTIFF and the AGGRIEVED EMPLOYEES cannot leave the work premises during
7 their rest period.

8 23. During the PAGA PERIOD, DEFENDANT failed to accurately record and
9 pay PLAINTIFF and the AGGRIEVED EMPLOYEES for the actual amount of time these
10 employees worked. Pursuant to the Industrial Welfare Commission Wage Orders,
11 DEFENDANT was required to pay PLAINTIFF and the AGGRIEVED EMPLOYEES for
12 all time worked, meaning the time during which an employee was subject to the control of
13 an employer, including all the time the employee was permitted or suffered to permit this
14 work. DEFENDANT required these employees to work off the clock without paying them
15 for all the time they were under DEFENDANT's control. As such, DEFENDANT knew or
16 should have known that PLAINTIFF and the AGGRIEVED EMPLOYEES were under
17 compensated for all time worked. As a result, PLAINTIFF and the AGGRIEVED
18 EMPLOYEES forfeited time worked by working without their time being accurately
19 recorded and without compensation at the applicable minimum wage and overtime wage
20 rates. To the extent that the time worked off the clock does not qualify for overtime
21 premium payment, DEFENDANT failed to pay minimum wages for the time worked off-
22 the-clock in violation of Cal. Lab. Code §§ 1194, 1197, and 1197.1.

23 24. From time to time, DEFENDANT also failed to provide PLAINTIFF and the
24 AGGRIEVED EMPLOYEES with complete and accurate wage statements which failed to
25 show, among other things, the correct gross and net wages earned. Cal. Lab. Code § 226
26 provides that every employer shall furnish each of his or her employees with an accurate
27 itemized wage statement in writing showing, among other things, gross wages earned and all
28 applicable hourly rates in effect during the pay period and the corresponding amount of time

1 worked at each hourly rate. PLAINTIFF and the AGGRIEVED EMPLOYEES were paid on
2 an hourly basis. As such, the wage statements should reflect all applicable hourly rates
3 during the pay period and the total hours worked, and the applicable pay period in which the
4 wages were earned pursuant to California Labor Code Section 226(a). The wage statements
5 DEFENDANT provided to PLAINTIFF and the AGGRIEVED EMPLOYEES failed to
6 identify such information. More specifically, the wage statements failed to identify the
7 accurate total hours worked each pay period. When the hours shown on the wage statements
8 were added up, they did not equal the actual total hours worked during the pay period in
9 violation of Cal. Lab. Code 226(a)(2). Aside, from the violations listed above in this
10 paragraph, DEFENDANT failed to issue to PLAINTIFF an itemized wage statement that
11 lists all the requirements under California Labor Code 226 *et seq.* As a result, DEFENDANT
12 from time to time provided PLAINTIFF and the AGGRIEVED EMPLOYEES with wage
13 statements which violated Cal. Lab. Code § 226.

14 25. Cal. Lab. Code § 204(d) provides, the requirements of this section shall be
15 deemed satisfied by the payment of wages for weekly, biweekly, or semimonthly payroll if
16 the wages are paid not more than seven (7) calendar days following the close of the payroll
17 period. Cal. Lab. Code § 210 provides:

18 in [I]n addition to, and entirely independent and apart from, any other penalty provided
19 this article, every person who fails to pay the wages of each employee as provided in
20 Sections. . . .204. . .shall be subject to a civil penalty as follows: (1) For any initial
21 violation, one hundred dollars (\$100) for each failure to pay each employee; (2) For
22 each subsequent violation, or any willful or intentional violation, two hundred dollars
23 (\$200) for each failure to pay each employee, plus 25 percent of the amount
24 unlawfully withheld.

25 26. DEFENDANT from time to time failed to pay PLAINTIFF and the
26 AGGRIEVED EMPLOYEES within seven (7) days of the close of the payroll period in
27 accordance with Cal. Lab. Code § 204(d), including but not limited to the “Hourly” regular
28 wage payments.

29 27. DEFENDANT underpaid sick pay wages to PLAINTIFF and the
30 AGGRIEVED EMPLOYEES by failing to pay such wages at the regular rate of pay in
31 violation of Cal. Lab. Code Section 246. Specifically, PLAINTIFF and other non-exempt

1 employees earn non-discretionary remuneration, including, but not limited to, incentives,
2 shift differential pay, and bonuses. Rather than pay sick pay at the regular rate of pay,
3 DEFENDANT underpays sick pay to PLAINTIFF and the AGGRIEVED EMPLOYEES at
4 their base rates of pay.

5 28. Cal. Lab. Code Section 246(l)(2) requires that paid sick time for nonexempt
6 employees be calculated by dividing the employee's total wages, not including overtime
7 premium pay, by the employee's total hours worked in the full pay periods of the prior 90
8 days of employment.

9 29. DEFENDANT violated Cal. Lab. Code Section 246 by failing to pay sick pay
10 at the regular rate of pay. PLAINTIFF and the AGGRIEVED EMPLOYEES routinely
11 earned non-discretionary incentive wages which increased their regular rate of pay.
12 However, when sick pay was paid, it was paid at the base rate of pay for PLAINTIFF and
13 the AGGRIEVED EMPLOYEES, as opposed to the correct, higher regular rate of pay, as
14 required under Cal. Lab. Code Section 246.

15 30. As a pattern and practice, DEFENDANT regularly failed to pay PLAINTIFF
16 and the AGGRIEVED EMPLOYEES their correct wages and accordingly owe waiting time
17 penalties pursuant to Cal. Lab. Code Section 203. Further, PLAINTIFF is informed and
18 believes and based thereon alleges that such failure to pay sick pay at regular rate was
19 willful, such that the AGGRIEVED EMPLOYEES whose employment has separated are
20 entitled to waiting time penalties pursuant to Cal. Lab. Code Sections 201-203.

21 31. Pursuant to Cal. Lab. Code Section 221, "It shall be unlawful for any employer
22 to collect or receive from an employee any part of wages theretofore paid by said employer
23 to said employee." DEFENDANT failed to pay all compensation due to PLAINTIFF and
24 the AGGRIEVED EMPLOYEES, made unlawful deductions from compensation payable to
25 PLAINTIFF and the AGGRIEVED EMPLOYEES, failed to disclose all aspects of the
26 deductions from compensation payable to PLAINTIFF and the AGGRIEVED
27 EMPLOYEES, and thereby failed to pay these employees all wages due at each applicable
28 pay period and upon termination.

1 32. DEFENDANT intentionally and knowingly failed to reimburse and indemnify
2 PLAINTIFF and the AGGRIEVED EMPLOYEES for required business expenses incurred
3 by the PLAINTIFF and the AGGRIEVED EMPLOYEES in direct consequence of
4 discharging their duties on behalf of DEFENDANT. Under California Labor Code Section
5 2802, employers are required to indemnify employees for all expenses incurred in the course
6 and scope of their employment. Cal. Lab. Code § 2802 expressly states that "an employer
7 shall indemnify his or her employee for all necessary expenditures or losses incurred by the
8 employee in direct consequence of the discharge of his or her duties, or of his or her
9 obedience to the directions of the employer, even though unlawful, unless the employee, at
10 the time of obeying the directions, believed them to be unlawful."

11 33. In the course of their employment PLAINTIFF and the AGGRIEVED
12 EMPLOYEES as a business expense, were required by DEFENDANT to use their own
13 personal cellular phones and home offices as a result of and in furtherance of their job duties
14 as employees for DEFENDANT but are not reimbursed or indemnified by DEFENDANT
15 for the cost associated with the use of their personal cellular phones and home offices for
16 DEFENDANT's benefit. Specifically, PLAINTIFF and the AGGRIEVED EMPLOYEES
17 were required by DEFENDANT to use their personal cellular phones and home offices. As
18 a result, in the course of their employment with DEFENDANT, PLAINTIFF and the
19 AGGRIEVED EMPLOYEES incurred unreimbursed business expenses which included, but
20 were not limited to, costs related to the use of their personal cellular phones and home
21 offices all on behalf of and for the benefit of DEFENDANT.

22 34. In violation of the applicable sections of the California Labor Code and the
23 requirements of the applicable Industrial Welfare Commission ("IWC") Wage Order,
24 DEFENDANT as a matter of company policy, practice and procedure, intentionally,
25 knowingly and systematically failed to provide PLAINTIFF and the other AGGRIEVED
26 EMPLOYEES suitable seating when the nature of these employees' work reasonably
27 permitted sitting.
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1 35. DEFENDANT knew or should have known that PLAINTIFF and other
2 AGGRIEVED EMPLOYEES were entitled to suitable seating and/or were entitled to sit
3 when it did not interfere with the performance of their duties, and that DEFENDANT did
4 not provide suitable seating and/or did not allow them to sit when it did not interfere with
5 the performance of their duties.

6 36. By reason of this conduct applicable to PLAINTIFF and all AGGRIEVED
7 EMPLOYEES, DEFENDANT violated California Labor Code Section 1198 and Wage
8 Order 4-2001, Section 14 by failing to provide suitable seats. PLAINTIFF seeks penalties
9 on behalf of PLAINTIFF and other AGGRIEVED EMPLOYEES as provided herein.
10 Providing suitable seating is the DEFENDANT's burden. As a result of DEFENDANT's
11 intentional disregard of the obligation to meet this burden, DEFENDANT violated the
12 California Labor Code and regulations promulgated thereunder as herein alleged.

13 37. The employment of PLAINTIFF and some AGGRIEVED EMPLOYEES has
14 terminated and DEFENDANT has not tendered payment of all wages owed as required by
15 law. Additionally, at all times during the term of PLAINTIFF's employment with
16 DEFENDANT, PLAINTIFF and other AGGRIEVED EMPLOYEES earned and accrued
17 vested vacation and holiday time on the date of their termination pursuant to
18 DEFENDANT's uniform vacation policies and applicable California law. The amount of
19 vacation pay PLAINTIFF and the other AGGRIEVED EMPLOYEES earned and
20 accumulated is evidenced by DEFENDANT's business records. Additionally,
21 DEFENDANT also underpaid accrued vested vacation wages to PLAINTIFF and other
22 AGGRIEVED EMPLOYEES by failing to pay such wages at the regular rate of pay and
23 more specifically the final rate of pay that included all non-discretionary incentive
24 compensation. Rather than pay vacation wages at the regular rate of pay, DEFENDANT
25 underpaid vacation wages to PLAINTIFF and other AGGRIEVED EMPLOYEES at their
26 base rates of pay, instead of including all of the PLAINTIFF's and other AGGRIEVED
27 EMPLOYEES' non-discretionary incentive compensation into the vacation wage payment
28 calculations. DEFENDANT failed to specify in DEFENDANT's written vacation policy the

1 rate at which PLAINTIFF and other AGGRIEVED EMPLOYEES would be paid vacation
2 upon leaving employment with DEFENDANT. As a result of DEFENDANT's unlawful
3 practice, policy and procedure to deny paying the PLAINTIFF and other AGGRIEVED
4 EMPLOYEES all of their vested vacation and holiday time, DEFENDANT failed to pay the
5 PLAINTIFF and other AGGRIEVED EMPLOYEES all vested vacation time as wages due
6 upon employment termination, in violation of the California Labor Code, Sections 201, 202,
7 203 and 227.3. Similarly, DEFENDANT underpaid waiting time penalties to PLAINTIFF
8 and other AGGRIEVED EMPLOYEES at their base rates of pay, instead of including all of
9 the PLAINTIFF's and other AGGRIEVED EMPLOYEES' non-discretionary compensation
10 into the waiting time penalty calculations. This failure by DEFENDANT is believed to be
11 the result of DEFENDANT's unlawful, unfair and deceptive refusal to provide compensation
12 for earned, accrued and vested vacation and holiday time, as well as the corresponding
13 waiting time penalties that were paid. DEFENDANT perpetrated this unlawful, unfair and
14 deceptive practice to the detriment of PLAINTIFF and other AGGRIEVED EMPLOYEES.
15 DEFENDANT's uniform practice and policy of failing to pay PLAINTIFF and other
16 AGGRIEVED EMPLOYEES for all vested vacation and holiday time accumulated at
17 employment termination violated and continues to violate Section 227.3 of the California
18 Labor Code.

19 **JURISDICTION AND VENUE**

20 38. This Court has jurisdiction over this Action pursuant to California Code of
21 Civil Procedure, Section 410.10.

22 39. Venue is proper in this Court pursuant to California Code of Civil Procedure,
23 Sections 395 and 395.5, because PLAINTIFF worked in this County for DEFENDANT and
24 DEFENDANT (i) currently maintains and at all relevant times maintained offices and
25 facilities in this County and/or conducts substantial business in this County, and (ii)
26 committed the wrongful conduct herein alleged in this County against PLAINTIFF and other
27 AGGRIEVED EMPLOYEES.
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1 determined by the Court (the "PAGA PERIOD").

2 43. On June 26, 2024, PLAINTIFF gave written notice by electronic mail to the
3 Labor and Workforce Development Agency (the "Agency") and by certified mail to the
4 employer of the specific provisions of this code alleged to have been violated as required by
5 Labor Code § 2699.3. See **Exhibit #1**, attached hereto and incorporated by this reference
6 herein (*PAGA Notice only without draft complaint*). The statutory waiting period for
7 PLAINTIFF to add these allegations to the Complaint has expired. As a result, pursuant to
8 Section 2699.3, PLAINTIFF may now commence a representative civil action under PAGA
9 pursuant to Section 2699 as the proxy of the State of California with respect to all
10 AGGRIEVED EMPLOYEES as herein defined.

11 44. The policies, acts and practices heretofore described were and are an unlawful
12 business act or practice because DEFENDANT (a) failed to provide PLAINTIFF and the
13 AGGRIEVED EMPLOYEES accurate itemized wage statements, (b) failed to properly
14 record and provide legally required meal and rest periods, (c) failed to pay minimum wages,
15 (d) failed to pay overtime wages and sick pay wages, (e) failed to reimburse employees for
16 required expenses, (f) failed to provide wages when due, and (g) failed to provide suitable
17 seating, all in violation of the applicable Labor Code sections listed in Labor Code §§ 201,
18 202, 203, 204 *et seq.*, 210, 218, 221, 226(a), 226.7, 227.3, 246, 510, 512, 558(a)(1)(2),
19 1194, 1197, 1197.1, 1198, 2802, California Code of Regulations, Title 8, Section 11040,
20 Subdivision 5(A)-(B), California Code of Regulations, Title 8, Section 11070(14) (Failure
21 to Provide Seating), and the applicable Wage Order(s), and thereby gives rise to civil
22 penalties as a result of such conduct.¹ PLAINTIFF hereby seeks recovery of only civil
23 penalties as prescribed by the Labor Code Private Attorney General Act of 2004 as the
24 representative of the State of California for the illegal conduct perpetrated on PLAINTIFF
25 and the AGGRIEVED EMPLOYEES.

26
27 ¹Plaintiff specifically excludes and/or does not allege any claims under California Labor
28 Code §558(a)(3).

1 **PRAYER FOR RELIEF**

2 WHEREFORE, PLAINTIFF prays for judgment against each Defendant, jointly and
3 severally, as follows:

4 1. On behalf of the State of California and with respect to all AGGRIEVED
5 EMPLOYEES:

6 A) Recovery of civil penalties as prescribed by the Labor Code Private
7 Attorneys General Act of 2004; and,

8 B) An award of attorneys' fees and cost of suit, as allowable under the
9 law, including, but not limited to, pursuant to Labor Code §2699.

10 Dated: September 13, 2024 BLUMENTHAL NORDREHAUG BHOWMIK DE BLOUW
11 LLP

12
13 By: /s/ Nicholas De Blouw
14 Norman B. Blumenthal
15 Kyle R. Nordrehaug
16 Nicholas J. De Blouw
17 *Attorneys for Plaintiff*
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EXHIBIT 1

BLUMENTHAL NORDREHAUG BHOWMIK DE BLOUW LLP

2255 CALLE CLARA

LA JOLLA, CALIFORNIA 92037

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Nick@bamlawca.com

WRITERS EXT:

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June 26, 2024

CA3308

VIA ONLINE FILING TO LWDA AND CERTIFIED MAIL TO DEFENDANT

**Labor and Workforce Development Agency
Online Filing**

**Evernorth Behavioral Health of California,
Inc.**

Certified Mail #9589071052702163358094

CT Corporation System

AMANDA GARCIA

330 N BRAND BLVD, Suite 700

GLENDALE, CA 91203

Re: Notice Of Violations Of California Labor Code Sections §§ 201, 202, 203, 204 *et seq.*, 210, 218, 221, 226(a), 226.7, 227.3, 246 *et seq.*, 510, 512, 558(a)(1)(2), 1194, 1197, 1197.1, 1198, 2802, California Code of Regulations, Title 8, Section 11040, Subdivision 5(A)-(B), California Code of Regulations, Title 8, Section 1 1070(14) (Failure to Provide Seating), and Violation of Applicable Industrial Welfare Commission Wage Order(s), brought Pursuant To California Labor Code Section 2699.5.

Dear Sir/Madam:

“Aggrieved Employees” refers to all individuals who are or previously were employed by Cigna Health and Life Insurance Company and/or Evernorth Direct Health, LLC and/or Evernorth Behavioral Health of California, Inc. and/or Evernorth Behavioral Health, Inc. and/or Evernorth Care Solutions, Inc. and/or Evernorth Sales Operations, Inc. in California, including any employees staffed with Cigna Health and Life Insurance Company and/or Evernorth Direct Health, LLC and/or Evernorth Behavioral Health of California, Inc. and/or Evernorth Behavioral Health, Inc. and/or Evernorth Care Solutions, Inc. and/or Evernorth Sales Operations, Inc. by a third party, and classified as non-exempt employees during the time period of June 26, 2023 until a date as determined by the Court. Our offices represent Plaintiff Nayeli Arroyo (“Plaintiff”) and other Aggrieved Employees in a lawsuit against Cigna Health and Life Insurance Company and/or Evernorth Direct Health, LLC and/or Evernorth Behavioral Health of California, Inc. and/or Evernorth Behavioral Health, Inc. and/or Evernorth Care Solutions, Inc. and/or Evernorth Sales Operations, Inc. (“Defendant”). Plaintiff was employed by Defendant in California from September of 2016 to November of 2023. Plaintiff was at all times classified by Defendant as a non-exempt employee, paid on an hourly basis, and entitled to the legally required meal and rest periods and payment of minimum and overtime wages due for all time worked. Defendant, however, unlawfully failed to record and pay Plaintiff and other Aggrieved Employees for, including but not limited to, all of their time worked, including minimum and overtime wages and sick pay wages at the correct rate, for all of their missed meal and rest breaks at the correct

regular rates, and for all of their time spent working off the clock. Moreover, when Defendant required Plaintiff and Aggrieved Employees to report for work, but “furnished less than half said employee’s usual or scheduled day’s work,” Defendant violated Cal. Code Regs., tit. 8 § 11040, subd. 5(A) by failing to pay Plaintiff and Aggrieved Employees for at least two (2) hours’ worth of work at their regular rate of pay. In addition, when Defendant required Plaintiff and Aggrieved Employees to respond to and engage in additional work, this resulted in a second reporting for work in a single workday, and Defendant failed to pay these employees reporting time pay as required by Cal. Code Regs., tit. 8, § 11040, subd. 5(B). Further, Defendant failed to advise Plaintiff and the other Aggrieved Employees of their right to take separately and hourly paid duty-free ten (10) minute rest periods. *See Vaquero v. Stoneledge Furniture, LLC*, 9 Cal. App. 5th 98, 110 (2017). Additionally, pursuant to Labor Code § 204 *et seq.*, Defendant failed to timely provide Plaintiff and other Aggrieved Employees with their wages. Plaintiff further contends that Defendant failed to provide accurate wage statements to Plaintiff, and other Aggrieved Employees, in violation of California Labor Code section 226(a). Specifically, PLAINTIFF and the AGGRIEVED EMPLOYEES were paid on an hourly basis. As such, the wage statements should reflect all applicable hourly rates during the pay period and the total hours worked, and the applicable pay period in which the wages were earned pursuant to California Labor Code Section 226(a). The wage statements Defendant provided to PLAINTIFF and the AGGRIEVED EMPLOYEES failed to identify such information. More specifically, the wage statements failed to identify the accurate total hours worked each pay period in violation of Cal. Lab. Code Section 226(a)(2). Additionally, Plaintiff contends that Defendant failed to comply with Industrial Wage Order 7(A)(3) in that Defendant failed to keep time records showing when Plaintiff began and ended each shift and meal period. Plaintiff and other Aggrieved Employees perform tasks that reasonably permit sitting, and a seat would not interfere with their performance of any of their tasks that may require them to stand. Defendant failed to provide Plaintiff and other Aggrieved Employees with suitable seats. Said conduct, in addition to the foregoing, as well as the conduct alleged in the incorporated Complaint, violates Labor Code §§ 201, 202, 203, 204 *et seq.*, 210, 218, 221, 226(a), 226.7, 227.3, 246, 510, 512, 558(a)(1)(2), 1194, 1197, 1197.1, 1198, 2802, California Code of Regulations, Title 8, Section 11040, Subdivision 5(A)-(B), California Code of Regulations, Title 8, Section 1 1070(14) (Failure to Provide Seating), Violation of the applicable Industrial Welfare Commission Wage Order(s), and is therefore actionable under California Labor Code section 2699.3.

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Respectfully,

/s/ Nicholas J. De Blouw

Nicholas J. De Blouw, Esq.

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AMANDA GARCIA
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Re: Notice Of Violations Of California Labor Code Sections §§ 201, 202, 203, 204 *et seq.*, 210, 218, 221, 226(a), 226.7, 227.3, 246 *et seq.*, 510, 512, 558(a)(1)(2), 1194, 1197, 1197.1, 1198, 2802, California Code of Regulations, Title 8, Section 11040, Subdivision 5(A)-(B), California Code of Regulations, Title 8, Section 1 1070(14) (Failure to Provide Seating), and Violation of Applicable Industrial Welfare Commission Wage Order(s), brought Pursuant To California Labor Code Section 2699.5.

Dear Sir/Madam:

“Aggrieved Employees” refers to all individuals who are or previously were employed by Cigna Health and Life Insurance Company and/or Evernorth Direct Health, LLC and/or Evernorth Behavioral Health of California, Inc. and/or Evernorth Behavioral Health, Inc. and/or Evernorth Care Solutions, Inc. and/or Evernorth Sales Operations, Inc. in California, including any employees staffed with Cigna Health and Life Insurance Company and/or Evernorth Direct Health, LLC and/or Evernorth Behavioral Health of California, Inc. and/or Evernorth Behavioral Health, Inc. and/or Evernorth Care Solutions, Inc. and/or Evernorth Sales Operations, Inc. by a third party, and classified as non-exempt employees during the time period of June 26, 2023 until a date as determined by the Court. Our offices represent Plaintiff Nayeli Arroyo (“Plaintiff”) and other Aggrieved Employees in a lawsuit against Cigna Health and Life Insurance Company and/or Evernorth Direct Health, LLC and/or Evernorth Behavioral Health of California, Inc. and/or Evernorth Behavioral Health, Inc. and/or Evernorth Care Solutions, Inc. and/or Evernorth Sales Operations, Inc. (“Defendant”). Plaintiff was employed by Defendant in California from September of 2016 to November of 2023. Plaintiff was at all times classified by Defendant as a non-exempt employee, paid on an hourly basis, and entitled to the legally required meal and rest periods and payment of minimum and overtime wages due for all time worked. Defendant, however, unlawfully failed to record and pay Plaintiff and other Aggrieved Employees for, including but not limited to, all of their time worked, including minimum and overtime wages and sick pay wages at the correct rate, for all of their missed meal and rest breaks at the correct regular rates, and for all of their time spent working off the clock. Moreover, when Defendant

required Plaintiff and Aggrieved Employees to report for work, but “furnished less than half said employee’s usual or scheduled day’s work,” Defendant violated Cal. Code Regs., tit. 8 § 11040, subd. 5(A) by failing to pay Plaintiff and Aggrieved Employees for at least two (2) hours’ worth of work at their regular rate of pay. In addition, when Defendant required Plaintiff and Aggrieved Employees to respond to and engage in additional work, this resulted in a second reporting for work in a single workday, and Defendant failed to pay these employees reporting time pay as required by Cal. Code Regs., tit. 8, § 11040, subd. 5(B). Further, Defendant failed to advise Plaintiff and the other Aggrieved Employees of their right to take separately and hourly paid duty-free ten (10) minute rest periods. *See Vaquero v. Stoneledge Furniture, LLC*, 9 Cal. App. 5th 98, 110 (2017). Additionally, pursuant to Labor Code § 204 *et seq.*, Defendant failed to timely provide Plaintiff and other Aggrieved Employees with their wages. Plaintiff further contends that Defendant failed to provide accurate wage statements to Plaintiff, and other Aggrieved Employees, in violation of California Labor Code section 226(a). Specifically, PLAINTIFF and the AGGRIEVED EMPLOYEES were paid on an hourly basis. As such, the wage statements should reflect all applicable hourly rates during the pay period and the total hours worked, and the applicable pay period in which the wages were earned pursuant to California Labor Code Section 226(a). The wage statements Defendant provided to PLAINTIFF and the AGGRIEVED EMPLOYEES failed to identify such information. More specifically, the wage statements failed to identify the accurate total hours worked each pay period in violation of Cal. Lab. Code Section 226(a)(2). Additionally, Plaintiff contends that Defendant failed to comply with Industrial Wage Order 7(A)(3) in that Defendant failed to keep time records showing when Plaintiff began and ended each shift and meal period. Plaintiff and other Aggrieved Employees perform tasks that reasonably permit sitting, and a seat would not interfere with their performance of any of their tasks that may require them to stand. Defendant failed to provide Plaintiff and other Aggrieved Employees with suitable seats. Said conduct, in addition to the foregoing, as well as the conduct alleged in the incorporated Complaint, violates Labor Code §§ 201, 202, 203, 204 *et seq.*, 210, 218, 221, 226(a), 226.7, 227.3, 246, 510, 512, 558(a)(1)(2), 1194, 1197, 1197.1, 1198, 2802, California Code of Regulations, Title 8, Section 11040, Subdivision 5(A)-(B), California Code of Regulations, Title 8, Section 1 1070(14) (Failure to Provide Seating), Violation of the applicable Industrial Welfare Commission Wage Order(s), and is therefore actionable under California Labor Code section 2699.3.

A true and correct copy of the Complaint by Plaintiff against Defendant, which (i) identifies the alleged violations, (ii) details the facts and theories which support the alleged violations, (iii) details the specific work performed by Plaintiff, (iii) sets forth the people/entities, dates, classifications, violations, events, and actions which are at issue to the extent known to Plaintiff, and (iv) sets forth the illegal practices used by Defendant, is attached hereto. This information provides notice to the Labor and Workforce Development Agency of the facts and theories supporting the alleged violations for the agency’s reference. Plaintiff therefore incorporates the allegations of the attached Complaint into this letter as if fully set forth herein. If the agency needs any further information, please do not hesitate to ask.

This notice is provided to enable Plaintiff to proceed with the Complaint against Defendant as authorized by California Labor Code section 2699, *et seq.* The lawsuit consists of other Aggrieved Employees. As counsel, our intention is to vigorously prosecute the claims as alleged in the Complaint, and to procure civil penalties as provided by the Private Attorney General Statute of 2004 on behalf of Plaintiff and all Aggrieved Employees.

Your earliest response to this notice is appreciated. If you have any questions of concerns, please do not hesitate to contact me at the above number and address.

Respectfully,

/s/ Nicholas J. De Blouw

Nicholas J. De Blouw, Esq.

BLUMENTHAL NORDREHAUG BHOWMIK DE BLOUW LLP

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WRITERS E-MAIL:

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WRITERS EXT:

1004

June 26, 2024

CA3308

VIA ONLINE FILING TO LWDA AND CERTIFIED MAIL TO DEFENDANT

**Labor and Workforce Development Agency
Online Filing**

**Evernorth Care Solutions, Inc.
Certified Mail #9589071052702163358063
CT Corporation System
AMANDA GARCIA
330 N BRAND BLVD, Suite 700
GLENDALE, CA 91203**

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Respectfully,

/s/ Nicholas J. De Blouw

Nicholas J. De Blouw, Esq.