

**Guillermo A. Arce**



September 3, 2008

Nancy Wong, Senior Counsel  
Department of Managed Health Care  
980 – 9<sup>th</sup> Street, Suite 500  
Sacramento, CA 95814-2725

**RE: Arce, Andrew  
Kaiser Foundation Health Plan  
DMHC Complaint No. 382491**

Dear Ms. Wong:

Thank for your letter dated August 28, 2008. In your letter you informed me about the outcome of my complaint regarding Kaiser's failure to provide me and your agency with copies of all of the assessments tools and reports that were allegedly use to support my son's autism diagnosis. Your findings revealed a serious lapse in the way Kaiser diagnoses children with developmental delays, specifically autism. It is troublesome to learn that Kaiser may not have completed any of the required assessment tools to support my son's diagnosis of autism, hence their unavailability. This is unacceptable and serious breach in the quality of care that their members in the autism spectrum are currently receiving from Kaiser.

Therefore, I am hereby filing a complaint *de novo* against Kaiser Foundation Health Plans for failing to meet the standards of adequate care on behalf of my son, as well as others affected by their practices. I respectfully request that your agency enjoin Southern California Kaiser and their affiliated medical groups from further evaluating and treating their members suspected of having autism spectrum disorders and that they be referred to outside providers that will follow the appropriate protocols in diagnosing and treating those affected by these disorders. There is certainly no parity at Kaiser as far as those affected by the ravages of autism spectrum disorders are concerned.

These lapses remount us all to the time in which Kaiser attempted to care for their members needing kidney transplants with deadly results.

Respectfully submitted,

Guillermo A. Arce