



April 22, 2016

To: Dave Jones, Insurance Commissioner

RE: Letter of Support for Humana

As the Executive Vice President and Co-Founder of LivHOME, Inc., I am writing this letter of support on behalf of Aetna's anticipated acquisition of Humana, as I truly see this positively impacting the seniors in the state of California.

LivHOME is a large provider of community based care managed homecare services in the state. We serve older adults and their family members with the mission of partnering in care and advocating for the well-being, dignity and respect of all those we are privileged to serve. We have been in the community for over 16 years. As a leader in the community we have had the opportunity to work closely with Humana, and have provided care management services to Humana patients, and know first-hand the great work that is done to help patients stay in the community, get care at home, and stay out of the hospital as appropriate to their situation. It takes a coordinated effort, and Humana to date has had the vision and the means to implement quality services to achieve its goals.

One of many examples of Humana's commitment to coordinated quality care is a situation in which our Care Manager was contracted to engage with a patient suffering from hyponatremia (severe low sodium) and pulmonary fibrosis. We first met the patient in the hospital, and followed her once she came home. Her husband was overwhelmed, and did not know how to adequately care for his wife. Due to her symptoms, our care manager understood that she needed more urgent attention from a skilled nurse. Our care manager quickly contacted her MD to facilitate placing an order for a home health nurse. The Humana nurse was dispatched quickly. The patient got the medical attention she needed to ensure her safety and well-being. Without this intervention the client would have been at great risk. This intervention literally saved her life. The client is now at home managing quite well.

We see the upcoming acquisition as being very positive as it will allow for more coordinated services to be delivered to more patients in California. For those seniors who choose a Medicare Advantage program, having Humana in the mix will be a great thing.

I have been and will continue to be an avid supporter of Humana as I appreciate the great work that is being done that positively impacts the lives of so many seniors.

Sincerely,

A handwritten signature in black ink, appearing to read 'Steven Barlam', is written over a horizontal line. The signature is fluid and cursive.

Steven Barlam, MSW, LCSW, CMC
Executive Vice President, LivHOME, Inc.